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Date: 15th March 2017

Dear Sir/Madam,

A meeting of the **Health Social Care and Wellbeing Scrutiny Committee** will be held in the **Sirhowy Room, Penallta House, Tredomen, Ystrad Mynach** on **Tuesday, 21st March, 2017** at **5.30 pm** to consider the matters contained in the following agenda.

Yours faithfully,

A handwritten signature in blue ink that reads 'Chris Burns'.

Chris Burns
INTERIM CHIEF EXECUTIVE

AGENDA

	Pages
1 To receive apologies for absence.	
2 Declarations of Interest.	

Councillors and Officers are reminded of their personal responsibility to declare any personal and/or prejudicial interest (s) in respect of any item of business on this agenda in accordance with the Local Government Act 2000, the Council's Constitution and the Code of Conduct for both Councillors and Officers.

To receive and consider the following minutes: -

- | | |
|---|--|
| 3 Health, Social Care and Wellbeing Scrutiny Committee held on the 7th February 2017. | |
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1 - 6

A greener place Man gwyrddach



Correspondence may be in any language or format | Gallwch ohebu mewn unrhyw iaith neu fformat

- 4 Consideration of any matter referred to this Committee in accordance with the call-in procedure.
- 5 To receive a verbal report by the Cabinet Member(s).
- 6 Health Social Care and Wellbeing Scrutiny Committee Forward Work Programme. 7 - 16
- 7 To receive and consider the following Cabinet reports*: -
- Scrap Metal Dealers and Dog Breeders Licensing Fees 2017/18.
- Wellbeing Objective 2017/18.
- *If a Member of the Scrutiny Committee wishes for any of the above Cabinet reports to be brought forward for discussion at the meeting please contact Amy Dredge, Committee Services Officer, Tel no. 01443 863100 by 10.00am on Monday, 20th March 2017.*
- To receive and consider the following Scrutiny reports: -
- 8 Junior and Youth Forum Priorities 2017. 17 - 28
- 9 Food Standards Agency Audit on the Caerphilly Food Law Enforcement Services. 29 - 36
- 10 Systems Thinking Within Adult Social Services. 37 - 40

Circulation:

Councillors: L. Ackerman (Chair), Mrs E.M. Aldworth, A. Angel, Mrs A. Blackman, Mrs P. Cook (Vice Chair), M. Evans, Ms J. Gale, L. Gardiner, C.J. Gordon, D.C. Harse, G. J. Hughes, L. Phipps, A. Lewis, Mrs A. Leonard, J.A. Pritchard and S. Skivens

Users and Carers: Mr C. Luke, Mrs J. Morgan and Mrs M. Veater

Aneurin Bevan Health Board: S. Millar (ABUHB)

And Appropriate Officers



HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN,
YSTRAD MYNACH ON TUESDAY, 7TH FEBRUARY 2017 AT 5.30 P.M.

PRESENT:

Councillor L. Ackerman - Chair
Councillor Mrs P. Cook - Vice Chair

Councillors:

Mrs E.M. Aldworth, A.P. Angel, Mrs A. Blackman, M. Evans, Ms J. Gale, C.J. Gordon, D.C. Harse, Mrs A. Leonard, A. Lewis, Mrs L. Phipps, J.A. Pritchard

Cabinet Member: Councillor R. Woodyatt

Together with:

D. Street (Corporate Director Social Services), J. Williams (Assistant Director Adult Services), G. Jenkins (Assistant Director Children's Services), M. Jones (Interim Financial Services Manager), P. Diamond (Gwent Transformation Team), C. Cox (Consultant in Public Health), C. Jones (Legal Executive), E. Sullivan (Scrutiny Officer), A. Dredge (Committee Services Officer)

User and Carer – Mr C. Luke

Also Present:-

Aneurin Bevan University Health Board – Mrs Sam Crane (Head of Urgent Primary Care) and Dr Aruna Sanikop

1. WELCOME

The Chair welcomed Sam Crane and Dr Aruna Sanikop from Aneurin Bevan University Health Board and Phil Diamond from the Gwent Transformation Team to the Scrutiny Committee meeting.

2. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors: L. Gardiner, G.J. Hughes, S. Skivens and Mrs M. Veater (User and Carer).

3. DECLARATIONS OF INTEREST

Councillors Mrs A. Blackman and J.A. Pritchard declared an interest at the commencement of the meeting in relation to agenda item 12, details of which are recorded with the respective item.

4. MINUTES – 6TH DECEMBER 2016

RESOLVED that subject to Officers providing figures following the meeting in terms of the amount of Carers across the Borough and the request for the information not being recorded, the minutes of the meeting of the Health, Social Care and Wellbeing Scrutiny Committee held on 6th December 2016 (minute nos. 1 - 9) be approved and signed as a correct record.

5. MINUTES – 12TH DECEMBER 2016

RESOLVED that the minutes of the meeting of the Health, Social Care and Wellbeing Scrutiny Committee held on 12th December 2016 (minute nos. 1 - 3) be approved and signed as a correct record.

6. MINUTES – 21ST DECEMBER 2016

RESOLVED that subject to the inclusion of Councillors A. Angel and C. Gordon in the apologies for absence the minutes of the meeting of the Health, Social Care and Wellbeing Scrutiny Committee held on 21st December 2016 (minute nos. 1 - 4) be approved and signed as a correct record.

7. 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.

8. CONSULTATION ON THE GP OUT OF HOURS PRESENTATION

The Chair gave permission for this item to be brought forward on the agenda.

Councillor J.A. Pritchard declared a personal interest in this item as she is a Member of the Greater Gwent Community Health Council, which has been part of the Consultation process and Mrs A. Blackman declared a personal interest as she is a Member of Sight Cymru.

Sam Crane and Dr Sanikop from Aneurin Bevan University Health Board (ABUHB) delivered a presentation in relation to the recent consultation on the GP Out of Hours Service. An overview was provided in relation to the current Service challenges, the issues involved with strengthening the Out of Hours Service and testing a new way of working. It was explained that the rationale for a six week trial provided a stabilised service to ensure quality of care and standards are delivered during high demand times within the system. This would enable workforce distribution and filling of weekend shifts with an incentivised pre-booking scheme. The enhancements, analysis and outcomes of the trial were summarised. The Scrutiny committee were informed of the timeline for the proposed formal consultation and details were provided in terms of how the Service would be managed

during this period. Emphasis was placed on the importance of engaging with the public to embrace this Service. Reference was made to roadshows that are being held across the South East Wales Authorities encouraging members of the public to attend to obtain their views on the Out of Hours Service change. The roadshows will be held during February and March 2017.

In concluding, the Head of Urgent Primary Care referred Members to the next steps for the Out of Hours Service. These include undertaking the formal consultation, reviewing outcomes, presenting back to the Community Health Council and then presenting to ABUHB in May 2017.

The Chair thanked Mrs Crane and Dr Sanikop for their informative presentation and responding to questions raised during the course of the debate.

Clarification was sought as to how the Out of Hours Service will work with NHS Wales Direct. It was explained that these are two separate services. The GP Out-of-Hours service is available when GP surgeries are closed, for urgent care only and not for routine medical matters. NHS Direct Wales provides a service for nurse advice if a patient is feeling ill and unsure what to do. Information can be provided on particular conditions and they can also provide the locations of doctors, pharmacists or dentists. A Member queried the volume of staff available to cover clinical shifts. The Scrutiny Committee was advised that there are a pool of Doctor's available, where some choose just to work in the out of hours Service, who are based locally. However, they must be signed up to the All Wales Performers List. Every patient who rings the GP Out of Hours Service will speak to a Clinician, GP or Nurse depending on the urgency of the condition.

9. REPORT OF THE CABINET MEMBERS

The Scrutiny Committee received a verbal report from Councillor R. Woodyatt (Cabinet Member for Social Services) who was pleased to report the launch of the Cynnydd/Progress Programme offering work experience to young people in care and leaving care across Council Services that was introduced on the 2nd February 2017. Sally Holland (Children's Commissioner for Wales) attended in support of the launch.

