



Gwasanaeth Democraidd
Democratic Service
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Cyfarfod / Meeting

PWYLLGOR CRAFFU GWASANAETHAU
SERVICES SCRUTINY COMMITTEE

Dyddiad ac Amser / Date and Time

10.00 a.m. DYDD IAU, 10 IONAWR 2013
10.00 a.m. THURSDAY, 10 JANUARY 2013

Lleoliad / Location

Siambr Arfon
Swyddfa Ardal Arfon
Penrallt
CAERNARFON
Nodwch y lleoliad, o.g.y.dd. / Please note the venue

Pwynt Cyswllt / Contact Point

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Dosbarthwyd: 03.01.13

PWYLLGOR CRAFFU GWASANAETHAU SERVICES SCRUTINY COMMITTEE

AELODAETH / MEMBERSHIP (18)

Plaid Cymru (9)

Y Cynghorwyr / Councillors

Huw Edwards	Alan Jones Evans
Chris Hughes	Elin W. Jones
Linda Ann Wyn Jones	Liz Saville Roberts
Dyfrig Siencyn	Ann Williams
Hefin Williams	

Annibynnol / Independent (5)

Y Cynghorwyr / Councillors

Eryl Jones-Williams	Beth Lawton
Dewi Owen	Eirwyn Williams
Elfed Williams	

Llais Gwynedd (3)

Alwyn Gruffydd	Llywarch Bowen Jones
Peter Read	

Llafur / Labour (1)

Y Cynghorydd / Councillor Sion Wyn Jones

Aelodau Ex-officio / Ex-officio Members

Cadeirydd ac Is-Gadeirydd y Cyngor / Chairman and Vice-Chairman of the Council – Y Cynghorwyr / Councillors Selwyn Griffiths a / and Huw Edwards

AELODAU CYFETHOLEDIG / CO-OPTED MEMBERS:
Hefo pleidlais ar faterion addysg yn unig /
With a vote on education matters only

Y Parchedig / Reverend Robert Townsend
Yr Eglwys yng Nghymru / The Church in Wales

Mrs Rita Price
Yr Eglwys Gatholig / The Catholic Church

Mr Dylan Davies
Cynrychiolydd Rhieni Llywodraethwyr Meirionnydd /
Representative for Meirionnydd Parent Governors

Mr John Fraser Williams
Cynrychiolydd Rhieni Llywodraethwyr Arfon /
Representative for Arfon Parent Governors

Ms Rhian Roberts
Cynrychiolydd Rhieni Llywodraethwyr Dwyfor /
Representative for Dwyfor Parent Governors

Please note that the times noted below are estimates only

A G E N D A

1. APOLOGIES

To receive apologies for absence.

2. DECLARATION OF PERSONAL INTEREST

To receive any declaration of personal interest.

3. URGENT BUSINESS

To note any items that are a matter of urgency in the view of the Chairman for consideration.

4. MINUTES

The Chairman shall propose that the minutes of the meeting of this Committee held on 15 November 2012, be signed as a true copy.

(Copy enclosed – White paper)

5. FLEXIBLE WORKING

Cabinet member: Cllr. R H Wyn Williams

10.10 a.m.
– 10.40 a.m.
(30 min)

To consider a report by the Care Cabinet Member on the above.

(Copy enclosed – Pink Paper)

6. ENABLEMENT SCHEME AND TELECARE CALLS

Cabinet Member: Cllr. R H Wyn Williams

10.40 a.m. -
11.25 a.m.
(45 min)

To consider a report by the Care Cabinet Member on the above.

(Copy enclosed – Yellow Paper)

7. PDA DEVICES

Cabinet Member: Cllr. Paul Thomas

11.25 a.m. -
11.55 a.m.
(30 min)

To consider a report by the Healthy Gwynedd Cabinet Member on the above.

(Copy enclosed – Green Paper)

8. **ANNUAL WORK PROGRAMME**

To submit the latest version of the work programme.

(Copy enclosed – Yellow paper)

11.55 a.m. -
12.10 p.m.
(15 min)

SERVICES SCRUTINY COMMITTEE

15.11.12

Present:

Councillor Dyfrig Siencyn – Chair

Councillors: Alan Jones Evans, Alwyn Gruffydd, Christopher Hughes, Elin Walker Jones, Linda Ann Wyn Jones, Llywarch Bowen Jones, Siôn Wyn Jones, Eryl Jones-Williams, Beth Lawton, Dewi Owen, Liz Saville Roberts, Ann Williams, Eirwyn Williams, Elfed Wyn Williams and R. Hefin Williams.

**Co-opted Members
with a vote on education
issues only:**

The Reverend Robert Townsend (Church in Wales)

Cabinet Members:

Councillor Siân Gwenllian (Education) – for Items 4 and 5
Councillor R H Wyn Williams (Care)
Councillor Paul Thomas (Gwynedd Iach).

Officers: Dafydd P Lewis (Corporate Director), Dewi Jones (Head of Education – for Items 4 and 5), Vera Jones (Democratic Services Manager), Gareth James (Members' and Scrutiny Support Manager) and Glynda O'Brien (Members' and Scrutiny Support Officer).

Apologies: Councillors Huw Edwards and Peter Read, Mrs Rhian Roberts (Dwyfor Governors Parents Representative) and Mr Dylan Davies (Meirionnydd Governors Parents Representative).

