

MINUTES OF A MEETING OF THE HEALTH, CARE AND HOUSING SCRUTINY COMMITTEE HELD AT COUNCIL CHAMBER - COUNTY HALL, LLANDRINDOD WELLS, POWYS ON MONDAY, 10 DECEMBER 2018

PRESENT

County Councillors G I S Williams, Chair, J Charlton, D E Davies, J Gibson-Watt, H Hulme, E Jones, G Morgan, P C Pritchard, K M Roberts-Jones, D Rowlands, J Williams, J M Williams and R Williams

Cabinet Portfolio Holders In Attendance: A W Davies, S M Hayes and R Powell

Officers: Alison Bulman, Director of Social Services, J Coles, Head of Children's Services, Dylan Owen, Head of Transformation and Fay Smith, Community Safety Partnership Co-ordinator

1.	APOLOGIES
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Apologies for absence were received from County Councillors S C Davies, A Jenner and A Williams.

2.	DECLARATIONS OF INTEREST
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There were no declarations of interest.

3.	DECLARATIONS OF PARTY WHIPS
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There were no disclosures of party whips.

4.	CRIME AND DISORDER
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Documents:

- Community Safety Partnership (CSP) Update
- CSP Priority Areas – Update

Discussion:

- The Safer Communities Programme was developed in response to the WAO's review of Community Safety Partnerships
- The Welsh Government had also established a multi-agency review group which had influenced the Safer Communities programme
- Members commented that Police Community Safety Officers (PCSO) in other areas seemed to have more duties and authorities than those in the Dyfed Powys Police Force area. This role was very effective in communities.
- The CSP Co-ordinator informed the Committee that the duties were assigned by the Chief Constable but the Committee's comments would be shared with the CSP
- The Rural Crime Partnership had both a Police Officer and PCSO representative

- It was suggested that the different models would be a useful topic for scrutiny to undertake and then discuss with the Chief Constable
- Initiatives in some wards saw the local County Councillor and PCSO visit wards to meet as many people as possible
- It was suggested that PCSOs in Wales should have the same role. However, the Dyfed Powys area was subdivided into four groups all of which had different priorities. The Local Authority also have to agree. It was noted that a considerable amount of work had been undertaken regarding the issue of dog fouling. Powys had wanted PCSOs to have powers to deal with enforcement. This had not been seen as a priority in the other three areas within the Force.
- Whilst there were many such arrangements across the County, Members queried the level of engagement with the CSP and what difference this made. The Rural Crime Partnership was a relatively new initiative. An increase in sheep theft and the launch of the Dyfed Powys Police Strategy and given impetus to the revival of the Rural Crime Partnership in 2017. This year a base line has been established through studying the Strategy and the results of the national rural crime survey. More recently a Police Officer has been nominated to the Partnership. The CSP Co-ordinator is developing a rural crime calendar and it is intended to be proactive. There are five Welsh priorities and further work will be undertaken on these. It was not yet clear what the impact of the RCP would be. The CSP Co-ordinator would prepare a briefing for the Members' Bulletin.
- The Committee questioned whether there was sufficient expertise within the Force to enforce the law relating to wildlife protection and if this area was adequately resourced. Resourcing was probably insufficient but had improved. Natural Resources Wales, the Fire Authority and Brecon Beacons National Park all have appropriately qualified officers.
- The Co-ordinator was asked if Police Officers had the facilities to read tags on livestock being moved. Operation Jasper deals with this issue and Animal Health are also involved.
- Information was provided on County Lines and cuckooing – this was a new way of bringing in drugs and was associated with high levels of violence and intimidation. An operation was undertaken during August which resulted in 19 custodial sentences. However, it is recognised that drugs are still being brought in to the County, but by more traditional methods.
- CCTV is being implemented across the County on a phased basis depending on finance. This had been installed in Builth Wells prior to the Royal Welsh Show.
- It was noted that the targets for road traffic accidents were not being met. This was a national issue and not just within Powys. It was acknowledged that roads could be safer but that this was a budget issue. It was suggested that driving skills should be improved. A Member had campaigned for graduated driving licenses which had proved effective in other countries in reducing accidents involving young people.

