

# Public Document Pack



Neuadd y Sir  
Y Rhadyr  
Brynbuga  
NP15 1GA

County Hall  
Rhadyr  
Usk  
NP15 1GA

Monday, 5 October 2015

**Notice of meeting / Hysbysiad o gyfarfod:**

## **Adults Select Committee**

**Tuesday, 13th October, 2015 at 10.00 am,  
Council Chamber, County Hall, The Rhadyr, Usk, NP15 1GA**

### **AGENDA**

<b>Item No</b>	<b>Item</b>	<b>Pages</b>
1.	Apologies for absence	
2.	Declarations of interest	
3.	To confirm the minutes of the meeting held on 1st September 2015	1 - 10
4.	Turning The World Upside Down - Early autumn review of the project and the next stages	11 - 22
5.	Social Services Annual Complaints Report - Scrutiny of social service related complaints	23 - 38
6.	Adults Select Work Programme	39 - 48
7.	To confirm the date and time of the next meeting as Tuesday 20th October 2015 at 2.00pm	

**Paul Matthews**

**Chief Executive / Prif Weithredwr**

MONMOUTHSHIRE COUNTY COUNCIL  
CYNGOR SIR FYNWY

THE CONSTITUTION OF THE COMMITTEE IS AS FOLLOWS:

County Councillors:

P. Farley  
R. Harris  
R. Chapman  
R. Edwards  
M. Hickman  
P. Jones  
P. Jordan  
P. Watts  
A. Wintle  
D Hill  
D Husdon

## Public Information

### Access to paper copies of agendas and reports

A copy of this agenda and relevant reports can be made available to members of the public attending a meeting by requesting a copy from Democratic Services on 01633 644219. Please note that we must receive 24 hours notice prior to the meeting in order to provide you with a hard copy of this agenda.

### Watch this meeting online

This meeting can be viewed online either live or following the meeting by visiting [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk) or by visiting our Youtube page by searching MonmouthshireCC.

### Welsh Language

The Council welcomes contributions from members of the public through the medium of Welsh or English. We respectfully ask that you provide us with adequate notice to accommodate your needs.

# Aims and Values of Monmouthshire County Council

## Sustainable and Resilient Communities

### Outcomes we are working towards

#### **Nobody Is Left Behind**

- Older people are able to live their good life
- People have access to appropriate and affordable housing
- People have good access and mobility

#### **People Are Confident, Capable and Involved**

- People's lives are not affected by alcohol and drug misuse
- Families are supported
- People feel safe

#### **Our County Thrives**

- Business and enterprise
- People have access to practical and flexible learning
- People protect and enhance the environment

### Our priorities

- Schools
- Protection of vulnerable people
- Supporting Business and Job Creation
- Maintaining locally accessible services

### Our Values

- **Openness:** we aspire to be open and honest to develop trusting relationships.
- **Fairness:** we aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.
- **Flexibility:** we aspire to be flexible in our thinking and action to become an effective and efficient organisation.
- **Teamwork:** we aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

# Nodau a Gwerthoedd Cyngor Sir Fynwy

## Cymunedau Cynaliadwy a Chryf

### Canlyniadau y gweithiwn i'w cyflawni

#### Neb yn cael ei adael ar ôl

- Gall pobl hŷn fyw bywyd da
- Pobl â mynediad i dai addas a fforddiadwy
- Pobl â mynediad a symudedd da

#### Pobl yn hyderus, galluog ac yn cymryd rhan

- Camddefnyddio alcohol a chyffuriau ddim yn effeithio ar fywydau pobl
- Teuluoedd yn cael eu cefnogi
- Pobl yn teimlo'n ddiogel

#### Ein sir yn ffynnu

- Busnes a menter
- Pobl â mynediad i ddysgu ymarferol a hyblyg
- Pobl yn diogelu ac yn cyfoethogi'r amgylchedd

### Ein blaenoriaethau

- Ysgolion
- Diogelu pobl agored i niwed
- Cefnogi busnes a chreu swyddi
- Cynnal gwasanaethau sy'n hygyrch yn lleol

### Ein gwerthoedd

- **Bod yn agored:** anelwn fod yn agored ac onest i ddatblygu perthnasoedd ymddiriedus
- **Tegwch:** anelwn ddarparu dewis teg, cyfleoedd a phrofiadau a dod yn sefydliad a adeiladwyd ar barch un at y llall.
- **Hyblygrwydd:** anelwn fod yn hyblyg yn ein syniadau a'n gweithredoedd i ddod yn sefydliad effeithlon ac effeithiol.
- **Gwaith tîm:** anelwn gydweithio i rannu ein llwyddiannau a'n methiannau drwy adeiladu ar ein cryfderau a chefnogi ein gilydd i gyflawni ein nodau.

**Minutes of the meeting of Adults Select Committee  
held at County Hall, Usk on  
Tuesday 1<sup>st</sup> September 2015 at 10.00 a.m.**

**PRESENT:** County Councillor P. Farley (Chair)

County Councillors: R. Chapman, R. Edwards, R. Harris, M. Hickman,  
P. Jones, P. Jordan, P. Watts and A. Wintle.

**ALSO IN ATTENDANCE:**

County Councillor G. Burrows, Cabinet Member for Social Care,  
Safeguarding and Health attended the meeting by invitation of the  
Chairman.

County Councillor V. Smith.

**CO-OPTED MEMBERS:**

Mrs. D. Hudson

**OFFICERS IN ATTENDANCE:**

N. Needle	-	Changing Practice, Changing Lives Lead
T. Stokes	-	Finance Manager
J. Parfitt	-	Housing Renewals and Careline Manager
E. Parkinson	-	Integrated Services Manager
I. Bakewell	-	Housing and Regeneration Manger
N. Perry	-	Democratic Services Officer

**1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from County Councillor G. Howard and Mr. D. Hill.

**2. DECLARATIONS OF INTEREST**

There were no declarations of interests made by Members.

**3. PUBLIC OPEN FORUM**

We welcomed contributions from members of the public, during which time the following issues were raised:

Jenny Barnes, Secretary of CARE, addressed the Committee in order to raise concerns regarding the report on Mardy Park Resource Centre that had been issued to the Area Committee. The report was considered difficult to read and of little content. The main concerns highlighted were:

# MONMOUTHSHIRE COUNTY COUNCIL

## Minutes of the meeting of Adults Select Committee held at County Hall, Usk on Tuesday 1<sup>st</sup> September 2015 at 10.00 a.m.

- Access to and around the building – it was felt that there should be a review of access, to be integrated with developments at Mardy Park.
- The criteria for admittance to the services provided at Mardy Park – there was confusion surrounding the admittance of people with or without Alzheimers, what would happen if the facility was at full capacity and if what people wanted was taken into consideration.
- A clash of social services and health within Mardy Park – areas of concern related to the care of patients including lifting, catheters, turning, GP cover at Mardy Park, and health and social care in general.

Mr. Alan Jones submitted papers to the Chairman and requested that the issues raised were taken into consideration. One significant area of concern related to bed spaces being converted into office areas within Mardy Park.

#### 4. MINUTES

The Committee resolved to confirm and sign the minutes of the following meetings of Adults Select committee:

- 16<sup>th</sup> June 2015
- 30<sup>th</sup> June 2015
- 8<sup>th</sup> July 2015
- 20<sup>th</sup> July 2015
- 31<sup>st</sup> July 2015

#### 5. SCRUTINY OF THE REVIEW OF MARDY PARK

##### Context:

Members received a report in order to seek approval for the strategic direction and re-modelling of site and services at Mardy Park Resource Centre (MPRC).

Members were advised that an addendum had been issued following officers' further consideration of the report.

##### Key Issues:

The key issues were outlined as:

- All services at MPRC should have proportionate resources in relation to services and outcomes. The current budget was disproportionate to the services provided at the centre.
- The management levels at MPRC were disproportionate to the services and did not support an approach based on integration.

## MONMOUTHSHIRE COUNTY COUNCIL

### Minutes of the meeting of Adults Select Committee held at County Hall, Usk on Tuesday 1<sup>st</sup> September 2015 at 10.00 a.m.

- The wider community were not sufficiently clear on the role and purpose of the centre.
- Limited accommodation had an impact on the well-being of staff and their ability to undertake all necessary duties.
- Too much emphasis surrounded centre based services and opportunities to engage with the local community were not able to be taken.
- A need for additional car parking to be added to the Cabinet report.

#### **Member scrutiny:**

Following the presentation of the report Members were invited to comment, during which time the following points were noted:

A Member raised concerns surrounding £171,000 capital expenditure allocated for the car park development, and the fact that the figure had increased, but the car park seemed smaller. It was questioned if the work had gone out to tender or had been an internal contract. In response we heard that the work had gone out to tender following a feasibility study, the car park now being supplied was a result of the feasibility study. There were concerns regarding the high figure but the Committee were reassured that Property Services had gone through the correct tender processes.

