

Social Care & Health Scrutiny Committee

Annual Report

2017-18



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Chair's Foreword

As Chair of the Social Care and Health Scrutiny Committee I am very pleased to present the Annual Report for the year May 2017 - April 2018.

As a result of the County Council Elections in May 2017, many new Councillors were elected. Six new Councillors were welcomed as they joined the Social Care and Health Scrutiny Committee. I would like to thank all Members, old and new, for their excellent attendance at committee meetings and for their dedication and commitment in striving towards continued improvement of services. A special thanks to my Vice-Chair, Councillor Ieuan Wyn Davies, for his continued support during the past year and to the Social Care and Health Executive Board Member, Councillor Jane Tremlett, for regularly attending and supporting our Scrutiny Committee meetings.

The Annual Report gives a comprehensive summary of the work undertaken by the Committee during the year. The Committee considered a wide range of reports and topics including the standard budget and monitoring reports and quality assurance arrangements. The Committee received reports on the Welsh Language Strategy, the West Wales Care Partnership and the Future Business Model for Careline with an Informative visit arranged to the Careline office in Eastgate, with an opportunity to speak with frontline staff. The excellent reports enabled the Committee members to gain an appreciation of the tireless work undertaken by officers.

The Committee appreciated attending a joint meeting with the Education and Children Scrutiny Committee where views could be shared and progress discussed in relation to the effectiveness of Social Care Services in Carmarthenshire.

The introduction of pre-meetings has added value to the scrutiny role by dealing with minor queries prior to the meeting and thereby giving committee members additional time to thoroughly scrutinise agenda items.

The Local Authority is keen to encourage effective partnership working with outside bodies and a number of interesting and informative presentations were received during the year. These included presentations on Transforming Mental Health Services, the Welsh Ambulance Service, Trading Standards - detailing initiatives to reduce financial exploitation of vulnerable adults and the Carers Trust - highlighting the role of Unpaid Carers.

The Committee has established a Task and Finish Group to look at ways of alleviating loneliness and isolation. To date we have visited the YMCA in Swansea where innovative work is being done in reaching out to the local community. We have also received a very interesting and informative presentation on "Carmarthenshire is Kind" a joint project by

Carmarthen County Council and the 50+ forum which was officially launched at a very successful event held at the National Botanical Gardens in September.

A big thanks to Michelle Evans Thomas, our support officer for all her valued guidance and assistance during the year. In conclusion I would like to thank all the officers who have attended the Social Care and Health Scrutiny meetings and for their expert advice, guidance and support.



Councillor Gwyneth Thomas
Chair of Social Care & Health Scrutiny Committee

1. Introduction

Article 6.2 of the Council's Constitution requires all Scrutiny Committees to *"prepare an annual report giving an account of the Committees activities over the previous year."*

The main aim of the report is to highlight the work that has been undertaken by the Social Care & Health Scrutiny Committee during 2017/18. The document may also facilitate discussion on other items that could be included within future work programmes.

The Committee is chaired by Councillor Gwyneth Thomas and is made up of 14 Elected Members. Support is provided by the Democratic Services Unit and other Council officers as and when required.

This report provides an overview of the work of the Social Care & Health Scrutiny Committee during the 2017/18 municipal year. It gives Members the opportunity to reflect on the achievements during the year and to identify what worked well and where improvements could be made. This analysis is instrumental in developing scrutiny.

2. Overview of the work of the Committee in 2017/18

2.1 Number of Meetings

The Scrutiny Committee held 6 meetings plus 1 joint meeting with the Education & Children Scrutiny Committee during the 2017/18 municipal year.

2.2 The Forward Work Programme

The Scrutiny Committee develops its own Forward Work Programme (FWP). In July 2017 the Committee met informally with officers to identify, discuss and programme items to be considered by the Committee for the forthcoming year. This involved the inclusion of standard items such as performance, budget and action plan monitoring reports. Additional reports were also requested by members at meetings throughout the year and the Forward Work Programme was amended accordingly. In the main, meeting agendas were consistent with those outlined in the FWP, which was confirmed by the Committee at its meeting on 26th September 2017.

The concept and development of the Forward Work Programme and the process for its agreement has allowed each Scrutiny Committee to determine its own agendas. The benefits of such an approach has led to an improved level of debate and input during Scrutiny Committee meetings.

The Well-being of Future Generations (Wales) Act 2015 places long term sustainability at the forefront of how public services are designed and delivered and it places emphasis on public bodies to work in partnership with each other and the public to prevent and tackle problems.

