

PARTNERSHIPS SCRUTINY COMMITTEE

Minutes of a meeting of the Partnerships Scrutiny Committee held in Conference Room 1a, County Hall, Ruthin on Thursday, 14 December 2017 at 10.00 am.

PRESENT

Councillors Gareth Davies, Hugh Irving, Christine Marston, Melvyn Mile, Andrew Thomas, Rhys Thomas, David Williams and Emrys Wynne (Vice-Chair, in the Chair)

Cabinet Lead Member - Councillor Bobby Feeley for items 6 and 7
Cabinet Lead Member – Councillor Julian Thompson-Hill for item 5

Observers – Councillors Meirick Lloyd Davies and Graham Timms

ALSO PRESENT

Corporate Director: Communities (NS): Head of Community Support Services (PG), Commissioning Officer (CW), Strategic Planning Team Manager (NK), Service Manager, Localities (JM), Locality Manager (NE-J), Scrutiny Co-ordinator (RE) and Committee Administrator (SLW)

1 APOLOGIES

Apologies for absence were received from Councillors Joan Butterfield, Jeanette Chamberlain-Jones (Chair) and Pat Jones.

2 DECLARATION OF INTERESTS

Councillor Gareth Lloyd Davies declared a personal interest in items 5, 6 and 7 as an employee of Betsi Cadwaladr University Health Board.

3 URGENT MATTERS AS AGREED BY THE CHAIR

No urgent matters.

4 MINUTES OF THE LAST MEETING

The minutes of the Partnerships Scrutiny Committee held on 2 November 2017 were submitted.

Matters arising – page 7 (second bullet point) – the Chair asked if any response to this issue had been received. It was confirmed the Strategy had been presented to Cabinet earlier in the week and had been approved. The Corporate Director: Communities confirmed she would make enquiries and report back to the Committee on the perceived lack of control local authorities had with respect to the provision of statutory homelessness assistance because the definition of the term 'local connection' as it related to the legislation was extremely vague and seemed to favour anyone who may want to access the service in an area.

The Chair also raised the point that during the meeting he had requested information on the average cost per unit when families were placed temporarily in bed and breakfast accommodation and whilst figures for the total costs had been provided, average costs per family unit were yet to be provided.

RESOLVED that subject to the above, the minutes of the meeting held on 2 November 2017 be received and approved as a correct record.

5 CONWY & DENBIGHSHIRE PUBLIC SERVICES BOARD'S WELLBEING PLAN 2018-2022

Councillor Gareth Lloyd Davies declared a personal interest as an employee of Betsi Cadwaladr University Health Board (BCUHB).

The Deputy Leader and Lead Member for Finance, Performance and Strategic Assets, deputising for the Leader who was away on another appointment, introduced the report and the Conwy and Denbighshire Public Services Board's draft Well-being Plan 2018-2022 (previously circulated). During his introduction he briefed the Committee on the background to the establishment of the Public Services Board (PSB), its membership, purpose and remit prior to presenting the draft Well-being Plan to members. He advised the Committee that the draft Plan, which had been developed using a similar methodology to the Council's own Corporate Plan, had recently been published for public consultation and that the Committee was one of the statutory consultees with whom the PSB was required to consult on its proposed plans, hence the reason why the Board was seeking its views on the seven consultation questions listed in the report and draft Plan. The public consultation period would run for a period of twelve weeks at the conclusion of which each partner organisation would take the Plan through their designated decision-making bodies. In Denbighshire full Council would consider and hopefully approve the final Plan in February 2018.