It was confirmed that planning had been approved.

It was confirmed that the Intermediate Care Fund from Welsh Government had been drawn down, £146,000 of which would fund the additional car parking. The remaining £25,000 would be a contribution from 2015/16 Social Care and Health Revenue Budget.

A Member referred to the comments made during the Public Open Forum regarding access to MPRC and questioned if the issues would be addressed by the new car park. The Finance Manager advised the Committee that further information would be provided at a later date. **(ACTION – TS)**

The Cabinet Member expressed, that in accordance with the progress at Mardy Park, the issues surrounding the car park should be addressed to accommodate the greater flow in and out of the building, and would ensure discussions took place with the Team Manager to ensure development of the car park reflected this.

The Chairman confirmed that the Committee would welcome an update regarding the issues surrounding access at Mardy Park.

Following a presentation of the report detailing the re-modelling of the site Members raised the following points:

## MONMOUTHSHIRE COUNTY COUNCIL

### Minutes of the meeting of Adults Select Committee held at County Hall, Usk on Tuesday 1<sup>st</sup> September 2015 at 10.00 a.m.

A Member questioned the strategic direction of Monmouthshire County Council and the over-arching purpose of Adults Services in helping people live their own lives, and if the public had full understanding the objectives and outcomes. In response we heard that it was difficult to communicate something so complex and diverse. A key fundamental principle was to provide experience in terms of helping people understand. Officers were looking how to communicate information in line with the Social and Wellbeing Act.

The Chairman agreed that communication was key and public perception could be that the service was being diminished. It was imperative that the alternative, better way of delivering the service should be emphasised. It was suggested that communication via local newspapers, creating promotional features, would be helpful as not all members of the public had access to the internet. Communication via the work of local groups would also be useful. The Chairman stressed that there should be a clear, coherent communication strategy. **(ACTION – NN / CR/ AB)**

The Chairman recommended that the Communications team be invited to visit Mardy Park.

A Member questioned if there were occasions when staff or professionals would visit clients at their home, rather than them having to attend Mardy Park. The Changing Practice, Changing Lives Lead explained that option was being considered under the review, and was part of the way forward.

Concerns were raised regarding the frequent mention of volunteers in terms of people being able to reach the centre, due to its location and the lack of bus service. We were informed that the volunteering aspect centred round the community café and the centre grounds. A volunteer co-ordinator had been appointed in order to recruit, provide support, and to ensure a positive experience for volunteers.

We heard that officers would be attending Abergavenny Action 50+ to provide a presentation on Mardy Park.

It was recognised that even though we were discussing Mardy Park, there was an extensive list of areas to benefit from volunteers including Social Care, Museums, Hubs, and Citizens Advice, therefore it was essential to provide an attractive service in order to engage people.

We heard that with regards to recommendation 3, item 7.18, appendix 1 of the report stating: *“following the review of people attending, consideration should be given to reducing the days to 6 or 5 days per week. This would support a more flexible staffing model as detailed above”* there were no timescales set but testing would be carried out prior to new models being established.

The Chairman expressed that the new model would need to take the transport issues into consideration, and questioned if there were opportunities to use the Grass Routes service. It was hoped a volunteer driver service would be developed. The Chairman recommended discussions take place with the Transport Unit **(ACTION – NN/CR)**



# MONMOUTHSHIRE COUNTY COUNCIL

## Minutes of the meeting of Adults Select Committee held at County Hall, Usk on Tuesday 1<sup>st</sup> September 2015 at 10.00 a.m.

The Cabinet Member for Social Care and Health explained reasons for changes recommended regarding the staffing structure were that, historically, Mardy Park had been based on a residential care model. Going forward, the management structure would be practitioner led.

Following a question regarding respite beds and end of life care we were informed that the new model aimed to extend the choice and range of service models available. It was confirmed that there had been no instances of insufficient facilities, i.e. people turned away, at Mardy Park. We were informed that the issue would be discussed in further detail at a future meeting with the health board.

### **Recommendations:**

Recommendations outlined in the report required that:

- Members recommend Cabinet approval to the development of the new service models namely:
  1. The development of a new day therapy/rehabilitation unit.
  2. The introduction of new approaches to short term respite.
  3. The consolidation of day services operating six days per week.
  4. The consolidation of residential services to be supported on one wing.
  5. The provision of nurse led 'hot' clinics re-sited from Neville Hall Hospital.
  6. The provision of Memory Assessment Services re-sited from Maindiff Court Hospital.
- Members recommend Cabinet approve the revised staffing structure supporting the new models of support at MPRC which supports the delivery of savings within Mandate 34.
- Members note that there may be possible future redundancy costs and once the financial costs are finalised, a further report to be submitted for approval by Cabinet.
- Members endorse Cabinet to recommend to Council inclusion in the capital budget for the expenditure of £171,000 on additional car parking at MPRC to be funded by: £146,000 Intermediate Care Fund grant and £25,000 contribution from the 2015/16 Social Care and Health Revenue Budget.

## MONMOUTHSHIRE COUNTY COUNCIL

### Minutes of the meeting of Adults Select Committee held at County Hall, Usk on Tuesday 1<sup>st</sup> September 2015 at 10.00 a.m.

#### **Committee's Conclusion:**

Chair's Summary:

The Committee acknowledged the change of direction for Mardy Park and made the noted staffing and leadership issues were being addressed.

The Committee wished to see a renewed effort regarding communication.

It was noted issues surrounding the car park and access to the building would be addressed.

The recruitment and retention on volunteers would be followed up, with communication and transport being areas of consideration.

The Committee suggested a mini-board be established, to include volunteers and Members e.g. Friends of Mardy Park. **(ACTION – NN/CR)**

Members resolved to endorse the report, taking into account the recommendations of the Committee.

## 6. PERFORMANCE REPORT ON DIASBLED FACILITIES GRANTS

#### **Context:**

Members received a report introduced by the Housing and Regeneration Manager and were asked to consider the capital budget provided to support Disabled Facilities grants (DFGs) and Safety at Home grants (SAHs) and the impact in relation to service performance and on Social Care and Health Services.

#### **Key Issues:**

Under the provisions of the Housing Grants, Construction and Regeneration Act 1996 and the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002, the Council had a statutory duty to provide DFGs within six months of receiving a valid application. Failure to do so would create the risk of legal challenge. It also had discretion to provide SAHs. Since 2006 a capital budget of £600,000 had been provided annually to fund grants. Broadly, the budget was split into £500,000 to support DFGs and £100,000 to support SAHs. The budget had been affected by the ongoing rate of inflation.

DFGs were available to residents whose need for home adaptations had been assessed by the Council's Occupational Therapy Service. Some DFGs were means

## MONMOUTHSHIRE COUNTY COUNCIL

### Minutes of the meeting of Adults Select Committee held at County Hall, Usk on Tuesday 1<sup>st</sup> September 2015 at 10.00 a.m.

tested and all were capped at £36,000. The Council had an option, which it had exercised, to offer fast track DFGs where the applicant was on a statutory benefit and the cost of works was below £5,000. This had been beneficial to clients to help reduce DFG turnaround, thereby, positively, impacting upon the statutory PI.

Extremely positive feedback had been received about adaptations financed by DFG's with high customer satisfaction scores of 95% regularly being achieved.

SAHs were intended for smaller works such as handrails, half steps and minor alterations often costing less than £500, but would make a dwelling much safer for disabled residents.

Both DFGs and SAHs played a key role in facilitating hospital discharge and in preventing the need for admission as homes would be safer.

In 2014/15 the DFG budget was supplemented by one off additional funding of £100,000 from the Welsh Government's Intermediate Care Fund but that has not been repeated in the current financial year.

#### **Member Scrutiny:**

We were advised that the Cabinet Member with responsibility for Environment, Public Services and Housing had expressed apologies for absence.

Members noted that the lack of funding was an issue and suggested arranging a cost benefit analysis as a matter of urgency.

A Member suggested that with planning in mind, houses should be developed to accommodate the needs of people, such as downstairs shower rooms. The Chairman suggested discussions between Planning and Social Care and Health should take place.

A Member suggested that the Authority was failing in its statutory responsibility to provide DFGs. It was questioned if there was a charge back system against the properties benefitting from DFGs. A suggestion was made that the Authority looked at prudential borrowing and allocated those funds to DFGs with the hope of recovering in the future when the person moves on.

We were informed that statutory rules stated that there was no claw-back system for grants for children. With adults, under £5,000 there was no claw-back, over £5,000 could be clawed-back over a period of 5 years. Every grant would be registered with Land Charges in order to be reclaimed.