1. CHAIR'S ANNOUNCEMENTS

The Chair made reference to Councillors Huw Edwards and Peter Read who had been unwell recently and he wished them a full and speedy recovery.

2. DECLARATION OF PERSONAL INTEREST

No declarations of personal interest were received from any member present.

3. MINUTES

The Chairman signed the minutes of the meeting of this Committee held on 13 September, 2012, as a true record, subject to the following amendments:

- (a) Item 4 – Change in Health Care in North Wales – point (f) – change the first sentence to readit was proposed to extend the model that has been trialled in North Denbighshire .. rather than 'trialled in Denbigh'.
- (b) Change the word "Allt Wen" to Alltwen, one word in points (ff), (ng) (i) and (iv).

4. CO-OPTED MEMBERS

The request of the Head of Education was considered to co-opt representatives from the Teaching Unions to serve on this Scrutiny Committee.

(a) The Head of Education reported that two representatives from the Teaching Unions used to attend meetings of the Council's Children and Young People's Scrutiny Committee prior to the elections in May. Whilst accepting that the nature and work of the Committees was different to the previous system, a request had been made by the Unions for the Committee to re-consider the decision it took on 7 June 2012 and nominate two representatives from amongst them onto the Services Scrutiny Committee under the governance of this new Council. The Head of Education drew the attention of the Members to this as it would be useful for them to be part of the discussions, not only as there were more and more expectations for Head teachers these days to be responsible for school finance, but also it was deemed that as professional people they had an useful and worthy contribution to the discussions.

(b) In response to a query from a Member regarding the right to re-consider the decision made by this Scrutiny Committee, the Members' Support and Scrutiny Manager confirmed that following guidance from the Monitoring Officer it was possible to re-consider this as it was not the Cabinet's operational resolution.

(c) The following points were highlighted by individual Members:

- There was no objection to the suggestion and it would be useful to receive a contribution from the Teaching Unions on condition that they accepted that they had no vote
- If the request was granted that representatives should also be invited from the Carers Unions of Social Services
- There was concern that the terms of reference of this Scrutiny Committee were too wide to be able to scrutinize and challenge effectively and the work should be split into three namely education, health and other matters.

(ch) In response, the Members' Support and Scrutiny Manager explained that it was intended to consider the Scrutiny Committee's terms of reference at the Council's annual meeting next May, following preparatory work on the constitution by the Monitoring Officer.

Resolved: Approve:

(i) the request of the Teaching Unions to elect two representatives to serve on the Services Scrutiny Committee in a role without a vote

(ii) in the same manner, to invite Carers Unions from Social Services to nominate representatives to serve on this Scrutiny Committee in a role without a vote

5. EDUCATION STRATEGY

(a) The Cabinet Member for Education reported that the Council had already approved the strategy for the re-organisation of schools without objection in 2009, in order to develop and enrich the education system and improve the experiences of the County's children and young people.

(b) The new Council's Priorities Plan was formulated following the May elections and the Cabinet's resolution in October this year was to accept the direction outlined in the plan and set out specific work fields namely:

- (i) Prioritising a review of the primary education provision in the Groeslon area to include Carmel and Bronyfoel (Fron).
- (ii) Proceed and move the discussion on the situation of schools in Meirionnydd forward and report further on the details of the plan to the Cabinet.
- (iii) Conduct research into the situation regarding empty places in the county's schools and consider plans to reduce these.

(c) It was explained that the Re-organisation Working Group under the previous system included all party members and had evolved into a Consultative Panel. The Cabinet Member welcomed the desire of this Scrutiny Committee to assist her and input to discussions in order that she and the Cabinet could make decisions. It was emphasised that the views of Members of this Scrutiny Committee were valuable to her.

(ch) The following points were highlighted by individual Members:

- Under the previous system the Chair of the Children and Young People's Scrutiny Committee and one Member from each Political Party served on the Consultative Panel
- It was not necessary for the Cabinet Member to convene a working group and the only role of the Members would be to scrutinize her final decisions, however, it was noted that she had invited Members of the Scrutiny Committee to take part in the process and assist her.
- Although it was important for Members to be able to discuss issues face to face with the Cabinet Member and the establishment of a Working Group would be a means to influence and voice arguments, bearing in mind that there was a duty on members to be informed of the situations that face the County's schools.
- That other Counties had adopted Cabinet procedures which were more democratic and open than what had been established in Gwynedd.
- It was stressed that the scrutiny system and the framework of any working group dealing with monitoring should be the main concern before the opposition parties.
- It was suggested that the working group should include the Chair or Vice-chair of the Services Scrutiny Committee, a member from each political party who serve on the Scrutiny Committee, a representative from the Church in Wales and a Governors' representative.
- That it would be useful for all the Members of the Services Scrutiny Committee to receive agendas of the Working Group's meetings.

Resolved: (a) Establish a Working Group to include the following Members to assist the Cabinet Member in the process of implementing the work programme to re-organise the County's schools:

- (a) Chair or Vice-chair of the Services Scrutiny Committee**
- (b) Cllr. Liz Saville Roberts**
- (c) Cllr. Dewi Owen**
- (d) Cllr. Alwyn Gruffydd**
- (e) Cllr. Siôn Wyn Jones**
- (f) The Reverend Robert Townsend, Church in Wales Representative**
- (g) Mr Dylan Davies, Parent Governors Representative**

(b) That the Education Cabinet Member sends an agenda, for information, to all other Members of the Services Scrutiny Committee.

