

## Health and Care Scrutiny Committee

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Meeting Venue  
**Council Chamber, County Hall -  
County Hall**

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Meeting Date  
**Monday, 13 January 2020**

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Meeting Time  
**10.00 am**

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For further information please contact  
**Lisa Richards**

[lisa.richards@powys.gov.uk](mailto:lisa.richards@powys.gov.uk)



County Hall  
Llandrindod Wells  
Powys  
LD1 5LG

6 January 2019

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The use of Welsh by participants is welcomed. If you wish to use Welsh please inform us by noon, two working days before the meeting

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### AGENDA

<b>1.</b>	<b>APOLOGIES</b>
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To receive apologies for absence.

<b>2.</b>	<b>DECLARATIONS OF INTEREST</b>
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To receive declarations of interest from Members.

<b>3.</b>	<b>DISCLOSURE OF PARTY WHIPS</b>
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To receive disclosures of prohibited party whips which a Member has been given in relation to the meeting in accordance with Section 78(3) of the Local Government Measure 2011.

(NB: Members are reminded that, under Section 78, Members having been given a prohibited party whip cannot vote on a matter before the Committee.)

<b>4.</b>	<b>MINUTES</b>
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To authorise the Chair to sign the minutes of the last meeting as a correct record.  
(Pages 5 - 10)

<b>5.</b>	<b>CORPORATE SAFEGUARDING GROUP</b>
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To consider the report of the Corporate Director, Children and Adults.  
(Pages 11 - 14)

<b>6.</b>	<b>GLAN IRFON UPDATE</b>
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To receive an analysis of occupancy at Glan Irfon.  
(Pages 15 - 16)

<b>7.</b>	<b>APPOINTMENT TO JOINT SCRUTINY WORKING GROUP</b>
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To appoint one member to the joint Scrutiny Working Group which meets to consider corporate projects.

<b>8.</b>	<b>WORK PROGRAMME</b>
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To note the scrutiny forward work programme.  
(Pages 17 - 18)

<b>9.</b>	<b>EXEMPT ITEM</b>
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The Monitoring Officer has determined that category 3 of the Access to Information Procedure Rules applies to the following items. His view on the public interest test (having taken account of the provisions of Rule 14.8 of the Council's Access to Information Rules) was that to make this information public would disclose information relating to the financial or business affairs of any particular person (including the authority holding that information).

These factors in his view outweigh the public interest in disclosing this information.

Members are asked to consider these factors when determining the public interest test, which they must decide when considering excluding the public from this part of the meeting.

<b>10.</b>	<b>CHILDREN'S SERVICES PLACEMENTS AND ACCOMMODATION</b>
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To consider the report of the Portfolio Holder.  
(Pages 19 - 34)

<b>11.</b>	<b>EARLY HELP HUBS</b>
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To consider the report of the Portfolio Holder.  
(Pages 35 - 40)

<b>12.</b>	<b>CHILD EXPLOITATION</b>
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To consider the report of the Portfolio Holder.

(To Follow)

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## MINUTES OF A MEETING OF THE HEALTH AND CARE SCRUTINY COMMITTEE HELD AT COUNCIL CHAMBER, COUNTY HALL - COUNTY HALL ON FRIDAY, 29 NOVEMBER 2019

### PRESENT

County Councillors G I S Williams (Chair), J Charlton, D E Davies, S McNicholas, K M Roberts-Jones, D Rowlands, E Vaughan, A Williams, J M Williams and R Williams

Cabinet Portfolio Holders In Attendance: MC Alexander

Officers: Alison Bulman, Corporate Director, M Gray, Head of Adult Services, D Owen, Head of Commissioning

Other Officers In Attendance: K Arthur, Contact and Safeguarding Senior Manager

<b>1.</b>	<b>APOLOGIES</b>
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Apologies for absence were received from County Councillors A Jenner, E Jones and G Morgan

<b>2.</b>	<b>DECLARATIONS OF INTEREST</b>
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There were no declarations of interest.

<b>3.</b>	<b>DISCLOSURE OF PARTY WHIPS</b>
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There were no disclosures of party whips.

