



MINUTES OF MEETING

SCRUTINY : SOCIAL SERVICES MEETING

TUESDAY, 6TH OCTOBER, 2020

PRESENT: Councillors: W R Smith (Chair)
S Jago (Vice-Chair)

Councillors G Richards, T Rogers and D Sammon

Cooptees:
I Cathrew

Other Councillors in Attendance:
Cabinet Member for Social Services – Councillor C Davies

Officers:
L Curtis Jones (Chief Officer (Social Services)), A Edevane (Adult services), T Hudd (Family Support), G Lewis (Complaints Officer) and S Jablaoui (Scrutiny Officer)

M Phillips* (Democratic Services), M Morgan (Democratic Services Officer) and M Edmunds (Democratic Services Officer)

| ITEM NO. | AGENDA MATTER | DECISION |
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| 71 | Apologies for absence | Apologies for absence were received from Councillor I Thomas. |
| 72 | Declarations of Interest (including whipping declarations) | No declarations of interest were received. |

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| 73 | Annual Report - Social Services Complaints, Representations and Compliments 2018/2019 | <p>A minutes silence was held by the committee in memory of former Councillor Helen Thomas.</p> <p>Lisa Curtis-Jones introduced the item to the committee before Gaynor Lewis provided an overview of the complaints procedure and highlighted the salient points within the report.</p> <p>Councillor T Rogers entered the meeting</p> <p>The following questions were raised by the committee and responded to in detail by the officers in attendance.</p> <ul style="list-style-type: none"> • The report states you in the process of setting up dedicated email addresses for departments as an alternative method of communication for parents – what is the timescale for this to be implemented • In 2018 – 2019 there were 96 complaints, do you find that the same complainants make complaints year on year • You mentioned that people can be apprehensive about making a complaint, why do you think this is the case, would it be that the complainant thinks it will affect the service they receive • In a child protection case if a complaint was made would it be rejected until the legal case is dealt so that the two processes wouldn't be running parallel • Is it correct that Social Services staff do not provide their personal email addresses to members of the public they deal with and if so what is the reason for this • If contact details were provided at the first point of contact it could negate a large number of complaints in relation to lack of communication • Issue were raised about the report not having enough depth or information about where the complaints were coming from and more importantly how we learn lessons. The report states that between upheld and partially upheld there were 37 cases this is where we need focus future reports. As for this committee It is about improving the processes and systems. • How many Stage One complaints go outside of the 10 working days that is stated in the report and why • Can you provide details of how the independent investigators are chosen |
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| | | <ul style="list-style-type: none"> • In relation to complaints process have you considered calling them concerns, people may be more likely to raise a concern than a complaint at the first stage • Can you confirm when we will receive this year's Annual Report <p>The Chair requested a workshop be set up so that the committee could look at the complaints process and gain a better understanding going forward.</p> <p>The Chair thanked the officer for the report and the responses to the questions raised by the committee.</p> |
| 74 | Transformation of Day Services Provision | <p>Lisa Curtis-Jones introduced the item to the committee and provided an update in relation to what has changed in day services since the start of the pandemic.</p> <p>Angela Edevane then highlighted the salient points within the report.</p> <p>The following questions were raised by the committee and responded to in detail by the officers in attendance.</p> <ul style="list-style-type: none"> • Can you explain why the consultation report going to the next Full Council meeting before being brought before the Scrutiny committee • Can you provide the committee with further information in relation to why all of our commissioned services apart from one remain closed • Over 72% of people who responded to the survey were against the suggested changes to the services, can you confirm that if any changes are proposed they will be brought before Full Council <p>The Cabinet member for Social Services Councillor C Davies provided the committee with an overview in relation to day services and the transformation.</p> <p>The Chair thanked the officers for the report and their input at the meeting.</p> |
| 75 | Forward Work Programme 2020/21 | <p>The Chair requested that the work programme be updated once the Complaints Workshop had been organised with the relevant officers and committee members.</p> |

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| 76 | Scrutiny Referrals, Feedback and Follow up Actions | The Chair advised that there were no referrals, feedback or follow up actions. |
| 77 | Reflection and Evaluation of Meeting | The Chair and the Committee reflected on the issues that had been considered. |
| 78 | Any other business deemed urgent by the Chair | The Chair advised the committee that there was no other business deemed urgent and thanked everyone for their attendance before closing the meeting. |