

Health and Care Scrutiny Committee

Meeting Venue
Zoom

Meeting Date
Friday, 22 September 2023

Meeting Time
10.00 am

For further information please contact
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County Hall
Llandrindod Wells
Powys
LD1 5LG

15/09/2023

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

AGENDA

1.	APOLOGIES
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To receive apologies for absence.

2.	DECLARATIONS OF INTEREST
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To receive declarations of interest from Members.

3.	DISCLOSURE OF PARTY WHIPS
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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.)

4.	MINUTES AND ACTION LOG
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- (i) To authorise the Chair to sign the minutes of the previous meeting held as follows as a correct record:
- 02/06/2023
 - 07/07/2023

- (ii) To receive and consider the Action Log.
(Pages 5 - 22)

5.	CORPORATE SAFEGUARDING BOARD ACTIVITY REPORT
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- (i) To receive and consider a report of the Director of Social Services and Housing.
- (ii) To receive and consider comments from Officers regarding safeguarding in elective home education and procurement.

(Pages 23 - 30)

6.	WORK, LEISURE AND LEARNING PROGRAMME UPDATE
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To receive and consider a presentation from the Head of Commissioning and Partnerships.

(To Follow)

7.	WORK PROGRAMME
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To note the scrutiny forward work programme.

(Pages 31 - 34)

8.	EXEMPT ITEM
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To consider passing the following Resolution:

RESOLVED to exclude the public for the following item of business on the grounds that there would be disclosure to them of exempt information under category 3 of The Local Authorities (Access to Information) (Variation) (Wales) Order 2007).

The Monitoring Officer has determined that category 3 of the Access to Information Procedure Rules applies to the following item. 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.

9.	DIRECT PAYMENTS
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To receive and consider a presentation from the Head of Commissioning and Partnerships.

Committee Reflection

Following the close of the meeting, the Committee is asked to take 5 to 10 minutes to reflect on today's meeting.

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**MINUTES OF A MEETING OF THE HEALTH AND CARE SCRUTINY COMMITTEE
HELD AT BY ZOOM ON FRIDAY, 2 JUNE 2023**

PRESENT: County Councillor A Jenner (Chair)
County Councillors G E Jones, B Breeze, J Ewing, L Rijnenberg, C Robinson,
E Roderick, C Walsh and H Hulme

Cabinet Portfolio Holders In Attendance: County Councillors S Cox (Cabinet Member for a Caring Powys), S C Davies (Cabinet Member for Future Generations) and R Church (Cabinet Member for a Safer Powys)

Officers: Wyn Richards (Scrutiny Manager and Head of Democratic Services), Nina Davies (Director of Social Services and Housing) and Sharon Powell (Head of Children's Services)

1.	APOLOGIES
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There were no apologies for absence.

2.	ELECTION OF VICE-CHAIR
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RESOLVED that County Councillor Gareth E. Jones be elected Vice-Chair for the ensuing year.

3.	DECLARATIONS OF INTEREST
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There were no Declarations of Interest from Members relating to items to be considered on the agenda.

4.	DISCLOSURE OF PARTY WHIPS
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The Committee did not receive any disclosures of prohibited party whips which a Member had been given in relation to the meeting in accordance with Section 78(3) of the Local Government Measure 2011.

5.	MINUTES
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The Chair was authorised to sign the minutes of the following meetings as correct records:

27-01-2023
31-01-2023
31-03-2023

6.	CORPORATE SAFEGUARDING BOARD ACTIVITY REPORT
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Documents Considered:

- Corporate Safeguarding Board Activity Report.

Background:

- The report provided a summary of the information provided to the Corporate Safeguarding Board in March 2023.
- The report had been considered by the Cabinet in May, and would be considered by Governance and Audit Committee in June.

- Update on Safeguarding Audits and Action Plan.
 - Five additional actions had been proposed and added to the action plan.
 - The action plan would be built into the Regulatory Tracker and reported during the quarterly performance meetings.
 - Anything specific to an individual Service would appear in their Service tracker and also in their regulatory tracker.
 - Two actions had been completed:
 - Corporate Safeguarding policy and a one page summary of the policy;
 - Review the need for 2 DBS policies – the review was complete and now the Council had 1 DBS policy for the whole of Council.

- Feedback from Scrutiny and Cabinet
 - Feedback from the Committee and also the Governance and Audit Committee had been fed back to the Safeguarding Board.

- Service Corporate Safeguarding Audits / Self Assessments
 - Self assessments had been completed by all services which included a safeguarding audit as part of the self assessment workbook.
 - The results would be considered by the Self-Assessment Panels and then included in the Council's Self Assessment report.
 - The Safeguarding Board will be considering the results at its next meeting.

- Safeguarding in contract management.
 - A new 4 tiered approach to contract management framework was being developed supported by workshops and training.
 - The Council was researching how other Councils communicated expectations regarding safeguarding and standards required to suppliers. Once completed this would be communicated to live contracts and embedded in future tendering processes with a planned roll out from April 2023.
 - The new Commercial Performance and Risk Board would be monitoring the roll out of new contract management approach with performance captured on the commercial dashboard to allow reporting to scrutiny and governance.

- Child Performance and Child Employment.
 - Welsh Government had reminded Councils in 2022 of their statutory duties, rooted in 90 year old legislation and guidance had been updated in respect of child performance licences, child work permits and chaperone licences.
 - There was a lack of knowledge and understanding across the Council, organisations, employers and the public about the legislation and legal requirements.
 - More work was to be undertaken across the Council including strengthening cross departmental working, drafting a policy, and the issuing of communications.