We heard that the £2.7 million had been the original SEG fund from Welsh Government, reduced to the £600,000 budget decided by Monmouthshire County Council. The Chairman questioned if a forum was in place where the financial issues could be discussed. The Finance Manager explained the Capital Programme would be put to Council for agreement, where alternative ways of financing the scheme could

## MONMOUTHSHIRE COUNTY COUNCIL

### Minutes of the meeting of Adults Select Committee held at County Hall, Usk on Tuesday 1<sup>st</sup> September 2015 at 10.00 a.m.

be discussed. Members agreed for the matter to be highlighted to the Head of Finance **(ACTION-TS)**.

The Integrated Services Manager added that officers were working with the Health Board and the Neighbourhood Care Network, looking towards a more pooled and integrated service. It was recommended the discussion be added to the agenda when the Health Board attends an Adults Select Committee later in the year.

The Cabinet Member suggested that funding be accessed through the Revenue Budget rather than the Capital Programme.

#### **Recommendations:**

The report recommended that the Committee note the contents of the report and the implications for the processing times for both DFG and SAH grants.

#### **Committee's Conclusion:**

Chair's Summary:

The Chairman thanked officers for the report and highlighted the following points:

- The Committee would welcome an exploration of financing options, noting that the Finance Manager would take forward on behalf of the Committee **(ACTION-TS)** Also taking into consideration the suggestion made by the Cabinet Member of using the Revenue Budget.
- Pooling budgets to be an ongoing discussion with the Health Board – to be brought forward as a future agenda item.
- Housing and Regeneration Manager to act as ambassador for the Committee at the Capital Working Group **(ACTION – IB)**

## 7. REVENUE & CAPITAL MONITORING 2015/16 PERIOD 1 OUTTURN FORECAST STATEMENT

#### **Context:**

We received a report to provide Members with information on the forecast revenue outturn position of the Authority at the end of period 1 which represents month 2 financial information for the 2015/16 financial year.

## MONMOUTHSHIRE COUNTY COUNCIL

### Minutes of the meeting of Adults Select Committee held at County Hall, Usk on Tuesday 1<sup>st</sup> September 2015 at 10.00 a.m.

#### **Members Scrutiny:**

Members noted that the Committee had not received an update for the end of year position. The Finance Manager would look to reschedule for the next meeting **(ACTION – TS)**.

A request was made to receive a simple update to demonstrate the differences between the current report and the previous year, highlighting any areas of concern.

We were informed that Adult Services showed an underspend of £97,076 after allocating £60,000 to Children's Services.

We noted an underspend in GWICES of £9,000 following a re-negotiation in how the budget was financed, which would come into effect 2016/17. However, we had benefitted from advanced stock purchases in 2014/15 by the Intermediate Care Fund.

Concerns were raised regarding the over and underspends, and where there were underspends were the budgets set too high. The Finance Manager explained that where this was the case, long term reasons would be identified and addressed.

Concerns were raised that three 'red' areas for Adult Services were Mardy Park, Severn View and Monnow Vale, with an explanation of the adverse figure for Monnow Vale being due to the PFI and contribution charges being more than budget. We heard that the impact of PFI in the budget related back to 2005 when Monnow Vale was set up and the budget was not adequately set up to cover the PFI and cash contribution into the running of Monnow Vale. The Finance Manager reassured Members that as a member of the board all efforts were made to ensure value for money.

#### **Recommendations:**

Members were recommended to:

- Assess whether effective budget monitoring is taking place,
- Monitor the extent to which budgets are spent in accordance with agreed budget and policy framework,
- Challenge the reasonableness of projected over or underspends, and
- Monitor the achievement of predicted efficiency gains or progress in relation to savings proposals.

#### **Committee's Conclusion:**

Chair's Summary:

The Chairman expressed the thanks of the Committee for the report.

The Committee resolved to accept the report

**MONMOUTHSHIRE COUNTY COUNCIL**

**Minutes of the meeting of Adults Select Committee  
held at County Hall, Usk on  
Tuesday 1<sup>st</sup> September 2015 at 10.00 a.m.**

**8. WORK PROGRAMMING**

We noted the Adults Select Committee Work Programme.

**The meeting ended at 12:50 pm.**

<b>SUBJECT:</b>	<b>Turning the World Upside Down</b>
<b>DIRECTORATE:</b>	<b>Social Care and Health</b>
<b>MEETING:</b>	<b>Adults Select Committee</b>
<b>DATE:</b>	<b>13<sup>th</sup> October 2015</b>
<b>DIVISION/WARDS AFFECTED:</b>	<b>All</b>

## 1. PURPOSE:

To update the Adults Select Committee on the process of transformational change of at home support.

## 2. RECOMMENDATIONS:

That the Adults Select Committee endorses the approach to Turning the World Upside Down and review progress and the approach at regular intervals.

## 3. KEY ISSUES:

The Position Statement and Way Forward Document attached as Appendix 1 outlines the scale of the challenge to turn the world of at home support upside down, the efforts made to date as well as the plan to make this a reality.

Specifically it seeks the Adults Select Committee's support to:

- Change the conversation about the way at home support is offered through the independent sector;
- Build relationships with like-minded providers and start to experiment about providing at home support in a very different way under very different commissioning conditions and thereby really start Turning the World Upside Down.

## 4. REASONS:

- With the exception of a discrete, in-house, trailblazer - the Raglan Project (which is being rolled out across in house at home support), all current at home support services are based on the traditional model of time allocated slots to provide personal care tasks.
- Commissioned at home support is delivered via a framework agreement with five providers. This agreement has been extended for a further two years until March 2016 to enable the development a longer term strategic approach to how we support people at home. A significant proportion of at home support is provided outside of this contract through a number of approved providers.
- Over the last three years the Council has developed a clear strategic direction which firmly places the person at the centre. In accordance with this, the future approach to at home support must be sustainable and strength based, enabling people to take responsibility for their own lives and promoting independence.

- In accordance with the new Adult Social Care Commissioning Plan, our commissioning approach must encourage the development of more cohesive and trusting relationships with providers and potential providers.

## **5. RESOURCE IMPLICATIONS:**

Understanding the financial implications and potential constraints of Turning the World Upside Down has been built into the work programme for the next phase. In embarking upon this transformational change we are mindful of the financial challenges facing local government.

In terms of the resources needed to realise the ambitious outcomes, we are conscious of competing priorities within a limited staff group and also the potential need for expert help. Should additional support be required the necessary permissions will be sought.

## **6. EQUALITIES AND SUSTAINABILITY CONSIDERATIONS**

An Equalities Impact Assessment Challenge is attached as Appendix 2.

## **7. CONSULTEES:**

Julie Boothroyd, Head of Adult Services

## **8. BACKGROUND PAPERS:**

Adult Social Care Commissioning Plan 2014-2017

## **9. AUTHOR:**

Shelley Welton, Lead Commissioner - Transformation  
Ceri York, Group Manager, Service Development and Commissioning



**TURNING THE WORLD UPSIDE DOWN**  
**AT HOME SUPPORT IN MONMOUTHSHIRE**  
**A POSITION STATEMENT AND WAY FORWARD**

This paper sets out details of:

- the current provision of at home support in Monmouthshire.
- steps taken to change the conversation about the way at home support is offered through the independent sector;
- as a result, how we might move such conversations forward and experiment to develop a new approach by 'Turning the World Upside Down'.

### **1. The Current Provision of At Home Support**

Domiciliary care or at home support is the single largest area of care and support which Monmouthshire County Council offers. In 2012/13 the total spend across adult social services was £26.3 million, a significant proportion (37%) of this was spent on at home support.

With the exception of a discrete, in-house, trailblazer - the Raglan Project, all current at home support services are based on the traditional model of time allocated slots to provide personal care tasks although the Council has agreed to roll out the Raglan Project across in house at home support. Since April 2011 the Council has had a contract in place with five providers of at home support services via a framework agreement. Currently these contracts have been extended for a further two years until March 2016 to enable the development a longer term strategic approach to how we support people in their own homes. A significant proportion of at home support is provided outside of this contract through a number of approved providers.

Over the last three years the Council has developed a clear strategic direction which firmly places the person at the centre. In accordance with this, the future approach to at home support must be sustainable and strength based, enabling people to take responsibility for their own lives and promoting independence. The support offered to people must be geared to the achievement of their own outcomes and solutions that support their vision of a good life. Many of these themes are picked up in the Social Care and Well-being (Wales) Bill and as a result must be key tenets of our future approach.

In order to meet the challenges of the future, the Council also needs to commission in a very different way and the recent production of our three year Adult Social Care Commissioning Plan marked the start of that journey. In developing a different approach to at home support we are committed to working with people in their communities to understand

what is most important to them, what suits their locality best and how together we can make this a reality. Our commissioning approach must encourage the development of more cohesive and trusting relationships with providers and potential providers.

In embarking upon a new approach we are also aware local government is experiencing unprecedented financial challenges.

