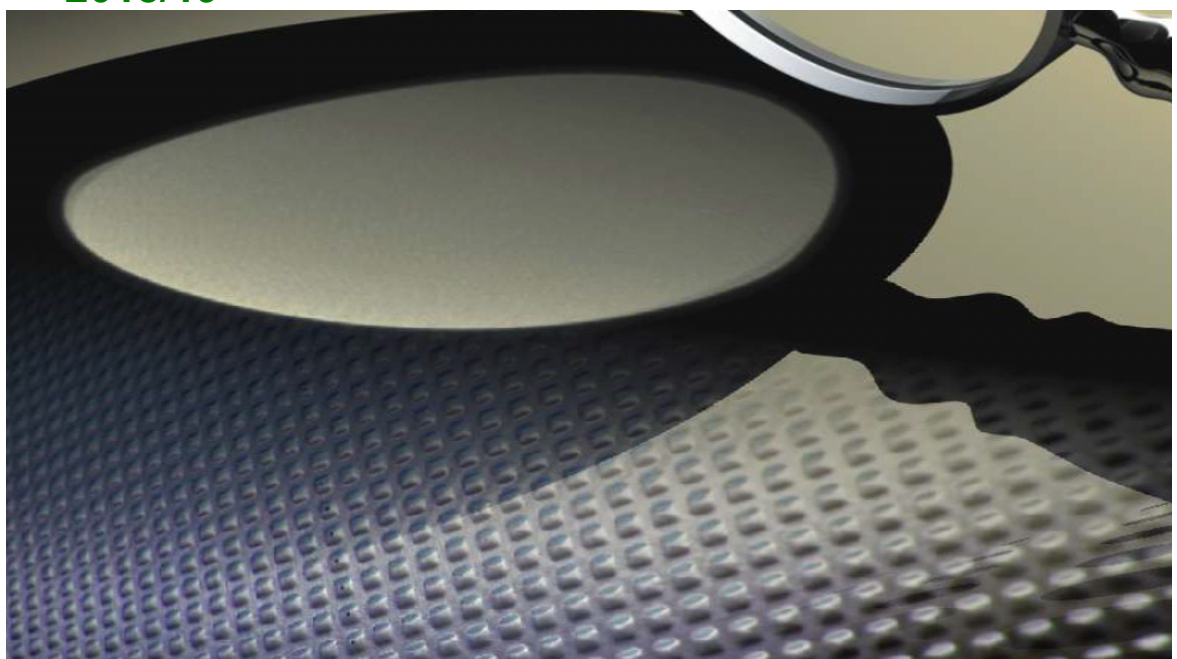




Overview & Scrutiny

Annual Report

2018/19



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FOREWORD BY THE LEADER OF THE COUNCIL



As Leader, I am pleased to be able to contribute to the Overview & Scrutiny Annual Report.

For some seventeen years, I was actively involved as a scrutiny member, and so know the value which an effective Overview & Scrutiny function has for the Council. I also appreciate that scrutiny can be highly demanding in terms of member and officer time and effort.

Before I became the Cabinet Member for Education & Youth in 2017, I was a scrutiny chair, a role which I had held almost continuously since Flintshire introduced Overview & Scrutiny in 2000. Because of that, I am well aware of how Overview & Scrutiny works.

I had chaired the Co-ordinating Body at a time when it was responsible for setting up our overview & scrutiny arrangements, when the Local Government Act 2000 introduced executive arrangements, of which scrutiny is an essential part. I continued as the Chair of the Co-ordinating Committee for a number of years afterwards. My original scrutiny committee chair was the short-lived Finance & Audit Scrutiny Committee; that committee soon changed to become the dedicated Audit Committee which we still have. Following the 2002 Annual Meeting, I became the chair of the Lifelong Learning Overview & Scrutiny Committee, a position which I held until May 2008.

During the period 2008-2012, I chaired the Audit Committee, but continued as a member of the Lifelong Learning Overview & Scrutiny Committee. Seeing how things work as an ordinary member gave me a new perspective for when I returned to the chair of Lifelong Learning, or as it subsequently became, Education & Youth from 2012-2017.

I would like to take this opportunity to thank everyone who has a role within Overview & Scrutiny, whether as a committee member, a Cabinet Member, the chief and senior officers who attend meetings or the Overview & Scrutiny team which support the whole process. As my predecessors as Leader have no doubt commented in previous years; we need our overview & scrutiny function.

Councillor Ian Roberts
Leader of the Council

COLIN EVERETT, CHIEF EXECUTIVE: Perspective for the Overview & Scrutiny Annual Report 2018/19



Our Overview & Scrutiny function continues to make an important contribution to the corporate governance of the Council. The six Overview & Scrutiny Committees -Corporate Resources, Community & Enterprise, Education & Youth, Environment, Organisational Change and Social & Healthcare between them cover all of the Council's portfolios and business and now work increasingly with arm's length and external organisations. The role of the Organisational Change Overview & Scrutiny Committee in providing both support for the Council's relationship with Aura and Newydd, the community organisations which now run Holywell Leisure Centre and Cambrian Aquatics, and HFT, has been one of assurance during a time of change.

