

**MINUTES OF A MEETING OF THE PUBLIC SERVICE BOARD SCRUTINY
COMMITTEE HELD AT COUNCIL CHAMBER - COUNTY HALL, LLANDRINDOD
WELLS, POWYS ON THURSDAY, 20 SEPTEMBER 2018**

PRESENT:

County Councillor Jackie Charlton (Powys County Council), Neil Evans (Mid and West Wales Fire Authority), Owen James (Powys Teaching Health Board), County Councillor David Jones (Powys County Council) and Tony Thomas (Powys Teaching Health Board – Reserve Member)

Officers: Heather Delonnette (Sustainable Futures Officer - PCC), Wyn Richards (Scrutiny Manager and Head of Democratic Services - PCC), Andrew Durant (Head of ICT and Programme Office - PCC), Joanna Harris (Strategic Programme Manager - Children's Services - PCC), Scott McGregor (Business Manager - PCC), Kara Price (WCCIS Project Manager - PTHLB), Peter Jones (Professional Lead - Corporate Insight - PCC) and Emma Palmer (Head of Strategic Policy and Performance – PCC)

1. ELECTION OF CHAIR

The Committee was requested to elect a Chair from the statutory membership of the Committee (Powys County Council, Powys Teaching Local Health Board, Natural Resources Wales and Mid and West Wales Fire and Rescue Authority.

The meeting noted that it was inquorate. For a quorum to exist required one representative from Powys County Council and Powys Teaching Local Health Board to be present together with 2 representatives of the other bodies who were members of the Committee. However, as only the representatives from Powys County Council, Powys Teaching Health Board and Mid and West Wales Fire and Rescue Authority were present, the meeting was therefore inquorate. The Committee therefore decided to appoint an interim chair in the circumstances.

RESOLVED that County Councillor David Jones be appointed chair for the meeting.

2. ELECTION OF VICE-CHAIR

The Committee was requested to elect a Vice-Chair from the statutory membership of the Committee (Powys County Council, Powys Teaching Local Health Board, Natural Resources Wales and Mid and West Wales Fire and Rescue Authority.

In view of the meeting being inquorate and an interim chair being appointed it was:

RESOLVED that the appointment of a Vice-Chair be deferred until the next meeting.

3. APOLOGIES FOR ABSENCE

Apologies for absence were received from:

Members:

Ian Rowat (BBNP), Cllr Ann Webb (BBNP), Sara Williams (PTLBH)

Officers:

Alison Bulman and Kath Flanagan-Jones (PCC)

BBNP – Brecon Beacons National Park Authority

PTLHB – Powys Teaching Local Health Board

PCC – Powys County Council

4.	TERMS OF REFERENCE
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Documents Considered:

- Committee’s Terms of Reference

Issues Discussed:

- The Well-being plan and others refer to the 7 well-being goals. However, the 5 ways of working are being emphasised by the Future Generations Commissioner and should be included in the role of scrutiny in the Terms of Reference
- Para 3.4 - Members questioned the inclusion of scrutiny of the well-being plan in the document. It was explained that the well-being plan was a live document which would be subject to revision and therefore scrutiny. When the well-being plan was developed it was scrutinised by the Joint Chairs and Vice-Chairs Steering Group as this committee did not exist at the time. The plan will also be reviewed annually and refreshed in the term of a new Council following the 2022 elections. The committee will also be reviewing the implementation of the plan not just the plan itself
- Para 5.7 – meetings held in public. The committee was advised that the meeting had been advertised as a public meeting. The last agenda of the Public Service Board had also been published as a public meeting
- Para 5.8 – there was a need to reflect on this paragraph to ensure that the committee had a quorum for its meetings. It was suggested that the need for more substitutes be considered rather than changing the quorum requirements.
- The Committee also discussed how any actions from today’s meeting could be taken forward rather than having to come back to another meeting for ratification. It was suggested that the notes be circulated to all organisations and if there was no dissent that the actions be implemented
- It was noted that it was the intention in Powys for scrutiny to undertake greater engagement with the public. It was also the intention to webcast scrutiny meetings. It was also suggested that the meetings of the committee could move around the county and that fire stations had rooms which could be used for those meetings

Outcomes:

Action	Action By / Completion Date
That the interim chair write to those organisations not present at the meeting and to stress that without there being a quorate meeting the scrutiny of statutory organisations cannot happen	DJ / WR