- A Number of reports by exception were provided to the Board including - Young People’s Housing (16/17 year olds); Elective Home Education; Mandatory Safeguarding Training including VAWDASV; Adult Social Care Safeguarding Performance including Deprivation of Liberty Standards; Childrens Social Services Safeguarding Performance;
- Future Agenda Items to the Board included – Programming the Safeguarding Theme of the Month; Preparations for the annual national safeguarding week; annual private fostering report; Service Safeguarding Audits; Update on Safeguarding in Contract Management; Update on Child Performance Licences and Child employment Permits; Feedback on the National Safeguarding Week.

Issues Raised by the Committee and Responses Received:

Issues Raised by the Committee:	Responses Received:
<ul style="list-style-type: none"> • Would Young Farmers organisations who hold events annually need a licence. 	<ul style="list-style-type: none"> • Yes any group of individuals performing for the public have to have a licence. Clubs do generally do this for performers but there is a need for wider publication of the information so that all groups working with children are aware. Will be many next steps in respect of the provision of information.
<ul style="list-style-type: none"> • Mandatory Training – numbers increased. How is training to be rolled out to those with no access to computers. 	<ul style="list-style-type: none"> • Will include this information in the next report. Group training sessions are being provided as well as individuals being able to access information on personal phones.
<ul style="list-style-type: none"> • Training in schools is not recorded in the corporate information provided. The Committee wanted to see the training figures for schools and volunteers in contact with children figures included in the corporate figures. Has this been looked at. 	<ul style="list-style-type: none"> • The Director agreed to take this away and review.
<ul style="list-style-type: none"> • Elective Home Education – numbers have increased. Is there any information about the quality of the education and how it is measured. What are the age ranges. Do children tend to come in and out of elective education and what effect does that have. • There is also a need to look at themes and reasons behind why 	<ul style="list-style-type: none"> • The new guidance from Welsh Government places the responsibility on parents to evidence the quality of the education their children receive. This information will become clearer in future and it was suggested that the officer leading on this could come to scrutiny in future to provide clarification. • There are changes forthcoming in

<p>children are being home educated.</p>	<p>relation to elective education. Welsh Government are interested in numbers, roles and responsibilities. Elective education is also discussed at local and regional safeguarding boards.</p>
<ul style="list-style-type: none"> • Para 2.4 – contract management – 4 tier process. What is the timeline for the development – are we doing this or is it being undertaken by means of an external route. 	<ul style="list-style-type: none"> • Contracts – work is being undertaken by the Council’s Procurement Service following Cwmpas guidelines. The work was to be completed by April. It was suggested that Wayne Welsby (Professional Lead Procurement and Commercial Services) be invited to update Committee at the next meeting.
<ul style="list-style-type: none"> • Mandatory training has improved which is positive but probably only slightly. What timelines do we have to make sure that services get their staff to complete the training. How long do we allow staff to complete training. 	<ul style="list-style-type: none"> • Safeguarding training numbers are somewhat improved. There are no timelines set for staff to complete the training. Staff are expected to complete the training when they start working for the Council. It is unclear if there is a hard core of staff not undertaking training, but those who have not completed the training does include staff who are away for a myriad of reasons. Heads of Service receive reports on compliance and it is their role to ensure that undertake the training.
<ul style="list-style-type: none"> • What were the 5 actions agreed by the Board. 	<ul style="list-style-type: none"> • The updated action plan to be added to the report for future reports.
<ul style="list-style-type: none"> • Themes of the month – how are you hoping to communicate the themes of the month in a timely way. 	<ul style="list-style-type: none"> • The Board is considering this as well as considering a 12 month programme. If there are any training requires as a result of the themes then people will need advanced notice of this. The Board will consider how communications will be undertaken. It will probably use usual channels but could also use forums such as the Tenants Scrutiny Panel, children’s forums. (The Chair suggested using Schools and Community Council clerks, County Councillors, leisure centres)
<ul style="list-style-type: none"> • Self assessments – what peer reviews have there been of self 	<ul style="list-style-type: none"> • There have been Self Assessment Panels with Cabinet and EMT who

assessments.	challenge the information contained in the self assessments.
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Actions:

- Democratic Services to remind officers of actions previously agreed by the Committee and included in the Committee tracker.
- Director of Social Services to include information in next report about training undertaken in schools and by volunteers.
- Further information to be provided to the Committee about elective education including new guidance from Welsh Government. Also look at what are the reasons / themes of why children being home educated.
- Professional Lead Procurement and Commercial Services (Wayne Welsby) to be invited to attend a meeting to discuss contract management and safeguarding.
- Director of Social Services to include Action plan with the Board report in future.

Observations and Recommendations:

- None.

7.	WORK PROGRAMME
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Documents Considered:

- Work Programme 2023-24

Actions:

- Add Q1 performance reports onto work programme for September 2023.
- Issue Q4 performance information to the Committee through Teams.
- Write to Powys Teaching Health Board regarding the reconvened meeting – suggest 7 / 8 September.
- Meeting 07-07-2023:
- Annual Report of the Director of Social Services – issue to the Committee and seek comments via Teams.
- Extra Care – update report to be provided in July and scheduled for a further review in the Autumn.

County Councillor A Jenner (Chair)

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**MINUTES OF A MEETING OF THE HEALTH AND CARE SCRUTINY COMMITTEE
HELD AT BY ZOOM ON FRIDAY, 7 JULY 2023**

PRESENT

County Councillor A Jenner (Chair)

County Councillors:

G E Jones, B Breeze, J Ewing, C Robinson, E Roderick, E Vaughan, L Brighthouse and H Hulme

Cabinet Members in attendance:

County Councillors S Cox (Cabinet Member for a Caring Powys) and S C Davies (Cabinet Member for Future Generations).