During the introduction the Strategic Planning Team Manager stated that Denbighshire County Council was encouraged by the synergies between the six priorities in the PSB's draft Well-being Plan 2018-2022 and the five priorities in the Council's own Corporate Plan 2017-2022. Responding to members' questions the Lead Member and officers advised that :

- the Plan itself was a high level strategic document which set out the PSB's aims and aspirations for the next five years. It would be underpinned with detailed cross organisational delivery plans for how these objectives would be achieved;
- whilst the priority relating to 'Promoting Resilience in Older People' did not specifically mention physical well-being, the aim of building resilience amongst older people would include physical and mental well-being and ensuring that they were socially connected and did not suffer from isolation. It was all part of the prevailing 'prevention agenda';
- similarly, in a bid to reduce obesity, particularly child obesity, education and prevention during the first 1,000 days was seen as key in order to nurture good habits for life;

- prevention was a key feature of both the Well-being of Future Generations (Wales) Act 2015 and the Social Services and Well-being (Wales) Act 2014, both of which emphasised the need for every individual to take responsibility for their own health and well-being;
- whilst people were free to make their own life choices, in order to secure sufficient resources to deliver sustainable services for future generations an effective communication strategy required to be drawn up to 'sell' the benefits of sensible life choices and the prevention approach to residents. Consideration was currently being given to linking into work being undertaken by Bangor University on behavioural rates and how to change the focus of corporate communications from emphasising the negative impact of behaviours to highlighting the positive impacts and achievements of changing behaviours and practices i.e. how much residents had achieved by recycling more waste etc.;
- there was a need encourage medical practitioners to promote the availability of physical or social activities taking place in their area, be they local authority, private or volunteer run, as a non-medical way of improving resilience and well-being;
- whilst the Well-being Impact Assessment's (WIA) conclusion on the draft Plan's effect on the well-being goal of 'a Conwy and Denbighshire of vibrant culture and thriving Welsh language' was that it would be neutral, this related to the Plan itself. Each individual project taken forward would be individually assessed and monitored on its impact on each of the individual well-being goals. It was anticipated that if the priority relating to developing the economy could be progressed this could potentially improve the future sustainability of the language and culture in the area;
- it was highly unlikely that any of the PSB partner organisations would decide against approving the Well-being Plan in early 2018, as each individual organisation had been involved with its development since the beginning; and
- that the power to implement the priorities listed in the Well-being Plan lay with the constituent public service organisations that were members of the PSB, i.e. via their strategic plans, in Denbighshire its Corporate Plan. The success of the Plan's delivery would depend on effective working between all partner organisations and clear communication channels. The powers to implement the Plan were stipulated in the Well-being of Future Generations (Wales) Act 2015 which placed a duty on public sector organisations in a geographical area to work together to improve outcomes for residents.

During the course of the meeting councillors raised concerns about how the 'normality' of excessive drinking and over indulging in alcohol was portrayed on various media portals and therefore accessible to all ages at all times of the day. Officers offered to raise these concerns with Public Health Wales (PHW) as education in relation to alcohol, tobacco and substance misuse formed part of its work, as did healthy eating etc.

Members asked for clarity to be provided on whether the term of the Well-being Plan was 2018-2022 as stated on the covering report or 2018-2023 as stated on the draft Plan, and stressed the need for Welsh Government (WG) priorities and policies to reflect and complement those of local authorities and public service

bodies across Wales in order to realise maximum benefit from their delivery. In addition they asked that the Welsh version of the Plan be proof-read and checked thoroughly for typographical errors prior to the publication of the final version.

Prior to the conclusion of the discussion the Scrutiny Co-ordinator informed the Committee that the Scrutiny Chairs and Vice-Chairs Group (SCVCG) had, as part of its work in exploring effective methods of scrutinising the PSB, asked officers to research potential options for future scrutiny of the Board, including the advantages and disadvantages of undertaking the scrutiny on a joint basis with Conwy County Borough Council. This work was at present at a very early stage. A report on potential options would be presented to the Scrutiny Chairs and Vice-Chairs Group for consideration in due course, and to its equivalent group in Conwy Council. At the conclusion of the discussion the Committee:

Resolved:

(i) subject to the above observations, to receive and support the report and the Conwy and Denbighshire Public Services Board's (PSB) Well-being Plan 2018-2023;

(ii) that in response to the consultation questions it wished to inform the Board that it:

- wholeheartedly agreed and supported the Well-being Priorities the Public Service Board (PSB) was attempting to achieve;***
- was of the view that the strength in the combined power of the Public Services Board (PSB) to make a difference lay in effective collaboration, pooling of resources, and communication between all partners and residents to drive forward a prevention/early intervention strategy with a view to mitigating problems from escalating to more complex and intensive ones in future;***
- was of the view that, initially, the Board should focus on the 'Supporting the First 1,000 Days of Life' and 'Raising Resilient and Aspirational Young People' (including all children of school age) priorities;***
- was not of the view that anything in the draft plan required to be changed;***
- was of the view that no major elements had been omitted from the Plan, but it would be strengthened further if the importance of leading healthy lifestyles (including the dangers of tobacco and substance misuse, the benefits of active travel etc.), the need for affordable leisure facilities for all, and an objective of encouraging medical practitioners to 'prescribe' leisure and social interest as a way of improving health and well-being were explicitly referenced within it;***
- felt that effective regular communication about the Plan and the Board's work would be key in order to continually engage residents and realise the Plan's delivery; and***

- ***was of the view that effective scrutiny of the Council's Corporate Plan and the work of the Public Services Board (PSB) should help ensure the delivery of the Well-being Plan.***

(iii) that for collaboration to work effectively, the priorities and work of the Public Services Board (PSB) needed to be embedded in the work of Denbighshire County Council (and vice versa) through synergies between the Council's Corporate Plan and the Board's Well-being Plan; and

(iv) confirmed that it had read, understood and taken into account the Well-being Impact Assessment (Appendix B) as part of its consideration.

6 PROGRESS REPORT - DENBIGHSHIRE CARERS STRATEGY 2016-19

Councillor Gareth Lloyd Davies declared a personal interest as an employee of Betsi Cadwaladr University Health Board (BCUHB).

The Lead Member for Wellbeing and Independence introduced the report and appendices (previously circulated) which provided members with an update on the progress made to date in delivering the three year strategy and informed the Committee on other recent significant developments relating to carers services. During her introduction the Lead Member referred to a fact that was brought to her attention at a recent national conference where it was stated that there were an estimated 370,000 unpaid carers in Wales alone. These carers saved Health and Social Services millions of pounds year on year, therefore it was key that they were supported as much as possible in their roles as carers.

The Head of Community Support Services drew members' attention to the updated version of the Denbighshire Carers Strategy Action Plan, attached at Appendix 1 to the report, advising that the majority of actions listed were attributed a Green RAG status, which meant they had either been delivered or were on track to be delivered, a few had a yellow RAG status which meant they were still being progressed, whilst one was registering a 'red' RAG status. The latter one related to the proposal to explore the benefits of developing a 'family conference model' to deal with situations in Adult Services, similar to the successful model operating within Children's Services. Whilst the Service still planned to explore the feasibility of developing this model the work was currently on hold due to the need to prioritise other demands and the requirements of both the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015. The Head of Service advised that whilst there was no new or additional money available to develop carer services, the overall delivery of the Strategy was progressing well. There was also a general feeling amongst carers, and those they cared for, that they were better supported now than in the past, and had access to services or assistance if they required them.

Attached at Appendix 2 to the report was a summary of the findings of a recent study on progress made nationally in relation to the implementation of the requirements of the SSWB (Wales) Act 2014 as they related to Carers services,

including Denbighshire's current position in relation to each 'finding'. This Appendix also outlined other Carer related matters which the Council required to consider and explore further.