The Social Care & Health Scrutiny Committee's key responsibilities are:

- Social Services for Older People including Nutritional Standards
- Adults with Learning Disabilities
- Support for Carers
- Mental Health Services
- Safeguarding of Adults
- Integration of Health and Social Care Services
- Dementia Services

To compliment the work undertaken during formal meetings, the Committee also undertakes other scrutiny functions such as Task and Finish, visits to establishments falling within its remit together with member development sessions

2.3 Performance Monitoring / Strategic Issues

Performance Monitoring Reports - One of the principal roles of Scrutiny Committees is to monitor the performance of services and functions within its remit. They undertake this work mainly through the consideration of performance monitoring reports and various action plan monitoring reports. The performance monitoring reports provide a balanced picture of performance across the relevant service areas. The Social Care & Health Scrutiny Committee received the Performance Monitoring Report for the Council's 2017/18 Wellbeing Objectives at its meetings in September 2017 and April 2018. The reports mainly focussed on underperforming indicators.

Carmarthenshire County Council's Draft Annual Report 2016/17 - As part of its performance monitoring role the Committee received relevant information from the Council's key strategies and plans. In September 2017 the Committee considered the Council's draft Annual Report for 2016/17 which included extracts for its service remit the second year progress report on the Corporate Strategy 2015-20.

Communities Departmental Draft Business Plan 2018/19-2021 – In December the Committee considered the Communities Departmental Draft Business Plan 2018/19-2021 which detailed the department's aims and objectives for 2018-21. This provided the Committee with an opportunity to consider and comment upon the priorities outlined for the department for the three year period.

Draft Annual Report of the Statutory Director of Social Services on the effectiveness of Social Care Services in Carmarthenshire 2016/17 - In June 2017, during a joint meeting with the Education & Children Scrutiny Committee, members received the Annual Report on the Effectiveness of Social Care Services in Carmarthenshire for 2016/17. Members noted that there was a statutory requirement for the Director of Social Services to report annually to Council on the delivery, performance and risks, as well as plans for the improvement of the whole range of Social Services. It was noted that the presentation of this report to scrutiny members was an important element within the development of the final document.

Corporate Strategy – In April 2017 the Committee considered the elements of the draft new Corporate Strategy 2018-23 relevant to its remit.

Actions & Referrals - During the course of the municipal year several requests for additional items are made by members of the Committee to assist them in discharging their scrutiny role. Actions & Referrals updates are presented to Committee which provide an update on progress in relation to these requests.

2.4 Revenue & Capital Budgets

Budget Monitoring Reports - The Committee received quarterly reports on the departmental and corporate revenue and capital budgets at the meetings held in September and March. These reports enabled members to monitor the level of spend in each area and the progress made in connection with any capital works.

Revenue Budget Strategy 2018/19-2021 - As well as monitoring the current budget, the Committee was also consulted on the Revenue Budget Strategy 2018/19 to 20/21. The report provided the Committee with the current proposals for the Revenue Budget for 2018/19 together with the indicative figures for the 2019/20 and 2020/2021 financial years.

2.5 Service Integration and Pooled Funds

In September the Committee considered a report on Service Integration and Pooled Funds. In accordance with the Social Services and Well-being (Wales) Act 2014, Councils and Health Boards have a statutory obligation to establish and maintain pooled fund arrangements. The report detailed the regional arrangements that have been put in place to support organisations in meeting their obligations under the Act.

In January the Committee considered a further report on the work being undertaken in relation to Service Integration and Pooled Funds which also included details of the regional governance arrangements.

Outcomes:

The Committee resolved to meet prior to the next scheduled meeting in order to further discuss pooled budgets and the associated identified risks. A briefing session was arranged for members on 27th February when they received a presentation on the West Wales Care Partnership: An Integrated Approach to Transforming Health and Social Care in the Region.

2.6 Carmarthenshire's Quality Assurance Arrangements Including Operation Jasmine Action Plan

The Committee considered a report detailing Carmarthenshire's Quality Assurance Arrangements. Since the inception of commissioning in 2002, Carmarthenshire has developed effective contract management and contract monitoring arrangements. The Committee also considered the Operation Jasmine Action Plan which was developed in 2016 following an investigation into the neglect of older people in several care homes in North Wales.

2.7 Social Care Welsh Language Strategy "More Than Just Words"

In November the Committee received a presentation providing an update on the provision of Welsh language services in adult social care.

2.8 Future Business Model for Careline in Carmarthenshire

In November the Committee received a presentation providing an update on the Authority's current and future provision of an Information, Advice and Assistance Service and preventative services in relation to statutory duties under the Social Services & Wellbeing Act (Wales) 2014.

2.9 West Wales Care Partnership – An Overview

The Committee considered a report detailing the requirements within Part 9 of the Social Services and Wellbeing (Wales) Act 2014 regarding partnership working in the provision of care and support and of arrangements in place in West Wales to meet those requirements.

