

FLINTSHIRE COUNTY COUNCIL

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

DATE: **25TH JULY 2013**

REPORT BY: **DIRECTOR OF COMMUNITY SERVICES**

SUBJECT: **ROTA VISITS**

1.00 **PURPOSE OF REPORT**

1.01 To report on the rota visit activity and outcomes during 2012/ 13.

2.00 **BACKGROUND**

2.01 The need to ensure we have appropriate safeguards in place to monitor the quality of our services has never been more important. In the context of high profile cases such as Winterborne View and the Francis Report, rota visits by Elected Members have a vital part to play in monitoring service quality.

2.02 In order to ensure that all feedback on Providers performance is collated in a centralised place and that service standards are regularly evaluated Flintshire transferred the coordination of Rota visits to it's Contract Monitoring Team in October 2012

2.03 The Contract Monitoring Team arranged 3 briefing sessions for Elected Members to inform them about the work of the various services provided by Flintshire County Council and the outcomes these services seek to achieve. Briefing packs were produced that included detailed information about the 16 establishments included in the schedule of visits which spanned both Adults and Children's services.

3.00 **CONSIDERATIONS**

3.01 The process and Rota visit report format was revised in line with best practice moving away from a focus on outputs to a greater emphasis on quality of life experience for those in receipt of the service.

3.02 The Protocol for Rota Visits confirmed that such visits are in no way intended to mirror or replace the role of the CSSIW as Regulator or indeed the Local Authorities Contract Monitoring function but rather provide an independent view of the quality and management of services as well as informing Members' of the range of services the

Council provides

- 3.03 A new electronic process of allocating Rota visits and submitting completed Reports was introduced in October 2012. The coordinator contacts members by phone and a discussion is had around a preferred establishment to visit. The coordinator will then confirm the visit by e-mail and will include the contact details of the manager and establishment, a report template and guidance notes. The Member will then arrange a suitable time to visit.
- 3.04 Once the visit has been undertaken the report is completed and returned to the coordinator within 2 weeks. The report is then passed to the Head of Service and a response to the report is given within 2 weeks.
- 3.05 To date 16 visits have been allocated to Elected Members and 9 complete reports received. All completed reports indicate a satisfactory quality of service is being provided, with a small number of issues raised which have been responded to by the relevant Service Manager

Issues Arising

- 3.06 A number of Members have allocated visits outstanding for the period and support will be made available to ensure these are completed.
- 3.07 A timeframe of one calendar month from the date of visit for return of completed Rota visit Reports was agreed. However, this has not always been possible but will continue to be worked towards.
- 3.08 The implementation of an electronic system has been met with a mixed response and further discussion with individual Members may be required.
- 3.09 During the pilot period new processes and paperwork have been implemented. However not all Members have had the opportunity to date, to complete this documentation.

4.00 RECOMMENDATIONS

- 4.01 Members are requested to note and comment on the report, including the issues outlined in 3.06 – 3.09.

5.00 FINANCIAL IMPLICATIONS

- 5.01 None

6.00 ANTI POVERTY IMPACT

6.01 None

7.00 ENVIRONMENTAL IMPACT

7.01 None

8.00 EQUALITIES IMPACT

8.01 All facilities in both Adults and Children's Services have been independently visited and a formal report completed

9.00 PERSONNEL IMPLICATIONS

9.01 None

10.00 CONSULTATION REQUIRED

10.01 None

11.00 CONSULTATION UNDERTAKEN

11.01 None

12.00 APPENDICES

12.01 Appendix 1 - SCL/rota visits protocol / 7.3.03
Updated – 19/9/12

12.02 Appendix 2 - Rota Visit Timetable

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

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