

PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE

Minutes of the meeting held on 11 September 2019

- PRESENT:** Councillor Gwilym O Jones (Chair)
Councillor Glyn Haynes (Vice-Chair)
- Councillors Vaughan Hughes, R LI Jones, Alun Roberts, Dafydd Roberts, Margaret M Roberts and Nicola Roberts.
- Mr Dafydd Gruffydd – Managing Director – Medrwn Môn
Mrs Anest Frazer – The Church in Wales.
- IN ATTENDANCE:** Deputy Chief Executive,
Director of Social Services (in respect of Items 4 & 5),
Director of Education, Skills and Young People (in respect of Item 6),
Service Manager – Safeguarding and Quality Improvement (AH) (for item 5),
Head of Democratic Services,
Committee Officer (MEH).
- APOLOGIES:** Leader of the Council – Councillor Llinos M Huws (in respect of Items 4 & 5);
- Councillor Kenneth P Hughes, Trefor Lloyd Hughes MBE.
Mr Dyfed W Jones – Parent Governor – Primary Schools Sector.
- ALSO PRESENT:** Councillor R Meirion Jones – Portfolio Holder – Education, Libraries, Culture and Youth (in respect of Item 6).
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The Chair expressed his best wishes to Dr Gwynne Jones, Chief Executive on his retirement.

He congratulated Mrs Annwen Morgan on her appointment as Chief Executive following the retirement of Dr Gwynne Jones.

1 APOLOGIES

As noted above.

2 DECLARATION OF INTEREST

None received.

3 MINUTES

The minutes of the following meeting were confirmed as correct:-

- Minutes of the meeting held on 13 June, 2019
- Minutes of the meeting held on 11 July, 2019

4 MONITORING OF SOCIAL SERVICES CONTRACTS

Submitted – a report by the Director of Social Services on the Social Services Monitoring Arrangements.

The Director of Social Services gave a presentation to the Committee and highlighted the role of the Contracting Team, which at present has 3 Officers, carrying out the work so as to:-

- Ensure contracts meet legislative and statutory requirements;
- Operate a framework for robust contract monitoring, ensuring performance of contracts is monitored against specifications;
- Ensure systematic monitoring and review of residential and nursing home services, community living services, domiciliary and day services within Anglesey and out of county providers.

The Director of Social Services referred to the monitoring procedure by the Contracting Team as follows:-

Domiciliary Care - Annual announced site visits (looking at Service User files and staff files, policies, accident and incident book, record of complaints and MAR sheets;

Residential/Nursing Care – Joint announced site visit with BCUHB (looking at Service User files and staff files, policies, accident and incident book, record of complaints and MAR sheets. Interaction with residents and observations of practises within the Home;

Fostering – Commissioning Consortium Cymru (4Cs) which has a monitoring team working as part of this consortium;

Residential children's – Desk top monitoring, 4Cs.

Supported Living – Annual announced site visit – looking at Service User files and staff files, policies, accident and incident book, record of complaints and MAR sheets;

Day Services – Currently full site visit and audit of all relevant policies and risk assessments.

He said that significant improvements have been made within Residential Care Homes in terms of achieving and evidencing the 9 specific outcomes noted within

the monitoring framework. As regards to Domiciliary Care a contract model enables providers to better manage costs through efficiencies in service delivery, providing a more localised service and improving recruitment and retention. Children Fostering/Residential – live placement referrals and tendering process, using CCSR to shortlist the providers who are relevant to the child's needs. Providers increase the visibility of their offerings each time a child requires a placement.

The Committee considered the report and raised the following matters:-

- Clarification was sought as to whether the Local Authority's Care Homes are monitored in the same way as private Care Homes. The Director of Social Services responded that the Local Authority's Care Homes are monitored in exactly the same way;
- Questions were raised as to whether there is sufficient staff to carry out the monitoring of the services to the best standards possible. The Director of Social Services responded that the Contracts Team has been increased in the last year to 3 and he considered that the team is monitoring the services to an acceptable level. He referred to the monitoring of risks and noted that consideration will be given as to whether there is a need for visits as frequently if the Local Authority is confident that the service providers are performing to a high standard. However, if there are concerns the Contracts Team can carry out more frequent visits. Where residents from Anglesey are located in Care Homes that are out of county it is that local authority that will carry out the monitoring procedures;
- Clarification was sought as to the procedure when families have concerns as to the service provided by Care Homes. The Director of Social Services responded that complaints should be voiced to the Care Home in the first instance. However, if concerns still exist the complainant needs to contact the Local Authority and to CIW. The Local Authority will contact the provider to ascertain the complainants concerns and if the matter is a safeguarding issue consideration will be given to the evidence of neglect and whether there is a need for the matter to be referred to the Police;
- Questions were raised as to whether the Contracts Team ask the views of clients at Care Homes when visits are undertaken. The Contracts Manager said that discussions are undertaken with clients but sometimes the clients are in poor health and do not necessarily understand the questions asked of them as regards to the care provided. Families are asked to fill in a questionnaire to ascertain their experiences as to the service provided at the Care Homes;
- Clarification was sought whether Contract Team monitor the facilities at Hafan Cefni and Penuchedre. The Director of Social Services responded that the Home Care provision is monitored at both these locations. He noted that the housing agency Pennaf are responsible for standards of the accommodation provided;
- Questions were raised as to why Day Care Centres are not monitored by the CIW. The Contracts Manager responded that Day Care Centres are not registered establishments at present and hence they are not inspected but Day Care Centres are reviewed through the Social Services Contracts Department to make sure that the services provided are of a high standard;

