

No.

## HEALTHY LIVING AND SOCIAL CARE SCRUTINY COMMITTEE

Minutes of a Remote meeting held on 16<sup>th</sup> May 2023.

The Committee agenda is available [here](#).

The recording of the meeting is available [here](#).

Present: Councillor J.E. Charles (Chair); Councillors I.R. Buckley, C.A. Cave, A.M. Collins, C.M. Cowpe, R. Fisher, E.J. Goodjohn, J. Lynch-Wilson, J.M. Norman, C. Stallard and N.C. Thomas.

Also present: Councillors R.M. Birch (Cabinet Member for Education, Arts, and the Welsh Language), L. Burnett (Executive Leader and Cabinet Member for Performance and Resources), C.P. Franks, G. John (Cabinet Member for Leisure, Sport, and Wellbeing) and E. Williams (Cabinet Member for Social Care and Health).

### 18 ANNOUNCEMENT –

Prior to the commencement of the business of the Committee, the Chair read the following statement: “May I remind everyone present that the meeting will be live streamed as well as recorded via the internet and this recording archived for future viewing”.

The Chair also welcomed Councillor Buckley and Councillor Goodjohn to the Committee and passed the Committee’s thanks to Councillors Payne and Lloyd-Selby for their previous contributions prior to them leaving the Committee.

The Chair also invited the new Head of Resource Management and Safeguarding as well as the Head of Adult Services and Vale Alliance to introduce themselves to the Committee.

### 19 APPOINTMENT OF VICE-CHAIR –

RESOLVED – T H A T Councillor N.C. Thomas be appointed Vice-Chair for the Municipal year.

### 20 APOLOGY FOR ABSENCE –

This was received from Councillor G.M. Ball.

### 21 MINUTES –

RECOMMENDED – T H A T minutes of the meeting held on 7<sup>th</sup> March 2023 be approved as a correct record.

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## 22 DECLARATIONS OF INTEREST –

No declarations of interest were received.

## 23 CARDIFF AND VALE UNIVERSITY HEALTH BOARD – CHILDREN, YOUNG PEOPLE AND FAMILY HEALTH SERVICES –

The General Management team from the NHS Wales Cardiff and Vale University Health Board Children, Young People and Family Health Services provided a presentation to the Committee to inform Members on improvements made, new services available and next steps for the Children and Young People's Emotional Wellbeing and Mental Health Services (CYPF) in order to provide an integrated children and young people's emotional wellbeing and mental health service, with a single point of access and no wrong door approach.

Becci Ingram, General Manager, advised that the update covered the period since the last presentation provided to Committee in January 2020 and reminded Members that services were previously delivered under a South Wales CAMHS Network hosted by Cwm Taf University Health Board however, CAMHS had repatriated to Cardiff and Vale University Health Board in 2019. The General Manager also apprised Committee on the referral pathways for the service as demonstrated by an infographic included within the presentation.

Katie Simpson, Deputy General Manager, then apprised Committee on the improvements made and new services implemented over recent years, and during the Covid-19 national pandemic, which provided context to the next steps for the Service as follows:

- Improve waiting times,
- Increase our visibility in communities,
- Outcomes reporting and Matrics Plant,
- EmPOWER Programme,
- Launch of The Hangout, and
- Continued exploration of alternatives to admissions.

In conclusion, the Deputy General Manager informed Committee of the annual comparative demand and performance figures for the service as well as methods of contact for the service.

Following the guest presentation and subsequent questions raised by the Committee, the following points of advice were provided to Members:

- The longest waiting time for a young person to receive intervention was currently 36 weeks. This meant that the service was not currently hitting its 28-day target and therefore the waiting time for intervention was the service's focus looking forward. The service had also appointed to several vacancies, and it was therefore now able to make an action plan for the future.

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- A further update in six months' time in relation to the progress of the service was welcomed as requested by Councillor Cave.
- The Hangout was a physical place which had recently opened for young people on Churchill Way in Cardiff. The venue was open until 22:00 hours to accommodate for the older young people wishing to use the facility. Looking forward, the Service was also looking to provide pop up sites across the Vale of Glamorgan as well as online meeting facilities. The service welcomed Councillor Buckley's offer of utilising Elected Members to advertise services for young people.
- Information in relation to services available for young people were advertised via websites and social media channels. The service was continuing to build on matters of communication but was also open to using new or innovative ways of communicating with young people and welcomed any suggestions from the Committee on how to reach more young people.
- The Single Point of Access service, also referred to as the "Single Door," could be accessed via professionals within the school setting, a GP surgery, or other health services currently available to young people. The Single Door service was meant to be a one stop port of call for young people to access multi-agencies once referred.
- The Social Prescribing service related to local people being able to access community support. The service aimed to offer young people a wider support network relevant to their daily lives, for example, encouraging young people to take part in cooking classes to help them to manage their diet and weight loss targets. The Social Prescribing service put young people more in control of managing their mental health.
- The service welcomed the Vice-Chair's suggestion of reaching out to the Dogs Trust to engage young people in a voluntary capacity.
- Each young person using the service would be assigned a community connector who was a member of staff who would stay with the young person throughout their service journey. When the young person had completed their social prescribing activity, the Service would then assess next steps for the young person. The Social Prescribing service was a pilot that had only been active for a couple of months, however it was hoped that the service could be extended through the School Reach Programme.
- If necessary, the service did have a clear complaints procedure which was the formal NHS complaints procedure available on the NHS website. Any complaints received would be assessed and signposted appropriately.