The Committee were informed that CSSIW undertook a spot inspection of Ty Ni Children's Home prior to Christmas and their findings were extremely positive. Inspectors met with young people and were particularly struck by their positive view of the care provided to them. A Member queried if the Cabinet Member had been involved with the team at Ty Ni and was informed that he has had some involvement with this very busy team which is Officer led.

In concluding, Councillor Woodyatt advised that in the run up to the Local Government Elections in May, Elected Members were reminded that any issues raised by constituents in relation to Social Services must be referred to the Customer Services Team and not to Officers directly in line with the established protocol. It was explained that referrals should be made through the usual channel of the IAA Service and EDT for out of hours Service. Any other enquiries should be sent to the Customer Services Team. The Director of Social Services will email all elected Members confirming this position.

10. HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE FORWARD WORK PROGRAMME

The Scrutiny Officer introduced the report that informed the Committee of its forward work programme including all reports that were identified at the meeting on the 6th December 2016, planned for the period February 2017 to July 2017. Members were asked to consider

the work programme and to make any amendments or suggest any additional agenda items to be included for future meetings.

It was suggested that a report on Member's Rota Visits be included to the meeting scheduled for the 21st March 2017. Members were advised that the meeting scheduled for the 2nd May 2017 has been cancelled. A Member requested a report on the Impact of Community Connectors and the Scrutiny Officer confirmed that she would contact the Member after the meeting for further information so that an appropriate date can be found to add the report to the Forward Work Programme.

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.

RESOVLED that subject to the foregoing, the work programme appended to the report be approved:

- (i) a report on the Member's Rota Visits be added to the Meeting scheduled for the 21st March 2017;
- (ii) the meeting scheduled on the 2nd May 2017 is cancelled;
- (iii) a report on the Impact of Community Connectors be brought to a future Health, Social Care and Wellbeing Scrutiny Committee with a date to be arranged.

11. CABINET REPORT

The Cabinet Report listed on the agenda had not been called forward for discussion.

REPORTS OF OFFICERS

Consideration was given to the following reports.

12. BUDGET MONITORING REPORT (MONTH 9)

The Interim Financial Services Manager introduced the report that informed Members of projected revenue expenditure for the Social Services Directorate for the 2016/17 financial year and updated Members on the progress made against the savings targets built in to the 2016/17 revenue budget for the Directorate. He summarised the projected financial position for the Social Services Directorate based on information available as at month 9 (December 2016). Reference was made to Budget pressures relating to the delivery of frontline services particularly placement pressures in both Adults and Children's Services. Details of which were appended to the report.

It was explained that the 2016/17 month 9 position is a projected Directorate overspend of £36k when compared with the current budget for the Directorate for 2016/17, which includes £2.5m of funding permanently vired from a corporate Social Services cost pressures contingency budget. This virement was approved in response to the impact of fee increases awarded to providers of adult social care in April 2016, due in the main to the introduction of the National Living Wage from April 2016 and demographic pressures experienced since April 2016.

The Committee were advised that the Children's Services Division is currently projected to overspend its revised budget by £577k. Adult Services Division is currently projected to underspend its revised budget by £426k and Service Strategy and Business Support is currently projected to underspend by £115k. The 2016/17 budget for Social Services included a savings target of £1.342m. All of the necessary actions have now been implemented to ensure that these savings can be delivered in full and on a recurring basis.

In concluding, the Interim Financial Services Manager advised that the pressures faced by Social Services will continue for 2017/18. There has been a significant increase in hospital discharge and associated care packages. These costs will be reflected in the next budget report presented to the Scrutiny Committee.

Clarification was sought in relation to the projected overspend in relation to Child Care Placement Costs. It was explained that the costs of individual placements differ depending on the needs and demand. Some specialist residential placements dealing with children with complex needs can cost between £3,000 to £6,000 per week and the number of children placed in Local Authority Care does fluctuate. There has been a significant increase in younger challenging children between the age of 8 and 12.

A Member queried the differing figures referred to in paragraph 4.3.3. and 4.3.7. of the report relating to Supported Living. Officers confirmed they would clarify the position 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 projected overspend of £36k against the Directorate's revised budget for 2016/17 be noted.

13. SOCIAL SERVICES AND WELLBEING ACT (2014) REGIONAL POPULATION NEEDS ASSESSMENT

Phil Diamond (Gwent Transformation Team) introduced the report that sought the views of Members on the draft Regional Population Needs Assessment (PNA) prior to presenting the report to Council for approval.

The report sets out the Draft Regional Population Needs Assessment (PNA). It was explained that the Social Services and Wellbeing Act 2014 places a statutory duty on Local Authorities and Health Boards to prepare a regional population needs assessment (PNA) in relation to people requiring care and support. A draft PNA has been jointly developed across the region (Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen) by Aneurin Bevan University Health Board (ABUHB) and the Gwent Transformation Team. The Act requires local authorities and local health boards to jointly carry out an assessment of the needs for care and support, and the support needs of carers in the local authority areas. The care and support is in relation to people known to Social Services and recognition is also required for the large number of people who are supported through preventative services. Initial research has estimated that this could be approximately 1 in 5 people.

The PNA comprises of the assessment of need and the range and level of services required and sets out the common priorities across the region with suggested actions. The document is based on the views of citizens.

The Scrutiny Committee were advised that the PNA must be signed off and agreed by individual Local Authorities and ABUHB by 31st March 2017 and subsequently published on individual websites. The first area plans must be published by 1st April 2018.

Mr Diamond emphasised there will be a need to ensure links between the Area Plan and the Public Services Board's Well-being Plans required under the Well-being of Future Generation (Wales) Act 2015 to facilitate collaborative working between the two legislative duties must avoid duplication.

Members discussed the challenges that face an 'ageing population' and how the region will need to look at new ways of working. Concerns were expressed with regard to the availability of long term funding to provide good quality care later in life, in the future. The Scrutiny Committee felt that a better and quicker diagnosis in relation to Alzheimers and Dementia was key. A Member suggested that a volunteer service could be arranged to help people who have been diagnosed as a way of giving people confidence and not feeling alone, for instance attending a gym. It was also raised that a social network is needed for carers, a resource that could be utilised by carers when the care is no longer required.

It was noted that the eligibility criteria in relation to Carers has changed and the areas of interest as set out in the report were supported. In terms of mental health, concerns were expressed in relation to the support available to younger people and Members felt that earlier intervention is required and that more money should be invested. Reference was made to violence against women, domestic abuse and sexual violence and a member queried why this does not relate to men. The Committee were advised that some seldom heard groups had been omitted from the assessment however the document will be amended to include these.

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.

Having fully considered the content of the Officer's report, it was moved and seconded that the comments of the Health, Social Care and Wellbeing Scrutiny Committee be noted as part of the consultation process and recommended that the Draft Regional Population Needs Assessment be submitted to full Council for approval. By a show of hands this was unanimously agreed.

Recommended that the Draft Population Needs Assessment and the priorities and suggest actions contained therein be submitted to full Council for approval.

The meeting closed at 7.40pm.

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on 21st March 2017.

CHAIR



HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 21ST MARCH 2017

**SUBJECT: HEALTH SOCIAL CARE AND WELLBEING SCRUTINY
COMMITTEE FORWARD WORK PROGRAMME**

**REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES &
SECTION 151 OFFICER**

1. PURPOSE OF REPORT

- 1.1 To report the Health Social Care & Wellbeing Scrutiny Committee Forward Work Programme.

2. SUMMARY

- 2.1 Forward Work Programmes are essential to ensure that Scrutiny Committee agendas reflect the strategic issues facing the Council and other priorities raised by Members, the public or stakeholders.

3. LINKS TO STRATEGY

- 3.1 The operation of scrutiny is required by the Local Government Act 2000 and subsequent Assembly legislation. The Forward Work Programmes contribute to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2016 by ensuring there is an effective scrutiny function and that council policies are scrutinised against the following goals:

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh language
- A globally responsible Wales

4. THE REPORT

- 4.1 The Health Social Care and Wellbeing Scrutiny Committee forward work programme includes all reports that were identified at the scrutiny committee meeting on 7th

February 2017. The work programme outlines the reports planned for the period March 2017 to July 2017.

