



## HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN,  
YSTRAD MYNACH ON TUESDAY, 11TH SEPTEMBER 2018 AT 5.30 P.M.

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### PRESENT:

Councillor L. Binding - Chair  
Councillor J. Bevan - Vice Chair

### Councillors:

A. Angel, D. Cushing, M. Evans, J. Gale, D.C. Harse, V. James, L. Jeremiah, Mrs A. Leonard,  
B. Owen, S. Skivens and C. Thomas.

Cabinet Member: C. Cuss (Social Care and Wellbeing).

### Together with:

D. Street (Corporate Director - Social Services and Housing), J. Williams (Assistant Director – Adult Services), G. Jenkins (Assistant Director – Children’s Services), R. Hartshorn (Head of Public Protection, Community and Leisure Services), C. Forbes-Thompson (Interim Head of Democratic Services) and A. Dredge (Committee Services Officer).

Also Present – G. Howells (Chief Executive – Carers’ Trust) and L. Dallimore (UNISON Support Worker).

### 1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors C. Bezzina, Miss E. Forehead, A. Gair and Mrs M. Jones, Ms J. Lawton and Mr C. Luke (Users and Carers).

### 2. DECLARATIONS OF INTEREST

Councillor S. Skivens declared an interest in relation to agenda item 10 - Domiciliary Care Framework, details of which are recorded with the respective item.

### 3. MINUTES – 19TH JUNE 2018

RESOLVED that the minutes of the meeting of the Health, Social Care and Wellbeing Scrutiny Committee held on 19th June 2018 (minute nos. 1 - 11) be approved and signed as a correct record.

#### **4. CONSIDERATION OF ANY MATTER REFERRED TO THE SCRUTINY COMMITTEE IN ACCORDANCE WITH THE CALL-IN PROCEDURE**

There had been no matters referred to the Scrutiny Committee in accordance with the call-in procedure.

#### **5. REPORT OF THE CABINET MEMBERS**

The Scrutiny Committee received a verbal report from Councillor C. Cuss (Cabinet Member for Social Care and Wellbeing). He advised that on the 25th July 2018, Cabinet agreed to apply a market supplement of £3227 to all Social Worker and Senior Practitioner posts in the six Children's Services Locality Teams across the County Borough. A report shall then be presented to Cabinet 12 months after the implementation date with an update regarding the recruitment issues being experienced in this service area. Councillor Cuss explained that there are currently 14 Social Worker and 3 Senior Practitioner vacancies with 6 Agency Workers covering some of those vacancies and stated that the status quo is not sustainable. There is also a lack of experienced Agency workers. The worst affected Team continues to be Rhymney and Senior Management are looking across the Service to consider how further support can be provided to the Team. He was pleased to note that the Department are supporting 8 unqualified Social Work staff in completing their Degrees (5 in Children's Services and 3 in Adult Services).

The Cabinet Member provided an updated regarding the increased foster care fees and allowances previously agreed, to address issues of recruitment which took effect from 1st June 2018. He advised that a fantastic response has been received in relation to the increased fees and the radio advertisement. There are currently 21 assessments underway, which is four times more than previous years. Independent assessments have also been commissioned to meet demand. The Scrutiny Committee congratulated the Department regarding the volume of assessments. It was confirmed that 3 applications would be considered at the next Foster Panel and the remainder of the applicants would filter through future Panels over the next few months. The fee increase has also assisted with existing carers taking on more placements and as a result the use of the Independent Fostering Agency has not been required since June 2018.

Councillor Cuss placed on record his thanks to everyone at Ty Iscoed for receiving a very positive Inspection Report.

In terms of the Domiciliary Care Framework scheduled on the agenda, Councillor Cuss advised that the Scrutiny Committee would be joined by expert witnesses from across the field as requested by Members at a previous meeting. He advised that the purpose of the debate was to enable Members' views to be included in the Cabinet report scheduled for the 17th October 2018.

The Chair thanked the Cabinet Member for his informative update and Members questions were welcomed. Clarification was sought in relation to the market supplement and how many staff would receive this and it was confirmed that this would apply to seven Social Workers and three Senior Practitioners in each of the 6 Locality Teams. A financial commitment has been set aside for the sum of £180K for the period 2018/19. It was explained that a three year tie in period would be applied for the in-house staff obtaining their professional qualifications. Historically, staff have been committed and loyal and remained with the Authority post qualifying. Members requested that as staff have stated they feel secure in their employment then this should be promoted as an 'add on benefit' as part of the recruitment process. A Member queried why the Rhymney Team continues to be the worst affected in relation to staff recruitment. It was explained that resources have been put in to recruit to this Locality Team and it is hoped that the market supplement will assist in this process. In addition, Officers advised that many of the newly qualified Social Workers applying for posts live along the M4 corridor and the travel distance is a main factor that has been highlighted.

