

To: Members of the Partnerships  
Scrutiny Committee

Date: 20 November 2015

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Dear Councillor

You are invited to attend a meeting of the **PARTNERSHIPS SCRUTINY COMMITTEE** to be held at **9.30 am** on **THURSDAY, 26 NOVEMBER 2015** in **COUNCIL CHAMBER, RUSSELL HOUSE, CHURTON ROAD, RHYL LL18 3DP.**

Yours sincerely

G. Williams  
Head of Legal and Democratic Services

## **AGENDA**

### **PART 1 - THE PRESS AND PUBLIC ARE INVITED TO ATTEND THIS PART OF THE MEETING**

#### **1 APOLOGIES**

#### **2 DECLARATION OF INTERESTS**

Members to declare any personal or prejudicial interests in any business identified to be considered at this meeting.

#### **3 URGENT MATTERS AS AGREED BY THE CHAIR**

Notice of items which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act 1972.

#### **4 MINUTES OF THE LAST MEETING (Pages 3 - 10)**

To receive minutes of the Partnerships Scrutiny Committee meeting held on 8 October 2015 (copy attached).

**9.35 a.m. – 9.45 a.m.**

**5 NORTH WALES FIRE AND RESCUE AUTHORITY (Pages 11 - 30)**

Public consultation on "How to maintain excellent, affordable fire and rescue services in North Wales in 2016-2017 and beyond (copy attached)

**9.45 a.m. – 10.20 a.m.**

**~~~~~ BREAK (10.20 a.m. – 10.30 a.m.) ~~~~~**

**6 ANNUAL REPORT ON ADULT PROTECTION 2014/2015 (Pages 31 - 48)**

To consider a report (copy attached) to provide Members with an overview of the impact of local safeguarding and adult protection arrangements and practice. Also to review progress in this key area of work over the last 12 months.

**10.30 a.m. – 11.05 a.m.**

**7 SCRUTINY WORK PROGRAMME (Pages 49 - 68)**

To consider a report by the Scrutiny Coordinator (copy enclosed) seeking a review of the committee's forward work programme and updating members on relevant issues.

**11.05 A.M. – 11.20 A.M.**

**8 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

To receive any updates from Committee representatives on various Council Boards and Groups.

**11.20 A.M. – 11.25 A.M.**

**MEMBERSHIP**

**Councillors**

Councillor Jeanette Chamberlain-Jones (Chair)

Councillor Raymond Bartley (Vice-Chair)

Meirick Davies  
Martyn Holland  
Pat Jones  
Dewi Owens

Pete Prendergast  
Arwel Roberts  
Bill Tasker

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## **PARTNERSHIPS SCRUTINY COMMITTEE**

Minutes of a meeting of the Partnerships Scrutiny Committee held in Town Hall, Parade Street, Llangollen LL20 8PW on Thursday, 8 October 2015 at 9.30 am.

### **PRESENT**

Councillors Raymond Bartley (Vice-Chair), Jeanette Chamberlain-Jones (Chair), Meirick Davies, Martyn Holland, Pat Jones, Dewi Owens, Pete Prendergast and Arwel Roberts.

Councillor Rhys Hughes attended as an observer.

### **ALSO PRESENT**

Chief Executive (MM), Head of Community Support Services (PG), Strategic Planning Team Manager (LG), Commissioning and Tendering Officer (KN), Scrutiny Coordinator (RE) and Administrative Officer (CIW).

The Chair informed Members that Councillor T.M. Parry had resigned his membership of the Committee due to work commitments.

#### **1 APOLOGIES**

Councillors W.N. Tasker, H. H. Evans, R.L. Feeley and the Corporate Director Communities.

#### **2 DECLARATION OF INTERESTS**

No Members declared any personal or prejudicial interests in any business identified to be considered at the meeting.

#### **3 URGENT MATTERS AS AGREED BY THE CHAIR**

No items were raised which in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act, 1972.

#### **4 MINUTES OF THE LAST MEETING**

The Minutes of a meeting of the Partnerships Scrutiny Committee held on Thursday, 17<sup>th</sup> September, 2015 were submitted.

Matters arising:-

In response to concerns that Betsi Cadwaladr University Health Board (BCUHB) officers seemed to be under severe time pressures at the last meeting when discussing the 'The Temporary Changes to Women's and Maternity Services in North Wales', the Scrutiny Co-ordinator explained that the Health Board had been

keen to meet all Councils in North Wales as part of the consultation on the proposed changes, and as the Special County Council meeting already scheduled with BCUHB officials on a range of matters was being held two days after the closing date for this particular consultation, Partnerships Scrutiny Committee had agreed to accommodate the business item at its meeting. It had been unfortunate that, as part of the same consultation, BCUHB officials needed to be in Dolgellau for a consultation event in the early afternoon.

The Chief Executive informed Members that he had written to BCUHB's Area Director, following the Special Council meeting on the 7<sup>th</sup> October, summarising concerns raised by Members at that meeting on a range of health and social care matters. He also confirmed that he would be asking the Scrutiny Chairs and Vice-Chairs Group (SCVCG) to consider whether the following matters merited scrutiny's attention:-

- the proposed development of the Royal Alexandra Hospital and any potential risk to the development (i.e. the current position, proposed options and potential timescale);
- concerns regarding the future availability of primary care in the Prestatyn area from April 2016 onwards (including potential alternative provision);
- the Health and Social Care Advisory Service's (HASCAS) report into the failings of care and treatment of patients at the Tawelfan Ward at Ysbyty Glan Clwyd – to consider the report's findings from the perspective of Denbighshire residents and any potential lessons for the Council;

The Scrutiny Co-ordinator advised that the SCVCG was due to meet the following week and the proposals to examine the matters would be considered at that meeting.

With respect to the additional information requested from BCUHB representatives at the Committee's meeting in September the Scrutiny Co-ordinator advised that a formal request had been made for the information but do date it had not been received.

**RESOLVED** – *that, subject to the above, the Minutes be received and approved as a correct record.*

## **5 SUPPORTING PEOPLE LOCAL COMMISSIONING PLAN**

A copy of a report by the Commissioning and Tendering Officer (CTO), which detailed the three year Commissioning Plan for the Supporting People Programme (CPSPP) in Denbighshire, had been circulated with the papers for the meeting.

The Head of Community Support Services (HCSS) introduced the report and informed the Committee that the Council was planning towards a 10% cut in the Supporting People grant from the Welsh Government (WG) for 2016-17. As the actual amount of grant funding would not be announced until late November this year the Council also had contingencies in place in case the actual funding cut exceeded 10%. It was confirmed by the Commissioning and Tendering Officer (CTO) that the LCP would be submitted to the North Wales Supporting People

Regional Collaborative Committee in January, 2016, to inform the development of the North Wales Regional Commissioning Plan.

The report outlined the current position, cost and effect on other services, the findings of the Equality Impact Assessment completed for the LCP in 2013, details of consultations carried out and risks and steps introduced to reduce them.

The Committee considered Appendix 1 to the report, and it was agreed that the meeting move to PART II.

## **PART II**

### **EXCLUSION OF PRESS AND PUBLIC**

***RESOLVED*** – that under Section 100A of the Local Government Act 1972, the Press and Public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in Paragraphs 14 and 15 of Part 4 of Schedule 12A of the Local Government Act 1972.

Responding to members' questions on the proposals under consideration for cutting SP grants to individual organisations, listed in Appendix 1 to the report, officers confirmed that:-

- the criteria for SP grant funding was very prescriptive and therefore detailed work had been undertaken to ensure that the funding provided was being used by each organisation for its intended purpose, and that it conformed with the SP criteria;
- As part of the rationalisation of grant funding processes, duplication of provision, compliance with grant conditions and whether the projects are supportive of the early intervention agenda will all been examined in detail. The contract monitoring processes administered by SP ensure that organisations are not receiving money for the same projects from different funding streams;
- other public bodies, such as the Health Board were also looking at rationalising their processes and pooling their funding streams;
- part of the tender process for applying to deliver services on the Council's behalf included strict financial checks on the organisations that applied;
- once a contract was awarded its delivery would be regularly monitored to ensure it was delivering the objectives in line with the contract specification, part of which included a value for money analysis to ensure that it delivered services that added value to Denbighshire residents' lives;
- the SP Grant was not usually an organisation's only source of funding, as SP grant funding was allocated for specific purposes;
- officers served on a number of different groups within the Council and with partner organisation i.e. Health Board and were therefore able to form collective views and decisions on funding requests;
- a single pathway referral system operated which helped the Council determine whether individuals who applied to access its services were receiving similar support from other organisations. Plans were in place to ensure that this was

fully integrated with the Community Support Services Single Point of Access (SPoA);

- Supporting People had rationalised the contracts it held with individual organisations, whereas in the past an organisation may have had multiple contracts with Supporting People for the delivery of services, it would now have one overarching contract with each individual element of the contract monitored as part of the contract monitoring process.

Members emphasised the general need for central government to simplify the grant funding system to make it easier to understand and less confusing and complex for Local Authorities (LAs) and the public in general. Such an approach would assist valuable resources to be used far more wisely and therefore maximise their impact for the taxpayer.

The Chief Executive (CE) referred to the Scottish approach where only two grants were now distributed by the Scottish Government, the remainder had been incorporated into the Revenue Support Grant (RSG) awarded to each LA. This approach assisted LAs with their financial planning as very few elements of their budgets would be dependent on the awarding of standalone grants for specific Council functions. The Welsh Local Government Association's (WLGA) Director of Resources had recently attend a Communities Scrutiny Committee meeting to discuss this approach and its benefits for LAs. The CE suggested that members may wish to discuss this aspect further at a future Budget workshop session.

Members requested that the report to Cabinet:-

- include a column in Appendix 1 highlighting whether the SP Grant monies were an organisation's only source of income;
- information on the anticipated impact on each organisation of the potential cut in their SP grant funding;
- identify those organisations which had been subject to cuts in previous years

The meeting resumed to PART I at this juncture.

## **PART I**

At the conclusion of the discussion the Committee:-

***RESOLVED*** – *that, subject to the inclusion of the above observations and amendments, the report be referred to Cabinet for consideration in due course.*

## **6 WELL-BEING PLAN**

A copy of a report by the Strategic Planning Team Manager (SPTM), which provided an update on the findings of an evaluation of the Denbighshire Top 20 project's first six months, and information on the project instigated by the Denbighshire Wellbeing Plan which had been published in December, 2014, had been circulated with the papers for the meeting.

The SPTM introduced the report and referred to the process followed by the County's Strategic Partnership Board (SPB) in developing Denbighshire's Wellbeing Plan, whose theme was Independence and Resilience. She advised Members that it was too early at present to give a progress report on the entire plan, nevertheless officers were keen to seek scrutiny's support for a project they were piloting as part of the Plan. Under the Denbighshire Top 20 Project Well-being Plan partners worked together to support extremely vulnerable individuals with a view to prevent them from requesting unnecessary assistance from the emergency/acute services at a later stage, in the majority of cases the call on these expensive services were inappropriate.

As part of the project the twenty most vulnerable individuals known to all partner organisations, for whom partners' day-to-day services did not seem to achieve the desired outcomes or who did not meet the criteria for the services available albeit that they were in need of support in the County, would be collectively identified. The project was also aimed at avoiding the duplication of services by working more effectively together.

The Committee agreed that during consideration of Appendix 2 "Evaluation of Denbighshire Top 20 Summary Report" the meeting move to PART II.

## **PART II**

### **EXCLUSION OF PRESS AND PUBLIC**

***RESOLVED*** – that under Section 100A of the Local Government Act 1972, the Press and Public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in Paragraphs 13 of Part 4 of Schedule 12A of the Local Government Act 1972.

The complexities of the intervention work with these individuals was illustrated via a number of case studies, as was the effort and time required to build up a relationship with some of the individuals. A number of barriers also needed to be negotiated between partners when attempting to support these individuals, these included the:-

- reluctance to share personal data, even though it was for the benefit of the individual;
- type of information held by different partners varied considerably, with some holding information on the individuals whilst others held information on addresses and not the individuals at those addresses;

Following consideration of Appendix 2 the meeting resumed in PART I.

Officers emphasised that the long term aim of the project was to save all partners valuable financial and other resources. To do this they had to be innovative and intervene at the earliest opportunity available. In doing this partners had to look beyond their protocols and be creative, otherwise valuable resources would be drained.

Responding to Members' questions officers advised that:-

- barriers need to be broken down in order to build the high level of mutual trust needed between all partners to ensure that information was shared confidently and appropriately to facilitate early intervention;
- the objective of this project was not to create another structure but to facilitate joint and effective working for the purpose of supporting the individuals concerned, and to save unnecessary expense to the public purse in the long-term;
- the fact that North Wales Police were leading on the project helped facilitate the sharing of information and ensure that if one partner was not willing to share its information on an individual they required a valid reason for withholding it;
- the high level of mutual trust built via this project could only be of benefit to all partners in the long-run and would improve working relationships for the future;
- the project at present was only being piloted in Denbighshire, however the Chief Constable was keen to roll it out to other areas as he saw the benefits of adopting the early intervention approach; and
- the Wales Audit Office (WAO), who had recently audited the Community Safety Partnership (CSP) was thinking of including the project as a case study in its audit report on the CSP.

Prior to concluding the discussion members commented on how the 'compensation culture' and individuals being frightened of being falsely accused of wrong doing had now made people extremely hesitant of offering a helping hand to the vulnerable, or to children, as would have happened years ago. It seemed as if the whole fabric of society was disintegrating, with the concept of being neighbourly and supporting people within communities being eroded. People these days expected organisations to provide services provided within communities in the past, services which mitigate against the risk of social isolation and loneliness.

Following further discussion, it was:-

**RESOLVED** – *that, subject to the above observations, the Committee supports the work undertaken to date and the proposal to continue with this work, and recommended that the project:-*

- (i) revisits its membership and its aims to ensure there is a common understanding and commitment from all partners to try creative and new approaches, and to discuss what each agency can and cannot do etc;*
- (ii) considers the cost of inaction against the cost of remedying a situation when deciding on a course of action to take;*
- (iii) ensures there is clarity about how multi-agency intervention can be implemented to add value to a case and if it does not work, when to cease;*
- (iv) re-establishes a detailed matrix, records more descriptive actions, proactively requests nominations, provides names of nominees prior to meetings and ensure that 20 people have been identified and agreed for support;*
- (v) considers a pooled budget;*
- (vi) establishes an Information Sharing Protocol (ISP) compliant with the Wales Accord on Sharing Personal Information (WASPI) to resolve information sharing barriers and develop a consent form to use with individuals;*
- (vii) due to its high profile understands how it will manage its messages;*



- (viii) evaluates the learning from each case to date;*
- (ix) seeks all its organisations to empower their representatives to make decisions, deploy resources and deviate from traditional policy and practice;*
- (x) understands how its learning can inform services' early intervention and prevention (common themes include: loneliness and social isolation, alcohol abuse; poor community networks; high demand on evenings and weekends): and*
- (xi) governance needs to be more robust.*

## **7 SCRUTINY WORK PROGRAMME**

A copy of a report by the Scrutiny Coordinator (SC), which requested the Committee to review and agree its Forward Work Programme and provided an update on relevant issues, had been circulated with the papers for the meeting.

