

Pecyn Dogfennau Cyhoeddus

Penallta House,
Tredomen Park,
Ystrad Mynach,
Hengoed CF82 7PG

Ty Penallta,
Parc Tredomen,
Ystrad Mynach,
Hengoed CF82 7PG



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Am unrhyw ymholiad yn ymwneud â'r agenda hwn cysylltwch â Charlotte Evans-Thomas
(Rhif Ffôn: 01443 864210 E-bost: evansca1@caerphilly.gov.uk)

Dyddiad: Dydd Mercher, 9 Mehefin 2021

Annwyl Syr/Fadam,

Bydd cyfarfod o'r **Pwyllgor Craffu'r Gwasanaethau Cymdeithasol** yn cael ei gynnal trwy Microsoft Teams ar **Dydd Mawrth, 15fed Mehefin, 2021 am 5.30 pm** i ystyried materion a gynhwysir yn yr agenda canlynol. Gall cynghorwyr a'r cyhoedd sy'n dymuno siarad am unrhyw eitem wneud hynny drwy wneud cais i'r Cadeirydd. Mae croeso i chi hefyd ddefnyddio'r Gymraeg yn y cyfarfod. Mae'r ddau gais hyn yn gofyn am gyfnod rhybudd o 3 diwrnod gwaith, a bydd cyfieithu ar y pryd yn cael ei ddarparu os gofynnir amdano.

Bydd y cyfarfod hwn yn cael ei recordio a bydd ar gael i'w weld trwy wefan y Cyngor, ac eithrio trafodaethau sy'n ymwneud ag eitemau cyfrinachol neu eithriedig. Felly, bydd delweddau/sain yr unigolion sy'n siarad yn ystod y Pwyllgor Cynllunio ar gael i'r cyhoedd trwy'r recordiad ar wefan y Cyngor:
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Yr eiddoch yn gywir,

Christina Harrhy
PRIF WEITHREDWR

A G E N D A

Tudalennau

1 I dderbyn ymddiheuriadau am absenoldeb

2 Datganiadau o Ddiddordeb.

Atgoffi'r Cynghorwyr a Swyddogion o'u cyfrifoldeb personol i ddatgan unrhyw fuddiannau personol a/neu niweidiol mewn perthynas ag unrhyw eitem o fusnes ar yr agenda hwn yn unol â Deddf Llywodraeth Leol 2000, Cyfansoddiad y Cyngor a'r Cod Ymddygiad ar gyfer Cynghorwyr a Swyddogion.

A greener place Man gwyrddach

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



I gymeradwyo a llofnodi'r cofnodion canlynol:-

- | | | |
|--|---|---------|
| 3 | Pwyllgor Craffu Gwasanaethau Cymdeithasol a gynhaliwyd ar 27 Ebrill 2021. | 1 - 4 |
| 4 | Ystyried unrhyw fater a gyfeiriwyd at y Pwyllgor hwn yn unol â'r drefn galw i mewn. | |
| 5 | Blaenraglen Waith Pwyllgor Craffu Gwasanaethau Cymdeithasol. | 5 - 14 |
| I dderbyn ac ystyried yr adroddiadau Craffu canlynol:- | | |
| 6 | Cyflwyniad Fy Nhîm Cefnogi (MyST). | |
| 7 | Adolygiad Blynyddol o Gwynion a ddaeth i law o dan Bolisi Cwynion Gwasanaethau Cymdeithasol – 1 Ebrill 2020 i 21 Mawrth 2021. | 15 - 26 |
| 8 | Diweddariad am Bartneriaethau Rhanbarthol. | 27 - 44 |
| 9 | Swydd Wag Aelod Cyfetholedig y Gwasanaethau Cymdeithasol. | 45 - 48 |

Cylchrediad:

Cynghorwyr: A. Angel, J. Bevan, C. Bezzina (Is Gadeirydd), D. Cushing (Cadeirydd), K. Etheridge, M. Evans, A. Gair, Ms J. Gale, D.C. Harse, V. James, L. Jeremiah, Mrs A. Leonard, S. Skivens, C. Thomas a W. Williams

Defnyddwyr a Gofalyddion: Mr C. Luke a Michelle Jones

Bwrdd Iechyd Prifysgol Aneurin Bevan: A. Gough (ABUHB)

A Swyddogion Priodol

SUT FYDDWN YN DEFNYDDIO EICH GWYBODAETH

Bydd yr unigolion hynny sy'n mynychu cyfarfodydd pwyllgor i siarad/roi tystiolaeth yn cael eu henwi yng nghofnodion y cyfarfod hynny, weithiau bydd hyn yn cynnwys eu man gweithio neu fusnes a'r barnau a fynegir. Bydd cofnodion o'r cyfarfod gan gynnwys manylion y siaradwyr ar gael i'r cyhoedd ar wefan y Cyngor ar www.caerffili.gov.uk. ac eithrio am drafodaethau sy'n ymwneud ag eitemau cyfrinachol neu eithriedig.

Mae gennych nifer o hawliau mewn perthynas â'r wybodaeth, gan gynnwys yr hawl i gael mynediad at wybodaeth sydd gennym amdanoch a'r hawl i gwyno os ydych yn anhapus gyda'r modd y mae eich gwybodaeth yn cael ei brosesu.

Am wybodaeth bellach ar sut rydym yn prosesu eich gwybodaeth a'ch hawliau, ewch i'r Hysbysiad Preifatrwydd Cyfarfodydd Pwyllgor Llawn ar ein gwefan <http://www.caerffili.gov.uk/Pwyllgor/Preifatrwydd> neu cysylltwch â Gwasanaethau Cyfreithiol drwy e-bostio griffd2@caerffili.gov.uk neu ffoniwch 01443 863028.



SOCIAL SERVICES SCRUTINY COMMITTEE

MINUTES OF THE DIGITAL MEETING HELD VIA MICROSOFT TEAMS ON TUESDAY 27TH APRIL 2021 AT 5.30 P.M.

PRESENT:

Councillor L. Binding - Chair

Councillors:

A. Angel, J. Bevan, D. Cushing, M. Evans, A. Gair, J. Gale, V. James, L. Jeremiah, A. Leonard, S. Skivens, W. Williams.

Cabinet Member: S. Cook (Social Care).

Together with:

D. Street (Corporate Director - Social Services and Housing), J. Williams (Assistant Director - Adult Services), G. Jenkins (Assistant Director - Children's Services), C. Forbes-Thompson (Scrutiny Manager), S. Hughes (Committee Services Officer) J. Lloyd (Committee Services Officer), and C. Evans (Committee Services Officer).

A. Rawlings (Care Inspectorate Wales (CIW))

Users and Carer – Mrs M. Jones and C. Luke.

RECORDING AND VOTING ARRANGEMENTS

The Chair reminded those present that the meeting was being filmed but would not be live streamed, however a recording would be available following the meeting via the Council's website – [Click Here To View](#). He advised that decisions would be made by Microsoft Forms.

CHAIRMAN ANNOUNCEMENT

The Chair reminded Members that this would be his last meeting and thanked the Committee for their continued support during his term. Members and Officers thanked the Chair for his dedication and support and wished him all the best for the future.

1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors C. Thomas and C. Bezzina (Vice Chair).

2. DECLARATIONS OF INTEREST

There were no declarations of interest received at the commencement or during the course of the meeting.

3. MINUTES – 16TH MARCH 2021

RESOLVED that the minutes of the meeting of the Social Services Scrutiny Committee held on 16th March 2021 (minute nos. 1 - 8) be approved and signed as a correct record.

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

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

5. SOCIAL SERVICES SCRUTINY COMMITTEE FORWARD WORK PROGRAMME

The Scrutiny Officer introduced the report that informed the Committee of its Forward Work Programme planned for the period April 2021 to January 2022.

Following consideration and discussion the recommendation in the report be approved. By way of electronic voting this was unanimously agreed.

RESOLVED that the Forward Work Programme as appended to the meeting papers be published on the Council's website.

6. CABINET REPORTS

None of the Cabinet reports listed on the agenda had been called forward for discussion at the meeting.

REPORTS OF OFFICERS

Consideration was given to the following reports.

7. CARE INSPECTORATE WALES (CIW) ASSURANCE CHECK 2021: CAERPHILLY COUNTY BOROUGH COUNCIL SOCIAL SERVICES – FEEDBACK

The report informed the Social Services Scrutiny Committee of the outcome of the recently completed CIW Assurance Check. It was noted that the purpose of the assurance check was to review how Caerphilly's Social Services Directorate continues to help and support adults and children with a focus on safety and well-being.

The report included a letter from CIW (Appendix 1) which summarised the findings of their assurance check which took place between 15th and 19th March 2021. In March 2020, Care Inspectorate Wales (CIW) suspended its inspection programme in response to the COVID-19 pandemic to enable local authorities and providers to focus fully on responding to the challenging circumstances. It was noted that a revised programme with local authorities recommenced in September 2020 to provide assurance about how people had been safeguarded and well-being promoted during the pandemic.

The Scrutiny Committee thanked the Officer for the report and welcomed A. Rawlings from CIW who provided an overview of Quality Assurance review, outlining key areas such as the Local Authority's discharge of statutory functions promotion of well-being of staff and the processes for which children are taken into care or returned to their families. It was noted that discussions were undertaken with a selection of staff and partner agencies, as well as the

third sector and voluntary sector, young people leaving care and young carers. Surveys considered engagement and it was noted that there was good evidence of open communication and that business as usual continued in support services during the pandemic.

The Committee thanked Mrs Rawlings for the detailed presentation and discussion ensued. Members were pleased with the overall positive report and thanked all staff within Social Services, in particular the management team for their hard work.

Queries were raised around confidentiality during the review. Officers confirmed that cases are selected at random and confidentiality maintained. However, service users were assured that the review is being undertaken by an independent agency and that their answers are provided in confidence and were encouraged to raise any concerns.