The involvement of the Overview & Scrutiny Committees in reviewing council service performance through the quarterly reporting process is operating rigorously. The Scrutiny Chairs now contribute to the Council's Corporate Governance Framework by giving their own personal insights into how effective their committees are and how they fulfil their 'calling to account' remit.

The use of 'call in' of the Cabinet's decisions continues to be used judiciously, with only one decision – the Single Access Route to Housing (SARTH) being called in. On that occasion, the Committee was satisfied with the explanation given by the decision makers, thus enabling the decision to be implemented immediately.

At the 2018 Annual Meeting, the Council adopted the 'three stage budget process' which had been worked on during the preceding few months. This formalised the more involved approach to the budget which had emerged over the previous couple of budget years.

The role of the Overview & Scrutiny committees becomes ever more challenging in demanding fiscal circumstances. The 2019/20 budget setting process was the most challenging yet. By working together we crafted a way to balance the budget whilst ensuring that services were protected at a safe level of resourcing.

To ensure the smooth running of scrutiny meetings, we trialled the use of an 'action tracking' approach to committee decisions and request for information. Once that had worked well at Corporate Resources, Group Leaders agreed to it being adopted for all Overview & Scrutiny committees from the 2019 Annual Meeting. Where possible, we will continue to innovate to make things work more effectively.

Colin Everett,
Chief Executive

The “Call In” Process

1. The Arrangements

The arrangements for calling in a decision are to be found in paragraph 16 of the Overview & Scrutiny Procedure Rules contained within the Council’s Constitution. The legal authority is derived from section 21 (3) of the Local Government Act 2000.

The ability to call in a Cabinet decision is a significant power for non-executive members. It is not something which should be considered unless there is no alternative: if the power is over-used, or used in such a way as to be thought of as frivolous, its significance or importance would be lost.

2. Decisions of the Cabinet

Following a meeting of the Cabinet, the record of the decisions made is published within two days. Copies are available at County Hall, and are sent to all Members of the County Council.

The decision record specifies that the decisions will come into force, and may then be implemented, on the expiry of five working days after the publication of the decision, unless it is called in.

3. Calling in a Decision

If the Chief Officer (Governance) or Democratic Services Manager receives a call in notice from the Chair of an Overview & Scrutiny Committee or at least four members of the Council, a call in meeting is arranged.

Either the Democratic Services Manager or one of the Overview & Scrutiny Facilitators notifies the decision takers (the relevant Cabinet members and Chief Officers) of the call-in, and then arranges a meeting of the appropriate committee within seven working days of the decision to call-in

4. The Call-in Meeting

Call-in meetings are held at short notice (i.e. within seven working days of the call-in decision) and generally be the only item of business on the agenda. However, from time to time it is expedient to consider a call in at a meeting which has already been convened.

There is a suggested procedure for dealing with a call in. This is intended to make the meeting as simple and transparent as possible. This procedure is part of the agenda at each call in meeting, and the officer advising the committee will take members through it during the meeting.

5. The Call in decision

At the end of a call in meeting, the committee must make a decision based on one of four options. Options 1 and 2 allow the decision to be implemented immediately Option 3 is to refer back to Cabinet for further consideration and Option 4 is to refer to Council. However, executive functions' are solely within the remit of the Cabinet. Thus Council can consider the issue, but not change the decision: it can only recommend to Cabinet that the decision be reconsidered.

6. Call in during 18/19

During the last municipal year, only one Cabinet decision was called in. This was the Single Access Route to Housing (SARTH) (Record of decision number 3560). The call in was heard by the Community & Enterprise Overview & Scrutiny Committee on 12th October 2018. The committee was satisfied with explanations given and thus the decision could be implemented immediately after the meeting

COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE



Chair
Cllr Ian Dunbar



Vice Chair
Cllr Ted Palmer

The Committee has continued to receive regular update reports on the impact Universal Credit and other welfare reforms were having on Flintshire residents and the work ongoing to mitigate and support households. Following a detailed presentation to the Committee at the meeting in November 2018, where the impact of Universal Credit on rent arrears was referenced, the Committee has asked for regular update reports on Housing Rent Income and this has been built into our Forward Work Programme. The Committee has continued to support the new measures and interventions being taken to maximise rent income but which also support tenants to maintain sustainable tenancies.

On behalf of the Committee, I also wrote to the Department of Work and Pensions outlining our concerns around the possible risks to the Council in proposed changes to grant funding arrangements for Universal Support. This will also continue to be monitored by the Committee.

Below is a summary of some of the topics the committee have considered over the last 12 months.

Disabled Facilities Grant (DFG) Internal Audit Report 2017

In the autumn of 2017 an internal audit was undertaken into the operation of the Disabled Facilities Grants (DFG). A report summarising the findings of the Internal Audit Report and the management responses being put in place to address these findings, was presented to the Committee at its meeting in June 2018.

