

**SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**  
**13 NOVEMBER 2014**

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held in the Delyn Committee Room, County Hall, Mold on Thursday, 13 November 2014

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

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

**APOLOGIES:** Councillors: Amanda Bragg and Stella Jones

**CONTRIBUTORS:** Cabinet Member for Social Services, Chief Officer (Social Services), Provider Services Manager, Fieldwork Service Manager, and Project Manager

**IN ATTENDANCE:** Environment and Social Care Overview & Scrutiny Facilitator and Committee Officer

**32. DECLARATIONS OF INTEREST**

Councillors David Mackie and Hilary McGuill both declared a personal interest in relation to Agenda Items 4 and 5 as members of the Community Health Council.

Councillor Andy Dunbobbin declared a personal interest in agenda item 5 as a Kinship Carer.

**33. MINUTES**

The minutes of the meeting held on 9 October 2014 had been circulated with the agenda.

**Matters arising**

Councillor Hilary McGuill advised that she had not received the information from the Commissioning Manager regarding e-dynamics. The Environment and Social Care Overview & Scrutiny Facilitator advised that an email had been circulated providing an update on e-dynamics.

Councillor Hilary McGuill also referred to the outstanding information awaited from BCUHB regarding waiting times at the four orthodontist practices across North Wales. The Overview & Scrutiny Facilitator advised that the outstanding information had been provided but had given rise to an additional question of why the waiting list for the orthodontists in Connah's Quay was almost twice that in other areas.

It was agreed that if a response was not provided then the request would be escalated to the BCUHB management team.

**RESOLVED:**

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

**34. SINGLE POINT OF ACCESS (SPOA)**

The Chief Officer (Social Services) introduced the report to provide an update on the Regional Single Point of Access Programme and the local developments to date in Flintshire. He provided background information and invited Carol Dove, Project Manager, to report on the Regional Single Point of Access programme.

The Project Manager advised that the Single Point of Access aimed 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 provided professionals with a means of sharing information and providing better coordinated health and social care services. This would mean a 'First Contact, Right Response' approach where the focus was on what mattered to the person. She advised that the partners were the 6 Local Authorities, Betsi Cadwaladr University Health Board (BCUHB) and the independent sector. The goal was to have one Single Point of Access per County with all six up and running by March 2016. The single Point of Access was being regionally developed to ensure sharing of learning and best use of resources and would be locally developed to ensure it was responsive to local need.

The Project Manager referred to the key considerations as detailed in the report and advised that Flintshire was currently reviewing the Denbighshire model, which went live in June 2014, with a view to adopting a similar model in Flintshire. She reported on the key principles that had been collectively agreed as the foundations for the new Flintshire Single Point of Access and advised that the first stage of the Implementation Plan was to co-locate health and social care staff to form the new team. The proposal was to have a co-located team by Spring 2015.

The Chair thanked the Chief Officer and Service Manager for their overview and invited Members to raise questions.

Councillor Hilary McGuill: referred to the dedicated contact number which had been set up for the Denbighshire model and asked if there would be a dedicated contact number for the Single Point of Access in Flintshire. She also asked if there would be a bespoke IT system for the Single Point of Access which would incorporate the PARIS system. In his response the Chief Officer (Social Services) referred to the work that was ongoing around a national IT system which worked around all Authorities and the NHS in Wales to integrate co-systems. The Project Manager commented that Denbighshire provided an interim solution which worked for the professionals involved.

Councillor Dave Mackie expressed concerns around the use of a temporary system and said that this posed a risk.

The Chief Officer (Social Services) acknowledged the points made and explained that the Service was committed to be part of the national solution around public sector values and that it had to make the most of the systems it currently had. Councillor Mackie responded that he was not comfortable with the approach.

Councillor Peter Curtis referred to the Third Sector Event held on 3 July 2014, and asked if organisations such as the Deaf Association and Vision Support had been invited to attend. The Project Manager confirmed that they would have been invited.

Councillor Hilary McGuill referred to the difficulties that may arise with linking into the District Nurses Information Systems and the need to factor in the challenges experienced by Denbighshire in this respect.

In response to a question from the Chair concerning the risk of funding, the Chief Officer (Social Services) explained that the Single Point of Access Project including Programme and Project staff was funded through the Welsh Government Regional Collaboration Fund (RCF). The current proposals were predicted on the basis that the WG Funding would continue until 2016. However, the WG had indicated that the third year of RCF funding may be at risk and that contingency plans had been developed to ensure SPOA could be implemented in Flintshire County Council.

It was agreed that the Chief Officer (Social Services) would provide an update report to a future meeting of the Committee.

**RESOLVED:**

- (a) That the local development and implementation of the Single Point of Access which is aligned to the Regional vision be supported; and
- (b) That the Chief Officer (Social Services) provides an update report to a future meeting of the Committee.