A Member queried the process for safeguarding issues being conducted virtually via Microsoft Teams or Zoom. Officers confirmed that interviews were undertaken via Teams or whatsapp, feedback from young people was positive however, and attendance rates had increased during the pandemic. There are concerns with the use of virtual meetings in that it is difficult to ensure that the conversation was entirely confidential, however Members were assured that where necessary, face to face appointments were provided.

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

RESOLVED that the content and findings as detailed within the report be noted.

The meeting closed at 7.22pm

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on the 15th June 2021.

CHAIR

Gadewir y dudalen hon yn wag yn fwriadol



SOCIAL SERVICES SCRUTINY COMMITTEE – 15TH JUNE 2021

**SUBJECT: SOCIAL SERVICES SCRUTINY COMMITTEE FORWARD
WORK PROGRAMME**

**REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND
CORPORATE SERVICES**

1. PURPOSE OF REPORT

1.1 To report the Social Services 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 stakeholder.

3. RECOMMENDATIONS

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

4. REASONS FOR THE RECOMMENDATIONS

4.1 To improve the operation of scrutiny.

5. THE REPORT

5.1 The Social Services Scrutiny Committee forward work programme includes all reports that were identified at the scrutiny committee meeting on Tuesday 27th April 2021. The work programme outlines the reports planned for the period June 2021 to March 2022.

5.2 The forward Work Programme is made up of reports identified by officers and members. 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.

- 5.3 The Social Services Scrutiny Committee Forward Work Programme is attached at Appendix 1, which presents the current status as at 24th May 2021. The Cabinet Work Programme is attached at Appendix 2. A copy of the prioritisation flowchart is attached at appendix 3 to assist the scrutiny committee to determine what items should be added to the forward work programme.

5.4 **Conclusion**

The work programme is for consideration and amendment by the scrutiny committee prior to publication on the council website.

6. **ASSUMPTIONS**

- 6.1 No assumptions are necessary.

7. **SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

- 7.1 As this report is for information only an Integrated Impact Assessment is not necessary.

8. **FINANCIAL IMPLICATIONS**

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

9. **PERSONNEL IMPLICATIONS**

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

10. **CONSULTATIONS**

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

11. **STATUTORY POWER**

- 11.1 The Local Government Act 2000.

Author: Mark Jacques, Scrutiny Officer jacqu@carphilly.gov.uk

Consultees: Dave Street, Corporate Director Social Services
Robert Tranter, Head of Legal Services/ Monitoring Officer
Lisa Lane, Head of Democratic Services and Deputy Monitoring Officer,
Legal Services

Councillor Donna Cushing, Chair of Social Services Scrutiny Committee
Councillor Carmen Bezzina, Vice Chair of Social Services Scrutiny
Committee

Appendices:

- Appendix 1 Social Services Scrutiny Committee Forward Work Programme
- Appendix 2 Cabinet Forward Work Programme
- Appendix 3 Forward Work Programme Prioritisation Flowchart

Gadewir y dudalen hon yn wag yn fwriadol

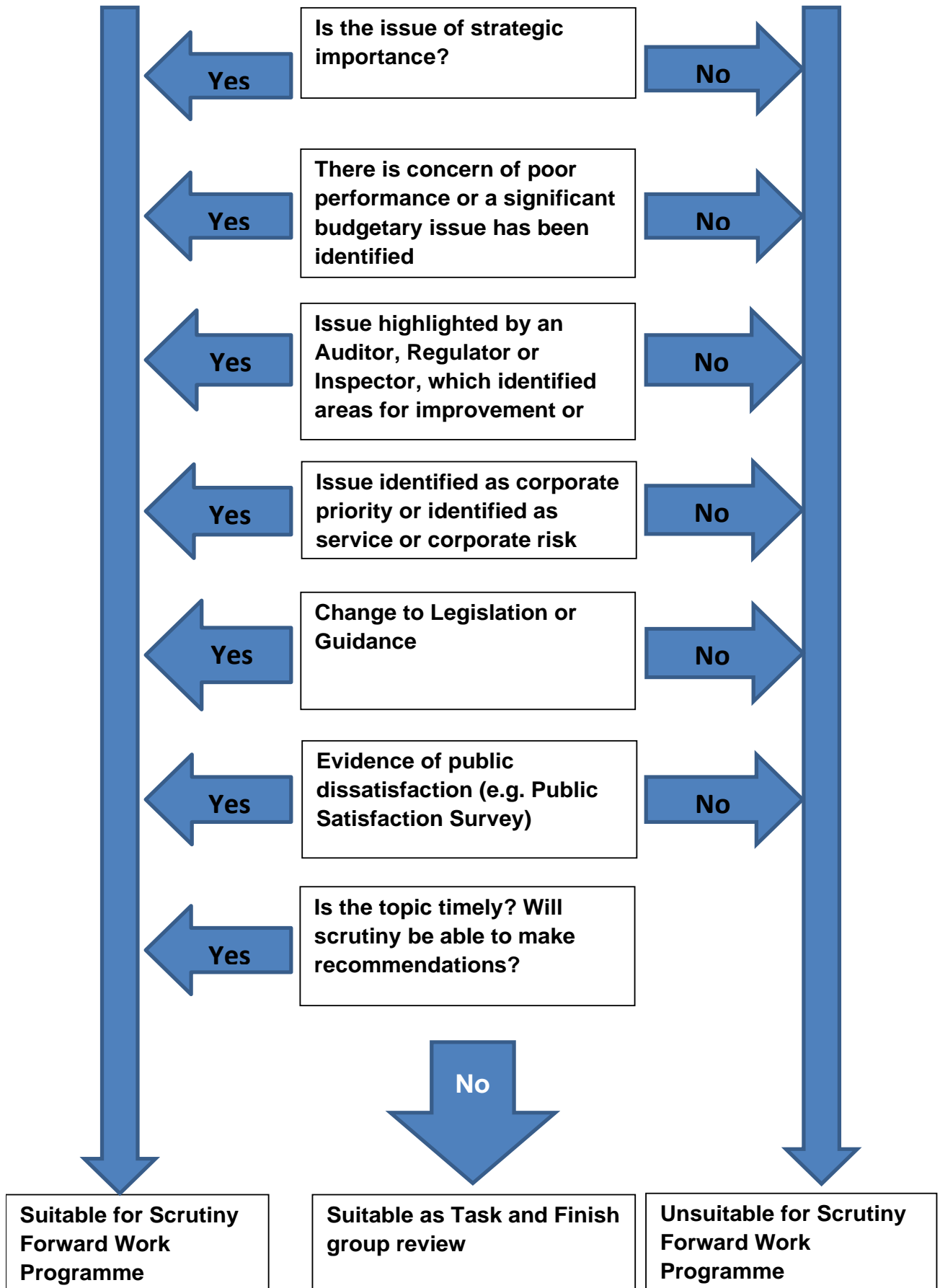
Forward Work Programme - Social Services				Appendix 1
Date	Title	Key Issues	Author	Cabinet Member
15/06/21 17:30	Annual Corporate Complaints Report		Street, Dave;	Cllr. Cook, Shayne;
15/06/21 17:30	MyST Presentation		Jenkins, Gareth;	Cllr. Cook, Shayne;
15/06/21 17:30	Social Services Co-opted Member Vacancy	To appoint three members who will sit on the appointments sub-committee.	Forbes-Thompson, Cath;	Cllr. Cook, Shayne;
15/06/21 17:30	Regional Partnership Update (June 2021)		Street, Dave;	Cllr. Cook, Shayne;
15/06/21 17:30	Information Item - Social Services Revenue Budget for 2021/22			Cllr. Cook, Shayne;
15/06/21 17:30	Information Item - Social Services Specific Grant Funding for the 2021/22 financial year			Cllr. Cook, Shayne;
02/09/21 17:30	Directorate Performance Report – Social Services Year End Report 2020/21		Street, Dave;	Cllr. Cook, Shayne;
02/09/21 17:30	Annual Report from the Director of Social Services		Street, Dave;	Cllr. Cook, Shayne;
02/09/21 17:30	Respite Centre	Proposal to develop 2 separate respite care facilities, one for adults and one for children with additional needs These will replace the 2 existing respite houses for adults and 1 for children's in the borough which are no longer suitable or adaptable to meet the needs of individuals and their unpaid carers Provision of respite to support unpaid carers is vital, the new facilities will be developed based on learning from the pandemic to ensure services can be sustained in the future The new site will offer the opportunity to have significantly increased external space which is essential to meet the needs of individuals attending	Jenkins, Gareth; Street, Dave;	Cllr. Cook, Shayne;
02/09/21 17:30	Period 3 Budget report 2021/22			Cllr. Cook, Shayne;
12/10/21 17:30	Period 5 Budget report 2021/22			Cllr. Cook, Shayne;
12/10/21 17:30	Annual Corporate Safeguarding Report			Cllr. Cook, Shayne;
12/10/21 17:30	ABUHB Presentation (October 2021)			Cllr. Cook, Shayne;
23/11/21 17:30	Report from Task and Finish Group on Non-Residential Care Charges		Jacques, Mark;	Cllr. Cook, Shayne;
23/11/21 17:30	Regional Partnership Update (November 2021)			Cllr. Cook, Shayne;
25/01/22 17:30	Period 7 Budget report 2021/22		Jones, Mike J;	Cllr. Cook, Shayne;

