

HEALTHY LIVING AND SOCIAL CARE SCRUTINY COMMITTEE

Minutes of a meeting held on 15th October, 2019.

Present: Councillor Mrs. R. Nugent-Finn (Chairman); Councillor N.C. Thomas (Vice-Chairman); Councillors S.J. Griffiths, T.H. Jarvie, K.P. Mahoney, R.A. Penrose and J.W. Thomas.

Also present: Councillor B.T. Gray (Cabinet Member for Social Care and Health).

361 APOLOGY FOR ABSENCE –

This was received from Councillor Ms. J. Aviet.

362 MINUTES –

RECOMMENDED – T H A T the minutes of the meeting held on 17th September, 2019 be approved as a correct record.

363 DECLARATIONS OF INTEREST –

No declarations were received.

364 REVENUE AND CAPITAL MONITORING FOR THE PERIOD 1ST APRIL TO 31ST AUGUST 2019 (DSS) –

The Operational Manager for Accountancy presented the report to advise Committee of progress relating to revenue and capital expenditure for the period 1st April to 31st August, 2019 and began by highlighting that the revenue position for 2019/20 was challenging with a savings target for the year being set at £577k. The Officer also added that the currently approved capital budget had been set at £5.155m.

The revenue forecast for Social Services was shown as a balanced budget however this was after a potential unplanned transfer from reserves of £2.2m.

Directorate/Service	2019/20	2019/20	Variance
	Original Budget	Projected	(+)Favourable (-) Adverse
	£000	£000	£000
Children and Young People	16,098	17,598	-1,500
Adult Services	47,957	48,657	-700
Resource Management & Safeguarding	272	272	0

Unplanned use of reserves to fund overspend	0	(2,200)	+2,200
Leisure Services	1,349	1,349	0
Total	65,676	65,676	0

With regards to Children and Young People Services, the Officer advised that the major concern for the service was the continuing pressure on the children's placements budget given the complexities of the children currently being supported and the high cost placements some of the children required to meet their needs. Work continued to ensure that children were placed in the most appropriate and cost effective placements, however in the context of the complexity of need and the national challenges in identifying placements, it was projected that the budget could overspend by around £1.5m this year. However, it should be noted that due to the potential high cost of each placement, the outturn position could fluctuate with a change in the number of children looked after and/or the complexity of need. In previous years, Welsh Government provided additional funding which had assisted the year end position however this could not be guaranteed and relied upon at this stage of the financial year. Therefore, the service held a reserve that could be accessed at year end to fund high cost placements if required.

For the Adult Services budget, the pressure on the Community Care Packages budget had been reassessed and it may have a net overspend at year end of around £700k. The outturn position was difficult to predict as the budget was extremely volatile. The Officer added that the service also continued to be affected by the pressures of continued demographic growth, an increase in the cost of service provision and the Community Care Packages budget would have to achieve further savings in the current financial year. The service would strive to manage growing demand and would develop savings initiatives which may be funded via regional grants. The Officer highlighted that Welsh Government had continued to provide Intermediate Care Fund (ICF) grant to Cardiff and Vale University Health Board to allow collaborative working between Health and Cardiff and the Vale Councils however, the level of grant funding was not guaranteed on an ongoing basis. Therefore, service held a reserve that could be accessed at year end to fund any eventual overspend if required.

Under Leisure Services, the Parks element of the revenue budget could no longer be reported separately, as operationally it was an integrated part of the new Neighbourhood Services. It was therefore only possible to report the Leisure and Play element under the heading and as Parks capital schemes were separately identifiable they would continue to be reported to the Committee.

The Officer then went on to advise that as part of the Final Revenue Budget Proposals for 2019/20, a savings target of £545k was set for the Committee. A savings target, set for Neighbourhood Services, had now been allocated into specific projects and therefore a new target had been included in the report relating to the Single Use Sports Facilities. The Officer stated that this now brought the total savings target for the Committee to £577k and attached at Appendix 1 to the report was a statement detailing all savings targets for 2019/20. It was anticipated that there could be a shortfall for the current financial year of £56k.