5.	VISION 2040 - STEPS
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Documents Considered:

- 12 Steps to deliver the Well-Being Plan
- Pro-forma documents for steps 2,3,4,6,7,8,9,11 and 12
- Briefing note by the Scrutiny Manager and Head of Democratic Services
- Guidance on using the Future Generations Framework

Lead Officer:

- Heather Delonnette, Sustainable Futures Officer (PCC)

Issues Discussed:

- Steps 1 and 2 are internal steps. Steps 11 and 12 – the Public Service Board (PSB) has asked the Regional Partnership Board (RPB) to deliver these.
- Comments:
- Items in the Well-being Plan are already out of date e.g. steps 3,4,7,9 and 10 mention Brexit. By January 2019 we hopefully will know the way forward and the way that Brexit will influence these steps.
- The committee questioned how scrutiny could look at the steps and move these forward. The steps did not include some form of risk and opportunity coming from Brexit. It was suggested that the PSB Scrutiny Committee should look at how the PSB have reacted to these changes, understood them and amended the plan / steps.
- It was of concern that Natural Resources Wales (NRW) were not attending these meetings as they have a major role in landscape as NRW are heavily legislated by Europe although it is the local authorities who deliver a great deal. Although NRW are unable to provide a standing member for the committee, if scrutiny wanted to understand the environmental step then NRW could contribute to this.
- Step 10 – economic development – the step is trying to promote inward investment, however this is futile and the emphasis should be on growing our own / indigenous businesses. Inward investment will be predominantly on the M4 corridor and driven by Welsh Government. However, Powys should not give up on this but there is a need to look at the best use of resources. Economic Development is a big issue for the Cabinet, however the numbers in the plan are small. Step 10 therefore needs to be rethought.
- There is no impetus now in Powys to develop business since the demise of the Welsh Development Agency. If economy is that important there needs to be more information on the Information Bank. It also appears as if collaboration is not happening on this matter. For example, the Fire Service is involved in business development such as building new fire stations using local people to build them. There needs to be more actual collaboration rather than collaboration on paper.
- The economy is a key driver for the PSB and Vision 2025. Economic information is available from the well-being assessment. The information bank will provide this information in time. Step 10 is about creating a sense of identity for Powys (brand) a place where people want to come and work and develop businesses

- The steps are the first part of the process in developing the plan. The PSB is now looking to deliver those steps. In terms of the role of scrutiny, the steps have been identified where collective work was needed. The question for scrutiny to ask is “is the sum of the whole greater than the sum of the parts” i.e. is the PSB adding value.
- As the economy underpins everything, this is probably a good place for scrutiny to start. However, the focus should not just be about attracting businesses into Powys. There is also a question as to whether the links between Powys, Hereford and Shropshire are being developed as this is certainly the case in health.
- All the steps are interlinked e.g. transport links and infrastructure.

Outcomes:

Action	Action By / Completion Date
That the Committee considers Step 10 as a starting point and looks at how it is developing and what it is trying to achieve at the January 2019 meeting	WR / HD
That the use of external facilitators be investigated to support the development of the PSB Scrutiny Committee in Powys.	WR

6.	IMPLEMENTATION OF WCCIS
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Documents Considered:

- None

Lead Officers:

- Andrew Durant, Head of ICT and Programme Office, PCC
- Kara Price, WCCIS Project Manager, PTLHB

Issues Discussed:

- Presentation received from Andrew Durant and Kara Price regarding the Welsh Community Care Information System (WCCIS), its aims and purpose, what has been achieved to date, what is being done now and in the future, issues and examples of improvement
- WCCIS is a single information system for Wales, enabling the sharing of information between local authorities and health. 13 organisations currently on the system with 11,000 users. Powys is the first and only area where the local authority and health are both on the system
- There is a Regional Programme group and Carol Shillabeer (Chief Executive PTLHB) leads as senior risk officer for Wales. Therefore, Powys has a significant role in Wales. Powys is a lead area due to the co-terminosity of the local authority and health and also joint funding agreements (Section 33 agreements). Powys County Council went live in 2017 and Powys Teaching Local Health Board are joining the system in an incremental implementation. Going first does come with “bumps in the road” as this is a significant challenge for Wales.
- In response to a question as to whether the implementation in Powys had been 2 organisations using the system individually or was there collaborative activity going on, it was noted that currently it was 2