Gadewir y dudalen hon yn wag yn fwiadol

23/06/2021 10:30	Regeneration Board Project Update	To seek approval for the allocation of up to £107k Regeneration Project Board Development Fund and note the allocation of Licence to Innovate Funding for Coffi Vista, Caerphilly. To consider the allocation of additional funding for the Regeneration Project Board	Kyte, Rhian;	Cllr. Morgan, Sean;
23/06/2021 10:30	Financial Sustainability Assessment 2020/21 – Caerphilly County Borough Council.	To present the Audit Wales report on the findings of the 2020/21 Financial Sustainability Assessment for Caerphilly CBC. Presenting Officer – Gareth Jones (Audit Wales).	Harris, Stephen	Cllr. Stenner, Eluned;
23/06/2021 10:30	Provisional Capital Outturn for 2020/21	To provide Cabinet with details of the provisional capital outturn for the 2020/21 financial year prior to the annual external audit of the accounts by Audit Wales.	Harris, Stephen R;	Cllr. Stenner, Eluned;
23/06/2021 10:30	Delivering Good Governance – Caerphilly County Borough Council	To present the Audit Wales report on the findings of the Delivering Good Governance review for Caerphilly CBC. Presenting Officer – Gareth Jones (Audit Wales).	Harris, Stephen R; Ed Edmunds	Cllr. Stenner, Eluned;
23/06/2021 10:30	Solar Farm Proposal	To seek approval to allocate funds to progress the project in accordance with the agreed next steps.	Camp, Victoria; Williams, Mark S;	Cllr. Morgan, Sean;
23/06/2021 10:30	C-19 Prevention and Response Plan	Cabinet are asked to endorse the Gwent Covid 19 multi-agency Prevention and Response Plan.	Hartshorn, Robert;	Cllr. George, Nigel;
07/07/2021 10:30	Social Value Policy	To seek approval of the Social Value Policy and the adoption of the Themes, Outcomes and Measures Framework.	Evans, Ian;	Cllr. Gordon, Colin J;
07/07/2021 10:30	Provisional Revenue Outturn for 2020/21	To provide Cabinet with details of the provisional revenue budget outturn for the 2020/21 financial year prior to the annual external audit of the accounts by Audit Wales.	Harris, Stephen R;	Cllr. Stenner, Eluned;
07/07/2021 10:30	House Naming Charges	To consider the introduction of a nominal charge for house naming service.	Kyte, Rhian;	Cllr. Morgan, Sean;
07/07/2021 10:30	Kickstart Scheme	To outline the key elements of the Department of Work and Pensions (DWP) Kickstart scheme and seek approval to	Kyte, Rhian; Williams, Mark S;	Cllr. Morgan, Sean;

		engage with the scheme.		
07/07/2021 10:30	Home Office Asylum Dispersal Scheme	To highlight to members the key aspects of becoming an asylum dispersal area and to seek associated approval.	Richards, Sue; Peters, Kathryn;	Cllr. Stenner, Eluned;
07/07/2021 10:30	New Community facility at Ty Sign	Cabinet are asked to consider in principle support for a proposal received from Agape Community Church, Ty Sign to build a new community resource centre on land at Holly Road, Tŷ Sign which is in the ownership of the Housing Revenue Account.	Hartshorn, Rob;	Cllr. Whiting, Ross
21/07/2021 10:30	Inclusion Strategy	To seek approval associated with well-being, behaviour and exclusion for schools.	Cole, Keri;	Cllr. Whiting, Ross;
21/07/2021 10:30	Proposals for the operation of the Community Empowerment Fund	To seek approval of the fund criteria and grant management of the community empowerment fund	Richards, Sue; Peters, Kathryn;	Cllr. Stenner, Eluned;

Scrutiny Committee Forward Work Programme Prioritisation



Gadewir y dudalen hon yn wag yn fwriadol



SOCIAL SERVICES SCRUTINY COMMITTEE – 15TH JUNE 2021

**SUBJECT: ANNUAL REVIEW OF COMPLAINTS RECEIVED UNDER THE
SOCIAL SERVICES COMPLAINTS POLICY 1ST APRIL 2020 TO 31ST
MARCH 2021**

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To provide Scrutiny Committee with information and analysis on the operation of the Social Services Directorate's Representations and Complaints procedure from 1 April 2020 to 31 March 2021. The Report will also include a summary of the compliments received in the same period.

2. SUMMARY

- 2.1 Representations and complaints relating to Social Services are dealt with by the Directorate's Complaints and Information Team, who also record compliments from customers.

3. RECOMMENDATIONS

- 3.1 For Scrutiny Committee to note the content of the report.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 To monitor the complaints process to ensure effective delivery of Social Services.

5. THE REPORT

- 5.1 This report provides details of representations, complaints and compliments activity for the period 1st April 2020 to 31st March 2021. Section 5 describes the activity and from Section 6 onwards, the activity data is provided for each of the areas.

REPRESENTATIONS

- 5.2 A representation is a request for information or a referral for a service made by a third party (including Elected Members) on behalf of another person.
- 5.3 During the period 2020/21, the Complaints and Information Team have made every effort to ensure compliance with the Protocol that governs the sharing of information with Councillors/MP's/MS's, ensuring that relevant consent is obtained where necessary.
- 5.4 The Complaints and Information Team deliver awareness raising sessions on the complaints process and Data Protection, with emphasis on General Data Protection Regulations (GDPR). To minimise the opportunity for information to be shared inappropriately, advice given to staff is that they should refer all enquiries for information to the Complaints and Information Team or the Corporate Data Protection Officer.

COMPLAINTS

- 5.5 In 2014, Welsh Government undertook a review of the “*Listening & Learning*” complaints guidance which resulted in the introduction in August 2015 of the “*guide to handling complaints and representations by local authority social services*” (the guidance). The revised complaints process adopts a three-stage approach to complaints:

Stage 1 (Local Resolution) - The majority of complaints are dealt with in this way and most are concluded without the need for a formal investigation. Staff are required to observe established procedures, timescales and best practice at all times.

Stage 2 (Formal Investigation) - Investigations at this stage are undertaken by an externally commissioned Investigating Officer and there are statutory time limits for completion of the investigation. The complainant receives a full response from the Corporate Director, Social Services, detailing findings, conclusions and recommendations. The guidance allows for complainants to progress their concerns directly to the formal Stage 2 investigation without Stage 1 consideration if they so wish.

Ombudsman - If a complainant remains dissatisfied with the outcome of a Stage 2 investigation, they can request that the Public Services Ombudsman for Wales (PSOW) considers their complaint.

AWARENESS RAISING

- 5.6 To ensure that all staff are acting in line with legislation, the Complaints and Information Team delivers annual awareness raising sessions to all Social Services teams. Due to the pandemic, the delivery of these sessions was moved to online sessions this year and during the period 1 September 2020 to 31 March 2021, a total of 85 sessions were carried out for 580 members of staff (270 for Adults Services, 310 for Children’s Services). This has shown that the online sessions for staff have proved effective.

ACTIVITY

Representations

- 5.7 During 2020/21, 69 representations were received, of these, 56 (81%) related to Adult Services and 13 (19%) to Children’s Services. This is slightly less than the previous year when 74 representations were received.

- 5.8 As stated, the Complaints and Information Team receive representations from a number of sources and these are detailed below for 2020/21:

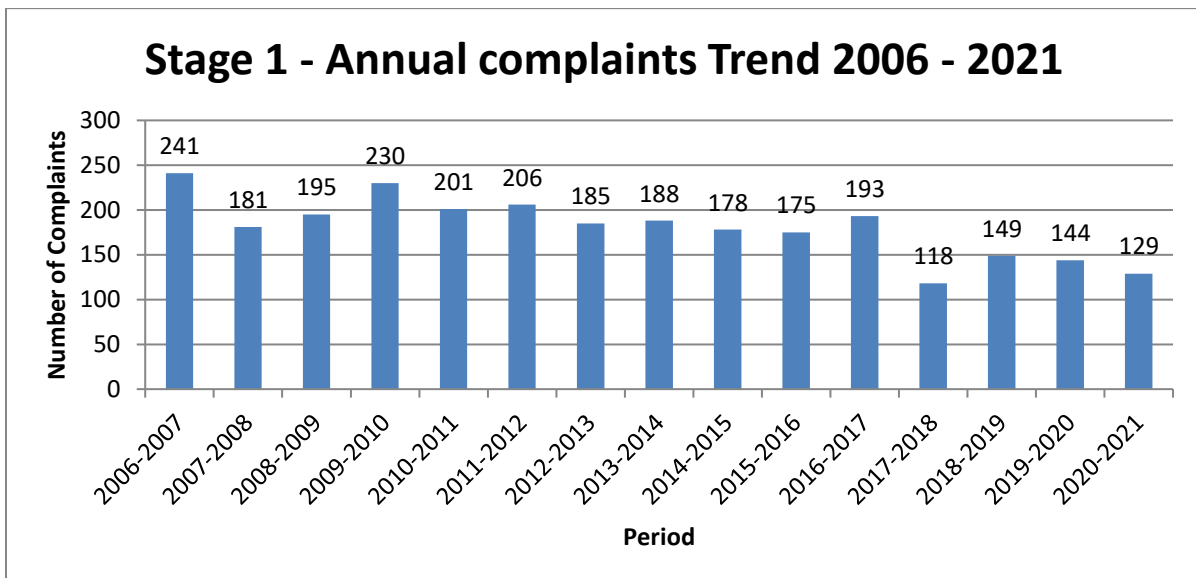
- Members of the Senedd (21)
- Elected Members (12)
- Members of Parliament (24)
- Advocates (4)
- Family Member (8)

- 5.9 Representations have been made through the following routes:

- Email (65)
- Letter (2)
- Telephone (2)

Complaints – Stage 1

- 5.10 During 2020/21 the Directorate received 129 Stage 1 complaints including 1 complaint which progressed to Stage 2. The majority of the complaints were resolved to the customer's satisfaction at Stage 1 and this is due to the efforts that are placed on resolution at Stage 1 of the process.
- 5.11 Of the 129 complaints received at Stage 1, 23 (18%) related to Adult Services, 61 (47%) to Children's Services and 45 (35%) to Corporate matters. This year's figures are lower than those for 2019/20 when we received 144 Stage 1 complaints. There has been another increase in corporate complaints from 38 to 45. There has been a theme of concerns related to the impact of COVID-19 and restrictions upon families.
- 5.12 During 2020/21 the Complaints and Information Team have recorded the number of complaints which were able to be resolved prior to being logged as a formal Stage 1 complaint, examples of which are; not being able to get hold of a team, a new referral required, matters concerning a third party provider. The number of concerns resolved under this category is 38.
- 5.13 The graph below illustrates the number of Stage 1 complaints received and responded to by the Directorate since the implementation of the statutory Welsh Government complaints guidance in April 2006, with this year showing figures decreasing for the second year running.