Officers:

Wyn Richards (Scrutiny Manager and Head of Democratic Services), Nina Davies (Director of Social Services and Housing), Sharon Powell (Head of Children's Services), Sharon Frewin (Head of Adult Services), Rachel Evans (Head of Commissioning and Partnerships), Joanna Harris (Senior Strategic Commissioning Manager), Steve Holcroft (Policy and Customer Care Manager) and Katie Blackburn (Regional Director Powys, Llais).

1.	APOLOGIES
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Apologies for absence were received from County Councillor Liz Rijnenberg, County Councillor Chris Walsh and Lynette Lovell Director of Education and Children.

2.	DECLARATIONS OF INTEREST
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The Committee received the following Declarations of Interest from Members relating to items to be considered on the agenda:

Relationship between Llais and Powys County Council

- County Councillor Edwin Roderick declared a personal interest due to being a member of Llais.
- County Councillor Heulwen Hulme declared a personal interest due to being a member of Llais.

3.	DISCLOSURE OF PARTY WHIPS
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The Committee did not receive any disclosures of prohibited party whips which a Member had been given in relation to the meeting in accordance with Section 78(3) of the Local Government Measure 2011.

4.	RELATIONSHIP BETWEEN LLAIS AND POWYS COUNTY COUNCIL
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Documents Considered:

- Relationship between Llais and Powys County Council Presentation 07-07-2023

Background:

- Previously the Community Health Council had a remit solely regarding health services.
- Llais' remit now includes both health and social care services, not just health services provided by Powys Teaching Health Board.
- Going forward, Llais will still retain a strong relationship with Powys Teaching Health Board, and the Regional Director sits as an observer at Board meetings and meets on a fortnightly basis.
- Llais would like to develop a relationship between Councils and Scrutiny Committees.
- On 1 April 2023, the Act establishing Llais replaced the Community Health Councils.
- Llais is an independent statutory body, established by the Welsh Government.
- The body's legal name is "Citizen Voice Body for Health and Social Care, Wales", operating as "Llais".
- Llais is divided into 11 localities throughout Powys.
- Llais have two offices in Powys - Brecon and Newtown.
- Llais will no longer have nominated volunteers (i.e., from Welsh Government, County Councils, Third Sector), all members are volunteers in their own right.
- The new volunteering strategy for Llais offers flexibility, diversity, accessibility, and inclusivity, as well as learning support.
- Commitment to be flexible, allowing people to volunteer who previously may not have been able to under the Community Health Council model.
- Three core areas of activity:
 - Engage and gather people's views.
 - Work with decision makers at a local, regional and national level through making representations.
 - Provide health and social services complaints advocacy.
- Llais meets with Health Board and Local Authority complaint teams on a weekly basis.
- Part 4 – Section 17 of the Health and Social Care (Quality and Engagement) (Wales) Act 2020 imposes a duty on the NHS and Local Authorities to promote awareness of Llais' activities.
 - The legislation applies to all organisations who provide health and social care services to service users.
- Requests for Llais to access health and social care services and engage with individuals will be made in line with the Welsh Government Code of Practice.
- Representations will be addressed according to the Statutory Guidance on representations made by the Citizen Voice Body – Llais.
- Llais will work with people and make decisions according to the following:
 - Collaborating and partnering with the public, health and social care sector and the voluntary and community sectors.

- Independence in acting on behalf of the people of Wales.
 - Accessibility and inclusion, ensuring the needs of the diverse population of Wales are represented and that no-one is excluded.
 - Influence and advocacy for person-centred health and social care services in Wales.
 - Good governance so that resources are used for the greatest impact, with clear plans and priorities, transparency and accountability.
- Llais would like to ask the Authority to:
 - Raise awareness within the organisation and the communities served so that everyone knows about Llais' role.
 - Work with Llais to develop their ways of working to establish effective partnerships, ensuring the voice of communities are heard.
 - Help Llais to understand the key priorities and challenges for health and social care services in Powys.

Issues Raised by the Committee and Responses Received:

Issues Raised by the Committee:	Responses Received:
<p>The District General Hospital for many of our residents is in Hereford. I am told about concerns that residents are being treated as 'second-class citizens'. What powers do you have, if any, to influence that?</p>	<p>These types of comments are raised with the Health Board and Welsh Ambulance Trust to seek assurance. There is not any evidence that suggests this to be the case, however it is acknowledged that the feeling exists.</p> <p>The access to Hereford Hospital is one of the better routes to hospitals which are near our borders. If people are having issues, Llais would like to hear about these views, and Llais can then make representations to Powys Teaching Health Board.</p>
<p>Are Town and Community Councils included on the stakeholder list?</p>	<p>Yes, Town and Community Councils are on the stakeholder list which remains unchanged, however more groups will be added to the list going forward.</p>
<p>What enforcement powers do you have available?</p>	<p>Regarding Llais, we still have the right to communicate our concerns to the Minister, there is also the concept of judicial review available, although I hope we do not get to that stage. Good working relationships with the Local Authority should avoid this from needing to happen.</p>
<p>What are the plans for engaging with</p>	<p>Previously under the Community Health</p>

