



## HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE (PERFORMANCE MANAGEMENT)

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH  
ON WEDNESDAY, 21ST NOVEMBER 2012 AT 5.00 P.M.

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PRESENT:

Councillor L. Ackerman - Chairman  
Councillor B.A. Jones - Vice Chairman

Councillors:

E.M. Aldworth, L. Binding, P. Cook, K. Dawson, E.J. Gale, L. Gardiner, N. George,  
G.J. Hughes, S. Morgan, J.A. Pritchard.

Cabinet Member: Councillor R. Woodyatt, Cabinet Member for Social Services.

Together with:

A. Heaney (Corporate Director Social Services), D. Street (Assistant Director Adult Services),  
A. Sheehan (Service Manager, Children Services), C. Jones (Head of Performance and  
Property), I. Richards (Performance Development Officer), C. Forbes-Thompson (Scrutiny  
Research Officer), S.M. Kauczok (Committee Services Officer).

Users & Carers: Miss L. Price.

### **APOLOGIES**

Apologies for absence had been received from Mr C. Luke, Mrs J.M. Morgan and Mrs M. Veater; Councillors Mrs G. Bevan, Mrs P. Griffiths and D.T. Hardacre (Cabinet Member for Performance and Asset Management).

### **1. DECLARATIONS OF INTEREST**

There were no declarations of interest made at the beginning or during the course of the meeting.

### **2. SIX MONTHS UPDATE OF THE IMPROVEMENT OBJECTIVES**

The Head of Performance and Property explained the purpose of the meeting. Every six months members have the opportunity to scrutinise performance information within the dedicated Performance Management scrutiny committees. In addition, there is a robust and thorough process in place for evaluating the reporting performance issues on a regular basis within the directorate of Social Services.

Adult Services and Children Services are the owners of the specific objectives for this scrutiny committee, which are: Improvement Objective 6 - Improve the timeliness and quality of assessments of the client's needs; Improvement Objective 7 - Agencies and partners work together to safeguard children and young people.

### **3. IMPROVEMENT OBJECTIVE (107) QUARTER 2 UPDATE - CHILDREN SERVICES**

Following the introduction by the Head of Performance and Property, the Scrutiny Committee received a presentation from the Service Manager, Children Services, on progress with Improvement Objective 7 - Agencies and partners work together to safeguard children and young people.

Members were advised that good progress had been made with developing the Team Around the Family (TAF) model, which supports families with emerging needs to prevent those needs escalating to the point of statutory intervention. The number of referrals has increased significantly from 2011/12, with the Education sector making the highest number of referrals. The number of core members at the Multi Agency Panel meetings has increased helping to provide a broader perspective on the range of support available for families. New core members include GAVO, Llamau and Barnardo's. The Multi Agency is now held in alternate venues across the north, south and east of the county borough.

Independent feedback has started to come in from service users about the support they have received and this information is being used to develop the TAF model further. Lead professional training has been delivered and attendees have reported that they feel more confident about taking on the lead professional role.

Following the presentation Members sought further information on a number of issues around Improvement Objective 7, in particular, in relation to the Team Around the Family (TAF) process and the work of the Safeguarding Children Board. Members felt that it would be helpful for them to receive details of the content of the consultation presentations that had taken place to raise awareness of the Safeguarding Board. It was agreed that arrangements would be made for Members to be able to view a DVD that had been produced via an on-line link.

### **4. IMPROVEMENT OBJECTIVE (106) QUARTER 2 UPDATE - ADULT SERVICES**

The Scrutiny Committee received an update from the Assistant Director Adult Services on progress with Improvement Objective (106) - Improve the timeliness and quality of assessments of the clients needs.

Members were advised that good progress is generally being made across the range of actions contained in the improvement objective and all actions have made at least some progress. Out of the ten main actions within this improvement objective, six have been completed and some progress has been made on the remaining four. Out of the nine monthly performance indicators at the end of September 2012 (quarter 2), five are performing well (green) and are already achieving the target set.

One local indicator (ASPI 18) is just below the target set, however, there are three indicators of concern (red). These are: ASPI 02 - Number of adults waiting for an assessment outside of the timescale (28 days), which is currently performing at 223 adults waiting compared to 288 adults waiting the previous month; ASPI 03 - The percentage of adult services assessments started on time - currently performing at 76.60% compared to 79.50% the previous month and ASPI 43 - Number of people waiting to access day care for more than 28 days, is currently at 6 service users compared to 4 service users waiting the previous month.

The Assistant Director Adult Services outlined the challenges facing Adult Services, Members were advised that there has been an increase in the demand for assessments and an increase in the complexity of cases leading to larger and more complex packages of care. There were significant pressures in terms of requests for aids and adaptations, drug and alcohol support, dementia related services and transport. There were also challenges in terms of capacity - financial and workforce; joint working with ABHB; continuing health care; hospital discharge, delayed transfers of care and medication policy. The Transformational Agenda is changing the way the Directorate responds to the outcome of assessments and the implementation of the Social Services Bill will extend its responsibilities.

Following the informative presentation, a full discussion ensued on the issues raised. Members expressed concern in relation to the number of people waiting for an assessment outside of the timescale of 28 days. Officers advised that this was an area of concern and that they were looking at ways of ensuring that resources are correctly deployed. Every referral is assessed in terms of risk and where risks have been identified an assessment is undertaken as quickly as possible. Members requested that they be kept up to date on the numbers waiting for more than 28 days.

Reference was made to the increasing demand for care and the expectations in the community. Clarification was sought on the measures in place to monitor those individuals in care, in particular those who are living at home. It was noted that there is a mandatory review every 12 months after the assessment has been undertaken. If it is believed that the individual's needs are improving or deteriorating, carers can feed this into the Directorate. In addition, a family can request a review if an individual's needs change. Arising from discussions relating to transportation, Members queried whether there are measures in place to ensure that vehicles issued under the Mobility Allowance scheme are being used for the purpose intended.

The meeting closed at 6.30 pm.

Approved and signed as a correct record subject to any amendments being recorded at the meeting held on 12th February 2013.

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CHAIRMAN