



## HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN,  
YSTRAD MYNACH ON TUESDAY, 21ST MARCH 2016 AT 5.30 P.M.

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### PRESENT:

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

### Councillors:

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

Cabinet Members: Councillors N. George and R. Woodyatt.

### Together with:

D. Street (Corporate Director Social Services), G. Jenkins (Assistant Director Children's Services), J. Williams (Assistant Director Adult Services), R. Hartshorn (Head of Public Protection), P. O'Neil (Senior Youth Service Manager), E. Sullivan (Scrutiny Officer), C. Jones (Youth Forum Co-ordinator), C. Jones (Legal Executive), A. Dredge (Committee Services Officer).

Users and Carers – Mr C. Luke.

Also Present – Emily Jones (Vice Chair) and Charlotte Thomas (Health Representative) of the Junior and Youth Forum.

### 1. **MRS M. VEATER MBE**

The Chair read out correspondence received from Mrs Veater asking the Committee to accept her apologies, as she wishes to stand down as co-opted member. Due to ill health she is unable to be fully committed to her role and she was pleased to have taken part in the Scrutiny Committee and hoped that representation from Service Users and Carers will continue on the Committee as she feels they have been able to make a valuable contribution. The Committee expressed their thanks to Mrs Veater and her outstanding commitment to the Scrutiny Committee. Members also referred to her valuable assistance within the community and in particular her knowledge of the Voluntary Sector and confirmed she would be sorely missed.

### 2. **APOLOGIES FOR ABSENCE**

Apologies for absence had been received from Councillors Ms J. Gale, L. Gardiner, and G.J. Hughes, Mrs M. Veater and Mrs J.M. Morgan (Users and Carers).

### **3. DECLARATIONS OF INTEREST**

Councillor S. Skivens declared an interest at the commencement of the meeting in relation to agenda item 9, details of which are recorded with the respective item.

### **4. MINUTES – 7TH FEBRUARY 2017**

RESOLVED that subject to it being recorded that agenda item 8 should refer to the Aneurin Bevan Community Health Council and not Greater Gwent Community Health Council, the minutes of the meeting of the Health, Social Care and Wellbeing Scrutiny Committee held on 7th February 2017 (minute nos. 1 - 13) be approved and signed as a correct record.

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

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

### **6. REPORT OF THE CABINET MEMBERS**

The Scrutiny Committee received verbal reports from Councillor R. Woodyatt (Cabinet Member for Social Services) and Councillor N. George (Cabinet Member for Community and Leisure Services).

Councillor Woodyatt welcomed representatives from the Junior and Youth Forum to present their priorities for the forthcoming year. He advised that a report would be presented on Systems Thinking in Adult Services setting out how this work has been progressing through the division over the past two years that is transforming the way staff work.

He was pleased to inform the Committee that progress has been maintained in terms of hospital discharge figures and the frantic pace of discharge post Christmas has calmed a little. Children's Services colleagues are experiencing an increase in demand as a consequence of the impact of the court service which is bringing increased pressure on social workers and colleagues in Legal Services. Senior managers are monitoring the situation and are in discussions with Welsh Government regarding this issue. The Cabinet Member advised the new All Wales IT System for Social Care and Health (WCCIS) is progressing well and the Directorate is on target for its implementation date of September 2017.

It was announced that Malcolm Topping, Supporting People Manager is retiring after more than 20 years' service. The Scrutiny Committee joined Councillor Woodyatt in wishing him well in his retirement.

In concluding, the Cabinet Member announced that this would be his last Scrutiny Committee as he would be standing down at the Council Election in May. He expressed his appreciation to the Director and Assistant Director's for the outstanding work they undertake in their area of expertise. He stated that Social Services are fortunate to have such able and willing Management and extended his gratitude to all staff across the Directorate. Councillor Woodyatt thanked the Committee for their assistance and support over the years which has provided a balanced and dedicated representation to vulnerable people. He congratulated all Members who have sat on the Scrutiny Committee in particular Mr Luke and Mrs Veater and Councillor J.A. Pritchard who was the previous Cabinet Member for Social Services.

The Chair, in turn supported by the Committee thanked Councillor Woodyatt for his hard work and commitment during his term of office and wished him well in his retirement.

Councillor George advised the Committee that he Chaired an Air Quality Steering Group Meeting in Hafodyrynys last week in relation to air quality concerns. They discussed potential actions with residents and other stakeholders and the Public Protection Department will be bringing forward an action plan for further consideration and consultation in due course.

He also Chaired a meeting of the Bryn Compost Liaison Group in February and was pleased to report that all parties agreed that the situation has very much improved and complaints about odours from food waste composting activities are now extremely low.

The Catering Service is in the process of having its Investors in People accreditation reviewed. The Standard is based on sustainable high performance through people. With more than 800 staff operating across 157 sites the Catering Service depends on its committed, professional workforce. The results of the assessment are expected in April.

The Chair thanked Councillor Woodyatt and Councillor George for their updates.

## **7. 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 7th February 2017 planned for the period March 2017 to July 2017.

Members were asked to consider the work programme and to make any amendments or additional agenda items to be included for future meetings. It was explained that workshops will be scheduled in July for the Scrutiny Committee to consider the forward work programme for the following 12 months.

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 work programme appended to the report be approved.

## **8. 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.

## **REPORTS OF OFFICERS**

Consideration was given to the following reports.

## **9. JUNIOR AND YOUTH FORUM PRIORITIES 2017**

The Senior Youth Service Manager introduced the report and the representatives from the Junior and Youth Forum who delivered a presentation in relation to their priorities for 2017. The Scrutiny Committee was advised that this report was presented to and supported by

Cabinet on 1st March 2017 and Education for Life Scrutiny Committee on 10th January 2017. Cabinet supported Young People's attendance at Health Social Care and Wellbeing Scrutiny Committee to present their issues.