- 4.2 The forward work programme is made up of reports identified by officers and members and has been prioritised into three priority areas, priority 1, 2 or 3. Members are asked to consider the work programme alongside the cabinet work programme and suggest any changes before it is published on the council website. Scrutiny committee will review this work programme at every meeting going forward alongside any changes to the cabinet work programme or report requests.
- 4.3 The Health Social Care & Wellbeing Scrutiny Committee Forward Work Programme is attached at Appendix 1. The Cabinet Forward Work Programme is attached at Appendix 2.

5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 This report contributes to the well-being goals as set out in links to strategy above. It is consistent with the five ways of working as defined within the sustainable development principle in that by ensuring the scrutiny function is effective when reviewing services and policies and ensure it considers the wellbeing goals.

6. EQUALITIES IMPLICATIONS

- 6.1 There are no specific equalities implications arising as a result of this report.

7. FINANCIAL IMPLICATIONS

- 7.1 There are no specific financial implications arising as a result of this report.

8. PERSONNEL IMPLICATIONS

- 8.1 There are no specific personnel implications arising as a result of this report.

9. CONSULTATIONS

- 9.1 There are no consultation responses that have not been included in this report.

10. RECOMMENDATIONS

- 10.1 That Members consider any changes and agree the final forward work programme prior to publication.

11. REASONS FOR THE RECOMMENDATIONS

- 11.1 To improve the operation of scrutiny.

12. STATUTORY POWER

- 12.1 The Local Government Act 2000.

Author: Catherine Forbes-Thompson Interim Head of Democratic Services

Consultees: Gail Williams, Interim Head of Legal Services and Monitoring Officer
Dave Street, Corporate Director Social Services

Appendices:
Appendix 1 Health Social Care and Wellbeing Scrutiny Committee Forward Work Programme.
Appendix 2 Cabinet Work Programme.

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Health Social Care & Wellbeing Scrutiny Committee Forward Work Programme February 2017 to April 2017			
Meeting Date: 21 March 2017			
Subject	Purpose	Key Issues	Witnesses
Youth Forum	To consider the Youth Forum Priority 2017	Awareness of mental health needs to be improved and stereotypes should be challenged	Youth Forum Representatives
Food Standards Agency Report on the Caerphilly Food Law Enforcement Services			Rob Hartshorn - Head of Public Protection
Systems Thinking	Member Request	To explain the systems thinking methodology and uses and impact to date	Jo Williams - Assistant Director adult Services

Health Social Care & Wellbeing Scrutiny Committee Forward Work Programme February 2017 to April 2017			
Meeting Date: To be Confirmed			
Subject	Purpose	Key Issues	Witnesses
Community Connectors	To update Members on the impact and outcomes of the Community Connectors	The purpose, impact and outcomes achieved by the Community Connectors initiative.	Jo Williams, Assistant Director Social Services.

Cabinet Forward Work Programme

APPENDIX 2

29TH MARCH 2017	Key Issues	Service Area
<p>Unit 21 Lawn Industrial Estate, Rhymney – Lease Renewal to the Furniture Revival, GC Enterprises (Wales) Ltd</p> <p>Uned 21 Ystâd Ddiwydiannol Lawn, Rhymni – Adnewyddu Prydles i'r Furniture Revival, GC Enterprises (Cymru) Cyf</p>	<p>To seek approval for the terms of the a new lease arrangement at a peppercorn rent with The Furniture Revival</p>	<p>Communities</p>
<p>Food Standards Agency Audit on the Caerphilly Food Law Enforcement Service</p>	<p>The report presents the findings of an audit conducted by the Food Standards Agency on Caerphilly County Borough Council's food law enforcement services, which include the food safety, food standards and communicable disease control functions in Public Protection.</p>	<p>Public Protection</p>
<p>Occupational Road Risk Policy</p>	<p>To advise Cabinet of the content of the above policy and to recommend formal adoption by the Authority</p>	<p>Public Services</p>
12TH APRIL 2017	Key Issues	Service Area
<p>Newbridge School Specialist Resource Base</p>	<p>The local authority has consulted with a range of stakeholders on the proposal to close the specialist resource base at Newbridge School. Cabinet is required to consider the consultation report and request for a Statutory Notice to be issued in relation to this.</p>	<p>Education</p>
<p>Annual Equalities Report</p> <p>Adroddiad Cydraddoldeb Blynyddol</p>	<p>The Council has a statutory duty to produce an annual monitoring report on Equalities issues under current legislation. The requirements are very detailed as to what relevant information must be included in the annual monitoring and improvement report.</p> <p>The information presented is to ensure that the regulatory body involved (the Equalities and Human Rights Commission) is provided with full evidence of the Council's compliance and commitment to the statutory duty.</p>	<p>Public Protection</p>

Cabinet Forward Work Programme

APPENDIX 2

Visit Wales ERDF Projects - The Monmouthshire And Brecon Canal Adventure Triangle	To outline revisions to the scope of this previously approved project and to seek Cabinet approval of a revised project scope and associated match funding allocation.	Communities
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7TH JUNE 2017	Key Issues	Service Area
Risk Management Strategy Strategaeth Rheoli Risg	This report presents the Council's current Corporate Risk Register and an updated version of the Council's Risk Management Strategy following amendments approved by Cabinet.	Public Protection
Bryn Brithdir, Oakdale Business Park – Renewal of CCBC and WG Joint Venture Agreement Bryn Brithdir, Parc Busnes Oakdale– Adnewyddu Cytundeb Menter ar y Cyd CBSC a LIC	To seek approval for the terms of the Joint Venture agreement with WG in relation to allocation of rental income received by the Council for Units 1-4 Bryn Brithdir, Oakdale Business Park.	Communities

21ST JUNE 2017	Key Issues	Service Area
Rhymney 3-18 All Through School Rhymni 3 - 18 Ysgol Gydol Oed	To make a final decision on the proposal to establish a Rhymney 3-18 All Through School.	Education
EAS Business Plan Cynllun Busnes GCA	This report presents the South East Wales Education Achievement Service (EAS) Business Plan.	Education
Provisional Outturn for 2016/17. Alldro Dros Dro ar gyfer 2016/17	The report will provide Cabinet with details of the provisional revenue budget outturn for the 2016/17 financial year prior to the annual audit by the Authority's External Auditors Grant Thornton.	Corporate Finance
Cabinet Report – Welsh Language Standards Annual	The Council has a statutory duty to produce an annual monitoring report on implementing Welsh Language issues under current legislation.	Public Protection

Cabinet Forward Work Programme

APPENDIX 2

Report 2016-2017 Adroddiad Cabinet – Adroddiad Blynyddol y Safonau Iaith Gymareg 2016- 2017	The information required for 2016-2017 covers four key areas as required under the Welsh Language Standards.	
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5TH JULY 2017	Key Issues	Service Area
Final governance of service change report D Dilywodraethu terfynol yr Adroddiad newid gwasanaethau.	To present the results of the Wales Audit Office review of Caerphilly County Borough Council arrangements for “Good governance when determining significant service changes” and any proposals for Improvement.	Wales Audit Office
Financial Resilience Adroddiad Hydwythedd Ariannol	To present the Wales Audit Office (WAO) report on its financial resilience assessment of Caerphilly CBC.	Wales Audit Office

CABINET AS TRUSTEES OF BLACKWOOD MINERS INSTITUTE		
2ND AUGUST 2017	Key Issues	Service Area
Blackwood Miners’ Institute progress report and update on 2017/2018 Budget Adroddiad Datblygiad Sefydliad y Glowyr Coed Duon a Diweddariad Cyllid 2017/2018	To update Cabinet as Trustees on progress against the activity programme and work plan for Blackwood Miners Institute for the current year.	Economic Development

Cabinet Forward Work Programme

APPENDIX 2

13TH DECEMBER 2017	Key Issues	Service Area
Council Tax Base Sylfaen Treth Y Cyngor	The report provides details of the Council Tax base for 2018/19 for tax setting purposes and the collection percentage to be applied.	Corporate Finance



HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 21ST MARCH 2017

SUBJECT: JUNIOR AND YOUTH FORUM PRIORITIES

REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES AND SECTION 151 OFFICER

- 1.1 The report, which was presented to and supported by Cabinet on 1st March 2017 and Education for Life Scrutiny Committee on 10th January 2017, detailed the proposal of the Youth Forum in addressing their Priority Issue – ‘Awareness of Mental Health needs to be improved and stereotypes should be challenged’, and the Junior Forum, in addressing their Priority Issue – ‘More awareness of local wildlife and the harm grass fires cause to natural habitats’.
- 1.2 Cabinet Members stated that Caerphilly County Borough Council considers the involvement and views of the Youth and Junior Forums to be of great value and are keen for this to continue. Members agreed that they are always encouraged and impressed by the quality and maturity of the debate when they attend the Youth Conference.
- 1.3 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 for the reasons contained in the Officer’s report: -

- (i) Cabinet to have due regard to issues raised by Children and Young People when making decisions which impact upon their lives;
 - (ii) Cabinet to support the Youth Forum in addressing their Priority Issue; Awareness of mental health needs to be improved and stereotypes should be challenged;
 - (iii) Cabinet to support Young People’s attendance at Health Social Care and Wellbeing Scrutiny Committee to present their issue.
- 1.4 Members are asked to consider the report and note the Youth Forum Priorities.