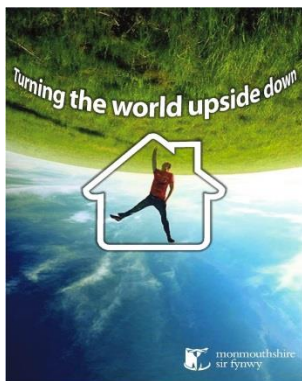
## **2. Changing the Conversation**

**Principles:** We have developed and tailored the following principles to underpin our future approach to at home support:

**Monmouthshire's future approach to at home support will be:**

- ✓ Individually tailored, building on people's strengths and enabling them to retain control and choice in their lives. Supporting people to make their contribution.
- ✓ Inherently flexible; able to flex and adapt to the people it supports.
- ✓ Focused on supporting people to achieve the outcomes which matter to them.
- ✓ Built upon a recognition of the strength of local and community connections.
- ✓ Based on open communication and continuous engagement.
- ✓ Co-produced to deliver a shared vision.
- ✓ Founded on the basis of trust and good relationships.
- ✓ Fair, offering equity for all.
- ✓ Sustainable.
- ✓ Dynamic capable of responding to a changing world.

**Turning the World Upside Down:** In pursuit of a new approach to at home support, in late May 2015 providers across the UK were invited to Humble by Nature Farm to help us 'Turn the World Upside Down'. A great deal of effort was invested in signalling change in particular, in the imagery, the message and the media used.



The invitation design, its distribution and the high profile social media campaign which accompanied it, was designed to attract different and varied providers and potential providers of at home support. This proved very successful with a blend of participants from a variety of geographical locations, some well-established in Monmouthshire, others new to the county, some current providers of at home support, others considering how they might offer such support.

The location of the event on a farm was deliberate both in terms of acting as a metaphor for change and as being very different. To ensure that we were able to engage deeply with potential partners we held four events and restricted attendance at each to approximately 25. The content of the events was also deliberately provocative. Through a series of participative workshops, attendees were immersed in Monmouthshire's values, principles and practice in adult social care.



The key outcomes of the four days are very clear and consistent with our aspirations:

- We clearly signalled a desire and commitment to change.
- We enthused and encouraged existing and potential providers to work with us to develop a new model for at home support in Monmouthshire. We now have a significant and active list of partners with whom we are continuing to engage with to understand their philosophies and aspirations better.
- We gauged significant but realistic levels of interest and potential in working with us in very new ways.
- We started the process of thinking differently and creatively about at home support.



**Experiments:** The extensive best practice research undertaken at the outset of the project revealed that whilst a number of authorities had published plans to move towards more outcome focused, person centred models of at home support, very few had been able to deliver it. It was

our analysis that the need to specify a system in detail for contractual purposes and proceed through a tightly defined procurement process appeared to quash the creativity and originality perceived at the modelling stage.

With this in mind we felt that our modelling should go a step further than arriving at a good model on paper and then seeking to procure it. We feel that we should understand how a new approach to at home support will look and feel like in practical terms before approaching the market. In line with practice in adult social care, we have decided to embark on a series of experiments based on developing an approach to at home support which delivers our key principles.

The workstreams set out in Section 3 of this paper will ensure that the experiments and our subsequent approach are developed in a manner that is consistent with governance requirements and dovetails with the current operation of at home support to either enhance it or provide solutions to present challenges.

### **3. Implementing the Turning the World Upside Down Approach**

Having kicked off the process with the Turning the World Upside Down events and having reflected upon their outcomes, we have developed the following three workstreams to build upon the relationships and enthusiasm generated and enable us to move further towards a new approach to at home support



## **Workstream 1: Governance**

The key areas for exploration around governance have been identified as:

- **Procurement:** Ensuring compliance with the new EU Regulations and current Council Contract Procedure Rules during the experiments and of the future model.
- **Assurance:** Developing an assurance approach which is inclusive and supports a relationship based approach. Using the experiments to test and refine our approach.
- **Accreditation:** Determining an proportionate and appropriate accreditation process to facilitate the experiments.
- **Equalities:** Ensuring that the Turning the World Upside Down experiments and the emerging approach is Equalities Act compliant.
- **Finance:** Understanding and accommodating the financial consequences of the experiments and the new approach.
- **Approvals:** Ensuring that appropriate decision making takes place around the new approach.

## **Workstream 2: Experiments**

The key to moving from principle to practice is via a series of experiments. Whilst the very nature of an experiment means that we don't need to get it all right at the outset, it is important we use our experimental approach to understand the potential and problems in moving to a more relationship based, person centred approach. To achieve this, key areas for exploration in introducing a series of experiments have been identified as:

- Determining the hypotheses that we will test through the experiments. Some early suggestions are as follows:
  - There are groups of people in small communities who will come together to provide at home support
  - We can support people with dementia to do what matters to them from home
  - We are able to support people to achieve what matters to them from home in rural and isolated areas
  - We can provide at home support tailored to what matters to people with complex needs
  - We are able to support older people to do what matters to them from home in densely populated areas where time allocations are limited.

- Through a variety of media, we can enable people to choose their own carer.
- Identifying individuals and areas that may offer the opportunity for experiments, to plan how this could be introduced and overcome any transitional issues.
- Ensuring that the experiments do not just touch the delivery of at home support but also enable us to fundamentally challenge the way care managers and commissioning approach and consider it. Developing a relationship based commissioning approach.
- Enabling maximum learning and evaluation from the experiments to shape our overall Turning the World Upside Down approach.

### **Workstream 3: Relationships**

We firmly believe that the key to our Turning the World Upside Down approach is relationships; relationships between the commissioner and provider, relationships between the individual and their carer, relationships between care management and providers on the patch. The first key areas for exploration around developing a relationship based approach to at home support have been identified as:

- Developing an insight into each of the providers who expressed an interest in coming with us on the Turning the World Upside Down journey in terms of their purpose, size, specialisms, purpose, etc. Finding out whether they are indeed like-minded, creative and courageous.
- Asking providers that we are interested in to showcase their values, talents and ideas as they relate to at home support. Initial thoughts are that this would be a very general request allowing providers to interpret it as they see fit.
- Continuing and deliberate conversations with providers selected to experiment and those for whom future opportunities may arise.

### **The Timeline**

Phase 2 of Turning the World Upside Down is all about bringing a concept into day-to-day support. Such a process is multi-faceted and needs the involvement of many. In the timeline below we have attempted to plan key events into an overarching timeline.

Whilst we recognise that having 'fired the starting gun' we need to ensure pace, we must also be mindful that this is the fundamental transformation of a long established modus operandii that will only truly change if people believe it is viable and achieves better outcomes; they need to be taken on the journey.



#### **4. Review and Reflection**

We will only succeed in turning the world of at home support upside down if we deliberately and regularly take the opportunity to review and reflect upon our journey and its impact. To help us do this it is proposed to create the following opportunities:

- Provide regular updates and opportunities for reflection to Social Care and Health Departmental Management Team and Adult Select Committee.
- Redesign the current Domiciliary Care Forum to enable involvement in the development of the new approach and as a means of obtaining feedback.

Version 2/SJW/280915

<b>Equality Impact Assessment – Initial challenge</b>		
<b>Turning the World Upside Down</b>		
<b>(the negative impacts you will need to mitigate and the positive impacts you will want to promote)</b>		
<b>Issue (or protected category)</b>	<b>Negative impact</b>	<b>Positive Impact</b>
Any population group	Developments could be prioritised for one population group at the expense of another	
Any population group	Insufficient involvement in the development of the Turning the World Upside Down at this juncture	
Any population group	Perception that resources may not be distributed fairly	
(use this row to identify neutral impacts)		
<b>Issues for consideration (self-challenge on issues that will need to be analysed/resolved)</b>		<b>Comments (preferably how negative impacts are mitigated or positive impacts promoted/maximised)</b>
Developments could be prioritised for one population group at the expense of another		<ul style="list-style-type: none"> <li>➤ Conversations under the auspices of Turning the World Upside Down relate to people and not the nature of their disability.</li> <li>➤ All proposals for experiments will be evidence based and focused on need and opportunity.</li> </ul>
Insufficient involvement in the development of Turning the World Upside Down		<ul style="list-style-type: none"> <li>➤ Individuals in receipt of at home support will be placed at the centre of the transformation as soon as the experiments commence.</li> </ul>
Perception that resources may not be distributed fairly		<ul style="list-style-type: none"> <li>➤ Resources for at home support will be better allocated according to what really matters to people, those who love and care for them and the communities in which they live.</li> </ul>





This page is intentionally left blank

<b>SUBJECT:</b>	<b>ANNUAL COMPLAINTS, COMMENTS AND COMPLIMENTS REPORT FOR ADULTS SOCIAL CARE</b>
<b>MEETING:</b>	<b>Adults Select</b>
<b>DATE:</b>	<b>13 October 2015</b>

## 1. PURPOSE:

To provide Adult Select committee with information on the number and types of complaints, comments and compliments received and dealt with from 1 April 2014 until 31 March 2015.

## 2. RECOMMENDATIONS:

To note the contents of the report.