During consideration of the report a number of assurances were given to the Committee that processes were being put in place to strengthen controls and compliance which would enable a better understanding of timescales to help improve performance against targets. It was recognised that improvements were needed in the DFG service, which had been a long-standing issue, and the Cabinet Member gave a commitment that the Committee would receive the same update as the Audit Committee and that progress would continue to be monitored as part of the Quarterly Council Plan Monitoring updates.

It was also agreed that Members of the Social & Health Care Overview & Scrutiny Committee would be invited to contribute to future discussions on the DFG service due to the links between Housing and Social Services.

Single Access Route to Housing (SARTH) – Call-in meeting

Following the decision of Cabinet on 25 September, 2018 relating to the Single Access Route to Housing (SARTH) being called in, a special meeting of the Committee was held in October 2018 to consider the call in. In following the procedure for dealing with a call in, I invited the initiators to address the Committee and outline their concerns which were around the bedroom requirements by household type, the use of temporary/alternative accommodation, the lack of suitable housing available across Flintshire and local connections.

I then gave the decision makers the opportunity to respond to questions/concerns before Members of the Committee were given the opportunity to ask questions of the decision makers. Following the debate, the Committee resolved that it was satisfied and the decision of Cabinet to continue to support the management of the SARTH policy and to support the revised and updated policy document could be implemented.

Communities for Work

Following a request by the Committee, a detailed report, outlining the employment programmes to support participants within the community into employment and self-employment was presented at the meeting in December 2018. Also in response to a request from the Committee, prior to presenting the report, the Service Manager – Enterprise and Regeneration, provided a detailed breakdown of the number of functions which sit within the Enterprise and Regeneration Service area. The Committee found this extremely useful following the restructure of the service area.

Following a presentation on the Communities for Work, Communities for Work Plus, Legacy Fund and Business Entrepreneurship Network programmes, the Committee praised the Managers and their teams for their achievements and recommended that it continues to support the progress made in delivering the employment programmes.

Town Centre Regeneration

Following concerns raised by Members of the Committee around the viability of Flintshire town centres and the need for the Council to establish a proactive response, a report outlining a series of proposed responses to increase the diversity of uses in towns was considered at the meeting in May 2019.

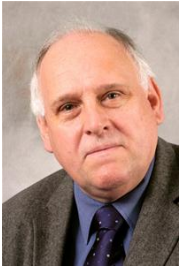
Whilst the Committee was pleased to see that the Council had given a commitment in the 2018/19 Council Plan to develop a response to the vitality of town centres, we remained concerned around public transport services and links for rural communities to town centres and the loss of high street banks.

Whilst we endorsed the approach to support the regeneration of town centres in Flintshire, the Committee has requested regular update reports and this has been built into our Forward Work Programme.

Councillor Ian Dunbar

Chair of the Community & Enterprise Overview & Scrutiny Committee

CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE



Chair
Cllr Clive Carver



Vice-Chair
Cllr Paul Johnson

The Corporate Resources Overview and Scrutiny Committee is aligned to the Serving Council and Supportive Council priority themes in the Council Plan. The report below focuses on some of the relevant priority themes considered by the committee.

Below is a summary of some of the topics the committee have considered over the last 12 months.

Council Plan

The Council Plan sets out the priorities for 5 years. The Plan focuses on the objectives to be delivered during the year and is refreshed annually. The Council Plan informs directorate business plans and team business plans which in turn inform the appraisal process for staff across the Council.

The Committee considered the refreshed document which had taken on-board comments made at an all member workshop on the 29th of May. Some of the concerns raised by members included resources to drive through the ambition to regenerate and support town centres, equitable investment plans across the county for town centres, the lack of youth provision across the County and the quality of Houses in Multiple Occupation. The Committee's comments were fed into Cabinet for consideration prior to agreeing the final content of the Council Plan.

We considered the Mid-Year Monitoring Report at our December meeting and one area of concern raised was the impact of Brexit on the local economy and a suggestion that this should be identified as a strategic risk to the Council. The Committee also requested a further report in January with an illustration of the planning cycle for financial, business and performance planning, and information on the range of performance information available for Overview & Scrutiny Committees to draw upon for performance reporting.

Performance out-turn 2019/18

As the lead committee for performance monitoring across the organization, we received the performance out-turn report at our meeting in June. Overall performance was positive, with the majority of measures showing an improvement. The report gave details on performance measures which had a decline in performance. The committee receive quarterly reports

and monitor and review performance across the organization and refer to the other Overview & Scrutiny Committees when required.

Concern was expressed regarding the need for young people not in education, employment or training (NEETS) to be identified and tracked earlier. The Interim Chief Officer gave assurances that this was a priority moving forward. Assurances were given that the Organisational Change Overview & Scrutiny Committee would receive update reports on the performance of Aura Leisure in response to concerns raised.

The Committee emphasized the need performance reports to be written in plain English. It was agreed to invite Cabinet to publish an action plan to address any under-performance where the RAG status is Red or Amber with a downturn in performance trend.

Revenue Budget monitoring

The Committee received a report on the Revenue Budget Monitoring 2017/18 (outturn) and the Capital Programme Monitoring 2017/18 (Outturn). The overall spend was £2.107 lower than budget. The Corporate Finance manager reported on the main considerations and referred to the achievement of planned in-year efficiencies, the Council Fund, reserves and balances, requests for carry forward of funding and the Housing Revenue Account.

