

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**HEALTH & WELLBEING SCRUTINY COMMITTEE**

**MINUTES** of the meeting of the Health & Wellbeing Scrutiny Committee held at the County Borough Council Offices, The Pavilions, Cambrian Park, Clydach Vale, on Wednesday, 12<sup>th</sup> October 2016 at 5 pm.

**Present:**

County Borough Councillor R W Smith – in the Chair

**County Borough Councillors:**

(Mrs) A Calvert	(Mrs) S Rees	Mr D H Williams
Mr C Davies	(Mrs) M Tegg	
I Pearce	L G Walker	

**Officers:**

Mr G Isingrini – Group Director, Community & Children’s Services

Mr N Elliott – Service Director, Adult Services

Mr C B Jones - Service Director, Legal & Democratic Services

Ms J Nicholls – Senior Democratic Services Officer

Mr M Jones – Democratic Services Officer

**10. APOLOGIES**

Apologies for absence were received from County Borough Councillors W J David, J Davies, (Mrs) M E Davies, A S Fox, (Mrs) A Roberts and G Stacey.

**11. DECLARATIONS OF INTEREST**

**RESOLVED** - In accordance with the Code of Conduct, there were no personal declarations of interests made, pertaining to the agenda.

**12. MINUTES**

**RESOLVED** – to approve as an accurate record the minutes of the meeting of the Health & Wellbeing Scrutiny Committee held on the 8<sup>th</sup> September, 2016.

Matters Arising – Minute No. 7

Committee was informed that arrangements had been made for Members to visit the Extra Care Home in Talbot Green which is to take place on Tuesday 25<sup>th</sup> October, 2016 at 10.00 a.m.

**REPORT OF THE DIRECTOR OF LEGAL & DEMOCRATIC SERVICES**

**13. PROPOSED SCRUTINY WORK PROGRAMME**

The Senior Democratic Services Officer provided Members with an updated Work Programme for the 2016/17 Municipal Year to include the topics

requested for inclusion by members of the Health & Wellbeing Scrutiny Committee at the previous meeting.

The Group Director, Community & Children's Services suggested that the proposed item for the November 2016 meeting relating to the Choice Protocol meeting be amended to include the wider issue of delayed transfer of care and that a joint presentation be made by Local Authority Officers and colleagues from the Cwm Taf University Health Board. Members agreed that this would be beneficial.

The Chair of the Health and Wellbeing Scrutiny Committee raised concern in relation to timescales and asked if it was possible to complete the Work Programme in sufficient time. He was reassured that this would be achievable before the end of the 2016/17 Municipal Year.

Following discussions, it was **RESOLVED** to agree the Work Programme as set out in Appendix 1 subject to the additional item in relation to delayed transfers of care being included at the next meeting of the Health & Wellbeing Scrutiny Committee.

## **REPORTS OF THE GROUP DIRECTOR, COMMUNITY AND CHILDRENS SERVICES**

### **14. REPRESENTATIONS AND COMPLAINTS PROCEDURES ANNUAL REPORT**

The Committee was presented with the Social Services Annual Representations and Complaints report for 2015/16 which provided information on the background of the Social Services statutory complaints procedure, information on lessons learnt from complaints and performance data for Adults and Children's Social Services together with achievements for 2015/16 and future developments.

The Group Director, Community & Children's Services informed Committee that overall the report was very positive. He explained that the number of complaints received remains comparatively low and that Social Services continue to provide a robust and effective complaints procedure in line with the statutory requirements. He reported that very few complaints reached stage 2 of the complaints procedures and this was reassuring and testament to the work undertaken by the complaints team.

Following consideration of the report Members questioned the Group Director, Community and Children's Services.

Responding to a query as to why there is a rise in the number of complaints relating to the category 'Failure to provide a Service' the Service Director, Adult Services responded that there was no obvious trend or reason for the increase and there could be a number of reasons why a complaint would be included under this category, including a service user or their carer not

agreeing with the outcome of an assessment or review. The Service Director assured Members that each complaint would be investigated on its merit and no individual would be placed at risk.

