



HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE

**MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN,
YSTRAD MYNACH ON TUESDAY, 3RD DECEMBER 2013 AT 5.00 PM**

PRESENT:

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

Councillors:

A.P. Angel, Mrs G. Bevan, L. Binding, Mrs P. Cook, Mrs E.J. Gale, N. George, C. Gordon,
G.J. Hughes, S. Morgan, J.A. Pritchard.

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

Together with:

D. Street (Corporate Director Social Services), G. Jenkins (Assistant Director Children Services), J. Williams (Interim Assistant Director Adult Services), Judith Morgans (Customer Services & Performance Co-ordinator), M. Day (Team Manager), B. Griffiths (Interim Service Manager), J. Jones (Democratic Services Manager), S.M. Kauczok (Committee Services Officer).

Users & Carers: Mrs J. Morgan and Mrs M. Veater.

Aneurin Bevan Health Board: Sam Crane, Head of Partnerships & Networks.

1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors Mrs E.M. Aldworth, K. Dawson, L. Gardiner, Mrs P. Griffiths, Mr C. Luke, Miss L. Price and Mrs B. Bolt.

2. DECLARATIONS OF INTEREST

Councillor G. J. Hughes declared a personal interest in that his mother is cared for in a local nursing home. He was advised that there were no relevant items on the agenda and that therefore there was no requirement for him to declare an interest on this occasion.

3. MINUTES

RESOLVED that the minutes of the following meeting be approved as a correct record and signed by the Chairman: -

1. Health, Social Care and Wellbeing Scrutiny Committee held on 22nd October 2013 (minute nos. 1-13; page nos. 1-6).

4. MATTERS ARISING

Sam Crane proposed that the Health Board attend the March meeting of the Scrutiny Committee to present an outline of the Stroke Redesign Programme, which is underway. This was agreed.

5. 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.

6. REPORT OF THE CABINET MEMBER

The Scrutiny Committee received a verbal report from Councillor R. Woodyatt, Cabinet Member for Social Services.

Councillor Woodyatt advised that there had been a number of significant events to acknowledge the work of Social Services. In November, two Looked After Children events were held to celebrate the achievements of more than 200 children who are receiving support from the Local Authority. A tremendous amount of work went into the events by staff from both Social Services and Education and Councillor Woodyatt thanked all those involved for their hard work and for decorating the Glass Restaurant so beautifully.

Prior to that in October this year, two events were held to acknowledge the achievements of Social Services employees in gaining qualifications to support them in their day to day work. The event involved Social Care staff from Caerphilly and Blaenau Gwent and had been very well organised by staff from the joint workforce development team. Councillor Woodyatt once again placed on record his thanks to all the staff involved.

In the past month the Shared Lives Week allowed the Adult Placement Team to publicise the work they undertake. During this period the service received contact from a number of citizens who expressed an interest in being adult placement carers. Similarly, on 29th November an event was held at Llancaiach Fawr to celebrate Carers Day. A number of carers attended who had previously had no contact with the Authority.

Members' attention was then drawn to the agenda for the meeting and in particular to the DVD on the Divisions' complaints process. Members were also reminded of the special Health Social Care and Wellbeing Scrutiny Committee meeting on 11th December in relation to the Medium Term Financial Plan proposals.

7. CABINET REPORTS

There had been no requests for the Cabinet report dated 13th November 2013 to be brought forward for discussion at the meeting.

SCRUTINY REPORTS

Consideration was given to the following.

8. DIGITAL STORY: COMPLAINTS

Judith Morgans, Customer Services and Performance Co-ordinator and Meirion Day, Team Manager, presented a DVD which outlined the way in which the Directorate promotes its complaints process and how it uses feedback from the public to improve the service.

Members were advised that there are three stages to the complaints procedure i.e. Stage 1 - Local Resolution; Stage 2 - Formal Consultation and Stage 3 - The Independent Panel. In addition, the local ombudsman can be asked to investigate a complaint. One of the main complaints last year related to the retention of personal information. One of the areas where positive feedback from the public had been received was in relation to the Frailty Service.

Members thanked the officers for the interesting presentation and a question and answer session ensued. Arising from a query from a Member about the manner in which joint complaints e.g. in relation to inappropriate discharge are dealt with, officers advised that the "Listening and Learning" method encourages the response to be provided in one letter although this is sometimes difficult due to the different ways in which information is currently shared. In terms of vexatious complaints, officers advised that there were good communication policies in place and they had not as yet had to invoke the vexatious complaints policy.

Members enquired whether training is provided for staff in this respect and whether there are occasions when stage 1 of the process is by-passed. Officers advised that a rolling programme of training commenced in 2006 and finished 8-9 months ago. In addition, officers attend divisional management meetings to discuss the lessons learned. There had been a decrease in the number that by-pass stage 1 of the process, with only one case last year.

Clarification was sought on whether assistance is provided to individuals who may find it difficult to articulate their complaints. Officers advised that they work very closely with the National Independent Advocacy Service (NIAS) and have produced an easy to read guide which is available online.

9. ANNUAL REVIEW AND EVALUATION OF PERFORMANCE 2012-2013

The Social Services Inspection Evaluation and Review, which is undertaken by the CSSIW, evaluates how well the service is run. The Corporate Director Social Services presented the report, which sets out the key areas of progress for the year 2012/13 in Caerphilly Social Services together with areas for future improvement.