The Committee were content that there were no issues to report to Cabinet, but agreed that a letter was to be sent to the Welsh Government expressing concern at grant monies being made available late in the financial year.

The Committee received monthly monitoring reports on both the Revenue Budget and the Capital programme which enabled the committee to flag up any issues of concern with Cabinet at an early stage.

At the December meeting two areas of concern were highlighted that the Committee wished Cabinet to review: - Out of County Placements and Streetscene budgets.

Community Safety Partnership Annual Report

We received the annual report which provided an overview of the activities of the Community Safety Partnership over the past 12 months and reflected on regional work. We were pleased to welcome the Chief Inspector Jon Bowcott of North Wales Police; Ben Carter of the North Wales Substance Misuse Area Planning Board; Rhiannon Edwards, the Regional Domestic Abuse and Sexual Violence Advisor; and Richard Powell, Trading Standards Team Leader. The four local priorities for 2018/19 were outlined as Domestic Abuse and Sex Violence, Organised Crime Groups, Modern Day Slavery and Child Exploitation. The Chief Inspector advised that there had been a small rise in victim-based crime in Flintshire for 2017/18. In response to a question on the way in which all forms of anti-social behaviour crime was recorded together, the Chief Inspector gave an example of the complexities in crime recording and said there was a shift in statistics showing a reduction in reported anti-social behaviour and increase in crime.

Following comments about liaison with town and community councils, the Chief Inspector agreed to re-introduce quarterly consultations with representatives to provide an opportunity to discuss local issues.

People Strategy Performance Report

The Committee welcomed the positive report with a downward trend in sickness absence and good progress had been made on the delivery of the Apprenticeship Strategy. One area that remained a concern was the level of appraisals completed. The Committee requested that Chief Officers attend a future meeting to explain the reasons for not achieving the target of 100%. At the January meeting we received an update report with detailed completion levels of appraisals completed by services in addition to portfolios. Whilst welcoming the progress made, it was emphasized that the completion of appraisals was a key responsibility for managers and that failure to do so should be escalated to a more senior level. We continue to monitor the position and reserve the right to call to account those who fail to achieve 100% completion of appraisals.

Councillor Clive Carver

Chair of the Corporate Resources Overview & Scrutiny Committee



Chair
Cllr Dave Healey



Vice-Chair
Mr. David Hytch

During the year, the Committee has hosted two workshops where all Members of the Council have been invited to participate. Details of the workshops are listed below: -

Regional School Effectiveness and Improvement Service (GwE)

The first workshop arose following the Committee considering its annual Regional School Effectiveness and Improvement Service (GwE) report at its June, 2018 meeting. The Committee welcomed GwE representatives Arwyn Thomas, Managing Director and Alwyn Jones, Assistant Director who gave a detailed presentation which identified strength in standards, provision and leadership, along with areas for improvement and development. During the presentation, information was shared on preparations for education reform in Wales and the Committee welcomed the offer of a workshop in order to provide clarity for all Members on the changes as part of the education reform. The workshop was held in October 2018 and a detailed presentation from GwE representatives was provided, which covered, proposed changes to the Curriculum for Wales, Welsh in Education and the Additional Learning Needs and Educational Tribunal (Wales) Bill.

The Committee will continue to scrutinise and receive regular update reports from GwE moving forward with continued focus around support and learner outcomes within secondary education.

Post 16 Education Provision and Consultation on Post 16 Transport

In response to a request from the Committee, a workshop for all Members was held in February 2019. The purpose of the workshop was to provide an overview of the provision for post 16 learners in Flintshire; the funding mechanism for post 16 education and also gave Members the opportunity to be fully engaged in the review of post 16 transport prior to its launch.

The workshop was well attended and informative with information on the methodology for how Post 16 funding was provided to schools shared with Members following the workshop. We also agreed to take on board the comments made around proposals for Post 16 Transport when we consider the report following the consultation process.

Below is a summary of some of the other topics the Committee has considered over the last 12 months:-

Learner Outcomes 2018

In November 2018, the Committee received its annual Learner Outcomes 2018 (provisional) report which provided details of outcomes achieved by learners in Flintshire for 2018 across all phases of Education. The Committee welcomed GwE representatives David Edwards, Primary Core Lead for Flintshire, and Mr Martyn Froggett, Secondary Core Lead for Flintshire to the meeting to assist the Chief Officer (Education & Youth) in presenting the report.

Whilst considering the report, the Committee was concerned over the significant change to grade boundaries since Summer 2017 and November 2017 compared to Summer 2018, particularly at C grade in English and Mathematics which had made it difficult for schools to ensure accurate projections and target setting. We were particularly concerned that the performance of schools had been impacted by the timing of entry which also impacted on performance at level 2+ where English was a key component of the measure.