2.10 Update on Trading Standards Initiatives – Protection of Elderly and Vulnerable Citizens in Carmarthenshire

In December the Committee received a report and presentation detailing the initiatives being undertaken by the Trading Standards Division aimed at improving citizens' quality of life at home and improving community resilience by reducing financial exploitation of vulnerable adults.

Outcomes:

The Committee resolved that a members' seminar be arranged on the Financial Exploitation Safeguarding Scheme. This seminar was held in March 2018.

2.11 Deprivation of Liberty Safeguards

In January the Committee received a report on the implementation of the Deprivation of Liberty Standards introduced in England and Wales in 2009. The report outlined recent case law in the Supreme Court in March 2014 and the actions being taken by the Communities Department to mitigate the risks associated therewith including staffing arrangements and training.

2.12 Adult Social Care Complaints and Compliments Report

The Committee considered the above-mentioned report which summarised the number and type of complaints and compliments received and detailed the service area to which they related.

2.13 Transforming Mental Health Services – Consultation Closing Report

In March the Committee received a presentation and considered the closing report produced by the Hywel Dda University Health Board following the conclusion of the consultation process in relation to the transformation of mental health services across the Hywel Dda footprint.

2.14 Unpaid Carers Update

In April the Committee received a presentation and considered a report providing an overview of the activities and initiatives implemented to support the 48,000 unpaid carers in the region and the 24,000 unpaid carers in Carmarthenshire.

2.15 Draft Learning Disability Strategy 2018-2023

In April the Committee considered the draft Learning Disability Strategy 2018-2023 which embraces the principles of the Social Services and Wellbeing (Wales) Act 2014 and incorporates previous engagement undertaken with service users, carers, parents and others. The Carmarthenshire Strategy will ensure that, within the national and regional context, the local voice of people who use and need services is captured and the landscape of local services is developed to reflect this.

Outcome:

The Committee resolved that officers in the Authority's Forward Planning Division be asked to consider including in the Local Development Plan the provision to give priority to applications from people with disabilities.

2.16 Additional Reports Requested

During the course of the year, the Committee requested reports on the following topics to be included in the Forward Work Programme:-

- What benefits, particularly financial, Carmarthenshire has received as a direct result of regional and partnership working over recent years;
- The initiatives the Authority has in place to safeguard teenagers at a future meeting (Education & Children Scrutiny Committee be invited to attend);
- Country Cars
- The work of the West Wales Regional Partnership Board in relation to young Carers;
- The Local Development Plan and problems faced during the planning process by people with learning disabilities (officers from the Forward Planning Division be invited to attend);
- An update on the provision of meals on wheels in the county.

3. Other Scrutiny Activity

3.1 Task and Finish

At the Committee's Forward Work Programme planning session held in July 2017 (held later than usual due to the elections in May) there was some discussion around possible topics for a Task and Finish review and it was decided to wait and see if any issues of concern/meriting further investigation arose during the course of the year.

3.2 Site Visits

In November 2017 the Committee undertook a visit to the Careline offices in Eastgate, Llanelli where Careline, Dewis Sir Gar and the Community Resource Team are all based. The Committee learned all about the process followed when a client makes the initial contact with the Information, Advice and Assistance service.

3.3 Development Sessions

Following the local government elections held in May 2017, a Councillor Induction Programme was provided for all elected members. The programme was designed primarily for new Councillors but was also open to those who were re-elected. The induction programme was geared to provide members with the requisite knowledge, skills and understanding to assist them in serving as a Councillor. The following induction sessions were held:-

- Ethics, Standards, Legal Duties and Responsibilities - May 2017;
- Finance including Budgeting & Treasury Management - May 2017;
- Introduction to Marketing and Media - June 2017;
- Decisions for Future Generations (Well-being of Future Generations Act) – July 2017;
- Safeguarding & Violence Against Women & Domestic Abuse & Sexual Violence Act – September 2017.

In addition to the induction programme, the following all-member development sessions were held during 207/18:-

- Social Services and Well-Being (Wales) Act - September 2017;
- Data Management and Freedom of Information Act – September 2017;
- Health & Safety (including Corporate Manslaughter) - September 2017;
- Welsh Local Government Association Regional Workshop - October 2017;
- Digital Transformation Seminar - October 2017;
- Substance Misuse - December 2017;
- Local Housing Company - March 2018;
- Financial Exploitation Safeguarding Scheme - March 2018.

In addition to the above, several departmental budget seminars were held.

The Committee also received the following presentations at meetings during the course of the year:-

- Presentation by Ros Jervis, Director of Public Health with the Hywel Dda University Health Board who provided a general overview of the Director's role;
- Presentation by Estelle Hitchon, Director of Partnership and Engagement and Rob Jeffery, Head of Operations with the Welsh Ambulance Services NHS Trust who provided an overview of the service;
- Presentation by Mr Richard Jones, Head of Clinical Innovation & Strategy with the Hywel Dda University Health Board who provided an update on the Transformation of Mental Health Services;
- Presentation by Ms Alison Harris, Chief Executive Officer of Carers Trust, Crossroads, Sir Gar who provided an update on Unpaid Carers.