A copy of the 'Member proposal form' had been included in Appendix 2, the Cabinet Forward Work Programme had been included as Appendix 3, and a table summarising recent Committee resolutions and advising on progress with their implementation, had been attached at Appendix 4.

The Committee considered its draft Forward Work Programme for future meetings, Appendix 1, and the following amendments and additions were agreed:-

26<sup>th</sup> November, 2015:-

- Members agreed that a business item relating to the proposals for the future development of a Community Hospital, Royal Alexandra, Rhyl be included in the Committee's forward work programme for the November meeting, and that representatives from the BCUHB be invited to attend.
- The SC explained that confirmation had been received that representatives of the North Wales Fire and Rescue Service, would be attending the meeting.
- The Committee agreed that the respective Lead Members be invited to attend the meeting on the 26<sup>th</sup> November, 2015 to present their reports.

14<sup>th</sup> January, 2016:-

- The Chair had agreed a request from officers that the report on the business item pertaining to "Single Point of Access" be deferred from the current meeting until the Committee's meeting on the 14<sup>th</sup> January, 2016. This would enable the inclusion of information on a recent bid relating to Primary Care Workforce. Members also agreed that, following receipt of a request from the Lead Member Councillor R.L. Feeley, it would be beneficial to hold the meeting in Rhyl and visit SPoA staff.

The SC explained that Councillor W.N. Tasker had recently resigned his position as the Committee's representative on the Corporate Equalities Group (CEG), and the Group's Terms of Reference had been included as Appendix 5. Members agreed that Councillor D. Owens be appointed to serve on the CEG as the Committee's representative, and that Councillor M.L. Holland be appointed as a substitute.

The Committee agreed that following the resignation of Councillor T.M. Parry as a member of the Committee, consideration of the appointment of representatives on the Education and Highways Service Challenge Groups be deferred pending the appointment of Members to the two vacancies on the Committee.

Members were informed that the next meeting of the Scrutiny Chairs and Vice-Chairs Group (SCVCG) had been scheduled for the 15<sup>th</sup> October, 2015.

Following further discussion, it was:-

***RESOLVED*** – *that, subject to the above, the Work Programme as set out in Appendix 1 to the report be approved.*

## **8 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

No reports from Committee representatives had been received.

Meeting ended at 11.10 a.m.



# **Your Services Your Choices**

**PUBLIC CONSULTATION ON HOW TO  
MAINTAIN EXCELLENT, AFFORDABLE FIRE  
AND RESCUE SERVICES IN NORTH WALES  
IN 2016-17 AND BEYOND.**

**Autumn 2015**

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## INTRODUCTION

This public consultation is about the fire and rescue services provided in North Wales. North Wales Fire and Rescue Authority is inviting anyone with an interest to give their views on how fire and rescue services should be developed in North Wales in the next few years.

We all understand that there is less money for public services to use than we would like, but accept that the situation is unlikely to improve for a number of years. Anyone involved in public services will know how hard it is to continue to provide the services that people expect when the money isn't available.

At North Wales Fire and Rescue we have gone beyond the phase of reducing internal costs, finding ways of economising and cutting waste. Our revenue budget is made up of county council contributions. Making savings has meant that our services now cost the equivalent of £46 per head of population – the same as they did in 2010-11. But we still have to think about how many more years we can continue with the same level of contributions. And if our costs were to rise, where would the money come from?

The fire and rescue service has done a remarkable job on reducing demand for its services by focussing on fire prevention. People are much better now at avoiding fires than they were even ten years ago. But what should that mean for the future size and shape and purpose of the fire and rescue service? People expect an emergency response when they are in need, but providing a service 'just in case' costs money.

People can start to think about fires in their own geographical area, forgetting that they might also need fire and rescue services while they are visiting other areas, or travelling. As an Authority for the whole of North Wales our concern is for the whole area and the whole population. Similarly, as an Authority working alongside other public service providers we recognise that we have to play our part in reducing costs. It's a very difficult balance to make, but we think that we have come up with a way of doing just that – looking after the whole population of North Wales without costing the earth.

We hope you agree with us, but we want to know if there is anything else we haven't considered that would make a difference. Obviously, we would also welcome your comments if you support our plans.

## **BRIEF OVERVIEW OF NORTH WALES FIRE AND RESCUE**

North Wales Fire and Rescue Authority is one of three fire and rescue authorities in Wales. It was established in 1996 to provide fire and rescue services in Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire and Wrexham.

The Authority is made up of 28 elected county councillors who are nominated by their own county council to serve as members of the Authority. In this capacity Members are expected to act in the best interests of the whole of North Wales, not just their own county area.

The Authority makes decisions about the level of fire and rescue services that will be provided in North Wales, and sets its annual budget to match that level of service.

### **What services does North Wales Fire and Rescue provide?**

- Fire prevention and community safety education
- “Blue light” response to fires and non-fire emergencies
- Enforcement of fire safety in non-domestic premises
- Planning and response to large scale and serious emergency situations

### **How much does North Wales Fire and Rescue cost to run?**

Around £32million per year - the equivalent of £46 per year for every North Wales resident.

### **Who pays for North Wales Fire and Rescue?**

The six county councils in North Wales all contribute towards a central fund that is used to provide fire and rescue services.

### **How do I take part in this Public Consultation?**

Think about what the impact of what we are proposing to do, and let us know your views **BEFORE 11<sup>th</sup> December 2015**.

## THE PROPOSED OBJECTIVES FOR 2016-17

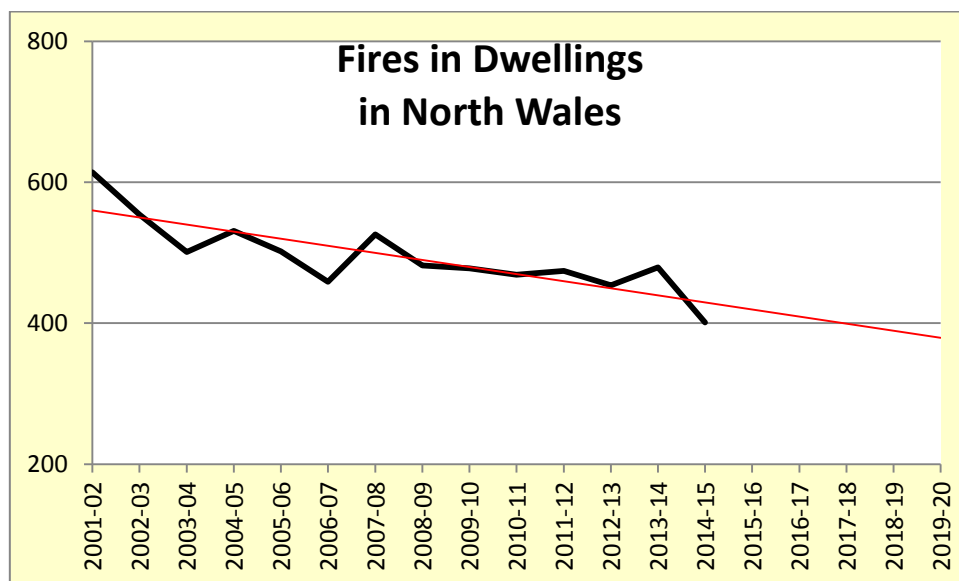
### Draft Objective 1 – Carry on helping to keep people safe from fire in their homes

This is not the first time that we have adopted this as our first objective, but by doing so it reflects the importance that we place on this aspect of our service delivery.

The place where people are most likely to be killed or injured by fire is in the home. It is where people are most relaxed and least alert to danger, where they worry least about their own safety from fire. They fall sleep, get distracted and forget to check. In workplaces and public buildings there are laws that require the people responsible for those places to formally plan and reduce risk from fires. But people don't tend to think in the same way about their fire safety measures when they are at home.

So although we have made significant in-roads and seen a remarkable reduction in the number of dwelling fires that occur, there is still more to do. We would not want to see financial constraints preventing us from continuing to focus on helping to keep people safe in their own homes.

In 2016-17, therefore, we will continue to keep fire safety in the home as our first and most important objective.





## **Draft Objective 2 – Working hard to make our budget go further so that we don’t have to ask the county councils for any higher contributions**

We know that money is in short supply for running public services, and the forecasts are that things are unlikely to get better for a number of years. We have worked hard to cut our spending by economising where that’s possible and becoming more efficient in the way we do things.

North Wales Fire and Rescue Authority is financed mainly by contributions from the six unitary authorities in North Wales in proportion to their population. Its annual revenue budget is currently set at just under £32million.

<b>£</b>	<b>Contribution 2011/12</b>	<b>Contribution 2012/13</b>	<b>Contribution 2013/14</b>	<b>Contribution 2014/15</b>	<b>Contribution 2015/16</b>
<b>Anglesey</b>	3,236,545	3,219,270	3,216,231	3,198,669	3,200,523
<b>Gwynedd</b>	5,588,685	5,525,827	5,507,985	5,588,255	5,602,787
<b>Conwy</b>	5,240,568	5,206,959	5,198,570	5,283,704	5,289,891
<b>Denbighshire</b>	4,549,039	4,569,316	4,593,630	4,342,155	4,360,740
<b>Flintshire</b>	7,051,716	6,981,590	6,955,089	7,018,721	7,033,548
<b>Wrexham</b>	6,266,101	6,269,049	6,300,506	6,340,507	6,398,354
<b>TOTAL</b>	<b>31,932,654</b>	<b>31,772,011</b>	<b>31,772,011</b>	<b>31,772,011</b>	<b>31,885,843</b>
<b>Cost per head of population</b>	<b>£47</b>	<b>£46</b>	<b>£46</b>	<b>£46</b>	<b>£46</b>

After freezing our annual budget for three years, we realised last year that we would have to increase it slightly. However, we gave an undertaking to the North Wales county councils that we would aim to limit any increase in the money that we would ask them to contribute towards our running costs to a maximum equivalent of £1 per head of population.

That undertaking remains, but because we recognise the financial pressures facing the county councils, we propose to do even better than that. We intend, through careful planning, to freeze our annual budget at this year’s level for another three years. Potentially, that could reduce county council contributions for fire and rescue services to as low as the equivalent of £45 per head of population per year – the same as it was in 2008-09.

We do not expect this to be easy to achieve. Having already cut £3million from our annual running costs, our capacity to absorb unavoidable cost increases for the next three years is limited. We estimate that these unavoidable increases

could be in the region of another £2million. However, we recognise the value of supporting the delivery of a broad range of excellent public services in North Wales and therefore we wish to collaborate as much as possible to ensure the safety of people in North Wales.

### **Draft Objective 3 – Still protecting ALL our communities, but with better planning**

Back in 2012 as part of our annual consultation we asked you whether you would prefer to:

- a) keep a fire station open because it was close to your home, but accepting that it was not available for several hours a week, or
- b) have a fire station that is always ready to respond, but accepting that it is several miles further away from your home.

What we were starting to tackle was the problem of an outdated duty system that makes it difficult to attract and keep enough retained (part time) firefighters to provide cover, particularly at certain times of day. This is partly because the level of commitment required (to stay within 4 or 5 minutes of a fire station for up to 120 hours a week or more) is becoming less realistic at a time when people tend to work and socialise away from where they live.

We were also concerned about the cost, time and effort it takes to maintain and manage a problematic duty system that has a high turnover of staff who realise that their primary employment has to come first, or that the pressure of the work commitment is too great on their personal or family life.

Although only a few people responded in 2012, your responses were useful. The majority favoured the second option – having a fire station further away, but definitely available – but there was a sense of nervousness about what ‘several miles further away’ might mean and no appetite for closing any fire stations. The idea of being ‘definitely available’ was appealing, but people seemed to need more information before being able to support us on the ‘further away’ aspect.

## **WHAT HAPPENS NOW IF I RING 999?**

Your call is passed to a fire control operator who takes the details of the incident. Using mapping and mobilising computer programs, the control operator will identify the nearest available fire engine and send the details of the incident to the crew of that fire engine.

If the responding crew members are wholetime firefighters on a wholetime shift station, they will mobilise immediately. There are wholetime shift stations in Wrexham, Deeside and Rhyl.

If the responding crew members are wholetime firefighters on a wholetime day crewed station and the call comes in between the hours of midday and 10pm, they will mobilise immediately. There are wholetime day crewed stations in Colwyn Bay, Llandudno, Caernarfon, Bangor and Holyhead.

If the responding crew members are retained firefighters or day crewing firefighters between 10pm and midday, they will make their way to the fire station (aiming to do so in under 5 minutes) and mobilise from there. There are retained fire stations in 36 locations around North Wales, and a further 8 fire engines mainly crewed by retained personnel located at the 8 wholetime stations listed above.

## **WHERE DOES THE FIRE ENGINE COME FROM NOW?**

There are 44 fire stations in North Wales, and 54 fire engines. How many of those fire engines are actually available, however, fluctuates from hour to hour according to the availability of firefighters.

For safety reasons, we insist on a minimum of four firefighters to crew a fire engine. If we don't have four available with the necessary skills and command experience, then that fire engine is said to be 'off the run', or unavailable. If we know in advance that we don't have a crew of four retained firefighters available, we might send a wholetime firefighter to make up a mixed crew if a call does come in, but there are limits to how often that can happen.

The 9 fire engines in North Wales that are crewed by wholetime firefighters are always available because wholetime firefighters work set shifts and their availability is known in advance. It can happen, though, that they are attending another incident when a call comes in.

The remaining 45 fire engines may or may not be available. We cannot guarantee how many will be available at any one time. It is not unusual for half of them to be unavailable, and availability can actually dip for a short while to as low as 15 fire engines to cover the whole area.