6. LEISURE CENTRES

(a) A verbal report was received from the Gwynedd Iach Cabinet Member and the Corporate Director (DPL) following a request by this Scrutiny Committee for a progress report on the Leisure Centres review. The Cabinet member gave some background information by stating that re-structuring had occurred with two Departments to form the Social Services, Housing and Leisure Department with the service taking on a more proactive stance to make a positive impact on the public's health following guidance from public health.

(b) Four different reviews were undertaken in this field over a period of time and the Corporate Director explained the Council's system for strategic reviews when it was asked

- What is the purpose of the service
- How is the service provided
- Are there other options

(c) As part of identifying savings the Leisure Service offered to close a Leisure Centre however, the Council resolved not to close the Centre and proposed to look at different ways to run and maintain the service which was the subject of the latest review for about two years.

(ch) Stemming from the initial steps of the above review, they came to the conclusion that the main purpose of the service was to improve the health of the population and normalise a healthy way of living. Therefore, as a result it was noted that there was much more emphasis in Leisure Centres on improving health, living healthily with a more appropriate message for the service. In addition, evidence was collected via questionnaires and focus sessions on the views of the population regarding leisure in general. Whilst half of those who responded used leisure centres the conclusion was that walking and hiking were the most popular activities. Some obstacles were identified to undertake active activities, distance from facilities, location, cost and also lack of information regarding what was available.

(d) Following this, an external consultant conducted research by collecting information and offering a way forward. The research noted the challenge to the Service namely

- Old buildings
- Dispersed area with a small population
- Leisure centres not making a profit
- The needs of areas were different
- Lack of collaboration between agencies/bodies

however, there were also strengths in Gwynedd such as:

- Natural environment
- network already exists
- enthusiastic communities
- staff resources with different expertise

- links with various bodies such as health, GP's etc.
- customer satisfaction was high

(dd) The Corporate Director however, noted that there was a significant financial challenge for the Council with the savings pack in the sum of £16m and the forecast for the future was worse. It was noted that Gwynedd spent £1m per annum above the Welsh average on leisure services.

(e) The review had reached a point of identifying the opportunities however it was necessary to decide if the main purpose of leisure centres was a means to improve health. Attention was drawn to the fact that more use of leisure centres reduced the demands on other services in terms of health difficulties across the population.

(f) In conclusion, the Corporate Director noted that work was on-going to tailor the service to the population that will lead to decisions to be considered by the Cabinet regarding changing the Leisure Centres estate in Gwynedd as there were too many of them in comparison with the population and therefore there was room for rationalisation by considering:

- If they were located in the correct places
- do they provide suitable facilities
- externalise leisure as a service – e.g. arms-length company, trust
- maximise the use of leisure centres e.g. more of a community role

Members were given an opportunity to scrutinise the contents of the above presentation and they highlighted the following points:

(i) concern was highlighted by a Member, who was part of the Working Group and had dealt with the review, that some of the recommendations that emanated from the external consultant's review were not acceptable. The Working Group had discussed the need to consider how to retain young school leavers and continue with leisure activities.

In response, the Corporate Director noted that some of the recommendations could be considered. The Cabinet Member added that schools in this County made much better use of leisure centres than other counties, however, it was agreed that they had to get to grips with this and try to promote or identify activities that were sustainable.

- (ii) was it not possible to look at the transfer of leisure centres to successful gyms in the private sector
- (iii) that health should be looked at in a holistic way in collaboration with other services including mental health and persons with learning disabilities
- (iv) the view was that the leisure service was a service and not a business and it had a positive impact not only on communities but also as a resource for tourists. The Committee should receive information regarding the actual costs which was key to maintaining the population's health.

In response, the Cabinet Member stated that this work was on-going.

(v) it was felt that the leisure service was very important and the private sector should not interfere and could not community use be promoted more by encouraging clubs to hire rooms and with the charges published locally.

In response, the Corporate Director noted that the service had identified increasing charges as one way of contributing towards the efficiency savings.

(vi) In response to an enquiry regarding re-establishing the Working Group (that had been operational prior to the Elections in May with this work) the Corporate Director noted that there was no more work to be undertaken by the Working Group and that the next step was to receive guidance from the Cabinet regarding future direction.

(vii) consideration should be given to alternative ways of attracting grants by collaborating with Bangor University in order to conduct research on the impact of fitness on mental health.

(viii) a summary of the presentation together with the financial facts regarding the value of the service in the future would be appreciated.

(ix) that an officer from the Education Department should be invited to input to the discussion regarding pupils' awareness of the importance of fitness.

Resolved: (a) To accept, note and thank the Cabinet Member for the presentation.

(b) Request that the Corporate Director provides a summary of the presentation to include the financial facts to Members.

7. PHYSICAL DISABILITY COMMISSIONING PLAN

The Commissioning Manager reported on the success of the consultation meeting held recently in Porthmadog with service users. 30% of the users responded to the questionnaire that was sent to them and their views would be fed into the Commissioning Plan referred to above and presented to the Cabinet at the start of the new year.