## **6. HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE FORWARD WORK PROGRAMME**

The Interim Head of Democratic Services introduced the report that informed the Committee of its Forward Work Programme planned for the period September 2018 to April 2019. Members were asked to consider the work programme and to make any amendments or request additional agenda items to be included for future meetings.

Members were referred to the next meeting scheduled for the 23rd October 2018 where only one report was listed, namely, Month 5 – Budget Monitoring. It was therefore suggested that three additional reports be added (from the date to be confirmed list) to the agenda, namely, Social Services Position Statement, Multi-disciplinary Intervention Support Team (MIST) Service and Non-Residential Social Services Charging. Reference was then made to the meeting scheduled for the 4th December 2018 which had two items listed, namely, Aneurin Bevan University Health Board (ABUHB) Update and a report on Hospital Discharge. It was suggested that the December meeting be held solely to receive the report from the ABUHB and the Hospital Discharge be added to the meeting scheduled on the 19th March 2019 along with the Dementia Friends Training.

The Scrutiny Committee discussed requesting an updated report from Wales Ambulance Services Trust (WAST) and considered whether this needs to be specific or a broad update on the service. It was agreed that the Chair would liaise with the Interim Head of Democratic Services and the Director of Social Services and Housing following the meeting and agree a way forward. It was noted that a request had been received from an elected Member (not sitting on this Scrutiny Committee) for ABUHB to present a report in respect of GP closures. Members agreed that the Member to provide specific questions and these be sent to the Chair, Vice-Chair and Interim Head of Democratic Services for consideration and a proposed meeting date be agreed at that time with the approval of the Scrutiny Committee.

Following consideration and discussion and subject to the foregoing, it was moved and seconded that the recommendation in the report be approved. By a show of hands this was unanimously agreed.

RESOLVED that subject to the following amendments, the work programme appended to the report be approved:-

- (i) the Social Services Position Statement and reports on the Multi-disciplinary Intervention Support Team (MIST) Service and Non-Residential Social Services Charging be added to the meeting on the 23rd October 2018;
- (ii) the report on Hospital Discharge be moved from 4th December 2018 to the meeting on the 19th March 2019;
- (iii) Dementia Friends Training be added to the meeting on the 19th March 2019.

## **7. CABINET REPORTS**

The Cabinet report listed on the agenda had not been called forward for discussion at the meeting.

### **REPORTS OF OFFICERS**

Consideration was given to the following reports.

## 8. ANNUAL REPORT OF THE DIRECTOR OF SOCIAL SERVICES 2017/18

The report provided the Scrutiny Committee with the key messages that have been identified in the preparation of the Annual Report of the Director of Social Services for 2017/18. The report sought the comments of Members prior to its submission to Full Council and the Care Inspectorate Wales (CIW).

The Director informed Members that this is the ninth Annual Report which complies with Part 8 of the Social Services and Wellbeing (Wales) Act 2014 and contributes to all of the Wellbeing Goals contained within the Wellbeing of Future Generations (Wales) Act 2015. He explained that the guidance allows little room for manoeuvre in terms of the format of the report and must be user friendly. The report provides an opportunity for the Director to reflect on what has been achieved in 2017-18 and also what needs to be done in 2018-19 and beyond. He gave an overview of the areas covered with particular reference to the financial pressures affecting the public sector and Local Government that have been well publicised. Social Services in Caerphilly overspent by around £150,000 against a budget of over £80m, this represented an over spend of approximately 0.2%. Reference was made to the ageing population which means that demands for services with an increase in the number of complex cases with older people that require large packages of care are more expensive. In addition, due to changes in employment legislation the cost of buying many of these services has increased significantly. Children's Services has seen a significant increase in the number of children brought into its care consequently, costs in this area have also increase significantly.

It was explained that these financial pressures have been managed in recent times by not filling vacant posts and reducing numbers of administrative staff. However, ongoing pressures in terms of numbers, complexity and costs mean that very difficult decisions are going to have to be made on how services are prioritised and delivered from this point on. Recruitment and retention of staff across Social Services is increasingly difficult, areas such as Children's Services and Mental Health have always been challenging, and areas such as Domiciliary Care are becoming equally challenging. This is a national issue affecting local authorities.

The Scrutiny Committee noted that the Welsh Community Care Information Systems (WCCIS) was implemented in February 2018. This national IT system will allow 22 Local Authorities and 7 Health Boards in Wales to share information.

