

Public Document Pack

Gareth Owens LL.B Barrister/Bargyfreithiwr
Chief Officer (Governance)
Prif Swyddog (Llywodraethu)



To: Cllr Carol Ellis (Chair)

CS/NG

Councillors: Amanda Bragg, Peter Curtis,
Adele Davies-Cooke, Andy Dunbobbin,
Veronica Gay, Cindy Hinds, Hilary Isherwood,
Brian Lloyd, Mike Lowe, Hilary McGuill,
Dave Mackie, Ian Smith and David Wisinger

10 April 2015

Sharon Thomas 01352 702324
sharon.b.thomas@flintshire.gov.uk

Plus 1 Labour Member

Note: This is the current membership but may be changed following the report on political balance to County Council on 14/04/15

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, 16TH APRIL, 2015** at **2.00 PM** to consider the following items.

*** At the rise of the meeting, a Dementia training session will be held for Members of the Committee.**

Yours faithfully

Democracy & Governance Manager

AGENDA

- 1 **APOLOGIES**
- 2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**
- 3 **MINUTES** (Pages 3 - 8)

To confirm as a correct record the minutes of the meeting held on 5 March 2015.

- 4 **SINGLE POINT OF ACCESS** (Pages 9 - 20)
Report of Chief Officer (Social Services) enclosed.
- 5 **ROTA VISITS**
To receive a verbal report from Members of the Committee.
- 6 **FORWARD WORK PROGRAMME** (Pages 21 - 26)
Report of Environment and Social Care Overview and Scrutiny Facilitator enclosed.

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE **5 MARCH 2015**

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held at Delyn Committee Room, County Hall, Mold on Thursday, 5 March 2015

PRESENT: Councillor Carol Ellis (Chair)

Councillors: Amanda Bragg, Adele Davies-Cooke, Andy Dunbobbin, Veronica Gay, Mike Lowe, Hilary McGuill, Dave Mackie, Ian Smith and David Wisinger

APOLOGIES:

Councillors: Hilary Isherwood and Brian Lloyd.

CONTRIBUTORS:

Cabinet Member for Social Services, Chief Officer (Social Services), Senior Manager Integrated Services, Senior Manager Children's Lead

IN ATTENDANCE:

Environment and Social Care Overview & Scrutiny Facilitator and Committee Officer

60. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Councillors Hilary McGuill and Dave Mackie declared a personal interest as they were members of the Community Health Council.

Councillor Andy Dunbobbin declared a personal interest in agenda item 5 (Collaborative Projects Update) as he was on the North Wales Adoption Panel.

61. MINUTES

The minutes of the meetings of the Committee held on 26 and 29 January 2015 had been circulated to Members with the agenda.

RESOLVED:

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

62. SOCIAL SERVICES WELLBEING ACT UPDATE AND RESPONSE TO CODE OF PRACTICE

The Chief Officer (Social Services) introduced Vicky Allen, Senior Manager Children's Lead to the Committee.

The Chief Officer detailed the background to the report and explained that Welsh Government (WG) had begun consultation for parts 2, 3, 4, 7 and 11 of the Social Services and Wellbeing Act. The report provided details of the following four areas and the key implications for each of these areas, which the Chief Officer detailed:-

- Understanding need

- Enhancing Wellbeing
- Early Intervention and prevention
- Social Enterprise

Councillor Hilary McGuill felt that the report was initially negative but when she continued to read it, she found that the Council was already undertaking many of the issues raised in the implications. She felt that the Act was a good idea as it put the needs of the service user first and she added that it was important that a plan was put in place before the issue became a crisis. She welcomed the updates provided in the report and commented on the problems, which were not always the Council's fault, which arose when working with others; she highlighted the particular challenge of health. The Chief Officer indicated that many of the issues in the report were positive and confirmed that the Authority was already complying with many of the suggested amendments to the Act.

Councillor Ian Smith asked about the cost of implementing the changes and the Chief Officer advised that this was difficult to identify. He explained that there would be some cost demands initially but that the measures being suggested would prevent costs in the future.

The Chair agreed with the principle of the Act but felt that additional funding should be provided by WG to implement the proposed changes. Councillor McGuill commented on the upfront costs and spoke of the need to 'spend to save' and the implementation of minor adaptations which would prevent spend in the future. The Chief Officer advised that Welsh Local Government Association had commissioned a piece of research in relation to the resource implications of the Act, which he agreed to circulate.

