

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE
5 NOVEMBER 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 CH7 6NA on Thursday, 5 November 2015

PRESENT: **Councillor Carol Ellis (Chair)**

Councillors: Andy Dunbobbin, Veronica Gay, Cindy Hinds, Mike Lowe,
Hilary McGuill, Dave Mackie, Mike Reece, Ian Smith and David Wisinger

APOLOGIES: Councillors: Adele Davies-Cooke, David Healey, Hilary Isherwood, Brian Lloyd and Carolyn Thomas. Senior Manager Integrated Services, Lead Adults

CONTRIBUTORS:

Cabinet Member for Social Services, Chief Officer (Social Services), (for Minute No.37) Katy Young, Lead Inspector CSSIW, and Rob Gifford, Inspector CSSIW), Senior Manager: Commissioning and Performance, and Senior Manager Safeguarding, Lead Children

IN ATTENDANCE:

Social & Health Overview and Scrutiny Facilitator and Committee Officer

35. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Councillor Andy Dunbobbin declared a personal interest in the following agenda item as he was a member of the Adoption Panel. Councillor David Mackie also declared a personal interest in the following item as he was a member of the Fostering Panel.

Agenda item 4 – Review of Adoption Services following Implementation

36. VARIATION IN ORDER OF THE AGENDA

The Chair indicated that there would be a slight change in the order of business to bring forward agenda item 4, the rest of the agenda would then following in the usual order.

37. CHILDREN SERVICES INSPECTION REPORT

The Chief Officer (Social Services) introduced a report on the findings of the Care and Social Services Inspectorate Wales (CSSIW) concerning their Inspection of Children's Services in Flintshire. The report also sets out the Council's action plan in response to the report. He thanked Katy Young, Lead Inspector CSSIW, and her team for the detailed inspection of services during May and June 2015 and invited her to present the report.

The CSSIW Lead Inspector gave an overview of the Inspection of Children's Services Report which was appended to the report and referred to the following 4 key areas of service:

- Access arrangements
- Assessment
- Safeguarding and Care Management
- Leadership and Governance

The CSSIW Lead Inspector reported on the key findings and recommendations as detailed in the Report. She advised that the Report reflected some areas of strength in the Service, notably examples of good social work practice, strong political and corporate support for Children's Services, timely, well managed, child focussed child protection conferences and importantly a committed, suitably trained and qualified workforce. However inspectors also found significant areas for improvement. The Council was yet to translate their strategic direction into a strategy for service delivery. Early intervention arrangements were insufficiently developed and this impacted on the timeliness of early help. The application of thresholds, the timeliness and quality of assessments, care planning, and partnership working as well as management oversight and quality assurance were all highlighted as inconsistent and in need of improvement. Inspectors welcomed senior manager's recognition of the issues raised in the report and their stated commitment to achieving improvements in the support for children and families.

The Chair thanked the CSSIW Lead Inspector for her presentation.

The Chief Officer (Social Services) advised that based on the conclusions of the report, 12 recommendations for required change in the Service had been made for which the Council had prepared a robust action plan. He reported on the actions and outcomes to be achieved in the action plan and explained that a number of the recommendations acknowledged that the Council had identified the areas concerned as requiring support and had started to make progress in response to the key issues raised. The CSSIW Lead Inspector explained that the CSSIW would be monitoring the action plan on a monthly basis. The Chief Officer advised that a workshop would be held late November/early December to discuss the report in terms of partnership working.

The Chair invited Members to raise questions.

Councillor Hilary McGuill asked how the Committee could ensure that the required outcomes/recommendations were being properly dealt with. The Chief Officer referred to the Climbie visits which take place once a year and said consideration could be given to further developing the visits. He also commented on the new approach to performance indicators across Wales and said that Senior Managers would be willing to discuss the matter of monitoring of outcomes with the Committee. The Senior Manager Safeguarding/Lead Children referred to the Single Assessment Works Stream and emphasised that an outcome approach was at the heart of the process. She also referred to the National Outcome Framework pilot and advised that the Council had pre-empted some of the changes noted and that all staff were due to be trained on the Framework in the New Year. Rob Gifford, CSSIW Inspector, advised that monthly monitoring meetings would be taking place with the Senior Manager team to review progress against the outcomes. He offered to return to Flintshire at a future date to give the CSSIW perspective.

