

# MONMOUTHSHIRE COUNTY COUNCIL

## Minutes of the meeting of Adults Select Committee held at Council Chamber, County Hall, The Rhadyr, Usk, NP15 1GA on Tuesday, 25th July, 2017 at 9.30 am

**PRESENT:** County Councillor S. Howarth (Chairman)  
County Councillor L.Brown (Vice Chairman)

County Councillors: L.Dymock, P.Pavia and J.Pratt

Also in attendance County Councillor(s): A. Easson and V. Smith

### **OFFICERS IN ATTENDANCE:**

Wendy Barnard	Democratic Services Officer
Hazel Ilett	Scrutiny Manager
Richard Jones	Policy and Performance Officer
Sian Schofield	Management Information Officer

### **APOLOGIES:**

County Councillors M.Groucutt, R. Harris and R. Edwards

#### **1. Appointment of Vice Chair**

Councillor L. Brown was appointed as Vice Chair.

#### **2. Declarations of interest**

No declarations of interest were made.

#### **3. Public Open Forum**

No members of the public were present.

#### **4. To confirm the minutes of the previous meeting**

The minutes of the meeting held on 20<sup>th</sup> June 2017 were confirmed as a true record and signed by the Chair.

Arising from the minutes, the Chair sought confirmation of the affordable housing allocation, in particular where a specific number of affordable homes are to be delivered and are then sold, and queried if the figures are adjusted accordingly.

#### **5. Performance Report 2016/17**

##### **Context**

The purpose of the report is for the Adults Select Committee to scrutinise the 2016/17 performance information under its remit, this includes:

- Reporting back on how well we did against the objectives which the previous Council set for 2016/17:
- Information on how we performed against a range of nationally set measures for Adults Social services used by all councils in Wales.

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### Key Issues

The council currently has an established performance framework, this is the way in which we translate our vision - building sustainable and resilient communities - into action and ensure sure that everyone is pulling in the same direction to deliver real and tangible outcomes. This is shown at appendix 1. Further information on the council's performance framework is available on the hub.

Over the coming years the shape of public services in Wales is likely to change significantly influenced by two very significant pieces of Welsh legislation, The Well-being of Future Generations Act and The Social Services and Well-being Act as well as financial pressures, demographic changes, changes in customer needs and expectations and regulatory and policy changes. Services need to continue to think more about the long-term, work better with people and communities, look to prevent problems before they arise and take a more joined-up approach.

The council has recently completed two substantial assessments of need as a result of this legislation and these are available on [www.monmouthshire.gov.uk/our-monmouthshire](http://www.monmouthshire.gov.uk/our-monmouthshire). This information has provided a much deeper evidence base of well-being in the county and, as required by the Future Generations Act, this has been used to produce the council's well-being objectives and statement 2017 available on [www.monmouthshire.gov.uk/improvement](http://www.monmouthshire.gov.uk/improvement).

The shift in focus in the well-being objectives means that activities will need to be focused on longer term challenges at a community level rather than some of the internal process issues and outputs that could sometimes be found in its predecessor, The Improvement Plan. When dealing with more complex societal challenges it will take longer for measurable change to come about and longer still to be able to evidence those changes in a meaningful way. In the short-term there will continue to be milestones that can be used to track our improvement journey. This will be supported by a range of performance reports select committee can request as part of their work programme and the structure of performance reports received by committee will be revised to reflect this emphasis.

Appendix 2 sets out performance achieved in 2016/17 against the actions and performance measures approved by Council in May 2016 as part of its Improvement Plan. As well as being presented to select committees the objectives will be included alongside a further evaluation of performance in 2016/17 that will be reported to Council and published by October. The Welsh Government have recently consulted on plans to repeal the Local Government (Wales) Measure 2009 which means this is likely to be the final plan and report in this format.

Appendix 3 provides a report card on Adults social services performance in 2016/17. This presents data from the new measurement framework introduced in 2016/17 as part of the Social Services and Well-being Act and sets it within the context of the requirements of the act and contribution to the Council's objectives. The performance measures are a blend of quantitative (numerical) data and qualitative data collected through questionnaires to service users and carers about their experience of social services and whether this has contributed to improving their well-being. A full list of the measures are provided at the end of the report card. Targets for 2016/17 were set where feasible and targets for 2017/18 have been included where available and applicable, these will be better informed when comparable local authority data is available in autumn 2017. Appendix 3 also sets out some further key national performance indicators from other service areas that are under the committee's remit.