RESOLVED:

That the report be noted.

63. COLLABORATIVE PROJECTS UPDATE

The Chief Officer (Social Services) introduced a progress report on projects and services running collaboratively across North Wales.

He provided a detailed explanation of the established collaborations and of the new collaborations that had been established in 2014/15. He commented on the governance arrangements in place and on the partnership schemes that had been established. The Chief Officer detailed the membership of the Strategic Partnership Board and spoke of the discussions that were undertaken at the meetings and of the level of challenge on the issues raised.

Councillor Dave Mackie raised concern about the governance and whether collaboration projects would be considered for budget cuts. He also queried the membership of the board and whether there was an opportunity for other Members to be involved. The Chief Officer said that he would raise the comments with the Board but added that there was equal expectancy for collaborative projects to also make efficiencies but felt that investment was important to prevent future demand on services. The Chair recalled that it had been agreed that the minutes from meetings of the Board be shared with the

Committee so that Members were aware of the topics that had been discussed and queried whether this was still possible.

In response to a question from Councillor Ian Smith about the Single Point of Access, the Senior Manager Integrated Services advised that the service would be based in Preswylfa in Mold and that work was currently underway to facilitate the move. Councillor Hilary McGuill commented on the issue of parking at the site and the Senior Manager said that if there was a need for service users to visit Preswylfa once the moved had been completed, then this would be discussed with Betsi Cadwaladr University Health Board.

RESOLVED:

That the continued success in managing and developing regional projects/service collaboration be noted.

64. QUARTER 3 IMPROVEMENT PLAN MONITORING REPORT

The Chief Officer (Social Services) introduced a report for the Committee to note and consider elements of the 2014/15 Improvement Plan Monitoring report relevant to the Committee for the period October to December 2014.

He provided a detailed explanation of the following areas:-

- Extra Care Housing
- Independent Living
- Integrated Community Social and Health Services

Councillor Andy Dunbobbin asked about the target figures set for measuring the level of repeat referrals and sought clarification that pressure was not being put on staff. The Chief Officer explained that the performance indicator was testing whether the service was responding to cases appropriately to prevent re-referrals, and was therefore advising that the service was operating well. The Senior Manager Children's Lead explained that work was to be undertaken to analyse re-referral numbers and that this would assist in ensuring that a restructure of the service was prioritised appropriately.

In response to a question from Councillor Hilary McGuill on the Extra Care Facility in Flint, the Senior Manager Integrated Services explained that the planning application was to be submitted and that it was hoped that work would commence in the Autumn of 2015 if the application was approved with the facility being fully commissioned in Spring 2017.

Councillor McGuill also commented on the minor adaptations being undertaken by the Care and Repair Service.

On the issue of Direct Payments, the Cabinet Member for Social Services advised Members of an open day which was due to take place on 11 March 2015 and she encouraged them to attend.

RESOLVED:

- (a) That the report be noted; and
- (b) That feedback be provided to the Corporate Resources Overview & Scrutiny Committee who are responsible for the overview and monitoring of performance.

65. ROTA VISITS

Councillor Andy Dunbobbín provided positive feedback about his visit to Bryn Tirion. He had enjoyed the visit and he had been made to feel very welcome and as a result had invited the children to attend County Hall, which they had accepted. The Cabinet Member for Social Services had also attended the visit and she commented on the excellent education facilities and staff at Bryn Tirion.

Councillor Amanda Bragg commented on the visit that she and Councillor Hilary McGuill had undertaken to Marleyfield House. They had felt that it was a lovely environment and had also visited the day centre facility which appeared to be underused. Councillor Bragg raised slight concern about the central external area which needed tidying to enable it to be used by residents.

In response to a query from Councillor Dave Mackie, the Environment and Social Care Overview & Scrutiny Facilitator advised that she would check if he had been allocated a visit as he had not received notification.

RESOLVED:

That the updates be received.