- 5.14 The Complaints and Information Team receives complaints through a number of mediums and these are detailed below for 2020/21:
- Telephone (47)
 - Letter (7)
 - E-mail (58)
 - Complaints form (1)
 - Online (16)
- 5.15 The above information demonstrates the Directorate's continued commitment to ensuring that customers have access to the complaints process in their chosen format. It also confirms the public's continued preference for direct contact with an officer with whom they can discuss their complaint although the digital contact continues to increase.
- 5.16 The Complaints and Information Team record whether complaints are upheld, partially upheld or not upheld. This enables the Directorate to note themes and trends from the findings of complaints, to improve future practice.

- 5.17 Of the 129 complaints received at Stage 1 in 2020/21, the following outcomes were noted:
- 25 were closed as the matters were resolved early or signposted to other processes, e.g. the legal process
 - 6 complaints were upheld
 - 9 complaints were partially upheld
 - 86 complaints were not upheld
 - 3 complaints were ongoing at the year end
- 5.18 Of the 6 complaints that were upheld:
- 2 related to Adult Services
 - 2 related to Children's Services
 - 2 related to Direct Payments and Deputyship services
- 5.19 In relation to the 2 matters upheld for Adult's Services, below is a summary of the concerns and changes made to improve future practice:
- The 2 complaints were from the same complainant and expressed their dissatisfaction with the reduction in the level of respite care provided for their child with disabilities. There were instances of a lack of communication and incorrect information which impacted on the family. This was particularly distressing as it was during a time in which the mother had passed away and father needed additional support and time with his other child. Sincere apologies for not being clear on the provision and allocation of respite care was offered along with a review of the care needed. A clear communication channel is now in place and the parent has multi agency support.
- 5.20 In relation to the 2 matters upheld for Children's Services, below is a summary of the concerns and changes made to improve future practice:
- The complainant was unhappy with the negative outcome of a Connected Persons Assessment and felt that it had been based on factual inaccuracies made by the Social Worker. After discussing the case with the Service Manager it was agreed that, having reviewed the information, further assessment was appropriate and the carer progressed to Part 2 of the Connected Persons Assessment process.
 - The complainant was unhappy that historical information relating to their ex-partner and alleged instances of Domestic Violence was being referred to in current meetings, even though it had been proved some time ago to have been a lie. The case notes were reviewed and it appears that a discussion was held during a case conference regarding the child witnessing domestic violence and various support agencies that were involved supported this. However, there was no evidence of domestic violence, no police reports or any formal complaint to the police to confirm this. It was agreed that whilst the conference case notes could not be amended as these discussions did take place, all agencies would be informed that there was no evidence of Domestic Violence of which the complainant was the perpetrator.
- 5.21 In relation to the 2 matters upheld for Corporate matters, below is a summary of the concerns and actions taken:
- A complaint was received regarding a property not being kept in good condition whilst under the Directorate's supervision, visit logs and maintenance reports were requested by the family of the late owner. A breakdown of the visits made to the property were provided, it was agreed that the condition of the property was below standard. It was agreed that, the garden should have been maintained to a better standard than it was and whilst the visits did happen on a monthly basis the visit logs showed very little detail of any substantive checking or inspection. It was agreed that the Facilities Department would undertake a review of the

documentation in order to make this clearer in future. Furthermore, apologies were made for the property not being maintained as it should have whilst subject to a Protection of Property Order. In addition, damage to the ceiling as well as the garden clearance and any damage to property will be processed via a CCBC insurance claim, information was provided on this process.

- A complaint was received from a personal assistant who was very angry that their direct payment wages for being employed as a personal assistant were not paid into the bank on the date stated on the payslip. An apology was offered along with an explanation, of a system processing error that occurred between the payroll provider and the Direct Payment bank account.

5.22 To ensure the appropriate identification of risk to vulnerable adults, the Complaints and Information Team and Protection of Vulnerable Adults (POVA) Team continue to operate their joint working protocol, which is regularly reviewed.

5.23 During this year, 2 complaints have been referred to POVA, 1 has subsequently been closed with no investigation and 1 is still open awaiting a review.

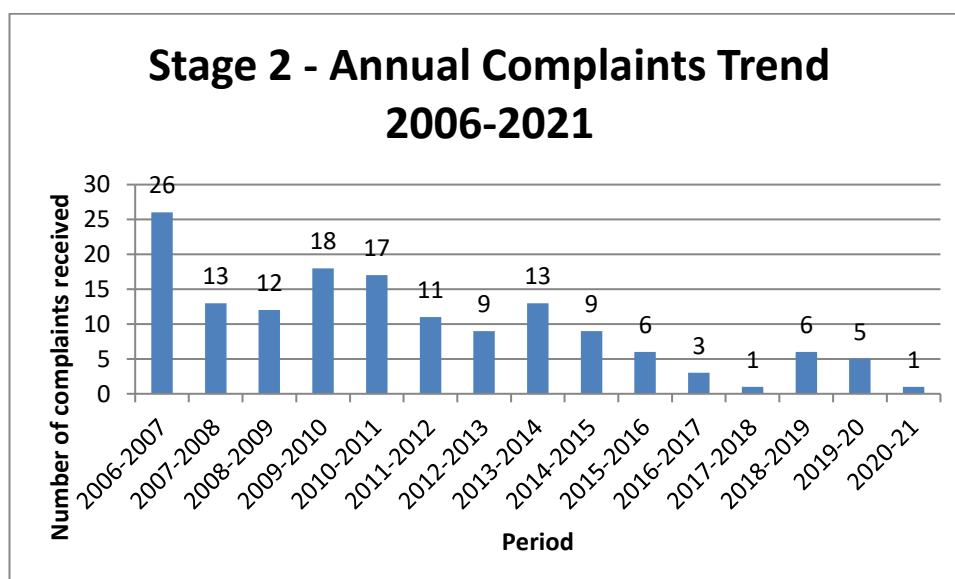
Complaints – Stage 2

5.24 During 2020/21 the Directorate received 9 requests to progress the complaint to a Stage 2 formal investigation, of these requests 1 has proceeded to an independent formal stage 2 investigation, (as noted in point 7.1 of this report). During 2019/20 there were 5 independent stage 2 investigations carried out.

5.25 Of the 9 requests for a stage 2 investigation:

- 1 relating to Children's Services is currently in progress, and awaiting the investigating officers report
- 1 is being reviewed and the complainant has requested a meeting to discuss concerns in more detail
- 4 have been carried out internally following the corporate process and closed
- 3 were refused for not meeting the criteria and redirected to the Ombudsman

5.26 The following graph shows the number of complaints progressing to the formal Stage 2 process for independent investigation since the implementation of the statutory complaints guidance in April 2006.



Ombudsman's investigations

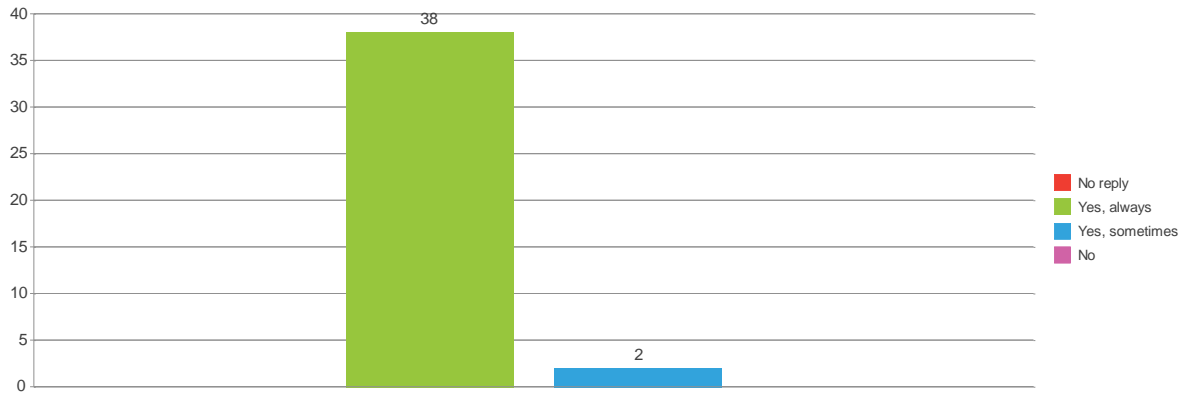
- 5.27 There were 14 contacts by our customers during this year to the Public Services Ombudsman for Wales (PSOW). This is an increase on the previous year when 11 customers approached the PSOW for support. The outcomes of the 14 contacts were as follows:
- In 7 cases, initial enquiries undertaken by the PSOW confirmed that Caerphilly CBC had followed due processes and their investigations were therefore closed down
 - In one of the above cases, recommendations for a letter of apology to be sent to the complainant was agreed and completed
 - In 3 cases, the complaint had been superseded by Court Proceedings and in line with the guidance Caerphilly CBC were right to close the complaint
 - In 3 cases, the PSOW requested additional information from the complainant in order to decide whether to proceed or not and this information was not provided so the cases were closed down
 - One case was deemed to be out of timescale to be considered by the PSOW
- 5.28 The Complaints and Information Team continue to have a positive relationship with the PSOW, having open and transparent dialogue and continue to discuss persistent complainants and provide consistent advice. During 2020/21, the Team were able to access webinar training for Complaint and Information Officers run by the PSOW.
- 5.29 The high standard of evidence available to the Complaints and Information Team in the form of case recordings, copies of correspondence and assessments has supported the quality of the responses to the PSOW office and this has resulted in positive outcomes.