<b>4.</b>	<b>MINUTES</b>
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**The Chair was authorised to sign the minutes of the last meeting held on 18 October 2019 as a correct record.**

<b>5.</b>	<b>ASSIST/CYMORTH</b>
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#### **Documents:**

- Report of the Contact and Safeguarding Manager

#### **Discussion:**

- The initial point of contact with the service had been subject to criticism by the CIW Inspection
- Powys People Direct has since been relaunched as Assist
- This service is key in promoting early intervention by providing timely and appropriate information to enable good decisions to be made
- Forms and systems have been implemented to complement the strengths based approach now being used by the service

- Information is captured consistently across the service
- Robust quality assurance is in place
- A Social Worker is screening referrals to ensure only appropriate referrals are assigned to the relevant team
- An audit tool has been developed
- There had been an issue with call waiting times and abandoned calls but there had been a measurable improvement
- Contact Officers have been trained in the 'what matters' conversation and no longer make a presumption that a service is the answer
- The team are working closely with the Technology Enabled Care Team and Contact Officers can now prescribe low level TEC
- There has been an increase in the number of calls regarding assistive technology
- Funding has been identified to allow a Contact Officer to undertake Welsh language training which also addresses the Active Offer
- Members asked how performance of Assist was being measured – a monthly performance dashboard is maintained so that information can be supplied to Members. There was a significant improvement with 95% of calls being answered.
- Agile working could assist in recruiting a Welsh language speaking officer as they could be located at a site away from the centre. This role should also be flagged up at the next Careers Fair in February.
- Under the previous system too many calls had been routed to Social Workers. Calls are now dealt with by the most appropriate person freeing up social workers for more complex cases.
- A Community Connector is also located within the Assist Team. It may be that a person has a perceived social care need which could be due to social isolation. A care package may not be required but a quality conversation to determine the real need of the individual is required.
- A Member asked who was expected to respond to a call out on the Canary system. A point of reference should be listed, and that person be aware that they are a responder. The Home Support service can also be used. This service is being rolled out further. In the Ystradgynlais area, a domiciliary care response service is also being trialled.
- 3% of calls are not answered in 3 minutes. Abandoned calls have reduced significantly. Call waiting times are monitored but it is important that conversations are dealt with properly. Inevitably there will be fluctuations but generally the Team manage the calls well.
- The Portfolio Holder suggested that if a Member was aware of any difficulties contacting the Assist Team, they should report it to the service
- Although performance is improving, work is still ongoing to reduce abandoned calls further. New systems and digital options will be considered. TEC Training will continue for Community Connectors.
- Resilience has been built in to deal with additional winter demand with the routing of calls determined by the Corporate Plan
- A bespoke hospital team has also been set up to take referrals which will help in avoiding calls to Assist
- Funding from the Regional Partnership Board has been received to help with winter pressures
- The Committee questioned whether one social worker within the Team was enough. A prioritisation framework is in place and the social worker

is covered by the Team Manager. The Team is able to cope under normal circumstances.

- During a monitoring visit, CIW spoke to a sample of service users and noted an overwhelmingly positive response
- The Committee asked when the evidence from the audit tool would be available – this was currently in development and would be reported back to the Committee
- Members had started a programme of financial training with CIPFA and suggested that reports should always include details of costs or savings. Whilst this was accepted in principal, consideration would need to be given to how this was presented. For example, the cost of Assist would need to be offset against the savings of a reducing number of care packages.

**Outcomes:**

- **Further details of abandoned calls would be provided**
- **The committee would be provided with further information on the quality audit tool**

<b>6.</b>	<b>ACTIVE OFFER</b>
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**Documents:**

- Report of the Head of Commissioning

**Discussion:**

- The Strategic Framework for the Welsh Language in Health and Social Care 'More Than Just Words' incorporates European and national legislation
- The aim is to provide a service in Welsh without the client having to make a specific request
- This will be challenging to provide, and a plan is in place to increase availability and maximise use across more services
- The number of Welsh speakers varies across the County and also varies by age
- This is a large task to complete in the short term and so the focus will be on children and young people, older people, and those with dementia
- In the first instance this will be limited to assessments
- A new 'Ask Sarah' web page is being launched soon and this will be fully bilingual
- The Active Offer aligns staff to service users wherever possible
- Welsh language provision needs to be built into all services as a matter of course
- The figures relating to the number of Welsh speakers had been obtained from the Census
- Courses are available to social care staff and, whilst these are free, the cost of backfilling a post is not. During the previous year over 20 people applied to undertake training but there was funding for only 6.
- Not all types of training are suitable for all types of worker and there is a need to be flexible