Councillor Hilary McGuill commented on the issue of re-referrals and expressed her concerns at the significant increase to over 70%. The CSSIW Lead Inspector referred to the recommendation in the Report that multiagency arrangements should be established to review repeat referrals and quality assure decision making. The Senior Manager Safeguarding/Lead Children referred to the actions to be undertaken in the action plan and progress to date to address the matter.

Councillor Ian Smith sought clarification on the term 'nominal child'. The Senior Manager Safeguarding/Lead Children explained that the practice was that the eldest child in the family was regarded as the nominal child for the purpose of Children in Need reporting.

In response to a question from Councillor Dave Mackie regarding the reporting of information, the CSSIW Lead Inspector commented on the need for the wider needs of the child to be recorded in addition to the risk element in order to achieve an holistic record of the child's needs. The Senior Manager Safeguarding/Lead Children referred to the single assessment process which had been developed which aimed to address the problem of inconsistency and ensure social workers were able to spend more time with their case families than completion of paperwork.

During discussion the Senior Manager Commissioning and Performance reported on the recent staff conference which was held to share the recommendations and key findings from the CSSIW Inspection. He said that it had been a worthwhile and positive event and commented on the engagement and enthusiasm of staff to achieve improvements in the services provided to help and protect children and families. The Senior Manager Commissioning and Performance offered to share the outcome of the consultation exercise with the Committee when completed.

Councillor Andy Dunbobbin suggested that the Corporate Resources Overview & Scrutiny Committee be made aware of the issues raised in the CSSIW report in relation to I.T. The Social & Health Overview and Scrutiny Facilitator agreed to raise this matter with the Member Engagement Manager.

RESOLVED:

That the Committee requests a progress report be submitted to the meeting of the Committee to be held on 3 March 2016 on the action plan to include barriers, challenges and risks.

38. MINUTES

The minutes of the meeting of the Committee held on 22 September 2015 had been circulated to Members with the agenda.

Accuracy

Councillor Mike Lowe said he had submitted his apologies to the meeting and asked that the minutes be amended to reflect this.

Matters arising

Review of Residential Care Home Provision in Flintshire

Councillor Cindy Hinds referred to her comments on page 6 regarding closure of the community hospitals in Penyffordd/Dobshell. The Social & Health Care Overview & Scrutiny Facilitator explained that an email had been sent to Betsi Cadwaladr University Health Board, however, as no response had been received a further email had been sent and a response was awaited.

Forward Work Programme

In response to the request from Councillor Hilary McGuill that the Committee visit private sector residential care homes in Flintshire, the Chief Officer (Social Services) reported that he had contacted the Care Forum and they had agreed to facilitate a number of visits for the Committee. He agreed to liaise with the Social & Health Care Overview & Scrutiny Facilitator to make the arrangements.

RESOLVED:

That subject to the above amendment the minutes be approved as a correct record and signed by the Chair.

39. LEARNING DISABILITY WORK STREAMS - 1) CHANGE OPTIONS FOR SUPPORTED LIVING SERVICE AND 2) ALTERNATIVE DELIVERY MODELS - DAY SERVICES LEARNING DISABILITIES

The Chief Officer (Social Services) introduced a report on the Leading Disability (LD) Service. He advised that as part of its modernisation programme the (LD) Service had 3 significant ongoing workstreams.

The Chief Officer reported on Project 1 which was the day and work services e.g. LD small businesses, and Project 2 which was the Glanrafon day centre. He advised that significant work had been undertaken on feasibility studies which were now completed and work was moving forward on the business planning phase. The business planning was supported by Social Firms Wales and Capita and would continue to the end of November/December to produce two key deliverables for review and approval.

The Chief Officer reported on Project 3 which was the Supported Living Change Options workstream. He explained that following a review of all individuals and houses, 7 houses had been identified for re-provision from the independent sector. Meetings had been held with service users and families and a number of consultation events had taken place. An appeals panel had been arranged and individuals were currently appealing against the decisions. Following the outcome of this process the next stage will be to progress to the procurement/tendering phase.