The main findings of the questionnaire were expanded upon:

- (a) concern regarding advice and information on housing issues
- (b) the response of Telecare users on the whole was positive with 30% stating that it was an excellent service, 20% stating that it was poor with the remainder stating that it was satisfactory.
- (c) Response to equipment and adaptations was very positive with 43% stating that it was an excellent service and 10% stated that it was poor. In this field it was noted that a formal joint agreement, under section 33 of the Health Act 2006 with the Health Service would be signed in Spring where there will be a joint-depot at Bryn y Neuadd Hospital to distribute equipment to users across Gwynedd.
- (d) Response to activities was not as good with users noting that they were eager to have more opportunities during the day. It was noted that people's needs were different and that it was difficult to address everyone's needs. However, the type of activities were discussed that would address the needs of some people via direct payments (transfer of money to users to buy a day care service themselves) it would be possible to do this with those that were willing and anxious to control the day service themselves.
- (e) Some people complained about respite care and one of the problems was that the service did not take people's age into consideration. However, the registration of

one of the homes was changed to be able to accept people with physical disabilities and it was known that one family was happy with the provision.

Members were given an opportunity to challenge the officers on the results of the questionnaire and the following points were highlighted:

- (a) It appeared from the meeting in Porthmadog that 76% of the users were unhappy with the service and stated that they did not get any returned calls having telephoned for assistance. Galw Môn had been changed to Galw Gofal and had been moved to Colwyn Bay and users did not get a response in urgent cases. It was noted that it was important when such systems did not work to ensure that alternative arrangements were ensured. It was understood that the telephone number had changed and users were not aware of this.
- (b) The importance that this service was at its best.
- (c) The statistics did not reflect well bearing in mind that only 30% had noted that the Telecare service was excellent – this percentage should be 80% – 90% and considering that this service was a very important link for users.
- (d) Reference was made to the Daffodil projections which anticipated that by 2030 there would be a decrease in the number of people 18-64 with a physical disability, however, this contradicted the messages received from the County's schools namely that the numbers of children with disabilities were increasing.
- (dd) In response to the above, the Commissioning Manager explained that it would be true to state that there would be an increase in the number of children with learning disabilities over the next 5 years and research conducted some years ago indicated an assumption that there would be an increase in learning disabilities up to 2020. In terms of physical disabilities, the Commissioning Manager was of the view that the age population was decreasing according to the Daffodil projection.
- (e) that the link and collaboration with the Betsi Cadwaladr University Health Board should be strengthened for the maintenance and re-use of equipment.
- (f) In response, the Senior Manager Adult Services explained that the service had been collaborating to strengthen arrangements in the context of the Bryn y Neuadd Centre with equipment being recycled and money had been invested to ensure that the users received the relevant equipment.
- (g) In response to a query regarding the fact that only 7 people had received an enablement service, the Senior Adult Services Manager explained that the turnover within the field was low.
- (h) That there were many complaints about the enablement scheme namely that the home care service was only provided for six weeks by the Council and that users had to receive care from private companies once the Council service had ended. The importance that users were aware of this arrangement was noted as users became accustomed to and knew the carers and then had to change carers following the six weeks.
- (i) In response, the Commissioning Manager noted how important it was to have consistency in one service, however, unfortunately this was not always possible. The market had changed specifically in the Meirionnydd area as providers found it

difficult to recruit staff in the area and at times it was necessary to buy the services of private providers from Powys.

(j) In response to a query regarding the continuation of the enablement scheme for more than six weeks, the Senior Manager Adult Services noted that they did try to be flexible.

(k) It was confirmed that the cost for Telecare was the same across the County.

To conclude, the Care Cabinet Member noted that an officer had been appointed for the Telecare provision and it was trusted that this service would move forward. The work undertaken by the Disability Sports Wales Development Officer to attract grants to sports clubs for people with disabilities was applauded. It was also trusted that a Disabilities Champion could be appointed soon to Gwynedd Council.

Resolved: To accept, note and thank the officer for the presentation.

9. DISABILITY AND AUTISM

The Care Cabinet Member reported that he and Councillor Elin Walker Jones had met several items regarding autism and reference was made to Kinsale School, Hollywell which provided a service across North Wales and England. A meeting was held with Mr Alwyn Rowlands, Chair of North Wales Gwynedd and Anglesey Autism and Asperger's Committee and it was understood that the need for this type of provision was not sufficient to establish a viable provision in Gwynedd. It was proposed to discuss this further in partnership with the Councils of Anglesey and Conwy to find the need for a provision in the first place and if it was possible to establish a purpose built viable provision for 10 individuals in north west Wales. There was no assurance of money for the provision, however, they would re-visit the matter and support any venture to try and move the development forward.

Resolved: To accept, note and thank the officer for the report.

10. OLDER PEOPLE'S COMMISSIONING PLAN

The Senior Adults Services Manager reported on the need to raise awareness within the care service for a 'Dignity in Care' Charter which had been officially launched in April 2009 which promoted the following elements:

- Respect
- Privacy
- Self-esteem
- Day to day control over Care

Research work had been conducted by Age Concern and a small sample had been taken in different location as part of the research namely seven residential care homes, four Home Care providers (public), visits to homes for discussions together with telephone conversations with users.