66. FORWARD WORK PROGRAMME

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

She explained that a Special meeting had been arranged for 9 April 2015 when representatives from Betsi Cadwaladr University Health Board would be in attendance. Following a comment from Councillor Hilary McGuill, the Facilitator asked that Members submit their questions in advance to allow the representatives to provide a response at the meeting. The Ambulance Trust had also been invited but confirmation of their attendance had not yet been provided.

The Facilitator detailed the items for submission to the 16 April 2015 meeting and explained that the Annual Council Reporting Framework report would not be submitted to the meeting. However, at the rise of the meeting on 16 April, a training session would be provided for Members by the Alzheimer's Society. The Facilitator also commented on the items for submission to the meetings in May, June and July and added that a joint meeting with Lifelong Learning Overview & Scrutiny Committee had been arranged for 4 June 2015 and a joint meeting with Housing Overview & Scrutiny Committee was also being

arranged. The items for consideration at both of these meetings and the items to be scheduled were listed in the report.

In response to a query from Councillor McGuill about educational attainment of children, the Facilitator advised that a report would be considered at the joint meeting on 4 June 2015. Following a comment from Councillor Dave Mackie on safeguarding children, the Facilitator indicated that Safeguarding and Child Protection was also to be considered on 4 June 2015. The Chair asked how many Serious Case Reviews had been undertaken and the Chief Officer (Social Services) advised that an update on CSSIW Safeguarding and Care Planning was to be submitted to the 18 June 2015 meeting of this Committee and could include the requested details.

RESOLVED:

That the Forward Work Programme be amended to reflect the above suggestions.

67. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

There was one member of the press in attendance.

(The meeting started at 10.00 am and ended at 11.22 am)

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Chair

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **SOCIAL AND HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

DATE: **THURSDAY, 16 APRIL 2015**

REPORT BY: **CHIEF OFFICER, SOCIAL SERVICES**

SUBJECT: **SINGLE POINT OF ACCESS**

1.00 PURPOSE OF REPORT

1.01 To provide Scrutiny with an update in relation to the Flintshire Single Point of Access.

2.00 BACKGROUND

2.01 The Regional North Wales Single Point of Access programme has been awarded funding from the Regional Collaboration Fund for 3 years (2013 -2016) to support delivery of Welsh Government's Social Services and Wellbeing Act 2014.

2.02 The Single Point of Access aims to create an integrated and streamlined access route to community health and social care services for all individuals over 18 years of age. It also provides professionals with a means of sharing information and providing better coordinated health and social care services. The 'postcard from the future' in appendix 1, provides an example of how the Single Point of Access would support people in Flintshire.

2.03 The goal is to have one Single Point of Access per county, with all six up and running by March 2016. The Denbighshire, Conwy, Anglesey services are now all operational, albeit in their infancy, with Wrexham's being launched at the moment.

2.04 The Single Point of Access is being regionally developed to ensure that we can share learning and make best use of resources; it will be locally developed to ensure it is responsive to local need.

2.05 Flintshire County Council (FCC) and Betsi Cadwalader University Health Board (BCUHB) have both signed a Memo of Understanding which agrees the working relationship and responsibilities of each partner in taking forward the Single Point of Access.

2.06 The local governance structure for Flintshire has been established and a Flintshire Board and Project Team have been created for the purpose of the project.

- 2.07 Through extensive engagement with key stakeholders the scope for the new Flintshire Single Point of Access has been agreed, attached in appendix 2.
- 2.08 The key principles that have been collectively agreed as the foundations for the new Flintshire Single Point of Access are:
- to have a multi-disciplinary team
 - to have a team of health and social care staff co-located
 - to have one manager for the new service/ a single reporting structure
 - to strengthen the knowledge of the team about 3rd sector provision and community activities that exist within the local area
 - to be a delivery mechanism for the 'what matters' conversations, which forms part of the Welsh Governments statutory Integrated Assessment Framework
 - to explore how we could offer 'face to face' contact with the general public through the Flintshire Connects model
 - to increase the sharing of necessary information between agencies and professionals securely and appropriately
- 2.09 It has been agreed by the Project Board that Flintshire will take an incremental approach to implementing the Single Point of Access, and the first step will be to co-locate the health and social care staff. Therefore, the focus of work during the last year has been aimed to achieve this.