Responding to members questions the Lead Member, Head of Service and the Commissioning Officer for Carers Services advised that:

- the needs of young carers within the Education Service were now receiving a higher profile with actions identified as part of the Carers Strategy Action Plan in relation to young carers being incorporated into the remit of a number of health and education working groups;
- the work to promote and deliver e-learning modules on the implications of the SSWB (Wales) Act 2014 with respect to carers to Health Board staff was progressing and would continue as the Service had a high staff turnover rate and consequently training would be required on an on-going basis;
- whilst a representative from the Mary Dei social enterprise continued to sit on the Carers Strategy Group, the enterprise itself was still contemplating its future direction, although it still envisaged working to support carers;
- whilst it was regarded beneficial for voluntary groups who were represented on the Carers Strategy Group to have a business plan, it was not deemed to be a mandatory requirement. However, voluntary groups who wanted guidance on how to develop a business plan could contact Denbighshire Voluntary Services Council (DVSC) for guidance and support to develop plans;
- a workshop event had been held on 7 December 2017 under the auspices of the North Wales Regional Partnership Board's (NWRPB) Regional Collaboration Team to try and agree a way forward for designing and delivering carers services across the region. The session focussed on what was currently working well and how partners could work better together to contribute towards the well-being of carers. Whilst it would be some time yet before there would be a consistent plan across North Wales for supporting carers or for joint commissioning arrangements, work would continue in a bid to provide carers with the support they required;
- in response to a request from the Committee at an earlier meeting that the benefits of providing Leisure Cards for young carers be explored, the merits of this proposal had been examined with both the Council's Leisure and Children's Services and with Wrexham, Conwy and Denbighshire (WCD) Young Carers. As a result an agreement had been reached in principle for the provision of Leisure Cards to young carers. Potential options or combination of options for the provision of these cards were currently under consideration;
- due to the statutory obligations the Council now had towards carers they had been given a high profile within the new Corporate Plan, under the Resilient Communities priority; and
- whilst there currently was unspent monies in the Carers Respite Grant designated for Carers Services, there were plans to utilise it all before the end of the current financial year.

Councillor Gareth Davies, an employee of the Betsi Cadwaladr University Health Board, reassured the Committee that there had been a culture change within the Health Board in relation to staff training, with courses now regularly oversubscribed,

and disciplinary action taken against staff who did not attend mandatory courses. Following detailed discussion the Committee:

Resolved: - subject to the above observations to:

- (i) support the approach taken by partners in Denbighshire in continuing to work together to further develop support to Carers in Denbighshire, within the context of increasing demand, new legislation and demographic changes;***
- (ii) continue to support and promote the achievements of the Strategy in order for Denbighshire's Community Support Service (CSS) to meet its statutory obligations with regards to Carers, in partnership with statutory and third sector partners; and***
- (iii) confirm that, as part of its consideration, it had read, understood and taken account of the Well-being Impact Assessment completed earlier in the year.***

At this juncture (11.30 a.m.) there was a 10 minute break.

The meeting reconvened at 11.40 a.m.

7 REVIEW OF THE SINGLE POINT OF ACCESS (SPOA)

Councillor Gareth Lloyd Davies declared a personal interest as an employee of the Betsi Cadwaladr University Health Board (BCUHB).

Introducing the report and appendices (previously circulated) the Lead Member for Wellbeing and Independence advised that she was a keen advocate of the Single Point of Access (SPoA) Service as she felt it contributed to the community resilience agenda. A copy of the review report, which detailed the review methodology and service areas considered as part of it, was attached at Appendix 1 to the report. The objective of the review had been twofold - to assess how effective and efficient the SPoA Service was in delivering its services and in improving outcomes for service-users, and to establish whether the service delivery model was suitable for the future.

Statistics were contained within the report illustrating the demand on the SPoA Service during Quarters 1 and 2 for the last three years, these demonstrated a continual increase in contact with, and referrals to the Service. In response to enquiries received the SPoA Service provided advice about services or agencies who could assist those requiring assistance. The Service also instigated referrals to intervention services with a view to supporting individuals to live independently for as long as possible and therefore reduce the demand and pressures on more intensive services. The Review had concluded that the SPoA concept was valued by all stakeholders and those who utilised its services. Whilst the Service was deemed fit for purpose it was recognised that as Community Resource Teams developed there would be a need for the SPoA Service to evolve and adapt to

complement the services provided by them. A number of areas for improvement and future development had been identified, these included:

- the need to establish and implement a robust quality assurance framework which would measure, amongst other things, the skills, knowledge and confidence of the SPoA Team to deliver Information, Advice and Assistance (IAA) Services;
- improving interface working with hospital and community based health and social care services;
- a need to review and redefine the roles and skill mix in the Service;
- making SPoA more accessible to support GP practices and for it to promote more public health messages;
- utilising SPoA to support the development of Talking Points and the Community Navigator Services; and
- exploring potential joint working opportunities with Conwy County Borough Council's SPoA Service.