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3.7 Activity that contributes to the delivery of some objectives cross cuts select committee remits and these have also been reported to the other relevant committee(s). Therefore it is suggested members particularly focus their scrutiny on the activity relevant to the committee with consideration of its contribution to the objective as a whole. In some cases there may be duplication of indicators already included in other sections of the report. Where indicators relate to the performance of services that are under the remit of more than one committee these will also be reported to the other relevant committee(s).

#### **Member Scrutiny**

In response to a question regarding a survey circulated to adult recipients of care, and carers, it was explained that there was a 25% response rate from adults. It was also confirmed that officers were happy with the 79% response rate (44 responses) from the smaller cohort of carers.

A question was asked about the information provided to people when, for example, a spouse enters a residential care home, as there can be confusion regarding losing the home and savings. Whilst it was explained that there are carer support workers and social workers who can direct enquiries to the correct information and guidance, it was agreed to seek a full explanation from the service.

A question was asked about the number of carers in the authority and responded that there is a Gwent Association of Voluntary Organisations (GAVO) database that contains a register of approximately 900 carers who want to receive information, newsletters etc. Considering the 44 responses, it was explained that the authority complied with Welsh Government instructions to send questionnaires only to those carers with a formal care and support plan.

A Member asked what measures are taken to support carers and also how much care at home packages have been explored before the option of a residential home. It was agreed to seek responses to these questions for the Select Committee.

A question was asked about the target measure for adult safeguarding enquiries and responded that the target for this year is 90%.

Considering the numbers of fulltime staff, a full breakdown was requested to include agency staff.

A Member challenged the figure provided for the average age of persons entering care (79) and asked how that compared with other authorities. It was explained that the figures provided referred to adults of all ages and consequently, the younger adults would reduce the overall average age. It was added that there are currently no comparison figures available for the rest of Wales. A request was made for figures to include an age breakdown (numbers and percentages) and reason for going into care to provide clarity.

A Member queried the statistics for delayed transfer from hospital to care and it was confirmed that the figures were inflated last year due to the inclusion of figures relating to some patients in Maindiff Court Hospital who weren't normally resident in Monmouthshire. It was reported that assurances have been given that this issue is now resolved.

A Member commented that changes of carers can be difficult for recipients to cope with and promoted the need for more consistency.

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### **Committee's Conclusions:**

The Chair thanked officers for presenting the report to the Committee.

The Committee sought further information in order to effectively scrutinise:

- Arrangements to provide advice to family members regarding funding care;
- Measures taken to support carers;
- How much care at home packages have been explored before the option of a residential home;
- Breakdown of Staffing numbers; and
- A breakdown of ages (numbers and percentages), and reasons, for individuals going into care.

It was resolved to receive the report and the contents were noted.

### **6. Work Programme Report**

#### **Context:**

A 'planned approach' to Scrutiny Forward Work Programming in order to maximise the effectiveness and added value of scrutiny activity, ensuring focus upon topics of the highest priority for the Council and those which reflect the public interest.

#### **Key Issues:**

Work programme discussion meetings have taken place between the new Chair of the Select Committee and the relevant chief officer for social services and topics that have been highlighted as requiring scrutiny are as follows:

Future Commissioning of Adults Services ~ linked to "Turning the World Upside Down"

Budget Pressures within services and spend analysis

Community Development and Well-being

Supporting People Strategy

Welfare ~ Discussion with Monmouthshire Housing Association on current stock and new home development, support for welfare reform

Housing: (suggested September 2017)

- Housing Support Gateway
- Cold Weather Homeless Policy
- Severe Weather Emergency Protocol'
- Removal of the Temporary Accommodation Management Fee
- Homeless Accommodation Report (Future of Private Leasing)
- Local Housing Market Assessment
- Melin Private Leasing Scheme

Gypsy and Traveller Services

Homelessness Prevention Strategy ~ early 2018

Disabled adaptations further to the additional funding for 2017/18

Annual Complaints Report for Social Services

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The following items were identified for Joint Scrutiny with Children and Young People's Select Committee:

"Information, Advice and Assistance Service ~ responsibility of the Social Services and Well-being Act 2014 ~ (January/February 2018)

The implementation of the Social Services and Well-being Act 2014 ~ (October 2017)

Mental Health and Learning Disabilities ~ linked to implications of the DOLS (Deprivation Liberty Safeguards) Grant

Well-being ~ responsibilities of the Social Services and Well-being Act 2014 around connected communities and meeting needs

