

**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 Tuesday 25<sup>th</sup> September 2018 at 5 pm.

**Present:**

County Borough Councillor R Yeo – in the Chair

**County Borough Councillors:**

A. Chapman	M. Forey	(Mrs) A Roberts
J. Davies	G. Hughes	G. Holmes
A. Davies- Jones	L. Jones	G. Stacey
L. De Vet	P. Howe	J. Williams

**Officers:**

Mr G Isingrini – Group Director, Community & Children’s Services  
Ms E Rees – Service User, Engagement  
Mr A Wilkins – Head of Legal Corporate and Democratic Services

**9. APOLOGIES**

Apologies for absence were received from County Borough Councillor M. Tegg and K. Jones.

**10. DECLARATIONS OF INTEREST**

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

**11. MINUTES**

**RESOLVED** – to approve as an accurate record the minutes of the meeting of the Health & Wellbeing Scrutiny Committee held on the 3<sup>rd</sup> July 2018.

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

## **12. CWM TAF SAFEGUARDING BOARD ANNUAL REPORT 2017/18**

The Group Director Community and Children's Services presented Members with the Annual Report 2017/18 for the Cwm Taf Safeguarding Board, Children, adult and Multi Agency Safeguarding Hub (MASH).

It was explained that the Cwm Taf Safeguarding Adults Board and the Cwm Taf Safeguarding Children's Board are the multi Agency partnership that have responsibility for the safeguarding adults and children at risk in Rhondda Cynon Taf and Merthyr Tydfil.

Members considered the report in detail and put forward their questions and observation. A Member asked if the increase in emotional abuse had anything do with the roll out of the new credit system with funding being cut for certain families on the bread line. The Group Director explained that there are many factor that impact on this such as family pressures, poverty, education etc.

A Member commented on the Multi Agency Safeguarding Hub (MASH) to be a success over the last 3 years however has there been any consideration regarding representation by housing associations to deal with issues of safeguarding. It was explained that any issues are considered by the Safeguarding Board.

The Representative from OPAG welcomed the report and commented on the outcomes and acknowledge the good work that is being done.

After further consideration Members RESOLVED to:

- Acknowledge the Cwm Taf Safeguarding Board Annual Report 2017/18 .

## **13. SOCIAL SERVICES ANNUAL COMPALINTS REPORT 2017/18**

The Service User, Engagement and Complaints Officer presented Members with the Annual Representations and Complaints report for 2017/18 which provided information on lessons learnt from complaints and performance data for Adult and Children's Services, together with achievements for 2017/18 and future developments.

Members were pleased to see the decrease of complaints at stage one compared to last yeas report and that the overall number of complaints received is comparatively low in contrast to the number of people that come into contact with Social Services annually.

Members commented on the pleasing number of compliments made regarding the Service and were pleased to see the number of complements made regarding the home care service. A Member asked if the compliments were passed on to the staff as it was felt that the staff on the ground need to know the work they do is an essential part of the service. In response the officers

explained that staff are informed and it noted on their personal file.

After in depth consideration Members complimented staff on their hard work and Commitment to the Service and it was **RESOLVED**:

- Agree the contents of the Report
- Acknowledge the work undertaken by the Social Services Complaints Team

#### **14. URGENT ITEM**

The Chair informed Members of what was on the work programme for the October Meeting and thanked Members of the Older Person Advisory Group for attending the Meeting and their contribution.

**The meeting closed 6:25pm**

Cllr R. Yeo

Chair