## 3. KEY ISSUES:

- 3.1 All Local Authority Social Services are required to follow the new Social Services Complaints Procedure (Wales) Regulations 2014 and The Representations Procedure (Wales) Regulations 2014.

Guidance is also issued under Section 7 of the Local Authority Social Services Act 1970. This means that local authorities must comply with it.

## 4. REASONS:

The guidance on handling complaints and representations by local authority social services state that we must publish an Annual report on the handling and statistical information relating to the complaints and representations we've dealt with.

The guidance also states that the Annual report should be discussed at the appropriate Scrutiny Committee.

## 5. RESOURCE IMPLICATIONS:

- 5.1 The legislation requires that external independent investigating officers **must** be appointed for formal Stage 2 investigations.

5.2 There is an existing budget of £17,503 for this work (including complaints about Children's Social Services) and we will endeavour to keep within the budget expenditure. However, we cannot forecast how many complaints will be made.

**6. SUSTAINABLE DEVELOPMENT AND EQUALITY IMPLICATIONS:**

No implications have been identified in respect of this proposal.

**7. CONSULTEES:**

Former Director of Social Services  
Head of Adults Social Care

**8. AUTHOR:**

Annette Evans, Customer Relations Manager  
Tel: 01633 644647  
Email: [annetteevans@monmouthshire.gov.uk](mailto:annetteevans@monmouthshire.gov.uk)



monmouthshire  
sir fynwy

## **SOCIAL CARE AND HEALTH**

### **CUSTOMER RELATIONS**

#### **ANNUAL REPORT FOR ADULT SERVICES**

**APRIL 2014 – MARCH 2015**

## **1 Introduction**

- 1.1 Representation and complaints procedures in Social Services departments are a statutory requirement. They were introduced under the Health and Social Care (Community Health and Standards) Act 2003 and the Children Act 1989.
- 1.2 New complaints regulations came into force on 1 August 2014 – The Social Services Complaints Procedures (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014.
- 1.2 All local authority social services are required to produce an annual report on its performance in the handling and investigation of complaints and representations.
- 1.3 This report presents information relating to comments, compliments and complaints received during 2014/2015 for Adult social care.

## **2 Listening to our Service Users**

- 2.1 Everyone who makes a complaint about social services has a right to be listened to properly and have their concerns resolved quickly and effectively.
- 2.2 Despite our best intentions, things can go wrong. We recognise this and the representation and complaints procedure provides the opportunity for people to voice their concerns when they are dissatisfied so that the issue can be sorted to their satisfaction wherever possible; make compliments and suggest improvements.

## **3 Social Services Complaints Procedure**

- 3.1 The complaints procedure has two stages:

**Stage 1 Local Resolution** – The emphasis at this stage is to resolve the complaint locally wherever possible by means of discussion and problem solving.

This approach should allow for the quick and successful resolution of most complaints, to the satisfaction of the complainant. The emphasis is on achieving service user satisfaction rather than avoiding a formal investigation.

**Stage 2 Formal Investigation** - Where initial discussions have not achieved a resolution, complainants have the right to make a formal complaint. Investigations are undertaken and are subject to statutory time limits for completion of the investigation (25 working days). The

complainant receives a full response detailing findings, conclusions and recommendations.

### If the complaint or representation is not resolved

If the complaint or representation is not resolved at the Formal Investigation stage, the complainant has the right to complain to the Public Services Ombudsman for Wales.

## 3.2 The Public Services Ombudsman for Wales

The Ombudsman provides an external independent service to consider complaints about all local authority services including social services. The Ombudsman is concerned with maladministration causing injustice and will normally require complainants to have used their local council's procedures before accepting a complaint for investigation.

## 4 Making a complaint

General advice about the procedure can be found in our complaints leaflet "How to be heard". Alternatively, people can contact the Customer Relations team for help and advice about how to make a complaint.

Translations of the representation and complaints procedure can be provided on request and we can also arrange interpretation services where required.

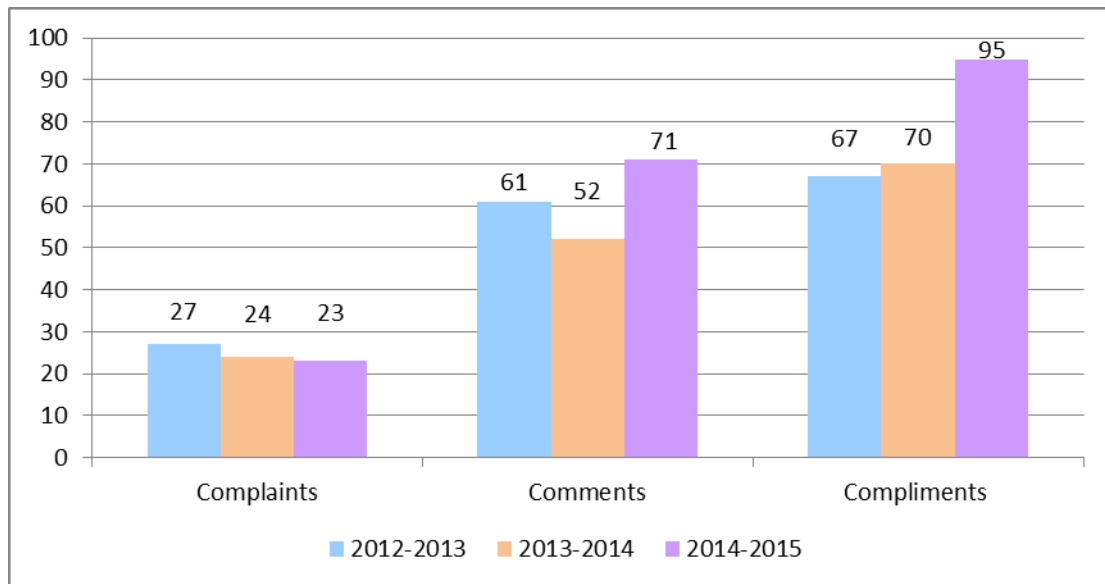
We can arrange for advocacy services to be provided for complainants in some cases.

Our aim is to secure a better service for people and we are:

- Accessible and supportive to those with particular needs
- Prompt and responsive with resolution at the earliest possible time
- Operate without prejudice or discrimination

## 5 How many complaints / comments / compliments were made

Period 1 April 2014 – 31 March 2015



## 6 Complaints

### 6.1 Stage 1 complaints

**23** complaints were registered at Stage 1 and were resolved or no further contact made.

Below are examples of services complained about:

- Social worker arrived at service user's house 1 ½ hours late and that he had not read any notes relating to X. Social worker talked over X who felt he was not interested in what X had to say. X's mum did not think the s/w had the skills to communicate with individuals who had communication needs.
- Treatment relative received, lack of communication between social services, care agencies and the relative. A lack of understanding shown by carers in how to manage people with dementia. Issues with food and fluid intake.
- Lack of consultation with service user or carer about change in care provider.
- Issues concerning a resident who has dementia leaving the building, risk assessment involved.
- Issues about support provided for relative who had fall and was hospitalised. Issues about provision of care at home versus move to residential care, balancing service user's wishes and taking account of family wishes.
- Alleged attitude and behaviour of staff.



- Incident at a day centre, issue about the matter not being reported and policies not being followed.
- Lack of communication, felt staff were unhelpful in assisting. Requested allocation of new worker / occupational therapist and review of care plan.
- Lack of communication regarding informing relatives when service user admitted to hospital.
- Frustration with inconsistencies in the service caused by insufficient staff availability and poor customer care provided by external provider.
- Carers not following the care plan, not reporting issues, not staying full length of allocated call time.
- Occupational therapy issues – perceived inaction in adaptation work. Poor preparation for discharge planning involving multiple agencies and inadequate communication.
- Issues concerning outstanding payments for package of care.
- Incident involving two residents where one had pushed another and risks involved.
- Carer's concern that service user needs were not covered in the integrated assessment.
- Issues about hospital discharge arrangements.
- Concerns about the reablement staff team not knowing how to work with people with dementia. Felt that their attitude and approach displayed a lack of compassion.
- Concerns with the capability and training of staff supporting service user. Repeated errors and poor communication in relation to the administration of medication.
- Issues about comments made by carers in log book about risks.
- Concerns about no staff escort when resident required emergency hospital treatment.

## 6. 2 Stage 2 Complaints

1 complaint proceeded to Stage 2 of the complaints procedure.

The issues concerned an external provider's view that a social worker was allegedly expressing an opinion on the way his business was run and prejudicing potential service users.

There were 10 elements to the complaint, 3 were not upheld, 3 came to no finding, 3 were upheld and one was outside the scope of the investigation and therefore not investigated.

Recommendations were made and acted upon.

- That an apology be made to the Proprietors of the Home in respect of those complaints that were upheld.
- Social workers and other staff who place service users in Care homes are reminded of the importance of sending the Contract to the Home in a timely manner.
- Where potential placements are being discussed or considered involving another local authority such matters should be confirmed by email or letter so as to avoid misunderstandings.