Compliments

- 5.30 The Directorate appreciates the importance of learning from complaints and it is recognised that equal emphasis needs to be placed on learning from positive outcomes.
- 5.31 Praise is received by teams in the form of thank you cards, letters and emails and these are sent to the Complaints and Information Team for them to record. 153 compliments have been logged during the year, 116 (76%) relate to Adult's Services and 37 (24%) relate to Children's Services. Whilst this is a lower overall number of compliments received compared to the previous year, the volume remains high.
- 5.32 During the year 16 surveys were sent out, 3 (19%) of these were for Adult Services, 12 (75%) were for Children's Services and 1 (6%) related to both Adult Services and Children's Services. At the time of this report 11 surveys are ongoing, 1 Adult Services, 10 Children's Services.
- 5.34 An example of positive feedback in Adult Services is, a quality satisfaction survey was undertaken to gain client feedback in order to evaluate the effectiveness of the home care service, below are the responses given in a survey that asked "Do your carers treat you with

respect and dignity?"

Do your carers treat you with respect and dignity?



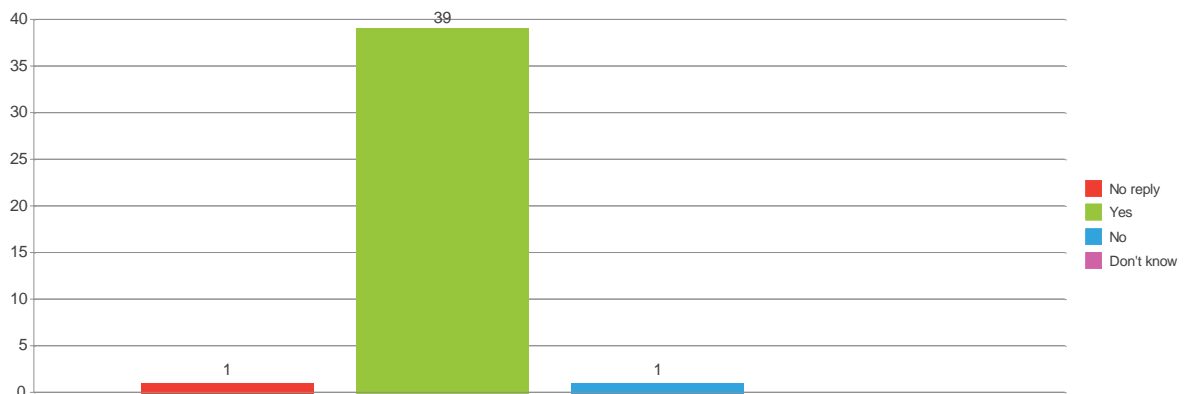
Comments received regarding this survey:

- My carers have always treated me with total respect and dignity and communicate with me all the time.
- They have an appropriate combination of respect and informality which is professional.
- Very respectable and caring, always pleasant and happy
- No complaints about carers, they're the best in the world
- As a family, we are very pleased with the service that the carers provide. They are always professional and treat my mum with the utmost care.
- The carers that came to my Dad were wonderful
- Very pleased with carers, they treat my husband with great respect and always make sure he is happy.
- My mother is always treated with respect and dignity by the girls and they are a lovely bunch.
- Carers are lovely and professional at all times, so helpful.

5.35 In relation to Children’s Services, children/young people completed a survey in 2020 which sought their feedback on their experience of the Supporting Family Change (SFC) team.

The graph below shows the response to the Supporting Family Change survey

Did you find Supporting Family Change helpful?



1 child/young person and 40 parents completed the surveys, some comments included:

- We really do appreciate everything you have done and continue to do for us, I honestly don't think we'd be where we are without your intervention and for that I don't think I can ever thank

you enough, you have been an absolute star and you are an amazing asset to your team and everyone you work with, thank you again.

- I got the support I needed and from the referrals that have been made that I needed, thank you so much for your help
- I am feeling so much more confident, and I want to thank you for all your help, it has been amazing
- Under the circumstances of Covid-19 Supporting Family Change has been a fantastic service and also fantastic support. With the help I have been able to build my confidence up to go forward giving me and my son the building blocks that was needed.
- I felt informed all the way through the process
- Thank you for all the support and help, I would recommend anyone in the need of the help. You have helped me so much. Thank You.
- You really have helped me a lot don't know what i would have done without the help and support from you all its really appreciated and a massive thank you to you all
- You went above and beyond.
- The help myself and daughter received was brilliant.
- The support was there when I was broken and when it was needed. It helped me when I didn't understand where to go and what to do.

5.36 Many of the letters and cards received from customers and their families include examples of the positive impact that staff can have on a person's life. Some of these comments are included in Appendix 1, attached to the report.

6. ASSUMPTIONS

6.1 No assumptions have been made in this report.

7. INTEGRATED IMPACT ASSESSMENT

7.1 This report is for information so the completion of an Integrated Impact Assessment is not required.

8. FINANCIAL IMPLICATIONS

8.1 There are no financial implications arising from this report.

9. PERSONNEL IMPLICATIONS

9.1 There are no personnel implications arising from this report.

10. CONSULTATIONS

10.1 All responses from consultees have been incorporated within the report.

11. STATUTORY POWER

- Welsh Assembly Government's "A Guide to Handling Complaints 2014"
- Social Services and Well Being (Wales) Act 2014
- Fostering Services (Wales) Regulations 2003
- General Data Protection Regulations 2018

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Consultees: Social Services Senior Management Team
Joanne Jones, Corporate Information Governance Manager
Councillor Shayne Cook, Cabinet Member for Social Care
Councillor Donna Cushing, Chair of Scrutiny Committee
Councillor Carmen Bezzina, Vice Chair of Scrutiny Committee

Appendices:
Appendix 1 Comments from customers and families

Adults:

- **Feedback from family of resident of Broadawel Care Home:**

Son reported that his father was 'well looked after.' He was very complimentary about the home and used the following phrases to express his views, 'I admire the staff.' 'The home is clean and tidy.' 'I am always pleased and impressed with the staff there.' 'We feel so lucky to have him there, we can't speak highly enough about it.' 'The staff obviously think a lot about the residents.' 'They can't do enough for you.' 'You can tell there is respect there.' 'It's such a loving homely environment.'

- **Correspondence from a family member to Castle View Care Home:**

"I should say that my family have nothing but gratitude and admiration for the council and the staff of Castle View, for the way they cared for my dad before he passed away and they have made my mother happy, safe and content in her final years."

- **Compliments to HART/CRT Team:**

EC@H staff are "amazing" and stated that when her husband previously received Reablement calls and is now having EC@H support that she feels that the service provided by all staff has been "outstanding" and that she cannot thank all involved enough. She stated she would love to keep HART carers in place when the on-going POC is arranged and stated "the carers have something extra special about them".

- **Compliments to Occupational Therapy:**

"I am a proud lady and therefore have never asked for help until recently (and even then it was not of my doing but a referral from the Mental Health team). XXX made me feel at ease and I found her easy going nature and professional manner second to none. She explained the process to me and listened patiently to my concerns. The level of treatment and concern I received from her was both sympathetic and understanding and I feel that she is a credit to your team."

- **Compliments to North Older People's Team**

"You saved my life this morning... it was lovely to speak with someone and help calm me and reassure me"

"I would like to highlight the professional way that [the social worker] helped and supported myself and mother in these unpredictable and unprecedented times"

"I cannot find words to express how relieved and looked after I felt once the system was put in place"

- **Compliments to South Older People's Team**

"I don't think that any of this could have happened without your professional and caring input and I would like to say that I am really grateful. As we both know my Mother can be a very difficult person to deal with at times."

- **Partnership working regarding PPE**

"I would like to take this opportunity Jo to thank you and your team for an excellent job you have done from the start of this covid 19 outbreak. You and your team have given us here most excellent support. "

Childrens:

- **Feedback for 16+ Team**

"It was such a good research to be involved in, mental health wasn't a "big deal" when I was younger but obviously awareness has been spread since then. I did tell her how amazing 16+ team are though especially you. Wouldn't be where I am without your support and guidance."

- **Blackwood Childcare Team**

Initially a complaint however after speaking with the team the complainant started that he wanted to completely withdraw his complaint, he wished to express how helpful XX had been and to say that he now fully understands that neither social services nor the police have acted incompetently in any way but were following necessary procedures.

- **Bargoed Childcare Team**

Text received from a parent whose children were removed from her care *"I just want to thank you for everything you've done in the last year, I know I've not always seen why but I do not its always been in the best interests of the kids and that their safe and it means a lot to me that them boys are happy no matter who there with as a mother I will always be trying to better myself to get them home. Thank you again."*

- **Compliments to Caerphilly West Child Care Team**

From Cafcass *"I just wanted to let you know that I was really impressed by the quality of the evidence that you presented to the Court this week. I felt that you were measured, professional and very clear. Despite the terrible behaviour of the Grandparents you maintained composure and balance. This made it much easier when it came to my turn to give evidence as you had covered pretty much everything!"*

- **Praise received at Rhymney Child Care Team**

"I'm gutted your leaving, you've seen me at my lowest as well as my happiest and you've never judged only supported me. If there were more people like you the world would be a better place. Good luck on your new adventure, wherever you go you'll make a difference to someone. You leave love and sparkle wherever you do. Thank you for everything."