Members discussed the report in detail and in particular the 2017/18 performance measures. The figures relating to reablement in Adult Services were considered and it was explained that promoting quality of life and empowering people to return home following periods of reablement is a priority. In terms of Children's Services, Members requested comparative data from the previous year and also comparisons against other Local Authorities across Wales. Officers confirmed that if the information is available it will be provided to Members following the meeting. Clarification was sought on the Departments Priorities for 2018/19. Officers confirmed that the Department intends on delivering the nationally recognised 'Collaborative Communication' training to all front line teams in Children's Services which focuses on enabling families to identify outcomes and solutions to difficulties for themselves. In line with the Social Services and Wellbeing Act, staff will have 'what matters conversations' with services users with emphasis on 'needs'. It is also intended to work with colleagues in Health to embed care navigation training and principles of place based working in GP surgeries. A Member queried one of the priorities for 2018/19 and the rolling out of 'My Mates Scheme' across the borough. It was explained that supporting people to safely develop and maintain healthy domestic, family and personal relationships is a priority. This Scheme is a friendship project for people with disabilities, run by Monmouthshire County Council. The unique and transformational project is led by members who strive for independence and equality. The project helps people with disabilities form confident friendships and live "with passion and purpose". Members queried why they were not aware of this scheme as they felt they could assist in promoting the project to the wider community. It was suggested that one avenue for promoting this could be through the Cabinet Member's Statement as this is distributed and published on the Council's Website prior to each Scrutiny Committee Meeting.

A Member referenced Dementia Friends Training and queried if consideration has been given to rolling this out to Sheltered Housing establishments. Officers advised that this is being considered as the Council is committed to developing dementia friendly communities so people can be supported to participate in normal activities of daily living such as shopping, banking and eating out. The Council is committed to ensuring all services are dementia friendly. Clarification was sought in relation to Care Packages and if information is measured if existing care users are taken back in to hospital. It was explained that a care package exists for 2 weeks. If the patient is hospitalised for longer than this period, then the package is closed down and the hours are re-allocated. It was emphasised that no patients are discharged from hospital without a package of care in place.

Following consideration of the report, the Health Social Care and Wellbeing Scrutiny Committee unanimously recommended the Annual Director's Report of Social Services 2017/18 to Council.

## **9. WELL-BEING OBJECTIVES 2017/18 – YEAR END UPDATE**

The report updated Members on the progress of the two following Well-being Objectives, for the period April 2017 to March 2018, and provided an evaluation of whether the Well-being Objectives are currently being delivered successfully or not: Well-being Objective 1 (WO1) - To help people make the best use of their household income and manage their debts. Well-being Objective 3 (WO3) - Close the gap in life expectancy for residents between the most and least deprived areas in the Borough. The Local Government (Wales) Measure 2009 requires all local authorities in Wales to set and publish a set of priorities that improve the life of citizens. The Wales Audit Office (WAO) use Well-being Objectives and other data/information to evaluate the Council's annual progress on key performance indicators, measuring the outcomes and impact on the citizens of Caerphilly.

The Scrutiny Committee were referred to the Wellbeing Action Plans (appended to the report). They set out the progress made against individual targets and actions and indicate if the targets have been met.

It was explained that in relation to Well-being Objective 1 (WO1), the main outcome of this priority is to introduce policies concerned with boosting households' resources so that Caerphilly residents are able to improve their income levels and are better able to meet their own needs. Poverty harms people's prospects and damages their long term future. It also places a burden on public resources and services. It is in everyone's interests to tackle poverty. Caerphilly Council is committed to ensuring its residents are able to live fulfilled lives and are not prevented from enjoying an acceptable standard of living due to economic, social or cultural disadvantage. The status of Well-being Objective 1 at year end 2017/18 is considered to be successful.

In terms of Well-being Objective 3 (WO3), the main outcome of this priority is to improve the lifestyles of the local population so that people recognise and take responsibility for their own health and well-being. In turn this will reduce the variation in healthy life expectancy so that health and well-being of individuals experiencing disadvantage improves to the levels found among the advantaged. Resources within this arena have been significantly reduced over the past few years. This is impacting on the availability of funds and the capacity to deliver. Welsh Government are phasing out the Communities First programme to establish a new approach to meet the challenges of the future. The new approach will focus on three key areas of employment, early years and empowerment. Caerphilly Communities First are significant planning and delivery partners for this Well-being Objective as well as the Healthier Theme of the Caerphilly Single Integrated Plan. The status of Well-being Objective 3 at year end 2017/18 is considered to be successful.