## **7 Comments**

**7.1** 71 comments were received. This includes comments received from the Community Care questionnaire that is sent to regular and new users of social care and comments made to our Commissioning team.

Below are a selection of comments made:

*“That a review of X care plan was conducted last week without her being informed or involved.”*

*‘My carers are marvellous. I usually have the same one, but when she is off the carers provided are also good. The problems arise with the office staff not informing me when my regular carer is off and not informing me of any change in time.’*

*“I have a regular yearly visit from a social worker, but had not had anyone call for two years prior to three months ago, and I feel that the social worker had very little or no understanding at all of how my illness affects me, and was expecting me to be able to do things I have not been able to do for over ten years and never will be able to do. She did not seem to know anything about my illness and the effects of it or the symptoms.”*

*“No correct assessment carried out. CHC meeting took place in March. No one has been in touch for updating with us.”*

*‘I do not like the meals very much. The vegetables are not cooked enough. I like the pudding.’*

*‘No complaints regarding social services. My only fault is with the care company that looks after me. They come too late in the morning and at night team.’*

*'The carers are excellent, but there are too many involved in X's care. We originally agreed to a maximum of three. At present there are five or six. This is too many and X gets confused and anxious especially when he does not know who is coming. This information is not always available even if the carers ask for it.'*

*'The situation with too many carers is difficult for X to cope with. He was in a regular routine and quite happy with the situation. At the moment he is rather confused and uneasy about the situation. The matter of knowing who is coming on what day needs to be resolved.'*

*'Since changing to the X daily service there has been a marked improvement in care and admin staff. The two previous agencies were lacking in many respects.'*

*'The girls that come are usually very young. They are usually very nice but quite a lot are untrained and don't know what to do. Every time I have someone new, which is quite often, I have to tell them what to do. It would be better for me and for them, if they have been told in advance what their duties are here and how to do them.'*

*'Lack of communication and who to contact for what is a major concern. No one discusses financial implications, eg. carers increased from once per day to four times per day, still unable to find out if this will mean an increase of costs and by how much.'*

*'Yes, communication, eg. not knowing who social worker is and who to contact. Recently 10 weeks of payment collected at one time with no warning or explanation causing anxiety.'*

*'I have asked several times to have a person allocated to me regularly. Whenever there is a change in that person, it takes a long time for another person to be allocated. The rota seems to be badly organised which causes stress for everyone.'*

*"The OT services meet some of my needs. The other needs re aids and equipment seem to be down to me to provide. Again I feel disabled by not having a clearer picture of possible support, eligibility etc."*

*'Evening call happens too early. Normally 4pm when they should be 6pm. All staff are superb'*

*'Meals on wheels often delivered very late and sometimes can be overcooked.'*

*'Had a lot of different home carers when I came out of hospital but I now have the same carers so I am happy.'*

*'I do feel that occupational services is very slow. I am still waiting for a wheelchair and it is three months since they came out to measure me for one. Very poor service.'*

*"The social worker and CPN are very professional considering their heavy case load and cut backs. Always had a good support from them, the bottom line is that the service is resource led, not needs led."*

*"Reviews have been timely and appropriate. It is good to now have a named social worker. It is difficult to know my mother's mental capacity to make appropriate decisions about her care."*

*"We have good respite services in Caldicot, but wish there was a place like this in Abergavenny."*

*"Carers are not always on time. Social worker changes are not informed."*

*'As a young adult with severe learning difficulties I have been frustrated at the lack of services that are available to me. There are very little facilities, groups, play schemes in the Monmouthshire area, which has been the case since I was diagnosed at the age of three years old. All the other councils (ie Torfaen, Caerphilly and Newport) have more to offer people like myself, but not Monmouthshire - social services (social workers) have been unable to offer me anything to help my development as there are no specific facilities available in my area. My mum wrote this for me as I can't write or read.'*

All the comments received are considered carefully and where appropriate, necessary action taken.

## **8 Compliments**

### **8.1 95 compliments were received about Adult services.**

A range of compliments about the whole of the directorate was received with so many individual staff named for their kindness, help and professionalism. All staff were informed of the compliments received about them and their efforts commended.

People said things like:

*"The service provided was amazing in this day and age. R was the ultimate professional. We were privileged to have such a wonderful service'. Well done R. Clearly a job very well done."*

*"After N's visit I felt that there were people who care, people you can get in touch with if need be (gives you much more confidence)."*

*"Very professional and compassionate."*

*"My social worker, one who certainly looks after me and helps in every way, plus for 6 weeks. I had carers coming in and doing all that was needed regarding my husband, catheter and personal care. I can't thank the team enough or my social worker S."*

*“R, M & P have been wonderful.”*

*“T is one of the loveliest, most efficient people I have ever met and that the DP works well because of her support.’*

*“Thank you all for your wonderful care and encouragement. All your help made a tough time more bearable. Keep up the good work.”*

There were so many compliments made about the service as a whole that said similar things to the examples below:

*“our grateful thanks to all the home carers who provided such loving and concerned care to X over the last couple of years. She is now in X and responding well to the full time care, company and activity. We are sure she would love to say thank you herself and recognise you all with heartfelt affection.”*

*“The word thank you is not enough to describe the care, dedication and patience that my mother received over many years from Homecare, in mother’s words “the girls”. Your names are many, however, we would like to pass on our sincere gratitude for all that you did for my mother whilst she was at home.”*

*“Thanking every one of you who looked after mum. You have all helped us over the past couple of years with your love and care for mum. We couldn't have done it without you. Be proud of yourselves for the fantastic job you do. You were our angels who helped us through difficult times.”*

*“After X’s visit I felt that there were people who care, people you can get in touch with if need be (gives you much more confidence). The equipment I received is great especially the books as my books are what I miss most. Thank you so much for everything.”*

*“X taught me how to focus and gain more vision area. She gave me confidence to use the cane correctly and pointed out the hazards and aids on pathways and roads. I now walk upright using the stick to guide me instead of always looking down.”*

*“Having received the use of a perching stool, 3 grab handles and a hand rail in the garden to climb to the steps. These have all benefited me enormously, Thank you.”*

*“Just to thank you for your prompt and efficient manner in dealing with my problems. There is always advice on what to do if you wish to complain but never advice on saying well done. Thank you.”*

*“Christmas always seems to be the appropriate time to express appreciation, however that does not mean that I do not appreciate all you and the team have done for X during the year. This has been an extremely difficult year for*

*me emotionally and health wise, but knowing that you and the team have been there to look after X best interest has been a great help and I cannot thank you enough.”*

*“Very pleased with the help X gets to enable him to live independently and it gives us a chance to have respite.”*

*“X visits Maindiff Court on Friday 10-3 and the staff are excellent and he enjoys the company and what they do.”*

*“A big thank you to all the staff at Mardy Park for both the Day Centre and recent respite care provided for X. It was a great reassurance to us that she was able to come to a place and people who were familiar and where she has been happy, following her recent setbacks. We have really appreciated the integrated care she has benefited from over the last couple of years.’*

*“I wanted to send a note to praise your staff. The team at Mardy Park both in Reablement and Respite care strive to provide far more than the basics of compassion, comfort and cleanliness. The expert care that they provide helps individuals enjoy a rich and rewarding life. As a Unit for those who need ongoing rehabilitation and supervision, Mardy Park has exceptional standards of care and support not only for their clients but their relatives as well. My Uncle was very fortunate to be placed in your care where he was treated with the utmost respect and dignity everyone was professional and respectful and I thank you for that. I cannot think of any more adjectives to describe the wonderful staff that you have and would be grateful if you could relay this message to all.’*

*“To all the staff, just a small thank you for all your kindness towards me. I know I was probably difficult at times, but I know that comes with age. Once again, thank you I am trying to get settled in X, another big struggle, hopefully I will get there.”*

*“If it was not for the help my Mum receives, she could not live in her own home.”*

*“I have never had a reason to complain about the care that my mother receives at Severn View. The staff are kind, caring and make every effort to keep residents happy and contented. The food is very good and is varied.”*

*“The Raglan project is service user centred and empathic, very pleased with this approach - very flexible.”*

## **9 Public Services Ombudsman for Wales Complaints**

9.1 No complaints proceeded to or were investigated by the Ombudsman.

## **10 Analysis of Complaints**

10.1 Stage 1 complaints have remained the same as the previous year, although stage 2 complaints decreased significantly on the previous year's figure.

Year	Stage 1 complaints		Stage 2 complaints	Stage 3 complaints
		External Providers		
2014-15	23	3	1	0
2013-14	23	0	6	0
2012-13	27	2	0	0

## 10.2 Response Timescales

There are statutory requirements established in respect of the timescales for responding to complaints. A full response should be provided in 10 working days for stage 1 complaints and for stage 2 complaints, a full response is required within 25 working days. Where we need to exceed these limits, we will get the service user/carer's agreement.