<p>hard-to-reach groups?</p>	<p>Council, we would speak to everyone in Powys about access to GP services. In Powys for the last 2 months, we have focused on a geographical are, in this instance it was Welshpool. We have focused on the wider communities, the carers, young and older persons, carers, schools and other organisations who we have previously not worked with. There are challenges due to resource, however the draft report is really interesting. We would like to specifically work with the Gypsy and Traveller community going forward.</p> <p>We have also established relationships with groups such as Dementia Powys. We have previously done work on loneliness and isolation in the farming community, there are many communities where we need to reach out to. If we work together with the community groups, we feel this would make our work much easier.</p>
<p>How are you managing with a team of seven? How many volunteers would you ideally need?</p>	<p>We would like around 11 volunteers to correspond to each of the 11 localities of Powys. If Councillors know people who would be interested, please forward them to Llais as the volunteering requirements are not as strict compared to the past, inclusivity and flexibility is a major factor. Volunteers can contribute as much as they are able to.</p>
<p>Do you have any resources we could share on social media and to share with residents?</p>	<p>We have electronic means for advertisement such as QR codes, although we are aware that these are not always accessible to all people. We also have posters, leaflets and business cards which can be given to individuals so they can make direct contact to Llais.</p>
<p>Would an officer of Llais be happy to attend Community Council meetings.</p>	<p>Yes, we want to engage and get the word out on Llais as much as possible so that should be possible.</p>

Actions:

- Share Llais resources to all Members of the Council.

Observations and Recommendations:

- The Director of Social Services and Housing recommended that Llais be invited to Full Council to provide an update on Llais' role, and to also provide a Member Development session on Llais.

5.	SOCIAL SERVICES COMPLIMENTS, COMMENTS AND COMPLAINTS REPORT 2022 - 2023
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Documents Considered:

- Social Services Compliments, Comments and Complaints Report 2022 - 2023

Background:

- Powys County Council has a statutory duty to have a complaints procedure in place.
- It is also a statutory requirement to produce an annual social services complaints report which is the report considered.
- The approach is based on “getting it right first time, and if we cannot, then putting it right as soon as possible”.
- Many comments are regarding financial aspects of providing care to individuals or issues with receiving Direct Payments.
- There has been a reduction in compliments, although this may be due to post-pandemic working arrangements.
- Analysis of complaints received:
 - Compliments have reduced since 2017.
 - Most complaints are handled at Stage 1 (the informal stage) rather than Stage 2.
 - Compliments are sorted into the following primary element categories:
 - Standard of work done.
 - Communication
 - Quality of service provided.
 - Provider Complaint.
 - Failure to adhere to policy/procedure.
 - Failure to carry out agreed actions.
- Complaint outcomes:
 - Every complaint is given an outcome of either “upheld”, “partially upheld” or “not upheld”.
 - The majority of complaint outcomes for Childrens Services were partially upheld.
 - A new system for managing complaints will be in place from 1 August 2023.
- Social Services Complaints Procedure (Regulations) Wales 2014 state that a complaint must be acknowledged within 2 days.

- This target is difficult to meet due to limited resources.
 - A receipt/acknowledgement cannot be sent until the details are known regarding how the complaint will be investigated, and who will investigate the complaint.
 - It is therefore difficult to meet the 2-day requirement, due to officer leave for example.
- The Regulation timescales for complaint resolution differ to those of the NHS. Officers are discussing these issues at the All-Wales Complaints Officers Group with Welsh Government, and understand that a review of the Regulations is likely to happen at some point in the future.
- Stage 2 complaints usually take 20-25 working days to investigate, once drafted the complaint report is checked for quality, and then forwarded to the Director of Social Services for sign-off, which can take an additional 20 working days.
- The time taken to issue a complaint report is being actioned, and the Director for Social Services has dedicated time to review and sign the complaint reports.
- Complaint handling improvement:
 - Services have been reminded to be aware of potential complaints, and to forward the complaints onto the Feedback Team as soon as possible.
 - The Feedback Team keep a log of actions that are agreed in monthly Quality Assurance meetings with representatives from both Children’s and Adult’s Services.
 - Actions are being undertaken to record all comments, compliments and complaints.
 - Internal resolution process established to ensure service providers resolve their complaints more quickly.

Issues Raised by the Committee and Responses Received:

Issues Raised by the Committee:	Responses Received:
<p>Could you go into the reasons why compliments and complaints might have been missed? Is the issue to do with how complaints are reported?</p> <p>Do social workers have any quick methods of reporting complaints? Is there an app system or document that ensures all complaints/compliments are documented?</p>	<p>We usually miss complaints if they do not come through the official complaints channel, which is online or via telephone or email. Sometimes complaints are made through a social worker by email which is accidentally missed amongst their caseload. The team would then action the complaint once received as soon as possible.</p> <p>There is no particular system to report the complaint by a social worker, although the complaint can be forwarded to the dedicated email for review by the Feedback Team.</p>