Good results had been received on the whole from residential care homes stating that they had respect, privacy, felt that they were treated as individuals and they were happy with the service. The results for Home Care were similar and the carers who visited

were respectful to the users and they felt that they were in control. Three complaints were received, which had received worthy attention. It was felt that the arrangements were heartening, however, it was necessary to ensure that the service continued to succeed. The arrangements were monitored and it was noted that it was important for the users to feel that it was they who were in control.

During the ensuing discussion the following points were highlighted by individual Members:

- (a) In response to a query regarding if users were anxious to receive a home visit later than what was offered, the Senior Adults Services Manager noted that the service tried to ensure arrangements to deal with the wishes of the users and in such cases direct payments worked better where the users buy the services to address his/her needs.
- (b) It would have been beneficial to have invited Councillor Gareth Thomas, Champion for Adults, to this meeting to listen to the discussion.
- (c) Concern regarding the cooperation between Cartrefi Cymunedol Gwynedd and Social Services to achieve necessary work for users
- (d) In response, the Senior Adult Services Manager, recognised that there was room to improve the above relationship and that work had been made to look at adaptations and to have an easier system for implementation. The Care Cabinet Member gave an undertaking to discuss the matter further with the relevant Cabinet Member.
- (e) In response to a query regarding if direct payments would reflect the service received or would the service be conditional to a ceiling of £50, the Commissioning Manager for Adult Services explained that £50 was the maximum in accordance with the Council's charging policy. A rate of approximately £11.00 per hour was paid in direct payments in order that users could buy a service themselves compared with those who receive the service from the Council. Only a small percentage would take advantage of the direct payments system. Assessments were undertaken to work out the hours to respond to users' needs. If there was a change in policy then the Assembly government could set their own ceiling or Members could create their own policy and as a result users would have to pay more.
- (f) That the pressure on this service would increase in the future and the changes to the benefits payment system would add to this and would impact 11,000 families in Gwynedd.
- (g) Linked to the above point, it was asked from the point of view of older people, if the Council was responding
- (h) the Care Cabinet Member noted that an officer from the Finance Department was researching the impact of the reforms of the benefits payments system on Gwynedd and he promised that he would request a report to full Council.
- (i) Councillor R H Wyn Williams was thanked personally for his praiseworthy work as part of his role as the Care Cabinet Member.

Resolved: To accept and note the contents and thank the officer for the report together with the above observations.

10. ANNUAL WORK PROGRAMME

The latest version of this Scrutiny Committee's work programme was submitted.

Resolved: To discuss the work programme at a meeting of the Scrutiny Preparation Committee to be held on 22 November 2012.

The meeting commenced at 10.00 am and concluded at 12.45pm.

NAME OF SCRUTINY COMMITTEE	Services Scrutiny Committee
DATE OF MEETING	10 January, 2013
TITLE OF ITEM	Flexible Working
CABINET MEMBER	Councillor R H Wyn Williams

Request for progress report on the next steps to be taken following the completion of the pilot project in Meirionnydd in October,2011.



The aims of the flexible working pilot in Meirionnydd were:

1. To ensure better joint working between health staff- BCUHB and Gwynedd social workers by working in joint locations.
2. Identify savings by reducing travel costs.

5 centers were established for social workers within health buildings in Meirionnydd. IT connections allowed the social workers to access the Departmental RAISE system. The centres were located at :- Alltwen Hospital, Blaenau Hospital, Tywyn Hospital, Barmouth Surgery and Bala Surgery. Social workers were also able to work from home via RAISE.

After consultation with staff including health staff the Department received confirmation that the pilot had been successful in promoting a better understanding of the role of professional staff and that closer collaboration benefited users and their carers.

In terms of financial savings, none were identified although detailed monitoring had taken place.

The pilot phase in Meirionnydd has now expired and the practice has been accepted as a permanent arrangement. The response of the staff was positive and supportive.

It is the intention of the service to extend the model across Adult services. The challenge now will be to identify funding for the initial costs. The initial costs of the pilot was funded corporately because of our agreement to pilot the Flexible Working Scheme in the area

Although programmes have been identified to extend the scheme to Arfon a Dwyfor they have not been implemented due to :-

- The need for the service to prioritise other work programmes
- The cost involved in extending the scheme to the other two areas. The costs of establishing the scheme in Meirionnydd was around £24,000.

In October 2012 a bid was submitted for financial assistance towards the cost of establishing the scheme through corporate arrangements.

NAME OF SCRUTINY COMMITTEE	Services Scrutiny Committee
DATE OF MEETING	10 January, 2013
TITLE OF ITEM	Enablement Scheme and Telecare Calls
CABINET MEMBER	Councillor R H Wyn Williams

1. Introduction to the item

1.1 The purpose of the report is to respond to questions asked about the Reablement service and calls to the Telecare service.

2. Is the Reablement scheme successful?

2.1 During 2011/12 342 individuals received a period of enablement in Gwynedd. A target of 425 individuals was set for 2012/13. By the end of the 2nd quarter 232 individuals had been referred.

2.2 A Performance Management Framework was agreed and quarterly reports are being drafted. The percentage of individuals who leave without a care package is one indicator and the table below shows performance against the target.