During the introduction the Service Manager (Localities) detailed a number of case studies illustrating the Service's success during the "What Matters" conversation, the initial contact the public had with the SPoA Service, where relevant advice etc. had been provided at the correct time which consequently resulted in approximately 35% to 40% of those who had contacted the Service not requiring more intensive and costly support from Social Services. She advised that as part of the "What Matters" conversation discussions took place on the type of support or services the individual may require in order to maintain their independence and their ability to fund those services. In essence the SPoA Service was an advisory service which signposted people to services which may be available to them, whilst also acting as a prevention service by referring individuals to community health based services with a view to maintaining their overall well-being.

Responding to members' questions the Lead Member and officers:

- confirmed that managed care and support packages were only offered to those individuals who could not achieve the desired outcomes without help. People who required these packages would be subject to a financial assessment. If they could afford to pay for the package they would be charged up to a maximum amount of £70 per week. Individuals who did not have the means to pay for the support package would still receive it and would not be expected to pay;
- advised that the SPoA Service shared information with all practitioners involved with an individual with a view to ensuring a holistic seamless approach to service delivery and to avoid the duplication of advice and services;
- confirmed that the majority of the funding to pay for the SPoA Service was secured via Integrated Care Fund (ICF) grant monies which was paid by the WG to the Health Board for the purpose of funding integrated health and social care services. The remainder of the funding came from the NHS and the Council. The Health Board managed the ICF funding, but both the Health Board and the local authority had to reach an agreement on how the money would be spent to deliver services that would improve outcomes for residents. During the forthcoming year an extensive piece of work would

take place to design the services that would eventually be delivered by the Integrated Community Resource Teams, one of which would eventually be based at the new North Denbighshire Community Hospital site;

- advised that the Council had emphasised to Betsi Cadwaladr University Health Board (BCUHB) that it could not continue to support the SPoA Service in future if the ICF grant money was withdrawn from the Service or diverted elsewhere;
- confirmed that aspects of the SPoA Service could potentially be developed on a regional basis. However, the Service would have to be shaped and delivered locally otherwise it would not meet the need of local people or engage with the correct local support agencies, organisations or networks;
- advised that some GP practices were better than others for promoting the availability of the SPoA Service to their patients. The Service was planning to establish an option for GPs to refer patients to SPoA via e-mail in future. It would also shortly undertake a feasibility study on the potential benefits of locating one SPoA hub operator with the GP Out of Hours (OOH) Service;
- outlined the difference between the information provision aspect of SPoA's work, its advisory work, and its role in assisting people to gain access to services which may help them e.g. form filling;
- emphasised the benefits of having knowledgeable multi-skilled SPoA hub operators working in the Service. Having access to cross-service information and knowledge, and being able to access both health and social care computer systems ensured that SPoA operators were able to provide a whole range of support, advice and assistance to those who contacted them, some of whom had complex needs or multi-faceted enquiries. No two enquiries or referrals were the same. In some cases the initial enquiry may seem a fairly simple one to resolve, however during the ensuing "What Matters" conversation other underlying needs may come to light which early intervention and support at that point in time may mitigate against them escalating into far larger problems, requiring costly resources, at a later date;
- confirmed that a separate SPoA system operated for mental health problems. This Service operated a 'triage' approach. SPoA hub operators were able to signpost and refer people with mental health problems to the Mental Health SPoA Service;
- advised that the Service was looking to improve the step-down cluster element of its work with a view to facilitating timely discharge from hospital. The proposal with respect of this aspect of the work was to involve the voluntary sector early on during the hospital discharge process to facilitate an individual's discharge to their home address with the most appropriate support package in place to ensure their safety;
- confirmed that the 83% increase in the number of GP referrals to the SPoA Service between 2015 and 2017 was attributed to the success achieved in promoting the Service;
- informed the Committee that in order to ensure that hub operators continually maintained and increased their skills and knowledge base, weekly training and information sharing sessions were arranged for staff. These included sessions facilitated by other public services and voluntary organisations on the services they were able to provide. The fact that the third sector's liaison volunteer was co-located with the SPoA hub operators helped increase their knowledge base. Currently the WG was in the process