Appendix 2 to the report provided further detail of the savings within the Social Services Budget Programme. The Corporate Programme Board and project teams overseeing the plan would continue to monitor and ensure its delivery. As in previous years, ongoing progress updates would be reported to Committee as part of the overall financial monitoring report for the Directorate.

The Officer then drew Members' attention to Appendix 3 which detailed financial progress on the Capital Programme as at 31st August, 2019 and apprised Members of changes that had been made to the Capital Programme since the last report to Committee as follows:

Flying Start Family Centre Window Improvements – The Council had been awarded £28k by Welsh Government to complete works to existing timber frame windows and for the supply and fit of new UPVC windows. It had therefore been requested that the Capital Programme be increased by £28k.

Wick Pavilion – Delegated authority had been used to increase the 2019/20 Capital Programme by £30k. The scheme would undertake remedial works to the roof and would be funded by Section 106 monies.

Grange Play Area – The scheme cost had increased due to new legislative requirements that had come into force relating to drainage. It had been requested that the 2019/20 budget be increased by £4k which would be funded from Section 106 monies.

Murch Play Area – The scheme cost had increased due to new legislative requirements that had come into force relating to drainage. It had been requested that the 2019/20 budget be increased by £8k which would be funded from Section 106 monies.

Twyn Yr Odyn – There had been a slight increase in the scope of this scheme and it had therefore been requested that the 2019/20 Capital Programme be increased by £4.5k to be funded from Section 106 monies.

Barry Leisure Centre Dry Changing Rooms – Emergency Powers had been used to include the £100k scheme funded from the Building Fund into the 2019/20 Capital Programme. The contractor had confirmed that they would be able to complete the dry side changing room refurbishment at the Leisure Centre by the end of November 2019.

A Member then referred to paragraph 2.5 of the officer's report which set a total savings target for the Committee at £577,000. However, expressed that it was difficult to digest a savings target with the Committee clearly having a £2.2m overspend. In response, the Officer advised that the Council's Accountants monitored programmes of work that make a saving for the Council and advised that Appendix 2 to the report (pages 4 and 5) set out further details for the relevant projects. The officer then added that the only project which was not anticipated to reach its savings targets was Project SS2, Older Persons Day Centres, however, it

was anticipated that a saving would be achieved through a change to the operating model for the day centres.

The Member thanked the Officer for the advice, however, noted that there was not currently any percentage of the overall savings achieved within the report and that although Members could see the savings allocation, queried how much of the savings were at the Council's disposal to date as the figures would affect the requirement for drawing down from reserves. In response, the Director of Social Services returned to Section 2b of the All-Projects Summary Highlight Report and advised that if the overall RAG status for a project was labelled green then the project was expected to achieve full savings. However, any projects that were labelled as Red were due to project delays which was relevant to project A3 with a shortfall of £40,000 and project SS2 with a shortfall of £90,000. The Director then added that it was anticipated that all programmes would achieve targets for the current financial year however, careful consideration would need to be given for the next financial year.

The Chairman then referred to paragraph 2.3 of the Officer's report which referred to the continuation of the Welsh Government Intermediate Care Funding grant to Cardiff and Vale University Health Board and asked the Cabinet Member for Social Care and Health whether he had any insight as to the future of the funding stream. In response, the Cabinet Member advised that at the current time Welsh Government were focussed on regional working and were therefore only providing responses from a regional stand point. The Cabinet Member asked if the Chairman was specifically referring to the RPB and advised that a director had recently been appointed who he would be meeting with in the near future.

In conclusion, the Cabinet Member noted that for all regional programmes the Council had a clear directive to ensure that the needs of the Vale of Glamorgan were reflected within the project work.

RECOMMENDED – T H A T the position with regard to the 2019/20 revenue and capital budget be noted.

Reason for recommendation

To ensure that Members of the Committee are aware of the projected revenue outturn for 2019/20.