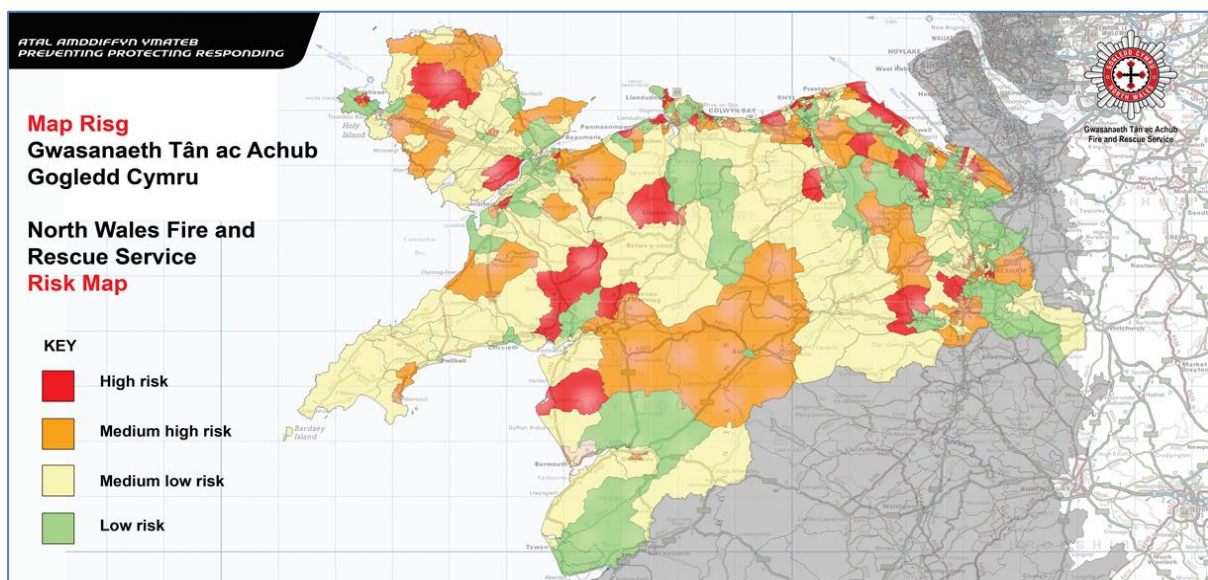
Why? Because we rely on retained firefighters being available to crew them, and because of the 'retained' nature of their employment contract with us they have to fit their availability to attend an emergency incident around their primary employment and other aspects of their daily life.

If individual retained firefighters know they are not going to be available and within 4 or 5 minutes of the fire station, they let us know so that the control mobilising system can be kept updated. So if the first choice of fire engine is unavailable or already out on another call, the control operator selects the next available fire engine to send.

**So as things stand now, although a member of the public would know where their nearest fire station is, they would not know where the nearest available fire engine was at the time of their call.**

We listened to the comments we received in 2012, and developed our thinking further. We analysed the distribution of risk across North Wales, both in terms of particular times and in terms of locations, and then tried to match that distribution.

We knew already that the majority of incidents happen in areas with higher populations - that's no surprise. However, when we analysed the *likelihood* of something happening – the risk – we saw a very different pattern of distribution. If we were to locate our resources only in areas of higher population density, then that would be to disregard the risk for anyone living, working, visiting or travelling in the other parts of North Wales.



So based on the principle of needing to protect the whole of North Wales at all times, not just the areas with a higher resident population, we looked at how to distribute our fire and rescue crews to best effect.

We realised that the answer did not lie with the fire stations (i.e. the actual buildings) but with the planning and management of our fire crews. We were also thinking about how we could address the problem of availability of retained crews and saw that there was an opportunity to keep fire stations open but to group together the crews that work from them so that we could be more certain about the availability of at least one fire crew in an area.

We also wanted to make sure that we took account of the differences in risk profile at different times. Many people are out at school or work during the

day, and those who are at home are usually awake and alert. At other times, there are more people at home, and they tend to be more relaxed and less alert. As we described for Objective 1, this time of being at home and relaxed is when the risk increases. So we worked out that while 20 'crewing groups' could cover the area during times of relatively lower risk, 38 'crewing groups' would be a much better level of provision for those times of relatively higher risk.

## **WHAT WOULD HAPPEN IN FUTURE IF I RANG 999?**

Your call would still be passed to a fire control operator who would take the details of the incident. The control operator would still identify the nearest available fire engine(s) and send details of the incident to the crew members.

The availability of individual retained firefighters would still fluctuate, but by using the 'crewing groups' we would have much better control over ensuring that at least 20 fully-crewed fire engines would be available and strategically distributed across North Wales during times of lower risk, and at least 38 fully crewed fire engines at times of higher risk. This would be a very big improvement.

Individual retained firefighters would still need to let us know when they were going to be unavailable or out of reach of a fire station so that we could keep an eye on which fire engines could be mobilised. But by being part of the new 'crewing groups' they should find that they can find a better balance between their fire service commitment and their other commitments.

With the introduction of new, modern alerters, we have the ability to allow firefighters to work more flexibly so that they would not be limited to only responding from one particular fire station. Wholtime and retained firefighters regularly work together as part of the same crew. We would continue to insist on having an absolute minimum of four firefighters to take out a fire engine (for safety reasons), but there would be more opportunities to allocate any additional firefighters to crew other fire engines – probably in the same crewing group but potentially in a neighbouring one. At the moment the process can be quite wasteful of available resources. For example, if nine retained firefighters happen to be available, the last four or five to reach the fire station might only arrive in time to see the fire engine driving away. If this happens repeatedly firefighters can become frustrated and disillusioned by missed opportunities to put all their training into practice.

**In future, a member of the public would know that at least twenty fire engines would be available at times of lower risk and at least thirty-eight would be available at times of higher risk.**

**Fire engines may not necessarily come from their nearest fire station, but that would be no different from now. The additional certainty is what makes this proposal so much better than the current arrangements.**



## **Objective 4 – Exploring the possibility of doing more things for our communities**

Over the years, the fire and rescue service has very successfully transformed itself into an organisation that does a lot more fire prevention work alongside its fire and rescue emergency response work. But it could do more. Some fire and rescue authorities in other parts of Britain have already started to diversify their work, by, for example, taking on co-responding with the ambulance service and broadening out their work to help people stay safe in their own homes beyond just advising on fire safety.

Given our success in driving down demand for extinguishing fires, we think that the time is right to review what else we can add to the list of services that we provide. We want to make sure that we remain available to respond to any fire or rescue emergency, but we would like to explore the possibility of using the resources we have available as productively as we can by helping to keep our communities safe from more than just fire. At a time when public services are under strain, it seems the right thing to do. It also makes good sense for us to at least explore how we could support other parts of the public sector as we all collectively aspire to help look after our local communities.



## WHAT DO YOU THINK ABOUT OUR IDEAS FOR IMPROVEMENT?

North Wales Fire and Rescue Authority will be submitting an estimate of its required level of funding for 2016-17 to the county councils in North Wales in December 2015, and confirming the final figure by the middle of February 2016.

We would like to have our plans ready for the start of the 2016-17 year, but before we make our final decisions we want to know what people think about our proposals. Is the Authority right to keep the prevention of fire deaths and injuries as its first objective? Is it realistic to expect it to keep its budget low AND to broaden out the range of services that it offers? Would you support the new crewing groups that we are proposing to introduce? If not, why not?

**Please send your comments before 11<sup>th</sup> December 2015:**

**By post to:**

North Wales Fire and Rescue Authority  
Fire and Rescue Service Headquarters  
Ffordd Salesbury  
St Asaph Business Park  
St Asaph  
Denbighshire, LL17 0JJ

**By e-mail to:**

[futurefire@nwales-fireservice.org.uk](mailto:futurefire@nwales-fireservice.org.uk)

**You can also visit**

[www.nwales-fireservice.org.uk](http://www.nwales-fireservice.org.uk)

Twitter @northwalesfire

[www.facebook.com/northwalesfireservice](http://www.facebook.com/northwalesfireservice)

**By completing the questionnaire:**

<http://goo.gl/kK5iwZ>

## **SOME QUESTIONS ANSWERED**

### **Q. Where will my nearest fire station be?**

We are not proposing to close any fire stations, so your nearest fire station will still be where it is now.

As happens already, the nearest available crew(s) will be mobilised to incidents, but what we are proposing is a more closely managed system based on having a minimum of 20 fire crews strategically placed and available during times of lower risk, and 38 fire crews strategically placed and available at times of higher risk.

Compared to what is available now, that represents a significant improvement.

### **Q. Why don't you just close some fire stations?**

There are several reasons why we have not taken this route. Firstly, keeping the building is not the main expense – the main costs are to do with employing staff. So closing fire stations would not save very much at all in terms of revenue costs. Secondly, we see the fire stations themselves as community assets that could potentially be developed so that other public or voluntary sector organisations could share the space with us. And thirdly, the existing fire stations provide us with the flexibility to move our crews around according to changing risk profiles. In time we may be forced to reconsider, but for now it makes good sense to keep all 44 fire stations open.

### **Q. If the fire engine has to come from further away, how can you say that that is an improvement?**

It has always been the case that if the fire engine in the nearest fire station is “off the run” (unavailable) or already out on another call, then the next nearest available one would be mobilised. People have been able to see the fire station and the fire engine and may have wrongly assumed that there would be a crew of firefighters available to crew it if needed.

How far away the next available fire engine is would depend on a number of factors including the current distribution of fire stations, the local road network, simultaneous demand in the area, and the availability of individual firefighters with the right combination of skills and command experience to make up a safe, functioning fire crew.

The improvement would come from having better control over the availability of fire crews. Under these new proposals we would be able to keep 20 strategically placed fire crews available at times of lower risk and 38 available at times of higher risk.

**Q. Other services are centralising their resources as a way of cutting costs – why doesn't the fire and rescue service do the same?**

We know that we attend more incidents in areas where the population is highest, but we want to protect the whole of North Wales, not just the larger towns. When we undertook an assessment of risk across the whole area it showed that there are areas of relatively higher risk distributed throughout North Wales, and that the risk profile of different areas do change. For this reason, we want to retain the flexibility to respond to varying levels of risk, and as far as possible to organise our fire crews to match the level of risk.

**Q. Why don't you just employ more retained firefighters?**

Simply employing more does not solve the problem if those additional firefighters are not available either. In some areas people travel miles from home to go to work, so putting them too far from their allocated fire station to remain 'on the run'. In some areas, the profile of the local population means that despite our repeated attempts at recruiting people as retained firefighters we have not managed to attract sufficient interest from people who can pass the stringent fitness and other entry tests. Also, all too often firefighters leave because there have been changes in their primary employment which means that they can no longer be available when we need them to be. So even when we have been able to recruit and train people we see a high turnover of staff.

**Q. Why don't you employ more wholetime firefighters?**

Employing more wholetime firefighters would solve the problem of availability, but it would be extremely hard to justify the cost of increasing the total number employed at a time when the public services are under financial pressure.

We have been trialling some new part-time wholetime duty contracts as an alternative to the retained duty contracts and we hope to continue to explore more sustainable and affordable contracts in future.

**Q. Isn't this just a reduction in the standard of service that I receive?**

No. The four proposals should give reassurance to the public that we will:

1. continue to put the emphasis on their safety by helping to prevent fire deaths and injuries;
2. play our part in helping the county councils in their financial planning at this time of tight public sector budgets;
3. keep fire stations open and improve the availability of fire crews;
4. find ways of doing even more, different things to improve public safety.

In addition to that, we will continue to abide by the seven commitments that we have already made in our Dwelling Fires Response Charter to:

1. Take the lead in driving down the number of dwelling fires that occur and in reducing their impact on people.
2. React quickly and efficiently every time we receive an emergency 999 call to attend a dwelling fire.
3. Attend dwelling fires swiftly and properly equipped to deal with them.
4. Deal with dwelling fires effectively, efficiently and professionally.
5. Help to restore normality to communities in the aftermath of dwelling fires.
6. Investigate the causes of dwelling fires and hold relevant people to account when appropriate to do so.
7. Strive to maintain high standards and improve aspects of what we do.

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<b>Report to:</b>	<b>Partnerships Scrutiny Committee</b>
<b>Date of Meeting:</b>	<b>26 November 2015</b>
<b>Lead Member / Officer:</b>	<b>Lead Member for Social Care Adults and Children's Service/ Head of Community Support Services</b>
<b>Report Author:</b>	<b>Service Manager: Specialist Services/POVA Co-ordinator</b>
<b>Title:</b>	<b>Annual Report on Adult Protection 2014/15</b>

## 1. What is the report about?

This report constitutes the annual performance report for Adult Protection in compliance with statutory guidance and provides an overview of the impact of local safeguarding and adult protection arrangements and practice.

## 2. What is the reason for making this report?

To provide Members with an overview of the impact of local safeguarding and adult protection arrangements and practice. To review progress in this key area of work over the last twelve months. To refer to data which reflects figures submitted by the Local Authority on an annual basis to the Welsh Government Data Unit.

## 3. What are the Recommendations?

That Members receive and comment on the report and acknowledge the important nature of a corporate approach to Adult Protection and the responsibility of the Council to view this as a key priority area and to place it alongside the commitment and significance given by Denbighshire to Child Protection.

## 4. Report details

- 4.1 The current key policy document in relation to Adult Protection for Denbighshire is the Wales Interim Policy and Procedure for the Protection of Vulnerable Adults, which informs practice when responding to alleged or confirmed abuse of 'vulnerable adults'. This policy was drafted from 'In Safe Hands' guidance and was revised in January 2013 to ensure that the document is relevant and in line with legislative changes since its first conception in November 2010. (Part 7 of the Social Services and Well-being (Wales) Act 2014 relates to safeguarding, and its implementation in April 2016 will lead to revised policies and procedures via Welsh Government and the Association of Directors of Social Services.)
- 4.2 'In Safe Hands' states that local authorities have the responsibility for taking the lead role in protecting vulnerable adults. This does not diminish the role of partner agencies who will still continue to have their respective responsibilities to respond to suspicions, allegations or incidents of abuse as described in these procedures and, where appropriate, to arrange support and / or care for the most vulnerable people in the community. Partnership working is essential for the protection of vulnerable adults.
- 4.3 A vulnerable adult is a person over 18 years of age who 'is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or serious exploitation'.

- 4.4 Abuse is defined as a 'violation of an individual's human and civil rights by any other person or persons'. (these definitions change under Part 7 of the SSWB Act 2014).
- 4.5 Adult Protection Activity in Denbighshire 2014 – 2015

Year	Referrals received and investigated
2012 - 2013	280
2013 - 2014	298
2014 - 2015	354

See Appendix 1 for breakdown of POVA data 2014 – 15

- 4.6 There is only one national performance indicator relating to Adult Protection: the number of cases where the risk has been managed or removed. We continue to believe that this is an important target as it demonstrates how Denbighshire as a whole safeguards the most vulnerable within the community. In 2014-15 we have maintained the 100% outcome where the risk has been removed or reduced/managed with Individual Adult Protection plans.
- 4.7 The Social Services and Well-being (Wales) Act 2014 will put Adult Protection on a statutory footing for the first time and includes the development of the National Independent Safeguarding Board and the appointment of the Expert Panel.
- 4.8 North Wales has adopted a two tier approach to the oversight of safeguarding adults at risk of harm that mirrors the regional approach to safeguarding children. Denbighshire and Conwy have a combined Local Delivery group which reports to a Regional Adult Safeguarding Board.
- 4.9 New guidance was published last December to replace the arrangements for Serious Case Reviews as recorded within the interim policy and procedures. This new model draws on current Child Practice Reviews but has been amended /adapted for Adults. The final guidance for Adult Practice Reviews is now awaited.
- 4.10 The deprivation of liberty safeguards provide legal protection for those vulnerable people who are, or may become, deprived of their liberty within the meaning of Article 5 of the European Convention on Human Rights in a hospital or care home.
- 4.11 A Supreme Court Judgement on 19/3/14 revised the test in relation to a deprivation of liberty for the purposes of Article 5 of the European Convention on Human Rights. This judgement sparked a considerable increase in DoLS activity nationally. In Denbighshire we received 214 requests for a Standard Authorisation during 2014 – 15, with a total of 40 authorisations being granted. An average of 15 annual applications were received in previous years.
- 4.12 A consultation on Mental Capacity and Deprivation of Liberty led by the Law Commission concluded at the beginning of November 2015. A report based on the consultation is expected next year with recommendations for reform
- 4.13 In response to the considerable increase in workload, the following actions have been taken:



- 13 practitioners have successfully completed the required best interest assessor training in order to increase the pool of staff available.
- A dedicated administrative post (18.5.hours) has been allocated from within existing resources.
- A new senior practitioner post with a lead on DoLS is to be appointed to support the future management of the DoLS process

4.14 The following are the main areas of pressure:

- Volume of work and keeping to timescales
- Cost of section 12 doctors (each assessment costs £174)
- Complying with the judgement in relation to individuals living in the community, where an application to the Court of Protection is required. There is an additional cost in these cases also.