3.00 CONSIDERATIONS

- 3.01 One of the core principles of the regional programme is to share experiences and lessons learnt. Therefore, Flintshire has reviewed the Denbighshire model, which went live last June 2014, with a view to adopting a similar model in Flintshire and learning from experience and practice.
- 3.02 Last autumn a location options appraisal was completed to determine the most suitable (and available) accommodation for the new service. The preferred venue was Preswylfa in Mold (a BCUHB building) and approval was granted by the BCUHB Estates Board in December 2014.
- 3.03 A refurbishment scheme was commissioned in January 2015 to take forward the conversion of the room into office accommodation (as formally a canteen) which included, new ceiling, lightening, doors, re-decoration, new flooring, new electrics and networking, additional furniture and IT equipment. This was completed in March and funded by the programme and the Intermediate Care Fund.

- 3.04 It has been agreed that the new service must be a multi-disciplinary team in order to have the right mix of skills and knowledge within the service, which has been reiterated by the additional requirements under the Social Services and Well-being Act to provide an information, advice and assistance service. Therefore, in readiness for the future services Social Services Managers have confirmed the staff that will form part of the new team and re-locate to Preswylfa:
- Senior Practitioner Social Worker x1
 - Senior Practitioner Occupational Therapist x1
 - First Contact Officers x4.5
 - Administrators x2
 - Disability Officers x5
 - Community Assessment Offers x3
- These members of staff primarily come from the existing First Contact Team, with a couple of additions as a result of internal restructuring.
- 3.05 Preparation is underway in readiness for the staff move to Preswylfa, this has included attending BCUHB orientation training, setup of remote access for staff, reviewing processes and making necessary amendments, updating our Information Sharing Protocol and informing partners of the changes. Staff will move into Preswylfa on the 29th April 2015.
- 3.06 A key message from the Project Team and a consistent feature of the new service across the region is to have a 3rd sector coordinator within the team to strengthen the 3rd sector knowledge and improve pathways. Options have been explored with FLVC to take this forward and a 3rd Sector Coordinator role has been offered, at no cost to FCC, by FLVC for 25 hours a week, under a service level agreement, until March 2016. This role will focus on mapping 3rd sector and community services, sharing information with professionals, and updating the Directory of Services. This post is currently co-locating with the First Contact Team and will move to Preswylfa at the end of April to join the new service.
- 3.07 BCUHB is still in the process of confirming which staff resources will be part of the new service. BCUHB have had an existing team like ours as a starting point and the staff that do process and screen referrals also undertake other duties, making it difficult to release those members of staff. In addition, the pressures within the acute setting have delayed the process somewhat due to the shift in priorities for a period of time. This matter has been a focus for discussion and there are a schedule of meetings taking place over the next couple of months.
- 3.08 The Flintshire Falls Coordinator, employed by BCUHB will be co-locating with the team in Preswylfa, for a fixed period of time, to raise awareness of falls prevention and increase staff competence at dealing with individuals who are at risk of falling.

3.09 The regional Directory of Services is making good progress. Working in collaboration with the Social Services Improvement Agency, a website is in development, which will be launched in May, which provides a knowledge bank of information to support people to achieve wellbeing outcomes. It will bring together many disparate sources of information, already in existence, for the first time. It will be a vital tool for the Single Point of Access team as well as professionals and the wider community.

3.10 The First Contact team have adopted the 'what matters' conversation which will ensure contact with an individual is person centred and not a service led. This change in focus is part of a wider cultural shift to promote independence and enable individuals to build upon their own resources. Further training and support will be given to staff over the coming months to support this cultural shift.

4.00 RECOMMENDATIONS

4.01 That Scrutiny supports the development and implementation of the Single Point of Access which is aligned to the Regional vision and programme.

5.00 FINANCIAL IMPLICATIONS

5.01 There are no immediate financial implications for FCC or BCUHB, as the Project Manager and 3rd Sector Coordinator (although employed by FLVC) are 100% funded by the Welsh Government's Regional Collaboration Fund.

5.02 The Flintshire Single Point of Access aims to be developed with a cost neutral model. This will be achieved by utilising existing revenue resources and equipment, where possible. It is an over-arching aim of the programme that the new service is developed in a sustainable way to ensure long term viability in a climate of continuous financial pressures for both organisations.