365 PROPOSED CORPORATE STRATEGY FOR CHILDREN WHO NEED CARE AND SUPPORT 2019-23 (DSS) –

The Head of Children and Young People's Services presented the report to provide Committee with an opportunity to contribute to the development of the proposed Corporate Strategy for Children Who Need Care and Support 2019-23.

The proposed Strategy attached at Appendix 1 to the report was the second Vale of Glamorgan Corporate Strategy for Children Who Need Care and Support and was first endorsed by Cabinet in October 2016. The initial three year Strategy marked a

significant change in recognising the responsibilities of the whole Council in enabling children in need of care and support to receive the right help at the right time to improve their well-being and protect them from harm, and in aligning the roles of each Directorate in delivering the associated Action Plan.

The Officer advised that the Strategy had provided a shared direction over the last three years and the work achieved had helped to inform the direction going forward. She was also pleased to report that the young people most affected by the Strategy had also endorsed it. The proposed four year Strategy had been developed in partnership with the Council's external partners in Health and the Third Sector and very positively reflected these relationships in the structure of the Strategy itself and the actions that supported it.

The proposed Strategy identified how the needs of children, young people and their families would be met within the resources available to the Council and its partners during the period 2019 to 2023 utilising an integrated model of services to children and young people. Therefore, the objective remained the same from the original version of the Strategy which was "to provide the right care at the right time" and the strength of the Strategy originated from the collaboration of all partners.

In conclusion, the Officer highlighted that the Strategy was set over a four year period but would always be subject to continuous review with an annual review process as well as a cross Directorate monitoring group being in place.

The Cabinet Member for Social Care and Health then began discussion on the item by advising that the recent Corporate Parenting Panel session that he attended was very enlightening especially given the presentation offered by the service user which echoed the ethos and objectives of the proposed Strategy.

The Chairman then asked the officer to provide further clarification regarding Objective 1 and Objective 2 of the Strategy for the Committee's benefit. In response, the Officer advised that with regards to Objectives 1 and 2 to support families to stay together and to provide support at the edge of care, the Council worked in partnership with families taking a strength based approach.

In conclusion, the Vice-Chairman wished to commend the Strategy and thanked officers for creating an easy to read document which should be the approach adopted for all Council documentation.

RECOMMENDED –

- (1) T H A T the progress made in developing a new proposed four year Corporate Strategy and Action Plan for Children Who Need Care and Support to replace the current Corporate Strategy be noted.
- (2) T H A T the proposed Strategy and associated Action Plan be endorsed.

Reasons for recommendations

- (1) To provide Members with opportunities to exercise oversight of a key strategic development for the Council.
- (2) To ensure that the Strategy is given close consideration by Members prior to any subsequent approval.

366 PLAY SUFFICIENCY ASSESMENT AND ACTION PLAN (DEH) –

The Operational Manager for Neighbourhood Services, Healthy Living and Transport, presented the report to advise the Committee that the Council had met the duties placed upon it by Welsh Government in relation to undertaken a Play Sufficiency Assessment (PSA) and producing an accompanying Action Plan, in accordance with the Children's and Families (Wales) Measure 2010.

The PSA, Play Action Plan and Executive Summary were attached at Appendix A to the report

The Assessment highlighted that:

Whilst financial resources were limited, the Local Authority was meeting its duty of providing sufficient play opportunities. There had been progress made in a number of Matter areas since the previous PSA in 2016, which was positively impacting on the provision of quality play opportunities in the Vale of Glamorgan.

There had been a move forward in relation to partnership working with increased pooling of resources. There was improved communication across internal departments and with external partners, and an increased desire and understanding for the need to work together more. However there were still pockets of developments taking place on their own internally within the Council so there were still further opportunities for joined up working to maximise the limited resources available.

There had been an investment in funding to increase access to fixed play equipment across the Vale, with areas in the rural Vale also benefitting from the funding. These had been welcomed by the communities affected, however it had also caused negative comments to be received from those communities who had not benefited from this funding and who felt their areas were also in need of upgrading.