Author: C. Forbes-Thompson, Interim Head of Democratic Services
Ext. 4279

Appendix: Report to Cabinet dated 1st March 2017.

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EDUCATION FOR LIFE SCRUTINY COMMITTEE – 10TH JANUARY 2017

SUBJECT: JUNIOR AND YOUTH FORUM PRIORITIES 2017

REPORT BY: CHIEF EDUCATION OFFICER

1. PURPOSE OF REPORT

1.1 To inform Members of issues raised by Children & Young People via the Youth Service's Junior and Youth Forums.

2. SUMMARY

2.1 Following the Youth Forum Conference in October 2016 and the Junior Forum meeting in November 2016, Children & Young People have identified issues important to them and have voted on a Priority Issue for 2017.

2.2 The previously agreed process that follows the identification of issues has been as follows:

- Presentation of issues to DMT for information.
- Young People present issues to Cabinet for information and to request support in addressing the Youth Forum priority.
- Young People to present issues to relevant scrutiny groups for information.
- Issues are presented directly by Young People.
- Young People form a Project Group that meets weekly to address the Youth Forum priority issue, working directly with Officers and Members as appropriate on a range of initiatives intended to have a positive impact on the issue. This work continues until September 2017, with the process re-starting in October.

3. LINKS TO STRATEGY

3.1 The Local Participation Action Plan 2013.

3.2 The Caerphilly County Borough Single Integrated Plan 2013-2017(SIP) with particular reference to the LSB Citizen Engagement Strategy 2013.

3.3 The Wellbeing of Future Generations (Wales) Act 2015, in that the priority themes selected by the Junior and Youth Forums correlate with all 7 of the seven Wellbeing Goals.

3.4 The United Nations Convention on the Rights of the Child and Welsh Government Extending Entitlement Guidance.

4. THE REPORT

4.1 Introduction

4.1.1 The Junior & Youth Forum are structured and organised around the five themes of the Single Integrated Plan: Prosperous Caerphilly; Safer Caerphilly; Learning Caerphilly; Healthier Caerphilly; Greener Caerphilly, enabling children and young people to have a voice on issues that affect them. Junior Forum Representatives are aged 7-11 years; Youth Forum Representatives are aged 11-25 years.

4.1.2 At the Annual Youth Forum Conference Young People are provided with the opportunity to explore issues previously raised via borough wide consultation. Young people attending the conference present their views on each of the themes and engage in a dialogue with relevant Officers and Cabinet members. From exploring all themes within the context of young people's lives, young people identify and agree on a priority issue for each theme.

Following the Conference, an overall priority is voted upon by Young People representing the Youth Service, Schools and Youth Support Services. The issues voted for by 1116 young people for 2017 are:

31% Healthier Caerphilly

Mental Health - Awareness of mental health needs to be improved and stereotypes should be challenged

28% Safer Caerphilly

Car Safety - Young people need to be more aware of car safety both as a driver and as a passenger. This includes: seatbelts, distraction of the driver, use of alcohol and illegal substances, speeding, using mobile phones and overcrowding the car

24% Learning Caerphilly

First Aid Education - All young people should learn basic first aid and mental health first aid

8.5% Prosperous Caerphilly

Transport - Make public transport cheaper and improve local routes to ensure the whole borough is accessible for young people for learning and employment opportunities

8.5% Greener Caerphilly

Adventurous Outdoor Play - Provide safe adventurous play areas suitable for young people to encourage them to use local outdoor spaces

4.1.3 The Junior Forum representatives identified a priority within each Forum theme, raised via consultation and then voted on for an overall priority. The issues voted upon by 109 children are:

25% Greener Caerphilly

More awareness of local wildlife and the harm grass fire cause to natural habitats

24% Learning Caerphilly

More treats and rewards for children who are trying hard to learn

19% Safer Caerphilly

More lights on cycle paths and walkways

17% Healthier Caerphilly

More awareness of what Social Services do for children

15% Prosperous Caerphilly

More awareness of Caerphilly tourist attractions. Provide free transport and improve public transport links to the tourist attractions.

4.2 The Youth Forum will attend Education Scrutiny Committee on 10th January 2017, to present on the issues and outline the plans to address the Priority Issue, and wish to proceed with attendance at Cabinet to seek support in addressing the priority issue.

5. WELL-BEING OF FUTURE GENERATIONS

5.1 These Priority themes intrinsically link with the 7 Well-being Goals and are aligned with the five ways of working, as set out in Links to Strategy above and tabled below, as they are generated by the Children and young people of the County Borough. Therefore, the process is both collaborative and involving as a given, as the Forums are central to Caerphilly's Participation commitment. The priority recommendations are all permanent in nature, thereby demonstrating long term intention. The remaining correlation with Prevention and Integration are acknowledged in the table below.

Junior/Youth Forum priorities	Additional links to 5 ways of working	Wellbeing goals
<ul style="list-style-type: none"> • Improvements to public transport 	<ul style="list-style-type: none"> ✓ Integration 	<i>A prosperous Wales</i>
<ul style="list-style-type: none"> • Car Safety • More awareness of what Social Services do for children 	<ul style="list-style-type: none"> ✓ Prevention 	<i>A resilient Wales</i>
<ul style="list-style-type: none"> • Mental Health - Awareness of mental health needs to be improved and stereotypes should be challenged • First Aid Education • Adventurous Outdoor Play 	<ul style="list-style-type: none"> ✓ Prevention ✓ Integration ✓ Prevention ✓ Integration 	<i>A healthier Wales</i>
<ul style="list-style-type: none"> • More rewards for children who are trying hard to learn 	<ul style="list-style-type: none"> ✓ Integration 	<i>A more equal Wales</i>
<ul style="list-style-type: none"> • More lights on cycle paths and walkways 	<ul style="list-style-type: none"> ✓ Prevention 	<i>A Wales of cohesive communities</i>
<ul style="list-style-type: none"> • More awareness of Caerphilly tourist attractions. • Provide free transport and improve public transport links to the tourist attractions. 	<ul style="list-style-type: none"> ✓ Integration ✓ Integration 	<i>A Wales of vibrant culture and thriving Welsh language</i>
<ul style="list-style-type: none"> • Awareness of local wildlife and the harm grass fire cause to natural habitats 	<ul style="list-style-type: none"> ✓ Prevention 	<i>A globally responsible Wales</i>

6. EQUALITIES IMPLICATIONS

6.1 There are no direct equalities implications arising from the report at this stage.

7. FINANCIAL IMPLICATIONS

7.1 There are no direct financial implications arising from the report at this stage.

8. PERSONNEL IMPLICATIONS

8.1 There are no direct personnel implications arising from the report at this stage.

9. CONSULTATIONS

9.1 All priority issues identified have been in consultation with Children & Young People.

10. RECOMMENDATIONS

10.1 That the Education Scrutiny Committee support the presentation of Junior & Youth Forum issues to Cabinet.

10.2 That Education Scrutiny considers how to support the Youth Forum in addressing their Priority Issue. Awareness of mental health needs to be improved and stereotypes should be challenged.