Councillor Andy Dunbobbin expressed his thanks to the Cabinet Member for Social Services and the Chief Officer (Social Services) for their vision in providing services in an alternative way.

Councillor Dave Mackie referred to the concerns raised on the proposals for Project 3 which were being managed via the complaints receiving officer. The

Senior Manager Commissioning and Performance explained that some people had anxiety around the appeal process and explained that any complaints were being dealt with by the complaints officer. The Service was working hard with individuals and independent advocates to establish their views. Councillor Christine Jones gave an assurance that carers, parents and service users were involved throughout the consultation process and that the complaints procedure was a valuable part of the process.

In response to a further question raised by Councillor Mackie concerning the risk associated with TUPE, the Senior Manager Commissioning and Performance explained that the Service was aware of the risks and discussions were taking place to consider how best to manage appropriately. The Chief Officer commented on a corporate arrangement concerning TUPE and the intention to achieve maximum efficiency for the Service.

The Senior Manager Commissioning and Performance emphasised the user involvement in terms of going out to the independent sector and the user/family being entitled to choose which provider was commissioned.

In response to the comments made by Councillor Hilary McGill concerning the condition of the Glanrafon Day Centre building, the Chief Officer (Social Services) stated that the current building was not 'fit for purpose' and the Council was looking for a site which was convenient for service users in Flintshire. In response to the further comments from Councillor McGill concerning what other organisations and charities offering similar services for people with disabilities had been contacted regarding best practice, the Chief Officer advised that the Council was in discussion with some of the organisations which had responded to the Public Interest Notice placed on the Sell2Wales web site.

The Chair sought further information on the possible location of a new building for the Glanrafon Day Care Centre. The Chief Officer confirmed that no decision had yet been taken about a site and he had an 'open mind' on suggestions concerning sites in Flintshire to identify the most appropriate location.

Councillor Hilary McGill suggested that a number of small businesses could be combined and commented on the potential for expansion and development of Wepre Park in Connah's Quay which would benefit both the workstream and the community. The Chief Officer explained that some expansion and combination of small businesses was being considered as part of the business plan.

RESOLVED:

- (a) That Members welcomed the good progress being made on all three work streams and endorsed the approach being taken in relation to the sensitivity of the work; and
- (b) Members agreed that full consultation is undertaken and recognised the potential impact this may have on the timescales for completion.

40. ROTA VISITS

In response to a request from Councillor Hilary McGuill the Social & Health Care Overview & Scrutiny Facilitator advised that she would liaise with Nicki Kenealy, Contract Team Manager, concerning a further list of rota visits to be allocated to Members of the Committee.

The Facilitator emphasised the importance of completing any outstanding rota visits at the earliest opportunity and said that if Members could undertake any further visits then they should contact the Contract Team Manager direct.

Councillor Hilary McGuill suggested that Members undertake a rota visit in one of the Authority's residential Care Homes if they had not already done so, prior to the visits to the private sector residential care homes in Flintshire to assist their understanding of the practices and procedures in both services.

41. FORWARD WORK PROGRAMME (SOCIAL & HEALTH CARE)

The Social & Health Care Overview & Scrutiny Facilitator introduced the Forward Work Programme of the Committee. She advised that it had been agreed that the CSSIW Annual Report which was scheduled for consideration at the meeting of the Committee to be held on 17 December 2015 would be rescheduled to the meeting on 21 January 2016.

Councillor Hilary McGuill commented on the referral process. In response to a request from Councillor McGuill it was agreed that a briefing paper would be provided to the Committee explaining the referral process and that further consideration could be given on the need to include as an agenda item at a future meeting of the Committee.

The Chief Officer (Social Services) took the opportunity to inform the Committee that the Senior Manager Safeguarding, Lead Children, would be leaving the Authority on 1 January 2016. He thanked her for her hard work, support and leadership and wished her every success in the future. The Chair also expressed her thanks and best wishes to the Senior Manager Safeguarding on behalf of the Committee.

RESOLVED:

That the Forward Work Programme be noted.

42. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

There was one member of the public in attendance.

(The meeting started at 2.30 pm and ended at 4.25 pm)

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Chair