

**SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**  
**20 JULY 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, 20 July 2017

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

Councillors: Mike Allport, Marion Bateman, Andy Dunbobbin, Gladys Healey, Cindy Hinds, Andrew Holgate, Kevin Hughes, Rita Johnson, Mike Lowe, Dave Mackie, Martin White, Ian Smith, and David Wisinger

**APOLOGIES:** Councillor Hilary McGill

**ALSO PRESENT:** Councillor Patrick Heesom

**CONTRIBUTORS:**

Councillor Christine Jones, Cabinet Member for Social Services, Chief Officer (Social Services), Senior Manager Children and Workforce, Senior Manager Safeguarding and Commissioning, Senior Manager Integrated Services, Planning and Development Officer, and Complaints Officer (Social Services)

**IN ATTENDANCE:**

Social & Health Care Overview and Scrutiny Facilitator and Committee Officer

**6.     DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

There were no declarations of interest.

**7.     MINUTES**

The minutes of the meeting of the Committee held on 15 June 2017 had been circulated to Members with the agenda.

**RESOLVED:**

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

**8.     VARIATION IN ORDER OF BUSINESS**

Following a suggestion by the Chair, a change in the order of business was agreed to bring forward agenda item 9 – Young Carers.

**9.     YOUNG CARERS**

The Chief Officer (Social Services) introduced a report to inform of the changes to Young Carers Services and outline the strategy moving forward. He invited Chisty Hoskings, Planning and Development Officer, to present the report.

The Planning and Development Officer provided background information and referred to the contractual agreement with Barnardos Cymru to provide

Young Carers Services. She explained that the Authority had worked closely with Barnardos Cymru and young carers to redesign parts of the service to ensure it was aligned to the needs of young carers, the Social Services and Wellbeing (Wales) Act 2014 and was able to achieve financial saving targets set by the Authority with limited impact to service delivery. The Planning and Development Officer explained that the report provided an overview of the work undertaken and an update on the progress and outcomes achieved.

The Planning and Development Officer reported on the main considerations as detailed in the report and informed that the new service delivery had been designed around the Flintshire five pathways to well-being for Young Carers. She also reported on the service delivery during 2016/17, core outcomes achieved, service challenges, and work going forward for 2017/18.

During discussion Officers responded to Members questions around the Service challenges and commented on the year on year cuts to funding and the subsequent changes in Service provision to achieve best outcomes with reduced resources. The Planning and Development Officer also referred to the work undertaken to raise awareness of young carers and their needs through schools and children's services, and the collaborative work undertaken with other bodies and the wider community.

**RESOLVED:**

- (a) That the service redesign, progress and outcomes be noted;
- (b) That the Committee writes to the Senior Manager Safeguarding and Commissioning, to raise concerns around further funding implications; and
- (c) That the Committee requests a progress update on the funding implications and challenges at a future meeting.

**10. IMPROVEMENT PLAN 2016/17 OUTTURN REPORT**

The Chief Officer (Social Services) introduced the regular update report to consider progress towards the delivery of the impacts set out in the 2016/17 Improvement Plan, focussing on the areas of under-performance relevant to the Committee at the end of year.

The Chief Officer advised that the report was a positive report with 100% of agreed actions being assessed as making good progress and 82% likely to achieve the desired outcome. In addition 66% of the performance indicators met or exceeded target for the year. Risks were being successfully managed with the majority being assessed as moderate or minor.

The Chief Officer reported on the main considerations, as detailed in the report, and referred to the monitoring of activities, performance and risks. He also reported on progress against the risks identified in the Plan which were detailed in the appendix to the report.

Councillor Dave Mackie complimented the Chief Officer and his team on the format and detail of the report which he said was informative and helpful. He

referred to the performance indicator on the number of care homes which were a 'Service of Concern' and pointed out that the target was incorrect. Officers agreed that this figure would be corrected.

**RESOLVED:**

That the Improvement Plan 2016/17 outturn report be noted.

**11. COUNCIL PLAN 2017-23**

The Chief Officer (Social Services) introduced the report to consider the targets and milestones document, the Council (Improvement) Plan 2017-23 and provide feedback to Cabinet prior to adoption by the County Council for final publication.

The Chief Officer provided background information and reported on the draft Council (Improvement) Plan 2017-23 which was appended to the report. He advised that the super-structure of the Plan remained the same as previous plans and now comprised of six priorities and relevant sub priorities. The six priorities took a long term view of the Authority's projects and ambitions over the next five years.

Councillor Andy Dunbobbin commented that the draft Council (improvement) Plan did not include reference to the Future Generations (Wales) Act. The Cabinet Member referred to pages 41 and 44 of the draft plan which included references to the Act.

The Chief Officer referred to the proposed "How we Measure" document which was attached as appendix 2 to the report and distributed copies of the proposed amendments to the document. He reported on each of the proposed amendments and asked Members to provide any additional comments or amendments.

Councillor Ian Smith asked that a glossary of the abbreviations/terms used in a report be included at the back of the relevant report.