CSSIW has identified a range of good practice within Caerphilly Social Services together with areas for improvement. The review has concluded that Caerphilly Social Services continues to perform well but has also identified potential risks i.e. the impact of long term interim management arrangements on the department; potential effects of corporate instability and sustaining current high levels of service in a financially challenging environment.

A full discussion ensued on the content of the report and Members congratulated Officers on managing to maintain performance during challenging times. It was moved and seconded that the recommendation in the report be approved and by a show of hands this was unanimously agreed.

RESOLVED that the content of the Social Services Inspection Evaluation and Review Report 2012-2013 be noted prior to it being presented to Cabinet for final endorsement.

10. INTEGRATION OF MENTAL HEALTH SERVICES WITH ANEURIN BEVAN HEALTH BOARD

The report provided a position statement in respect of mental health integration. Members received a summary of progress to date, current deliberations, timescales and the next steps. A challenging financial climate has resulted in the need to revisit the project scope and phases and as such a revised option is now being pursued. The revised approach will achieve the same timescales and outcomes but via an alternative approach.

At a meeting of the Mental Health and Learning Disability Partnership Board on 18th October 2013 it was proposed that a more phased approach to the integration should take place with the first phase being the appointment of the integrated posts and alignment of the related teams, with a memorandum of understanding supporting this. In the second phase a pooled budget will be created for the remainder of the service budgets and governed by a 33 agreement.

Following detailed discussion on the content of the report, it was moved and seconded that the recommendation in the report be approved and by a show of hands this was unanimously agreed.

RESOLVED that progress to date be noted particularly in relation to the revisions to the project scope and timeframes.

11. GWENT WIDE ADULT SAFEGUARDING BOARD

The Gwent Wide Adult Safeguarding Board (GWASB) was established in 2011 merging the tri Council Area Adult Protection Committee arrangements in Blaenau Gwent, Torfaen and Monmouthshire with those of Caerphilly and Newport. The Board is the forum responsible through its robust interagency partnership for the strategic leadership, monitoring and reviewing of adult safeguarding practice. It is responsible for the implementation of national policy and guidance and the development of local procedural guidance and associated documentation where necessary. The Board receives reports and presentations from its four sub-groups and makes use of task and finish groups for bespoke developments.

Members' views were invited on the draft annual report which brings together for the first time a regional perspective on work undertaken over the last 12 months as well as setting out the challenges ahead. These include securing dedicated resources to support the work of the Board and responding to the Social Services and Well Being Bill. The draft report is scheduled for sign off by board members at the December 2013 GWASB meeting.

It was noted that the coordinator sub group had considered the low rate of prosecutions as highlighted in the table on page 6 of the report and had worked with Gwent police to develop a tool that would track case progress. It was explained that the reason for the figure for the number of criminal investigations in Caerphilly being so much higher than the other four Authorities during the period in question was due to the higher number of referrals. Members were advised that no new trends had emerged.

In terms of raising awareness and providing education, the training and awareness sub group has reconsidered the terms of reference, action plan and key priorities. The non-criminal investigation training pack was reconsidered. Despite local variations, the group is working towards one single training pack for the future. Educating staff to carry out non criminal investigations will be important in the coming year as there is a low number of investigating officers available to undertake investigations.

Following detailed discussion on the content of the report, it was moved and seconded that the recommendation in the report be approved and by a show of hands this was unanimously agreed.

RESOLVED that the draft Gwent Wide Adult Safeguarding Board report be noted as information of the significant activity undertaken by the Authority, neighbouring authorities and partner agencies in relation to the protection of vulnerable adults.

12. WALES AUDIT OFFICE REPORT - EVALUATION OF SOCIAL SERVICES CONTRIBUTIONS TO THE MEDIUM TERM FINANCIAL PLAN

The Corporate Director Social Services highlighted the key issues within the Wales Audit Office report, which had been presented to the Audit Committee on 6th November 2013. A full discussion took place at the Audit Committee on the outcome of the WAO review which had concluded that "Although Social Services is managing within its overall budget, the Council does not have a rigorous approach to developing business cases and setting, delivering, monitoring and evaluating savings in order to meet future demands and challenges". The WAO subsequently raised three recommendations and three proposals for improvement, which are set out in their report.

A full discussion ensued and Members and Officers expressed disappointment with the conclusions reached by the WAO in relation to underspends that had been achieved over the past five years. Reference was made to an error on page 12 of the WAO report relating to a proposal to close Tredegar Court.

The Scrutiny Committee noted the report.

13. REQUESTS FOR ITEMS TO BE INCLUDED ON THE NEXT AVAILABLE AGENDA

1. Councillor L. Binding requested information on social enterprise models prior to the special budget meeting of the Scrutiny Committee on 11th December. Officers pointed out that the agenda for that meeting was being despatched to members the following day and it would not be possible to include that information with the agenda due to the timescale. The Corporate Director informed members that the meeting next week would be their first opportunity to see the detail of the proposals. There would be opportunities for officers to bring forward further reports as part of the routine cycle.
2. Councillor J. A. Pritchard requested that a report be prepared at the end of the winter period assessing how the Directorate had dealt with the winter pressures.

14. ITEM FOR INFORMATION

The following item was reported and noted: -

1. Together for Mental Health Annual Report 2012-13.

The meeting closed at 6.18 p.m.

Approved as a correct record subject to any amendments agreed and recorded in the minutes of the meeting held on 11th February 2014.

CHAIRMAN