There had been increased opportunities for disabled children and young people to access play opportunities during school holidays through the Families First Holiday Club and the Teenscheme project, in addition to increased opportunities to access play through the medium of Welsh.

There was a growing passion and understanding of the benefits of play amongst a number of internal and external partners, who were committed to the further development of play opportunities for children and young people. It was essential to ensure that the Council used these individuals as campaigners for play when they

were at their various networks and meetings.

There had been increased awareness and interest amongst non-play professionals regarding the indirect impact they had on a child's ability to play e.g. Traffic Management Engineers and Planning professionals.

The area that had seen the most positive change was within "Matter G: Securing and developing the play workforce" with increased access to appropriate play work training.

Where opportunities had emerged to secure additional funding for play, such as the monies allocated from Welsh Government, this funding had been welcomed and appropriately used to positively impact on play.

There had been progress with moving away from the assumption that there was a need for fixed play equipment / play area to be located near every child in order for them to experience quality play. The play survey highlighted that there was an appreciation of the good natural environment in the Vale such as open spaces, woodlands and beaches in enabling children to experience play in its widest form. However it would continue to be a priority to promote the availability of no cost play within the Vale.

In conclusion, the Officer advised that there was a desire to increase opportunities, however a lack of resources meant that there were only limited people available to develop the area of work. The identification of long term funding continued to be an issue for both internal and external partners with limited funding available for developing play opportunities in the Vale. This not only impacted on programme delivery but also on developing staffing infrastructure. This limited strategic planning and continued to prove time consuming.

A Member then noted that it was pleasing to see the NHS commenting on the health and wellbeing of young people however, there did not seem to be the same level of focus for the older generation. In response, the Operational Manager for Neighbourhood Services, Healthy Living and Transport advised that new services would be in place in the near future for older individuals and that a report on the matter would be brought to Committee in the near future.

The Vice-Chairman then noted that the efforts that members of staff were putting into sourcing available funding seemed to be worthwhile and was generating significant amounts, to which, the Officer added that it was also a significant draw on staff time which could be frustrating for staff members who would much rather dedicate their time to play activity.

The Chairman then referred to paragraph 4.2 of the officer's report which set out that a few years ago the authority allocated £30,000 towards the development of play opportunities and enquired as to how much of the allocated funds remained. In response, the Officer advised that none of the allocated funds remained due to the fact that there was a small timeframe in which the authority had to spend the money and the funds had to be spent on revenue. The Officer then wished to add that the Council had asked Welsh Government if it would be possible to receive funding

earlier within the calendar year e.g. April which would significantly help officers to provide the Council's comprehensive summer schemes.

RESOLVED –

(1) T H A T the Play Sufficiency Assessment, Play Action Plan 2019 and Executive Summary be noted.

(2) T H A T the Play Sufficiency Assessment and Action Plan be endorsed for formal adoption by Cabinet.

Reason for recommendations

(1&2) To ensure that the Council continues to meet its duties as set out by Welsh Government in Section 11 of the Children and Families (Wales) Measure 2010 which places a duty on Local Authorities to assess and secure sufficient play opportunities for children in their area.

367 CITIZEN ENGAGEMENT ANNUAL REPORT 2018/19 (DSS) –

The Head of Resource Management and Safeguarding presented the report to bring to the attention of the Committee the outcomes and recommendations of the annual consultation programme for Social Services.

The report drew Members' attention to the current good practice evident in the Council's service provision that had been identified by its citizens. Improvements required in the Council's methodology, questionnaire distribution and engagement processes were also highlighted. The report also proposed that recommendations were acknowledged and considered by the relevant service areas to ensure that action plans were followed.

The Officer began by advising that citizen consultation was carried out across each service area and methods were tailored to each individual service area. For example for young people, electronic formats were used, face to face interviews were undertaken with those in provider settings during their attendance, and symbolic formats were developed for people with additional learning requirements.