of developing a national IAA Competency Framework, Denbighshire's SPoA Service was working closely with the Government on the competency levels that would form part of the Framework;

- confirmed that the Service was proving costly to deliver at weekends due to low take-up levels because Lone Worker Regulations necessitated that two people had to be available at all times, even when the demand was low. With a view to reducing costs for delivering weekend provision the Service was exploring potential options with other partners to see if a single SPoA hub operator could be located at one of their premises to deliver weekend cover i.e. OOH Service at Ysbyty Glan Clwyd. If this was possible it had the potential to halve the staffing costs as only one member of staff would have to be on duty during quieter times; and
- confirmed that it would not be possible for SPoA hub operators to deliver the IAA service from their own homes as per agile working practices, as they would require access to partners' IT systems, including secure NHS systems, as well as the Council's IT systems.

At the conclusion of the discussion members highlighted the fact that people could very suddenly find themselves being carers as well as residents, which would potentially transform their lives completely. Information and services provided following one call to the SPoA Service were invaluable to those residents and eased the burden of their responsibilities.

Following an in-depth discussion the Committee commended the SPoA Service and its staff on the services and information they provided:

Resolved: - subject to the above observations to –

- (i) congratulate the Single Point of Access Service on the excellent services it provided;***
- (ii) continue to support and promote the development of the Single Point of Access Service as a way of meeting the corporate priorities for 2017-22 and the statutory duty to provide Information, Advice and Assistance (IAA) Services as required by the Social Services and Well-being (Wales) Act 2014; and***
- (iii) accept an invitation to visit the Single Point of Access Service to see how the service delivery model operated first hand.***

8 SCRUTINY WORK PROGRAMME

The Scrutiny Co-ordinator submitted a report (previously circulated) seeking members' review of the Committee's work programme and provided an update on relevant issues.

The next meeting would be held on 22 January 2018 to which representatives from BCUHB had confirmed their attendance.

Members requested the Scrutiny Co-ordinator to explore the feasibility of changing the date for the Committee's meeting scheduled for 1 March 2018 to a date in late March, or early April, with a view to receiving the Tawelfan reports earlier than at the June meeting as currently scheduled. They felt that June's meeting would be slightly late for the Committee to comment on the findings.

The Scrutiny Chairs and Vice-Chairs Group would be meeting on 18 January 2018. If Members had any items they wished to be considered for future Scrutiny meetings they were asked to complete the proposal form included within the pack.

RESOLVED to confirm the Committee's forward work programme.

9 FEEDBACK FROM COMMITTEE REPRESENTATIVES

Councillor Melvyn Mile had attended the Business Improvement and Modernising Service Challenge. He updated members on the points raised during the Service Challenge meeting, which included:

- how confident was the Service that the Council was auditing the 'right things'?
- exploring the potential for regional collaboration and cross-authority working in the field of ICT if the Council was to realise its ambition to be a fully digital Council by 2022; and
- potential areas for income generation in future? i.e. from selling services to other councils

The key actions identified during the Service Challenge process for the Service to take forward during the forthcoming year were detailed in the notes circulated to Committee members in the Information Brief document ahead of the Committee's meeting.

The meeting concluded at 12.30 p.m.