Outcomes:

- **Models of use of PCSOs be considered for scrutiny and the Police and Crime Commissioner be invited to attend a future meeting to discuss the issue**
- **The CSP Co-ordinator to provide a briefing on the Rural Crime Partnership for the Members' Bulletin**

5.	UPDATE ON PROGRESS POST INSPECTION AT BANNAU/CAMLAS
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The Head of Children's Services presented an update report on the Post Inspection Action Plan for Bannau/Camlas.

Bannau and Camlas provide residential placements for children in Powys with complex needs to live and for respite care to be provided. The issues raised in the inspection have been long term issues and the service need to review the provision that is offered by this facility. The review will consider the equity of provision across Powys and is taking longer than hoped due to the position Children's Services has been in.

The Portfolio Holder confirmed that the medicine management was far more robust than it had been but that there needed to be a measured approach when managing medicines as there was a difference between for example administering emollient cream or drugs.

The relationship between Bannau/Camlas and Ysgol Penmaes will be part of the review which will be examining potential alternative ways of working and how the authority works with its partners in health and education.

It was confirmed that the boundaries set for physical intervention are set out in training papers which can be provided to Members. Records within the Residential Home are checked by a Responsible Individual who is not part of the establishment. The Responsible Individual reports to the Head of Children's Services. Within the Residential Home each shift will have a shift leader with an appropriate level of responsibility.

Care Inspectorate Wales have recently undertaken an unannounced review of progress against recommendations at Bannau/Camlas and the outcome of this review will be reported to scrutiny in due course.

Recommendations:

- **That the training papers for physical intervention be provided to Members**
- **That scrutiny be updated on the outcome of the recent inspection visit to Bannau/Camlas**

6.	CHILDREN'S SERVICES PERFORMANCE REPORT
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Documents considered:

- Performance Report Children's Services October 2018

Discussion:

The Head of Service advised that performance has increased across the service and in particular that 98% of CLA visits were undertaken and 100% of Child Protection visits were undertaken in Welshpool is commendable. This increase

has been across the board and is despite an increase in demand. 3 Social Worker trainees that the service have sponsored through training have qualified this year.

It is good that three social workers sponsored by the local authority have recently qualified. Are there more local authority social workers currently undergoing training?

The Head of Service advised that a review of training in the service was currently being undertaken. She was keen to encourage people who work within the service to train as there is anecdotal evidence that local nonqualified staff who are supported through their qualifications are more likely to stay once they have qualified.

Are staff undertaking a management role appropriately qualified and experienced?

All managers hold appropriate qualifications. If additional support is required for managers supporting newly qualified staff or for complex cases this supported has been sourced.

Whilst the report shows an improving trend there are a number of indicators which are still showing red. In particular, it is concerning that staff are still not having regular supervisions. There is also a lack of information regarding the work of the Independent Reviewing Officers.

The Head of Service confirmed that the performance report was being built and there was an opportunity to develop it so that it could be properly analysed. The role of the IRO is important and this role will be boosted during the restructure of staff in the New Year.

The report shows that 18 children were removed from Child Protection but 20 were placed under Child Protection. Had any of the children who were placed under Children Protection been on the Child Protection Register previously?

The Head of Service confirmed that she had reviewed these figures and would be able to provide scrutiny with this information.

The Portfolio Holder confirmed that there had been an increase in CLA across Wales of around 8%.

The report shows a gradually improving picture but with staff levels that are surprisingly high and with a really high spend. How sustainable is this improvement?

The Head of Service advised that she had observed that people who work for Powys are committed to make this work but are working in a structure which makes it difficult. Specialist Assessment Teams have been set up and further change will continue to be undertaken. It is necessary to have the workforce support to enable this change to take place which will hopefully result in staff who have left the organisation being attracted to return.

Why has there been an increase in CLA and what is causing this surge in demand?

The Social Services and Well-Being Act gives opportunities to stem the demand by offering early intervention.

The Director confirmed that commissioning is also fundamental and a cohesive approach to commissioning for children's and adults will take place under the new structure agreed by the Acting Chief Executive. The Start Well Programme

and Health and Care Strategy will both be fundamental to this. The authority need early intervention services to meet demand and also need a safety net of services to ensure all children are protected.

Budgetary concerns for this service were expressed.

The Head of Children's Services acknowledged the concerns regarding the cost of the service and advised that she was reviewing every placement to ensure that the service was only paying for what had been provided.