5.03 There was some small scale capital costs associated with the new accommodation for the Flintshire Single Point of Access in Preswylfa. These costs have been funded by the programme's Pilot Fund, the Intermediate Care Fund and a capital contribution from BCUHB. There has been no costs incurred by FCC to date.

6.00 ANTI POVERTY IMPACT

6.01 No impact resulting directly from this report.

7.00 ENVIRONMENTAL IMPACT

7.01 No impact resulting directly from this report.

8.00 EQUALITIES IMPACT

- 8.01 The Single Point of Access programme aims to introduce an equitable service across North Wales. It will be a universal service targeted at adults, 18+, residing in Flintshire.
- 8.02 The model which is adopted will ensure that the Single Point of Access will be accessible via multiple methods in line with feedback from stakeholders, so for example via the telephone, website, face to face and mobile apps.
- 8.03 In line with corporate policies, the Single Point of Access will offer a bilingual service and accommodate other language requests, where possible.
- 8.04 A full Equalities Impact Assessment will be undertaken on Flintshire's Single Point of Access model before implementation.

9.00 PERSONNEL IMPLICATIONS

- 9.01 The existing Flintshire Social Services First Contact Team will become part of the new Flintshire Single Point of Access. The team is being kept informed and consulted on the developments and welcomes closer working relationships with health colleagues.
- 9.02 Once BCUHB have identified suitable resources that will become part of the new service, consultation with those staff on the proposed change will then commence.
- 9.03 Those members of staff already identified to become part of the new service and moving to Preswylfa are having an informal 'meet the team' on the 16th April, this is aimed to introduce the staff, clarify roles within the new team and build working relationships.

10.00 CONSULTATION REQUIRED

- 10.01 A Communication Plan has been developed to ensure that we communicate and engage with local stakeholders and citizens throughout the life of the project.
- 10.02 The citizen's perspective is the foundation of the new model and therefore continuous consultation will take place with the general public through existing groups and networks at appropriate times throughout the project.

11.00 CONSULTATION UNDERTAKEN

- 11.01 Consultation and engagement is taking place with key stakeholders, such as health and social care colleagues, GPs/GP practices,

3rd sector organisations and citizen representatives, and will continue to take place throughout the development process.

- 11.02 Communication has been circulated to stakeholders regarding the re-location of the First Contact Team from County Hall to Preswylfa, Mold.

12.00 APPENDICES

- 12.01 Postcard from the future
12.02 Flintshire Single Point of Access – Service Scope

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

1. Regional Collaboration Fund Application – Single Point of Access
2. North Wales Statement of Intent

Contact Officer: Carol Dove – Project Manager
Telephone: 01352 701447
Email: carol.a.dove@flintshire.gov.uk

POSTCARD FROM THE FUTURE



Dear Beryl

Thank you for your lovely card and kind words of encouragement.

I was at the end of my tether last week with Jim. He has been so down and wouldn't even leave the house to walk Pip and get his paper! Not since he got confused and couldn't remember his way home! And me struggling with my hip, I am unable to give Pip a good walk.

So I did what you said and I contacted my local Single Point of Access. You were right, it just took one phone call. The nice lady spoke to Jim and me; Jim told her that the only thing that matters to him is to be able to walk Pip, so they put me in touch with a lovely young man called Alan who now takes Jim and Pip out once a week – it's what they call a Buddy Scheme.

She has also arranged for us to have a visit from Social Services who will look at some kind of GPS equipment, which means that Jim can go out on his own and find his way home. Jim is much happier and me. I get to read my book with a nice cup of tea in peace. I was amazed that she already knew about Jim's Dementia, and that he had Physiotherapy last year when he fell as he was already registered on their system!

She was also interested in me, as Jim's carer. It was so good to talk with someone who was listening to my concerns, and wanted to help. At the end of our conversation, we agreed that she would refer me to the Carers Outreach Service. They offer all sorts of help. She is also sending me a list of local private agencies who can help with shopping and cleaning which will be useful for me after my hip operation, which I forgot to say is now set for June.

Hope your family is well

Best wishes

Maureen

Mrs Beryl Smith

Any road

Any town

County

Post Code

Disclaimer:

This 'postcard from the future' exists by way of example for training purposes and no guarantee is made that the services identified will be available

In the future.