<p>If for example a social worker has done something in a different way which has worked particularly well for a family, how does the Feedback Team consider whether the compliment/feedback is considered as a lesson learnt to improve practice.</p>	<p>We are keeping a log and have changed the format of the annual report this year, by starting with compliments received. We discuss these compliments with the managers in the Operational Management Team and in Team Meetings.</p>
<p>What percentage of complaints revolve around communication between clients and Officers.</p>	<p>It depends, it is less of a problem in Adult Services but more of a problem in Children's Services. This may be due to clients' lack of understanding of how the services work, rather than issues caused by officers.</p>
<p>For future reports, please could we have a breakdown of the elements of a complaint for the next report? If we could also see any identified trends relating to differing services?</p>	<p>The new complaint recording system becoming live in August should allow that functionality.</p>
<p>Are you aware of complaints due to situations where there are unmarried couples who have a dispute relating to custody of their children?</p>	<p>Yes, we do occasionally receive complaints regarding that subject.</p>
<p>Regarding the recommendations made to Cabinet previously, are you happy that you have met these recommendations and provided feedback?</p>	<p>Yes, I believe we have actioned the main points.</p>
<p>Could the report include information on key performance indicators?</p>	<p>Yes, of course.</p>
<p>How will the new complaints reporting system differ to the current system?</p>	<p>The current system is old and can be slow at times. We have now developed an in-house solution with IT colleagues which should provide better insight into complaints in terms of statistical analysis.</p>
<p>Please can we have an explanation of the four week process for the complainant to receive a complaint report?</p>	<p>The Stage 2 complaints are dealt with by an independent investigating officer, we receive and scrutinise the report with senior managers, to see if the report has dealt with the complaint fully. Then we produce an accompanying letter for the Director to go back with the report, which can take time before the letter is correct, which is why it can take 20 working</p>

	<p>days.</p> <p>It is a statutory requirement that the Director must issue a letter.</p>
<p>When we are sending out a receipt of the complaint, with the four-week window, are complainants given information on this process?</p> <p>Is it clear that an independent reviewer will deal with the Stage 2 complaint?</p>	<p>Yes, we have a statutory obligation to inform complainants of the timescales regarding the complaint process. Usually, the complainant is updated every two weeks.</p> <p>For all adult cases, the Policy and Customer Care Manager will personally oversee the complaints and will update complainants on the progress of their complaint. For complaints relating to Children's Services, a panel of senior managers is responsible for overseeing and updating complainants.</p>

Actions:

None

Observations and Recommendations:

- Recommendation that the Annual Social Services Compliments, Comments and Complaints Report include actions for service improvement with linked KPIs.
- Recommendation to reduce the timeframe in processing and sending the final report in respect to Stage 2 complaints.

6.	ANNUAL REPORT OF THE DIRECTOR OF SOCIAL SERVICES
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Documents Considered:

- Annual Report of the Director of Social Services

Background:

- Social Services and Well-being (Wales) Act 2014 requires the Director of Social Services to produce the annual report.
 - The Director of Social Services is required to present the annual report to the Council.
 - The report will also be available to the Welsh Ministers and on the public PCC website.
 - The report is produced so that it can be easily read and understood by a range of audiences, guidance suggests the report should be no more than 25 pages.
 - The annual report is not a performance report, the guidance states that recital of data is unhelpful.

- This report is not a standalone exercise, it is an overview, monthly data analysis and performance reporting is undertaken behind the scenes.
- Welsh Government are consulting on the Rebalancing Care Programme, in addition to the template of the annual report. The template will likely be formatted differently next year.
- The draft report is presented to Committee for information and will be formally presented to the next meeting of Full Council.
- Challenges in Social Care:
 - There are recruitment and retention issues challenging the workforce across the Service including reliance on agency staff.
 - A key achievement is working with corporate colleagues in improving recruitment by utilising recruitment events and a quick application process for social care roles.
 - Issues in meeting statutory duties in Adult Services, in terms of reviews and establishing POC, in addition to court cases.
 - Issues with equipment availability and ongoing unpredictability in the provider market in terms of commissioning.
- Adult and Children's Services:
 - Children's Services have a new participation officer, which is outlined in the report.
 - Regular staff surveys and roadshows with officers within the service.
 - Ongoing work with the third sector.
 - Powys Older People's Forum has been expanded, with an age-friendly action plan in development.
 - Work underway for a Citizen's Charter regarding disabilities.
 - Compliments and complaints are used to understand lessons learnt to improve services.
 - Integrated Family Centre in Welshpool has been open since October 2022.
 - Work underway on the Closer to Home strategy.
- Commissioning and Partnerships:
 - Unpredictability in the provider market, impact on capacity.
 - Assurance that Commissioning are working with PTHB to put solutions in place.
- Children's Services challenges:
 - Budget deficit has been lowered, although work is still ongoing to further reduce the deficit.
 - Costs associated with the two managed social worker teams have produced a saving as they are no longer needed.
 - Grow our Own project – 10 newly qualified social workers who will be qualifying over the summer months.
 - National shortage of placements.
 - Development of residential provision.
 - Strengthening the 16+ provision.

Issues Raised by the Committee and Responses Received:

None

Actions:

None

Observations and Recommendations:

- Further items to be considered by the Committee:
 - Children’s Services budget situation.
 - Joint meeting with Health in December:
 - The transition between CAMHS and Adult Mental Health Services/therapeutic CAMHS threshold. To seek assurance on how situations can be resolved before pre-crisis point.
 - Pre-birth support as compared to services available in other regions.
 - Unaccompanied Asylum Seeking Children – concern that many of the children are being placed outside of the County.
 - How are we planning to support these children in a sustainable way, so they get the support they need?
 - What are the impacts on the assigned social workers?
 - Support for reducing sickness levels.
 - The Chair noted that this item could be considered when the Committee scrutinise the next quarterly budget.
- The Cabinet Member for Future Generations noted the issues raised by the Chair and will consider them at upcoming meetings to seek improvement.

7.	CLOSER TO HOME, RESIDENTIAL HOMES AND 16+ ACCOMODATION
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County Councillor Benjamin Breeze proposed the resolution for the Committee to move into a confidential session to consider the remaining agenda items, and was subsequently seconded by County Councillor Josie Ewing.