With no further comments or questions, the Committee subsequently

#### RECOMMENDED –

- (1) T H A T the content of the update presentation be noted with thanks passed to NHS Wales colleagues for their time.
- (2) T H A T a further update presentation be provided to the Committee at the November 2023 Committee meeting.

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### Reason for recommendations

(1&2) Having regard to the content of the update presentation to inform Committee on improvements made, new services available and next steps for the Children and Young People's Emotional Wellbeing and Mental Health Services (CYPF) in order to provide an integrated children and young people's emotional wellbeing and mental health service, with a single point of access and no wrong door approach.

### 24 LLAIS WALES –

The Regional Director for the Llais Cardiff and Vale of Glamorgan Region, Stephen Allen, provided a presentation to the Committee to inform Members on the new independent statutory body called Llais, set up by the Welsh Government, for the people of Wales to have their voices heard in the planning and delivery of their health and social care services on a local, regional and national level.

The Regional Director advised that Llais had replaced the seven Community Health Councils who represented the interests of people in the NHS in Wales for almost 50 years and would build on the work of the Community Health Councils. They then went on to apprise the Committee on the staffing structure, the purpose, vision, and mission as well as progress to date for the organisation.

In conclusion, the Regional Director asked for the Committee's support with achieving the following Llais objectives:

- Raise awareness within the Council and the communities that Members served so that everyone knew about Llais and its role,
- Work with Llais to develop its ways of working and how Llais could work effectively in partnership with Members so that the voices of people in communities were heard, and
- Help Llais to understand the key priorities and challenges for health and social care services in the areas that Members served.

Following the guest presentation and subsequent questions raised by the Committee, the following points of advice were provided to Members:

- When a complaint was received by Llais via its complaint form, the complaint would be sent to an advocate to access and then a letter would be generated and sent to the Health Service signed off by the client who had submitted the complaint. Following this, a meeting would be held between relevant NHS staff and the client and a Llais representative would also attend. If the client was happy with the outcome of the meeting, then the complaint matter would be considered closed or, a second letter would be generated by Llais in consultation with the client to send to NHS colleagues. If the complaint was not mediated, then the complaint would be upscaled to the Public Services Ombudsman. It was noted that social care complaints would be escalated via a different route as appropriate.
- In the past, members of the public and Elected Members would raise complaints via the University Health Board complaints team, however the

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processes now established through the Llais organisation replaced this method for complaining.

- Llais continued to build working relationships with Care Inspectorate Wales (CIW) and continued to send data over to CIW by way of information sharing. It was important to note that Llais was a rebranding however it was continuing the work of the Community Health Council to date. Any representations raised or contact made with Llais would be assessed and responded to appropriately.

With no further comments or questions, the Committee subsequently

RECOMMENDED – T H A T the content of the informative presentation be noted with thanks passed to Llais colleagues for their time.

#### Reason for recommendation

Having regard to the content of the informative presentation to inform Committee on the new independent statutory body, set up by the Welsh Government, for the people of Wales to have their voices heard in the planning and delivery of their health and social care services on a local, regional, and national level.

#### 25 PERFORMANCE EVALUATION INSPECTION OF VALE OF GLAMORGAN SOCIAL SERVICES (DSS) –

The Director of Social Services presented the report, the purpose of which was to provide an overview of the performance evaluation of Social Services that took place in January 2023.

Care Inspectorate Wales (CIW) was the independent regulator of social care and childcare. They registered, inspected, and took action to improve the quality and safety of services for the well-being of the people of Wales. The January 2023 inspection followed Assurance Checks which took place in March and November of 2021 and was framed around the following principles of the Social Services and Well-being (Wales) Act 2014 (The 2014 Act):

- People – voice and control,
- Prevention,
- Well-being, and
- Partnerships.