- organisations having moved their previous systems to the new system, but did give opportunities for better integration. Powys County Council had moved from the previous Draig system whilst Powys Teaching Local Health Board had moved from a previous paper based system
- The challenges being faced were the pace of change as possibilities and improvements had led to frustrations. However, Powys was pushing to get improvements to the system implemented. Regional changes can move forward quicker than national changes. There were infrastructure issues in Powys and the pace of fixing issues could also be frustrating.
 - In response to a question regarding funding and possible hacking of the system, the Head of ICT commented that funding was a mixture. Welsh Government provided £6m funding to develop the system. The implementation is now down to the regional teams. Health have also put funding in to implement WCCIS by means of Section 33 pooled budgets. Welsh Government is providing grants to health services. In terms of hacking WCCIS is running from an NHS data centre. Penetration tests are undertaken annually and the results drive the action plan of improvements or changes to the system
 - Mobile use – how much focus is there on this? The application is agile / mobile but currently the user needs to be online which can be a challenge in Powys. The mobile solution will overcome this. The delivery of the mobile application is currently late and will hopefully be delivered by the Autumn of 2018.
 - A question was asked about integration with other organisations such as the police, fire which is especially important for vulnerable people. There was also a question about Welsh Language provision within the system. An explanation was sought regarding its use by mental health services
 - With regard to mental health this would be a link between in patient bed management and the community team. It had only been implemented in North Powys at present. The system is a fully bilingual system. Nationally there is a Welsh Language Group working with Welsh Government. In addition, there is another company working with the provider Careworks on how to deliver a translation process within the system
 - In response to a question regarding disabilities it was noted that there is a banner which appears against an individual service user which shows a person's disability, risks, allergies etc. In response to the question about links to other organisations there are ongoing discussions regarding data sharing with a wider range of agencies
 - If a person moves house – will the information be updated. The core professional is responsible for changing this information, then all forms etc will be updated
 - Links with other hospitals / cross border communications. WCCIS will be integrated into an all Wales system. The Head of ICT is working with others regarding cross border working. The intention is that all organisations e.g. GPs, laboratories will be linked so that patient information will be available across Wales. This Welsh clinical portal will be linked to England so that English GPs or hospitals can see that information and then information can come back across the border and into WCCIS
 - The question to ask the PSB is are the businesses making changes to the way that they are working i.e. is this about integration?

- Officers from the County Council’s Adults Services reported that adult services were using the information and changing their processes rather than just replicating the former system. However, technical issues were not delivering the changes so far and in exit interviews staff were identifying issues with WCCIs as to why they were leaving the organisation. Frustrations being identified included connectivity issues and the loss of data.
- The impact of WCCIS is different in the 2 organisations in Powys as the system is being run on two different networks. Hotspots have been identified and are being resolved. There are also issues with BT who are currently upgrading their network as well.
- Is this just a matter of time for things to improve or is there an issue with the system as well? WCCIS is a major transformational process. The infrastructure in being improved in Wales. Further education is also needed for users in using the system and having better locations to upload information. The delivery of the mobile application will alleviate many of the issues. There is an infrastructure issue in Powys due to connectivity. In addition, if Govroam is rolled out then all public buildings can be used for connectivity rather than health, local authority and GP practices as currently as Govroam will mean that everyone shares their wi-fi
- Another question for the PSB is regarding integrated processes. There continue to be separate processes by health and local authorities rather than common processes with the system being the enabler. As stated previously it is 2 organisations using the system without integration as yet. Joint approaches are possible but services are not there yet. This is not a system issue but a service issue so that both organisations are working as one

Outcomes:

Action	Action By / Completion Date
<p>Question to the PSB: “What action is proposed by the PSB to ensure that common processes are used by Powys County Council and Powys Teaching Local Health Board utilising the WCCIS system as an enabler to achieve the integration of health and care services”</p>	<p>WR</p>
<p>That a further review of the implementation of WCCIS be included in the Forward Work Programme</p>	<p>WR</p>

7.	DATES OF FUTURE MEETINGS AND WORK PROGRAMME
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Documents Considered:

- Scrutiny Forward Work Programme

Issues Discussed:

- Dates of Future meetings:
 - 31 January 2019
 - 29 April 2019

- 18 July 2019
- 1 October 2019

Outcomes:

- **Noted.**

**County Councillor D. R. Jones
Chair**