Committee discussed the assessment process undertaken for admission into residential care and how a holistic approach is adopted by the local authority to ensure the appropriate package is provided for the individual. The Service Director added that hospital discharge coordinators, who are now based within hospitals along with hospital based social workers would ensure that accurate and appropriate advice relayed to patients and families alike.

Members raised concerns in relation to 'staffing issues' and queried whether this relates to a HR issue. The Service Director responded that this related to a service user or carer raising concern in respect to the behaviour and/or conduct an individual member of staff, which would be investigated and if deemed appropriate referred to HR for further action.

Committee agreed that overall the report demonstrated that the majority of people are happy for the Council to deal with their complaints at a local level and praised the department for providing a robust and effective complaints procedure.

The Vice Chair queried whether Scrutiny could become more involved and consider a specific area in greater detail and report back to the Committee with some positive outcomes. In view of this and further to discussions it was **RESOLVED**;

1. To note the work undertaken by the Social Services Complaints Team;
2. To form a small working group to consider the contents of the report in greater detail and report back its findings to the Health & Wellbeing Scrutiny Committee in due course.

## **15. CWM TAF MASH ANNUAL PERFORMANCE REPORT 2015/16**

The Group Director, Community & Children's Services presented Committee with the Cwm Taf MASH Annual Report for 2015/16 which outlined how Cwm Taf MASH had performed against its initial strategic aims and objectives and to reflect on whether it had made a difference to multi-agency safeguarding and to positive outcomes for children and adults risk in its first year of operation.

The Group Director informed Committee that the partners have evaluated the progress of the MASH and identified the key priorities for improvement for Year 2 summarised in the recommendations/next steps set out within the report. He reiterated the point the governance structure needs to be strengthened going forward.

The Service Director, Adult Services reported that significant progress had been made within Adult Services, who are now based within Pontypridd Police Station and, as a result, improvements made to adult safeguarding

arrangements. The Service Director confirmed that all MASH partners were committed and keen to build upon the achievements made in first year of operation.

In response to a question raised in relation to how agencies are coping with the increase in the workload (33% increase) the Group Director, Community & Children's Services confirmed that changes have been made to the way in which services are being delivered for example 'front end' services within Children's Services have been strengthened and a relocation of resources has been undertaken in order to meet the pressures. The Service Director, Adult Services added that Adult Services are now dealing with the issues in a more effective way, awareness has been raised and with better coordination now that the Adult Safeguarding team are based in MASH.

It was acknowledged that South Wales Police are committed to accommodating the growing hub.

A Member queried how MASH is promoted. The Group Director, Community & Children's Services confirmed that every opportunity is taken to promote MASH; it has received positive feedback and comments from stakeholders and has won two South Wales Police awards.

Members of the Health & Wellbeing Scrutiny Committee welcomed the report and agreed that there would be value in receiving an update in three months to further evaluate the progress of MASH (by means of a small working group).

Following a discussion, it was **RESOLVED** to endorse the recommendations set out in the report as follows:

- (1) Commitment to continuously strive to build upon and improve our partnership delivery for the benefits of vulnerable people within the communities of Cwm Taf;
- (2) Strengthening the governance structure and decision-making processes so that there is a clearer direction for the MASH going forward;
- (3) Improvements to the MASH infrastructure to support the effective management and sustainability of accommodation, resources and systems;
- (4) Establishing a performance and quality framework to demonstrate clear and positive outcomes for children, young people and adults at risk;
- (5) Enhancing the operational delivery of the MASH, including information-sharing, safeguarding processes, and consistent thresholds for decision-making;
- (6) Establishing the 'MASH Team' through a common vision, supported by effective internal and external communications and staff training and awareness-raising.

R W Smith  
Chairman

The meeting closed at 6.10 pm.