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Gareth Owens LL.B Barrister/Bargyfreithiwr
Head of Legal and Democratic Services
Pennaeth Gwasanaethau Cyfreithiol a Democraidaidd



To: Members of Social & Health Care Overview & Scrutiny Committee

CS/NG

Political Balance

Chair – Carol Ellis

17 May 2012

Labour – 7

Conservative – 1

Liberal Democrats – 1

Independent Alliance – 2

Independent – 1

New Independents – 1

Non Aligned (Dennis Hutchinson)

The Membership of the Committee will be read out at the start of the meeting.

Tracy Waters 01352 702331
tracy.waters@flintshire.gov.uk

Dear Sir / Madam

A meeting of the **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE** will be held in the **DELYN COMMITTEE ROOM, COUNTY HALL, MOLD CH7 6NA** on **THURSDAY, 24TH MAY, 2012** at **2.00 PM** to consider the following items.

Yours faithfully

Democracy & Governance Manager

AGENDA

- 1 **APOLOGIES**
- 2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

County Hall, Mold. CH7 6NA
Tel. 01352 702400 DX 708591 Mold 4
www.flintshire.gov.uk
Neuadd y Sir, Yr Wyddgrug. CH7 6NR
Ffôn 01352 702400 DX 708591 Mold 4
www.siryfflint.gov.uk

The Council welcomes correspondence in Welsh or English
Mae'r Cyngor yn croesawau gohebiaeth yn y Cymraeg neu'r Saesneg

3 **APPOINTMENT OF VICE CHAIR**

Nominations will be sought for a Vice-Chair for the Committee

4 **MINUTES** (Pages 1 - 22)

To confirm as a correct record the minutes of the meetings held on 8th March 2012 and 29th March 2012.

5 **OVERVIEW AND SCRUTINY COMMITTEES TERMS OF REFERENCE**
(Pages 23 - 30)

Report of Member Engagement Manager

6 **FORWARD WORK PROGRAMME** (Pages 31 - 38)

Report of Learning & Social Care Overview & Scrutiny Facilitator

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE **8 MARCH 2012**

Minutes of the meeting of the Social and Health Care Overview and Scrutiny Committee of the Flintshire County Council held at County Hall, Mold on Thursday, 8 March 2012

PRESENT: Councillor R.B. Jones (Chairman)

Councillors: D. Barratt, M. Bateman, D. Cox, H.T. Howorth, D.I. Mackie and D. McFarlane

APOLOGIES:

Councillors: P.J. Curtis and A.J. Davies-Cooke

CONTRIBUTORS:

Executive Member for Social Services, Director of Community Services, Head of Social Services for Children

IN ATTENDANCE:

Learning and Social Care Overview and Scrutiny Facilitator and Committee Officer

Partnership Manager Health, Social Care & Wellbeing Strategy (for minute number 85)

82. DECLARATIONS OF INTEREST

No declarations of interest were made.

83. MINUTES

The minutes of the meetings of the Committee held on 8 December 2011, 9 December 2011, 5 January 2012, 23 January 2012, 13 February 2012 and the joint meeting of Housing Overview & Scrutiny Committee and Social and Health Care Overview & Scrutiny Committee held on 13 February 2012 had been circulated to Members with the agenda.

MATTERS ARISING

8 December 2011 – page 5

The Head of Social Services for Children said that the self assessment days had been undertaken in January 2012 and a report was being produced and would be submitted to a future meeting of the Committee.

5 January 2012 – page 20

The Head of Social Services for Children said that the Care and Social Services Inspectorate Wales (CSSIW) inspection on the Flintshire Fostering Service had been completed and a report was to be drafted.

13 February 2012 – page 30

The Director of Community Services said that following the joint committee meeting, legal guidance had been sought and progress of the establishment of a Shadow Regional Collaborative Committee for Supporting People through Executive had been delayed until clarification had been received.

13 February 2012 – page 35

The Director of Community Services said that following the meeting held on 13 February 2012, the Executive had agreed to the establishment of a Regional Commissioning, Procurement and Monitoring Hub in North Wales. He explained that currently five of the six North Wales Authorities had supported the hub with a response awaited from the sixth Council. He added that the other Authorities had also raised concern about the issue of local governance.

RESOLVED:

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

84. SAFEGUARDING AND CHILD PROTECTION REPORT

The Head of Social Services for Children introduced the report to provide Members with statistical information in relation to Child Protection and Safeguarding.

The statistics in the report covered the period 1 July 2010 to 30 September 2011 and the Head of Social Services for Children was mindful of this. A second Safeguarding Manager had been appointed and a Safeguarding Unit had been formed from 1 December 2011. Full details were provided of the works which had been undertaken which included the design of a rota for the chairing of meetings under Section 4, the production of monthly reports and a capacity to review processes including the move to paperless reporting. Following a question from Councillor H.T. Howorth, the Head of Social Services for Children explained that the two Children's Safeguarding Managers were Aileen Law and Jayne Belton.

Councillor Howorth also referred to paragraph 3.06 and asked whether the Munro Review of Child Protection was official policy in Wales. The Head of Social Services for Children said that it was not and that a formal response was awaited from the Welsh Government (WG) on whether all or any of the recommendations were to be adopted in Wales. She highlighted recommendation 2 from the Munro report on the safeguarding performance of other agencies as well as Children's Services and said that the Authority had been providing its performance information to the Local Safeguarding Children Board (LSCB) but had not received information from other agencies. She also commented on the conference buddy scheme and said that Wrexham County Borough Council and Torfaen County Borough Council had expressed an

interest in working with Flintshire County Council to make an application to the Welsh Office for a grant to do work around parent and children's experiences. The result of the application and any work undertaken would be reported back to the Committee in due course.

On the issue of inspections, the Director of Community Services said that Care and Social Services Inspectorate Wales (CSSIW) was considering its approach to reviews and indicated that this could have an impact on inspections.

Councillor Howorth commented on the special schools in Flintshire and spoke of the requirement for parental education and asked how the link between social and health care and lifelong learning was dealt with. In response, the Head of Social Services for Children said that a number of drop-in sessions for parents had been arranged in the past but had not been well attended. The Director of Community Services said that this was an issue to build on in the future but also spoke of the challenges of working across boundaries.