An overview was provided in relation to the Youth Forum Conference in October 2016 and the Junior Forum meeting in November 2016, where Children and Young People have identified issues important to them and voted on a Priority Issue for 2017. It was explained that the Junior and Youth Forum are structured and organised around the five themes of the Single Integrated Plan: Prosperous Caerphilly; Safer Caerphilly; Learning Caerphilly; Healthier Caerphilly and Greener Caerphilly. The purpose is to enable children and young people to have a voice on issues that affect them. Junior Forum Representatives are aged 7-11 years and Youth Forum Representatives are aged 11-25 years.

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.

Details of the proposals for the Junior and Youth Forums were set out in the report. 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'. The representatives also delivered their presentations at a recent Head Teachers meeting and will present at the Greater Gwent Citizens Panel in April and the Public Services Board in June 2017.

In terms of mental health, the Youth Forum feel that all school staff should receive training in this area. Raising awareness is crucial as young people need to know how to assist their friends who may need help and support. Junior Forum members feel social workers should raise awareness of their role with children and young people in both Schools and Youth Services. The Director agreed this was a pertinent point and that consideration would need to be given to this. He agreed the priority of mental health is important and confirmed that he is happy to work with the Youth Forum in moving forward.

A Member thanked the Youth Forum for attending a safeguarding course that had been facilitated by Caerphilly First.

Members thanked the young people for their excellent presentation and congratulated them on their hard work and achievements.

RESOLVED that for the reasons contained in the Officer's report, the Health, Social Care and Wellbeing Scrutiny Committee supported the recommendations endorsed by Cabinet: -

- (i) that due regard will be given to issues raised by Children and Young People when making decisions which impact upon their lives;
- (ii) the Youth Forum will be supported in addressing their Priority Issue; 'Awareness of mental health needs to be improved and stereotypes should be challenged'.

## **10. FOOD STANDARDS AGENCY AUDIT ON THE CAERPHILLY FOOD LAW ENFORCEMENT SERVICES**

Councillor S. Skivens declared an interest in this item as he is a Manager of a food supplier within the borough. In that this was a personal declaration he did not take part in the debate or the decision.

The Head of Public Protection presented Members with the findings of an audit conducted by the Food Standards Agency (FSA), in relation to Caerphilly County Borough Council's food law enforcement services. These include the food safety, food standards and communicable disease control functions in Public Protection.

The audit, which took place in 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 and 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. 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 Scrutiny Committee were advised that the FSA 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. 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.

The Head of Public Protection summarised the six key strengths and four areas for improvement that were identified in the report. Members were referred to the Action Plan (appended to the report) that has been developed with the Food Standards Agency to address the areas for improvement. He advised that the full report has been made publicly available on the Agency's website.

Members expressed concerns in relation to the overdue inspections and questioned if the Authority has sufficient staff within the section. It was explained that the overdue inspections related to low risk, or in the case of food standards, medium and low risk premises and a number of changes had been introduced which had reduced those overdue. High risk and new premises will always be prioritised over low and medium risk premises. There have also been a number of food incidents and communicable disease outbreaks which had also taken priority. Caerphilly is in a strong position compared with other Local Authorities in Wales and this is a good news report.

The Scrutiny Committee were advised that new businesses take priority over low risk premises in relation to inspections as their risk rating is unknown until they are visited. The onus is on the Food Business Operator to register new establishments, but they do not always do so. The FSA regulates Local Authorities in undertaking their obligations and are undertaking a review of food law enforcement in Wales, England, and N. Ireland including giving consideration to prior approval licensing or registration.

Reference was made to paragraph 4.5 of the report in terms of food hygiene sampling and Members queried if appropriate action is taken with reported cases. Examples were provided in relation to different scenarios and it was explained that in the last eleven months eleven premises had undergone voluntary closure to allow works to be undertaken to reach

the necessary standards.

Following consideration and discussion, subject to Cabinet being satisfied that the service is appropriately resourced, it was moved and seconded that the recommendation in the report be approved. By a show of hands this was supported by the majority present.

RESOLVED that:

- (i) the findings of the Food Standards Agency Audit and proposed Action Plan be referred to Cabinet for consideration;
- (ii) Cabinet consider and be satisfied that the service is appropriately resourced.

## **11. SYSTEMS THINKING WITHIN ADULT SOCIAL SERVICES**

The Assistant Director of Adult Services introduced the report that provided an overview of the Systems Thinking methodology and outlined its application to the reshaping of services and working practices with Adult Social Services. Systems Thinking is a process designed around a person. 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.

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 citizen's journey through the Assessment and Care Management process, release capacity from the existing system to allow for further improvement. The reshaping of services and working practices would give due regard to the implementation of the Social Services and Well-being (Wales) Act SS&WB (2014) whilst reshaping services and working practices.

The Scrutiny Committee were advised that 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. 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 the service being provided by the 'front door', namely the Information, Advice and Assistance Team (IAA) was required. The IAA service needed to be reconfigured to respond to the requirements of Social Services and Wellbeing Act and as such it was agreed that a Systems Thinking approach would be applied. An overview was provided in terms of the work undertaken with IAA and it was explained that work is still ongoing. 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.

Systems thinking methodology is being applied across the region in collaboration with health colleagues. The Assistant Director provided examples of teams established in other Local Authorities in South East Wales that have embraced Systems Thinking and have constructed their teams around it with expertise up front.

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 contents of the report be noted.

The meeting closed at 7.35pm.

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on 26th June 2017.

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CHAIR