



## HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN,  
YSTRAD MYNACH ON TUESDAY, 5TH MAY 2015 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, Ms E.J. Gale, L. Gardiner, N. George, C.J. Gordon,  
Mrs P. Griffiths, G.J. Hughes, A. Lewis, S. Morgan, J.A. Pritchard

Cabinet Members: Councillors R. Woodyatt and D.V. Poole.

Together with:

D. Street (Corporate Director Social Services), J. Williams (Assistant Director Adult Services),  
R. Hartshorn (Head of Public Protection), C. Edwards (Environmental Health Manager),  
M. Lewis (Principal Catering Officer), J. Morgan (Trading Standards, Licensing & Registrars  
Manager), K. Peters (Community Safety Manager), J. Morgans (Customer Services Manager),  
A. Price (Interim Head of Democratic Services/Deputy Monitoring Officer), C. Forbes-  
Thompson (Scrutiny Research Officer), S.M. Kauczok (Committee Services Officer).

Users & Carers: Mr C. Luke, Mrs J.M. Morgan.  
Sam Crane (ABUHB).

### 1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors Mrs G. Bevan, L. Binding,  
and A. Rees, Mrs M. Veater MBE.

### 2. DECLARATIONS OF INTEREST

There were no declarations of interest made at the beginning or during the course of the  
meeting.

### 3. MINUTES

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

1. Health, Social Care and Wellbeing Scrutiny Committee held on  
24<sup>th</sup> March 2015.

**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. REPORT OF THE CABINET MEMBERS**

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

Councillor Woodyatt reminded the Scrutiny Committee of the work that is underway within the Directorate in readiness for the implementation of the Social Services and Wellbeing Act in April 2016. In order that Members can be made aware of the progress that is being made and get a sense of the direction of the Act, a Members' seminar has been arranged for 5pm on Monday, 15<sup>th</sup> June 2015. This will be a follow up to the session held in 2014 and Members were urged to attend.

Reference was then made to the ongoing difficulties that have been experienced with regard to the attendance of staff from the Health Board at Scrutiny Committee meetings and the delivery of reports requested by Members. Health Board colleagues have been made aware of the outstanding reports and have committed themselves to attendance at future meetings. Regrettably, however, the item on still births and cot deaths on the agenda for this meeting would have to be deferred as the appropriate member of staff from the Health Board was not available to attend. The item would therefore be scheduled for the June meeting and officers would do all they can to ensure the backlog of reports is worked through as quickly as possible.

Following Councillor Woodyatt's report, the Scrutiny Committee received a report from Councillor D.V. Poole, Cabinet Member for Community and Leisure Services.

Councillor Poole had attended the Catering Staff awards ceremony that afternoon. The event, which recognised performance across the Catering Teams, was attended by 111 members of staff. All award recipients received Gold and Silver level awards, reflecting the particularly high level of performance this year. The prestigious Dave Joseph Award was won by the Catering Team at Trinant Primary School. In addition, Kate Davies had recently become Welsh School Cook of the Year for the second year running and would now progress to the National finals on 20<sup>th</sup> May 2015.

Under an Invest to Save scheme, the Authority is in the process of switching six of its main town centre CCTV circuits to the Public Sector Broadband Aggregation. Blackwood cameras have already been converted to the new system and the cameras at Caerphilly and Ystrad Mynach would be converted over the course of the summer. The remaining towns would be switched over at year end. The scheme will deliver an estimated annual saving of £50,000 on line rental costs and provide greater operational flexibility in the future.

The Chair thanked both Cabinet Members for their reports and invited questions and comments from the Scrutiny Committee. Arising from the ensuing discussion the Chair advised that she had met with Bobby Bolt, Divisional Director Primary Care and Networks, ABUHB to discuss the Health Board's attendance at the Scrutiny Committee and the outstanding reports.

It was agreed that a letter of congratulations would be sent to Kate Davies in recognition of her being named Welsh School Cook of the Year for the second year running.