The Chairman referred to paragraph 2.02 on appendix 1 and asked why the trend was different in Flintshire compared to the rest of Wales. He commented on the out of date information and asked whether the recommendations in the Munro report were being taken account of by the Authority even though guidance had not yet been received from WG. The Director responded by highlighting recommendations 7, 13 and 14 and advising that the role of the Director of Community Services was different in England to Wales. On recommendation 14 on the designation of a principal child and family social worker, he said that a revised professional structure for social workers had been produced on which he provided details and said that it was a key issue for the future. He expressed his frustration at not receiving a formal response from WG which he felt would be welcomed.

The Head of Social Services for Children highlighted recommendation 1 and said that this was due to the timeframe for assessments and that the review of the performance indicator framework would allow for the timeframes to be softened.

Councillor M. Bateman asked whether there was provision in the budget for the recommendations in the Munro report. In response, the Director said that the in-year budget covered the appointment of a new Children's Safeguarding Manager and the post of an Adult Safeguarding Manager was covered in the budget for 2012/13. However, he said that there was no specific funding for the Care Council recommendations and how to accommodate the role whilst keeping a balance in the service would have to be identified.

Councillor D. Barratt asked for an update on the information shown in the report from September 2011 to March 2012 and raised concern at the figures shown in paragraph 4.04 of appendix 1 on the timeliness of the submission of social work reports to Child Protection conferences. He also

referred to the graph on page 57 where it was reported that there was an increase in the number of cases of unmet need in March 2011 and asked whether this was a concern. In response, the Head of Social Services for Children said that she would obtain the information from September 2011 to March 2012 for Members but indicated that the figures were not significantly different. However, she explained that the number of cases of Looked After Children in Flintshire was increasing. On the issue of reporting to Child Protection conferences, she said that this was a concern but that work was being undertaken on the issue. There had been a peak in the number of unmet need cases in March 2011 and it was explained that the identified pressure had resulted in funding being made available to plug some capacity gaps on the teams. Details were provided of the whole service approach which was being undertaken and the Head of Social Services for Children commented on the continued struggle to appoint experienced social workers to vacant posts on the duty team although all vacancies were currently filled. The Director of Social Services said that the unmet need case figures were monitored regularly and added that it was a challenge to make social work on initial assessments an attractive career.

Councillor D. McFarlane expressed his concern on the information shown on the second point on page 50 about the representatives who had not been able to attend conferences. In response, the Head of Social Services for Children explained about the difficulties experienced by schools in releasing staff to attend conferences. At one conference Wrexham Social Services had been invited but had been unable to attend and the decision of the Police representatives to withdraw from some conferences was a concern and was being monitored.

RESOLVED:

- (a) That the report be noted; and
- (b) That the information from September 2011 to March 2012 be provided for Members.

85. FEEDBACK FROM MEMBER TASK AND FINISH GROUP ON THE SOCIAL SERVICES ANNUAL PERFORMANCE REPORT (ACRF)

The Director of Community Services introduced the report to update Members on the work of the Member Task and Finish Group on the draft Social Services Annual Performance Report.

He explained that the Task and Finish Group had provided feedback on the early draft of the report and that both positive and negative comments had been put forward. The offer of external evaluation had been received from 'Positive Politics' and had provided similar feedback to that of Members. Further details on some of the comments received were provided by the Director of Community Services. There was a need to be self critical but also to highlight details of improvement and the ordering of the report also needed to be considered. The draft was currently being reviewed by the Partnership

Manager Health, Social Care & Wellbeing Strategy and the Planning & Development Officer and the final comments from 'Positive Politics' were expected shortly. It was suggested that the Task and Finish Group hold a further meeting to review the report before the final version was submitted to this Committee at its meeting on 29 March 2012. It was suggested and agreed that the meeting of the Task and Finish Group take place at 10am on Thursday, 15 March 2012, with a venue to be confirmed.

RESOLVED:

- (a) That the comments of the Task and Finish Group be noted; and
- (b) That the Task and Finish Group meeting be held at 10am on Thursday, 15 March 2012 to review the report prior to its submission to the meeting of this Committee scheduled for 29 March 2012.

86. ROTA VISITS

Councillor H.T. Howorth reported on his visit to Cornel Clyd. In response to a comment, the Head of Social Services for Children said that the facility had been run by Action for Children since it had been established and it had been decided to go out to tender for the new arrangements. She explained that the managers were aware of the process of tendering and that they should be informing the staff of the work being undertaken. On the issue of the small number of children who used the facility, she added that the service was accessed through an assessment by Social Services so was not available to all children. She then detailed the different types of respite care that were available and also explained that the care packages at Cornel Clyd were now reviewed annually which had not always been the case.

Councillor Howorth also reported on his visit to Orchard Way and he commented on the Work Placement Scheme which some service users were able to access for a number of years and others who could not use the scheme. The Executive Member for Social Services provided details of where work placement opportunities were undertaken and said that she felt that this was the way forward. She said that it would not suit all but that it was important that the opportunity was available. The Director of Community Services spoke of the team in Flint who had the role of moving users into everyday work.

RESOLVED:

That the update be received.

87. FORWARD WORK PROGRAMME

The Learning and Social Care Overview and Scrutiny Facilitator introduced the report to consider the Forward Work Programme for the Committee.

The Facilitator detailed the items for consideration at the joint meeting with Lifelong Learning Overview & Scrutiny Committee on the morning of 29 March 2012 and the meeting of this committee in the afternoon on the same date.

RESOLVED:

That the Forward Work Programme be noted.

88. DURATION OF MEETING

The meeting commenced at 2 p.m. and ended at 3.10 p.m.

89. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

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

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Chairman

SUMMARY OF DECLARATIONS MADE BY MEMBERS
IN ACCORDANCE WITH FLINTSHIRE COUNTY COUNCIL'S
CODE OF CONDUCT

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE	DATE: 8 MARCH 2012
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MEMBER	ITEM	MIN. NO. REFERS
NO DECLARATIONS WERE MADE		

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SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE
29 MARCH 2012

Minutes of the meeting of the Social and Health Care Overview and Scrutiny Committee of the Flintshire County Council held at County Hall, Mold on Thursday, 29 March 2012

PRESENT: Councillor R.B. Jones (Chairman)

Councillors: D. Barratt, M. Bateman, D. Cox, V. Gay, H.T. Howorth, D.I. Mackie, D. McFarlane, H.J. McGuill, E.W. Owen and C.A. Thomas

APOLOGIES:

Councillors: A.J. Davies-Cooke and H.T. Isherwood

CONTRIBUTORS:

Executive Member for Social Services, Chief Executive, Director of Community Service, Head of Social Services for Adults, Head of Development and Resources, Service Manager and Fieldwork Service Manager

For minute number 91: Jill Galvani, Executive Director of Nursing, Midwifery & Patient Services; Andrew Jones, Executive Director of Public Health; John Darlington, Assistant Director – Planning; Jackie James, Principal Health Development Specialist and Janet Ellis, Primary and Community Services Programme Manager.

IN ATTENDANCE:

Member Engagement Manager, Learning and Social Care Overview and Scrutiny Facilitator and Committee Officer

90. DECLARATIONS OF INTEREST

Councillor H.G. McGuill declared an interest in agenda item number 3, Betsi Cadwaladr University Health Board.

91. BETSI CADWALADR UNIVERSITY HEALTH BOARD

The Chairman welcomed Jill Galvani, Executive Director of Nursing, Midwifery & Patient Services; Andrew Jones, Executive Director of Public Health; John Darlington, Assistant Director – Planning; Jackie James, Principal Health Development Specialist and Janet Ellis, Primary and Community Services Programme Manager to the meeting who were in attendance to provide presentations on the following areas:-

- Healthcare in North Wales is Changing – update on service reviews
- Locality Developments
- Public Health – Tobacco and Alcohol update

Update on service reviews

The Executive Director of Nursing, Midwifery & Patient Services gave a presentation which covered the following areas:-

- The Triple Aim
- Case for change – the main messages
- Bringing the threads together
- What questions need to be answered?
- Localities and Community Services
- Paediatric Services
- Maternity, Gynaecology & Neonatal Services
- Non-elective General Surgery
- Trauma and Orthopaedics
- BCU Board position
- Next steps – key areas

In response to a question on junior doctors, Executive Director of Nursing, Midwifery & Patient Services said that there was a need to address the high level of funding spent on locum doctors. Significant work was being undertaken to provide training opportunities to ensure junior doctors were being drawn to employment opportunities in North Wales. Executive Director of Public Health said that a significant review on junior doctors had been undertaken over the last 18 months.

Councillor H.G. McGuill asked whether there was flexibility to enable nurses to move around departments depending on the needs of the service areas. Executive Director of Nursing, Midwifery & Patient Services said that there was flexibility to move staff depending on their confidence in a specific service area. The Unions were largely supportive of this.

In response to questions on future funding and the efficiency programme, Executive Director of Nursing, Midwifery & Patient Services explained that the capital funding was well utilised. There was a need for the Health Service in Wales to save £70M in 2012/13 and increased drug costs and staff costs together with ringfenced budgets were adding to the financial pressures. An efficiency programme had been produced to enable savings to be met whilst maintaining a high level of service. The Assistant Director – Planning said that in line with the Medium Term Financial Strategy 6% of the budget since 2010 to 2015 had to be identified as savings.

The Chief Executive said that he and others had recently met with the Chair and Acting Chief Executive of the Local Health Board and recognised that there were significant challenges ahead. High level political engagement was key together with collaborative working across North Wales.

The Executive Member for Social Services asked whether the reduction in senior managers had been considered to meet the level of savings required. Executive Director of Nursing, Midwifery & Patient Services said that there was a voluntary release scheme for employees but this continued to be a major challenge across the National Health Service.

In responding to questions on changes to the National Health Service, Executive Director of Nursing, Midwifery & Patient Services explained that the presentation given to the Committee was a bold statement outlining the significant changes which needed to be made to meet the high level of

savings required. The Chief Executive was confident that his health service colleagues would achieve the funding pressures placed upon them through their efficiency programme.

Councillor D. MacFarlane asked if a copy of recommendation of the recent Wales Audit Office (WAO) report could be provided to the Committee. Executive Director of Nursing, Midwifery & Patient Services explained that the WAO was a separate report to that of the Welsh Royal College report which provided recommendations on the Health Service. This report was published in the public domain and could be made available to the Committee.

Councillor M. Bateman asked whether there was a need to consider continuing with free prescriptions in Wales. Executive Director of Nursing, Midwifery & Patient Services explained that the Health Service, where possible, used local suppliers to ensure best value. The Chief Executive said that there was a need for a review as the cost for free prescriptions was significant.

Locality Developments

The Director of Community Services and Primary and Community Services Programme Manager gave a presentation which covered the following areas:-

- What are localities
- Locality working
- Model of Care
- North Wales Localities
- Flintshire Localities
- Locality Leadership Team
- Where are Local Services Now
- Where are we up to?
- Key deliverables 2011/12
- Work in progress
- Work to date
- Links with TSSA
- Future work
- Engagement and Inclusion

Councillor H.T. Howorth raised concern around the speed in which some opportunities for co-located health services were progressing. The Chief Executive commented on the development of co-located health and social care teams in Connah's Quay and said that consultation was being carried out with the primary health service to co-locate health and social care teams in Flint as part of the regeneration programme. The Committee would be given the opportunity to consider the future shape of the service.

In response to concerns around meeting the needs of patients once they have been discharged, the Executive Director of Nursing, Midwifery & Patient Services reported that an annual survey was carried out to review how the care of out-patients was being met. Copies of that survey could be provided to the Committee.

Councillor E.W. Owen commented on cross border issues and raised concern on patients from Wales having to be treated at the Countess of Chester Hospital. The Executive Director of Nursing, Midwifery & Patient Services explained that there was a need for cross border working with hospitals treating specialist conditions based in England. In response to specific cases she said that she would look into these matters following the meeting.

Public Health – Tobacco and Alcohol update

The Executive Director of Public Health provided a presentation which covered the following areas:-

- Our healthy future
- Tobacco and Alcohol
- BCUHB Approach
- Local Authority
- Summary
- Director of Public Health Annual Report

In response to a question on Council employees smoking outside Council buildings, the Chief Executive said that banning smoking on the Council campus would be difficult to enforce. There would need to be a progressive approach and this would have to be considered with Unions but was not a change the Council was looking to make in the immediate future.