Following the meeting, I wrote to the WJEC on behalf of the Committee, outlining our disappointment that many children across Flintshire have been disadvantaged by the anomalies in setting the grade boundaries and that we were particularly disappointed to learn that because of this, many students would now be required to undertake an additional year in Post 16 education to make up this exam result. I invited a representative of WJEC to attend a meeting of the Committee to discuss our concerns, but given ongoing regional representations being made to WJEC we resolved at our meeting in December 2018 to explain that their attendance at a meeting with the Committee would not be required at this time, but that the Committee would continue to monitor the situation and invite representatives of the WJEC to a future meeting if appropriate.

Welsh in Education Strategic Plan (WESP)

In January 2019, the Committee considered a report on the Council's progress on its Welsh in Education Strategic Plan (WESP) to meet the targets and outcomes set by Welsh Government (WG) to promote Welsh-medium education.

The Committee welcomes the progress that had been made but raised concerns on the need for WG to provide additional funding for the growth and development of smaller emerging Welsh-medium schools as they were being established.

Following consideration of the report, the Committee recommended that I write to Kirsty Williams AM, Cabinet Secretary for Education, on their behalf, outlining the following concerns:-

- The need to ensure sufficient numbers of Welsh teachers in all curriculum subjects;
- The revenue costs involved in establishing new Welsh medium provision;
- Concerns around the limiting subject options for pupils if Welsh Language was made a mandatory GCSE; and
- A recognition that if WG were to meet their ambitious target of 1M Welsh speakers in Wales by 2050 then this would be realised by increasing the number of Welsh speakers in areas such as Flintshire.

I have, in the course of our meetings thanked officers for their resilience and the passion with which they have carried out their duties against a background of severe financial

challenges. I would like to take the opportunity provided by this report to extend these words of appreciation to the staff of schools across Flintshire.

Councillor Dave Healey

Chair of the Education & Youth Overview & Scrutiny

DRAFT

ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE



Chair
Cllr Raymond Hughes



Vice-Chair
Cllr David Evans

The Environment Overview and Scrutiny is aligned to the GREEN Council priority theme in the Council plan. The report below focuses on the relevant priority themes considered by the committee. Below is a summary of some of the topics the committee have considered over the last 12 months.

Environmental Enforcement has been an ongoing challenge across Flintshire and has often been the subject of debate at our Overview & Scrutiny Committees.

We received a presentation from Kingdom Securities Limited who had been providing environmental enforcement solutions as a pilot within the County. As the current arrangement was coming to an end we received detailed options which were available for low level environmental enforcement within the County. Members welcomed the improvements which had been achieved in town centres in terms of street cleanliness. The Committee were also pleased with Flintshire's improvement in grading in the Keep Wales Tidy ranking table. Members agreed that whether enforcement services were delivered privately or by the Council, it was important for the Council to maintain a robust approach to littering, dog fouling etc.

The Committee were presented with a range of options and following discussion it was agreed to recommend to Cabinet to extend the in-house provision, through recruitment or regional working to provide the same level of enforcement coverage as the existing contractor, without maintaining a zero tolerance approach.

Bus Network Review

At our July meeting we received a report on the outcome of the public consultation on public transport which covered three areas – bus network review, school transport historical anomalies and concessionary fares. The report contained details of existing subsidised bus routes and the outcome of the bus network review consultation exercise to consider an affordable and sustainable public transport service going forward. The Committee considered a range of options and following discussions, recommended option 3 to cabinet which would support subsidised routes on the core bus network, and implement alternative, sustainable local travel arrangements in communities not on the core network within four geographical areas of Flintshire.

Natural Resources Wales

The Committee welcomed the opportunity to receive a presentation from Mr Nick Thomas, Operations Manager, North East Wales for Natural Resources Wales (NRW). He emphasized their role was to deliver sustainable management of natural resources and outlined the work carried out in a range of areas including waste regulation, flood risk management, conservation, climate change and the implications of the Wellbeing of Future Generations Act. In response to a question regarding fly-tipping Mr Thomas commented on the significant costs involved in clearing land of waste stored without a permit or exemption and the legal consequences of non-compliance. He urged members to report any incidents or concerns regarding the management or illegal tipping/storage of waste to the NRW.

Members raised a number of concerns around the ability of the sewerage system to cope with increased demand due to new and future property development in Flintshire. We were given an overview of the work being undertaken to slow and divert the flow of surface water into the sewerage system. The Chief Officer (Planning, Environment and Economy) explained that Welsh Water would make an assessment of its sewerage system to determine whether it could meet the additional demand of any new build in an area and, if necessary, further development would not take place until the sewerage system had been upgraded. Mr Thomas also responded to concerns and questions raised by Members regarding the Wales Coastal path, Dee Estuary, dredging and incident responses.

Budget proposals

At the October meeting we received a report on the stage 2 budget proposals. Members had previously attended a workshop which had provided members with the opportunity to understand portfolio budgets in more detail and the risk and resilience levels of service areas. The Chief Officers reported on the portfolio pressures, investments and business planning efficiencies. In response to a question regarding the reduction in income from waste recycling, the Chief Officer explained that the income from recycling waste had dropped significantly due to the loss of international markets. The committee endorsed the portfolio pressures, investments and efficiency options.