4.15 The current safeguarding model was launched in June 2013 with locality team managers and senior practitioners undertaking the Designated Lead Manager Role alongside the POVA co-ordinator. The new model has not been without its challenges as some staff have struggled to adapt to the new role and this has been highlighted by CSSIW in the 2014/15 Annual Report.

Issue	Action
Timeliness and lack of consistency in the safeguarding process	<ul style="list-style-type: none"> <li>• Safeguarding Training for Designated Lead Managers has been provided.</li> <li>• Revised SPoA processes has enabled more effective and robust screening of POVA referrals.</li> <li>• A new post of Safeguarding Team manager has been developed to provide additional professional support to Designated Lead Managers and improve the whole process.</li> <li>• A Peer Review has been undertaken with Conwy to ensure that we have an external view of our processes and this is being monitored through the Local Safeguarding Adults Delivery group that includes all relevant partners including Health and the Police.</li> </ul>
Relevant agencies were not always being engaged especially in early strategy discussions	<ul style="list-style-type: none"> <li>• The Police have praised Denbighshire for our practice in ensuring that they are involved in every POVA referral and have adopted our procedure across North Wales.</li> <li>• Discussions have taken place with BCU regarding any concerns they have and they have been unable to identify any cases where there are concerns. However, we have developed processes to ensure that they are clear on their communication routes with ourselves.</li> </ul>
Lack of confidence of the designated lead managers	<ul style="list-style-type: none"> <li>• Safeguarding training for Designated Lead Managers has taken place and specific training on managing the Strategy Meetings has been commissioned.</li> </ul>
Clarity around the council's threshold for accepting or rejecting PoVA referrals is also needed	<ul style="list-style-type: none"> <li>• We have adopted a national threshold tool for POVA referrals that has successfully been used in other Wales Local Authorities. This is ensuring consistency in decisions making about threshold for investigation.</li> </ul>

4.16 The Protection of Vulnerable Adults in Wales, 2013-14 report summarises the key findings from the Protection of Vulnerable Adults data collection for period 1 April to 31 March 2014. This is the second annual data collection using revised guidance and replaces the statistics previously published in the Care and Social Services Inspectorate Wales (CSSIW) adult protection monitoring report.

Key national results:

- The reported number of completed referrals increased by 18% between 2012-13 and 2013-14.
- Neglect and physical abuse were the most common type of abuse reported, occurring in 31% and 27% respectively.
- 63% of completed referrals were for women and 66% were for people aged 65 and over.
- 34% of victims who alleged abuse lived in their own homes.
- Staff were most likely to be alleged responsible for abuse in 2013-14 (56% of referrals) followed by relatives (23%).

**5. How does the decision contribute to the Corporate Priorities?**

The Protection of Vulnerable Adults arrangements contribute directly to the corporate priority to protect vulnerable people and enable them to remain living independently.

**6. What will it cost and how will it affect other services?**

The increased activity in relation to Deprivation of Liberty Safeguards is likely to create a budget pressure. This is being closely monitored.

**7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report**

An Equality Impact Assessment is not required as this report makes no changes to policy.

**8. What consultations have been carried out with Scrutiny and others?**

Not applicable

**9. Chief Finance Officer Statement**

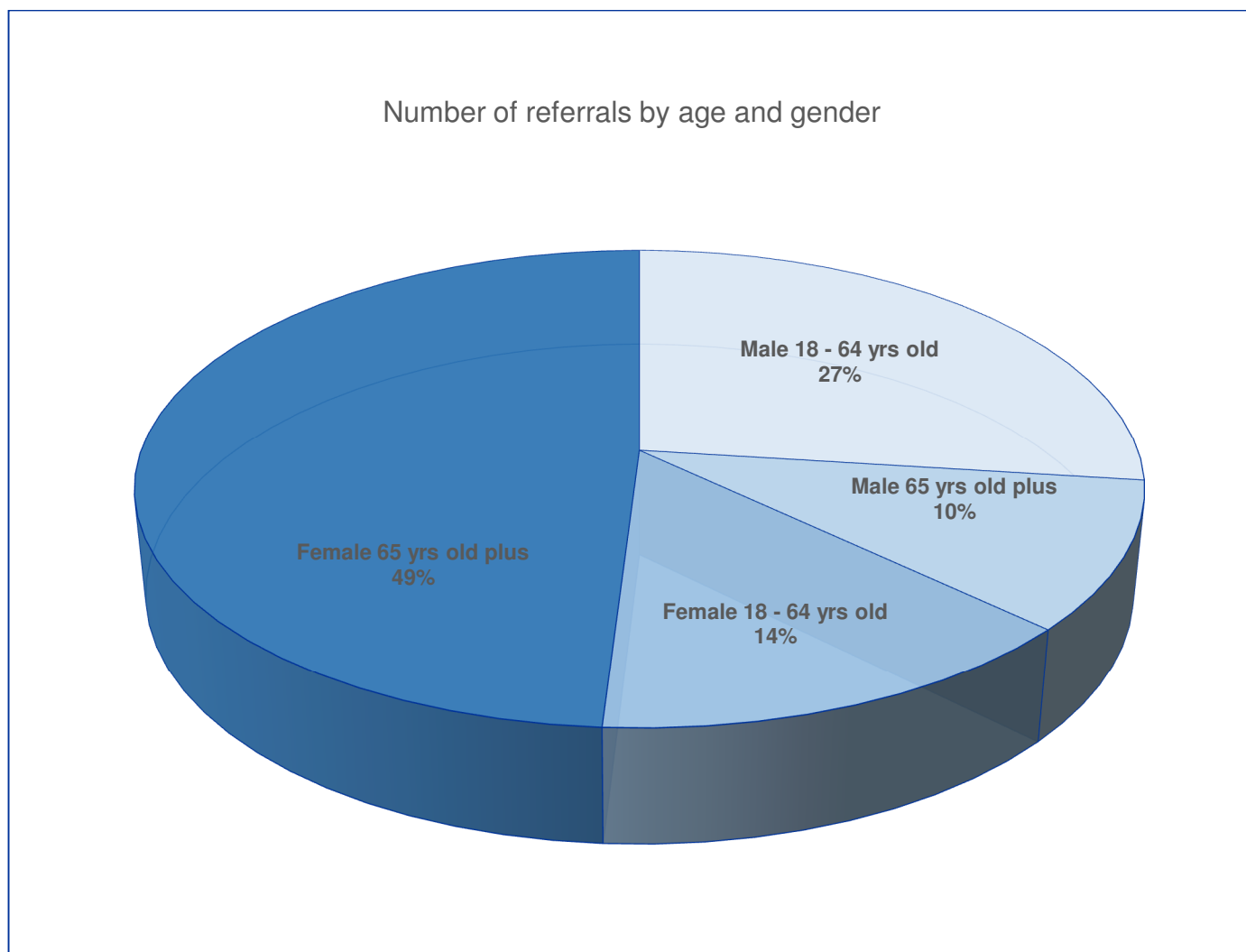
The cost implications will be kept under review and considered as part of the ongoing budget process.

**10. What risks are there and is there anything we can do to reduce them?**

The model of delivery which shares the role and responsibilities of the Designated Lead Manager with team managers and senior practitioners presents a challenge to ensure a consistency of approach and quality in dealing with safeguarding referrals. The development of a senior practitioner post – DoLS lead as well as a Safeguarding Team Manager post ensures a more robust overview of the whole safeguarding process.

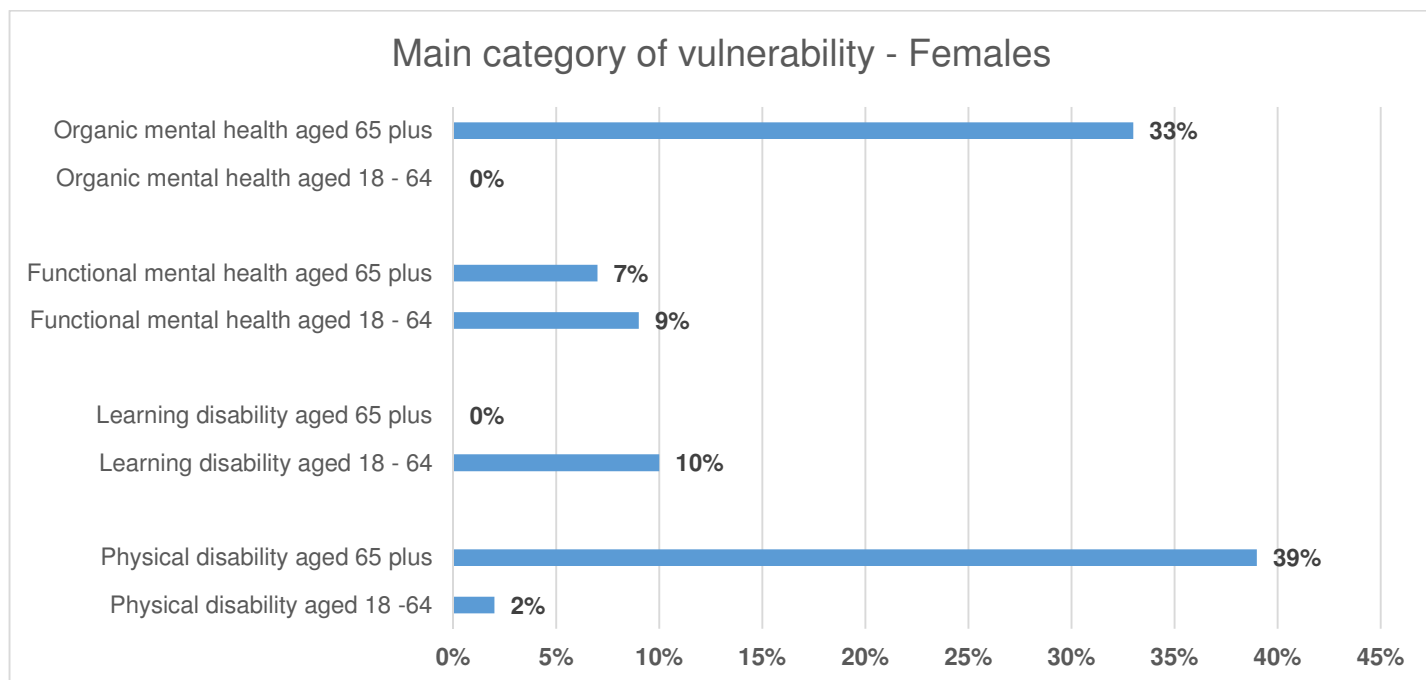
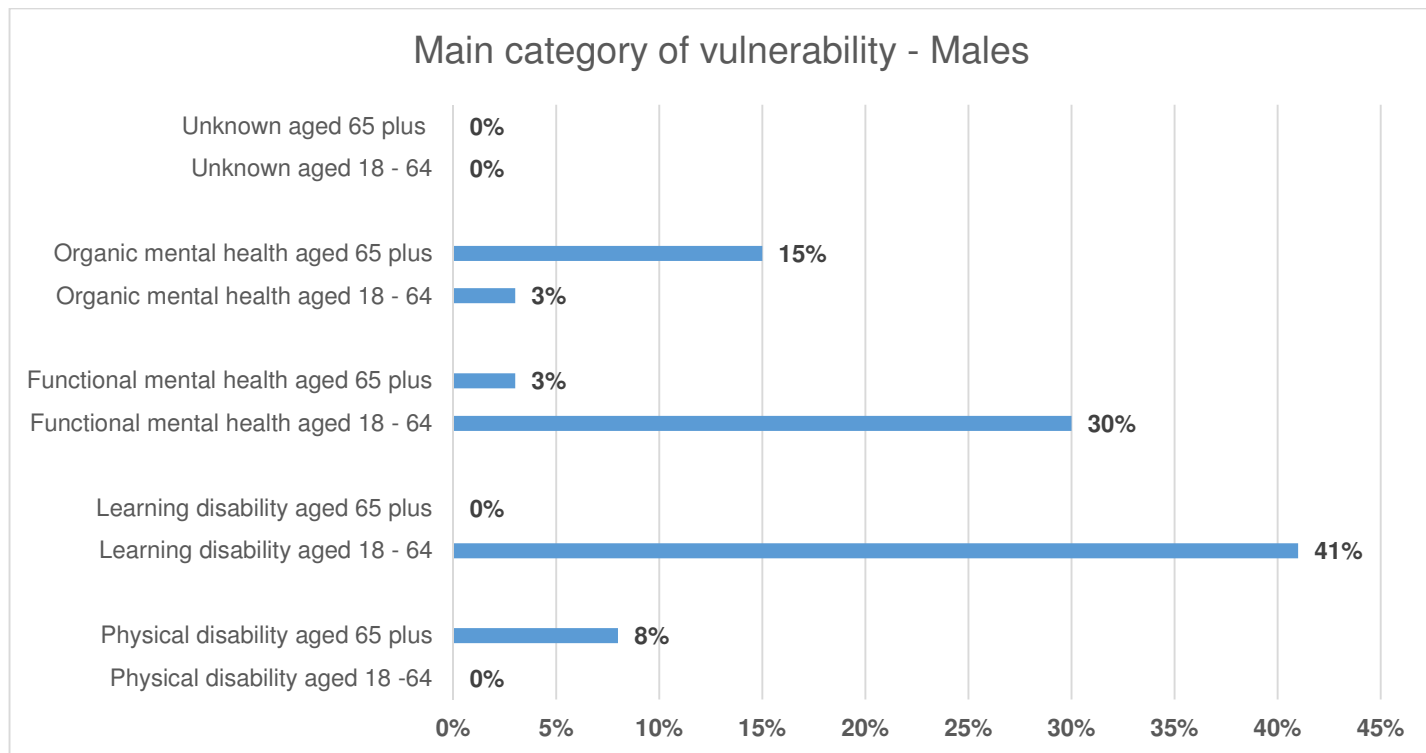
**11. Power to make the Decision**

Scrutiny's powers with respect to this matter are set out in Section 21 of the Local Government Act 2000 and article 6.3.2(a) and 6.3.4(b) of the Council's Constitution.