10.3 That Education Scrutiny considers how to support the Junior Forum in addressing their Priority Issue. More awareness of local wildlife and the harm grass fire cause to natural habitats.

11. REASONS FOR THE RECOMMENDATIONS

11.1 To ensure Members are informed of priorities identified by Children & Young People.

12. STATUTORY POWERS

12.1 Education Act 1996.

Author: Clare Jones, Youth Forum Co-ordinator
Jonescl1@caerphilly.gov.uk

Consultees: Chris Burns, Interim Chief Executive
Keri Cole, Chief Education Officer
Directorate Senior Management Team
Councillor Derek Havard, Cabinet Member, Education and Lifelong Learning
Councillor Wynne David, Chair of Education Scrutiny Committee
Paul O'Neill - Senior Youth Service Manager
Education Achievement Service (EAS)
Pastoral Leaders (Secondary Schools)
Anwen Rees, Senior Policy Officer (Equalities and Welsh Language)



CABINET – 1ST MARCH 2017

SUBJECT: JUNIOR & YOUTH FORUM PRIORITIES 2017

REPORT BY: CHIEF EDUCATION OFFICER

1. PURPOSE OF REPORT

- 1.1 To inform Cabinet of issues raised by Children & Young People via the Junior and Youth Forums. This report was considered by the Education for Life Scrutiny Committee on 10th January 2017 who supported the priorities presented.

2. SUMMARY

- 2.1 Following the Youth Forum Conference in October 2016 and the Junior Forum Meeting in November 2016, Children & Young People have identified issues important to them and have voted on a Priority Issue for 2017.
- 2.2 The previously agreed process that follows the identification of issues has been as follows:
- Presentation of issues to DMT for information.
 - Young People present issues to Cabinet for information and to request support in addressing the Youth Forum priority.
 - Young People to present issues to relevant scrutiny groups for information.
 - Issues are presented directly by Young People.
 - Young People form a Project Group that meets weekly to address the Youth Forum priority issue, working directly with Officers and Members as appropriate on a range of initiatives intended to have a positive impact on the issue. This work continues until September 2017, with the process re-starting in October.
- 2.3 The Senior Youth Service Manager presented the Junior & Youth Forum Priorities to the Education for Life Scrutiny Committee Scrutiny, who supported the presentation of the priorities to Cabinet.

3. LINKS TO STRATEGY

- 3.1 The Local Participation Action Plan 2013.
- 3.2 The Caerphilly County Borough Single Integrated Plan 2013-2017(SIP) with particular reference to the LSB Citizen Engagement Strategy 2013.
- 3.3 The United Nations Convention on the Rights of the Child and Welsh Government Extending Entitlement Guidance.
- 3.4 The Wellbeing of Future Generations Act (Wales) 2016 contributing to:

- *A prosperous Wales*
- *A resilient Wales*
- *A healthier Wales*
- *A more equal Wales*
- *A Wales of cohesive communities*
- *A Wales of vibrant culture and thriving Welsh language*
- *A globally responsible Wales*

4. THE REPORT

4.1 The Junior & Youth Forum are structured and organised around the five themes of the Single Integrated Plan: Prosperous Caerphilly; Safer Caerphilly; Learning Caerphilly; Healthier Caerphilly; Greener Caerphilly, enabling children and young people to have a voice on issues that affect them. Junior Forum Representatives are aged 7-11 years; Youth Forum Representatives are aged 11-25 years.

4.2 At the Annual Youth Forum Conference Young People are provided with the opportunity to explore issues previously raised by young people through a borough wide consultation. Young people attending the conference present their views on each of the five themes and engage in a dialogue with Officers that are responsible for delivering the objectives of each theme, along with Cabinet members. From exploring all themes within the context of young people's lives, young people identify and agree on a priority issue for each theme.

Following the Conference an overall priority is voted upon by Young People representing the Youth Service, Schools and Youth Support Services. The issues voted for by 1116 young people for 2017 are:

31% Healthier Caerphilly

Mental Health - Awareness of Mental Health needs to be improved and stereotypes should be challenged

28% Safer Caerphilly

Car Safety - Young people need to be more aware of car safety both as a driver and as a passenger. This includes: seatbelts, distraction of the driver, use of alcohol and illegal substances, speeding, using mobile phones and overcrowding the car

24% Learning Caerphilly

First Aid Education - All young people should learn basic first aid and mental health first aid

8.5% Prosperous Caerphilly

Transport - Make public transport cheaper and improve local routes to ensure the whole borough is accessible for young people for learning and employment opportunities

8.5% Greener Caerphilly

Adventurous Outdoor Play - Provide safe adventurous play areas suitable for young people to encourage them to use local outdoor spaces

4.3 The Junior Forum representatives identified a priority within each theme of the Forum, raised via consultation with children and then vote for an overall priority. The issues voted upon by 109 children are:

25% Greener Caerphilly

More awareness of local wildlife and the harm grass fire cause to natural habitats

24% Learning Caerphilly

More treats and rewards for children who are trying hard to learn

19% Safer Caerphilly
More lights on cycle paths and walkways

17% Healthier Caerphilly
More awareness of what social services do for children

15% Prosperous Caerphilly
More awareness of Caerphilly tourist attractions. Provide free transport and improve public transport links to the tourist attractions.

- 4.4 The issues raised by Children & Young People via the Junior and Youth Forums were presented by the Senior Youth Service Manager at the meeting of the Education for Life Scrutiny Committee on 10th January 2017.
- 4.5 Members of the Scrutiny Committee noted that the top priority of the Youth Forum (as was raised 12 months ago) is raising awareness in relation to Mental Health issues and what services are available to help young people. It was explained at that time that this is an ongoing issue and that CAMHS (Child and Adult Mental Health Services), is at full capacity in terms of services available and that the Local Authority, with Education Psychologists may need to consider looking at other approaches and developing innovative actions. A Member queried the priority '*Improvements to public transport*' and how this links in with '*A prosperous Wales*' Wellbeing Goals and the Committee were informed there is strong recognition from young people relating to accessing the County Borough and public transport where user friendliness and frequency has also been discussed. It was noted that the Forum will need to engage with Officers to obtain expert guidance on how this issue can be moved forward.
- 4.6 Members also considered the propriety of the Junior Forum – 'More awareness of local wildlife and the harm grass fires cause to natural habitats' and how this could be taken forward.
- 4.7 After due deliberation of both the Junior and Youth Forum priorities, the Education for Life Scrutiny Committee supported the proposal of the Youth Forum in addressing their Priority Issue – 'Awareness of mental health needs to be improved and stereotypes should be challenged', and that of the Junior Forum in addressing their Priority Issue – 'More awareness of local wildlife and the harm grass fires cause to natural habitats', and noted that a presentation would be made to Cabinet in order that they can be taken forward.

5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 These Priority themes intrinsically link with the 7 Well-being Goals and are aligned with the five ways of working, as set out in Links to Strategy above and tabled below, as they are generated by the Children and Young People of the County Borough. Therefore, the process is both collaborative and involving as a given, as the Forums are central to Caerphilly's Participation commitment. The priority recommendations are all permanent in nature, thereby demonstrating long term intention. The remaining correlation with Prevention and Integration are acknowledged in the table below.