**35. SAFEGUARDING AND CARE PLANNING OF LOOKED AFTER CHILDREN AND CARE LEAVERS WHO EXHIBIT VULNERABLE AND RISKY BEHAVIOUR**

Mr. Ray Dickson, Fieldwork Service Manager, introduced a report on the Inspection Report by Care and Social Services Inspectorate Wales (CSSIW) on the Inspection carried out between 24 March and 27 March 2014, into Safeguarding and Care Planning of Looked After Children and Care Leavers who exhibit vulnerable and risky behaviours and the resulting Action Plan.

The Fieldwork Service Manager, provided background information and outlined the aim of the national inspection. He advised that the Inspection had focussed on the work undertaken with looked after children over eleven years of age and care leavers who were identified as being vulnerable and/or involved in risky behaviours, against defined criteria.

The Fieldwork Service Manager, explained that there were five questions that the Inspectors posed which resulted in positives and areas for improvements. Significantly there had been positive feedback on Corporate Parenting and Elected Members. Safeguarding had been correctly identified as a priority for all staff and child protection processes were being used effectively. Concerning the issue of sexual exploitation the report recorded that agencies were working well together, especially in relation to missing young people and child sexual exploitation. The Report was complimentary in relation to the reviewing system for Looked After Children stating that Flintshire was compliant with guidance and reviews were timely and updated accordingly. Importantly it was reported that social workers were making strong efforts to ensure that young people understood their lives and were empowered to represent their views in the care planning process. The Fieldwork Service Manager, advised that a number of areas for improvement had been identified and an action plan to address the work required was appended to the report.

Referring to the CSSIW Report, Councillor Davie Mackie commented that he disliked the use of bullet points in the report and asked if they could be removed. He explained that they did not assist in identifying between the areas for improvement and the Action Plan.

Councillor Hilary McGuill referred to the role of Corporate Parents in relation to Out of County Placements and expressed the need for face to face communication with the young people concerned. The Fieldwork Service Manager, responded to the concerns raised and advised that due to the increase in Foster Care placements there were less out of county placements than in previous years. During discussion it was agreed that the Fieldwork Service Manager would liaise with the Resources Service Manager to arrange an out of county visit for members.

Referring to the Action Plan and the timescale for addressing the action concerning the perceived gaps in the Homeless Protocol relating to LAC and Care Leavers, Councillor McGuill commented that she would expect the action to be completed sooner than April 2015. The Fieldwork Service Manager, gave reassurance that work was well underway and it was anticipated that the action would be completed earlier than April 2015. It was agreed that an update on progress would be provided to a future meeting of the Committee.

Councillor Hilary Isherwood referred to CAMHS and expressed concerns around the action concerning the delay in accessing Mental Health Services. Councillor Andy Dunbobbins also expressed concern on the length of delay and commented on the damage that could be caused to a child

before he/she came into the Authorities care. The Fieldwork Service Manager, responded to the concerns raised and advised that an appointment had been made to specifically address the needs of Looked After Children. Councillor Hilary McGuill asked for clarification regarding funding for the post. The Fieldwork Service Manager confirmed that the post was ongoing.

It was agreed that a further performance report would be submitted to a future meeting of the Committee to show an improved overview.

**RESOLVED:**

- (a) That the Inspection Report by Care and Social Services Inspectorate Wales (CSSIW) on the Inspection carried out between 24 March 2014 and 27 March 2014 and resulting action plan be noted;
- (b) That the Fieldwork Service Manager would liaise with the Resources Service Manager to arrange an out of county visit for members; and
- (b) That a progress report be provided to the Committee in six months time

**36. ROTA VISITS**

Councillor Hilary McGuill reported on her visit to North East Wales Community Equipment Services(NEWCES) based in Hawarden, Deeside. She said that the facilities provided by the Service were excellent, however, due to progression the building was in need of expansion. She raised concerns around the assessment process and the length of time taken between when an individual made a request for equipment and an assessment of needs was undertaken. She emphasised that this did not reflect on the service provided by NEWCES as there was no delay in despatching the equipment required by the service user.

Councillor Dave Mackie gave a positive report on his visit to Freshfields. He said the visit had been enjoyable and he had been given the opportunity to talk to and observe service users who had not been restricted in the variation of tasks they were able to perform.

**RESOLVED:**

That the information be noted.

**37. FORWARD WORK PROGRAMME**

The Environment and Social Care Overview & Scrutiny Facilitator introduced the Forward Work Programme of the Committee.

The Facilitator advised that budget consultation workshops, which were not Committee specific, had been scheduled for Members on the 27 October and 3 November 2014.

Members reviewed the current programme and agreed that the following items be considered at the next meeting of the Committee on 18 December 2014:

- Q2 Performance reporting
- CSSIW Annual Report
- Regional Safeguarding (Adults) Proposals
- Rota Visits

Councillor Hilary McGuill asked if the Assessment Team could be invited to attend the meeting of the Committee scheduled to be held on 29 January 2015

**RESOLVED:**

That the Forward Work Programme be agreed.

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

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

(The meeting started at 2.00pm and ended at 3.10pm)

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**Chair**