

Public Document Pack

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To: Cllr Hilary McGuill (Chair)

Councillors: Mike Allport, Marion Bateman, Paul Cunningham, Jean Davies, Carol Ellis, Gladys Healey, Cindy Hinds, Mike Lowe, Dave Mackie, Michelle Perfect and David Wisinger

29 October 2021

Dear Sir/Madam

NOTICE OF REMOTE MEETING
SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE
THURSDAY, 4TH NOVEMBER, 2021 at 10.00 AM

Yours faithfully

Robert Robins
Democratic Services Manager

Please note: This will be a remote meeting and 'attendance' will be restricted to Committee Members and those Members of Council who have asked the Head of Democratic Services for an invitation. Such attendees may only speak at the Chair's discretion.

The meeting will be live streamed onto the Council's website. A recording of the meeting will also be available, shortly after the meeting at <https://flintshire.public-i.tv/core/portal/home>

If you have any queries regarding this, please contact a member of the Democratic Services Team on 01352 702345.

A G E N D A

1 APOLOGIES

Purpose: To receive any apologies.

2 DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Purpose: To receive any Declarations and advise Members accordingly.

3 MINUTES (Pages 5 - 10)

Purpose: To confirm as a correct record the minutes of the meeting held on 9th September, 2021.

4 FORWARD WORK PROGRAMME AND ACTION TRACKING (Pages 11 - 20)

Report of Social and Health Care Overview & Scrutiny Facilitator

Purpose: To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.

5 BETSI CADWALADR UNIVERSITY HEALTH BOARD.

Purpose: To receive an update from Betsi Cadwaladr University Health Board.

Please note that there may be a 10 minute adjournment of this meeting if it lasts longer than two hours

Procedural Note on the conduct of meetings

The Chair will open the meeting and introduce themselves.

The meeting will be attended by a number of Councillors. Officers will also be in attendance to present reports, with Democratic Services officers acting as hosts of the meeting.

All attendees are asked to ensure their mobile phones are switched off and that any background noise is kept to a minimum.

All microphones are to be kept muted during the meeting and should only be unmuted when invited to speak by the Chair. When invitees have finished speaking they should go back on mute.

To indicate to speak, Councillors will use the chat facility or use the electronic raise hand function. The chat function may also be used for questions, relevant comments and officer advice and updates.

The Chair will call the speakers, with elected Members addressed as 'Councillor' and officers addressed by their job title e.g. Chief Executive' or name. From time to time, the officer advising the Chair will explain procedural points or suggest alternative wording for proposals, to assist the Committee.

If and when a vote is taken, the Chair will explain that only those who oppose the proposal(s), or who wish to abstain will need to indicate, using the chat function. The officer advising the Chair will indicate whether the proposals are carried.

If a more formal vote is needed, this will be by roll call – where each Councillor will be asked in turn (alphabetically) how s/he wishes to vote

At County Council and Planning Committee meetings speaker's times are limited. A bell will be sounded to alert that the speaker has one minute remaining

The meeting will be live streamed onto the Council's website. A recording of the meeting will also be available, shortly after the meeting at <https://flintshire.public-i.tv/core/portal/home>

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SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE **9 SEPTEMBER, 2021**

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held remotely on Thursday 9 September 2021

PRESENT: Councillor Hilary McGuill (Chair)

Councillors: Mike Allport, Marion Bateman, Paul Cunningham, Jean Davies, Gladys Healey, Cindy Hinds, Mike Lowe, Dave Mackie, Michelle Perfect and David Wisinger

APOLOGIES: Councillor Carol Ellis

CONTRIBUTORS: Councillor Christine Jones (Deputy Leader for Partnerships and Cabinet Member for Social Services); Chief Officer (Social Services); Senior Manager – Children and Workforce; Service Manager Disability and Mental Health and Team Manager – Performance

IN ATTENDANCE: Social Care and Environment Overview & Scrutiny Facilitator; Community and Education Overview & Scrutiny Facilitator and Democratic Services Officer.

26. DECLARATIONS OF INTEREST (INCLUDING WHIPPING)

None were received.

27. MINUTES

On page 9 Councillor Mackie made the following amendment to the minutes. Councillor Mackie stated this report and the report commencement of the social economic duty both make it clear that public bodies when making strategic decisions must have due regard for the impact they may have on people with protective characteristics which he felt they would do any way.

The amendment to the minutes held on 1 July 2021 were approved and moved by Councillor Cunningham and seconded by Councillor Wisinger.