From August 2014, the timescale for stage 1 complaints is now 17 working days. Complaints should be acknowledged within 2 working days, 10 days allowed for investigation and 5 working days for responding in writing to the complainant.

This table shows the length of time it has taken to respond to complaints:

Social Services Timescales	2013/14		2014-31/07/2015*	
	Stage 1	Stage 2	Stage 1	Stage 2
Up to 10 working days	12		3	
11 – 25 working days	4	2	1	
25+ working days	7	4	2	1
<b>Total</b>	<b>23</b>	<b>6</b>	<b>6</b>	<b>1</b>
			<b>01/08/2014-31/03/2015*</b>	
			<b>Stage 1</b>	<b>Stage 2</b>
Up to 17 working days			14	
18 - 25 working days			1	
26+ working days			2	
<b>Total</b>			<b>17</b>	

**\*please note new statutory process and timescales started 1st August 2014**

Where complaints go over 25 working days, this is often due to the complexity of the matter under investigation and the need to consult with others (who may not be available) before concluding matters.

## 11 Learning from and responding to complaints and comments made

- 11.1 There were a range of improvements made as a result of listening and responding to customers complaints.

We recognise that some people do not always want to complain but they may wish to make comments about the service they receive. We ensure that comments are also noted and responded to.

- 11.2 The following are some examples of appropriate action taken on issues raised as a result of a complaint.

- Apologies / explanations given where appropriate
- Intensive training in dementia care; Supervisors carry out support visits to monitor and support staff
- Key worker appointed
- Review assessment made
- Risk assessment undertaken
- Move exit switch at reception area
- Provide refresher training on recording notes
- Review practice to ensure next of kin details (NOK) are essential part of each care package
- Care adjusted to meet current assessed needs

The most commonly mentioned reasons for making a complaint are that:

- A genuine grievance is recognised and acknowledged
- An apology is provided
- Practical action to remedy an injustice is undertaken
- Where it has been identified as having failed, departmental policy, procedure and practice is reviewed
- Through their complaints other people are spared similar experiences
- Action is pursued against staff and managers

## **12 Commentary**

- 12.1 The Welsh Government has issued new guidance and regulations to underpin a new social services complaints and representation process. The new regulations came into force on 1 August 2014.

The focus on the new complaints and representations process is on early local resolution stage and on tackling issues quickly and effectively. If they are not, there is a formal stage and if issues are still not resolved there is recourse to the Public Services Ombudsman for Wales.

- 12.2 Every effort is made to resolve complainants' dissatisfaction about our services and address any identified shortcomings. We try to ensure early intervention is made in dealing with complaints so that the majority of them are resolved at stage 1.



- 12.3 We continue to produce action plans to ensure that recommendations arising from complaints investigations are acted upon and lessons learned where appropriate.
- 12.4 Meetings are held with staff in order to raise awareness of their role in responding to and resolving complaints.

Author: Annette Evans Customer Relations Manager  
Email address: [Annetteevans@Monmouthshire.gov.uk](mailto:Annetteevans@Monmouthshire.gov.uk)  
Tel: 01633 644647

This page is intentionally left blank

*Monmouthshire's Scrutiny Forward Work Programme 2014-2015*

Adults Select Committee				
Meeting Date	Subject	Purpose of Scrutiny	Responsibility	Type of Scrutiny
13 <sup>th</sup> Oct 2015	<b>Social Services Annual Complaints Report</b>	Scrutiny of social service related complaints.	Annette Evans	Performance monitoring
	<b>"Turning the World Upside Down"</b>	Early autumn review of the project and the next stages.	Julie Boothroyd	Policy Development
20 <sup>th</sup> October 2015 at 2pm (Special)	<b>Budget Scrutiny</b>	Early scrutiny of the budgetary proposals relating to Adults services and other associated services that fall under the remit of the Committee.	Budget Mandate Holders	Budget Scrutiny
Joint Special Meeting with CYP Select Committee Late November/early December 2015 TBC	<b><u>Partnership Scrutiny:</u></b>		Nicola Bowen and...	Performance Monitoring
	<b>Anti-poverty (Single Integrated Plan Theme 3)</b>	Presentation of the Anti-poverty Statement of Intent	Will Mclean (Anti-poverty Champion)	
	<b>Families First Programme</b>	Digital Stories: What we are delivering and the impact on families	Andrew Kirby	
	<b>Joint Assessment Family Framework (JAFF)</b>	Report on "Families First" (the central WG funded programme of the JAFF (which has 7 family focussed projects in total)	Kirsten Major	
	<b>Various Family Support Programmes</b>	Contribution made by other Family Support projects delivered through Children's Services	Tracey Jelfs	
8 <sup>th</sup> Dec 2015	<b>Raglan Training Programme</b>	Report on the development and progress of the training programme.	Julie Boothroyd	Policy Development
	<b>End of Life Care and Dying Matters *TBC*</b>	TBC - Discussion with the health board on a potential pilot project.	AUBHB	Performance Monitoring

## *Monmouthshire's Scrutiny Forward Work Programme 2014-2015*

Adults Select Committee				
Meeting Date	Subject	Purpose of Scrutiny	Responsibility	Type of Scrutiny
	<b>Choose Wisely *TBC*</b>	Evaluation of the 'Choose Wisely' programme.	AUBHB	Performance Monitoring
19 <sup>th</sup> Jan 2016	<b>Social Care and Well-being Act (invite CYP Select)</b>	Report on the likely implications of the act for the Council in terms of Adult safeguarding and Prisons.	Julie Boothroyd	Policy Development
	<b>Supporting People Grant</b>	Progress Report.	Chris Robinson	Performance Monitoring
	<b>Coordination of services to Adults</b>	Discussion on how various services are coordinated and how we engage people: <ul style="list-style-type: none"> <li>- Befriending Project</li> <li>- Community meals</li> <li>- Raglan Project</li> </ul>	Nicola Bowen Gavo Representative	Policy Development
8 <sup>th</sup> March 2016	TBC			
26 <sup>th</sup> April 2016	TBC			

Page 40

### Meeting Dates to be confirmed for:

- × **Gwices** - to return approx. April 2016
- × **Continuing Health Care** - Topic Suggested by Member of Public - meeting to be held with Chair and Public

### Work with ABUHB:

- × **Choose Wisely** ~ work commenced in Monmouth, Chepstow next
- × **End of Life Care** ~ possibility of conducting some community engagement
- × **Future meetings with the ABUHB** ~ the role of the Health Board's Public Health and Partnerships Committee in relation to health improvement, Members could attend their meetings.
- × **Stroke Redesign** ~ ongoing scrutiny of implementation.

## Council and Cabinet Business – Forward Plan

Monmouthshire County Council is required to publish a Forward Plan of all key decisions to be taken in the following four months in advance and to update quarterly. The Council has decided to extend the plan to twelve months in advance, and to update it on a monthly basis.

Council and Cabinet agendas will only consider decisions that have been placed on the planner by the beginning of the preceding month, unless the item can be demonstrated to be urgent business

Subject	Purpose	Consultees	Author
<b>26<sup>th</sup> AUGUST 2015 – INDIVIDUAL CABINET MEMBER DECISIONS</b>			
Prohibition of sky lantern and mass balloon release on council owned land			Laurence Dawkins
Allocations policy			Ian Bakewell
20 mph and 30 mph limit-various roads, Penpelleni Goytre			Paul Keeble
<b>2<sup>nd</sup> SEPTEMBER 2015 – CABINET</b>			
Review of allocation policy		Cabinet Members Leadership Team Appropriate Officers	Ian Bakewell
Options appraisal future service delivery			Kellie Beirne
Partnership Agreement with DWP (universal credit)			Ian Bakewell
Caldicot Town Team			Colin Phillips

Subject	Purpose	Consultees	Author
Funding			
<b>9<sup>th</sup> SEPTEMBER 2015 – INDIVIDUAL CABINET MEMBER DECISIONS</b>			
Expansion of Ysgol Gymraeg Y Fenni to include a nursery class			Susan Hall
Property Services Admin resource restructure			Mark Jones
<b>23<sup>rd</sup> SEPTEMBER 2015 – INDIVIDUAL CABINET MEMBER DECISIONS</b>			
Remodelling of Mental Health			Julie Boothroyd
Agree to the tenancy renewal of Welsh Church Trust Land at Llanmartin			Gareth King
The sale of land adjacent to 104 Merthyr Road for use as car parking for the adjoining residential properties			Gareth King
Access land to The Hill, Abergavenny			Cerys Halford
Policy and communications team structure			Will McLean
Permanent change to staff structure in planning			Mark Hand
Authorise spend on bat survey			Mark Hand
Release of restrictive covenant at Long Barn			Nicholas Keyse
<b>24<sup>th</sup> SEPTEMBER 2015 – COUNCIL</b>			
MCC Audited Accounts 2014/15 (formal approval)	To present the audited Statement of Accounts for 2014/15 for approval by Council		Joy Robson
ISA 260 report – MCC Accounts (attachment above)	To provide external audits report on the Statement of Accounts 2014/15		WAO
Corporate Parenting			Gill Cox
Mardy park car park	Approval to add to amend the capital programme		Tracey Harry