Review of Garden Waste Charges

Following the introduction of garden waste charges in Flintshire in 2018, Cabinet had agreed to review the charges at the end of the first full season. We were advised that take up for the service had been 40% which was better than expected. Some members felt that the bins were not big enough and that a second bin should be free. The Programme Manager, Ancillary & Waste services advised that 140 litre was a standard size across Wales and that both sizes had been trialled in the past but there had been operational problems together with a number of breakages and weight issues in relation to the bigger size. The Committee supported the continuation of the charging policy for 2019 and in subsequent years. The Committee also recommended to Cabinet for the service to explore alternative technology based systems to monitor payments.

Greenfield Valley Heritage Park

We continue to monitor the recommendations arising from the audit on the governance, funding and operating arrangements at Greenfield Valley. There had been a number of successful events and activities held and woodland management, development and maintenance works had been undertaken. The dependence of the Valley on volunteers was highlighted who assist with the management of the site. Members were pleased to hear that positive progress had been made and conveyed their congratulations to all involved.

Draft Rights of Way Improvement Plan 2018

We received a report on the new Rights of Way Improvement Plan 2018 - 2028 as part of a 3 month statutory consultation. We were advised that a Policy and Procedure booklet had been developed as a priority which would be made available to users of the Public Rights of Way network and to landowners to help them understand what Flintshire does and how in relation to Rights of Way in the County.

I would like to take this opportunity to thank everyone for their valuable input throughout the year.

Councillor Raymond Hughes

Chair of the Environment Overview & Scrutiny Committee



Chair
Cllr Dave Mackie



Vice-Chair
Cllr Sean Bibby

The Committee has had another busy year, with continued focus around the fundamental changes to how the Authority carries out some of its functions. As well as meeting at County Hall, the Committee has held a meeting at the Care & Repair North East Wales offices in Shotton, where a tour of the facility was undertaken. During the visit, Councillor Tudor Jones, a Member of the Committee and Treasurer of Care & Repair North East Wales drew attention to the information on display for the Committee showing the work undertaken.

Below is a summary of the work undertaken by the Committee over the last 12 months:-

Community Asset Transfers (CATs)

In September 2018, the Committee received a report detailing the status of all 30 CATs review of progress around CATs which were either transferred or close to completion. We were pleased that importance was being given to ensuring that those transferred were sustainable over the longer term in order to mitigate the risk of failure. We were also pleased to learn that none of the CATs which had been transferred were struggling and that work continued to be undertaken to 'health check' all social enterprises to support organisations through the CATs process.

At the September 2018 meeting the Committee also received a report on progress with key areas of work in relation to the Resilient Communities priority which was part of the 'Connected Council' theme in the Council Plan. Presentation slides were circulated which provided the Committee with information around the key principles and actions for each theme, which would be supported by the development of evaluation frameworks to help manage the delivery of community resilience across the County. We welcomed the action plan which we felt was a useful tool in monitoring progress and the introduction of the Holiday Hunger programme which would assist in tackling food poverty. We recommended support of the Community Resilience Action Plan and thanked officers for the detailed work undertaken to produce the report.

Alternative Delivery Models (ADM)

Annual Report on Aura Leisure and Libraries Limited and NEWydd Catering and Cleaning Limited

In June 2018 the Committee formally received the draft end of year reports (31 March 2018) that had been provided by Aura Leisure and Libraries Limited and NEWydd Catering and Cleaning Limited, to their respective Partnership Boards. We were pleased to see both

reports showing good progress and following a number of questions around the maintenance of all-weather sports pitches and the consistency of provision of youth services across the County, we welcomed the progress made during their first year of operation.

Social Care – Learning Disability Day Care and Work Opportunities Service

We considered an update report on progress with the Social Care Learning Disability Day and Work Opportunities Service ADM, including information on the delivery of the service post transfer to Hft in January 2019. We welcomed Mr. Andrew Horner, Director of Operational Projects, Hft Limited and Mr. Jordan Smith, Regional Manager, Hft Flintshire to the meeting, who provided a detailed presentation to the Committee. A number of comments were made by the Committee congratulating officers on the progress and achievements gained by Hft and suggestions were made around how activities provided could be extended and developed with other organisation who currently support disabled people. In conclusion, we resolved to express our satisfaction at the progress made through the service partnership with Hft following successful transition in February 2018.

We will continue to receive regular update reports on all ADMs which have been built into our Forward Work Programme.

Move from County Hall to Ty Dewi Sant

Following a request from the Committee, a report providing an update on progress of work on the move from County Hall to Ty Dewi Sant, the work taking place with services and staff moving and the interior design and layout of the building, was presented to our meeting in June 2018.

The Committee had initially raised concerns around the move to Ty Dewi Sant, as it was felt that some service users may have difficulty travelling to the new premises and also wanted to maintain 'face to face' contact with officers. Concerns were also raised around parking arrangements for staff and visitors. Officers responded to all of the concerns raised and as a Committee we resolved to support the planned move to Unity House. We also requested a site visit to Ty Dewi Sant for the Committee, and to also be extended to all Members if feasible.