The Director of Public Health reported that initiatives to stop smoking on hospital campuses had been carried out in conjunction with the Unions and support was provided to employees seeking to stop smoking. The change was introduced following complaints from patients having to walk into the hospital with people smoking near the entrances. Feedback following the introduction of the changes had been positive.

Questions from Members

All Members had been given the opportunity to submit questions to Betsi Cadwaladr University Health Board prior to the meeting. A copy of the questions and the responses given are attached at Appendix 1 of the minutes.

The Chairman thanked Jill Galvani, Executive Director of Nursing, Midwifery & Patient Services; Andrew Jones, Executive Director of Public Health; John Darlington, Assistant Director – Planning; Jackie James, Principal Health Development Specialist and Janet Ellis, Primary and Community Services Programme Manager for the presentations and for answering the questions from Members.

RESOLVED:

That the presentations be noted.

92. FINAL DRAFT OF THE SOCIAL SERVICES ANNUAL PERFORMANCE REPORT

The Director of Community Services introduced the final draft of the Social Services Annual Performance Overview report to the Committee to seek any final views and comments before approval by the Executive Member for Social Services.

The final version of the report had been prepared following an in-depth review of current performance by service managers and performance officers and a period of consultation and challenge including a Member Task and Finish Group.

RESOLVED:

That the Committee endorse the final draft of the Social Services Annual Performance Overview report for consideration by Executive.

93. QUARTER 3 PERFORMANCE REVIEW 2011/12

The Director of Community Services and Head of Social Services for Adults introduced a report to request that the Committee consider the 2011/12 Quarter 3 service performance reports, note the update on the Strategic Assessment of Risks and Challenges (SARC) contained within the performance reports and note the progress made against the Improvement Target Action Plans contained within the performance reports.

The Director of Community Services and Head of Social Services for Adults gave a short presentation on the performance within each of the service areas, outlining work which had been undertaken to improve performance and areas where improvement was needed, as outlined within each report.

Social Services for Adults

Councillor H.G. McGuill raised concern on the Occupational Therapy Service which was not meeting the needs of the service users. She recognised that improvements had been made to the service but said that more work needed to be done around working with voluntary organisations.

The Head of Social Services for Adults explained the process for dealing with Occupational Therapy referrals which were dealt with by a dedicated team which covered three service areas. The Service Manager explained that a lean review had been carried out around the time spent waiting for an assessment and how to improve this. Each year the Council received around 2,000 referrals but a range of improvements were being introduced together with additional resources to improve the service. The lean review also identified areas of expertise and where it was important to have a skills mix within the teams.

The Executive Member for Social Services confirmed that improvements had been made to the service, but acknowledged that additional resources were required to provide further improvements.

In response to comments on working with the voluntary sector, the Head of Social Services for Adults reported that the Council did work with the voluntary sector.

RESOLVED:

That the 2011/12 Quarter 3 performance reports produced by Heads of Service be noted; and

That feedback on any challenge be provided to the Corporate Resources Overview & Scrutiny Committee.

94. ROTA VISITS

Councillor D. MacFarlane reported on a visit he had undertaken at Buckley Wood. He reported that this was a wonderful facility but raised concern on two gas fires which had been condemned and were in need of replacing. He also reported that improvements were needed to the bathrooms and asked if these works could be carried out as a matter of urgency.

The Head of Social Services for Adults confirmed that these issues would be addressed through the landlord, Clwyd Alun Housing.

RESOLVED:

That the update be received.

95. DURATION OF MEETING

The meeting commenced at 2.00 p.m. and ended at 5.10 p.m.

96. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

There was one member of the press present.

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Chairman

SUMMARY OF DECLARATIONS MADE BY MEMBERS
IN ACCORDANCE WITH FLINTSHIRE COUNTY COUNCIL'S
CODE OF CONDUCT

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE	DATE: 8 MARCH 2012
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MEMBER	ITEM	MIN. NO. REFERS
Councillors H.G. McGuill	Betsi Cadwaladr University Health Board	91.

**Flintshire Scrutiny Committee
Thursday 29th March, 2pm, County Hall, Mold
Topics raised for discussion**

	Question	Response / by whom
1.	<p>A Flintshire resident was admitted to Glan Clwyd Hospital and had an operation in December. A subsequent appointment was received for a clinic in Colwyn Bay although the resident lives in Flint. "Services Closer to the Community" is the message - how are people expected to reach these appointments?</p> <p>Several attempts were made to contact the telephone number on the appointment letter but greeted by answerphone message 'we are experiencing a high volume of calls'.</p>	<p>Whilst Flintshire patients are not routinely sent to Colwyn Bay hospital, when patients phone in to book their appointment, for whichever speciality, they will be offered the first available appointment. In some cases this may be in one of the outpatient clinics held in a community hospital, dependant upon the speciality and clinical need. However if the patient prefers, they are offered the next available appointment at Glan Clwyd or Wrexham.</p> <p>The only exception to this relates to a waiting list initiative, that is currently underway to reduce waiting times for gastroenterology patients, and because of the need to find clinic space urgently to meet the needs of as many patients as possible, then Colwyn Bay is being used in order to address the long waiting times that patients are currently experiencing in this service.</p> <p>The Booking Centre in Ysbyty Glan Clwyd is open between 9.00 and 5.00pm. The staff who work in the Booking Centre are rota'd to ensure that there is adequate staffing during the hours of opening to handle calls. The Clerks work in a buddy system to ensure that patients calls are taken by a clerk experienced within that speciality and also to ensure that all departments are covered.</p> <p>The telephone system in the Booking Centre at Glan Clwyd is able to provide a range of information regarding the length of time taken to respond to a call, how many calls are aborted. Work is now underway following analysis of this information to ensure that where ever possible the telephones are appropriately covered particularly during periods of high call volumes.</p>

Also regarding Blood Test waiting times, an example blood test required in Feb - now have to make an appointment but the earliest date available was 6th March.

Telephone response times for patients is forming one of the Key Performance Indicators for the Booking Centres and will be regularly monitored over the coming months.

There is currently no national target timescale to have blood tests taken, although locally within North Wales we work to a standard maximum waiting time of 3 working days for a routine phlebotomy appointment. As part of ongoing improvements to Health Board services, we are committed to reducing maximum waiting times wherever possible, and this includes phlebotomy services.