- Wherever possible, the service tries to accommodate the language of choice of the client
- Welsh language champions are being sought within teams

**Outcomes:**

- **The report was noted**

<b>7. CARERS' STEERING GROUP UPDATE</b>
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**Documents:**

- Care and Support in Powys
- Carers Memorandum of Understanding
- Carers Steering Group – Terms of Reference
- Taking a Break – Respite in Powys
- Carers Steering Group Minutes – 25 February, 30 April, 14 October 2019

**Discussion:**

- Informal Carers including family, friends and neighbours, provide 97% of support and care
- There is both a legal and moral duty to support carers
- Co-production has been very successful
- The Carers Steering Group has become more robust
- A Section 33 Agreement was in place but the group has asked the Joint Partnership Board for a Memorandum of Understanding – a decision is due in the next few weeks
- The Integrated Care Fund has provided support for members to attend groups and committees
- Credu is developing an app for carers
- Respite for carers is very challenging
- Credu is developing a project to co-produce bespoke respite care which may not necessarily take the form of residential care
- There is close co-operation between the Health Board and Education with respect to young carers
- Awareness raising in schools also continues
- There is a level of dissatisfaction amongst carers regarding the availability of respite
- One bed has been identified in each residential home for respite care. However, this may not always be the best solution.
- Although the Health Authority also has a duty towards carers, this responsibility falls mainly to Social Services. Funds are awarded by Welsh Government to both bodies for this purpose. The Health Authority also pay for emergency, short respite care.
- It is not always easy to meet needs in rural areas. A large number of families need respite and whilst every effort is made to meet needs, someone else's needs may take precedence. Difficult decisions sometimes have to be made.
- Honest discussions are needed, and the service will do all it can to meet needs, but resources are limited

- The model of respite care may meet the needs of the cared for rather than the carer
- It was also recognised that there would be an unknown level of unmet need. Every effort is made to ensure that carers are aware of their rights.
- There is little or no benchmarking amongst the 3<sup>rd</sup> Sector. The Welsh Government are unable to provide comparator data. It was suggested that the Chair write to the Welsh Government requesting that such information be collated and provided.
- A question was raised regarding aids and equipment for children and whether this was fair and accessible to everyone. The Head of Commissioning chairs the Board which awards aids – he was not aware of any refusal of a request for an aid for a child but questioned whether requests were being made. An adaptation takes on average 181 days, but this was the shortest time in Wales. Wheelchairs were not the responsibility of Social Services but of the Artificial Limb and Appliance Service which is a national body. There is a Section 33 Agreement for equipment services, supplemented by other funds such as the Intermediate Care Fund.

**County Councillor J M Williams left the meeting at 12.25.**

**Outcomes:**

- **The Chair would write to the Welsh Government regarding the provision of comparator data across the 3<sup>rd</sup> Sector**

<b>8. WORKING GROUPS</b>
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**Documents:**

- Adult Services Working Group summary report
- Children's Services Working Group summary report

**Discussion:**

- Members question whether the Groups are scrutinizing the right areas
- Member Development sessions were good, but it was suggested that these should be directed at the wider council membership
- It was recognised that scrutiny groups needed to mature
- There was a further suggestion that working groups were no longer necessary and would be difficult to resource going forward. Much of the work could be done within the main committee.
- Members welcomed the Laming Visits as it gave an opportunity for more detailed questioning
- It was suggested that specific Task and Finish Groups should be set up rather than standing working groups
- Members wished to be more proactive in setting the work programme
- It may be helpful if reports and agendas could be written in a way that identified why a topic was being considered
- A significant amount of information was provided to the Improvement and Assurance Board and the Portfolio Holder thought that there should be opportunities for sharing this information. The Corporate Director informed the Committee that this information is usually brought to scrutiny for consideration. The Board had been put in place as scrutiny was not

thought to have been providing adequate governance. She went on to say that the work of the Committee need not be constrained by meetings and she would be happy to discuss working groups further.

<b>9.</b>	<b>APPOINTMENT TO JOINT SCRUTINY WORKING GROUP</b>
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This item was omitted.