2012 - 13	Target	Arfon	Dwyfor	Meirionnydd	Gwynedd
1 Quarter	50%	59%	45%	48%	53%
2 Quarter	50%	56%	33%	39%	47%

In light of the performance noted above the service needs to undertake further work to understand the difference in performance between areas. There is a need to understand whether the difference is due to:-

- The nature of the referrals
- The way we respond
- Other factors, for example the support available in the communities.

3. Feedback from Service Users' experience of Reablement

3.1 This work has not been undertaken but it is scheduled to take place early in 2013.

4. How many complaints have been received?

4.1 During 2011/12 a small number of complaints were received. These related to the expectation that some of the individuals who required ongoing home care were expected to change Provider at the end of the enablement

period. By the end of the 2nd quarter of 2012/13 no further complaints had been received.

5. Information about the support available after the 6 weeks of Reablement

5.1 On average half the cases who receive enablement leave without a need for ongoing home care . It is important that we ensure that support is available in all areas of Gwynedd and identify any gaps. This work is continuing.

6. Information on the pilot at the Unit in Penygroes

6.1 This 6 bedded unit opened at Plas Gwilym in Penygroes during June 2012 and was named Uned Lleu.

6.2 By the end of the 2nd quarter, 3 individuals had been admitted to the Unit - two from hospital and one from home. This number has increased during the 3rd quarter.

7. Telecare

7.1 A Partnership Board was established in 2006/2007 under the guidance of the Regional Programme Board with representatives from the 6 Local Authorities in North Wales to develop a business case for a regional monitoring centre.

7.2 This meant intergrating Gofal Môn and Conwy Careline and closing Flintshire Carelink.

7.3 The regional monitoring centre Care Connect became operational on the 01/06/2011.

7.4 If an individual uses their pendant, or the complex telecare equipment identifies a risk, a call will be created via the 'lifeline (which is connected to the phone line) to Care Connect. The calls will be answered in Colwyn Bay or Llangefni, this means calls will be answered efficiently and effectively. Both centres reflect each others calls with a disaster recovery system in place if an emergency occurs. Both establishments are stable and offer a service of quality.

7.5 There are 14 operational lines at all times, with a further 4 for lone workers.

7.6 Care Connect is governed by the joint partnership board with representatives from the 4 partners. The quality assurance team, which has the main finance representatives from the 4 partners, advises the joint partnership board and the Care Connect quality assurance group on the capacity of the service and standards of service. This is carried out often and chaired by the Manager of the Care Connect Service.

NAME OF SCRUTINY COMMITTEE	Services Scrutiny Committee
DATE OF MEETING	10 January 2013
TITLE OF ITEM	Reply to a question 'How effective are the Community Care Workers PDA devices across the County'?
CABINET MEMBER	Councillor Paul Thomas

1. Introduction to the item

1.1 The purpose of this report is in response to the question asked in the Services Scrutiny Committee 22 November 2012 'How effective are Community Care PDA's across the County'.

2. Considerations

2.1. Up until the end of November, 2012 there were 124 Community Care Service staff using the mobile devices on a daily basis. This equates to 46% of all staff within the Service.

2.2. The device is used to receive information in relation to the service users care plans and also to monitor the staff visits' start and finish times.

2.3. The devices are of course, used as one of the measures to mitigate the risk to Community Care workers as lone workers and in order to contact the Council in an emergency.