RESOLVED to exclude the public for the following item of business on the grounds that there would be disclosure to them of exempt information under category 3 of The Local Authorities (Access to Information) (Variation) (Wales) Order 2007.

The Health and Care Scrutiny Committee received and considered a confidential presentation regarding Closer to Home, Residential Homes and 16+ Accommodation, by the Head of Children’s Services.

8.	EXTRA CARE STRATEGY
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The Health and Care Scrutiny Committee received and considered a confidential presentation regarding the Extra Care Strategy, by the Head of Commissioning and Partnerships.

9.	WORK PROGRAMME
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Documents Considered:

- Health and Care Scrutiny Committee Work Programme.

Actions:

- To add the following items to the Committee's work programme:
- 22 September 2023 meeting:
 - If the Direct Payments paper is not available, Adult Services will instead be asked for a paper on services available for adults with disabilities.
 - Q1 Performance review to include staff sickness trends.
- 3 November 2023 meeting:
 - Foster Carer annual feedback review
 - Update on Unaccompanied Asylum Seeking Children – to cover:
 - Location of placements,
 - Types of support needed by the children according to their experiences,
 - Budgets,
 - Costs to the Council,
 - Intelligence from other Local Authorities.
 - Extra Care Strategy update for the 18 July 2024 meeting.
 - Budget updates if Q2 not available, item on efficiency savings instead – confidential session.
- 1 December 2023 meeting:
 - Therapeutic Attachment Team work relating to Children's Services.

County Councillor A Jenner (Chair)

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Powys County Council Scrutiny Report Template

Committee:	Health and Care Scrutiny
Date:	22 nd September 2023
Subject:	Corporate Safeguarding Board Activity Report, regarding June meeting.

1. Who will be the Lead Officer(s) / Lead Cabinet Member(s) presenting the report?

Name:	Role:
Nina Davies	Interim Director of Social Services and Housing
Councillor Church	Portfolio Holder for a Safer Powys

2. Why is the Scrutiny Committee being asked to consider the subject?

To scrutinise the way the Corporate Safeguarding Board monitors safeguarding across the whole Council, and progress against the Action Plan.

3. Role of the Committee:

The role of the Committee in considering the subject is to:

To read and note contents of the update regarding the Corporate Safeguarding Board, scrutinise the work and its impact, and provide constructive challenge to the Council about its safeguarding activity in an impartial and independent manner.

4. Key Scrutiny Questions:

What Key areas should the Committee focus on:

Summary of most recent Corporate Safeguarding Board activity including updates about work in progress, achievements, and action plans.

5. Guiding Principles for Scrutiny Members:

To assist the Committee when scrutinising the topic:

- 5.1 Impact the matter has on individuals and communities :
- 5.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality
[focus on value]
- 5.3 A look at any risks
[focus on risk]
- 5.4 Looking at plans and proposals from a perspective of:
 - Long term
 - Prevention
 - Integration
 - Collaboration
 - Involvement

[focus on wellbeing and future generations]

- 5.5 The potential impacts the decision would have on:
- protected groups under the Equality Act 2010
 - those experiencing socio-economic disadvantage in their lives (when making strategic decisions)
 - opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language [focus on equality and the Welsh language]

[focus on equality and Welsh Language]

Key Feeders (tick all that apply)

Strategic Risk	x	Cabinet Work Plan	
Director / Head of Service Key Issue	x	External / Internal Inspection	x
Existing Commitment / Annual Report	x	Performance / Finance Issue	
Suggestion from Public		Referral from Council / Committee	
Corporate Improvement Plan		Impacting Public / other services	
Service Integrated Business Plan			
Suggestion from Members			
Partnerships			

CYNGOR SIR POWYS COUNTY COUNCIL.

CABINET EXECUTIVE

For Cabinet 1st August 2023

For Health and Care Scrutiny 22nd September 2023

For Governance and Audit 29th September 2023

REPORT AUTHOR: Nina Davies, Interim Director of Social Services and Housing

SUBJECT: Corporate Safeguarding Board Activity Update

REPORT FOR: Information

1. Introduction

1.1 Cabinet is asked to note this update from the Corporate Safeguarding Board.

1.2 The Corporate Safeguarding Board met on 8th June 2023; this report summarises the information provided at that meeting.

2. Agenda discussions

2.1 Review of Progress against actions on Safeguarding Regulatory Tracker

The four actions on the tracker with a completion date that had passed were reviewed. The Board noted:

- The action requiring the publication of Lead Officer and Lead Member for Safeguarding's roles and responsibilities had been completed, so this action could be closed.
- The action requiring the Volunteer (Safer Recruitment) Policy was completed pending a few minor amendments; once completed this would be circulated to the Board, and the action closed.
- Actions relating the gathering of contractual monitoring information from services regarding their monitoring and address of safeguarding issues, and the clarification of Powys expectations of contracts regarding safeguarding training had taken longer than expected so the deadline reframed to end August.

[Quarterly Reporting - Corporate Regulatory Tracker 2022-2023 - 2022-2023 \(sharepoint.com\)](#)

2.2 Feedback from Cabinet, Health and Care Scrutiny and Governance and Audit Committee.

The Board were informed that the Activity Report arising from the March meeting was considered at the meetings below, with the resultant comments.

2.2.1 Cabinet on 23rd May accepted the report, noting the progress of the Actions in the Regulatory Tracker.

2.2.2 Health and Care Scrutiny on 2nd June requested that:

- a) the Elective Home Education Lead attends a future Scrutiny to explain the themes around children being educated at home. This was agreed.
- b) the Contracts and Procurement Lead attends a future Scrutiny to update on the changes in contract management. This was agreed.
- c) Safer Internet Usage could be a Safeguarding Theme of the Month, and that other methods of communication should/could be used including schools, town and community councils, leisure centres, County Councillors. This was agreed.
- d) The statistics about mandatory safeguarding training compliance in the future should include school staff and volunteers. The processes around this will be explored.