<b>10.</b>	<b>WORK PROGRAMME</b>
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**Documents:**

- Health and Care work programme

**Outcome:**

- **Noted**

**County Councillor G I S Williams (Chair)**

## CYNGOR SIR POWYS COUNTY COUNCIL.

## CABINET EXECUTIVE

21 January 2020

**REPORT AUTHOR:** Alison Bulman, Corporate Director (Children and Adults)**SUBJECT:** Corporate Safeguarding 6 Monthly Update as at 31 December 2019

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**REPORT FOR:** Information

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Cabinet are asked to note this 6 Monthly briefing paper and update from the Corporate Safeguarding Group. The Corporate Safeguarding group met on the 9th September and 18th November 2019.

The group sought assurances on a number of key areas as below and continue to monitor the work plan of the group.

- VAWDASV: the group received an update on the work that was underway on training compliance across the authority, including the attendance of the Regional Advisor at the Member Development Session in September 2019.
- Modern Slavery and Code of Practice of Ethical employment in Procurement: an update was provided on the compliance of contracts, and a further 6month update is scheduled for the next meeting.
- Home Educated Visits: following discussion and concern on performance at the September meeting, an update was provided on the provision of Elected Home Education at the November meeting, and provided assurances on how this is managed by the Education Service linked in with each school and social services. A further update is due at the next meeting, together with an overview of the recent WG consultation.
- Training of Governors with Safeguarding Lead: an update on compliance of training was provided to the Group, noting that 20 Governors had not undertaken the training, which is mandatory. A further report is scheduled for the next meeting to provide further updates on action to address this.
- Safe Places: the group noted that work is underway in this area, however a briefing note update is due to be tabled at the next meeting, which is welcomed by the Group.
- Wellbeing Programme: an update on the Council's new programme was received, noting that an updated Vexatious Complaints Policy will be tabled at the next meeting for consideration and input.
- Child Sexual Exploitation: an update was provided by Head of Children's Services, noting the good progress undertaken to date by the Senior Manager

with Partners to ensure a change of view/process under the new legislation, and to agree the system and flow. A Joint Pathway review has been undertaken along with a joint training session with Police in October 2019. A Conference was also held with multi agency attendance. The feedback in relation to this was extremely positive.

- Deprivation of Liberty Safeguards (DoLS):an update on performance in this area has been requested at the next meeting, and also assurances that the council is best placed to implement the new legislation.
- Performance: the heads of Adults and Children’s Services provide an overview of current performance within their services. The Group also received the Regional Safeguarding Data report which was presented at the Regional Safeguarding Board in October 2019, and provided a comparison on performance. Future meetings will also include an update on the MAPPA performance data.

The Head of Adults and Head of Children’s Services both noted the attendance of Powys employees at the Regional Safeguarding Conference in November, where presentations were made on Signs of Safety, which were highly commended by partners.

The group will continue to meet on a quarterly basis, with a 6monthly update to Cabinet from the Chair of this Group.

<b>Recommendation:</b>	<b>Reason for Recommendation:</b>
<b>Cabinet receives the 6monthly briefing update from the Chair of the Corporate Safeguarding Group</b>	<b>To ensure Cabinet are fully sighted on work to date.</b>

<b>Relevant Policy (ies):</b>	Corporate Safeguarding Policy		
<b>Within Policy:</b>	<b>Y</b>	<b>Within Budget:</b>	<b>Y</b>

<b>Relevant Local Member(s):</b>	<b>All elected members</b>
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<b>Person(s) To Implement Decision:</b>	<b>N/A</b>
<b>Date By When Decision To Be Implemented:</b>	<b>N/A</b>

<b>Is a review of the impact of the decision required?</b>	<b>N</b>
<b>If yes, date of review</b>	<b>N/A</b>
<b>Person responsible for the review</b>	<b>N/A</b>

<b>Date review to be presented to Portfolio Holder/ Cabinet for information or further action</b>	<b>N/A</b>
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Contact Officer:	Alison Bulman, Corporate Director (Children and Adults)
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# 6 Analysis of Glan Irfon Occupancy

## Reporting period 01<sup>st</sup> – 31st December

### Scope

The scope of this report includes the data submitted by Shaw on the occupancy of the 12 bedded unit only – Glan Irfon. It includes data on admissions and discharges and covers a 5-month period.

### Background

The reablement unit at Glan Irfon has 12 beds which are block purchased by PCC and PTHB on an equal basis with PCC acting as the lead commissioner. There is no charge to the residents and the unit is registered with CIW as an annex to the Brynhyfryd Residential Care Home. The Registered Home Manager employed by SHAW is responsible for the unit and thus the ‘gatekeeper’ and decision maker to admissions.