The main areas considered by the consultation were:

- Information, Advice and Assistance;
- Residential Services;
- Fostering (Carers and Young People in Placement);
- Vale Community Resource Service;
- Performance Measures (Adults, Carers and Young People);
- Adult Placement Service;
- Flying Start; and
- Child Health and Disability.

It was noted that the positive outcomes from the citizen engagement exercise could be linked to the delivery of services that focused on the needs of people, and promoted and improved the wellbeing of those to whom the Council provided a service, and their families. The outcomes were also reflected in the content of the Annual Director's Report, to highlight how people were shaping the Council's services.

In conclusion, there had been some very positive feedback which reflected the hard work and time that the Council's services provided to its citizens. Both citizens and their families felt that the service they had received had supported them to be more independent, stay safe, and helped them to remain part of their communities. Citizens were receiving emotional support to increase their confidence and decrease social isolation and people felt involved in the planning of their support, and were kept informed in most cases. Care and Support was very well provided despite limited resources, and citizens were reporting that the service met their expectations. Carers also felt supported and appreciated the information and advice they received to support them in their role. Young people felt more engaged, and were supported by the Council's teams and those they lived with. Where improvements had been identified, they were fed back to the relevant service areas, who implemented action plans to ensure they were incorporated into service development.

RECOMMENDED –

- (1) T H A T the Social Services Citizen Engagement Annual Report for 2018/19 and the associated priorities for consultation in 2019/20 be noted.
- (2) T H A T the outcomes and recommendations of the Social Services Consultation Programme be noted.
- (3) T H A T the improvement priorities for the service areas as highlighted by the recommendations within the Annual Report be noted.

Reason for recommendations

(1-3) To increase awareness of the Social Services Annual Consultation Programme and the ways in which Social Services engages with citizens and their families in line with the Council's Wellbeing Objectives.

368 ANNUAL SOCIAL SERVICES REPRESENTATIONS AND COMPLAINTS REPORTS 2018/2019 (DSS) –

The Head of Resource Management and Safeguarding presented the report to ensure that the Committee were provided with an overview of the activity, performance and achievements within the area of work.

The report sought to ensure effective scrutiny of performance in relation to complaints about Social Services and to provide evidence about the impact upon the lives of individuals and their families.

For context, the Officer advised that the Complaints Officer took a proactive approach to preventing and mediating issues that had the potential to escalate into a complaint. The Complaints Officer regularly contributed to the quality assurance processes especially where there was an emerging provider issue and the Escalating Concerns process was engaged. This enabled the Complaints Officer to have an involvement at an early stage and to have a good grasp / knowledge of the issues affecting the service / individuals and how this could relate to potential complaints. For some people who contacted Social Services, they may be unsure whether or not their concern equated to a formal complaint. In these cases, the Complaints Officer offered to meet with them to try and help clarify the issues and listen to their concerns. This approach had proved to be invaluable as an effective way of reaching an early resolution to many concerns. The Complaints Officer had found a number of ways of engaging with service users by visiting residential and day care settings, schools and advocacy providers. This approach also assisted in disseminating information about the Complaints Procedure.

The Officer went on to advise that as at 31st March, 2019, 63 complaints were received, which was slightly higher than the previous year where there were 53 complaints. Of these 63 complaints, 28 were for Adult Services, 31 were for Children and Young People Services and 4 related to the Council's Resource Management and Safeguarding Division. During this period, no complaints were referred onto the Ombudsman for investigation.

As at 31st March, 2019, 38% were resolved within the designated timescales. Meeting the designated timescales for complaints was increasingly more challenging because the complexity and multi-faceted nature of the complaint which could impact on the Council's timeliness of response, particularly where legal advice was required. Although just over a third of the complaints were resolved within designated timescales, it should be noted that in all instances the complainants were made aware of the reason for the extension to the timescales and mutually agreed to an extension. Although this was not taken into account as part of the statutory guidance, the Council pursued robust monitoring of its complaints, as on a weekly basis the Complaints Officer circulated a report to all Senior Management to flag up any potential complaints that required follow up.