Scrutiny had asked what timeframe is set for staff to complete the mandatory training within – the Board were advised there is a two-week deadline.

Scrutiny had asked how staff without access to computers access the mandatory training. The Organisational Development Professional Lead was tasked with providing a Briefing on this. The Board were informed that hard copies had been provided successfully to staff and additionally the training was delivered at different times of day to suit their work pattern, both with positive outcomes; the following stats were provided

Catering and Cleaning	@ 1st Jan = 44.7%	@ 1st June = 85.8%
HTR	@ 1st Jan = 67.8%	@ 1st June = 96.6%

Scrutiny would like the Safeguarding Action Plan to be added to future Activity Reports. This was agreed – see 2.1 above.

2.2.3 The feedback from the Governance and Audit Committee on 23rd June (on the March Board Activity Report) will be fed into the September Board.

2.3 SWAP DBS Audit

The Board were provided with the Audit Report and Appendices. An Officer from SWAP Audit attended the meeting and confirmed the DBS Team gave high assurance, but some other areas gave a more limited assurance (Taxis, Foster Carers, Procurement) with improvements needed.

The Heads of Service responsible in those areas confirmed that remedial actions had been identified, agreed and had been or were in the process of being implemented. It was noted that the Actions from the DBS Audit will be incorporated into the Regulatory Tracker.

2.4 Safeguarding Audits/Self Assessments.

The Board were informed that further work was needed to analyse the information collated from the Safeguarding Audit section of Services' Self-Assessment.

To note at this stage

- Heads of Service had completed the template differently.
- Not all questions were relevant for every service area.
- Heads of Service had allocated a series of actions for themselves, lots of communication and reminders to staff will result.

As a result, the questions, potential inclusion of a moderation facility, document set up and guidance, needs review. This will be discussed at a future Board.

2.5 Preparations for National Safeguarding Week

Preparations for this event in November 2023 are in the early stages. Powys are hosting the National Safeguarding Conference on 16th November, with the theme being 'Safeguarding in Rural Communities'. Communications Team will link with the Safeguarding Leads around promotion and communications for this event.

2.6 Safeguarding Theme of the Month

Many cross-cutting themes were suggested as potentially suitable for the programme, including alignment with national awareness raising weeks. The suggestions were to be drafted into a table. The Board agreed subjects should be bite size to promote accessibility and understanding given the scope and variety of potential audiences.

2.7 Annual Private Fostering Report

The Board were informed that Private Fostering Arrangements fall within childcare legislation. This applies to any child under the age of 16 who moves into another household outside of their immediate family, such as that of a friend, for longer than 28 days. The Board were informed that the Local Authority has statutory duties to assess, undertake DBS checks and visit to ensure a child is safe and their needs are being met.

There have only been two private fostering arrangement notifications in the last twelve months, with two arrangements in place at the present time. Awareness raising is key, but the Board noted this should be to promote a sense of support and good outcomes rather than statutory intrusion. Guidance and support is available for social workers undertaking this less common area of work. The Private Fostering Report is to be circulated to all Councillors to increase their awareness and understanding.

2.8 Reports by Exception were provided as below:

a) Young People's Housing (16/17-year-olds):

The Board discussed options for young people who are homeless and the challenges therein, in particular Bed and Breakfast accommodation. It reflected on real life examples where this type of accommodation may be the 'least-worst' option for a young person, promoting their safety and better outcomes in comparison to other options that may increase their vulnerability.

The Board were informed that Housing Development Business Cases were being progressed to broaden the scope of creative housing options that may assist.

b) Elective Home Education:

The Board were informed that the Welsh Government Guidance on this matter had now been received, which will allow reflection on relevant and appropriate service developments.

c) Mandatory Safeguarding Training, including VAWDASV

The Board were informed that all service areas have increased their compliance with both Safeguarding and VAWDASV mandatory training.

The Board discussed that Childrens Services show a lower compliance (82%) than other service areas. The Service had reflected on whether their workers should in fact complete this training, given the raft of other safeguarding training they have to complete; but determined they would continue as it covers the basics and adult safeguarding. Compliance is being addressed through supervision sessions.

It was noted that the VAWDASV 'Ask and Act' training 91% compliance rate compares extremely favourably with other Authorities.

d) Adult Social Care Safeguarding Performance, including Deprivation of Liberty Safeguards.

The Board were informed that the Appointeeship and Deputyship Unit had received a positive outcome report following the inspection by the Office of the Public Guardian. This shows the work the quality of work and rigour needed to comply with the Office of the Public Guardian standards.

e) Childrens Social Services Safeguarding Performance

The Board were informed that whilst some dips had been identified in some areas of performance, the trajectory is showing overall improvement. Numbers of children on the Child Protection Register were low (around 100) in contrast to the twelve months previous.

