



## **CABINET**

### **MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN ON WEDNESDAY 13TH APRIL 2016 AT 2.00 P.M.**

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#### **PRESENT:**

Councillor K.V. Reynolds - Chair

#### **Councillors:**

Mrs C. Forehead (HR and Governance/Business Manager), N. George (Community and Leisure Services), D. Hardacre (Performance and Asset Management), K. James (Regeneration, Planning and Sustainable Development), Mrs B. Jones (Corporate Services) D.V. Poole (Deputy Leader and Cabinet Member for Housing), T.J. Williams (Highways, Transportation and Engineering), R. Woodyatt (Social Services).

#### **Together with:**

C. Burns (Interim Chief Executive), N. Scammell (Acting Director of Corporate Services and Section 151 Officer), D. Street (Corporate Director Social Services). C. Harry (Corporate Director - Communities)

#### **Also in Attendance:**

L. Lucas (Head of Procurement), G. Jenkins (Assistant Director Children's Services)

#### **1. APOLOGIES FOR ABSENCE**

Apologies for absence had been received from Councillor R. Passmore.

#### **2. DECLARATIONS OF INTEREST**

There were no declarations of interest received at the beginning of the meeting. During the course of the meeting, Councillor Mrs Forehead sought advice as to whether she was required to declare an interest in the item relating to the Development of an Intensive Therapeutic Service for Looked after Children in Caerphilly. She was advised that as it was personal and not prejudicial there was no requirement for her to declare an interest.

#### **3. CABINET - 30TH MARCH 2016**

RESOLVED that the minutes of the meeting held on 30th March 2016 (minute nos. 1 - 10) be approved and signed as a correct record.

## **MATTERS ON WHICH EXECUTIVE DECISIONS WERE REQUIRED**

### **4. DRAFT CUSTOMER SERVICE STRATEGY 2016-2020**

The report, which was considered by the Policy and Resources Scrutiny Committee on 19th January 2016, sought the endorsement of the Customer Services Strategy 2016-2020.

Members were advised that the Council's Customer Service Strategy has been in place since 2006 and has been partially updated on a number of occasions. However, the financial environment in which the Council operates has changed significantly in the last few years, as have the expectations of customers who are increasingly expecting services to be available on-line, and as such, there is a need to put a new Strategy in place which will suit requirements.

Reference was made to the main strategic outcomes of the Strategy - to improve the consistency of customer service across the organisation, to meet customer expectations that services will be available online which will also reduce the cost of customer contact and to develop in-person customer service so that it is more focused on delivering complex services or dealing with more vulnerable or disadvantaged customers. A copy of the draft Strategy was appended to the report.

It was confirmed that if formally adopted, the Customer Service Strategy will be supported by a Delivery Plan that will be monitored by the Corporate IT Strategy Group which will also be responsible for the approval and monitoring of projects arising from the strategy and ensuring that the strategy remains relevant.

It was noted that when discussed at the meeting of the Policy and Resources Scrutiny Committee, Members had raised queries in relation to the strategic direction and focus of the document, the need for customer-facing services to be maintained and for it to be determined how the Strategy will be fed back to customers. It had been agreed at that time that these views can be taken into account in the final document.

In taking into account the views of the Scrutiny Committee, the importance of ensuring that the Strategy is regularly reviewed and carefully monitored going forward to ensure that customer requirements are met was reinforced.

Following consideration and discussion, and having regard to the views expressed at the Policy and Resources Scrutiny Committee (which will be incorporated within the document), it was moved and seconded that the recommendation in the report be approved. By a show of hands this was unanimously agreed.

RESOLVED that subject to the views expressed at the meeting of the Policy and Resources Scrutiny Committee being incorporated within the Strategy, for the reasons contained in the Officers report the Customer Services Strategy, as set out therein be adopted.

### **5. DEVELOPMENT OF AN INTENSIVE THERAPEUTIC FOSTERING SERVICE FOR LOOKED AFTER CHILDREN IN CAERPHILLY**

The report, which was considered by the Health Social Care and Wellbeing Scrutiny Committee on 22nd March 2016, sets out a proposal to develop a multi-disciplinary intensive therapeutic fostering service for Looked After Children and young people in the county borough.

Members were advised that Looked After Children and young people with the most complex needs tend to experience multiple foster care placement breakdowns. Their risk taking behaviours and significant emotional needs often exceed the resources of Local Authority

Foster Carers and due to the frequent placement moves, their needs are often unable to be addressed by core Child and Adolescent Mental Health Services (CAMHS). Consequently, many of these most troubled young people are placed in residential care out of area, with poor clinical outcomes and at great expense. It was explained that this approach is not sustainable and a different approach is needed to better meet the needs of this troubled group of Looked After Children and young people.

Reference was made to the therapeutic fostering services called MIST (Multi-disciplinary Intervention Service Torfaen) which has been commissioned by Torfaen County Borough Council and has been running for 12 years. MIST provides intensive support to a small number of specially recruited and trained therapeutic foster carers to repatriate young people placed in out of area residential care and to prevent young people who may be at risk of residential care from moving out of area. It is proposed that a MIST type service is developed to meet the needs of Caerphilly children and young people.

Members were advised that with a local approach the model will effectively create a team around the young person. It is proposed that the service will be commissioned from the third sector and a draft service specification is being developed to inform the procurement process if approved. Reference was made to the financial implications and it was proposed that Directorate budget reserves be utilised to fund the establishment of this service in Caerphilly. The aim being for the service to cover its own costs within 18 months of being established. Over time the savings can be anticipated to grow as increasing numbers of young people are supported to remain in Caerphilly and there may be an opportunity to sell placements to other authorities.

It was noted that the Health, Social Care and Well Being Scrutiny Committee had supported the proposal and requested that a further recommendation be included to allow a report on the provision to be brought back to the Committee 18 months after its establishment.

Following consideration and discussion, and having regard to the additional recommendation from the Health, Social Care and Wellbeing Scrutiny Committee, it was moved and seconded that subject to a report also being presented to Cabinet 18 months following its establishment, the recommendations in the report be approved. By a show of hands this was unanimously agreed.

RESOLVED that for the reasons contained in the Officers report:-

- (i) the content of the report be noted;
- (ii) the proposed service development as detailed in the report be approved;
- (iii) the proposal to utilise Directorate budget reserves to establish the service be supported;
- (iv) a further report on the provision be presented to the Health, Social Care and Wellbeing Scrutiny Committee and Cabinet 18 months following its establishment.

The meeting closed at 2.30pm

Approved and signed as a correct record subject to any corrections made at the meeting held on 18th May 2016.

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CHAIR