The Director added that the current context for delivering social services was very challenging and this was recognised by CIW through their inspection. They recognised the pandemic recovery and cost of living crisis as the context within which social services was working and the resultant high levels of demand and increased complexity of people's needs. Despite significant challenges, the summary and overall findings reflected positively upon the work of Social Services staff, their managers and corporate colleagues.

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In conclusion, the Director advised that the identified 'areas for improvement' would be transferred into the Social Services Reshaping Board's action plan to ensure that suitable actions were developed to advance the service and that they were completed appropriately.

Following the Director's presentation and subsequent questions raised by the Committee, the following points of advice were provided to Members:

- Officers are in the process of developing a detailed action plan for implementing over the next 24 months in response to the 23 areas of improvement set out within the CIW Inspection Report and it was acknowledged that it would be helpful for Scrutiny Committee Members to have sight of the action plan as suggested by Councillor Cowpe.
- The inspection had taken place very recently and therefore officers were currently trying to assign and implement actions in response. Therefore, it was kindly requested that a report be brought back to the Scrutiny Committee in 12 months' time to allow officers time to illustrate progress with respect to these actions.
- The Vale of Glamorgan Council had recruited international social workers to work within Children and Young People Services. The recruitment process and subsequent appointments were carefully considered. The difficulty in recruiting social workers was a challenge being faced by every Local Authority in the current climate. The Council had chosen to employ individuals from South Africa due to the legislative and practice framework in South Africa being the most similar to that of the United Kingdom. All individuals were required to undertake a very robust interview process and then required to undertake a detailed development programme to ensure that the individuals were relocated appropriately and also had the opportunity to embed into Vale of Glamorgan practice. Through the process of employing three international individuals, the Council had learnt a lot and had spent significant time with the individuals involved who were asked to take on responsibilities via a phased approach. The Council did not have any further plans to recruit social workers internationally at the current time and recognised that it needed to keep a mixture of experience and backgrounds within all of its social care teams. Other local authorities in Wales had or were considering recruitment of international social workers and there had been opportunities to pool knowledge and share experiences.
- In relation to the negative comments that were received via the Council's social media channels in response to the CIW report, officers were advised that there had been more positive comments received than negative and a further formal response had been provided by Councillor Williams at a Full Council meeting. It was incredibly important to get across the good news and work being undertaken by Vale of Glamorgan social services colleagues to support and improve recruitment into the Vale of Glamorgan. Officers acknowledged Councillor Cave's point that the Council would always receive a mixture of views in response to any information it put into the public arena and the CIW report was published very soon after the inspection had taken place in January 2023 for transparency.

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The Cabinet Member for Social Care and Health wished to provide Committee with reassurance that progress on the action plan in response to the CIW report would be monitored on a regular basis by the appropriate board.

With no further comments or questions, the Committee subsequently

RECOMMENDED –

(1) T H A T both the covering report and the appended Performance Evaluation Inspection Report completed by Care Inspectorate Wales (CIW) be noted.

(2) T H A T a further update on the Council's response to the CIW recommendations within the Performance Evaluation Report be provided to the Committee in 12 months' time.

Reason for recommendations

(1) Having regard to both the covering and appended report on CIW's assessment of the Vale of Glamorgan County Council's performance in exercising its social services duties and functions in line with legislation.

(2) To ensure that Committee is aware of the progress made in responding to the CIW recommendations over the previous 12 months whilst allowing adequate time for responsive actions to be implemented.

26 4<sup>TH</sup> QUARTER SCRUTINY RECOMMENDATION TRACKING AND PROPOSED WORK PROGRAMME SCHEDULE (DCR) –

On the Chair's request, the Democratic and Scrutiny Services Officer presented the report, the purpose of which was to advised Members of progress in relation to the Scrutiny Committee's historical recommendations and the proposed Annual Forward Work Programme (FWP) Schedule for 2023/24.

The Officer advised that all recommendation tracking items were considered as completed and that there was no report slippage on the Committee's FWP from the previous Municipal year.

Therefore, the Committee was requested to agree the recommendation actions listed in Appendices A and B to the report as well as approve the Committee's proposed FWP for uploading to the public website as included at Appendix D.

With no comments or questions from the Committee, the Chair concluded the item by kindly requesting that Members of the Committee raise any future items for consideration by the Committee with themselves.

The Committee subsequently

No.

RECOMMENDED –

- (1) T H A T the status of the actions listed in Appendices A and B to the report be agreed.
- (2) T H A T the Annual Forward Work Programme Schedule for 2023/24, attached at Appendix D to the report, be approved and uploaded to the Council's website.

Reasons for recommendations

- (1) To maintain effective tracking of the Committee's recommendations.
- (2) For public information.