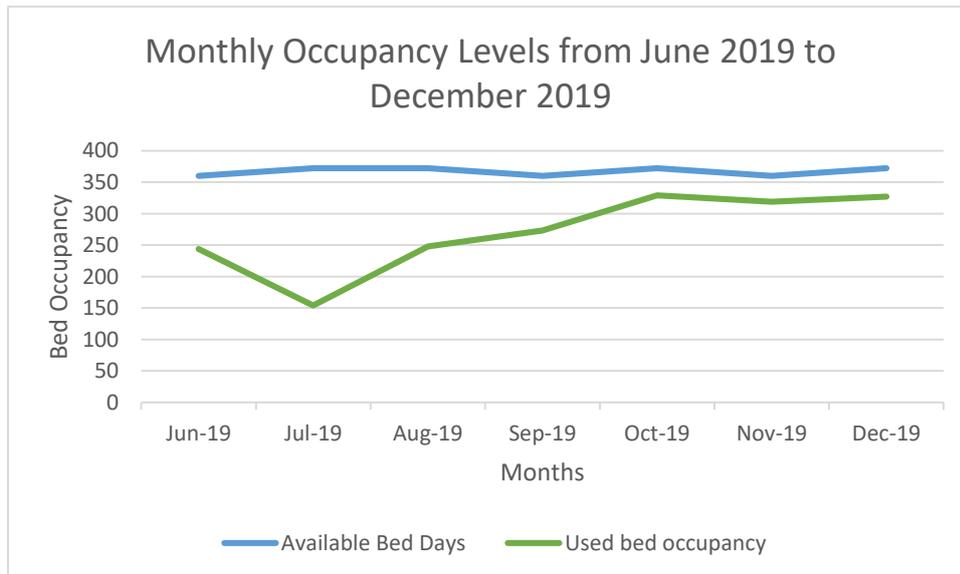
### Occupancy

During December, there were 372 available bed days, of which 327 number were occupied which equates to an average occupancy rate of 87.90%.

Figure 1 shows the monthly occupancy from June 2019 to December 2019 which equates to an average occupancy of 73.75%.

The unit was fully occupied for 13 days during December. At present Glan Irfon has 1 void bed.

Figure 1



## **Discharges**

The re-ablement model aims for a maximum stay of 42 days (6 weeks). There were 3 discharges in December, with the following details: -

Discharged to:

- 2 to own home
- 1 to DGH (Neville Hall)

Length of stay:

- 2 had exceeded the 6 week stay
- The average length of stay was 59 days
- The shortest length of stay was 34 days
- The longest length of stay was 94 days

At present in the unit: -

- 5 have exceeded the 6-week period,
- 4 of those are waiting for a care package
- 1 is planned for discharge (subject to the home being made suitable)

Specific details in relation to the above can be found in the spreadsheet if required.

## **Admissions**

During the month of December there have been 6 admissions into Glan Irfon.

Date of report: 31/12/2019

Health and Care Committee				
2019	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
13/01/20	Corporate Safeguarding Group Glan Irfon update			
Children's Services Placements and Accommodation (Springboard Project and Powys Residential Homes)				
	Child Exploitation Paper and Programme of Work Early Help Hubs			
27/01/20	Budget proposals FRM	deferred from November		
24/02/20	Finance/Performance Children's Services Workforce Development - Grow our own social workers Relaunch of Children's Services Front Door			
02/04/20	DETOC quarterly report Glan Irfon update Transformation of Older People's Accommodation Children's Services Journey of Transformation Children Services Early Help Strategy			
18/05/20	Finance/Performance Transitions Children's Services Intervention and Prevention Update Returning Children Closer to Home Children's Services Short Breaks Supported Accommodation 16+ Participation with children and young people			
29/06/20	Director of Social Services Annual Report 2019/20 Corporate Safeguarding report DETOC quarterly report Glan Irfon update Child Exploitation Strategy Children's Services Participation and MOMO Children's Services Practice Standards			
13/08/20				

<b>Health and Care Committee</b>				
28/09/20	DETOC			
	Glan Irfon Update			
	Carers			
	Adoption			
	EDT- Out of Hours Service			
02/11/20	Finance/Performance			
	FRM			
14/12/20	DETOC			
	Glan Irfon update			

By virtue of paragraph(s) 14 of Part 1 of Schedule 12A of the Local Government Act 1972.

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