Junior/Youth Forum priorities	Additional links to 5 ways of working	Wellbeing goals
<ul style="list-style-type: none"> • Improvements to public transport 	<ul style="list-style-type: none"> ✓ Integration 	<i>A prosperous Wales</i>
<ul style="list-style-type: none"> • Car Safety • More awareness of what Social Services do for children 	<ul style="list-style-type: none"> ✓ Prevention 	<i>A resilient Wales</i>
<ul style="list-style-type: none"> • Mental Health - Awareness of mental 	<ul style="list-style-type: none"> ✓ Prevention ✓ Integration 	<i>A healthier Wales</i>

<p>health needs to be improved and stereotypes should be challenged</p> <ul style="list-style-type: none"> • First Aid Education • Adventurous Outdoor Play 	<ul style="list-style-type: none"> ✓ Prevention ✓ Integration 	
<ul style="list-style-type: none"> • More rewards for children who are trying hard to learn 	<ul style="list-style-type: none"> ✓ Integration 	<i>A more equal Wales</i>
<ul style="list-style-type: none"> • More lights on cycle paths and walkways 	<ul style="list-style-type: none"> ✓ Prevention 	<i>A Wales of cohesive communities</i>
<ul style="list-style-type: none"> • More awareness of Caerphilly tourist attractions. • Provide free transport and improve public transport links to the tourist attractions. 	<ul style="list-style-type: none"> ✓ Integration ✓ Integration 	<i>A Wales of vibrant culture and thriving Welsh language</i>
<ul style="list-style-type: none"> • Awareness of local wildlife and the harm grass fire cause to natural habitats 	<ul style="list-style-type: none"> ✓ Prevention 	<i>A globally responsible Wales</i>

6. EQUALITIES IMPLICATIONS

6.1 There are no direct equalities implications arising from the report at this stage.

7. FINANCIAL IMPLICATIONS

7.1 There are no direct financial implications arising from the report at this stage.

8. PERSONNEL IMPLICATIONS

8.1 There are no direct personnel implications arising from the report at this stage.

9. CONSULTATIONS

9.1 All issues have been identified in consultation with Children & Young People.

10. RECOMMENDATIONS

10.1 Cabinet to have due regard to issues raised by Children and Young People when making decisions which impact upon their lives.

10.2 Cabinet to support the Youth Forum in addressing their Priority Issue; Awareness of mental health needs to be improved and stereotypes should be challenged.

10.3 Cabinet to support Young People's attendance at Health Social Care and Wellbeing Scrutiny Committee to present their Priority Issue.

11. REASONS FOR THE RECOMMENDATIONS

11.1 To ensure members are informed of priorities identified by Children & Young People.

Author: Clare Jones, Youth Forum Co-ordinator - Jonescl1@caerphilly.gov.uk

Consultees: Chris Burns, Interim Chief Executive
Keri Cole, Chief Education Officer
Directorate Senior Management Team
Councillor Derek Havard, Cabinet Member, Education and Lifelong Learning
Councillor Wynne David, Chair of Education Scrutiny Committee
Paul O'Neill – Senior Youth Service Manager

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HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 21ST MARCH 2017

**SUBJECT: FOOD STANDARDS AGENCY AUDIT ON THE CAERPHILLY FOOD
LAW ENFORCEMENT SERVICES**

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To present to Members the findings of an audit conducted by the Food Standards Agency, on Caerphilly County Borough Council's food law enforcement services, which include the food safety, food standards and communicable disease control functions in Public Protection.
- 1.2 To seek any views and recommendations on the Food Standards Agency Audit Findings and Action Plan prior to presentation to Cabinet.

2. SUMMARY

- 2.1 The audit which took place during the week of the 18th to 22nd January 2016 examined Caerphilly County Borough Council's arrangements for the delivery of official food controls. This included reality checks at food establishments to assess the effectiveness of official controls and, more specifically, the checks carried out by the authority's officers, to verify food business operator (FBO) compliance with legislative requirements. The scope of the audit also included an assessment of the authority's overall organisation and management, and the internal monitoring of food law enforcement activities. The final report was received on 21st February 2017.
- 2.2 The report details the results of the audit of food hygiene and food standards at Caerphilly County Borough Council under the headings of the FSA Feed and Food Law Enforcement Standard. The audit identified six key strengths and four areas for improvement. An action plan has been developed to address the areas for improvement.

3. LINKS TO STRATEGY

- 3.1 The food safety, food standards and communicable disease functions are statutory functions linked to: the Healthier Caerphilly, Greener Caerphilly, Learning Caerphilly, Prosperous Caerphilly, and Safer Caerphilly priorities within the Caerphilly Local Service Board single integrated plan, Caerphilly Delivers.
- 3.2 The food safety, food standards and communicable disease functions also contribute to the following Well-being Goals within the Well-being of Future Generations (Wales) Act 2015:
 - A resilient Wales
 - A prosperous Wales
 - A healthier Wales
 - A more equal Wales
 - A Wales of cohesive communities
 - A Wales of vibrant culture and thriving Welsh language.

4. THE REPORT

- 4.1 The Food Standards Agency, has a duty to monitor and audit the performance of local authorities. The audit was part of a three year programme (2013 – 2016) of full audits of the 22 local authorities in Wales.
- 4.2 The main aim of the audit scheme is to maintain and improve consumer protection and confidence by ensuring that authorities are providing effective food and feed law enforcement services. The scheme also provides the opportunity to identify and disseminate good practice, and provides information to inform Agency policy on food safety, standards and feeding stuffs.
- 4.3 The audit took place during the week of the 18th to 22nd January 2016 and the final report was received on 21st February 2017.
- 4.4 The audit assessed the authority's conformance against "The Standard". The Standard was adopted by the FSA Board on 21st September 2000 (and was subject to its fifth amendment in April 2010), and forms part of the Agency's Framework Agreement with local authorities. The audit also included verification visits at food businesses to assess the effectiveness of official controls implemented by the authority, and more specifically, the checks carried out by the authority's officers, to verify food business operator (FBO) compliance with legislative requirements. It also afforded the opportunity for discussion with officers involved in food law enforcement with the aim of exploring key issues and gaining opinions to inform Agency policy.
- 4.5 The audit report identifies six key strengths:-

Food Hygiene Interventions / Inspections Reports

Intervention / inspection reports provided to food business operators contained all the information required by the Food Law Code of Practice.

Food and Food Establishments Complaints

The authority had responded to food complaints and complaints about food establishments in accordance with its procedures and centrally issued guidance, taking appropriate action in response to the findings of investigations.

Advice to Business

The authority had been proactive and was able to demonstrate that it works with businesses to help them comply with the law. It had delivered a number of initiatives with the aim of promoting food hygiene and standards.

Food Establishments' Database

The authority had maintained its food establishments database and was able to provide accurate information to the FSA.

Food Hygiene Sampling

The authority was able to evidence that it had consistently taken appropriate action in response to unsatisfactory food samples.

Liaison

The authority had robust arrangements in place to liaise with neighbouring local authorities and other appropriate bodies to facilitate consistent enforcement. Its collaboration arrangements to procure a new Public Protection software system for Wales and work within the authority on food procurement were positive steps in ensuring consistent service delivery and improving food hygiene standards through its purchasing powers.

4.6 Four Areas for Improvement were identified:-

Officer authorisations

The authority's authorisation procedures require amendment to ensure authorisation of food standards officers under all relevant legislation under which authorisation is required.

Food Hygiene and Food Standards Intervention Frequencies

The authority had not carried out lower risk food hygiene and medium and low risk food standards interventions at the minimum frequencies required by the Food Law Code of Practice. Interventions carried out at the minimum frequency ensure that risks associated with food businesses are identified and followed up in a timely manner.

Food Standards Establishment Interventions and Inspections

Information captured by officers during interventions was not always sufficiently detailed to demonstrate that thorough assessments of business compliance had been undertaken for all key aspects.

Food Standards Intervention / Inspection Reports

Food standards intervention / inspection reports provided to food business operators did not contain all the information required by the Food Law Code of Practice.

4.7 A summary of the audit findings is attached as appendix 1. The full report has been made publicly available on the Agency's website at:
www.food.gov.uk/enforcement/auditandmonitoring/auditreports

4.8 An Action Plan has been developed with the Food Standards Agency to address the areas for improvement identified following the audit. This is attached at appendix 2.

5. WELL-BEING OF FUTURE GENERATIONS

5.1 The food safety, food standards and communicable disease control functions in the Authority's Public Protection service contributes to the Well-being Goals as set out in Links to Strategy above. The service's activity in this regard is consistent with the five ways of working as defined within the sustainable development principle in the Act in that it is focussed on preventing harm to public health and safety and protecting consumer and business interests by promoting a fair trading environment. The service uses a range of strategies, activities and interventions that ensure an integrated and balanced approach to service delivery. This 'enforcement mix' seeks to balance the need for proactive intervention programmes with the need to promote, educate and inform both business and the public; collaborating with them to promote compliance and improve standards over the long term.

6. EQUALITIES IMPLICATIONS

6.1 There are no potential equalities implications of this report and its recommendations on groups or individuals who fall under the categories identified in Section 6 of the Council's Strategic Equality Plan.