The current arrangements are variable across North Wales, with phlebotomy services provided in some GP surgeries, and drop in sessions within some community hospitals and booked appointments at others, which can lead to variable waits by location.

The Health Board's Pathology Clinical Programme Group provides most, but not all, of the GP / community hospital phlebotomy in the Wrexham / Deeside / Buckley / Flintshire localities, and regular phlebotomy sessions are provided at many practices. To make the service more efficient, the Health Board are moving shortly to a single telephone number appointment system where appointments at many locations can be offered to ensure maximum choice, and to reduce overall waiting. The switch to an appointment-only service at Flint community hospital last year showed immediate improvements in the efficiency for patients in terms of quality / access. In addition, the Health Board will be investing in additional phlebotomists in these localities from June.

Practice-specific phlebotomy, is in some cases relatively inefficient and consequently, the Health Board will be focusing on delivering enhanced phlebotomy at defined locations within localities, but there is no plan to remove practice-specific phlebotomy per se, especially where there is a genuine and proven need for that practice population. There have been some discussions of this at the Deeside

		<p>locality group, and local transport issues / solutions have been discussed in this area.</p> <p>It is recognised that Buckley is a growing community and the practices are generally getting busier. There is a currently a service in Buckley everyday from 8.30 until 1pm .</p> <p>Consequently, the appointment service is being extended, with the aim that alternate (sooner) appointments at other locations can be offered, thereby reducing the maximum wait even further, and it is anticipated that a single appointment system will be implemented across the Health Board in 2012.</p>
2.	<p>There are areas in Flintshire that have been looking forward to the provision of much needed new Medical Centre facilities. Hope and Buckley are two that come to mind. When can we expect these to be built?</p> <p>It is understood that developers are to build and provide the premises and these will then be rented on to the Health Board and in turn to the Practices.</p>	<p>Buckley Health Centre – the Health Board received confirmation of the approval on 29th February, which means that development of the plans can now start. An outline layout of Buckley Health Centre has been produced and a project team will be working with the Developer to deliver the project. Location of the development is Liverpool Rd Buckley. The premises will house 2 GP practices and BCU community services currently housed in the existing Buckley Clinic</p> <p>The development in Hope will provide accommodation for the Hope GP Practice and the HB clinic in Caergwrle. The Developer is currently in negotiations with the DV over a rental value for the development. Once this is received the bid document can be finalised and submitted for approval</p> <p>The developments are constructed and owned by 3rd Party Developers who in these instances lease the accommodation back to both the HB and the GPs - we won't be taking the head lease and then subleasing to the GPs</p> <p>There were four 3rd Party Developments planned in Flintshire, Connah's Quay was completed in 2010 and Mold was completed last week</p>
3.	<p>Why is the same medicine sometimes packaged differently and the pills can be different colour,</p>	<p>Generic medicines are versions of branded medicines made by other manufacturers. These medicines have a 'brand' name (or trade name) and a</p>

size and shape. The two brought to my attention are Omeprazole and Pravastatin Sodium. I am concerned that such changes may confuse a patient.

'generic name' (drug name). For example paracetamol is the generic name for a widely used pain killer. 'Panadol' is the name one company gives to its brand name of paracetamol.

All medicines are produced by companies who are subject to tight controls on quality. In fact, many of the manufacturers of generic medicines are owned by large pharmaceutical companies who make branded products.

The Health Board uses generic medicines because they are usually less expensive and can contribute to significant savings for the NHS. Also using the correct drug name (generic) on the prescription is safer practice. Savings made in this simple way can be used to benefit patients with no change in the effectiveness of treatment.

Generic forms of the same medicine may look different from the brand and each other but they are as safe and effective as branded medicines. The patient / carer should be encouraged to speak to their local community pharmacist if there are concerns regarding changes in appearance to the usual preparation they receive.

Generic medicines are:

- Identical in action to the branded equivalent
- Not inferior to branded medicines
- As safe and effective as branded medicines
- Good value for money

The Local Enhanced Scheme (LES) for GP prescribing has a section on generics, where certain products are targeted and for 2011/12 we're aiming for £1.5M savings from the list of drugs compiled. Over the years we will have saved millions through the use of generics as it is an ongoing issue with patent expiries. In 2012/13 we have the potential of saving over £2m across BCUHB as atorvastatin, a cholesterol lowering drug comes off patent.

There are patient information leaflets available and if patients are switched by the pharmacy team they will either have received a letter via the GP practice or will have been in for an appointment to review their medication.

		If there are any further specific issues, as a CPG we're happy to provide a further explanation of our strategy and all the schemes proposed are endorsed by the CPG Board and the Local Medical Committee. We have a patient representative on our CPG Board and attendance by Community Pharmacy Wales representative.
4.	Are qualified staff available to ensure that people who are admitted to A & E at Wrexham Maelor Hospital at weekends? (e.g. having suffered a stroke) have access to the most appropriate treatment to ensure the best possible chance of recovery regardless of the time of day/night.	Staff in the Emergency Department at Wrexham Maelor are fully trained to deal with stroke patients appropriately and BCU achieve very high levels of compliance with the acute stroke bundle. We currently undertake thrombolysis Mon to Fri 9-6. However we are in the process of implementing a North Wales rota of stroke experts using telemedicine, training is underway and we will be doing 24/7 thrombolysis from 30th April.
5.	Regarding Deedoc, please confirm what services are offered at Deedoc during evenings and weekends and the procedures in place to access the service for Flintshire residents.	<p>To clarify the details Deedoc no longer exists; it is now part of the North Wales GP Out of Hours service within BCUHB – East Division.</p> <p>Patients across North Wales access the service by calling one number 0300 123 55 66. All callers are given the option of being transferred to a Welsh or an English speaking call handler. Once the call has been received by a call handler, the system is as follows:</p> <ol style="list-style-type: none"> 1. Call handler logs the call on the system with the demographics and a brief description of the presenting problem. 2. A Triage Nurse will call the patient back to discuss the problem further and decide on the most appropriate action to take. This might be: <ol style="list-style-type: none"> a. Self Help Advice or referral to a Pharmacist; b. Referral to ED, if appropriate; c. Provide the patient with an appointment at the Centre of their choice (Wrexham or Deeside in the East) d. Arrange for a home visit to be carried out. <p>The two bases are open as follows:</p>