Councillor Marion Bateman asked that the video on Adverse Childhood Experiences (ACEs) be shared with the Committee at a future date.

**RESOLVED**

That the Committee supports the targets and milestones in the Measures and Milestones document (appendix 2) and the Council (Improvement) Plan 2017-23 and informs the cabinet, prior to adoption by the County Council for final publication.

**12. CSSIW PERFORMANCE REVIEW OF FLINTSHIRE COUNTY COUNCIL SOCIAL SERVICES**

The Chief Officer (Social Services) introduced the report and advised that the annual letter from the Care and Social Services Inspectorate Wales (CSSIW) related to the period April 2016 to March 2017. The letter sets out the areas of

progress and development from Flintshire Social Services for the year 2016/17 and provides feedback on annual engagement themes, comments on progress arising from CSSIW inspections, and describes CSSIW plans for future inspection, engagement and review.

The Chief Officer reported that the letter was positive and that the Council had made sustained progress in meeting the requirements of the Social Services and Wellbeing (Wales) Act 2014. He said there was also positive comments regarding the development of the Information, Advice and Assistance Service in Adult Services and the Early Help Hub in Children's Services. The letter also commented on other positive service developments. The CSSIW's focus themes for last year were carers and adult safeguarding and implementation of the new safeguarding thresholds and guidance would continue as a priority into next year.

**RESOLVED:**

That the report be noted.

**13. FLINTSHIRE EARLY HELP HUB**

The Senior Manager Children and Workforce introduced a report to update on new multi-agency arrangements for early intervention to address adverse childhood experiences. He provided background information and outlined the key aim of the Early Help Hub (EH Hub) which was to provide the greatest level of knowledge and analysis of intelligence and information across the multiagency partnership to ensure all children, young people, and families had access to advice and information about relevant early support to build coping skills and address any problems before they became entrenched. For families which are at greater risk of escalating problems, access to appropriate multidisciplinary interventions was a priority. The Senior Manager explained that the EH Hub did not replace the high quality early intervention support which already takes place across Flintshire and support from the EH Hub was targeted to families with 2 or more Adverse Childhood Experiences.

The Senior Manager advised that the Hub commenced with a "soft launch" on 30 June 2017 and responds to existing referrals from partner agencies. A full launch will take place during Autumn 2017 following wider information seminars. It was intended that a self-evaluation exercise with external partners will take place in 12 months to assess outcomes.

In response to the questions raised, the Senior Manager explained that the service would be available for all of Flintshire. He also responded to the further questions around support relating to child protection and safeguarding matters.

Members expressed their appreciation to the Senior Manager and his team for the hard work and commitment undertaken to establish the EH Hub.

**RESOLVED:**

- (a) That the Committee welcomed the development of the EH Hub and endorsed the proposals; and

- (b) That an update on progress be provided to the Committee at a future meeting,

#### **14. COMMENTS, COMPLIMENTS AND COMPLAINTS**

The Complaints Officer for Social Services presented the annual report on the Social Services Complaints and Compliments Procedure 2016-17. He advised that feedback in the form of compliments and complaints from service users, their family or carers can highlight where services are working well or where services need changing.

The Complaints Officer reported on the key considerations, and referred to the overview of complaints in Adult Social Services and Children's Social Services, as detailed in the report, and the lessons learnt. The Complaints Officer explained that a summary of the complaints and investigations across service areas was appended to the report.

The Complaints Officer also advised that Adult Social Services had received 168 compliments during the year and Children's Social Services had received 53 compliments. A summary of the compliments received across both service areas was attached as appendix 5 to the report.

Councillor Andy Dunbobbin pointed out that the summary of complaints and compliments related mainly to females. The Complaints Officer agreed to provide non gender specific language within the summary documents in future and provide a gender breakdown within future reports.

#### **RESOLVED:**

That the annual report on the Social Services Complaints and Compliments Procedure 2016-17 be noted.

#### **15. ROTA VISITS**

The Facilitator informed the Committee that training sessions on Rota Visits and Dementia Friendly Training would be held on 12 and 19 September 2017.

#### **16. FORWARD WORK PROGRAMME (SOCIAL & HEALTH CARE)**

The Social & Health Care Overview and Scrutiny Facilitator presented the current Forward Work Programme for consideration. She advised that it had been agreed that an additional meeting of the Committee would be held during September 2017, to discuss items with Betsi Cadwaladr University Health Board (BCUHB). Members would be notified of the date in due course.

The Facilitator referred to the Social Services White Paper which had been emailed to the Committee. The Chief Officer asked that responses be sent to the Senior Manager Safeguarding and Commissioning, by end of August 2017.

**RESOLVED:**

- (a) That the Forward Work Programme be agreed subject to the above amendment
- (b) That Members responses to the Social Services White Paper which had been emailed to the Committee be sent to the Senior Manager Safeguarding and Commissioning, by end of August 2017.

**17. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE**

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

(The meeting started at 2.00 pm and ended at 3.55 pm)

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**Chair**