During 2018/19 a summary of the key lessons learnt included:

- The importance of confirming who officers were speaking to when they returned a call;
- Ensuring that data held on the Council's system was up-to-date and accurate;
- Explaining to family members the rationale behind decisions;
- Clearly explaining to family members the implications of court proceedings, so that they understood the process;
- Checking that service users understood charging policies;
- Explaining the Council's quality monitoring and duty processes;
- Effectively communicating with service users any changes to appointments;
- Ensuring confidential information was not sent to wrong addresses;
- The importance of effective and timely communication with service users and families;

- Remaining professional at all times when dealing with families;
- Returning telephone calls in a timely manner;
- Observing confidentiality with service users;
- The need to be mindful of any care proceedings; and
- Providing written responses following verbal messages / information.

In terms of the Council's priorities for improvement during 2019/20, it would focus on:

- Continuing to work with independent investigators to make an improvement in the time taken to complete Stage 2 investigations by reviewing support offered to investigators; and
- Continuing to work with managers and staff to make an improvement in the time taken to complete Stage 1 complaints. This would involve further developing the weekly complaints monitoring to red flat complaints to Heads of Service that had or were unlikely to not meet the designated timescales for response. The Complaints Officer would also set up a process for contacting investigating officers to ensure they were on track with and were following the complaints process guidance.

RECOMMENDED –

(1) T H A T the content of the officer's report and Annual Complains Report for 2018/19 attached at Appendix 1 be noted.

(2) T H A T the Committee continues to receive and Annual Report in relation to complaints and compliments received by the Social Services Directorate.

Reasons for recommendations

(1) To ensure effective scrutiny of performance in Social Services and to provide evidence about the effect upon the lives of individual service users and their families/ carers.

(2) To ensure Scrutiny Committee have oversight of the activity in relation to Complaints and Compliments in the Social Services Directorate.

369 DEPRIVATION OF LIBERTY SAFEGUARDS (DSS) –

The Head of Resource Management and Safeguarding presented to the report to provide an overview and summary of the activity within the Deprivation of Liberty Safeguards (DoLS) team and to highlight the resource and capacity issues that had resulted in the area of work being included on the Corporate Risk Register.

The report sought to ensure effective scrutiny of activity and performance in relation to the DoLS arrangements within the Vale of Glamorgan.

The team co-ordinated DoLS assessments as requested by Managing Authorities by ensuring that the appropriate criteria requirements were met when depriving an individual of their liberty, in line with the Mental Capacity Act 2015.

During 2018/19 the team received the following number of applications from Managing Authorities (broken down by type and supervisory body):

	Urgent	Standard	Review	Further	Total
VoG	58	625	7	119	809
Cardiff	166	1,014	8	206	1,394
C&VUHB	973	389	9	131	1,502
Total					3,705

The Officer advised that the DoLS framework was expected to be replaced by a new scheme known as the Liberty Protection Safeguards (LPS). LPS would provide a streamlined process for authorising deprivations of liberty and under the LPS, the 'responsible body' for authorising a deprivation of liberty depended upon where the 'cared-for' person was residing. The new framework would require a review of the current governance and structure of the DoLS team. Codes of Practice were currently being drafted and once published, likely April 2020, work would be completed to ensure compliance with the new framework. The new LPS was due to come into force in October 2020.

With regards to the term 'Managing Authority' a Member queried whether that could constitute the care home itself resulting in the care home authorising an application without local authority input, to which, the Officer advised that a care home would not be able to authorise an application without Local Authority involvement and that there was a seven step assessment process that must be followed once an application was received.

The Member then highlighted that historically the University Health Board were not forthcoming in paying the costs for patients with specialist care and queried whether this was still the same situation. The Director of Social Services then advised that the DoLS assessment process was completely separate to that for patients receiving long term care and that the University Health Board funded individuals receiving continual health care funding which meant they covered 100% of the costs. With regards to DoLS, both the Council and the University Health Board shared responsibility for costs, however, this was only relevant to a small amount of cases and in practical terms meant that the Council paid for care home costs for individuals with the University Health Board also contributing to the cost. Therefore, the issue with regards to financial responsibility rarely came to light and reiterated the Officer's statement that there was a very in-depth assessment process which was conducted by a multi-disciplinary team.