The Chair thanked the Officer for providing the update and Member's questions were welcomed. The Committee praised Officers for the success of Objective 3 and sought clarification on how this was achieved and how this could be capitalised on for the future. It was explained that many factors contribute to the success that include working with partners such as Health and Schools. Adult smoking rates continue to decline, the gap in life expectancy has reduced for both male and female residents between the most and least deprived area in the Borough. In terms of schools 98% have achieved the Health Schools accreditation at Phase 3 and since the launch of the Daily Mile in 2017, 50% of schools have adopted the initiative. This is one of the highest participation rates in Wales. Promoting fitness is key and working schools will link in with developing the Council's Sport and Recreation Strategy. Clarification was sought as to how many children take up Free School Meals (FSM). It was explained that Officers continue to promote the take up of FSM, using established media channels and also working with schools and other partners. The promotion highlights the benefits to families and schools who are eligible parents/carers completing FSM applications. Figures relating to Primary and Secondary Schools taking up FSM would be distributed following the meeting.

Following consideration and discussion, it was moved and seconded that the recommendation in the report be approved. By a show of hands this was unanimously agreed.

RESOLVED that the contents of the report be noted and the judgement of Well-being Objective 1 and 3 to be successful at year end.

## **10. DOMICILIARY CARE FRAMEWORK**

Councillor S. Skivens declared a prejudicial interest in relation to this item as he works for a Staffing Resource Company. He left the room when the report was presented and did not take part in the debate or vote.

The Chair welcomed Ms L. Dallimore (Representative from the Trade Union Unison) and Mr G. Howells (Chief Executive of Carers' Trust) to the Meeting.

The report sought Members' views on the recommendations proposed to progress the commissioning of a new Domiciliary Care arrangement, minimising disruption to individuals who currently receive the service whilst increasing capacity to meet identified needs. The current arrangements were outlined for the provision of externally commissioned and internally provided domiciliary care in the Caerphilly Borough. Some of the difficulties and issues facing the domiciliary care sector on a local and national basis were highlighted in the report. The report was deferred at the Scrutiny Meeting held on the 19th June 2018 as Members' expressed concerns in relation to the new Domiciliary Care Model. They considered that it would be appropriate to hear an expert testimony prior to making recommendations to Cabinet. Members requested that Representatives from an External Service Provider, Trade Union and Service User and/or Representative be invited to attend a future meeting to provide their perspective on the model.

The Scrutiny Committee heard representations from the Trade Union Representative and the Chief Executive of Carers' Trust. The Trade Union supported the in-house provision and generally supported the report. They felt that the framework offers an important opportunity in key areas to secure work places and external service providers themselves will also see the benefits. They would like to see Trade Union recognition or access to the work place in moving forward. The Chief Executive of Carers' Trust referred to the Regulation Inspection Social Care Act (2016) (RISCA) that has introduced a different measure with emphasis on 'What matters conversations and What Care/Respite is needed'. He explained that recruitment in Social Care is in crisis and supported the recommendations in the report. He stated that the Director should be congratulated in achieving this new Model, with limited disruption to care provided and the introduction of a 'block' of hours offered on a weekly basis with an indication of times that the 'eligible' needs of the individual should be met. From the Carers' perspective he stated that this Model is a step in the right direction that offers more flexibility.

The Scrutiny Committee discussed the issue of zero hour Contracts and the Chief Executive of Carers' Trust confirmed that most providers would not chose this option and he didn't consider that this was the route of the problem. Some people chose and prefer this option as they may have other part time jobs alongside this. He referred to his company that employs 120 staff in Domiciliary Care where 20% want a zero hour contract, however, the company are aspiring to offer all staff permanent contracts. A requirement of the RISCA Act is that the Authority will have to evidence on a 12 weekly basis that they have asked employees if they wish to continue with these contracts. The Chair thanked the Representatives for attending the meeting and responding to questions during the course of the debate.

Members requested an additional recommendation to include *The Health Social Care and Wellbeing Scrutiny Committee would not wish the in-house provision to reduce to less than the current percentage which represents 28% of the provision.*

Following consideration and discussion and subject to the foregoing, it was moved and seconded that the recommendations in the report be approved. By a show of hands this was unanimously agreed.

RESOLVED that the contents of the report be noted and for the reasons contained therein;

- (i) the approach being proposed in 4.11 in relation to the tender process for a Care at Home Service be agreed;
- (ii) the risks associated with this process are acknowledged and understood;
- (iii) the Health Social Care and Wellbeing Scrutiny Committee would not wish the in-house provision to reduce to less than the current percentage which represents 28% of the service provision.

The meeting closed at 7.30 pm

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on 23rd October 2018.

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CHAIR