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Appendix 2

Flintshire's Single Point of Access

Regional Vision

The Single Point of Access will be a new way for adults across North Wales to gain access to advice, assessment and co-ordinated community health and social care services by contacting just one telephone number.

Phase 1 - Scope of the Service

The Single Point of Access (SPoA) in Flintshire will:

- Complement other initiatives/ services existing or in development but will not replace 101/NHS Direct, Doctors out of Hours and Emergency Duty Team.
- Will provide a bilingual service and wherever possible offer contact with the individual in their most preferred language
- Develop in line with national, regional and local priorities, policies and legislation.
- Be a co-located multi-disciplinary team of health and social care staff
- Offer information, advice and assistance to the citizens around an individual's health and well-being (non-emergency matters only)
- Facilitate the secure sharing of appropriate information between colleagues and professionals regarding an individual's health and well-being.
- Take ownership of all appropriate enquiries to ensure 'first contact, right response'. This may include signposting to other services/ organisations.
- Utilise the 'what matters' conversation to make a proportionate assessment of an individual's need.
- Signpost* and promote other community services in Flintshire, including voluntary sector provision and well-being services etc.
- Gather the 'core data set' to facilitate a referral into a statutory services, or 3rd sector commissioned services where agreed.

- Communicate using the following methods only: website, electronic systems, secure email, face to face or telephone (referrals will no longer be received by fax).
- Assist in maintaining and developing the Directory of Services for Flintshire, which will include well-being and other community service information, with support from Flintshire Local Voluntary Council, FCC and BCUHB Corporate Communications and other Information Managers in both organisations.
- Not replace existing referral requirements or service eligibility criteria, for example where a qualified professional assessment is required before an individual can access a service.
- Take all referrals** for the following services (**services in scope**)

Community Therapy services (but not 'self-referrals') including:

- Non MSK/ Musculoskeletal problems
- Occupational Therapy
- Physiotherapy

(Facilitate) **Discharge from acute and community hospitals**

District Nursing Teams

Enhanced Care

Crisis Intervention Team

Intermediate Care

Adult Social Care Services, including

- Adult Safeguarding
- Reablement
- OT Intake
- Locality Teams
- Telecare
- Learning Disabilities
- Financial Assessment
- Physical Disabilities
- Hospital Social Work Team

Falls Prevention (Falls Risk Assessment Tool)

Voluntary Organisations – to be determined

- Triage of complex referrals, or those referrals that require greater discussion, to determine the best care plan for that individual; this will be undertaken by a multi-disciplinary group of professionals
- Where multiple referrals are made for an individual the SPoA will inform the referrer and services being referral to, along with details of the care co-ordinator.
- The delivery mechanism for the Falls Prevention screening, assessment and mitigation.
- Record and analyse SPoA activity and outcomes.
- The following services are **out of scope** during phase 1:

However the SPoA will work closely with these services to ensure ease of access for the individual and will signpost or pass on details accordingly:

Community Therapy Services

MSK/ Musculoskeletal

Podiatry & Orthotics

Paediatrics

Speech & Language

Arts Therapies (no services available in Flintshire)

Self Referrals

Family Information Service

Mental Health Single Point of Access

Transport

Children's Duty & Assessment Team

Doctor appointments

Housing Services

Dental appointments

Welfare & Money Advice Team

Advice/ Pharmacy prescriptions

Leisure Services

Optician appointments

CAB

Medical screening

Admissions to acute or community hospitals

Outpatient referrals

Mobility services

The SPoA will be part of a 'whole council' approach to address the well-being agenda, working with other departments.

** The definition of signposting for the purpose of this scope is, from undertaking the 'what matters' conversation, to pass the individual the details of one or a number of services available to them that would meet their need.*

*** The definition of a referral for the purpose of this scope is, from undertaking the 'what matters' conversation, gather the necessary information to pass the 'What Matters and Referral Form' along with the 'Core Dataset' to a team to action. It does not include signposting.*

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

DATE: **THURSDAY, 16 APRIL 2015**

REPORT BY: **SOCIAL CARE & ENVIRONMENT OVERVIEW & SCRUTINY FACILITATOR**

SUBJECT: **FORWARD WORK PROGRAMME**

1.00 PURPOSE OF REPORT

1.01 To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee.

2.00 BACKGROUND

2.01 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 Strategic Assessment of Risks & 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 Programme of the Committees 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.