		<p>Wrexham (which is co-located in the ED Department in Wrexham Maelor Hospital): Monday to Thursday 18.30 hours through to 08.00 hours the next morning; weekends 18.30 hours Friday through to 08.00 hours Monday and all day/night on Bank Holidays.</p> <p>Deeside (which is located in Deeside Community Hospital): Monday to Friday 18.30 hours through to 23.00 hours; weekends and Bank Holidays 08.00 – 23.00 hours. Overnight - from 23.00 hours through to 08.00 – the service provides cover to the Deeside residents from the Wrexham base and the Central base (based in Ysbyty Glan Clwyd).</p>
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FLINTSHIRE COUNTY COUNCIL

REPORT TO: SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

DATE: THURSDAY 24TH MAY 2012

REPORT BY: MEMBER ENGAGEMENT MANAGER

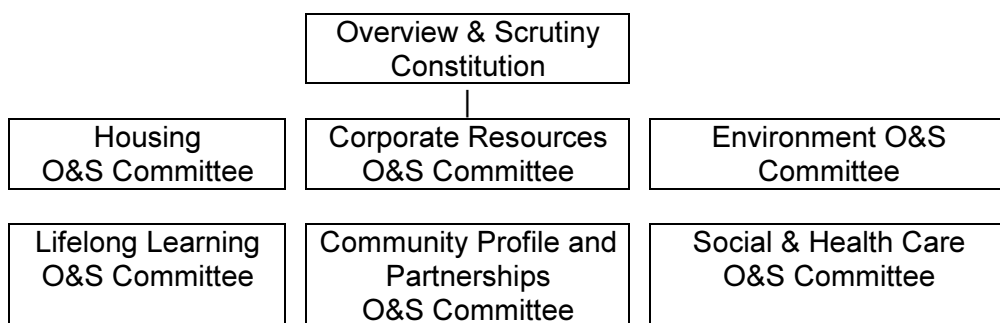
SUBJECT: OVERVIEW & SCRUTINY COMMITTEES' TERMS OF REFERENCE

1.00 **PURPOSE OF REPORT**

To inform the Committee of its Terms of Reference, set in the context of Terms of Reference of all of the Overview & Scrutiny committees.

2.00 **BACKGROUND**

2.01 The Council now has a Constitution Committee and six functional Overview & Scrutiny Committees, as follows:



2.02 **The role and functions of Overview & Scrutiny Committees**

Article 6 of the Constitution sets out the powers of Overview & Scrutiny Committees within Flintshire. The following extract is particularly relevant.

6.02 **General role**

Within their terms of reference, Overview and Scrutiny Committees will:

- i) review and/or scrutinise decisions made or actions taken in connection with the discharge of any of the Council's or Executive's functions;
- ii) make reports and/or recommendations to the full Council and/or the Executive; and/or any joint Committee.

- iii) consider any matter affecting the Council area or its inhabitants; and
- iv) exercise the right to call-in, for reconsideration, decisions made but not yet implemented by the Executive.

6.03 **Specific functions**

(a) **Policy development and review.** Overview and Scrutiny Committees may:

- i) assist the Council and the Executive in the development of its budget and policy framework by in-depth analysis of policy issues;
- ii) conduct research, community and other consultation in the analysis of policy issues and possible options;
- iii) consider and implement mechanisms to encourage and enhance community participation in the development of policy options;
- iv) question members of the Executive and/or Committees and Chief Officers about their views on issues and proposals affecting the area; and
- v) liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working.

(b) **Scrutiny.** Overview and Scrutiny Committees may:

- i) review and scrutinise the decisions made by and performance of the Executive and/or Committees and Council officers both in relation to individual decisions and over time;
- ii) review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas;
- iii) question members of the Executive and/or Committees and chief officers about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects;

- iv) make recommendations to the Executive and/or appropriate Committee and/or Council arising from the outcome of the Scrutiny process;
 - v) review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the Overview and Scrutiny Committee and local people about their activities and performance; and
 - vi) question and gather evidence from any person (with their consent).
- (c) **Finance.** Overview and Scrutiny Committees may exercise overall responsibility for the finances made available to them.
 - (d) **Annual report.** Overview & Scrutiny Committees must report annually to full Council through the Overview & Scrutiny Constitution Committee on their workings and make recommendations for future work programmes and amended working methods if appropriate.
 - (e) **Officers.** Overview & Scrutiny Committees may exercise overall responsibility for the work programme of the officers employed to support their work.

6.04 **Proceedings of Overview & Scrutiny Committees**

Overview & Scrutiny Committees will conduct their proceedings in accordance with the Overview & Scrutiny Procedure Rules set out in Part 4 of the Constitution.

2.03 Specific Overview & Scrutiny training sessions will be held on 22 May, 6 and 7 June, to which all Members of the Council have been invited. There will be plenty of opportunities for Members to ask questions during the training, but if any Member requires information or wants to ask questions, please do not hesitate to contact a member of the Overview & Scrutiny team. The contact details were published in the packs available at the 'Your Council' event. Otherwise, the contact details of the Facilitator are at the end of this report.

3.00 CONSIDERATIONS

3.01 The terms of reference of the Committees are attached at **Appendix 1**. The Committee is asked to note its terms of reference and those of the other Overview & Scrutiny Committees, and make any observations which are pertinent for onward transmission to the

Constitution Committee.

4.00 RECOMMENDATIONS

That the report be noted.

5.00 FINANCIAL IMPLICATIONS

Not applicable.

6.00 ANTI POVERTY IMPACT

Not applicable.

7.00 ENVIRONMENTAL IMPACT

Not applicable.

8.00 EQUALITIES IMPACT

Not applicable.

9.00 PERSONNEL IMPLICATIONS

Not applicable.

10.00 CONSULTATION REQUIRED

Not applicable.

11.00 CONSULTATION UNDERTAKEN

Publication of this report constitutes consultation.

12.00 APPENDICES

Overview & Scrutiny Committees' Terms of Reference

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

None

Contact Officer: Margaret Parry-Jones

Telephone: 01352 702427

Email: Margaret_Parry-Jones@flintshire.gov.uk

Article 6 – Overview and Scrutiny Committees

OVERVIEW AND SCRUTINY AND CO-ORDINATION COMMITTEE

6.01 Terms of reference

The Council will appoint the Overview and Scrutiny Committees set out in the left hand column of the table below to discharge the functions conferred by section 21 of the Local Government Act 2000 in relation to the matters set out in the right hand column of the same table.