Councillor Gladys Healey made amendment to the spelling of her surname on page 9, 10 and 11 and also asked that Gladys be included to avoid confusion with her husband.

Councillor Marion Bateman asked for her Christian name to include in her name to avoid confusion with her husband.

The Service Manager Disability and Mental Health confirmed that the CHC Monitoring Officer post would be advertised within the next few days which was raised by the Chairman.

The minutes of the meeting held on 1 July 2021 were approved and moved by Councillor Mackie and seconded by Councillor Jean Davies

RESOLVED:

That the minutes be approved as a correct record and signed by the Chair.

28. FORWARD WORK PROGRAMME AND ACTION TRACKING

The Social Care and Environment Overview & Scrutiny Facilitator presented the current Forward Work Programme. She advised that there would be a Special Meeting on 30th September at 11.00 am to look at the Budget for the coming year. Also a Mid-Year Performance Report may be added to the meeting on 9th December with a possibility that a couple of the items might have to be moved to the January Forward Work Programme.

In response to the question the Chairman raised about discussing the financial impact that Covid had had on the budget the Chief Officer (Social Services) suggested that a short verbal update could be given at the Budget meeting on 30th September but stated that it would not be a full report. A programmed discussion would take place later in the year which the Chairman agreed to but emphasised the need to be aware of the impact of Covid on the Private Sector.

In response to a question raised by Councillor Marion Bateman the Chief Officer (Social Services) shared with the Committee what he had learned from an earlier meeting that day with the Director of Social Services for the Welsh Government. He reported that there would be a consequential for Welsh Government as a result of the funding agreed in Parliament with the increase in National Insurance for Health and Social Care. He stated that the situation may not be clear by 30th September as Welsh Government had flexibility and would take time to decide on how it was allocated within Wales.

The Social Care and Environment Overview & Scrutiny Facilitator referred to the action tracking report and advised members that Betsi Cadwaladr and University Health board and Responses from the Welsh Government were outstanding Actions that were ongoing. The Community and Education Overview & Scrutiny Facilitator reported that both had been chased and a holding response had been received from Welsh Government stating that they would respond. She advised that the Committee would be updated once responses had been received.

The Senior Manager – Children and Workforce reported that most of the things that were discussed with the Link Officer over the summer through the Young Voices Out Loud Group were things that the Children felt were important and were routinely shared between existing and new Social Workers as part of handovers. He clarified that feedback would be given at the next Children Services Forum.

Councillor Cunningham referred to the walk around town centres that Councillor Marion Bateman suggested at the last meeting and asked if anything had been done. The Social Care and Environment Overview & Scrutiny

Facilitator confirmed that she had liaised with the Strategic Policy Advisor and site visits would be arranged when the situation improved.

Councillor Cunningham also asked if it was possible to take into account the cutting of the hedges along the footpath from the A55 roundabout in Broughton to the roundabout by the airfield as people in wheelchairs would struggle to use them.

The Chairman updated the Committee about the letter she had written to Betsi Cadwaladr University Health Board (BCUHB) concerning the moving of patients to Connah's Quay GP Surgery due to the closure of Queensferry GP Surgery. . In response to one of the points about the consideration of using Deeside Hospital as a proposed site they stated that the hospital was currently fully utilised and that there was no space for additional services. Other reasons included that the car park was not suitable for additional patients and there was no direct bus route. The Chairman disagreed with all these comments. They also suggested that patients might try to access services direct from the hospital which the Chairman stated was not the case at Holywell Hospital where a GP Surgery was located. BCUHB are at present consulting the patients regarding the proposals.

The recommendations in the report were moved by Councillor Cunningham and seconded by Councillor Mackie.

RESOLVED:

- (a) That the Committee considers the draft Forward Work Programme and approve/amend as necessary;
- (b) That the Facilitator, in consultation with the Chair of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises; and
- (c) That the Committee notes the progress made in completing the outstanding actions.