RECOMMENDED –

- (1) T H A T the continued implications for the Council of the Cheshire West judgement in respect of arrangements for safeguarding adults who were unable to consent to their care and accommodation needs be noted.
- (2) T H A T the associated risks to the Council through legal challenge where statutory timescales were not met be noted.

(3) T H A T the predicted impact for the Council of the implementation of the Mental Capacity (Amendment) Bill, which will replace the existing DoLS legislation with the Liberty Protection Safeguards (LPS) be noted.

Reasons for recommendations

(1) To ensure that Members are aware of the impact upon the Council of this judgement.

(2) To allow Members to consider the balance of risks to the Council through legal challenge as a result of it not meeting statutory timescales for authorising deprivations of liberty in respect of adults who are unable to consent of their care and accommodation needs.

(3) To ensure Members are made aware of future changes to legislation and their anticipated impact.

370 QUARTER 1 2019/20 PERFORMANCE REPORT: AN ACTIVE AND HEALTHY VALE (DSS) –

The Director of Social Services presented the Quarter 1 (Q1) performance results for the period 1st April, 2019 to 30th June, 2019 for the Corporate Plan Well-being Outcome 4, “An Active and Healthy Vale”.

The Director advised that overall, the Council had made good progress in delivering its Corporate Plan in relation to the Well-being Outcome 4 Objectives of, “Encouraging and promoting active and healthy lifestyles” and “Safeguarding those who are vulnerable and promoting independent living”. This had contributed to an overall GREEN status for the Outcome at Q1.

92% (66) of planned activities aligned to an “Active and Healthy Vale” had been attributed a Green performance status reflecting the exceptional progress made during the quarter. 2.7% (2) of planned actions had been attributed a Red status demonstrating a need to progress the work programme in relation to Shared Regulatory Services (SRS) and more specifically in relation to undertaking actions to support the provisions of the Public Health (Minimum Price for Alcohol) (Wales) Act 2018 and undertaking interventions in accordance with the Food Law Enforcement Service Plan.

In relation to the Council’s measures, there was a need to improve its performance in relation to the rate of delayed transfers of care per 1,000 population (CPM/057) and the numbers of new Telecare users (CPM/209), for which commentary was set out on pages 4 and 5 of the Performance Report (Appendix A).

A Member then referred to Performance Indicator CPM/209 (SS/M018 (Number of new telecare users) and noted that progress on the local measure was slow especially taking into account that other external organisations ran similar services and therefore raised the total number of individuals actively using telecare services within the Vale of Glamorgan each day. In response, the Director of Social Services

advised that the Performance Indicator could only reflect the Council run service and acknowledged that external organisations provided similar services for which individuals had purchased the equipment. However, the relevant data used to inform the Quarter 1 Performance Report was based on the service of the Council only.

RECOMMENDED –

(1) T H A T the performance results and progress towards achieving key outcomes in line with the Council's Year 4 priorities for Corporate Plan Well-being Outcome 4 – "Residents of the Vale of Glamorgan lead healthy lives and vulnerable people are protected and supported" be noted.

(2) T H A T the remedial actions to be taken to address areas of underperformance and to tackle the key challenges identified be noted.

Reasons for recommendations

(1) To ensure the Council clearly demonstrates the progress being made towards achieving its Corporate Plan Well-being Outcomes aimed at making a positive difference to the lives of Vale of Glamorgan citizens.

(2) To ensure the Council was effectively assessing its performance in line with the requirement to secure continuous improvement outlined in the Local Government Measure (Wales) 2009 and reflecting the requirement of the Well-being of Future Generations (Wales) Act 2015 that it maximises its contribution to achieving the well-being goals for Wales.