Committee	Scope
Constitution (as it relates Overview & Scrutiny) 15 Elected Members	Allocating, co-ordinating and prioritising the work of the Overview & Scrutiny Committees where necessary. Dealing with matters of common interest to overview and scrutiny. Identification/allocation of appropriate Scrutiny Chair for consent/consultation purposes. The examination and development of good scrutiny practice. The promotion, effective development and maintenance of a high profile Overview and Scrutiny Function to ensure maximum opportunity for non-executive member engagement. Liaison with and responding to the Welsh Assembly Government on emerging legislation relevant to O&S.
Corporate Resources 15 Elected Members	Corporate Management and Governance, organisational design/Flintshire Futures Programme, monitoring finance but not specific control issues which are within the remit of the Audit Committee, Revenue and Capital Budget monitoring, Asset Management, Strategy and Planning, People Strategy and Single Status, Strategic Assessment of Risks and Challenges, Overview and Coordination of the Performance Management, Performance and Policy development for all 4 Corporate Services: HR and OD, ICT and Customer Services, Finance, Legal & Democratic Services.
Community Profile & Partnerships 15 Elected (Statutory Crime & Disorder Committee)	Community Strategy and Leadership initiatives. All external and regional collaboration and partnership working with other public service bodies. Local Service Board. Community Safety Partnership. Statutory Crime & Disorder Committee, thus relationship with the Police, Fire, Probation etc, Voluntary Sector compact, Clwyd Theatre Cymru, Cross Cutting Policy issues, the Outcome Agreement, but excluding issues specifically remitted to another committee (eg. NWRWTP, TAITH or DCELLS)
Environment 15 Elected Members	All services provided by the Environment Directorate including: Assets & Transportation, including TAITH, highways, engineering and energy issues but not valuation/estates which are specifically remitted to the Corporate Resources OSC. Planning, including planning and environmental strategy,

	<p>development control, minerals and waste planning, countryside and the environment.</p> <p>Public Protection, including community, health protection and environmental protection.</p> <p>Regeneration, including Communities First, economic development & tourism, enterprise and the Regeneration Partnership.</p> <p>Street Scene Services, including AD Waste, environmental and waste management, neighbourhood services and the vehicle fleet.</p> <p>Performance and Policy.</p> <p>Development within the Environment Directorate.</p>
<p>Housing</p> <p>15 Elected Members</p>	<p>All housing services provided by the relevant divisions of the Community Services Directorate eg. Housing Management, Housing Strategy, Stock Ballot progress and ongoing work relating to the future of the housing stock.</p> <p>Neighbourhood housing renewal areas.</p> <p>Performance and policy development for the Housing Service.</p>
<p>Lifelong Learning</p> <p>15 Elected Members</p> <p>(5 Statutory Co-Opted Members)</p>	<p>All services provided by the Lifelong Learning Directorate: Education – school organisation, School Improvement, Early Years, Special Educational needs.</p> <p>Adult and Community Learning, Youth Services</p> <p>Libraries, Culture and Heritage including archives, records management and museums.</p> <p>Leisure Services, including leisure and sports centres, swimming pools and recreational facilities/activities.</p> <p>Relations with external education providers/partners – Deeside College, Glyndwr University etc on service specific issues.</p> <p>Relations with DCELLS, Children and Young People’s Partnership (jointly with S & HC O&S).</p> <p>Performance and policy development for services within the Lifelong Learning Directorate.</p>
<p>Social and Health Care</p> <p>15 Elected Members</p>	<p>Services provided by the Community Services Directorate relating to:</p> <p>Social Services to Adults, Social Services to Children, Social & Health Care Strategy Development, Children and Young People’s Partnership (jointly with Lifelong Learning O&S).</p> <p>Monitoring service delivery by the Health Services Providers and Voluntary sector including the relationship with Betsi Cadwaladr UHB.</p> <p>Health Social Care and Well-being partnership and the Good Health Good Care Strategy.</p> <p>Policy and Performance development within the Social Care and Development and Resources Division of the Community Services Directorate.</p>

6.02 General role

Within their terms of reference, Overview and Scrutiny Committees will:

- i) review and/or scrutinise decisions made or actions taken in connection with the discharge of any of the Council's or Executive's functions;
- ii) make reports and/or recommendations to the full Council and/or the Executive; and/or any joint Committee.
- iii) consider any matter affecting the Council area or its inhabitants; and
- iv) exercise the right to call-in, for reconsideration, decisions made but not yet implemented by the Executive.

6.03 Specific functions

(a) **Policy development and review.** Overview and Scrutiny Committees may:

- i) assist the Council and the Executive in the development of its budget and policy framework by in-depth analysis of policy issues;
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- iii) consider and implement mechanisms to encourage and enhance community participation in the development of policy options;
- iv) question members of the Executive and/or Committees and Chief Officers about their views on issues and proposals affecting the area; and
- v) liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working.

(b) **Scrutiny.** Overview and Scrutiny Committees may:

- i) review and scrutinise the decisions made by and performance of the Executive and/or Committees and Council officers both in relation to individual decisions and over time;
- ii) review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas;
- iii) question members of the Executive and/or Committees and chief officers about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects;
- iv) make recommendations to the Executive and/or appropriate Committee and/or Council arising from the outcome of the Scrutiny process;
- v) review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the Overview and Scrutiny Committee and local people about their activities and performance; and

vi) question and gather evidence from any person (with their consent).

(c) **Finance.** Overview and Scrutiny Committees may exercise overall responsibility for the finances made available to them.

(d) **Annual report.** Overview and Scrutiny Committees must report annually to full Council through the Overview and Scrutiny Co-ordinating Committee on their workings and make recommendations for future work programmes and amended working methods if appropriate.

(e) **Officers.** Overview and Scrutiny Committees may exercise overall responsibility for the work programme of the officers employed to support their work.

6.04 **Proceedings of Overview and Scrutiny Committees**

Overview and Scrutiny Committees will conduct their proceedings in accordance with the Overview and Scrutiny Procedure Rules set out in Part 4 of this Constitution.