- **Feedback received by Risca Child Care Team**

Received from NYAS on behalf of family, *"Thank you for everything you have done for XXX and XXX. She(mum) has told me that you are the best Social worker she has ever known and has a lot to thank you for. She also says you have changed the way she looks at Social workers and said you are truly amazing. She can't thank you enough."*

- **Youth Offending Service**

Email received from parent of young person receiving support *"I wanted to send this email to let you know how amazing they have been with both myself and my daughter whom has ASD. From the very beginning they offered so much support to us both and also emotional support to myself too, I will forever be grateful for the work and effort they both put in to help (daughter), meet her needs and also advocate for her, you are very privileged to have them as part of your team, they understood and always thought outside the box with a very child centred approach and it worked! If only all professionals could be like them. They deserve the appreciation so much. I'd like to say thank you from the bottom of my heart."*

Gadewir y dudalen hon yn wag yn fwriadol



SOCIAL SERVICES SCRUTINY COMMITTEE – 15TH JUNE 2021

SUBJECT: REGIONAL PARTNERSHIP BOARDS - UPDATE

**REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES AND
HOUSING**

1. PURPOSE OF REPORT

- 1.1 At its meeting on the 1st December 2020 Scrutiny Committee received a further update report of the Gwent Regional Partnership Board (Appendix 1). One of the recommendations made after Members considered the report was for the Social Services Scrutiny Committee to receive ongoing regular reports on the work of the Regional Partnership Board (RPB).
- 1.2 This report is to update Members on the work and decisions taken over the last six months by the Regional Partnership Board.

2. SUMMARY

- 2.1 Part 9 of the Social Services & Wellbeing (Wales) Act 2014 required local authorities and Health Boards to establish Regional Partnership Boards. RPB's were established on a Health Board footprint with seven Boards being established. The RPB for this area is titled the Gwent Regional Partnership Board.
- 2.2 Since their inception in 2016 the RPB have become increasingly influential in developing integrated health and social care services across the region. The Board has also been recipient of significant amounts of grant funding from Welsh Government (WG) to support, develop and transform integrated services across health and social care.

3. RECOMMENDATIONS

- 3.1 Members note the content of the report.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 As previously stated, the RPB is becoming increasingly influential in shaping health

and social care services, not just in Caerphilly CBC but across Wales. There is also reference in this report to the Welsh Government consultation on rebalancing care and support in Wales and this has the potential to further increase the influence of the RPB.

5. THE REPORT

5.1 The RPB has met on several occasions since the report to Scrutiny Committee in December 2020, with meetings considering a number of key issues including;

- The continued impact of the Coronavirus outbreak across partner agencies.
- The continuation of the Transformation Grant and Integrated Care Funding in to 21/22.
- Responding to the proposals relating to the RPB in Welsh Governments White Paper on rebalancing care and support in Wales.

5.2 Unsurprisingly, there has remained a continued focus on the Coronavirus pandemic. Whilst the “second wave” had a greater impact on the NHS and social care services than the first wave we are now seeing a return to some kind of normality in terms of requests for services and the number of assessments being undertaken. Despite this, we are very mindful that the current positive position in terms of infection rates and deaths could change very quickly, with the subsequent impact on front line service delivery.

5.3 As the NHS begins to move away from a coronavirus focus its attention will inevitably turn to deal with the back logs and waiting lists for people requiring other forms of treatment. As this work gathers pace the pressure on social services departments to discharge people from hospital in a safe and timely way will increase significantly. This is going to put pressure on some of our community services particularly in relation to domiciliary care Community resource teams and occupational therapy services.

5.4 Previous reports to Scrutiny Committee on the work of the RPB have referred to the grant funding allocated to the Board by Welsh Government mainly in in the form of Transformation Grant monies and monies made available via the Integrated Care Fund (ICF). At all RPB meetings, finance reports are received, completed by NHS finance staff (Health Boards have always been the “bankers” for grant monies received by the RPB).

5.5 In terms of the Transformation Grant the RPB submitted a “Gwent Transformational Offer” to Welsh Government, who subsequently awarded £13.4 million of grant funding for a two year period. This was in response to the Welsh Government ‘Healthier Wales’ initiative which allocated £100 million to transformational projects across Wales.

5.6 The Gwent Transformational Offer related to priority areas, derived from the Area Plan and the strategic directions of the Regional Partnership Board. These included:

- The development of early intervention and prevention services (Integrated Wellbeing Networks);
- The development of primary and community care services (this contract

- ended is now referred to as placed based services);
 - The redesign of child and adolescent emotional and mental health services (Iceberg Model);
 - The development of an integrated 'Home First' prevention of admission and discharge model;
 - The development of workforce planning and organisational development to underpin transformational activity.
- 5.7 The Gwent Transformation Programme has continued to make good progress, with the programmes adapting their scope and focus to ensure they are able to support the local response to COVID-19. However, during the Coronavirus pandemic some of the projects under the transformation programme had to stop, reduce their offer to the public or redirect efforts towards helping fight the Coronavirus. This has delayed the time available for these models to evidence success and for their evaluations to be completed.
- 5.8 Helpfully, Welsh Government have now confirmed funding will continue for a further transition year in its current format until March 2022. Each programme has developed a plan of work around financial sustainability, making clear the value of the programmes in line with the wider strategic improvement objectives of the Regional Partnership Board.
- 5.9 All programmes had commissioned independent evaluation of the models, with the Institute of Public Care (IPC) being successful for place based care, integrated wellbeing networks and Home First and Cedar Associates are leading the evaluation of the Iceberg model. These had started but again fell victim to the pandemic and have now been re-commenced.
- 5.10 There remains significant uncertainty around the ongoing funding of these schemes post March 2022. Discussions and representations between Regional Partnership Board members and Welsh Government are ongoing. In the event that funding does cease there are only two potential courses of action,
- The services financed by the grants cease with the corresponding loss of service provision and progress made to date.
 - The services financed by the grants are funded from the Social Services core budget, with corresponding savings made in other areas to allow this funding to continue.
- 5.11 Monthly meetings take place with health regarding the potential of ICF funding. The purpose of these meetings is to determine options that can be implemented once WG proposals are known.
- 5.12 Members will recall that on the 16th March 2021 Scrutiny Committee received a report on the Welsh Government White Paper on rebalancing care and support in Wales. Based on comments received from Scrutiny and Cabinet Members, a response to the consultation was sent to Welsh Government. The response is attached as Appendix 2 of this report.
- 5.13 Members were particularly concerned around proposals to make RPB's legal entities in their own right with ability to employ staff and commission services. Particular concern was expressed with regard to the lack of clarity on the enhanced role of the RPB and the role of Elected Members from local authorities in terms of scrutinising the role of the Board.

5.14 Given the outcome of the recent Welsh Government elections we are now awaiting the Programme for Government which should provide a guide on the priorities for Government and where their proposals around on rebalancing care and support will go next.

5.15 **Conclusion**

This report updates Members on the key issues considered by the Board since the report to committee on the 1 December 2020. Further reports will be submitted to Committee in accordance with the Forward Work Programme.

6. ASSUMPTIONS

6.1 There are no assumptions contained in this report.

7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT

7.1 This report is for information so the completion of an Integrated Impact Assessment is not required.

8. FINANCIAL IMPLICATIONS

8.1 There are no direct implications arising from this report.

9. PERSONNEL IMPLICATIONS

9.1 There are no direct personnel implications arising from this report.

10. CONSULTATIONS

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

11. STATUTORY POWER

11.1 Social Services & Wellbeing (Wales) Act 2014.

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Appendices:

- Appendix 1 Report to Social Services Scrutiny Committee – 1st December 2020
- Appendix 2 Response to Welsh Government White Paper on rebalancing care and support in Wales.

Gadewir y dudalen hon yn wag yn fwriadol



SOCIAL SERVICES SCRUTINY COMMITTEE 1ST DECEMBER 2020

SUBJECT: REGIONAL PARTNERSHIP BOARDS - UPDATE

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES & HOUSING

1. PURPOSE OF REPORT

- 1.1 At its meeting on the 4 February 2020 Scrutiny Committee received an update report with regard to the work of the Gwent Regional Partnership Board (Appendix 1). One of the recommendations made, after members had considered the report, was for the Social Services Scrutiny Committee to receive quarterly reports on the work and priorities of the Board.
- 1.2 Members will be aware that in March 2020 the local authority and its statutory partners began their response to the Coronavirus pandemic and as a result the Regional Partnership Board did not meet again until July 2020.
- 1.3 This report is to update Members on the work and decisions taken over the last 4 months by the Regional Partnership Board.

2. SUMMARY

- 2.1 Part 9 of the Social Services & Wellbeing (Wales) Act 2014 required local authorities and Health Boards to establish Regional Partnership Boards. RPB's were established on Health Board footprints with consequently seven Boards being established. The RPB for this area is titled the Gwent Regional Partnership Board
- 2.2 Since their inception in 2016 the RPB has become increasingly influential in developing integrated health and social care services across the region. The Board has also been recipient of significant amounts of grant funding from WG to support and develop integrated service.

3. RECOMMENDATIONS

- 3.1 Members note the content of the report.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 As previously stated, the RPB is becoming increasingly influential in shaping health and social care services, not just in Caerphilly CBC but across Wales. Whilst its work programme was put temporarily on hold during the initial phases of the pandemic, it is now back up and running.

5. THE REPORT

- 5.1 The Regional Partnership Board has met on several occasions since the report to Scrutiny Committee on the 4 February 2020, with meetings considering a number of key issues, including;

- The Coronavirus outbreak across partner agencies and the effect on services.
- The continuation of funding for the Transformational Offer beyond 2021, in response to Welsh Government's new long term plan for health and social care 'A Healthier Wales'.
- The reallocation of underspend for 2019/20 and the continuation of the Integrated Care Revenue and Capital Funds.
- Consideration of the Integrated Winter Plan for 2020/21.

- 5.2 The first meeting of the Regional Partnership Board since the coronavirus outbreak very much focused on how organisations had worked collectively during the Coronavirus pandemic and what had worked well, not so well and any future lessons should we have a further wave. This included feedback from the Citizen Panel on some of the issues that had been raised with them concerning access to healthcare. The Board were reassured that the pandemic had not reached its predicted worst case scenario regarding hospital capacity and support in the community and overall the system had been able to cope with the initial outbreak locally and regionally which was very much due to collaborative working by all partners.