Subject	Purpose	Consultees	Author
	to include the car park		
<b>7<sup>th</sup> OCTOBER 2015 – CABINET</b>			
Business Case for Funding for Team Abergavenny	To agree to release S106 funding against Team Abergavenny Business Plan		Deb Hill Howells
Capital Budget Proposals	To outline the proposed capital budget for 2016/17 and indicative capital budgets for the 3 years 2017/18 to 2019/20		Joy Robson
Revenue Budget Proposals			Joy Robson
Income Generation Strategy			Joy Robson
Education Strategic Review			Cath Sheen
NEETs Strategy			Tracey Thomas
Deri View			Steph Hawkins
Mardy Park			Colin Richings
Future of Llanfair Kilgeddin School			Cath Sheen
Capability policy for school based employees			Sally Thomas
ALN facility	Consultation to establish a 55 place ALN facility at Monmouth Comprehensive School whilst amending the capacity of the mainstream school to 1600.		Debbie Morgan
Caerwent S106 Funding			Mike Moran
<b>14<sup>th</sup> OCTOBER 2015 – INDIVIDUAL CABINET MEMBER DECISIONS</b>			
Insurance Retender			Mark Howcroft
Local Development Plan – Annual monitoring report.	To seek approval to submit the first AMR on the LDP to the Welsh Government.	SLT & Planning	Jane Coppock.
<b>28<sup>th</sup> OCTOBER 2015 – INDIVIDUAL CABINET MEMBER DECISIONS</b>			
<b>4<sup>TH</sup> NOVEMBER 2015 – CABINET</b>			

Subject	Purpose	Consultees	Author
Capital Budget Proposals	To outline the proposed capital budget for 2016/17 and indicative capital budgets for the 3 years 2017/18 to 2019/20		Joy Robson
Budget Monitoring Report – Month 6	The purpose of this report is to provide Members with information on the forecast outturn position of the Authority at end of month reporting for 2015/16 financial year.		Joy Robson/ Mark Howcroft
Welsh Church Fund Working Group	The purpose of this report is to make recommendations to Cabinet on the Schedule of Applications 2015/16, meeting 2 held on 24 <sup>th</sup> September 2015		Dave Jarrett
Effectiveness of Council Services: quarterly update			Matt Gatehouse
Safeguarding			Jane Rodgers
Wye Valley Area of Outstanding Natural Beauty Management plan 2015-20	To seek approval of the review of the Wye Valley AONB Management plan	SLT Cabinet	Matthew Lewis
<b>11<sup>th</sup> NOVEMBER 2015 – INDIVIDUAL CABINET MEMBER DECISIONS</b>			
Expansion of Ysgol Gymraeg Y Fenni to include a nursery class			Susan Hall
<b>19<sup>h</sup> NOVEMBER 2015 – COUNCIL</b>			
Community Governance Review			Kellie Beirne
<b>25<sup>th</sup> NOVEMBER 2015 – INDIVIDUAL CABINET MEMBER DECISIONS</b>			
<b>19<sup>th</sup> NOVEMBER 2015 – COUNCIL</b>			
Gambling Policy			Linda O’Gorman
Casinos report			Linda O’Gorman
Safeguarding			Jane Rodgers



Subject	Purpose	Consultees	Author
<b>2<sup>nd</sup> DECEMBER 2015 – CABINET</b>			
Council Tax Base 2016/17 and associated matters	To agree the Council Tax Base figure for submission to the Welsh Government, together with the collection rate to be applied for 2016/17 and to make other necessary related statutory decisions.		Sue Deacy/ Ruth Donovan
Reviews of Fees and Charges	To review all fees and charges made for services across the Council and identify proposals for increasing them in 2016/17		Joy Robson
Community Infrastructure Levy			Mark Hand
Revenue & Capital Budget final proposals after public consultation	To present revenue and capital budget proposals following receipt of final settlement		Joy Robson
Quarter 2 Education Framework			Sharon Randall Smith
Deri View			Steph Hawkins
Affordable Housing SPG			Mark Hand
Deri View			Steph Hawkins
Play Opportunities review	To consider future delivery models for play and inform members of progress in the review of the play sufficiency assessment		Matthew Lewis
<b>23<sup>RD</sup> DECEMBER 2015 – INDIVIDUAL CABINET MEMBER DECISIONS</b>			
Local Government (Wales) Act 1994 The Local Authorities (Precepts)(Wales) Regulations 1995	To seek approval of the proposals for consultation purposes regarding payments to precepting Authorities during 2016/17 financial year as required by statute.		Joy Robson
<b>DECEMBER 2015 – COUNCIL</b>			
Community infrastructure levy			Mark Hand
Affordable Housing SPG			Mark Hand
<b>6<sup>TH</sup> JANUARY 2016 – CABINET</b>			

Subject	Purpose	Consultees	Author
Welsh Church Fund Working Group	The purpose of this report is to make recommendations to Cabinet on the Schedule of Applications 2015/16, meeting 3 held on 19 <sup>th</sup> November 2015.		Dave Jarrett
<b>21<sup>ST</sup> JANUARY 2016 – COUNCIL</b>			
Final Budget Proposals			Joy Robson
<b>27<sup>TH</sup> JANUARY 2016 – INDIVIDUAL CABINET MEMBER DECISIONS</b>			
Local Government (Wales) Act 1994 The Local Authorities (Precepts) (Wales) Regulations 1995	To seek Members approval of the results of the consultation process regarding payments to precepting Authorities for 2016/17 as required by statute		Joy Robson
<b>3<sup>RD</sup> FEBRUARY 2016 - CABINET</b>			
Budget Monitoring report – month 9	The purpose of this report is to provide Members with information on the forecast outturn position of the Authority at end of month reporting for 2015/16 financial year.		Joy Robson/Mark Howcroft
Welsh Church Funding Working Group	The purpose of this report is to make recommendations to Cabinet on the Schedule of Applications 2015/16, meeting 4 held on the 17 <sup>th</sup> December 2015.		Dave Jarrett
The Future Food Waste Treatment Strategy: Outline Business Case & Inter Authority Agreement	for the Council to consider the inclusion of MCC in the Heads of the Valleys Anaerobic Digestion Procurement. To agree the Outline Business Case and the Inter Authority Agreement which commits the Council to the procurement and partnership and a 15-20 year contract.	SLT Cabinet	Rachel Jowitt
Waste Strategy			Carl Touhig/ Roger Hoggins
<b>25<sup>TH</sup> FEBRUARY 2016 – COUNCIL</b>			

Subject	Purpose	Consultees	Author
Final Composite Council Tax Resolution	To set budget and council tax for 2016/17		Joy Robson
Treasury Management Strategy 2016/17	To accept the annual treasury management strategy		Joy Robson
The Future Food Waste Treatment Strategy: Outline Business Case & Inter Authority Agreement	for the Council to consider the inclusion of MCC in the Heads of the Valleys Anaerobic Digestion Procurement. To agree the Outline Business Case and the Inter Authority Agreement which commits the Council to the procurement and partnership and a 15-20 year contract.	SLT Cabinet	Rachel Jowitt
Waste Strategy			Carl Touhig/Roger Hoggins
<b>2<sup>ND</sup> MARCH 2016 – CABINET</b>			
<span style="writing-mode: vertical-rl; transform: rotate(180deg);">PS 47</span> Welsh Church Fund Working Group	The purpose of this report is to make recommendations to Cabinet on the Schedule of Applications 2015/16 meeting 5 held on the 21 <sup>st</sup> January 2016		Dave Jarrett
2015/16 Education & Welsh Church Trust Funds Investment & Fund Strategy	The purpose of this report is to present to Cabinet for approval the 2016/17 Investment and Fund strategy for Trust Funds for which the Authority acts as sole or custodian trustee for adoption and to approve the 2015/16 grant allocation to Local Authority beneficiaries of the Welsh Church Fund.		Dave Jarrett
<b>13<sup>TH</sup> APRIL 2016 - CABINET</b>			
Welsh Church Fund Working Group	The purpose of this report is to make recommendations to Cabinet on the Schedule of Applications 2015/16, meeting 6 held on the 25 <sup>th</sup> February 2016		Dave Jarrett

Subject	Purpose	Consultees	Author
<b>4<sup>TH</sup> MAY 2016 - CABINET</b>			
Welsh Church Fund Working Group	The purpose of this report is to make recommendations to Cabinet on the Schedule of Applications 2015/16, meeting 7 held on the 24 <sup>th</sup> March 2016		Dave Jarrett