7. FINANCIAL IMPLICATIONS

7.1 Resources will need to be prioritised to address the overdue low risk inspections. It is considered that this can be met within the current Environmental Health budget at the present time, but this is an area which will need to be closely monitored through routine budget monitoring and in the light of other pressures on the service.

8. PERSONNEL IMPLICATIONS

8.1 There are no personnel implications arising from this report.

9. CONSULTATIONS

9.1 This report has been sent to the Consultees listed below and all comments received are reflected in this report.

10. RECOMMENDATIONS

10.1 Scrutiny Committee is asked to consider and make any recommendations to Cabinet on the Food Standards Agency Audit Findings and Action Plan.

11. REASONS FOR THE RECOMMENDATIONS

11.1 To comply with the requirements of the Food Standard Agency.

12. STATUTORY POWER

12.1 The Framework Agreement on Official Feed and Food Controls by Local Authorities provides the Agency with a mechanism for implementing its powers under the Food Standards Act 1999 to influence and oversee local authority enforcement activity.

Author: Rob Hartshorn, Head of Public Protection
Consultees: Cllr. Nigel George, Cabinet Member for Community and Leisure Services
Dave Street, Corporate Director, Social Services
Ceri Edwards, Environmental Health Manager
Jacqui Morgan, Trading Standards & Licensing Manager
Michele Wehden, Senior Environmental Health Officer
Dilys Harris, Senior Trading Standards Officer
Gail Williams, Interim Head of Legal Services and Monitoring Officer
Anwen Rees, Senior Policy Officer (Equalities and Welsh Language)
Mike Eedy, Finance Manager
Shaun Watkins, HR Manager

Background Papers:
Report on the Food Law Enforcement Services of Caerphilly County Borough Council
18th – 22nd January 2016

Appendices:
Appendix 1 Summary of Audit Findings
Appendix 2 Action Plan for Caerphilly County Borough Council

Summary of Audit Findings

The Head of Public Protection had overall responsibility for the delivery of food law enforcement services. The food hygiene service was delivered within the Food Safety, Health and Safety & Communicable Disease team within the Environmental Health section whilst the food standards service was delivered within the Trading Standards and Licensing section.

The food law enforcement Service Plan developed by the authority was largely in accordance with FSA guidance. The authority had provided its work programmes for the year, identified the resources required to deliver them and had reviewed its performance against the previous year's performance. A number of variations in achieving the targets were identified and explained, however, variances relating to lower risk food establishments had not been clearly addressed.

The authority had arrangements in place to ensure effective service delivery by appropriately authorised officers which require amendment to ensure food standards officers are authorised under all required legislation. Officers had been authorised in accordance with their qualifications, training and experience. The provision of access to several portals of information for food standards officers was identified as an area of good practice.

A documented work procedure had been developed to ensure the accuracy of the authority's food establishments' database. Audit checks confirmed that overall, the food hygiene and food standards database was accurate and the authority had been able to provide an electronic Local Authority Enforcement Monitoring System (LAEMS) return. The authority had been involved in a collaboration project to procure new Public Protection software for adoption by local authorities across Wales to improve consistency and value for money.

Record and database checks confirmed that the food hygiene service had achieved the required inspection frequencies at higher-risk and approved establishments. Some lower risk establishments were not being inspected at the frequencies required by the Food Law Code of Practice and centrally issued guidance. The food standards service had a similarly risk based approach where high risk establishments had been prioritised for inspection. A significant number of medium and lower risk establishments were overdue a food standards intervention.

Inspection records did not always demonstrate that a thorough assessment of business compliance had taken place during food standards inspections or for all aspects of food hygiene. Interventions at low-risk establishments had not generally been undertaken in accordance with the Food Law Code of Practice. In general, risk rating, revisits and follow up action was being carried out as required for both food hygiene and food standards services.

Food hygiene inspection records and reports were being adequately maintained by the authority. Food standards reports contained some but not all of the information required by the Food Law Code of Practice; and would benefit from improvement to include actions to be taken by the authority and an indication of timescales for compliance.

Food and food establishment complaints, food sampling interventions, notifications of food related infectious disease and food incident interventions had generally taken place in accordance with the Food Law Code of Practice. However, notifications of *Campylobacter* had not always been appropriately investigated.

The authority had been proactive in providing advice and guidance to food businesses in its area and undertaking promotional activities. Collaboration between food hygiene and standards officers and the authority's food procurement section and the use of social media to promote the Food Hygiene Rating Scheme and food alerts were identified as areas of good practice.

The authority had used a range of enforcement tools to secure improved business compliance with food hygiene legislation whilst the food standards service had conducted a major investigation and prosecution in respect of food supplements.

There was some evidence of internal monitoring of the food hygiene and food standards services. Further development and implementation of the authority's internal monitoring procedures will assist in achieving improvements.

Action Plan for Caerphilly County Borough Council

Audit Date: 18th – 22nd January 2016

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
3.23 (i) Ensure variances relating to lower risk food hygiene establishment interventions are identified in the service plan. [The Standard 3.1]	Completed		Completed in 2016/17 Food Service Plan.
5.9 (i) Amend its food standards authorisations to ensure officers are correctly authorised under all appropriate legislation. [The Standard – 5.1] (ii) Maintain records of relevant training and experience of all authorised food standards officers in accordance with the Food Law Code of Practice. [The Standard – 5.5]	Completed Completed		November 2016, OP- 01 Authorisations procedure reviewed and amended. Food Standards officer authorisations amended. Non Food Standards officer authorisations added. Completed January 2017 officer qualification and training records maintained and stored electronically..
7.24 (i) Ensure that food hygiene interventions/inspections are carried out at the minimum frequency specified by the Food Law Code of Practice. [The Standard -7.1] (ii) Ensure that, where applicable, AES are undertaken and all registration forms are date stamped so that establishments are registered in accordance with the Food Law Code of Practice, centrally issued guidance, and local procedures. [The Standard – 7.2]	During 2016/2017 & 2017/2018	Plan in place to address these interventions during 16/17 - 17/18 with officer overtime/engagement of contractor. Checks undertaken as part of internal monitoring.	Priority given to High Risk businesses. AES's undertaken for Low Risk businesses outside the scope of the FHRS. Low Risk interventions ongoing. All registration forms are date stamped on receipt.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
(iii) Fully assess the compliance of establishments in its area to the legally prescribed standards; particularly, in relation to checks on the provenance of imported food and checks on health / ID marks. [The Standard -7.3]		Checks undertaken as part of internal monitoring.	Inspection and Approved premises forms have been amended to include prompts for officers to record this information.
<p>7.44 (i) Ensure that food standards establishment interventions and inspections are carried out at a frequency which is not less than that determined by the Food Law Code of Practice. [The Standard - 7.1]</p> <p>(ii) Carry out interventions / inspections including alternative enforcement strategy, in accordance with relevant legislation, the Food Law Code of Practice and centrally issued guidance. [The Standard - 7.2]</p> <p>(iii) Assess the compliance of establishments in its area to the legally prescribed standards; and ensure appropriate action is taken to follow-up non-compliance in accordance with the authority's Enforcement Policy. [The Standard – 7.3]</p>	<p>During 2017/18</p> <p>During 2017/18</p> <p>During 2017/18</p>	<p>Checks undertaken as part of internal monitoring.</p> <p>Checks undertaken as part of internal monitoring.</p> <p>Internal monitoring to check improvements applied in practice.</p>	<p>June 2016 - Food Standards Inspections at Food Establishments Policy amended. Policy sets out how food standards inspections at Food Establishments are prioritised and how premises are selected for intervention.</p> <p>June 2016 new Food Standards OP-13 AES procedure devised and implemented. 358 out of 408 low risk food premises returned self-assessment survey forms to date.</p> <p>New Enforcement Policy circulated to staff 27/10/16. Officers have access to and follow Trading Standards Quality Manual and Food Manual procedures.</p> <p>December 16 - Internal Food Standards staff training. Covered Food Quality manual procedures including Interventions/data capture, significant breaches, Revisits, Notices and recording methods.</p>



HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 21ST MARCH 2017

SUBJECT: SYSTEMS THINKING WITHIN ADULT SOCIAL SERVICES

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To give members a brief over view of the Systems Thinking methodology and outline its application to the reshaping of services and working practices with Adult Social Services.