- 5.3 Members may recall that the Regional Partnership Board had successfully submitted a 'Gwent transformational offer' to Welsh Government which granted the Gwent RPB £13.4 million of new limited funding over a two-year period. Members may also recall that this was in response to 'A Healthier Wales' which set out a new £100 million transformational programme. The new transformation fund was intended to provide additional funding to catalyse 'whole system change', driven through the Regional Partnership Boards with an expectation that each region develops a 'transformational offer'.

- 5.4 The offer in Gwent related to five areas, derived from the priority areas within the Area Plan and the considered directions of the Regional Partnership Board. These include:

- The development of early intervention and prevention services (Integrated Wellbeing Networks);
- The development of primary and community care services (Compassionate Communities);
- The redesign of child and adolescent emotional and mental health services (Iceberg model);

- The development of an integrated 'Home First' discharge model;
 - The development of workforce planning and organisational development to underpin transformational activity.
- 5.5 The Gwent Transformation Programme has continued to make good progress, with the programmes adapting their scope and focus to ensure they are able to support the local response to COVID-19. The transformation programme continues to deliver at pace, given the extremely short and testing time frame provided by Welsh Government of 2 years. The Board has heard that Welsh Government had agreed to roll over some of funding to allow for some of the projects to continue until March 2021 rather than finish in December 2020. However, during the Coronavirus pandemic some of the projects under the transformation programme had to stop, reduce their offer to the public or redirect towards helping fight the Coronavirus. This has delayed the time available for these models to evidence success and for their evaluations to be completed.
- 5.6 At the time of writing the indications from Welsh Government are that transformation funding will continue for a further transition year in its current format until March 2022. Consequently, each programme is developing a programme of work around financial sustainability, making clear the value of the programmes in line with the wider strategic improvement objectives of the Regional Partnership Board. To support this work, Welsh Government are working with the regions to develop Communities of Practice, to share the learning and support pan regional scaling and also economic demand and management modelling, to demonstrate where longer term system efficiencies can be secured.
- 5.7 All programmes had commissioned evaluation of the models, with the Institute of Public Care being successful for place based care, integrated wellbeing networks and Homefirst and Cedar Associates are leading the evaluation of the ICEBERG model. These pieces of work are being restarted following them pausing during the pandemic.
- 5.8 One of the difficulties with the Transformation funding continues to be recruitment to specialist posts, with staff reluctant to leave existing posts for a short term funded post.
- 5.9 During 2019/20 Local authorities across Gwent had requested that any slippage of funding within existing projects be used for Children with Complex Needs to meet demand for the remainder of this year. Regional Leadership Group endorsed the approach for any ICF revenue slippage to be utilised for Children with Complex Needs. At the end of the Financial year 2019/20 an updated slippage figure of £956,000 was shared on an equal basis with all Local Authorities in Gwent.
- 5.10 An additional £10 million across Wales was announced by the Minister for Health and Social Services on the 24th January 2020 for Regional Partnership Boards, the Board agreed that this funding be equally split between Health and Social Services on a 50:50 basis and subsequently was shared equally between the Gwent local authorities.
- 5.11 Winter Planning is an integral part of the Health and Social Care system responsibility and this year's plan has been developed, in line with Welsh Government guidance, with all partners within the Regional Partnership Board

(RPB) who have agreed to recommend a number of the activities in order to support patients within the Gwent area. The plan has been developed with colleagues across the Health Board and partners in Social Care, third sector and Welsh Ambulance Service. The RPB signed off and submitted the Winter Plan to Welsh Government in early November 2020 (See Appendix 2).

- 5.12 The purpose of the plan is to demonstrate by region, the agreed partnership activity, to support the provision of care and support services during this winter period, to outline the safe and integrate management of 'winter pressures' and to provide assurance of a whole system approach to the winter period. The plan is structured around the 'Six goals' and 'Four harms' identified in the National Winter Protection plan. These are;

Goal 1: Co-ordination, planning and support for high risk groups

Goal 2: Signposting, information and assistance for all

Goal 3: Preventing admission of high risk groups

Goal 4: Rapid response in crisis

Goal 5: Great hospital care

Goal 6: Home first when ready

For Members information the four harms relate to the Coronavirus pandemic these are:

- The harm of COVID-19 itself;
- The harm from overwhelming the NHS and Social Care system;
- The harm from the reduction in non COVID activity;
- The harms from wider societal actions/lockdowns.

- 5.13 The plan sets out a coordinated whole systems approach to the delivery of health and social care services across Gwent, in partnership with both housing and Third sector partners. It sets out the required capacity necessary to protect the system in Gwent during the winter period, within the context of the ongoing COVID-19 pandemic. It demonstrates the depth of partnership working across the Regional Partnership Board providing a clear statement of system wide activity in line with the 'Six goals' and 'Four harms'.
- 5.14 One of the challenges continues to be the recruitment of medical, social care and nurse staffing to enable the increase in the Health Board's bed capacity and enhance community services. The current staffing gaps and high numbers of unfilled nursing posts presents a real risk to effective delivery of this part of the Winter Plan.

5.15 Conclusion

- 5.15.1 Despite a pause in its activity during the initial stages of the pandemic, this report demonstrates that the Gwent Regional Partnership continues to be at the fore of the transformation of health and social care services across the region. The development of the winter plan is key to us continuing to deliver services through what are undoubtedly going to be a very difficult few months.
- 5.15.2 Further reports on the work of the Board will be brought to Scrutiny Committee in accordance with the Forward Work Programme.

6. ASSUMPTIONS

6.1 There are no assumptions contained in this report.

7. LINKS TO RELEVANT COUNCIL POLICIES

7.1 Corporate Plan 2018-2023.

The content of this report contributes towards Well Being Objective 6: Support citizens to remain independent and improve their well-being.

8. WELL-BEING OF FUTURE GENERATIONS

8.1 The content of this report contributes to the following Well-being Goals which are:-

- A resilient Wales
- A more equal Wales
- A Wales of cohesive communities

8.2 The report is consistent with the five ways of working as defined within the sustainable development principle in the Act as follows:-

- Long Term – the provision of safe care and accommodation for children and vulnerable adults is, and always will be, a key strategic priority for the Council.
- Improving outcomes for children Looked After will deliver longer term improvements for them individually.
- Prevention – Both Adults and Children’s Services is committed to preventing the escalation of need and subsequent demand on higher tier statutory services through the delivery of early intervention and family support services. We continue to strive to keep older people in their own homes for as long as their needs allow.
- Integration – Service developments across the Directorate region are increasingly integrated with Health and other professionals

9. EQUALITIES IMPLICATIONS

9.1 An Equality Impact Assessment is not needed because the issues covered are for information purposes only, therefore the Council’s full EIA process does not need to be applied.

10. FINANCIAL IMPLICATIONS

10.1 There are no direct implications arising from this report. The work of the Board has been principally focussed on the allocation and utilisation of grant funding from Welsh Government.

11. PERSONNEL IMPLICATIONS

11.1 There are no direct personnel implications arising from this report.

12. CONSULTATIONS

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

13. STATUTORY POWER

13.1 Social Services & Wellbeing (Wales) Act 2014.

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Appendices:

Appendix 1 – Report to Social Services Scrutiny Committee – 4 February 2020

Appendix 2 – Gwent Regional Partnership Board Winter Plan

RESPONSE TO WHITE PAPER QUESTION SET

Question 1: Do you agree that complexity in the social care sector inhibits service improvement?

Service Improvement in the delivery of social care services is often focused on cost reduction rather than efficiency or quality of care and as such, the White Paper identifies that the need to move away from cost based commissioning to quality and effectiveness is welcomed

The ability to deliver a comprehensive level of service improvement is constrained by operator's size and market competition, whilst it's believed that the fragmented nature of providers and commissioners does not support whole system improvement.

Consideration will need to be given to the local needs assessments, not only demand, and the type of service provision which is required to support population needs in the long term through more effective integration and whole system commissioning and service design

The focus of additional monies at peak periods or in non-recurrent terms also leads to short term fixes, and demand and capacity solutions rather than long term improvement and integration.

Question 2: Do you agree that commissioning practices are disproportionately focused on procurement?

Yes, looking across Wales, although some Local Authorities have tried hard to "commission for outcome", we need to be flexible, thinking about the whole system dynamic and manage the market, but there is quite a considerable journey to go.

Good intent is welcomed but the ability to deliver this ambition has not surfaced in Wales in a substantial manner. In addition the interactions that the NHS has with LA partners and in looking to "procure" such care is not consistent and plays into this as a procurement rather than commissioning discussion.

There also seems to be a lack of joint planning between the LAs and NHS in many respects in terms of commissioning both bedded care and domiciliary care and the current arrangements for pooled budgets has led to even more focus on procuring services rather than driving a market change to improve service provision and sustainability.

All commissioners and providers have recognized the need to create an affordable and sustainable social care service, as such the White Paper should consider the affordability and funding debate alongside the need to deliver a robust, sustainable quality service model.

Question 3: Do you agree that the ability of RPBs to deliver on their responsibilities is limited by their design and structure?

The establishment of RPBs has so far probably made the complexity of the structures more challenging over time with new partners and a lack of overall clarity on responsibility and accountability. There is a need for a restated clarity about their purpose, role and responsibility, however, establishing them as legal entities alone does not resolve this. Furthermore the White Paper does not describe how the establishment of additional legal entities would improve integration and drive improvements in the commissioning or delivery of services.

The establishment of RPB as legal entities would likely result in the shift of staff and resources away from Health and Social Care, and would also require changes of governance and responsibilities of both Health and Social Care and the White Paper does not explain how this would improve the current commissioning and operational functions in a local area.

Question 4: Do you agree a national framework that includes fee methodologies and standardized commissioning practices will reduce complexity and enable a greater focus on service quality?

A national framework that is agile and attuned to local circumstances with associated clear standards around commissioning will lead to improvements in service quality.

It is not clear how the proposals regarding commissioning in RPB is related to the work already underway by the National Commissioning Board or the proposals for the RPB in commissioning would meet the needs for commissioning for quality.

Question 4a: - What parts of the commissioning cycle should be reflected in the national framework?