29. CARE INSPECTORATE WALES (CIW) ASSURANCE CHECK

The Chief Officer (Social Services) presented the findings of the report on the Care Inspectorate Wales (CIW) who were an independent regulator of Social Services Care and Childcare in Wales. The Assurance Checks took place virtually between 19th and 23 April 2021. CIW focused its key lines of enquiry within the four principles of the Social Services and Well-being (Wales) Act 2014 which were:

- People – Voice and Control
- Prevention
- Well-being
- Partnership and Integration

The Senior Manager – Children and Workforce added that it was a challenge to have 8 Inspectors come in during a Pandemic and that he hoped that the Committee could see from the Action Plan developed that they had

listened to what the inspectors had said and acted on their observations to improve, learn and reflect on what was needed to be done. He stated that the actions that had been set were all green with the exception of Workforce Recruitment which was amber due to the insufficient supply of experienced qualified Social Workers within Children's Services.

In response to a question raised by the Chairman concerning a safeguarding issue the Senior Manager – Children and Workforce stated that this related to one case and reassured the Committee that during the Pandemic the Children were kept safe.

He added that they had looked at their systems and moved staff capacity so that they could keep on top of the referrals and make live decisions and recording of situations. Also a Welsh Government Approved trainer had been in and confirmed that they were compliant in their processes but made suggestions in some areas which have been implemented. He also clarified that it was now not possible to reschedule a meeting if an agency was unable to attend and that they must send a report. However, if this was unavoidable and it had to be postponed then it needed to be signed off by a Service Manager.

The Chairman and other members suggested that the Committee should send a letter to all staff congratulating them on their work. Councillor Marion Bateman mentioned the amazing work that Play Officers and Aura Sports had done along with the Theatr Clwyd and suggested that they should be invited to one of their Committee meetings. The Chairman with agreement from the Committee suggested that a letter of thanks be also sent to the Theatr Clwyd.

The Chief Officer (Social Services) thanked the Committee for their comments which he would pass to staff and thought it was an excellent idea to invite the Theatr Clwyd to a meeting.

Councillor Cunningham asked if Coed Duon was still being used as a step down facility. The Chief Officer (Social Services) clarified that it was no longer being used as the demands became less after a year but it was a positive move to use it early in the pandemic.

The Chief Officer (Social Services) thanked the Committee for their support and understanding. Councillor Cunningham added that the political balance on the Committee was exceptional and wanted to do what is best for Flintshire.

The recommendations in the report were moved by Councillor Gladys Healey and seconded by Councillor Cunningham.

RESOLVED:

- (a) That Members note the positive feedback received from CIW following the Assurance Check in April 2021; and
- (b) That Members note the response to areas of improvement identified by CIW and the Service's Action plan to address these.

30. PROGRESS UPDATE ON LLYS YR IARLL AND GLAN Y MORFA

The Service Manager Disability and Mental Health introduced the report and provided Members with the information relating to two new housing initiatives that had been developed in partnership with Wales and West Housing Association, the Council's Housing Strategy and the Housing and Assets Team.

- Llys Yr Iarll, Flint
- Glan y Morfa, Connah's Quay

In response to a question the Chairman asked about Glan y Morfa the Service Manager Disability and Mental Health stated that there was no problem at present moving people on as it had only been open for a few months but was aware that housing stock was in short supply. She advised the Committee that one of their Officers worked closely with the Housing Team and sat on the Specialist Housing Panel and that when a property had been identified as vacant by the Housing Team and other Housing Association providers via the Single Access Route to Housing (SARTH) service she inspected it for suitability.

The Service Manager Disability and Mental Health confirmed to Councillor Gladys Healey that Glan y Morfa had been fully adapted and was currently being used by people in wheelchairs and that there was no time limit on how long that people stayed there but stated that it would be months rather than anything longer as it was for people who were waiting for long term homes after leaving hospital.

The recommendations in the report were moved by Councillor Gladys Healey and seconded by Councillor Lowe.

RESOLVED:

That Members note the contents of the report and the positive partnerships formed which has resulted in more housing opportunities for people with disabilities.

Also that Members note the wellbeing outcomes for disabled people and the reduced demand on social services

31. ANNUAL REPORT ON THE SOCIAL SERVICES COMPLAINTS AND COMPLIMENTS PROCEDURE

The Team Leader – Performance introduced the Statutory Annual Report on Social Services Complaints and Compliments which covered complaints received between April 2020 and March 2021. She reported that similar to the previous year 93 complaints had been received and 721 compliments had been received which was nearly double on the previous year.

The Chairman said that the number of compliments that had been received had been exceptional and that the report was one of the best she had read which the Committee agreed with.

The Chairman then questioned as to why the complaints were almost double compared to the previous year within Children Services Child to Adult

Team. In response the Service Manager Disability and Mental Health stated that the complaints were not directed at the Service but on how the parents were feeling at the time with the situation. Parents had struggled during lockdown due to reduced capacity and in some cases closure of facilities and found it difficult being at home with children with challenging behaviour.