FLINTSHIRE COUNTY COUNCIL

REPORT TO: SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

DATE: THURSDAY 24 MAY 2012

REPORT BY: LEARNING AND SOCIAL CARE OVERVIEW & SCRUTINY FACILITATOR

SUBJECT: FORWARD WORK PROGRAMME

1.00 PURPOSE OF REPORT

To report to the committee on work which was left outstanding at the end of the municipal year. To outline how topics can be brought to Overview & Scrutiny and to suggest items to be included on the Forward Work Programme for the successor committee to consider.

2.00 BACKGROUND

2.01 Experienced Overview & Scrutiny Members will be aware that items feed into a committee's Forward Work Programme from a number of sources. Individual Members can suggest topics for review by Overview & Scrutiny committees; members of the public can suggest topics; items can be referred by the Executive for consultation purposes; items can be referred by the County Council, or Directors can request that a committee gives a view on a particular topic. Other possible items are identified from the Executive Work Programme and the Strategic Assessment of Risks and Challenges.

2.02 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:

1. Will the review contribute to the Council's priorities and/or objectives?
2. Are there issues of weak or poor performance?
3. How, where and why were the issues identified?
4. Do local communities think the issues are important and is there any evidence of this? Is there evidence of public dissatisfaction?
5. Is there new Government guidance or legislation?
6. Have inspections been carried out?
7. Is this area already the subject of an ongoing review?

3.00 CONSIDERATIONS

3.01 Overview & Scrutiny presents a unique opportunity for Members to

determine the Forward Work Programmes of the committees of which they are Members. By continually reviewing and prioritising the forward work programme Members are able to ensure it is member-led and includes the right issues.

3.02 At the last meeting of the committee, when the Facilitator reported on the Forward Work Programme, there were items outstanding for consideration as follows:-

- Rota Visits activity & outcomes report
- North Wales Adoption Service, Short Break Provision at Arosfa,
- Children's Integrated Disability Service/Direct Payments.
- Quarter 4/End of year Performance Report

3.03 In addition there are a number of items which are identified as items to be scheduled as identified in Appendix 1.

3.04 The committee had a number of items still waiting to be scheduled, together with a series of regular items upon which it has previously decided that it wished to receive updates on a regular basis. These items are identified in **Appendix 1** together with a schedule of the meetings of the committee as agreed at County Council on 21 February 2012 in the form of a draft Forward Work Programme.

4.00 **RECOMMENDATIONS**

That the committee has regard to the considerations above, and identifies a draft Forward Work Programme for the forthcoming periods: (i) June - July 2012 and (ii) September 2012- April 2013.

5.00 **FINANCIAL IMPLICATIONS**

Not applicable.

6.00 **ANTI POVERTY IMPACT**

Not applicable.

7.00 **ENVIRONMENTAL IMPACT**

8.00 **EQUALITIES IMPACT**

Not applicable.

9.00 **PERSONNEL IMPLICATIONS**

Not applicable.

10.00 **CONSULTATION REQUIRED**

Not applicable.

11.00 **CONSULTATION UNDERTAKEN**

Publication of this report constitutes consultation.

12.00 APPENDICES

Draft Forward Work Programme.

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

None

Contact Officer: Margaret Parry-Jones
Telephone: 01352 702427
Email: Margaret_Parry-Jones@flintshire.gov.uk

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SOCIAL & HEALTH OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of meeting	Item	Purpose of Report/Session	Responsible / Contact Officer	Submission Deadline
Items outstanding at the end of the municipal year	Rota Visits activity & outcomes report	Monitoring Report	Director of Community Services	
	North Wales Adoption Service	Progress report on the North Wales Adoption Service (NWAS) launched in April 2010	Director of Community Services	
	Short Break Provision at Arosfa	To receive a progress report on the development of short break provision for children and young people with disabilities at Arosfa	Director of Community Services	
	Children's Integrated Disability Service/Direct Payments	Update Report	Director of Community Services	
28 June	Change date of meeting? (Social Services Conference) Quarter 4 and Year end Performance Report	To enable members to fulfil their scrutiny role in relation performance		
26 July 2012	To be determined			
4 October 2012	To be determined	Performance Reporting		
1 November 2012	To be determined			

SOCIAL & HEALTH OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

17 December 2012	To be determined	Performance Reporting		
24 January 2013	To be determined			
28 February 2013	To be determined			
11 April 2013	To be determined	Performance Reporting		
9 May 2013	To be determined			
20 June 2013	To be determined	Performance Reporting		
25 July 2013	To be determined			

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ITEMS TO BE SCHEDULED

Report on the work of the Drug & Alcohol Team

Climbie Visits

Report to include:- Update on the Implementation of the Public Law Outline;

Evaluation of Supervised Contact Arrangements and update on Restructure of Frontline Fieldwork

Children's Services Inspection

Foster Services Inspection

Families First update in January 2013

Age Concern

Galw Gofal presentation – joint with housing?

Rota Visits – verbal updates

SOCIAL & HEALTH OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Regular Items

Month	Item	Purpose of Report	Responsible / Contact Officer
Quarterly	Performance Information	To consider quarterly performance outturns against directorate indicators	Director of Community Services
January	Safeguarding & Child Protection	To provide Members with statistical information in relation to Child Protection and Safeguarding	Director of Community Services
March	Educational Attainment of Looked After Children	Education officers offered to share the annual educational attainment report which goes to Lifelong Learning OSC with this Committee	Director of Lifelong Learning
March	Corporate Parenting	Report to Social & Health and Lifelong Learning Overview & Scrutiny	Director of Community Services
June	Health, Social Care & Wellbeing Strategy	Update report	Director of Community Services
June/ December	Betsi Cadwaladr University Health Board Update	To maintain 6 monthly meetings – partnership working	Chief Executive/ Sheila Wentworth/ Facilitator
June/July	Foster Care	To receive an update on the recruitment and retention of Flintshire's Foster Carers.	Director of Community Services
May	Comments, Compliments and Complaints	To consider the Annual Report.	Director of Community Services
September	Protecting Vulnerable Adults & Inspection Action Plan Update	To inform Members of the annual adult protection monitoring report submitted to the Welsh Assembly and to monitor progress of CSSIW Inspection Action Plan	Director of Community Services