## **6. CABINET REPORTS**

There had been no requests for the Cabinet reports listed on the agenda to be brought forward for discussion at the meeting.

## **SCRUTINY REPORTS**

Consideration was given to the following reports.

## **7. PRESENTATION – PUBLIC PROTECTION**

Arising from the recent change in which the responsibilities of the HSC&WB Scrutiny Committee had been extended to cover Public Protection, a presentation was received from Mr R. Hartshorn, Head of Public Protection, on the role and responsibilities of the Public Protection Division which is divided into the following areas: Catering; Community Safety; Environmental Health and Trading Standards/Licensing and Registration. Members received an overview of the responsibilities of each of the four areas.

The Chair thanked Mr Hartshorn for the very informative presentation. Arising from issues raised during the course of the ensuing discussion information was provided on the out of hours service operated when the offices are closed during evenings and at weekends and clarification was received on the reasons why the level of FPN fines for dog fouling offences could not be increased at the present time.

Further information was sought in relation to the “Tell us Once” service provided by Registrars, the licensing of scrap metal dealers and the support provided for victims of loan sharks. Members were informed that the “Tell us Once” service which helps bereaved families to notify various services and government departments when someone dies, has achieved 100% satisfaction rate with families who have used the service. There has been a significant reduction in problems associated with scrap metal dealers and in the number licensed to trade since the introduction of new legislation in 2013. The Wales Illegal Money Lending Unit (WIMLU) targets illegal money lenders (loan sharks). The Unit investigates illegal lending and any related crimes as well as supporting victims.

Reference was made to the recent decision taken as part of the MTFP discussions, to close the Civic Amenity Sites on one day a week and officers were asked whether improvements could be made to the procedure for issuing “tipping permits”. The Cabinet Member for Community and Leisure Services informed the Scrutiny Committee that a commitment had been made to review the process after six months and a report would be presented to the Regeneration and Environment Scrutiny Committee in due course. In terms of fly tipping, members were advised that discussions were taking place with IT regarding the feasibility of the handheld mobile PDA devices used by officers being enhanced with GPS tracking software.

It was agreed that copies of the presentation would be emailed to Members.

## **8. PRESENTATION: NUMBER OF STILL BIRTHS AND COT DEATHS RECORDED FOR THE COUNTY BOROUGH AND SUPPORT OFFERED TO FAMILIES INVOLVED**

This item was deferred to the next meeting of the Scrutiny Committee.

## **9. CARERS INFORMATION AND CONSULTATION STRATEGY – ANNUAL REPORT MAY 2014**

The report which was requested at a previous meeting of the Scrutiny Committee, provided details of activity within the Gwent region to the period ending May 2014.

The Carers Strategies (Wales) Measure 2010, which came into force on 1<sup>st</sup> January 2012, placed a duty on Local Health Boards to take a lead and work with Local Authorities in Wales to prepare, publish and implement a Carers Information and Consultation Strategy. To achieve this, the Aneurin Bevan University Health Board (ABUHB) worked in partnership with its five local authorities, the third sector and carers.

The Strategy, which covers a four year period, was approved by Welsh Government in January 2013 for implementation from 1<sup>st</sup> April 2013. The first year comprised the development and formal approval of the Strategy. Proposals for detailed actions for subsequent years have been developed through a detailed implementation plan and reported using the template provided by Welsh Government. Key progress identified for the period is set out in paragraph 4.4 of the officer's report.

Members' attention was drawn to the information in the document relating to the percentage of carers who take up an assessment and the specific data relating to young carers, together with progress on the key milestones identified in Year 1. During the course of the ensuing discussion, further information was sought on the identification of carers and the support provided to them. Members were advised that the training needs of carers are identified on a carer by carer basis. There is a robust service in place as far as young carers are concerned and Barnardos have developed a Young Carers Project to provide training events for young people of different age ranges to enable them to cope with their own emotional health and wellbeing associated with their caring role. Barnardos also deliver drop in sessions at schools to raise awareness on Young Carers issues.