4.00 RECOMMENDATIONS

4.01 That the Committee considers the draft Forward Work Programme attached as Appendix 1 and approve/amend as necessary.

5.00 FINANCIAL IMPLICATIONS

5.01 None as a result of this report.

6.00 ANTI POVERTY IMPACT

6.01 None as a result of this report.

7.00 ENVIRONMENTAL IMPACT

7.01 None as a result of this report.

8.00 EQUALITIES IMPACT

8.01 None as a result of this report.

9.00 PERSONNEL IMPLICATIONS

9.01 None as a result of this report.

10.00 CONSULTATION REQUIRED

10.01 N/A.

11.00 CONSULTATION UNDERTAKEN

11.01 Publication of this report constitutes consultation.

12.00 APPENDICES

12.01 Appendix 1 – Forward Work Programme

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

None.

Contact Officer: Margaret Parry-Jones
Telephone: 01352 702305
Email: Margaret.parry-jones@flintshire.gov.uk

DRAFT

Date	Item	Purpose of Report/Session	Scrutiny Focus	Responsible/ Contact Officer	Submission Deadline
Thursday 14 May 2015 2.00 pm	Older People Strategy and associated developments	To receive a report on the Older People Strategy and associated developments.	Progress Report	Karen Chambers	
	Improvement Plan	To enable members to fulfil their scrutiny role in relation to performance monitoring.	Performance Monitoring	Chief Officer Social Services	
	Draft Improvement Plan 2015/16	To consider the draft Improvement Plan prior to consideration at Cabinet	Pre decision scrutiny	Karen Armstrong	
	Annual Council Reporting Framework	To consider the final draft of the Flintshire County Council Social Services Annual Performance Report 2014/2015	Service Delivery	Chief Officer Social Services	
4 June 2015 2.00 pm	Joint Meeting with Lifelong Learning				

Social & Health Care Overview & Scrutiny Forward Work Programme

APPENDIX 1

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Date	Item	Purpose of Report/Session	Scrutiny Focus	Responsible/ Contact Officer	Submission Deadline
Thursday 18 June 2015 10.00 a.m.	Year End and Quarter 4 Performance Reporting CSSIW Safeguarding and Care Planning Looked After Children progress report to include update on the demands on Children's Services Consultation Response - Melrose Complaints & Compliments - lessons learned	To enable members to fulfil their scrutiny role in relation to performance monitoring. To receive a progress report To receive a report regarding the consultation responses received regarding Melrose To receive a report on the compliments, representations and complaints received by Social Services for the year April 2014 – March 2015.	Performance Monitoring Service Delivery Service Delivery Performance Monitoring	Chief Officer Social Services Chief Officer Social Services Chief Officer Social Services Chief Officer Social Services	
Thursday 23 July 2015 10.00 a.m.	Fostering Services Inspection Report Review of Adoption Services following implementation.	To receive a report on the CSSIW Fostering Services Inspection Report Progress report on the Adoption Services	Performance Monitoring Progress monitoring	Chief Officer Social Services Chief Officer Social Services	

Regular Items

Month	Item	Purpose of Report	Responsible / Contact Officer
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	Chief Officer Social Services
Half-yearly	Betsi Cadwaladr University Health Board Update	To maintain 6 monthly meetings – partnership working	Facilitator
May	Comments, Compliments and Complaints	To consider the Annual Report.	Chief Officer Social Services
Sept	Protecting Vulnerable Adults & Inspection Action Plan Update	To inform Members of the annual adult protection monitoring report submitted to the Welsh Government and to monitor progress of CSSIW Inspection Action Plan	Chief Officer Social Services

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Joint Meeting with Lifelong Learning Spring 2015

Corporate Parenting

Safeguarding and Child Protection

Educational Attainment of Looked After Children-(+case studies from across the board to be presented including any impact from disruptive placements)

Hearing Impairment (Adults & Children)

Joint meeting with Housing

Extra Care/Telehealth/DFG's (joined up approach) telecare (including multi-room sensor pilot/video-based alarm facility) Homelessness

Items to be scheduled

Community First Responders
Silverline