The Team Leader – Performance agreed to send the Committee a summary of what the complaints were.

Councillor Gladys Healey praised staff on the way they had conducted themselves with their clients as there were no complaints about dignity within adult social care. She added that pay and conditions for Care Workers should be improved to alleviate the problem with staff shortages.

In response to Councillor Gladys Healey the Senior Manager – Children and Workforce stated that there was no evidence around the complaint about poor communication within Children’s Services and after investigation it had been put down to the fact that a child had overheard an adult conversation within the household.

The Chief Officer (Social Services) wanted to thank the Team for the time scale in which they had responded to complaints in both Adult and Children’s Services given the circumstances during the year.

The recommendations in the report were moved by Councillor Paul Cunningham and seconded by Councillor Gladys Healey.

RESOLVED:

That Members note the effectiveness of the complaints procedure and lessons being learnt to improve service provision.

32. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

There was no members of the press or public in attendance.

(The meeting started at 2.00 pm and ended at 3.28pm)

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Chair



SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday, 4 November 2021
Report Subject	Forward Work Programme and Action Tracking
Report Author	Social & Health Care Overview & Scrutiny Facilitator
Type of Report	Operational

EXECUTIVE SUMMARY

Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work programme of the Committee of which they are Members. By reviewing and prioritising the Forward Work Programme Members are able to ensure it is Member-led and includes the right issues. A copy of the Forward Work Programme is attached at Appendix 1 for Members' consideration which has been updated following the last meeting.

The Committee is asked to consider, and amend where necessary, the Forward Work Programme for the Social & Health Care Overview & Scrutiny Committee.

The report also shows actions arising from previous meetings of the Social & Health Care Overview & Scrutiny Committee and the progress made in completing them. Any outstanding actions will be continued to be reported to the Committee as shown in Appendix 2.

RECOMMENDATION

1	That the Committee considers the draft Forward Work Programme and approve/amend as necessary.
2	That the Facilitator, in consultation with the Chair of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises.
3	That the Committee notes the progress made in completing the outstanding actions.

REPORT DETAILS

1.00	EXPLAINING THE FORWARD WORK PROGRAMME AND ACTION TRACKING
1.01	Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.
1.02	<p>In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:</p> <ol style="list-style-type: none">1. Will the review contribute to the Council's priorities and/or objectives?2. Is it an area of major change or risk?3. Are there issues of concern in performance?4. Is there new Government guidance of legislation?5. Is it prompted by the work carried out by Regulators/Internal Audit?6. Is the issue of public or Member concern?
1.03	In previous meetings, requests for information, reports or actions have been made. These have been summarised as action points. Following a meeting of the Corporate Resources Overview & Scrutiny Committee in July 2018, it was recognised that there was a need to formalise such reporting back to Overview & Scrutiny Committees, as 'Matters Arising' was not an item which can feature on an agenda.
1.04	It was suggested that the 'Action tracking' approach be trialled for the Corporate Resources Overview & Scrutiny Committee. Following a successful trial, it was agreed to extend the approach to all Overview & Scrutiny Committees.
1.05	The Action Tracking details including an update on progress is attached at Appendix 2.

2.00	RESOURCE IMPLICATIONS
2.01	None as a result of this report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	In some cases, action owners have been contacted to provide an update on their actions.

4.00	RISK MANAGEMENT
4.01	None as a result of this report.

5.00	APPENDICES
5.01	Appendix 1 – Draft Forward Work Programme Appendix 2 – Action Tracking for the Social & Health Care OSC.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Minutes of previous meetings of the Committee as identified in Appendix 2. Contact Officer: Margaret Parry-Jones Overview & Scrutiny Facilitator Telephone: 01352 702427 E-mail: Margaret.parry-jones@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	Improvement Plan: the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.