2. SUMMARY

- 2.1 Systems Thinking is a methodology for understanding and improving services, which is widely used across the public sector. This approach is based on redesigning services around the needs of citizens, improving process flow and design and eliminating waste and inefficiency. It aims to focus on what's important for citizens and how to recognise and eliminate barriers that prevent staff from providing a better service. This approach requires a real understanding of how and why we do something, before considering how to do it more effectively and applying a different methodology to how we reshape services.

3. LINKS TO STRATEGY

- 3.1 Social Services & Well-being (Wales) Act 2014.
- 3.2 Well-being of Future Generations Act (Wales) 2015.

4. THE REPORT

- 4.1 The Vanguard approach is based on both systems and interventionist theories. It looks at the psychology of organisations and seeks to move behind what could make organisations more efficient into challenging the thinking that sits behind the design of the existing services. It also seeks to take people on a collective normative learning experience where they have first-hand experience of the services they are responsible for, often resulting in the identification of areas of necessary improvement.
- 4.2 The vanguard method combines two main components:
- Systems theory – how organisations work
 - Intervention theory – how to make successful changes
- 4.3 In order to understand how an organisation works in order to be able to make successful changes. This is undertaken through a three-step cycle of **check – plan – do**.
- Understand the current organisation as a system
 - Identify levels for change
 - Take direct action on the system.

4.4 In order to 'check' the system an understanding of the system in terms of:

- Purpose: what is the purpose of this system?
- Demand: what is the nature of the customer?
- Capability: what is it predictably achieving?
- Flow: how does it work?
- System conditions: why does the system behave this way?
- Thinking: underlying assumptions about how work is managed.

4.5 Once the system is checked, it enables plans to be identified and these plans to be implemented as experimental approaches to the system.

The approach encourages and supports the process of emergent learning where arising questions and reflections are the drivers for continuous review and improvement.

Specifically in relation to human centred systems, such as social care:

4.6 Study with those who do the work:

1. Find out "what matters" to citizens about what you do for them;
2. Ask individual citizens "what does a good life look like for you?"
3. Listen to demand - how many referrals are from people known to the system, and how many are back because we did not help them achieve their good life the first time;
4. Determine the purpose of the system from the citizens' point of view;
5. Map the flow of work from somebody contacting the system, through to them achieving their good life. Determine which steps are value steps from the citizen's point of view;
6. Gain clarity of new work design principles;
7. Solve the problems that stop people achieving purpose and what matters;
8. Help citizens work out how they can achieve their good life, with specific solutions tailored for them - do not use a menu of services, rather look to the community to provide a wealth of solutions;
9. Measure whether you have helped people achieve their good life.

4.7 Social Services commenced the use of Systems Thinking within Adult Services in 2014. The purpose of the intervention then was to:

- Reshape and improve the citizens journey through the Assessment & Care Management process
- Release capacity from the existing system to allow for further improvement in and reshaping of services and working practices
- Give due regard to the implementation of the Social Services & Well-being (Wales) Act 2014 (SS&WB Act) whilst reshaping services and working practices.

4.8 Initially the System Testing And Redesign Team (START) was set up as a small experiment to test different approaches to how a social care team could work differently. This involved:

- gathering evidence to inform what works and what doesn't work
- what are the barriers to current practice
- what do we need to change to enable staff to work differently to achieve positive outcomes for citizens
- what would a different system look like
- what skills do staff need to work in a different way.

4.9 During the testing phase, a substantial amount of learning took place with regards to the citizens 'journey' through the social care system. Through the system thinking process START were able to recognise the differing levels of bureaucracy in place that hindered them from providing a good service. Working differently and reviewing the system demonstrated a number of areas of 'system failure', resulting in capacity being absorbed potentially inefficiently. Recognising this along with other learning gained, gave START the knowledge and understanding needed to redesign the service with a positive shift away from the rigidity of local bureaucracy and unnecessary barriers which adds no value to the citizen, to a service that was more focused on achieving positive outcomes

- 4.10 During this time, it became more evident that getting it right at the point of initial contact with Social Services played a significant part in being able to resolve issues in a more timely manner and improve the experience for citizens. It was therefore acknowledged that we would need to change the service being provided by the 'front door', namely the Information, Advice and Assistance Team (IAA).
- 4.11 The IAA service needed to be reconfigured to respond to the requirements of SS&WB Act and as such it was agreed that a Systems Thinking approach would be applied. At the time, IAA undertook a significant proportion of 'administrative tasks' which through the system thinking process have been dramatically reduced without any negative effect on the service being provided to individuals. Such changes have had a significant impact on capacity and enabled staff at IAA to spend more valuable time to engage with callers to talk through presenting issues, explore options, provide individually focused information and advice, signposting to appropriate preventative and well-being services in the community to enable people to better help themselves and others.
- 4.12 During this time demand at IAA was studied to get a better understanding of the skills and knowledge required by staff to ensure an effective service was delivered. It soon became evident that a high proportion, (approx. 70%), of calls were in relation to low level equipment and minor adaptations to assist with daily living. As a result, staff were up-skilled to better respond to and resolve such calls. Additionally, a Senior Occupational Therapist has now been appointed to the Team on a fixed term basis to support and improve service delivery in this area, the impact of this post will be monitored and reviewed.
- 4.13 Work is still ongoing with IAA, but evidence to date has shown that with the correct knowledge, skills and support, staff are able to provide appropriate and timely information, advice and assistance that reflect the situation being presented. This is resulting in more resolutions being achieved at IAA without the need for further intervention by Area Teams, this figure currently stands at around a 30% reduction. This will help to ensure that referrals to Area Teams for a further assessment are only actioned where appropriate, after all other options have been considered.
- 4.14 The system thinking approach to reshaping services has also been applied in the following teams
- Community Occupation Therapy Team (COT)
 - Brokerage Service
 - Protection of Vulnerable Adults Team (POVA)
 - Client Finance & Property Team
 - Physical Disability Team
- 4.15 This implementation has led to significant reduction in bureaucracy, duplication and hand offs in the system improving the outcomes for individuals. It has also enabled back office posts to be deleted as part of the MTFP with no impact on front line services to the public. Staff working in these areas have reported feeling better able to do their jobs.
- 4.16 One of the consistent factors being evidenced since we started this journey back in 2014, is that there is a significant amount of demand put upon the service which is preventable. We have in many cases successfully identified what the route cause of predictable demand is and methods for switching off or reducing this demand. However, this process also highlights that not all factors can be fully addressed without redesigning interfacing services.
- 4.17 Systems thinking methodology is being applied across the region in collaboration with health colleagues, Blaenau Gwent are testing different ways of working with people with a learning disability, via the BOLD team, in north Caerphilly we posed the question is there a different way of working with people with a mental health problem, via the LEAP team. In Torfaen they ran a small multidisciplinary team in Blaenavon and have now successfully rolled this out across the borough working on a patch based system. Monmouth have for many years embraced Systems Thinking and have constructed their teams around it with expertise up front.

5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 This report contributes to the Well-being Goals as set out in Links to Strategy above. By its very nature, Systems Thinking is consistent with the five ways of working as defined within the sustainable development principle in the Act.

6. EQUALITIES IMPLICATIONS

- 6.1 There are no equalities implications associated with this report, hence no impact assessment has been completed.

7. FINANCIAL IMPLICATIONS

- 7.1 In 2015/16 the budget for Adult Services Duty Information Team (ASDIT) was reduced by 52K and management and fieldwork across Adults Services was reduced by 107K which can be attributed to the system thinking work.

8. PERSONNEL IMPLICATIONS

- 8.1 There are no direct personnel implications arising from this report.

9. CONSULTATIONS

- 9.1 There are no consultation responses that have not been reflected in this report.

10. RECOMMENDATIONS

- 10.1 Members are asked to note the contents of this report.

11. REASONS FOR THE RECOMMENDATIONS

- 11.1 To advise Members of the progress made to date in relation to applying a system thinking approach to the reshaping of services and working practices with Adult Social Services.

12. STATUTORY POWER

- 12.1 Social Services & Wellbeing (Wales) Act 2014.

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