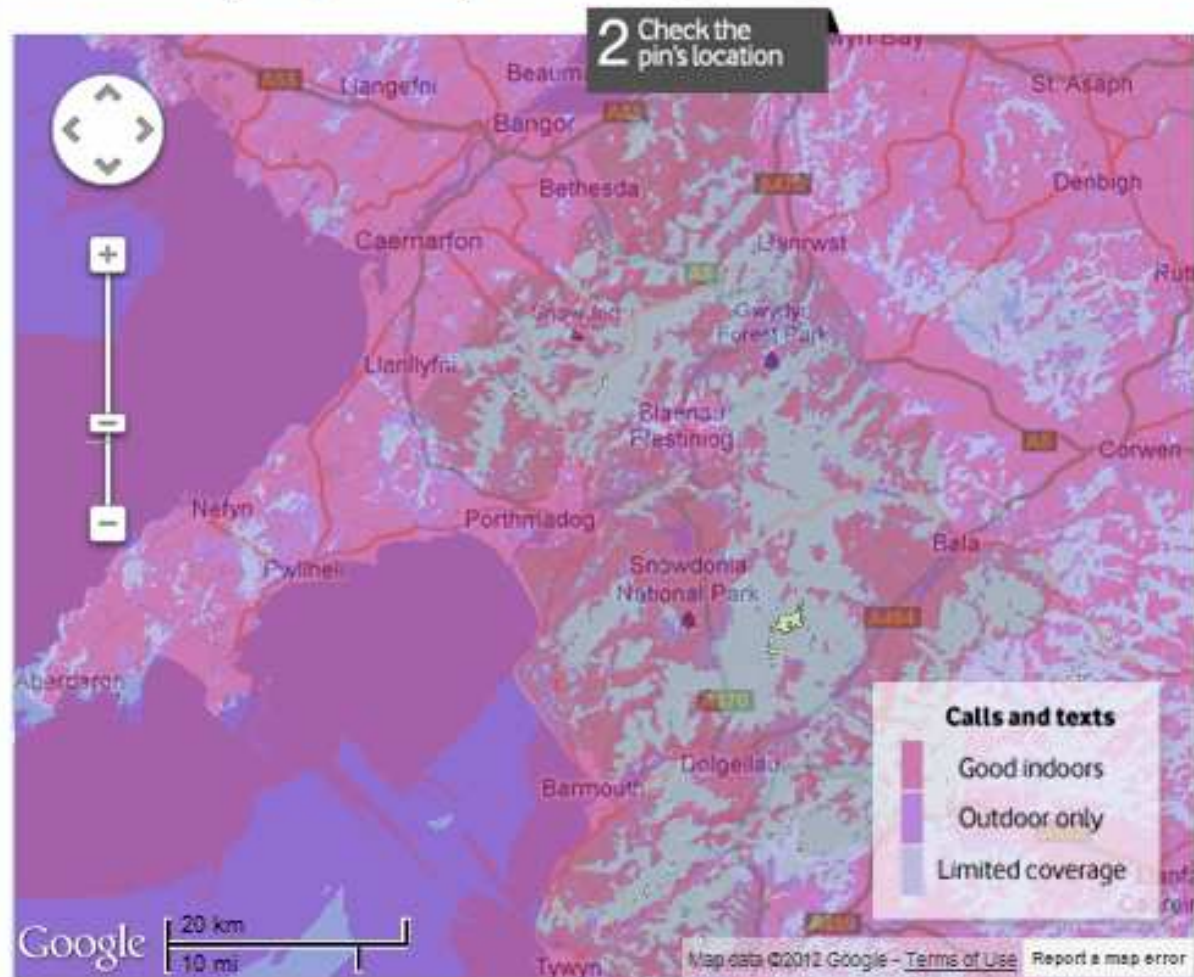
3. Signal Situation

2.4. The devices are connected to the Vodafone network provider and in general, we do not experience problems with signal strength. This is due to the fact that the devices receive and send information in areas which are within signal and store that information accordingly. It is not necessary therefore, for the device to be within a signal area in order to support the workers within their usual working pattern.

2.5. However, this is not the case if workers need to contact the Council in an emergency outside the reachable signal area. In that respect, the devices are facing the same shortfalls as any other mobile phone where there is a dependency on an adequate signal.

2.6. The Department does experience problems within certain areas of Gwynedd such as Aberdaron and some areas of Meirionnydd. Below is a map showing those areas. This does increase the risk to those lone workers in those areas.

Coverage may vary by location. This map shows a computer generated prediction of coverage in a given area. It should be used as a guide only and is not a guarantee of actual signal coverage.



2.7.1 The Department is continuously working with the software company providing the software in order to discover ways of overcoming this issue, however, solutions are restrictive without access to improved mobile signal strength across Gwynedd.

3. Recommendation

3.1. Members are requested to accept the report and note the present situation.

Strap line: **Good Scrutiny helps the Council achieve for the benefit of the People of Gwynedd**

A Scrutiny Investigation

Where the Committee appoints members to undertake a Scrutiny Investigation. Those members will undertake detailed work at community level to assess the impact of implementing the Council's policy and will submit a formal report to the Cabinet Member. No more than one Investigation of each Committee can be held at any time.

B Monitoring Progress

Where the Committee considers reports by the Service on the Council's performance in respect of delivering projects or a service by monitoring the progress made. This will take place at a meeting of the Scrutiny Committee where the scrutiny members will question, challenge and praise the relevant Cabinet Member as appropriate. Following the meeting, the Chairman and Members and Scrutiny Support Officers will draw up recommendations for the attention of the Cabinet Member

C Developing Plans

It is possible that Cabinet Members will ask for the Scrutinisers to assist them by providing input into work they develop from time to time. These will be exceptions in the new scrutiny arrangements as it will be possible for Cabinet Members to discuss with a group of members to assist them outside the scrutiny arrangements.

	Subject	Purpose	Progression
1	Primary Education Reorganisation Strategy	A Progress Report is needed to assess the progress of the Strategy, the successes and how it is intended to deal with any difficulties	Item on 31.07.2012
2	Transformation of Youth Services	A Progress Report is needed to show the extent of success following the review and to challenge the progress Lack of provision for young people?	Item on 31.07.2012
3	Quality of Education	Consider an application by the Cabinet Member to undertake a Scrutiny Investigation	Item on 31.07.2012
4	Betsi Cadwaladr University Health Board	How successful was the Council's collaboration with the Health Board to improve service? What are the financial benefits? Was the intention to plan and provide services close to demand in our communities achieved? What are the successes of the Older People Commissioning Plan? Care by nurses to be available in care homes for older persons What has been achieved from joint working with Betsi Cadwaladr in Meirionnydd?	