The expectation should be that the functions around Gap Analysis, Commissioning Strategy, Market Development and Capacity Building and review of Strategic Outcomes linked to analysis would be key components. Any proposals should make the whole process simpler, outcome focused and more sustainable.

Question 5: Do you agree that all commissioned services provided or arranged through a care and support plan, or support plan for careers, should be based on the national framework?

In the main yes; there has to be flexibility within the framework to allow for bespoke arrangements although the expectation is that these would be the exception and not the rule. There is already far too much variation between LAs and NHS bodies.

Question 5a- Proposals include NHS provision of funded nursing care, but do not include continuing health care; do you agree with this?

The inclusion of CHC within the framework would push more collaboration between Local Authorities and the NHS leading to a mature and joint planning approach linked to the demands of the complex care sector.

Furthermore, it is unclear whether the proposal to establish RPBs as corporate legal entities would mean commissioning activity currently undertaken by Local Authorities would transfer to the new RPBs. It follows that RPBs would become responsible for commissioning some healthcare services, specifically Funded Nursing Care (FNC), marking a change in Health Boards' responsibilities and obligations. This would be an untested approach and is at odds with the intention that Welsh Government policy colleagues have shared to introduce a combined FNC and Continuing NHS Healthcare (CHC) National Framework. The reasoning for implementing a combined policy framework while accountability for commissioning of FNC simultaneously moves to a different corporate body is not clear.

Question 5b- Are there other services which should be included in the national framework?

The framework should look at the whole care market and from wherever it is currently funded and required. So this must include domiciliary, residential and nursing care.

Question 6: do you agree that the activities of some existing national groups should be consolidated through a national office?

The proposal to establish a National Office for Social Care would be a positive step, but, greater clarity is needed beyond what is set out in the White Paper to explain what the function and purpose of the new Office would be and how this function and purpose would be distinguished from that of Social Care Wales, the Welsh Local Government Association and the Department of Health and Social Services.

Question 6a- if so, which ones?

See above

Question 7: Do you agree that establishing RPBs as corporate legal entities capable of directly employing staff and holding budgets would strengthen their ability to fulfil their responsibilities?

From analysis of the tools that will be bestowed onto RPBs under this legislation to fulfill their responsibilities, it is difficult to see why direct employment of staff would be in anyway beneficial.

One of the fundamental principles and objectives of the White Paper is to address complexity and streamline the commissioning process for social care services, the Paper does not set out how the creation of an additional seven public bodies, each with its own

organisational structure, will provide a less complex commissioning environment, or improve the delivery of service for citizens.

There is little consideration of other bodies which influence the delivery of service, such as, Primary Care clusters, Public Service Boards, and the wider third sector.

This brings with it the potential consequence of moving away from place-based models and building different silos into different parts of the system. Moving services in the way the White Paper proposes will also mean altering some staff roles which risks limiting delivery in the early months while the focus shifts to creating and populating organisational structures.

Question 7a- are there other functions that should be considered to further strengthen regional integration through RPBs?

Restating and refreshing the role and purpose of RPBs will in and of itself provide an impetus for strengthened integration, however, integration needs to be seen as part of the solution not just an end goal.

Ensuring that RPBs have a very clear role with regards to population needs assessment, planning and delivery at a local level is essential, however, it needs to fit with existing architecture and governance structures i.e. NCNs and local partnerships. If this could be achieved it would improve service delivery and outcomes for the population with services tailored to their needs.

Question 8: Do you agree that real-time population, outcome measures and market information should be used more frequently to analyse needs and service provision?

Yes, real time outcomes should be available to use daily / weekly / monthly in terms of health and care interventions.

Commissioning service over the medium term requires planning based on needs analysis and market understanding which needs to be real time and sophisticated analysis over time periods not just moments in time.

Impact assessment of intervention and commissioning also needs to be considered within planning cycles to improve our planning responses.

Question 8a- within the 5 year cycle, how can this best be achieved?

RPB need to have clear objectives and performance indicators within the planning cycle which become their accountability framework.

Question 9: Do you consider that further change is needed to address the challenges highlighted in the case for change?

The White Paper has been developed to respond to the findings of the forthcoming evaluation of implementing the Social Services and Well-being (Wales) Act 2014. While an evaluation of outcomes has not yet been published, it is recognised that there are a number

of key areas for improvement. The first of these relates to national commissioning and market stability, particularly a lack of co-ordination between Local Authorities that leads to distinct and different ways of doing things. The second relates to the development of 'integrated services' by establishing Regional Partnership Boards (RPBs) as corporate legal entities, granting RPBs the foundation to employ their own staff and manage their own budgets.

Question 9a- what should these be?

The potential implications of the White Paper on NHS Wales organisations are only dealt with in a limited way. While there is considerable discussion of how NHS Wales organisations feature in the White Paper's proposals, too little focus is placed on what impact this would have on existing arrangements between Health Boards and strategic partners in relation to governance, integration, joint working and the interface between health and social care.

The scope of the services requires articulation. Care and support for adults and children could comprise a wide range of services that include, but are not limited to, residential care for children, residential care for people with a learning disability, re-ablement services, mental health services and community connectors/social prescribing services.

The proposals focus on structures and commissioning and there is limited reference to citizens and service users, more focus on outcomes is required.

Question 10: what do you consider are the costs, and cost savings, of the proposals to introduce a national office and establish RPBs as corporate entities?

Further explanation is required with regards to the enhanced roles of RPB and the functions it is expected to deliver before we can determine the level of cost/benefit. At this point a further statutory body within the already crowded landscape would add cost and it is difficult to see which functions would be replaced in other organisations to reduce cost.

The same could be said for a national office to guide the commissioning of social care, which could provide opportunity to reduce cost and aid service improvement, however, it is again unclear as to the defined role of this national office and the functions/organisations it replaces.

Question 10a- are there any particular or additional costs associated with the legislation

The underlying issues regarding pooled resources may stem from the difficulty of numerous Local Authorities in a RPB area pooling funds that could potentially fund other services and a lack of intent on a strategic level to deliver better outcomes. The proposals set out in the White Paper do not indicate how developing corporate legal entities in the way the Paper proposes will resolve these challenges.



SOCIAL SERVICES SCRUTINY COMMITTEE – 15TH JUNE 2021

SUBJECT: SOCIAL SERVICES CO-OPTED MEMBER VACANCY

REPORT BY: CORPORATE DIRECTOR EDUCATION AND CORPORATE SERVICES

1. PURPOSE OF REPORT

1.1 Social Services Scrutiny Committee considered a report on the 4th February 2020 on whether to fill the co-opted member vacancy and appoint members to sit on a Co-opted Member Appointments Sub-Committee. The former Chair Councillor L Binding, Councillor J Bevan and Councillor D Harse were duly appointed. However due to lockdown and a few other issues the sub-committee were unable to meet and complete the interview process. Therefore, Social Services Scrutiny Committee are asked to re-appoint three members to sit on the sub-committee.

2. SUMMARY

2.1 To agree three members who will sit on the Social Services Co-opted Member Appointments Sub-Committee.

3. RECOMMENDATIONS

3.1 To appoint three members will sit on the appointments sub-committee.

4. REASONS FOR THE RECOMMENDATIONS

4.1 To agree the members of the appointments subcommittee who will interview and make a recommendation to Social Services Scrutiny Committee.

5. THE REPORT

5.1 Following the February 2020 meeting nominations were sought through GAVO organisations and the next step was to arrange a meeting to shortlist before carrying out interviews.

5.2 The appointments subcommittee were due to meet at the end of March 2020 but due to lockdown were unable to meet and complete the interview process. Unfortunately,

there were further issues that impacted upon the members of the subcommittee that hindered their ability to meet. Therefore, Social Services Scrutiny Committee are asked to re-appoint three members to sit on the sub-committee.

5.3 Council agreed that a Co-opted Member Appointments Sub-Committee of the former named Health Social Care and Wellbeing Scrutiny Committee would be established. The Sub-Committee to consist of the Chair, Vice Chair and one nominated committee member. However, in this instance the Chair of the Social Services Scrutiny Committee has declared an interest as she is a friend of one of the nominees. Therefore, it is suggested that the Vice Chair plus two other members are nominated to the subcommittee.

5.4 It was agreed that the co-opted positions would be offered for a fixed term to run concurrently with the term of office for each respective administration. They may then seek re-nomination, subject to the agreed selection process outlined above, this is also to be applied to for any future vacancies as and when they occur.

5.5 **Conclusion**

The report submitted to Social Services Scrutiny committee in February 2020 outlined the process for recruitment and selection of co-opted members and also gave Welsh Government Guidance on how the appointment of Co-opted members should be considered. The Social Services Scrutiny committee agreed at the meeting dated 4th February 2020 to fill the vacancy and this report seeks to progress this appointment process.

6. **ASSUMPTIONS**

6.1 It is a matter for the scrutiny committee to decide who will be appointed to the subcommittee, the administration of the process can be organised and supported by the Scrutiny Manager.

7. **SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

7.1 This report does not require an Integrated Impact Assessment as it relates to a procedural matter agreed by Council on 18th May 2017.

8. **FINANCIAL IMPLICATIONS**

8.1 There are no financial implications not contained in the report.

9. **PERSONNEL IMPLICATIONS**

9.1 There are no personnel implications not contained in the report.

10. **CONSULTATIONS**

10.1 There are no consultation responses not contained in the report.

11. STATUTORY POWER

11.1 Section 21 of the Local Government Act 2000.

11.2 Local Government (Wales) Measure 2011.

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Lisa Lane, Deputy Monitoring Officer and Head of Democratic Services
Councillor Donna Cushing, Chair Social Services Scrutiny Committee
Councillor Carmen Bezzina, Vice Chair Social Services Scrutiny Committee

Background Papers:

Social Services Scrutiny Committee 4th February 2020 agenda item 10

Report to Annual Council 18th May 2017 Co-opted Scrutiny Committee Members Agenda
Item 16