The Portfolio Holder confirmed that a recent meeting had taken place between finance staff and children services staff to improve understanding from both sides regarding finance methodology and service pressures to improve financial ownership within the service.

The Head of Children's Services confirmed that there was a lack of children's placements within Powys and there were occasions when it was necessary to look out of county. Part of the review of placements will identify those which are required to be out of county due to the type of care required and those that are out of county because of a lack of placements within Powys.

What is the process for the staff restructure?

The Head of Children's Services confirmed that the restructure would be sent for consultation in January with the intention that there is a phased handover of cases in April to ensure that proper sight of the children that are being cared for is in place at all time. There is a risk which will be mitigated with careful planning of the phased approach. This restructure is in-house but the service will be developing early help services with the 3rd Sector

Recommendations:

- 1. That information regarding the re-referral rate in Child Protection be provided to scrutiny**
- 2. That Performance continue to be monitored**
- 3. That further information regarding the joint work with 3rd Sector organisations on early help be included in the scrutiny work programme**

7. ADULT SERVICES PERFORMANCE REPORT

Documents:

- Adults Performance Report – October 2018

Discussion:

- The same report is provided to the Leader and Improvement and Assurance Board as well as being used for management purposes
- Adult safeguarding enquiries completed within statutory timescales exceeds 90% for the period in question. This statistic has been over 90% for several months and is to be welcomed.
- There have also been significant improvements in the number of calls answered by Powys People Direct (PPD) and in the supervision of staff
- An area of concern is the ability to broker new packages of care due to the limited availability of providers. The Authority does provide over 11000 hours of care a week but a number of domiciliary care agencies are

- experiencing recruitment difficulties. Technology enabled care and reablement are working to ensure that some clients will not require care. Officers are working with career fairs etc to encourage recruitment.
- The format of the report was similar to that for Children's Services. It had been designed by Business Intelligence and was subject to ongoing review to ensure all measures were robust.
 - Powys had been the first Authority in Wales to measure the Active Offer. This had been very low but was now up to 29% and increasing.
 - Members were concerned regarding delayed transfers of care and suggested that there was a need for additional residential care spaces. The Director of Social Services was determined that there would be improvements but that increasing residential places was not the way forward. The figure for delayed transfers of care was half of that for October 2017. The aim was to prevent admissions to hospital in the first place and to ensure independent living at home. Most clients discharged from hospital go home but may need a package of care. Work is ongoing with GPs to keep people out of hospital. In the longer term residential care needs to be remodelled and reduced. Most older people do not want to live in residential care but there will be a need for dementia places and respite care. It is likely that there will be additional pressures over the winter, but the main thrust must be to reduce demand.
 - A request was made for the Health Board to attend a meeting to discuss joint commissioning and a shared vision to take forward both health and social care
 - The Regional Partnership Board will be taking some decisions in the future which have previously been taken by the Local Authority. Financing will also be directed to ensure this happens.
 - Joint commissioning does take place in reablement, Occupational Therapists, Physiotherapists etc but there are opportunities to do more.
 - Members asked whether the process for tendering for residential care was on track. The Head of Transformation confirmed it was – the tender was out with final bids due by 17 December 2018. This is a competitive tender with negotiations. Evaluations will take place by mid January at which point a preferred bidder would emerge and the authority will then move to negotiations. It is anticipated that there will be a transfer of staff by May 2019. The process has been scrutinized but the final contract will not be subject to scrutiny. The final decisions will be made by Cabinet.
 - A new adult safeguarding form had been implemented and Members queried whether this had been embedded and what the impact had been – the form has been implemented and enquiries will be made of the Head of Operations regarding the impact
 - The number of complaints from AMs and MPs seemed to be increasing – a number of these were enquiries and most related to provision of domiciliary care. The Portfolio Holder always responds to such queries.

Outcome:

- **Consideration be given to inviting the Health Board to a future meeting to discuss joint commissioning**

8.	WORK PROGRAMME
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Documents:

- Scrutiny work programme

Outcome:

- Noted

It was noted that the Head of Operations would be leaving the Authority in January 2019. Members asked that their best wishes be forwarded to her for the future and appreciation of her work be conveyed to her.

9.	CORRESPONDENCE
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There were no items of correspondence.

**County Councillor G I S Williams
Chair**