		<p>How successful was the coordination of arrangements with Ysbyty Gwynedd regarding the discharge of children following treatment?</p> <p>What financial benefits were there for the Partnership?</p> <p>What is the latest on the developments of health care for looked after children?</p> <p>How successful was the Partners in Care Scheme?</p> <p>Is the provision for support to looked after children sufficient?</p>	
5	Looked After Children	<p>More information needed – especially:</p> <p>Rationalisation/ joint working with Anglesey</p>	
6	<p>Lands transferred to Cartrefi Cymunedol Gwynedd (CCG)</p> <p>Invite representative from CCG to attend the Scrutiny Committee</p>	<p>A matter for the Communities Scrutiny Committee</p>	
7	<p>Leisure Centres</p> <p>Encourage people to keep healthy and recreation</p>	<p>More information needed on the Leisure Centres Review</p>	
8	Disability	<p>More information needed on the current provision including:</p>	

	<ul style="list-style-type: none"> • Rationalise provision • Learning Disabilities Day Care • Autism 	<ul style="list-style-type: none"> • Provision to assist autism • What is the out-of-county provision and are there sufficient resources to cope with the provision? • What are the plans for the future? • How is the Council collaborating with other authorities in accordance with the wishes of the Welsh Government? • Has there been an improvement in the planning and provision of joint services for people with disabilities since introducing the Disability Commissioning Plan in 2011? 	
9	Local Provision of Services		
10	Pathway to Employment	<p>Information needed, including:</p> <ul style="list-style-type: none"> • Policies and resources available • Are there developments in attracting young people aged 18-24 from the field of care? 	
11	Housing Matters	A matter for the Communities Scrutiny Committee	
12	Parking	A matter for the Communities Scrutiny Committee	
13	Coastal Path Maintenance	A matter for the Communities Scrutiny Committee	

<p>14</p>	<p><u>Telecare and Equipment to Support people</u> An undertaking was made by the Council that there would be a better service to install equipment and Telecare for users following the integration of the Safety at Home Service.</p>	<p>There is a need to Monitor Progress in order to:</p> <ul style="list-style-type: none"> a) Assess how effective the changes were b) What are the opinions of users and partners? c) Value for money report ch) The service's efficiency report 	
<p>15</p>	<p><u>Supporting Families – Intensive Intervention</u> Families with profound needs receiving appropriate, timely and integrated support to enable them to bring up their children effectively. Children, young people, vulnerable adults and carers receiving appropriate, timely and integrated support according to their needs. Integrated Family Support Service Board established in 2011 -12 to lead on the process of establishing an IFSS procedure in Gwynedd. Clarity and agreement in place between partners regarding the most suitable implementation model for the needs of the new Gwynedd for IFSS in Gwynedd.</p>	<p>There is a need to Monitor Progress in order to:</p> <ul style="list-style-type: none"> a) Check the process to establish the Integrated Support Service Board and are the initial arrangements working? b) Consider the views of service users and partners c) Consensus of opinion that the above need to be scrutinised within a year ch) Investigate the possibility of investing money in small charities 	

<p>16</p>	<p><u>Young People 18-24 years old</u> What are the opportunities for those who are unemployed to have access to work experience and employment</p>	<p>More information needed on:</p> <ul style="list-style-type: none"> a) How the Council plays its role in this key area? b) Is the Council and its key partners clear and in agreement regarding their activities in this field? c) What are the experiences of young people? ch) Investigate apprenticeship programmes for young people due to lack of opportunities for young people d) The Council itself requiring too many qualifications for posts within the Council for applicants to apply. dd) A report of what has been achieved/investigate what is available in terms of employment 	
<p>17</p>	<p><u>Child Poverty Plan</u> This is a Welsh Government key policy area and is one of the Council’s main priorities over the last few years.</p>	<p>More information needed on:</p> <ul style="list-style-type: none"> a) How much progress has there been in the number of young people 	

		<p>who practise their financial literacy skills?</p> <p>b) Are vulnerable families more aware of the support available for them to overcome poverty than they were in 2009?</p> <p>c) Scrutinise the stigma element of free school meals</p>	
18	<u>Support for Carers</u>	<p>More information needed on:</p> <p>a) How much progress was made on the strategy to provide support options for carers (2004 – Carers Equal Opportunities Act)?</p> <p>b) How much progress was made in offering care options to Gwynedd residents?</p>	
19	<u>Corporate Parent Panel</u>	<p>Information needed – especially:</p>	

		<ul style="list-style-type: none"> • Members’ training arrangements on their responsibilities as a corporate parent • Measure the results of the Panel’s programme for Looked After Children • Clarity as to whether this is an operational matter or scrutiny/other procedure 	
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Matters referred for members’ consideration by the Corporate Scrutiny Committee when scrutinising the **Improvement Plan**:

- 20 Questionnaire undertaken to assess customers satisfaction with the care service suggesting that 76% were unhappy with the Council’s response.
- 21 Education Organisation Project Primary and Secondary (Page 40 – Add.05 in the Improvement Plan) – concern was expressed that the emphasis on the Meirionnydd area raised the risk of being unable to act in a balanced way across the County. The need to monitor the situation across the county during the year was noted.
- 22 Health Improvement Plans (Pages 78 + 79)
 - two of the improvements failed and concern was expressed that there was a danger for the Council to over-reach with a lack of resources. It was necessary to consider if it was the Council or the NHS/Health Board that was most appropriate to deal with some of these issues.
 - It was noted that there was a need for more appropriate indicators
- 23 Language Plans (pages 84-86) Several of the assessments were challenges and it was suggested that red/amber should be used instead of green. Need to keep an eye on this programme’s progress during the year.