It was recognised that there is a need for effective local strategies to identify carers and refer them for help and support where necessary. Figures from the 2011 census show that there are 370,230 carers in Wales, an increase of 9% since 2001. There are 71,497 carers in the ABUHB area. However, there are probably many others who provide care but do not recognise themselves as carers. Under the Social Services and Wellbeing Act Wales there will be a duty to promote the wellbeing of people in need of care and support and carers in need of support. The Authority will be undertaking a survey in June to try and identify how many of its own staff are carers.

It was moved and seconded that the recommendation in the officer's report be approved. By a show of hands this was unanimously agreed.

RESOLVED that the contents of the report be noted.

## **10. 2014/15 ANNUAL REPRESENTATIONS AND COMPLAINTS REPORT**

Judith Morgans, Customer Services Manager, presented the report and slides which provided information and analysis on the operation of the Social Services Directorate's Representations and Complaints procedure from 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2015.

Representations and complaints relating to Social Services are dealt with by the Directorate's Customer Services Team. The majority of complaints received are dealt with at stage 1 i.e. local resolution. Most are concluded without the need for a formal investigation. If the complaint proceeds to Stage 2 (formal investigation), the investigations are undertaken by an externally commissioned Investigating Officer with 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 Customer Services Manager is responsible for ensuring that the recommendations are implemented. If a complainant is dissatisfied with the outcome of a stage 2 investigation they can request that the Ombudsman's office consider their complaint.

During 2014/15, 103 representations were received, of which 76 related to Adult Services. In the same period the Directorate received 178 stage 1 complaints and 1 complainant requested to progress directly to stage 2. The majority were resolved to the customer's satisfaction at stage 1. Of the 178 complaints received, 73 related to Adult Services, 97 to Children's Services and 8 to Service Strategy and Business Support. A graph illustrating the trend in annual complaints from 2006 to 2015 was shown and details of the outcome of the complaints received, were provided.

Members thanked the officer for the very comprehensive report and presentation and requested details of the nature of the remaining 50% of the complaints that had been upheld at stage 1 relating to Adult Services – paragraph 4.3.9. The Customer Services Manager agreed to look into this matter and report back to the Member concerned.

It was moved and seconded that the recommendation in the officer's report be approved. By a show of hands this was unanimously agreed.

RESOLVED that the content of the report be noted.

## **11. SCRUTINY COMMITTEE TASK AND FINISH GROUPS**

Councillor Mrs P. Cook took the Chair at this stage as Councillor L. Ackerman had to leave the meeting due to other commitments.

Members' views were sought on the possibility of setting up task and finish groups for scrutiny members to facilitate an in depth examination of specific areas with a view to bringing reports back to the Scrutiny Committee for endorsement of the appropriate recommendations.

Discussions between officers and the Chair of the Scrutiny Committee had identified the following areas as possible topics for the task and finish groups. Social Services: Corporate safeguarding role; Performance; Changes to the delivery of domiciliary care (linked to the MTFP proposals). Public Protection: Domestic Violence; Meals on Wheels; Littering and dog fouling. Members were invited to propose additional topics for consideration and to indicate their preferred choice.

Following consideration and discussion it was moved and seconded that the first topic to be considered by a task and finish group of this Scrutiny Committee would be Hospital Discharge, the second Domestic Violence and the third Corporate Safeguarding. By a show of hands this was unanimously agreed.

The Scrutiny Research Officer would write to members of the Scrutiny Committee seeking their interest in participating in the task and finish group. The proposed terms of reference and project plan would be considered at the first meeting.

## **12. REQUESTS FOR ITEMS TO BE INCLUDED ON THE NEXT AVAILABLE AGENDA**

There were no requests for reports to be prepared for consideration at a future meeting.

## **13. ITEMS FOR INFORMATION**

The following item was received and noted without discussion.

1. Rota Visits by Members to Social Services Establishments: 1<sup>st</sup> October 2014 – 31st March 2015.

The meeting closed at 7.28 pm.

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on 23<sup>rd</sup> June 2015.

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CHAIR