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Joe Howsam**

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5 September 2007

Dear Sian

**Re: Consultation NHSR Committee– Proposed NHS Redress
(Wales) Measure**

Further to requests for written evidence responses please find below the following submission.

In consideration of the proposed committee's work the scope of the measure needs to be mindful of the nature of integrated services particularly within the local authority partnership context. The direction of travel of national policy is set to enable increased joint working and greater emphasis on integrated delivery to enable seamless services to maximise service user experience. Joint ventures and initiatives often require solutions that engage multi-disciplinary working, joint teams and shares systems and processes.

The work of the committee would therefore offer much in providing clarity of the function of the proposed redress measures within integrated service delivery. Providing the parameters within this context and defining when redress measures would and would not be applicable will be necessary to prevent confusion.

I hope that the committee will give due consideration of Caerphilly County Borough's Social Services submission.

Yours sincerely,

**Joe Howsam
Director of Social Services**