Implementation of the Social Services and Well-being Act 2014 ~ review post 18 month together with the duties around prisons ~ (March 2018)

Progress of Regional Safeguarding Boards ~ Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015

Regional Integrated Autism Service

#### **Member Scrutiny:**

Select Committee Members commented as follows:

- Housing is a priority;
- Removal of the Severn Bridge toll and the consequent forecasted rise of private rents and property prices was raised a priority. This will be considered by all Select Committees led by Economy and Development.
- Care at Home was suggested as a topic for scrutiny, in particular, how this is provided and the training received and the turnover of carers. It was agreed that these issues will be added to the work programme as part of the consideration of Future Commissioning of Adults Services ~ linked to "Turning the World Upside Down"
- That as the 65+ population is rapidly growing, loneliness and isolation will be more widespread and there is a need to identify gaps across the county that voluntary groups don't meet to assess when more care is required. It was agreed that this will be added to the work programme as part of the discussion on Community Development and Wellbeing.
- A Member identified five overarching themes affecting Health and Social Care in Wales in terms of models of care, service and quality. He questioned how best the public sector can harness the experience and capacity of the voluntary and private sector in planning, commissioning and delivery of services and spoke of trying to understand what commissioning arrangements are, and if there will be an alternative delivery model. The need to understand, in view of the Welsh Government collaboration and integration agenda, how to deliver services with the NHS was highlighted. Consequently, the importance of Select Committee arranging session with the local health board was emphasised. Future governance arrangements were raised as to what they would look like in order to deliver the collaboration required under the new legislation. Regarding workforce, he spoke of the need to understand capacity, demands and needs within the County and to consider how to balance resources and demands for Health and Social Care speaking of the challenges of delivering real change whether this is nationally, regionally or locally.

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The Member referred to delayed hospital transfers, understanding Community Service Delivery and expressed a wish to understand the Health Board's assessment of service pressures in light of the development of the M4 and the removal of the Severn Bridge tolls. He mentioned service pressures in the South of the County and observed that some residents of Chepstow were choosing to access services in England. It was commented that the Community Health Council holds significant amounts of relevant information. Whilst the belief was stated that minutes of CHC meetings are closed and the minutes unavailable, it was agreed to check the current position.

The Adults Select Committee defined topics for its scrutiny as per the report recommendations and suggested scrutiny of the quality of future health and social care, as follows:

- Planning, commissioning and delivery of future services and the contribution of the voluntary and the private sector
- Scrutiny with ABUHB on the Welsh Government's collaboration/integration agenda and the delivery of services with the NHS
- Community Service Delivery and ABUHB's assessment of service pressures
- Governance arrangements of any collaborative model in line with new legislation
- Workforce, capacity, demands and need within Monmouthshire

#### **7. Co-option onto Adult Select Committee**

The decision was taken to defer consideration of this matter and to revisit it at the next meeting.

#### **8. Actions arising from the previous meeting**

Two elected Members expressed concerns about the White Paper "Services Fit for the Future" published on 8<sup>th</sup> June 2017 referring to the role of Community Health Councils across Wales. Of particular concern was the proposed removal of the access to independent Patient Voice and the support of the Committee was sought. A paper was circulated summarising concerns accordingly. The Committee agreed that this is a very serious issue. A Member agreed that the proposals appeared to weaken not strengthen Patient Voice and questioned how service users will report complaints noting dissatisfaction that spending on health is being reduced in Wales. The effectiveness of the Patient Advisory and Liaison Service (PALS) in England. It was explained that the CHC distribute leaflets but that approach can be seen as low profile.

A response from the Council is required by the end of September and it was suggested that an e mail is sent to all Members for opinions in view of short timescales, taken to the Cabinet Member for Social Care, Safeguarding and Health and that a question/motion or agenda item is put to Council to enable a debate with the full support of this Select Committee.

Further concerns were expressed regarding the unavailability of CHC minutes that prevents public scrutiny. The Scrutiny Manager agreed to circulate the minutes of the Adults Select Committee in April when it was established that the CHC minutes are not published.

#### **9. Adults Select Committee Forward Work Programme**

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The forward work programme was discussed earlier in the meeting.

### **10. Council and Cabinet Forward Plan**

The Council and Cabinet Forward Plan was noted. It will be e mailed to all members each Friday. It was advised that a Special Cabinet meeting will be held on the 9<sup>th</sup> August 2017.

### **11. To confirm the date and time of the next meeting as Tuesday 12th September 2017 at 10.00am**

**The meeting ended at 11.35 am**