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Forward Work Programme

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Responsible / Contact Officer	Submission Deadline
9 December 2.00 pm	Social Care workforce pressures and responses	To advise Committee of the challenges associated with recruitment within the social care sector and the national, regional and local responses.	Assurance	Craig Macleod and Susie Lunt	
	Supporting the stability of the social care market	To identify pressure points within the social care market and the associated action to support sufficiency and stability of high quality provision (to include fees and funding).	Assurance	Jane Davies	
	Early Years and Flying Start programmes	To report on the extensive work to support parents and families and the address the impact the pandemic has had on babies and young children.	Assurance	Gail Bennett	
	Direct Payments	To receive an update.	Assurance	Susie Lunt	
	Mid-year Performance Indicators for Recovery, Portfolio and Public Accountability Measures	To enable members to fulfil their scrutiny role in relation to performance monitoring. Members are required to review the levels of progress in the achievement of	Performance Monitoring Assurance	Facilitator	

	Transition Programmes – Update on Achievements	activities, performance levels and current risk levels as identified in the Council Plan. To receive an update on the achievements of transition programmes.	Partnership working	Susie Lunt	
20 January 2.00 pm	January 2022 - Young Carers Contract (NEWCIS) Review of budget risk	To consider the latest budget position as agreed at the meeting on 21 January 2021.	Assurance	Craig Macleod	
	Extra Care	To receive an update	Assurance	Mark Holt	
	Council Plan development 2022-23	To consider the Council Plan development for Social Services portfolio service area.	Pre-decision scrutiny	Jay Davies	
	Children’s Services Transformation	To receive an update	Assurance	Craig Macleod	
9 June 2.00 pm	Year-end Performance Indicators for Recovery, Portfolio and Public Accountability Measures	To enable members to fulfil their scrutiny role in relation to performance monitoring. Members are required to review the levels of progress in the achievement of activities, performance levels and current risk levels as identified in the Council Plan.	Performance monitoring/assurance	Facilitator	
21 July 10.00 am					

Regular Items

Month	Item	Purpose of Report	Responsible/Contact Officer
	Safeguarding	To provide Members with statistical information in relation to Safeguarding - & Adults & Children	Chief Officer (Social Services)
May	Educational Attainment of Looked After Children	Education officers offered to share the annual educational attainment report with goes to Education & Youth OSC with this Committee.	Chief Officer (Social Services)
May	Corporate Parenting	Report to Social & Health Care and Education & Youth Overview & Scrutiny.	Chief Officer (Social Services)
	Comments, Compliments and Complaints	To consider the Annual Report	Chief Officer (Social Services)
	Betsi Cadwaladr University Health Board Update	BCUHB are invited to attend on an annual basis – partnership working.	Facilitator

Town Centres/Shopping Centre visits - accessibility / equalities – Fiona Mocko

Invite Theatr Clwyd representatives to a future meeting

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ACTION TRACKING FOR THE SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Meeting Date	Agenda Item	Action Required	Action Officers	Action taken	Timescale
27 May 2021	Forward Work Programme	<p>Letter to be sent to Rob Smith and Gareth Bowdler BCUHB re lack of face to face GP appointments.</p> <p>Cllr Cindy Hinds raised concerns around the lack of support provided to residents who were suffering from long Covid symptoms. It was suggested that this be raised with BCUHB following the meeting.</p>	Facilitator	Letter sent to BCUHB regarding lack of face to face GP appointments and Long Covid.	Completed
27 May 2021	Mental Health Services in Flintshire	<p>Following comments made by Cllr Gladys Healey, it was agreed that a letter be written to Welsh Government to ask if a proportion of the additional funding provided to Health Boards across Wales would be provided to Local Authorities to provide mental health support services and whether additional funding would be provided specifically to address mental health issues arising as a result of the pandemic. Also to ask how many child and adult psychiatrists were in post across Wales and whether there were any concerns around recruitment and retention.</p>	Facilitator	Letter sent to Welsh Government. Response awaited	Ongoing

1 July 2021	Disability and Discrimination	Cllr Bateman suggested that, when able to, the Committee should walk around Town Centres to experience the everyday problems that a disabled person has to contend with.		To be arranged in the future.	Ongoing
9 September 2021	Care Inspectorate Wales	Thank you letter to be sent to Social Services staff on behalf of the Committee congratulating them on their work		Letter sent	Completed
9 September 2021	Care Inspectorate Wales	Thank you letter to be sent to Theatr Clwyd on behalf of the Committee congratulating them on their work.		Letter sent	Completed
9 September 2021	Annual Report on the Social Services Complaints and Compliments Procedure	The Chairman asked why the complaints were almost double compared to the previous year within Children Services Child to Adult Team. The Team Leader – Performance agreed to send the Committee a summary of the complaints.		Information circulated	Completed
30 September 2021	Budget Report	Request for further information regarding Transformation Funding Programme		Information circulated	Completed