Social Value Strategy and Digital Strategy

At our meeting in March 2019, we considered two reports, firstly the Social Value Strategy report, which set out the future approach to generating increased social value from Council expenditure, and secondly the Digital Strategy update report, which provided an update on progress to define and deliver the Digital Strategy which had been considered at an all Member workshop.

The proposals set out within the Social Value Strategy were positively supported by the Committee with a suggestion that the possibility of Glyndwr University acting as an academic partner for strategy impact evaluation purposes be pursued.

Whilst considering the Digital Strategy update, we raised some concerns around the increasing trend towards providing online services, which may exclude some people who did not feel that they had the confidence or skills to self-serve online. Following assurances that online services, telephone and face-to-face customer access would continue, together

with the options for home visits to be undertaken in exceptional personal circumstances being explored, the Committee approved the design principles and programme for the delivery of the Digital Strategy.

Councillor Dave Mackie

Chair of the Organisational Change Overview & Scrutiny Committee

DRAFT

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE



Chair
Cllr Carol Ellis



Vice-Chair
Cllr Gladys Healey

The Social & Health Care Overview and Scrutiny Committee is aligned to the SUPPORTIVE Council priority theme in the Council Plan. The report below focuses on some of the relevant priority themes considered by the committee. Below is a summary of some of the topics the committee have considered over the last 12 months

Social Care Third Sector Services

At the May meeting we welcomed Mrs Ann Woods, Chief Officer, Flintshire Local Voluntary Council (FLVC). We considered the annual review of social care activity undertaken by the Third Sector in Flintshire. The report detailed the work carried out in reviewing services commissioned through the Third Sector and provided an overview of the wide range of services provided. It was pleasing to note that Flintshire continued to have a thriving voluntary/third sector which provides support and services to Flintshire residents. Mrs Woods advised that FLVC continue to work in partnership with Statutory and third Sector colleagues to promote, support and develop multi-agency approaches to Public Service Delivery.

Betsi Cadwaladr University Health Board and Welsh Ambulance Services

At our June meeting we were pleased to welcome a number of senior officers from BCUHB. Jane Bryant, Area Nurse Director provided an update on the range of nursing and community services available to support people who wished to be cared for at home. She outlined the support available to patients when coming out of hospital to enable them to receive care and treatment at home and remain in their community.

Dr Gareth Bowdler, Area medical Director East, provided an update on Primary Care services and updated the committee on the improved terms and conditions for employing GPs which was expected to address recruitment shortages. Members commented on a range of concerns including the staffing of Minor Injury Units, waiting times at Wrexham hospital A & E department and the limitations of the X-Ray department at Mold Hospital.

At the same meeting we received a presentation from Andrew Long, Area Manager North, and Richard Lee, Director of Operations, Welsh Ambulance Service. They explained the transformation which had taken place in ambulance services, highlighted some of the positive developments and explained where further work needed to be done. We were advised regarding the 'Frequent Callers' initiative to deal with repeat callers to the Ambulance Service. This innovative approach had resulted in reducing the number of

unnecessary ambulance call-outs by approximately 2000 a month across Wales. We were also told about the 'Come to See me' initiative which involved sending the right NHS service to treat a patient. Members were assured that Welsh Ambulance Services had good cross border arrangements with the Countess of Chester Hospital.

Double Click Social Enterprise

As a committee we have closely followed the progress of Double Click since it became a Social Enterprise. We were delighted to learn of the progress made as a fully independent social enterprise. Double Click now offers increased employment and training opportunities for all staff, including people with mental health issues. Double Click had also secured external lottery funding which had been used to purchase state of the art equipment to support the development of the business.

Safeguarding – Adults and Children

We received a report providing key statistical and performance information regarding the Joint adults and Children's safeguarding within Flintshire. We were given an overview of the work in relation to child protection, adult safeguarding, adults at risk, Deprivation of Liberty Safeguards and Look After Children. The Committee welcomed the multi-agency approach to information sharing.

Flintshire Foster Care Services

The Senior Manager – Children and Workforce provided a detailed report on the proposals for developing and enhancing Flintshire's approach to Fostering. We were told that the Council had a well-run and effective Fostering Service, with foster carers providing high quality care. He explained that the service faced significant challenges which included attracting and developing foster carers to support children with complex needs, older children and sibling groups. He also referred to the challenges of competing with independent fostering agencies which offered higher financial remuneration for foster care. The Senior Manager outlined a range of proactive and innovative approaches within the service and advised that the service had recently been awarded an innovation grant to research a new model of foster care.

Visit to Flint Extra Care

We held our November meeting at Llys Raddington, the newly opened extra care facility in Flint. We were given a tour and were very impressed with the facility. It was a pleasure speaking to the residents who had recently moved in and were delighted with their new homes. As a Committee we continue to support the development of Extra Care housing schemes in Flintshire and look forward to the completion of the Holywell scheme.

Rota Visits

Members of the Committee also undertake Rota Visits which gives an opportunity to visit social care establishments and are focused on the wellbeing of service users.