**Total number of completed referrals, year ending March 2015**

Women remain the highest category for being the alleged victims of abuse. Males aged 18 – 64 years old have remained the second highest category within Denbighshire. However there has been a 9% decrease in males aged over 65 years compared to last year's data. Recent data shows that categories can rise and fall year on year, we will need to monitor this over the next 12 months. As with previous trends across Wales, women aged over 65 has increased; we have experienced a 7% rise in this category compared with last year's data.

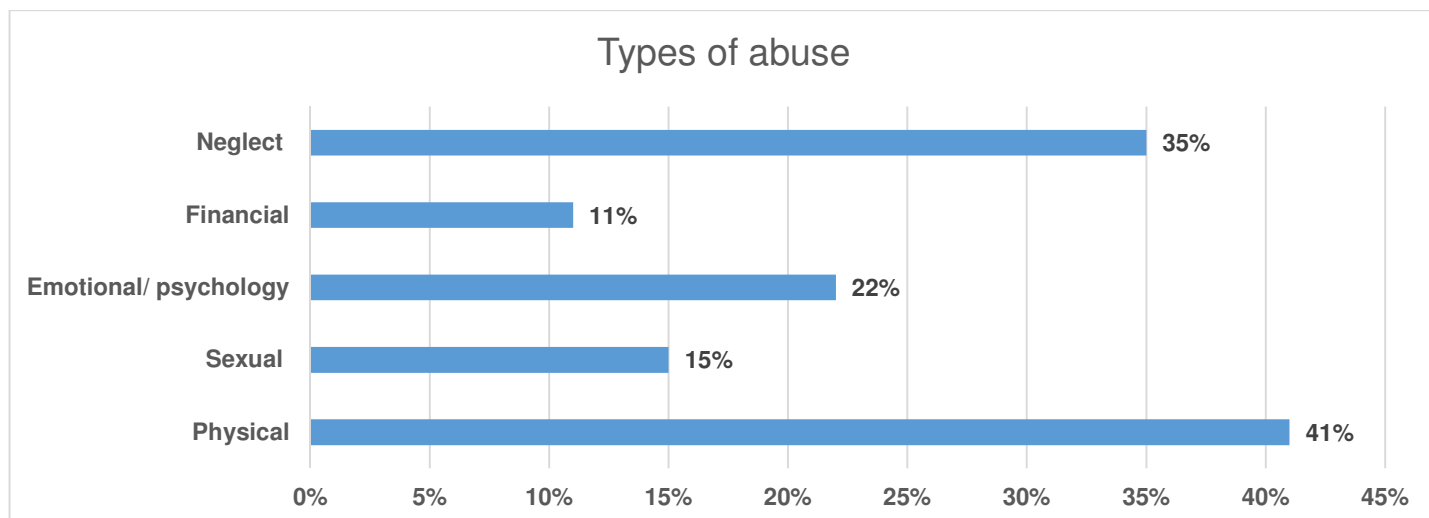
### Main category of vulnerability



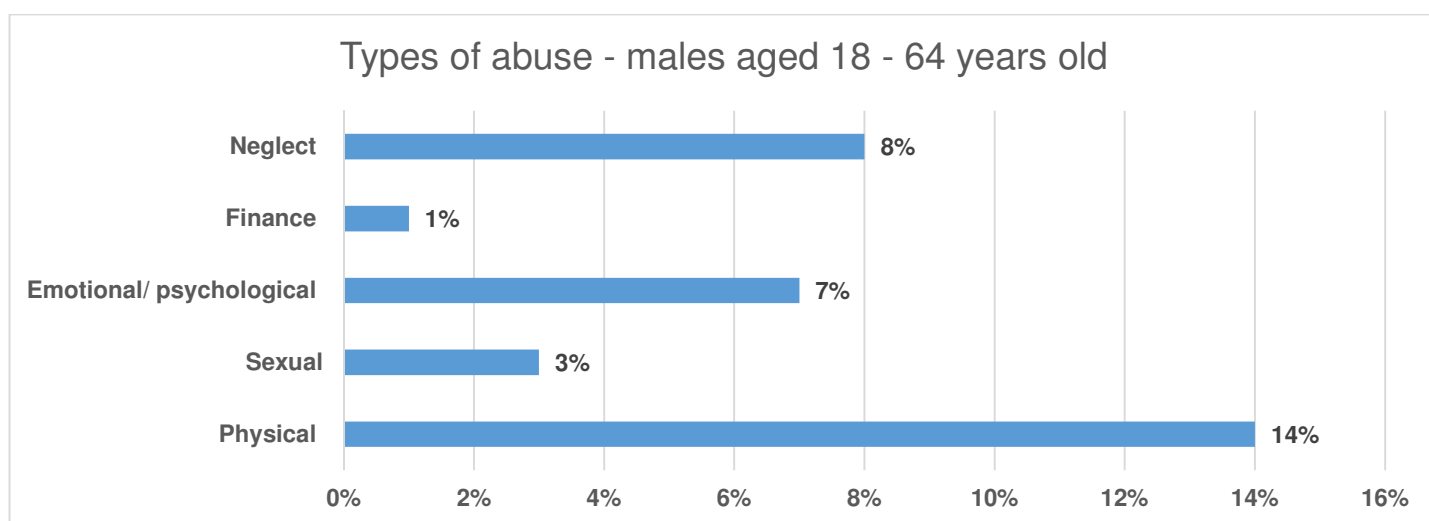
In 49% of female cases the victim was aged 65 plus and 14% were under 65%.

Females aged over 65 remains the highest category of vulnerability, with organic mental health and learning disability being the next highest categories recorded in the recent report from 2015. Here in Denbighshire we continue to see learning disability under 65's being our second highest category which could be attributed to the specialised providers within our area who support young males in both residential/ independent hospitals. As this provider grows and expands there is the potential for an increase in adult protections referrals if current trends prevail.

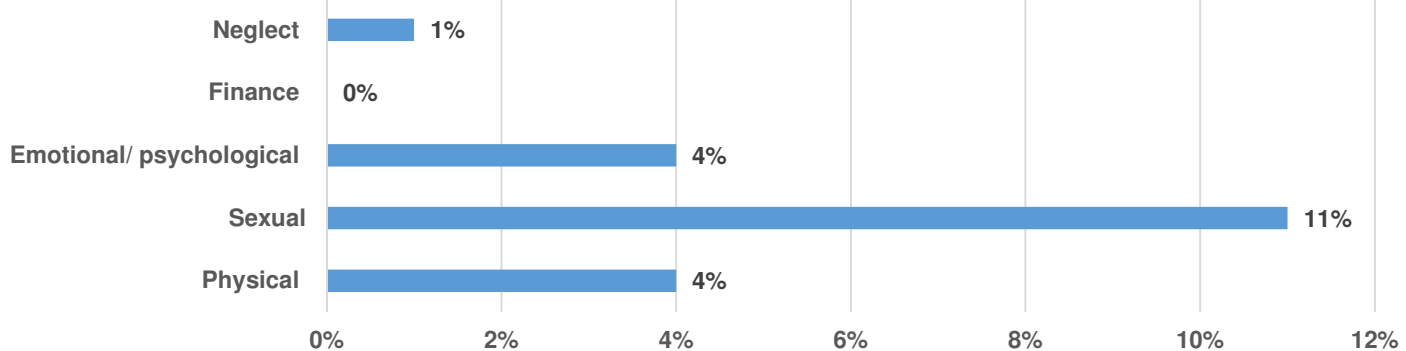
## Types of abuse



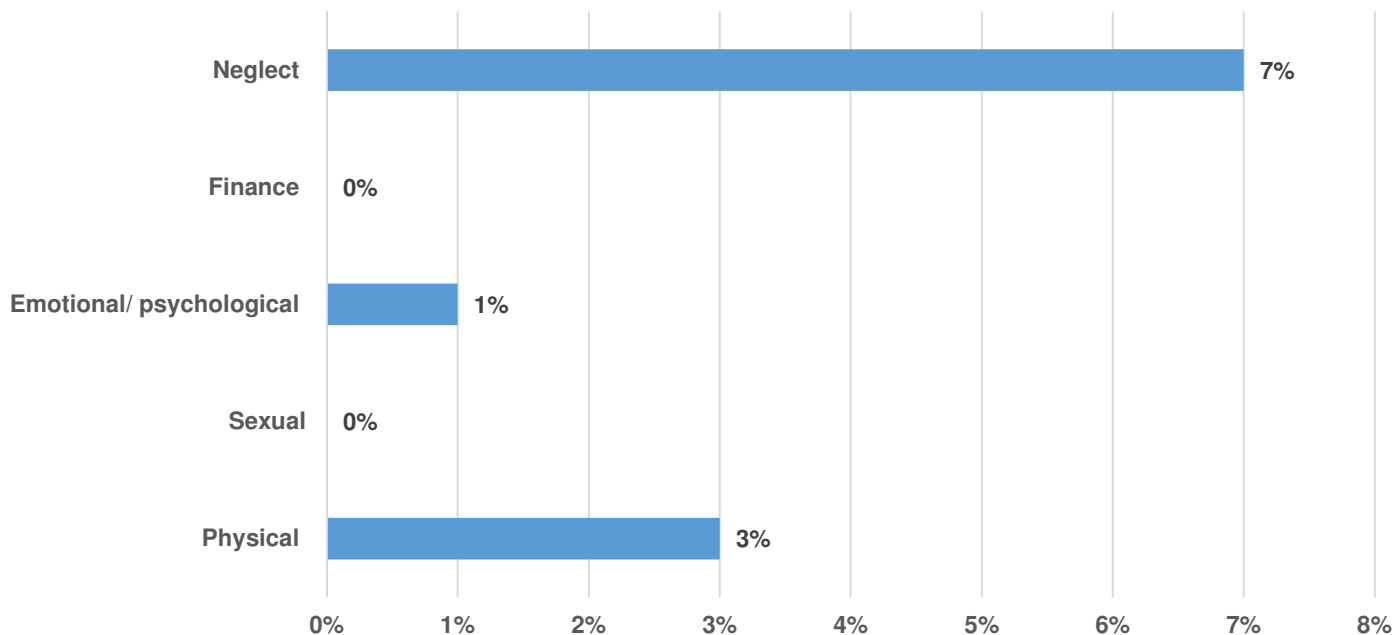
Current figures show that neglect is the most commonly referred concern in 2013 – 2014 (36%). This is followed by physical abuse (32% of closed referrals). Denbighshire followed this trend in 2013 – 2014. However in 2014 – 2015 we have seen physical abuse increase by 5% making this the lead referral of concern. The national trend indicates this is a common occurrence between these two categories, exchanging positions in 2013 – 2014 where physical abuse was the highest concern.