- Reference was made that some of the outcome performance table is showing as red as regards to some services provided. The Director of Social Services responded that this shows that some of the Care Homes in 2015 were not delivering care to the expected standards at that particular time but due to monitoring procedures put in place these Care Homes are now out of the red area. The Contracts Manager noted that where a Care Homes was failing the expected standards an improvement plan was put in place. A Member asked as to whether the Contracts Team carried out visits during the night and weekends. The Contracts Manager responded that a Team Member has been visiting unannounced during dinner time to monitor whether patients are helped to eat and visits have been undertaken during the evenings and weekends aswell where considered necessary;
- Reference was made that it seemed that there is a high level of turnover of staff within Care Homes and it can result in training and good practise within the Homes being below what is expected. The Contracts Manager responded that some Care Homes experience high volumes of turnover of staff with staff moving from one Care Home to another. Training procedures can become an issue at these times. The Director of Social Services said that the Care Sector needs to attract more people into the sector and should in his view have a 'one-pay' structure across the care sector.

It was RESOLVED to note the report and that an Annual Report on the Social Services Monitoring Arrangements be submitted to the Partnership and Regeneration Scrutiny Committee.

ACTION : As noted above.

5 CORPORATE SAFEGUARDING

Submitted – a report by the Director of Social Services on the overview of the work of the Corporate Safeguarding Board and the priorities for the future.

The Director of Social Services reported that the Social Services Department deal with Safeguarding issues daily as regards to referrals regarding individuals who may be at risk. However, Safeguarding is a responsibility across every Service within the Council and every member of staff is given training and be aware of their role within safeguarding matters.

The Service Manager – Safeguarding and Quality Improvement gave a presentation to the Committee and said that every organisation that works with children, young people and adults should be committed to safeguarding and improving their well-being. There is a duty on the Council to ensure that it discharges its functions in a way that safeguards and promotes the well-being of children and adults who could be at risk. She noted that the Corporate Safeguarding Policy gives clear guidelines to each Officer on the expectations of them. Each Head of Service is responsible for the safeguarding arrangements within their service. A Strategic Corporate Safeguarding Board was established by the Council to provide assurance of the effectiveness of the Council's safeguarding arrangements. An Operational Corporate Safeguarding Board has also been established with group membership which includes safeguarding champions from

all the services of the Council. The Service Manager – Safeguarding and Quality Improvement further said that each Head of Service must include their safeguarding priorities within their service Annual Business Plan and are thereafter monitored in accordance with the Council's monitoring procedures. She said that she believed that this matter is evolving into a natural overlap between community safeguarding agenda i.e. Prevent and Modern Slavery. Handling cases where individuals are considered to be at risk and corporate safeguarding matters.

The Service Manager – Safeguarding and Quality Improvement further said that the Authority has a Corporate Safeguarding Action Plan (included as Appendix 1 to the report) which focuses on actions that are mainly cross cutting across the whole authority and are not single service matters. She said that corporate responsibility for this area is strengthening within the Council and the establishment of the Strategic Corporate Safeguarding Board has maximised the profile across the Local Authority. A recent internal audit report has highlighted that there is governance risk that the Strategic Corporate Safeguarding Board meetings are not recorded so the Board cannot evidence its discussions/decisions. It was noted that this matter is now being addressed and the Board notes will be specifically recorded as such. The Service Manager noted that she considered that there is risk to the reputation of the Council should there be a safeguarding error which leads to harm to individuals. She referred to examples of organisation that had suffered reputational harm due to safe workforce matters. The Audit Report has also highlighted the need to strengthen the role of the Strategic Board to make sure that the internal services are implementing the framework and policies that have been put in place by the Authority. She noted that the Corporate Safeguarding was introduced into the new Self Assessments this year to give the Corporate Strategic Safeguarding Board assurance that individual services within the Council was undertaking its responsibilities. It was confirmed that the Strategic Corporate Safeguarding Board will build on what has been achieved in order to ensure an overview of the wider safeguarding agenda, and strengthen the arrangements for challenging and holding services to account.