Councillor Carol Ellis

Chair of the Social & Health Care Overview & Scrutiny Committee

Appendix 1

Membership of Overview & Scrutiny Committees 2018/19

Community & Enterprise

Councillor Ian Dunbar (Chair)

Councillor Sian Braun
 Councillor Dave Cox
 Councillor Jean Davies
 Councillor Ron Davies
 Councillor Adele Davies-Cooke
 Councillor Rosetta Dolphin,
 Councillor Mared Eastwood,
 Councillor George Hardcastle
 Councillor Ray Hughes
 Councillor Dennis Hutchinson
 Councillor Ted Palmer,
 Councillor Mike Reece
 Councillor Paul Shotton
 Councillor David Wisinger

Corporate Resources

Councillor Clive Carver (Chair)

Councillor Haydn Bateman
 Councillor Bob Connah
 Councillor Paul Cunningham
 Councillor Patrick Heesom
 Councillor Andrew Holgate
 Councillor Dave Hughes
 Councillor Paul Johnson (**Vice Chair**)
 Councillor Richard Jones
 Councillor Mike Lowe
 Councillor Hilary McGuill
 Councillor Michelle Perfect
 Councillor Vicky Perfect,
 Councillor Andy Williams
 Councillor Arnold Woolley

Education & Youth Overview & Scrutiny Committee

Councillor David Healey (Chair)

Councillor Janet Axworthy
 Councillor Sian Braun
 Councillor Geoff Collett
 Councillor Paul Cunningham
 Councillor Andy Dunbobbin
 Councillor Patrick Heesom
 Councillor Dave Hughes
 Councillor Kevin Hughes
 Councillor Tudor Jones
 Councillor Dave Mackie
 Councillor Ian Smith
 Councillor Martin White
 Councillor David Williams

Co-opted Members:

Lynne Bartlett
David Hytch (Vice Chair)
 Rita Price
 Rebecca Stark

Environment

Councillor Raymond Hughes (Chair)

Councillor Mike Allport
 Councillor Haydn Bateman
 Councillor Sean Bibby
 Councillor Chris Dolphin
 Councillor Andy Dunbobbin
Councillor David Evans (Vice Chair)
 Councillor Veronica Gay,
 Councillor Cindy Hinds
 Councillor Dave Hughes
 Councillor Joe Johnson
 Councillor Colin Legg
 Councillor Vicky Perfect
 Councillor Paul Shotton
 Councillor Owen Thomas

<u>Organisational Change</u>	<u>Social & Health Care</u>
<p>Councillor Dave Mackie (Chair) Councillor Janet Axworthy Councillor Marion Bateman Councillor Sean Bibby (Vice Chair) Councillor Geoff Collett Councillor Ian Dunbar Councillor Mared Eastwood Councillor Dennis Hutchinson Councillor Tudor Jones Councillor Brian Lloyd Councillor Mike Reece Councillor Paul Shotton Councillor Ralph Small Councillor Andy Williams Councillor David Wisinger</p>	<p>Councillor Carol Ellis (Chair) Councillor Mike Allport Councillor Marion Bateman Councillor Jean Davies Councillor Andy Dunbobbin Councillor Gladys Healey (Vice-Chair) Councillor Cindy Hinds Councillor Kevin Hughes Councillor Rita Johnson Councillor Mike Lowe Councillor David Mackie Councillor Hilary McGill Councillor Martin White Councillor Ian Smith Councillor David Wisinger</p>

Key:	
C & E	= Community & Enterprise Overview & Scrutiny Committee
CR	= Corporate Resources Overview & Scrutiny Committee
E & Y	= Education & Youth Overview & Scrutiny Committee
E	= Environment Overview & Scrutiny Committee
OC	= Organisational Change Overview & Scrutiny Committee
S&HC	= Social and Health Care Overview & Scrutiny Committee

OVERVIEW & SCRUTINY OFFICER SUPPORT

The support which Overview & Scrutiny enjoys from officers across the Council is essential to ensure its smooth and effective running.

OVERVIEW & SCRUTINY SUPPORT

The Scrutiny Team are:-

- ❖ Robert Robins – Democratic Services Manager
(supporting the Corporate Resources Overview & Scrutiny Committees).
- ❖ Margaret Parry-Jones – Overview & Scrutiny Facilitator
(principally supporting the Environment, Social & Health Care and alternating of Organisational Change Overview & Scrutiny Committees)
- ❖ Ceri Shotton – Overview & Scrutiny Facilitator
(principally supporting the Community & Enterprise, Education & Youth and alternating of Organisational Change Overview & Scrutiny Committees).
- ❖ Janet Kelly – Democratic Services Support Officer
(supporting the Overview & Scrutiny Team and task & finish groups)

The team are an independent resource supporting the scrutiny function and its members:

Advising on the strategic direction and development of the scrutiny function;

- Co-ordinating the work programmes for the six Overview & Scrutiny Committees;
- Advising, supporting and assisting in the development of scrutiny members;
- Undertaking research and information analysis to help inform reviews;
- Producing reports and presentations on behalf of Members;
- Offering independent advice and guidance in relation to policy development and performance management;
- Acting as a key contact point to Members, officers, external organisations and the public in relation to scrutiny matters; and facilitating task & finish groups