

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE
2 MARCH 2017

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, 2 March 2017

PRESENT: Councillor Carol Ellis (Chair)

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

APOLOGIES: Councillor David Healey

CONTRIBUTORS:

Councillor Christine Jones, Cabinet Member for Social Services, Chief Officer (Social Services), Senior Manager Children and Workforce, Senior Manager Safeguarding and Commissioning, and Planning Development Officer. (For minute no.66) Rhian Evans, Team Manager Mental Health Support Services, and Andrew Lloyd-Jones, Manager Double-Click Design.

IN ATTENDANCE:

Social & Health Care Overview and Scrutiny Facilitator and Committee Officer

64. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Councillor Paul Cunningham declared a personal interest in the following item as a Director of Double Click.

Item 4 – Double Click

Councillor Carol Ellis declared a personal interest in the following item.

Item 7 – Quarter 3 Improvement Plan 2016/17 Monitoring Report

65. MINUTES

The minutes of the meeting of the Committee held on 26 January 2017 had been circulated to Members with the agenda.

RESOLVED:

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

66. DOUBLE CLICK

The Chief Officer (Social Services) introduced a report to provide an update on progress on Double Click Design and Print which had been a Social Enterprise for one year. He introduced Rhian Evans, Team Manager Mental Health Support Services, and Andrew Lloyd-Jones, Manager Double-Click Design and Print, and invited the Team Manager to present the report.

The Team manager provided background information and referred to the main points, as detailed in the report, around the transformation of Double Click Design from a Flintshire County Council Mental Health Support Service to a Social Enterprise independent of the Council. She explained that the aims of the business were to provide a design and print service to the public and to enable individuals with mental health problems and substance misuse issues to gain work based skills and experience. She advised that people trained alongside staff to gain formal and informal qualifications within the work place base and in community settings and were encouraged to be involved in all aspects of running the business. She invited Members to watch a DVD which had been created by one of the people who had achieved life-changing benefit through the support of the Mental Health Service.

Councillor Paul Cunningham paid tribute to the valuable work undertaken by Double Click and thanked the Chief Officer and his team, and Andrew Lloyd-Jones and Rhian Evans, for their hard work and commitment.

During discussion Members sought information around the financial stability of the Company and referred to the report and business plan which was submitted to a meeting of the Committee held on 20 June 2013. In his response the Manager of Double Click gave reassurance that the Company was making a profit and had a loyal client customer base. Officers advised that Double Click had a dual income achieved from the sale of the products it produced and sale of training placements.

Councillor David Wisinger also congratulated Double Click on the work undertaken to support service users and commented on the quality of the products produced by the Company.

Councillor Andy Dunbobbin referred to the waiting list for placements at Double Click and asked if consideration had been given around the possibility of expanding the service in the future at an alternative location. The Manager Double-Click Design and Print, explained that the current location was appropriate for the time being, however, the feasibility of a larger premises could be considered in the future.

Councillor Dave Mackie congratulated Double Click on its success and said it was a good role model as an example of how an Alternative Delivery Model (ADM) can work for the future. The Chief Officer commented that there were lessons to be learned from transition from a County Council delivery service to a social firm which could inform future decision making.

RESOLVED:

- (a) That the progress achieved by Double Click Design within one year be noted; and
- (b) That Members continue to support and promote Double Click Design as a Social Enterprise and as an example to the Council of a successful Alternative Delivery Model.

67. SOCIAL SERVICES ANNUAL REPORT

The Chief Officer (Social Services) introduced a report on the draft Social Services Annual Report. He provided background information and explained that the purpose of the Social Service Annual Report was to set out the improvement journey and evaluate Social Services performance in providing services to people that promote their wellbeing and support them to achieve their personal outcomes. The Chief Officer referred to the main considerations as detailed in the report and advised that the draft Social Services Annual Report for 2016/17 was appended to the report for consideration by the Committee.

In response to the comments raised by Councillor Dave Mackie, the Chief Officer acknowledged that it would be appropriate to hold a separate meeting to discuss the draft Annual Report in the future.

RESOLVED:

That the Annual Report, attached as Appendix 1 to the report, be approved.

68. CHILDREN'S SERVICES QUALITY ASSURANCE REPORT

The Senior Manager Children and Workforce introduced a report to present the monitoring of progress for 2016/17 against the Quality Assurance Framework for Flintshire Children's Services. He provided background information and advised that the report used information derived from performance measures, compliments and complaints, themes emerging from file audits and quality checks, and case studies and personal stories, to show how children, young people and their families, view social services and the outcomes being achieved. The Senior Manager Children and Workforce reported on the main considerations, as detailed in the report.

Councillor Hilary McGuill welcomed the report which she said was "reassuring". She also welcomed the use of questionnaires and personal stories to enhance quality assurance.

In response to a question from the Chair concerning the resource implications detailed in paragraph 2.02 of the report the Senior Manager Children and Workforce explained that the Service was exploring the use of CAMMS/Sycle for quality assurance purposes in the future.

RESOLVED:

That the report be received.

69. QUARTER 3 IMPROVEMENT PLAN 2016/17 MONITORING REPORT

The Chief Officer (Social Services) introduced a report to present the monitoring of progress for the third quarter of the Improvement Plan 2016/17 priority 'Living Well' relevant to the Committee. He provided background information and advised that it was a positive report with 95% of agreed actions being assessed as making good progress. The Chief Officer reported on the one

major risk area, as detailed in paragraph 1.07 of the report, concerning fragility and sustainability of the care home sector.

Councillor Dave Mackie commented on the areas where targets were not being achieved by the Service and said when there were genuine reasons why this was not possible this should be acknowledged in the setting of the targets.

Councillor Dave Mackie commented on the figure for delayed transfer of care for Social Services reasons and the figures reported by Betsi Cadwaladr University Health Board (BCUHB).

The Chief Officer commented on the monthly reconciliation of figures on residential social care between the Authority and BCUHB and explained that the figures reported to the Committee were as agreed with BCUHB.

Councillor Hilary McGuill expressed concerns around demography and the potential for an ageing population in Flintshire and the demand for residential care in the future.

During discussion Members expressed concerns around the impact of the closure of community hospitals in some local areas and expressed the view that there was not adequate alternative provision in place.

RESOLVED:

- (a) That the report be received; and
- (b) That the Committee recommends that the future Social & Health Care Overview & Scrutiny Committee continues to monitor the progress of the situation in Care Homes.

70. ROTA VISITS

There were no reports on visits undertaken by Members.

71. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

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

(The meeting started at 10.00 am and ended at 11.30 am)

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Chair