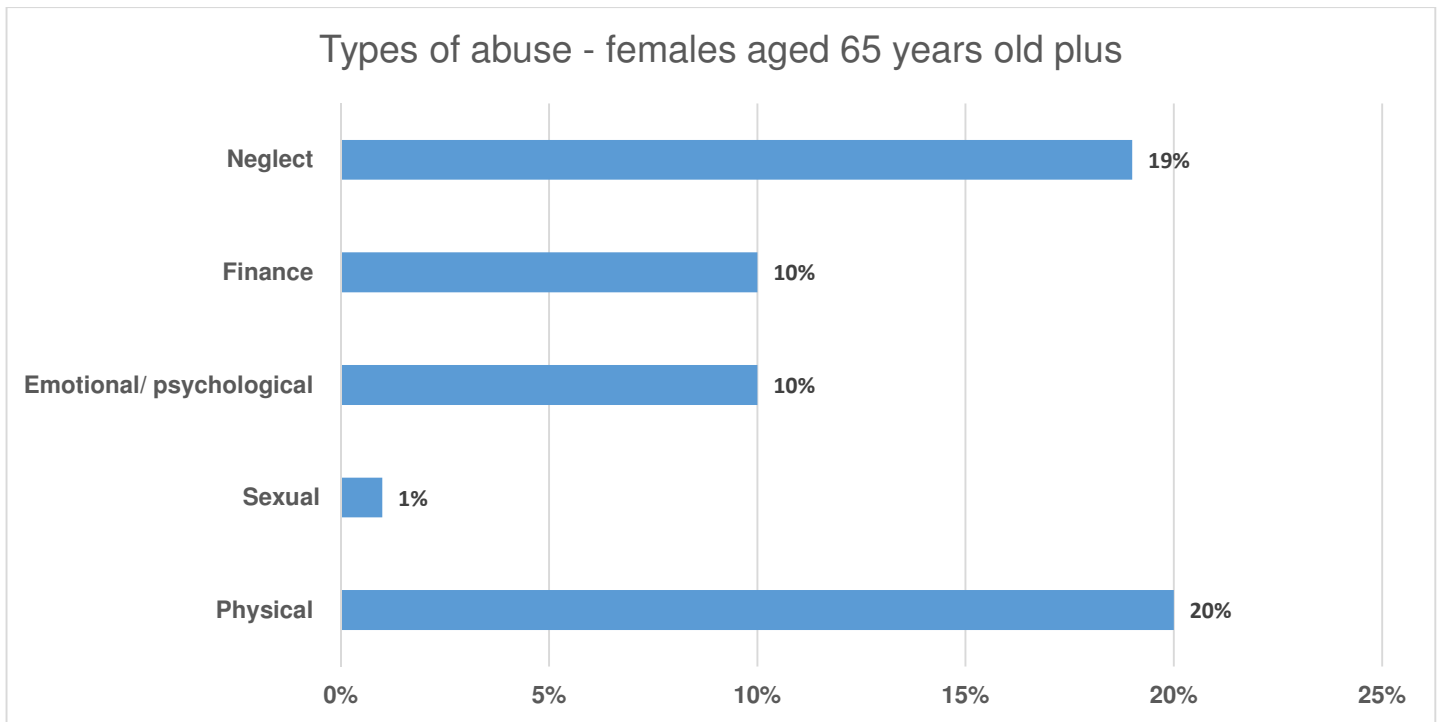


Types of abuse - females aged 18 - 64 years old



Types of abuse - males aged 65 years old plus



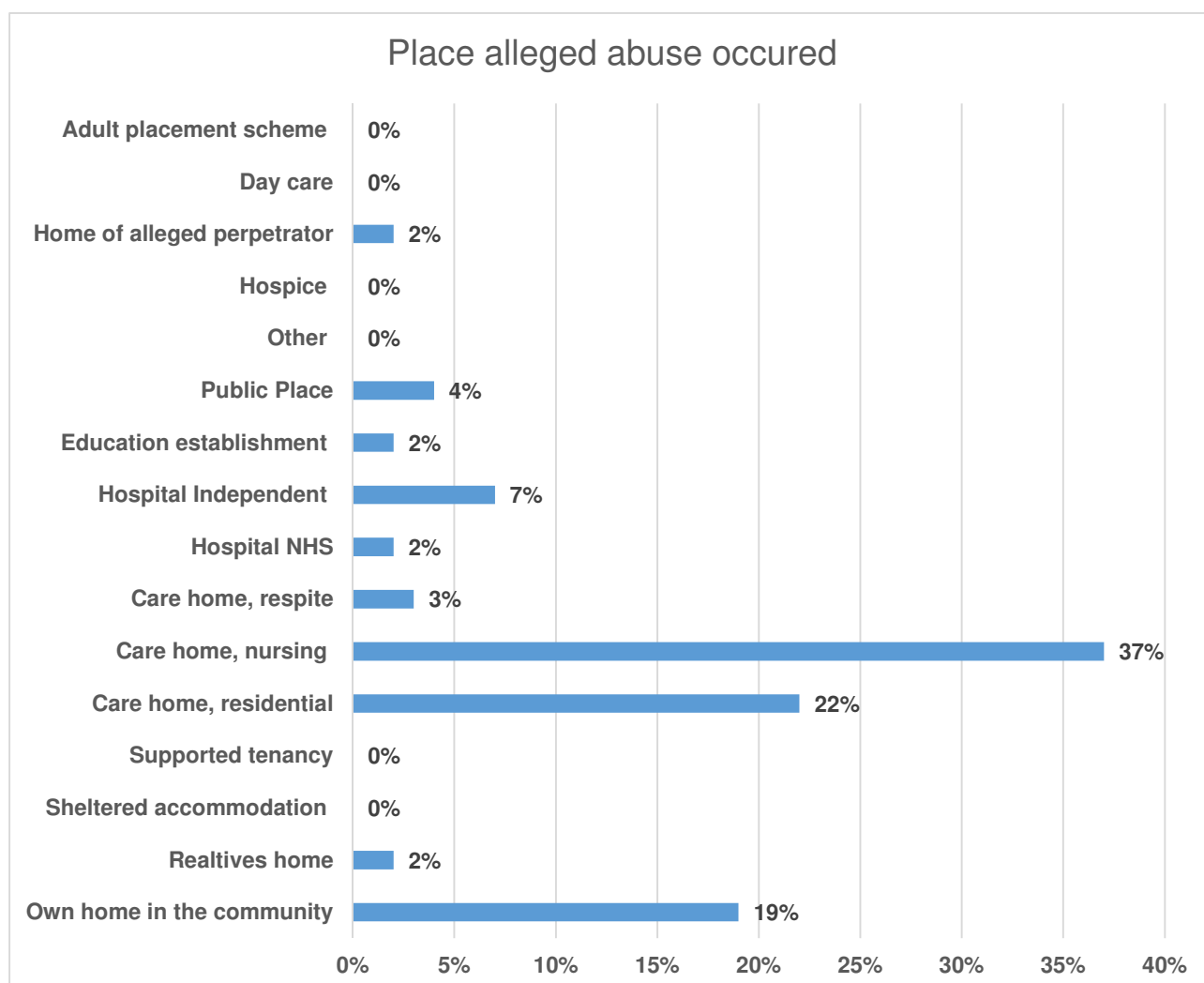


On our previous data neglect remains the highest category of concern for males over the age of 65. Whilst females aged over 65 has seen a 9.9% increase in allegations of physical abuse placing it slightly ahead of neglect.

## Place alleged abuse occurred

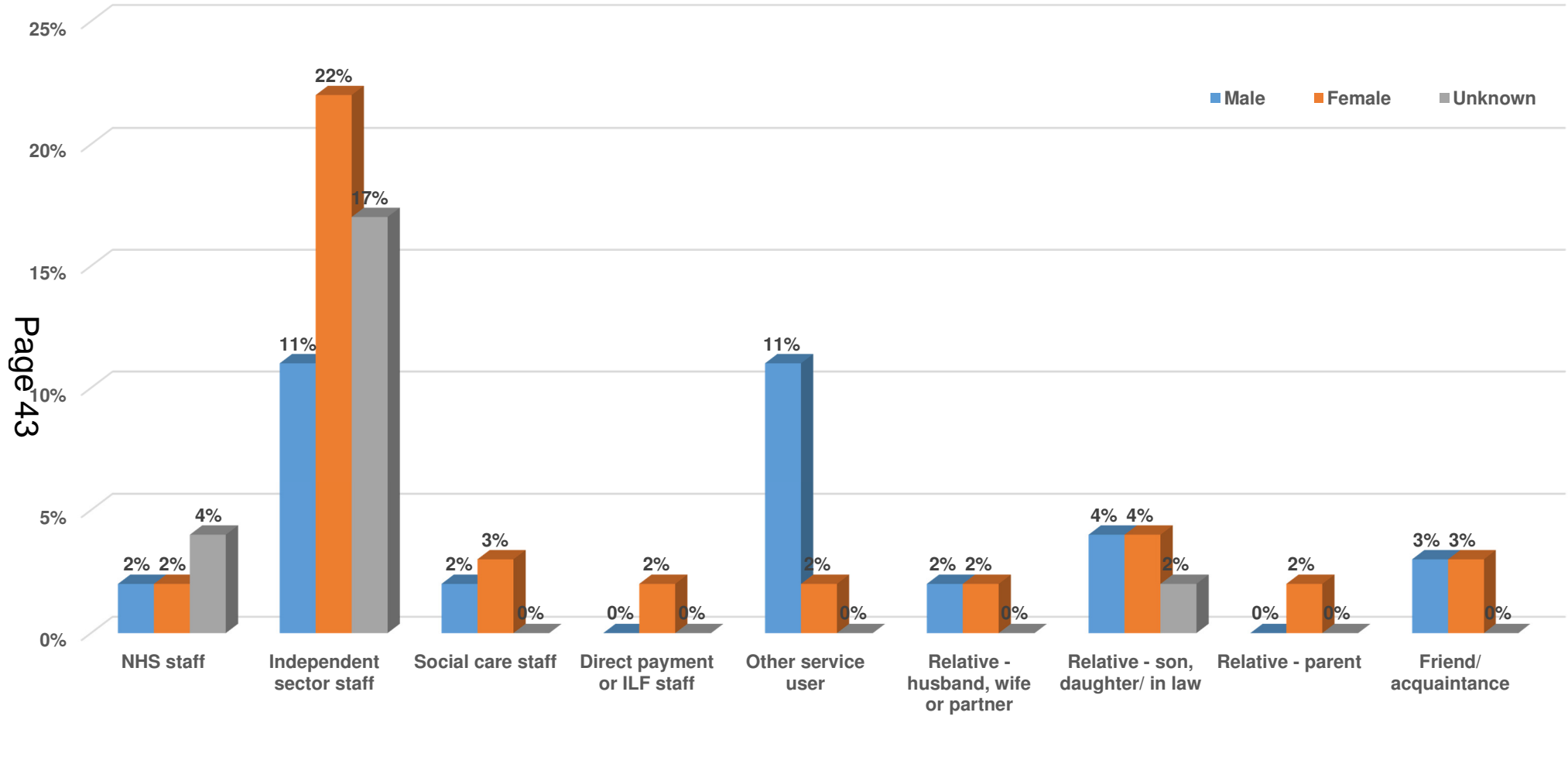
The 2015 All Wales report on data of 2013 – 2014 continues to show that alleged abuse was more likely to occur in the vulnerably adults own home in the community, accounting for 34% of all locations cited, or care homes (nursing and residential homes) accounting for 36%.

In 2013 – 2014 we showed a 12% increase from own home in the community to care home – residential as the leading area where alleged abuse occurred. Now in 2014 – 2015 our data supports a 6% decrease in residential setting but an increase of 21% for nursing home care. This could be attributed to increasing nursing placements due to more complex needs of the service user, therefore making them vulnerable and at risk of possible abuse. Another factor could be the high number of nursing /residential beds within the county, being utilised by other counties. There has been an increase of 3% within own home. Whilst this is more encouraging to see further reports/ referrals have been made, we continue not to follow the national trend. Perhaps identifying that more awareness and training is still required to help identify abuse within the community.



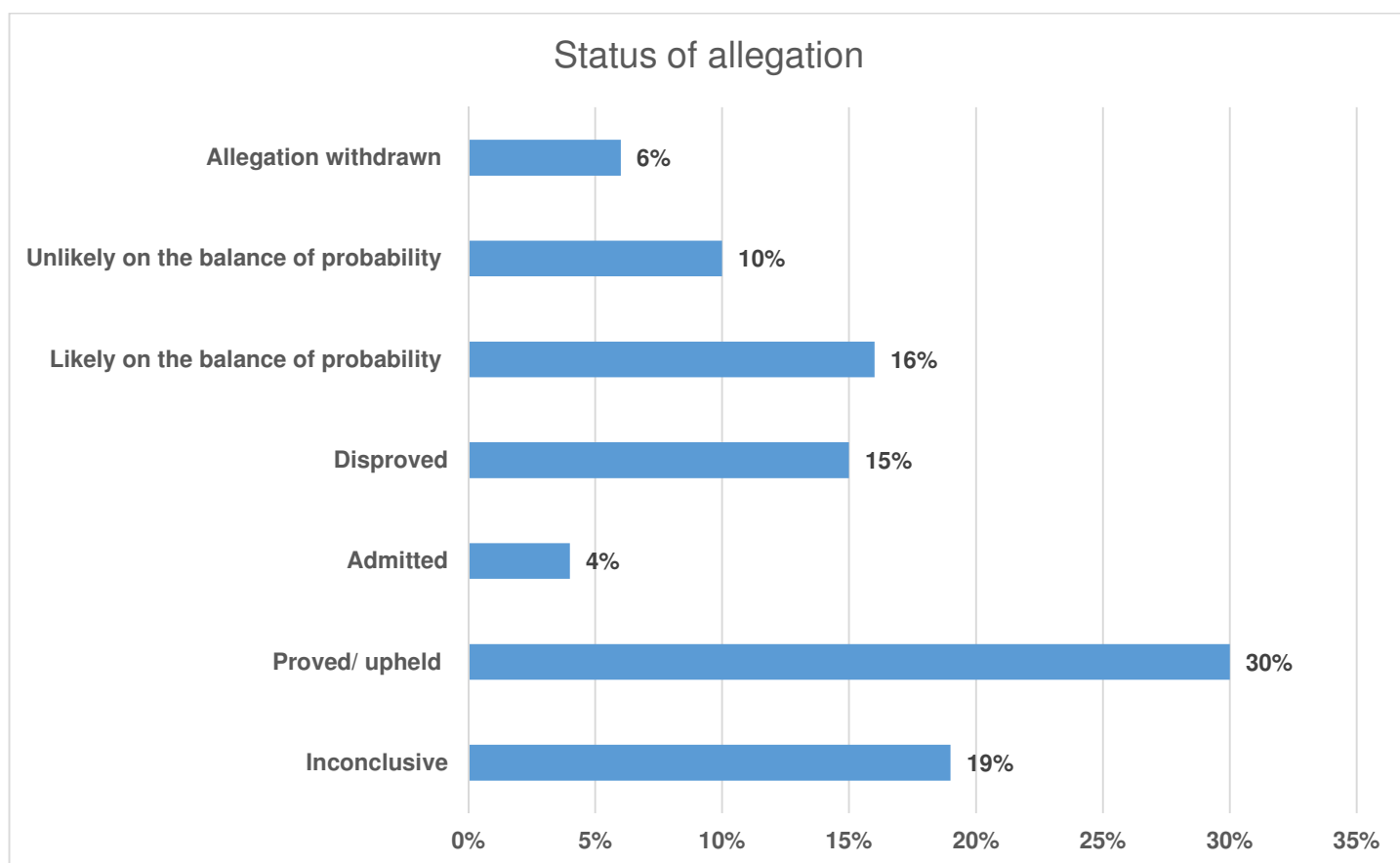


Person alleged responsible for abuse



63% of staff were alleged to be responsible for the abuse, of which, 50% were from the independent sector, not surprising as this was the highest category where alleged abuse occurred. The next highest category combined was relative, friend or acquaintance at 22%. Current data supports that Denbighshire is following the national trend with 56% involving staff being the highest category followed by relatives at 23%.

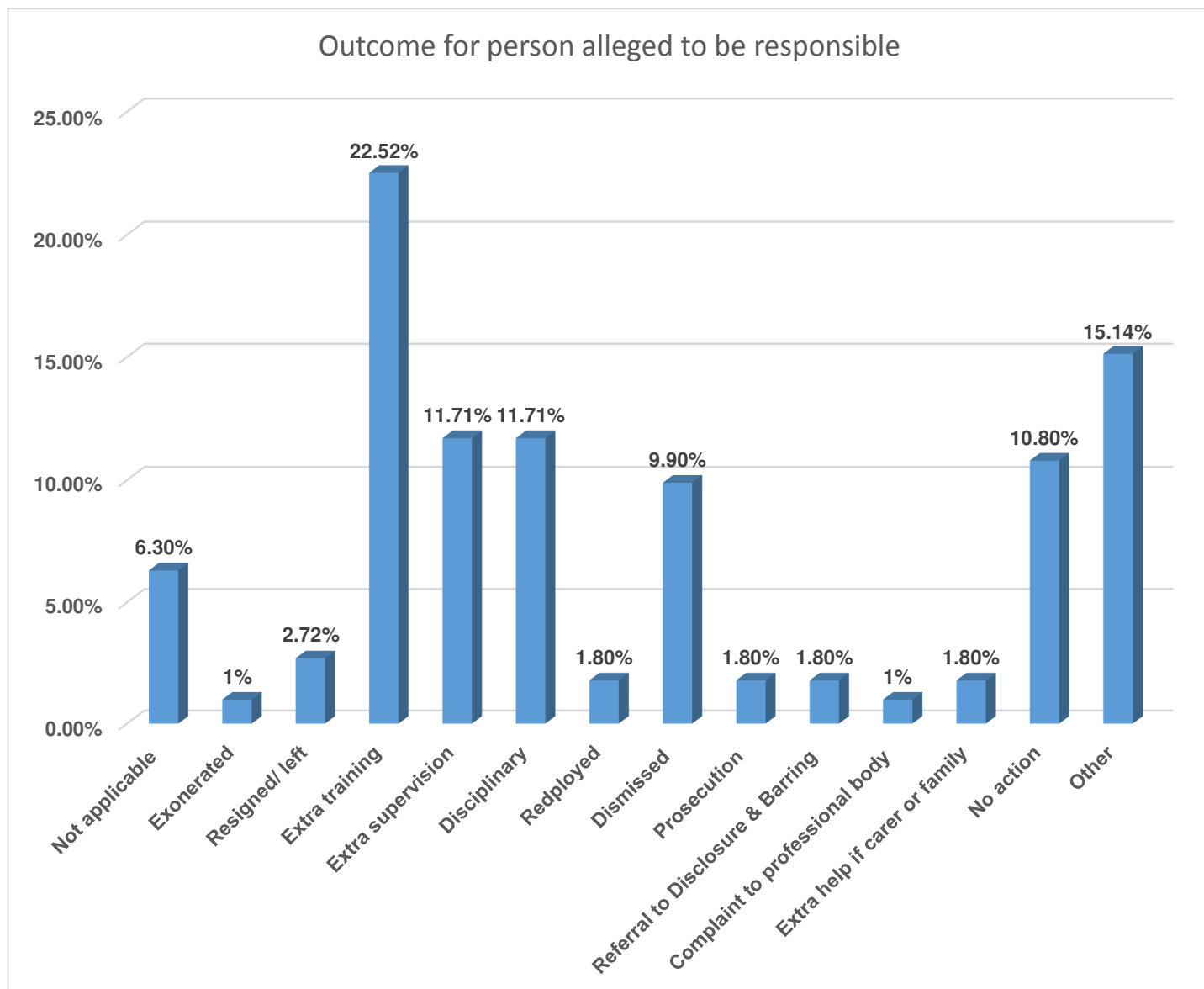
## Status of allegation



Current national trends show a 25% increase in proven allegations in 2013 – 2014. Denbighshire have also shown an increase in the percentage of proved allegations in 2013 – 2014; we have had 22% of proved abuse allegations. This has increased by 8% making this the highest percentage regarding outcome, closely followed by likely on the balance of probability. This could be a result of investigation having clearer terms of references being discussed during the strategy meeting process.