4. Challenges

Following the local government elections in May 2017 the Social Care & Health Scrutiny Committee saw a new cohort of members. The newly elected members worked with the rest of the Committee to familiarise themselves with the decision making process and the topics within the remit of the Scrutiny Committee's portfolio. The new cohort of members have settled in well and are making a valuable contribution at meetings.

5. Future Work

The Committee has made significant progress and will continue to concentrate on topics where Members' input will result in positive outcomes to drive forward service improvement. To ensure that the best use is being made of meeting time and with the benefit of the added value of pre-meetings, the Committee is keen to achieve a more streamlined scrutiny process.

The future work of the Committee will be considered as part of the Forward Work Programme planning session. The FWP will continue to be monitored during the course of the year, together with the Executive Board FWP.

6. Support for the Scrutiny Function

Support for Carmarthenshire County Council's Scrutiny function is provided by the Democratic Services Unit, based in the Administration & Law Division of the Chief Executive's Department.

Support for the Scrutiny function includes:

- Formulating, in accordance with the FWP, and despatching agendas for Scrutiny Committee meetings a minimum of 4 working days prior to the meeting;

- Providing support and constitutional advice to the Scrutiny Committees and to members of those Committees as well as producing minutes of their meetings and ensuring items arising from those meetings are actioned;
- Giving support and advice in relation to the functions of the Council's Scrutiny Committees to executive and non-executive members of the Council and its officers;
- Managing the strategic development of Scrutiny in Carmarthenshire through engaging in national and regional Scrutiny networks and initiatives, supporting the Chairs and Vice-Chairs of Scrutiny Forum and meetings of the Scrutiny Chairs and Vice-Chairs with the Executive Board;
- Advising and supporting the implementation of the requirements of the Local Government (Wales) Measure 2011 as and when guidance is published;
- Managing the co-ordination and development of the Scrutiny Committees' forward work programmes in conjunction with Scrutiny Committee members;
- Managing and co-ordinating Scrutiny review work, including the administration of scrutiny task and finish groups, assisting in writing reports in conjunction with the groups and assisting in the implementation and monitoring of completed reviews;
- Assisting with the Scrutiny member development programme.

For more information on Scrutiny in Carmarthenshire including forward work programmes, task and finish reports and annual reports, visit the County Council's website at: www.carmarthenshire.gov.wales/scrutiny

To contact the Democratic Services Unit, please call 01267 224028 or e-mail scrutiny@carmarthenshire.gov.uk

7. Attendance

Attendance by members of the Education & Children Scrutiny Committee during the 2017/18 year is shown in the table below. A total of 6 meetings were held between May 2017 and April 2018.

Scrutiny Committee Member	Meetings Attended	%
Cllr. Kim Broom	6	
Cllr. Ieuan Wyn Davies	5	
Cllr. Alun Davies	3	
Cllr. Rob Evans	3	
Cllr. Tyssul Evans	6	
Cllr. Jean Lewis	6	
Cllr. Ken Lloyd	6	

Cllr. Andre McPherson	3	
Cllr. Eryl Morgan	5	
Cllr. Louvain Roberts	3	
Cllr. Emlyn Schiavone	5	
Cllr. Edward Thomas	3	
Cllr. Gwyneth Thomas	6	
Cllr. Dorian Williams	6	

Substitutes	No. of meetings attended
Cllr. Sue Allen	2
Cllr. Gareth John	2
Cllr. John Prosser	2

Executive Board Member	No. of meetings attended
Cllr. Jane Tremlett	6

Attendance at the Joint Meeting of the Education & Children and Social Care & Health Scrutiny Committees held on 23rd June, 2017 is shown in the table below.

Scrutiny Committee Member	Attended
Cllr. Kim Broom	1
Cllr. Ieuan Wyn Davies	1
Cllr. Alun Davies	1
Cllr. Rob Evans	1
Cllr. Tyssul Evans	1
Cllr. Jean Lewis	1
Cllr. Ken Lloyd	1
Cllr. Andre McPherson	0
Cllr. Eryl Morgan	1
Cllr. Louvain Roberts	1
Cllr. Emlyn Schiavone	1

Cllr. Edward Thomas	1
Cllr. Gwyneth Thomas	0
Cllr. Dorian Williams	1

Substitutes	No. of meetings attended
Cllr. John Prosser	1

Executive Board Member	No. of meetings attended
Cllr. Jane Tremlett	1