3. Future Agenda Items, in addition to the standing agenda items, are currently to include

Meeting	Item	Lead
September	Safeguarding in Contract Management – progress update. Volunteer (Safer Recruitment) Policy Safeguarding VLOG for Members & Governors Safeguarding Self-Audits Theme of the Month Update about progress of Preparation for National Safeguarding Week (in Nov)	Prof Lead Procurement & Commercial Services, Commissioning HoS Rachel Evans WOD HoS Education HoS Director of SS & Housing All / Director of SS & Housing Safeguarding Senior Managers, Childrens & Adult Services
December	Feedback on National Safeguarding Week Child Performance Licencing and Child Permits – progress update	Education Manager & Designated Schools Safeguarding Lead
March		
June	Update on prep for National Safeguarding Week (annually, in November) <i>Annual</i> Private Fostering Report Services' Safeguarding Audits in Self-Assessments	Safeguarding Senior Managers, Childrens & Adult Services each Service Childrens Safeguarding Manager HoS

4. Other business included:

4.1.1 Home Office Anti-Terrorism Notifications.

The Board were informed that the Property, Planning and Public Protection Service had received correspondence regarding the anti-terrorism information sharing processes, in particular relating to notifications about individuals who do / may post a threat that live in Powys. The signing and

return of a Memorandum of Communication identifying the Prevent Lead would allow the Home Office to provide Powys with such notifications.

The Board resolved that the Prevent Lead (being a Senior Manager in the Public Protection Team) should receive the notifications.

2.10.2 Safeguarding Fora

The Board were informed that these multi agency learning and development sessions have now resumed (previously stopped by Covid). The first one held recently with 75 delegates looked at the subject of sexually harmful behaviour with an expert guest speaker.

The aim is to run two sessions a year, although this may be more as partner agencies are being encouraged to use the 'Safeguarding Fora' banner to run their own safeguarding learning events.

4. Future Corporate Safeguarding Board Meetings

4.1 Future meetings are scheduled for 15th September, 14th December 2023; 14th March 2024 and 13th June 2024

Recommendation:	Reason for Recommendation:
Cabinet receives this briefing as an update from the Chair of the Corporate Safeguarding Board.	To ensure Cabinet are fully sighted on work to date.

Relevant Policy (ies):	Corporate Safeguarding Policy		
Within Policy:	Y	Within Budget:	Y

Relevant Local Member(s):	All elected Members.
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Person(s) To Implement Decision:	N/A
Date By When Decision To Be Implemented:	N/A

Is a review of the impact of the decision required?	N
If yes, date of review	N/A
Person responsible for the review	N/A
Date review to be presented to Portfolio Holder / Cabinet for information or further action	N/A

Contact Officer:	Nina Davies, Interim Director of Social Services and Housing
Tel:	01597 827683
Email:	nina.davies@powys.gov.uk

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Date and Time	Type and Detail
19-10-2023 14:00 – 15:00	<i>Children's Services focus</i> Pre-Meet
19-10-2023 15:00 – 17:00 <i>(date to be rearranged)</i>	<ol style="list-style-type: none"> 1. Youth Services (TBC) 2. Foster Carer annual feedback review 3. Unaccompanied Asylum-Seeking Children including: <ul style="list-style-type: none"> • Location of placements, • Types of support needed by the children according to their experiences, • Budgets, • Costs to the Council, • Intelligence from other Local Authorities.
TBC	Work Programming
03-11-23 09.00 – 10.00	<i>Adult Services focus and Regular Items</i> Pre-Meeting
03-11-23 Fri 10.00 – 12.30	<p style="text-align: center;">Public Meeting</p> <ol style="list-style-type: none"> 1. Extra care strategy and delivery of strategy update – including potential questionnaire to service users (Adults) <p>Confidential session:</p> <ol style="list-style-type: none"> 2. Q2 Budget updates. If Q2 data not available, initial thoughts about current and future efficiencies (<i>reports to be circulated to Members to review before meeting</i>).
01-12-23 09.00 – 09:30	Pre-Meeting
01-12-23 Fri 09:30 – 13:00	<p style="text-align: center;">Public Meeting</p> <ol style="list-style-type: none"> 1. Q2 Strategic Risk Report 2. Corporate Safeguarding Board Activity Report 3. Therapeutic Attachment Team work relating to Children's Services. 4. North Powys Wellbeing Hub <p><u>Confidential session</u></p>

	<ol style="list-style-type: none"> 1. Safer Accommodation 2. Hospital Discharges 3. Rapid Escalation Plan 4. Joint working (Accelerated Sustainable Model)
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2024

Date and Time	Type and Detail
18-01-24	Pre-Meeting
18-01-24 Thurs 2.00 p.m.	<ol style="list-style-type: none"> 1. Day Centres Review Update <ul style="list-style-type: none"> • <i>Potentially speak to Service Users</i>
Jan	Work Programming
30-01-24	Pre-Meeting - Budget
	Adults
	Childrens
30-01-24 Tuesday 2.00 p.m.	Budget Scrutiny
09-02-24	Pre-Meeting (if required)
09-02-24 Fri 2.00 p.m.	Alternative Budget (if required)
08-03-24	Pre-meet
08-03-24 Fri 2.30 p.m.	<ol style="list-style-type: none"> 1. Q3 Performance and Finance
15-03-24 TBC	Self-Assessment

Date and Time	Type and Detail
11-04-24	Pre-Meeting
11-04-24 Thurs 10:00 a.m.	1. Corporate Safeguarding Board Activity Report
31-05-24	Pre-Meeting
31-05-24 Fri 10:00 p.m.	1. Election of Vice Chair 2. Q4 Risk Report (TBC)
	Work Programming
18-07-24	Pre Meeting
18-07-24 Thursday 2.00 p.m.	1. Annual Complaints Report 2. Annual Report of the Director of Social Services 3. Extra Care Strategy update
20-09-24	Pre-Meeting
20-09-24 Fri 10.00 a.m.	1. Q1 Performance and Finance (TBC)

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