Inconclusive remains the second highest outcome and this appears to be the trend across Wales. Although not an ideal outcome, further safeguarding action should reduce the risk of further abuse to the individual.

## Outcome for person alleged to be responsible



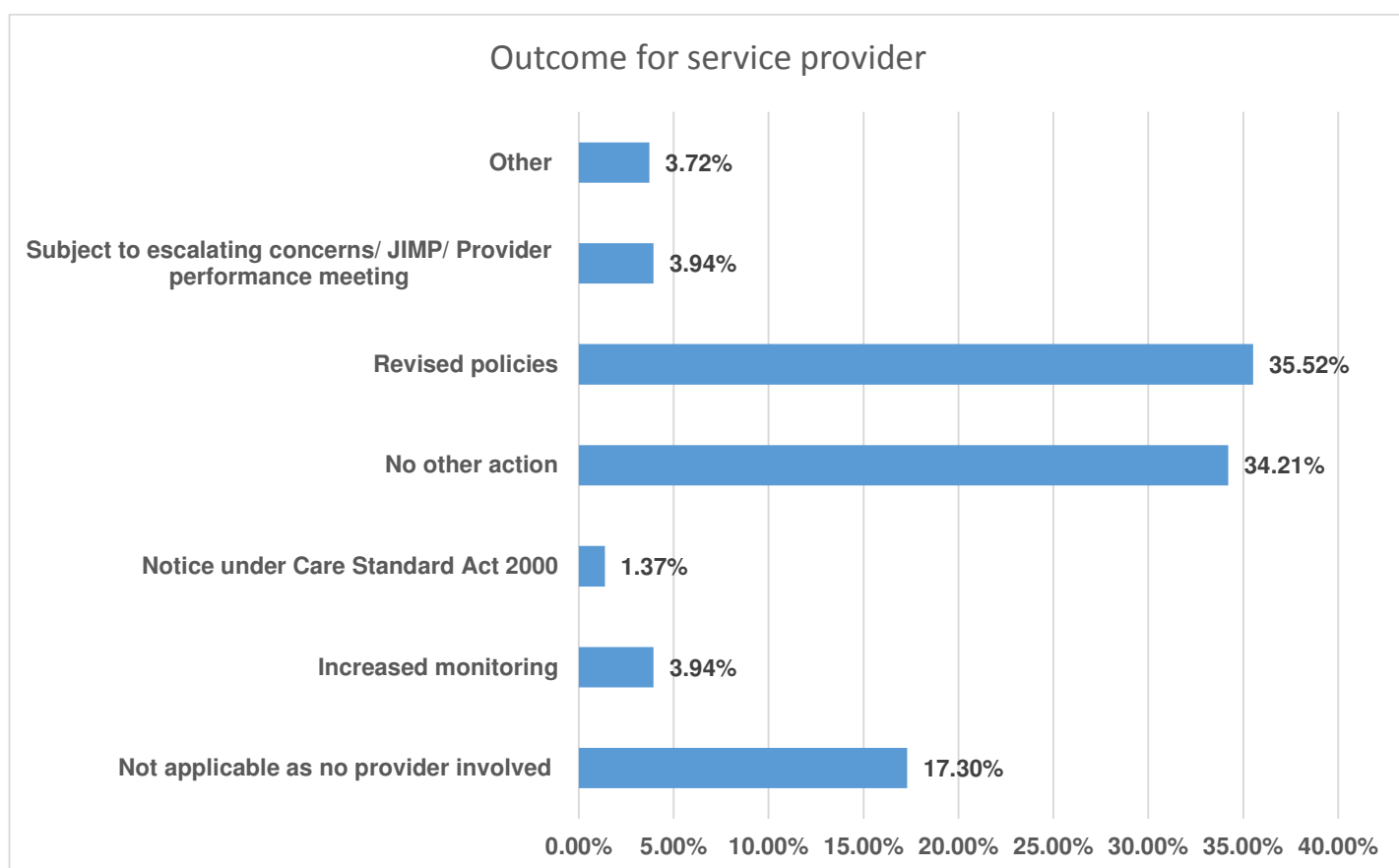
There has been an increase from 2013 – 2014 of 4.39% in extra training for 2014 – 2015. We have seen an increase in staff being dismissed from 5.46% in 2013 – 2014 to 9.9% in 2014 – 2015 which could suggest that safeguarding is high on the agenda for employers. Prosecution remains low, as it does across Wales, perhaps demonstrating that the threshold to be referred to the CPS is somewhat higher than required for the adult protection process. However there is a genuine multi agency approach when dealing with adults at risk between North Wales police and the Denbighshire Adult Protection Team.

## Outcome for service provider

We have seen a change over the years where the most common action was not applicable, possibly as no abuse may have been found, or that there was not an identified staff member. However a positive outcome is that lessons are learnt and policies are revised to improve safeguarding strategies within organisations.

Continuing with this trend within Denbighshire; this is now the highest percentage at 35.52% showing that providers are reviewing their policies and procedures, increasing by 20.75% in 2014 – 2015.

Working closely with CSSIW and Denbighshire County Council's Contract and Commissioning Team further strengthens the measures required to improve safeguards within the county.



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<b>Report to:</b>	<b>Partnerships Scrutiny Committee</b>
<b>Date of Meeting:</b>	<b>26 November 2015</b>
<b>Lead Officer:</b>	<b>Scrutiny Co-ordinator</b>
<b>Report Author:</b>	<b>Scrutiny Co-ordinator</b>
<b>Title:</b>	<b>Scrutiny Work Programme</b>

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## **1. What is the report about?**

The report presents Partnerships Scrutiny Committee with its draft forward work programme for members' consideration.

## **2. What is the reason for making this report?**

To seek the Committee to review and agree on its programme of future work, and to update members on relevant issues.

## **3. What are the Recommendations?**

That the Committee:

- 3.1 considers the information provided and approves, revises or amends its forward work programme as it deems appropriate; and
- 3.2 appoints a representative to serve on the Education and Highways & Environmental Services Service Challenge Groups.

## **4. Report details**

- 4.1 Article 6 of Denbighshire County Council's Constitution sets out each Scrutiny Committee's terms of reference, functions and membership, whilst the rules of procedure for scrutiny committees are laid out in Part 4 of the Constitution.
- 4.2 The Constitution stipulates that the Council's scrutiny committees must prepare and keep under review a programme for their future work. By reviewing and prioritising issues, members are able to ensure that the work programme delivers a member-led agenda.
- 4.3 For a number of years it has been an adopted practice in Denbighshire for scrutiny committees to limit the number of reports considered at any one meeting to a maximum of four plus the Committee's own work programme report. The aim of this approach is to facilitate detailed and effective debate on each topic.
- 4.4 In recent years the Welsh Government (WG) and the Wales Audit Office (WAO) have highlighted the need to strengthen scrutiny's role across local government and public services in Wales, including utilising scrutiny as a means of engaging with residents

and service-users. Going forward scrutiny will be expected to engage better and more frequently with the public with a view to securing better decisions which ultimately lead to better outcomes for citizens. In future the WAO will measure scrutiny's effectiveness in fulfilling these expectations.

- 4.5 Having regard to the national vision for scrutiny whilst at the same time focussing on local priorities, the Scrutiny Chairs and Vice-Chairs Group (SCVCG) has recommended that the Council's scrutiny committees should, when deciding on their work programmes, focus on the following key areas:
- budget savings;
  - achievement of the Corporate Plan objectives (with particular emphasis on the their deliverability during a period of financial austerity);
  - any other items agreed by the Scrutiny Committee (or the SCVCG) as high priority (based on the PAPER test criteria – see reverse side of the 'Member Proposal Form' at Appendix 2) and;
  - Urgent, unforeseen or high priority issues

#### 4.6 Scrutiny Proposal Forms

As mentioned in paragraph 4.2 above the Council's Constitution requires scrutiny committees to prepare and keep under review a programme for their future work. To assist the process of prioritising reports, if officers are of the view that a subject merits time for discussion on the Committee's business agenda they have to formally request the Committee to consider receiving a report on that topic. This is done via the submission of a 'proposal form' which clarifies the purpose, importance and potential outcomes of suggested subjects. No officer proposal forms have been received for consideration at the current meeting.

- 4.7 With a view to making better use of scrutiny's time by focussing committees' resources on detailed examination of subjects, adding value through the decision-making process and securing better outcomes for residents, the SCVCG has decided that members, as well as officers, should complete 'scrutiny proposal forms' outlining the reasons why they think a particular subject would benefit from scrutiny's input. A copy of the 'member's proposal form' can be seen at Appendix 2. The reverse side of this form contains a flowchart listing questions which members should consider when proposing an item for scrutiny, and which committees should ask when determining a topic's suitability for inclusion on a scrutiny forward work programme. If, having followed this process, a topic is not deemed suitable for formal examination by a scrutiny committee, alternative channels for sharing the information or examining the matter can be considered e.g. the provision of an 'information report', or if the matter is of a very local nature examination by the relevant Member Area Group (MAG). In future no items will be included on a forward work programme without a 'scrutiny proposal form' being completed and accepted for inclusion by the Committee or the SCVCG. Assistance with their completion is available from the Scrutiny Co-ordinator.

#### Cabinet Forward Work Programme

- 4.8 When determining their programme of future work it is useful for scrutiny committees to have regard to Cabinet's scheduled programme of work. For this purpose a copy of the Cabinet's forward work programme is attached at Appendix 3.



## Progress on Committee Resolutions

- 4.9 A table summarising recent Committee resolutions and advising members on progress with their implementation is attached at Appendix 4 to this report.

### **5. Service Challenge Groups**

Each scrutiny committee has representatives that serves on the various Service Challenge Groups. As a result of Councillor Merfyn Parry's resignation from the Committee there are two vacancies to be filled on the Service Challenge Groups, one on the Education Service Challenge Group and the other on the Highways and Environmental Services Service Challenge Group. The Committee is asked to appoint replacement representatives to serve on these groups. For members' information a copy of scrutiny's membership of these Groups is attached at Appendix 5.

### **6. Scrutiny Chairs and Vice-Chairs Group**

Under the Council's scrutiny arrangements the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee. The Group met on 15 October 2015. At that meeting it referred the following items to this Committee for examination: Future Development of a Community Hospital for the Rhyl area (see forward work programme for January 2016) and the Health and Social Care Advisory Service (HASCAS) report on Tawelfan (see entry under 'Future Issues' on the forward work programme for the spring of 2016).

### **7. How does the decision contribute to the Corporate Priorities?**

Effective scrutiny will assist the Council to deliver its corporate priorities in line with community needs and residents' wishes. Continual development and review of a coordinated work programme will assist the Council to deliver its corporate priorities, improve outcomes for residents whilst also managing austere budget cuts.

### **8. What will it cost and how will it affect other services?**

Services may need to allocate officer time to assist the Committee with the activities identified in the forward work programme, and with any actions that may result following consideration of those items.

### **9. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.**

No Equality Impact Assessment has been undertaken for the purpose of this report as consideration of the Committee's forward work programme is not deemed to have an adverse or unfair impact on people who share protected characteristics.

### **10. What consultations have been carried out with Scrutiny and others?**

None required for this report. However, the report itself and the consideration of the forward work programme represent a consultation process with the Committee with respect to its programme of future work.

**11. What risks are there and is there anything we can do to reduce them?**

No risks have been identified with respect to the consideration of the Committee's forward work programme. However, by regularly reviewing its forward work programme the Committee can ensure that areas of risk are considered and examined as and when they are identified, and recommendations are made with a view to addressing those risks.

**12. Power to make the decision**

Article 6.3.7 of the Council's Constitution stipulates that the Council's scrutiny committees must prepare and keep under review a programme for their future work.

**Contact Officer:**

Scrutiny Coordinator

Tel No: (01824) 712554

Email: [dcc\\_admin@denbighshire.gov.uk](mailto:dcc_admin@denbighshire.gov.uk)

Note: Items entered in italics have not been approved for submission by the Committee. Such reports are listed here for information, pending formal approval.