The Committee considered the report and raised the following matters:-

- Questions were raised as to how the Authority engage with the public as regards reporting incidents of Modern Slavery. The Service Manager – Safeguarding and Quality Improvement referred to the usual channels which the local authority use to publicise and report concerns about individuals who may be at risk. She noted that there is a North Wales Modern Slavery Partnership Board with the Deputy Chief Executive as this Authority's representative. The Deputy Chief Executive said that the Partnership Board arranges conferences which deal with a number of topics as regards to the awareness of modern slavery; North Wales Police is leading on the awareness of modern slavery through the introduction of posters, and mobile apps to allow people to contact the relevant organisations. She noted that the Town and Community Councils Forum has discussed the issue of modern slavery at its meeting recently;
- Reference was made that the Action Plan 2018/19 – 2019/20 shows that requests for nominations for the task group to develop the safeguarding section of the intranet remains outstanding. The Service Manager noted that the Strategic Corporate Safeguarding Board must and will challenge itself to ensure

responsible individuals within the authority will nominate staff to achieve this priority action.

- Reference was made that it is important that services map out the compliance of their staff against the mandatory safeguarding training requirements. This will support a co-ordinated approach to ensuring that individuals have the relevant training to carry out their role. Managers within the Authority need to make sure that all staff comply with the requirements and are aware of the safeguarding issues. The Service Manager – Safeguarding and Quality Improvement responded that there are some staff who do not have an email address and they are unable to access any e-learning. Every effort is made to ensure they receive mandatory training through alternative means.

It was RESOLVED:-

- **To note the arrangements that are in place, as well as the areas that the Strategic Corporate Safeguarding Board are driving to ensure that the statutory duties is met**
- **That an Annual Report on the Corporate Safeguarding Arrangements be submitted to the Partnership and Regeneration Scrutiny Committee.**

ACTION : As noted above.

6 SCHOOLS' PROGRESS REVIEW PANEL : PROGRESS REPORT

Submitted – a report on the progress update on the work of the Schools' Progress Review Panel.

The Chair as Chair of the Schools' Progress Review Panel said that the Panel met on 3 occasions between May and July, 2019. The Panel received verbal feedback and reflections from Members in light of the first GwE shadowing activities. These initial reflections enabled the Panel to refine arrangements with GwE for the coming period, including introduction of a feedback proforma for completion at the end of each shadowing visit. This process will further strengthen the governance arrangements underpinning this work stream, providing collective evidence of Members' impressions and reflections as well as a mechanism for escalating key messages for further consideration by the Panel. The Chair said that the Panel had an opportunity to see the work of pupils in June 2019 as regards to the Foundations Phase and were able to scrutinise the impact of collaboration project on standards. It was noted that the Panel will resume with its programme of challenge on individual schools' performance building on its work over the past few years. The Chair further said that it is timely to reflect the remit of the Schools' Progress Review Panel so that it conforms to corporate priorities. A meeting was held recently between the Chair and the Vice-Chair of the Panel, Scrutiny Manager and Deputy Chief Executive and it was agreed that a Workshop be arranged on the 27th September, 2019 for Elected Members.

The Director of Education, Skills and Young People reported that this Committee is requested to note the progress made to date with the work of the Schools' Progress Review Panel in terms of achieving its current work programme which includes robust challenge on individual schools' performance; areas of work covered thus far

by the newly introduced GwE shadowing arrangements; the outcomes of the recent self-evaluation to measure impact and added value of the Panel and the need to revise the terms of reference of the Panel to ensure continued alignment with corporate priorities. He referred that the Chair and Vice-Chair of the Panel had met with representative from Estyn in June and noted the outcome of that meeting within this report.

The Committee considered the report and raised the following matters:-

- Reference was made that all the Elected Members are Governor's on the schools on the Island and it would be beneficial for them to be aware of the work of Schools' Progress Review Panel and the role they should be undertaking to improve and challenge standards within the schools. The Director of Education, Skills and Young People responded that the development areas were identified by the Panel as part of the self-evaluation and these were summarised under 7 key themes as shown at 3.5 of the report. He noted that Governor's need to be aware of the new Curriculum for Wales and to challenge roles of leadership of schools;
- Reference was made that Estyn has said that more attention is required to support the Standing Advisory Council on Religious Education (SACRE). Concerns were expressed that the support of the GwE Challenge Advisor has been withdrawn. The Director of Education, Skills and Young People responded that a staff member of the Education Department will be designated to support the work of SACRE in due course.

It was RESOLVED :-

- **That the Panel continues to provide robust challenge on individual schools' performance;**
- **The Panel to include monitoring of the following work streams in its forward work programme:-**
 - **Implementation of the Learning Service improvement plan;**
 - **Non-maintained Years (early years) provision**
- **That the Committee supports the monitoring work of the Panel.**

ACTION : As noted above.

7 WORK PROGRAMME

Submitted – a report by the Scrutiny Manager on the Committee's Work Programme to April 2020.

The Head of Democratic Services referred to the special meeting of the Partnerships and Regeneration Scrutiny Committee to be held on 24 October, 2019 and noted that the item as regards to the Annual Report: Galw Gofal will be rescheduled for discussion at a later date. He further said that an additional item on Medrwn Môn is to be included within the work programme for the 24 October meeting.

It was RESOLVED to note the Work Programme to April, 2020.

The meeting concluded at 11.35 am

**COUNCILLOR GWILYM O JONES
CHAIR**