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
14 January 2016  Russell House Rhyl & visit to SPoA	<b>Cllr. David Smith</b>	1. CCTV	To outline the progress made to date with respect to exiting the current CCTV Service, the conclusion of the work undertaken by the CCTV working group to develop a new minimal CCTV model (funded by partners) operational from April 2016 and if successful consider the Board's proposals with respect to developing the service in future (i.e. attracting external investment into the service and collaborating with privately run CCTV schemes)	Delivering a sufficient CCTV Service with limited means to protect the county's residents and properties	Graham Boase/Emlyn Jones	July 2015
	<b>Cllr. Bobby Feeley</b>  <b>Members to visit SPoA following meeting</b>	2. Single Point of Access	To consider the progress made with the establishment of the Single Point of Access Service	Identification of any problems associated with the Service and actions to address them	Phil Gilroy/Cathy Curtis-Nelson	April 2014 (rescheduled September 2014)
		3. <i>Future Development</i>	<i>To inform the Committee of</i>	<i>An understanding</i>	<i>Nicola Stubbins/BCUHB</i>	<i>October 2015</i>

Meeting	Lead Member(s)	Item (description / title)		Purpose of report	Expected Outcomes	Author	Date Entered
			<i>of a Community Hospital in Rhyl</i>	<i>the Health Board's current and future intentions with respect to the Royal Alexandra Hospital site, its plans for delivering health care services in Rhyl and the timescales for future developments</i>	<i>of future health care services provision in the Rhyl area will help the Council to plan its social care services and support cohesive service delivery</i>		
25 February							
14 April							
26 May							
7 July	<b>Cllr. David Smith</b>	1.	Community Safety Partnership <b>[Crime and Disorder Scrutiny Committee]</b>	To detail the Partnership's achievement in delivering its 2015/16 action plan and its progress to date in delivering its action plan for 2016/17. The report to include financial sources and the progress made in spending the allocated funding.	Effective monitoring of the CSP's delivery of its action plan for 2015/16 and its progress to date in delivering its plan for 2016/17 will ensure that the CSP delivers the services which the Council and local	Alan Smith/Liz Grieve/Sian Taylor	July 2015

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
				residents require		
6 Oct 2016	<b>Cllr. Julian Thompson-Hill</b>	1. Commercial Partnership for the Revenues and Benefits Service	To review the Partnership's progress and in particular the new business element of the proposal and the Welsh Language service provision	An evaluation: (i) of whether the financial and commercial benefits of the partnership agreement have been realised; and (ii) that the service is delivering the level of service expected which conforms to the Council's relevant policies in lines with the Heads of Terms Agreement	Rod Urquhart/Jackie Walley	December 2014 (by County Council in line with Cabinet's recommendation – allocated to the Committee by the SCVCG January 2015)
24 November	<b>Cllr. Bobby Feeley</b>	1. Protection of Vulnerable Adults Annual Report 2014/15	To consider the POVA annual report, and information in place to meet the statutory requirements of the Social Services and	An evaluation of whether the Authority is meeting its statutory duty with	Phil Gilroy/Alaw Pierce/Nerys Tompsett	November 2015

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			Well-being Act 2014 and an evaluation of the financial and resource impact of the Supreme Court's 2014 Judgement on deprivation of liberty on the Service and its work	respect to adult safeguarding and has sufficient resources to undertake this work along with the additional work in the wake of the Supreme Court's judgement		

**Future Issues**

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
HASCAS Report on Tawelfan (Spring 2016 <i>date tbc dependent upon the report's publication</i> )	<i>To consider HASCAS' findings with respect to the failings in care and treatment of patients on the ward</i>	<i>The identification of lessons learnt from what happened at Tawelfan for the purpose of safeguarding the Council and residents against such failings in care in future</i>	HASCAS/BCUHB/Nicola Stubbins	By SCVCG October 2015
Citizens Panel (spring 2016)	To outline the proposed composition of the Panel and the recruitment and appointment process for appointing its members	The formation of a fair and equitable Panel which will form part of the governance arrangements for the Social Service and Health Programme Board and ensure that citizens and service-users views are heard and acted upon	Nicola Stubbins/Wendy Jones (CVSC)	November 2014
Update following conclusion of inquiry undertaken by the National Crime Agency in to historic abuse in North Wales Children's' Care Homes	To update the Committee of the outcome of the National Crime Agency (NCA) investigation in to the abuse of children in the care of the former Clwyd County Council, and to determine whether any procedures require revision.	Determination of whether any of the Council's safeguarding policies and procedures need to be revised in light of the NCA's findings	Nicola Stubbins	November 2012

**For future years**


**Information/Consultation Reports**

Information / Consultation	Item (description / title)	Purpose of report	Author	Date Entered

09/11/15 - RhE

**Note for officers – Committee Report Deadlines**

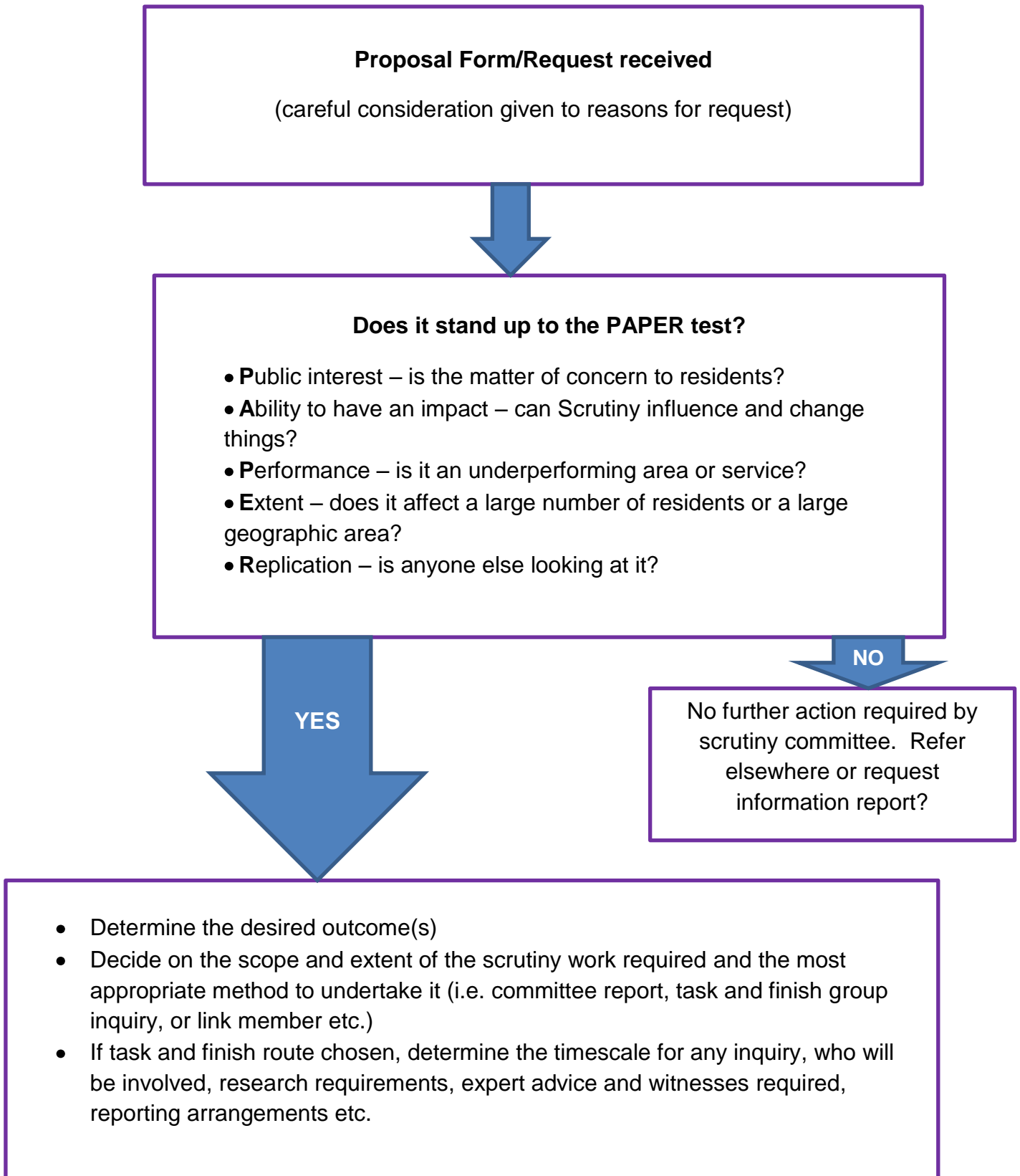
Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
14 January 2016	<b>31 December 2015</b>	25 February	<b>11 February</b>	14 April	<b>31 March</b>

Partnerships Scrutiny Work Programme.doc



<b>Member Proposal Form for Scrutiny Forward Work Programme</b>	
<b>NAME OF SCRUTINY COMMITTEE</b>	
<b>TIMESCALE FOR CONSIDERATION</b>	
<b>TOPIC</b>	
<b>What needs to be scrutinised (and why)?</b>	
<b>Is the matter one of concern to residents/local businesses?</b>	<b>YES/NO</b>
<b>Can Scrutiny influence and change things?</b> (if 'yes' please state how you think scrutiny can influence or change things)	<b>YES/NO</b>
<b>Does the matter relate to an underperforming service or area?</b>	<b>YES/NO</b>
<b>Does the matter affect a large number of residents or a large geographical area of the County</b> (if 'yes' please give an indication of the size of the affected group or area)	<b>YES/NO</b>
<b>Is the matter linked to the Council's Corporate priorities</b> (if 'yes' please state which priority/priorities)	<b>YES/NO</b>
<b>To your knowledge is anyone else looking at this matter?</b> (If 'yes', please say who is looking at it)	<b>YES/NO</b>
<b>If the topic is accepted for scrutiny who would you want to invite to attend e.g. Lead Member, officers, external experts, service-users?</b>	
<b>Name of Councillor/Co-opted Member</b>	
<b>Date</b>	

## Consideration of a topic's suitability for scrutiny



Cabinet Forward Work Plan

Appendix 3

Meeting		Item (description / title)	Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
<b>24 November</b>	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Corporate Plan Report	To update Cabinet on delivery of the Corporate Plan	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
<b>15 December</b>	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Corporate Plan Performance Report 2015/16 Q2	To consider progress against the Corporate Plan	Tbc	Cllr Julian Thompson-Hill / Liz Grieve
	3	Supporting People Local Commissioning Plan	To approve the Supporting People Local Commissioning Plan 2016-19 for submission to the North Wales Regional Collaborative Committee	Yes	Cllr Bobby Feeley / Sophie Haworth-Booth
	4	Former North Wales Hospital, Denbigh - Compulsory	Tbc	Tbc	Graham Boase

Cabinet Forward Work Plan

Meeting		Item (description / title)	Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
		Purchase Order			
	5	Officers Scheme of Delegation	To approve amendments to the scheme	Yes	Cllr Barbara Smith/Gary Williams/Lisa Jones
	6	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
<b>12 January</b>	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Budget Report		Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
<b>16 February</b>	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Ruthin Primary Proposals - Ysgol Llanbedr	To consider the objections received for the closure of Ysgol Llanbedr, and whether	Yes	Councillor Eryl Williams / James Curran

Cabinet Forward Work Plan

Meeting		Item (description / title)	Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			to approve implementation of the proposal		
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
<b>29 March</b>	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Corporate Plan Performance Report 2015/16 Q3	To consider progress against the Corporate Plan	Tbc	Cllr Julian Thompson-Hill / Liz Grieve
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
<b>26 April</b>	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Future of Adult Provider Services	To consider the future of adult provider services.	Yes	Cllr Bobby Feeley / Phil Gilroy / Holly Evans
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator

Cabinet Forward Work Plan

Note for officers – Cabinet Report Deadlines

<i>Meeting</i>	<b><i>Deadline</i></b>	<i>Meeting</i>	<b><i>Deadline</i></b>	<i>Meeting</i>	<b><i>Deadline</i></b>
<i>November</i>	<b><i>10 November</i></b>	<i>December</i>	<b><i>1 December</i></b>	<i>January</i>	<b><i>23 December</i></b>

Updated 03/11/15 - KEJ

Cabinet Forward Work Programme.doc

## Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
8 October 2015	5. Supporting People Local Commissioning Plan	<b>RESOLVED</b> – that, subject to the inclusion of the above observations and amendments, the report be referred to Cabinet for consideration in due course.	Observations and amendments shared with officers for inclusion in the Plan prior to its submission to Cabinet
	6. Well-being Plan	<p><b>RESOLVED</b> – that, subject to the above observations, the Committee supports the work undertaken to date and the proposal to continue with this work, and recommended that the project:-</p> <p>(i) revisits its membership and its aims to ensure there is a common understanding and commitment from all partners to try creative and new approaches, and to discuss what each agency can and cannot do etc;</p> <p>(ii) considers the cost of inaction against the cost of remedying a situation when deciding on a course of action to take;</p> <p>(iii) ensures there is clarity about how multi-agency intervention can be implemented to add value to a case and if it does not work, when to cease;</p> <p>(iv) re-establishes a detailed matrix, records more descriptive actions, proactively requests nominations, provides names of nominees prior to meetings and ensure that 20 people have been identified and</p>	Officers advised of the comments made by the Committee

		<p><i>agreed for support;</i></p> <ul style="list-style-type: none"><li><i>(v) considers a pooled budget;</i></li><li><i>(vi) establishes an Information Sharing Protocol (ISP) compliant with the Wales Accord on Sharing Personal Information (WASPI) to resolve information sharing barriers and develop a consent form to use with individuals;</i></li><li><i>(vii) due to its high profile understands how it will manage its messages;</i></li><li><i>(viii) evaluates the learning from each case to date;</i></li><li><i>(ix) seeks all its organisations to empower their representatives to make decisions, deploy resources and deviate from traditional policy and practice;</i></li><li><i>(x) understands how its learning can inform services' early intervention and prevention (common themes include: loneliness and social isolation, alcohol abuse; poor community networks; high demand on evenings and weekends): and</i></li><li><i>(xi) governance needs to be more robust.</i></li></ul>	
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Service:	Communities	Partnerships	Performance
Economic & Business Development – Rebecca Maxwell	Cllr Bill Cowie	Cllr. Martin Holland	Cllr. Gareth Sandilands
Children & Family Services – Leighton Rees	Cllr Win Mullen-James	Cllr. Jeanette Chamberlain-Jones	Cllr. Arwel Roberts
Community Support Services – Phil Gilroy	Cllr Bob Murray	Cllr. Ray Bartley	Cllr. David Simmons
Legal, HR & Democratic Services – Gary Williams	Cllr. Brian Blakeley	Cllr. Meirick Lloyd Davies	Cllr. Dewi Owens
Business Improvement & Modernisation – Alan Smith	Cllr. Cheryl Williams	Cllr. Peter Prendergast	Cllr. Dewi Owens
Education Services – Karen Evans	Cllr Huw Hilditch-Roberts	vacancy	Cllr Arwel Roberts
Customers and Education Support – Jackie Walley	Cllr Rhys Hughes	Cllr. Pat Jones	Cllr. Richard Davies
Communication, Marketing & Leisure – Jamie Groves	Cllr Huw Hilditch-Roberts	Cllr. Dewi Owens	Cllr. Geraint Lloyd Williams
Finance, Assets & Housing – Paul McGrady	Cllr. Peter Evans Cllr. Huw Hilditch-Roberts (sub)	Cllr. Dewi Owens	Cllr. Colin Hughes
Highways & Environmental Services – Steve Parker	Cllr. Rhys Hughes (sub: Cllr. Cefyn Williams)	vacancy	Cllr. Meirick Lloyd Davies (sub: Cllr. Arwel Roberts)
Planning & Public Protection – Graham Boase	Cllr. Win Mullen-James (sub: Cllr. Cefyn Williams)	Cllr. Raymond Bartley	Cllr. Meirick LI Davies

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