



City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Scrutiny Performance Panel – Adult Services

At: Multi-Location Meeting - Gloucester Room, Guildhall / MS Teams

On: Tuesday, 21 March 2023

Time: 4.00 pm

Convenor: Councillor Susan Jones

Membership:

Councillors: C A Holley, P R Hood-Williams, Y V Jardine, A J Jeffery, J W Jones, E T Kirchner and C L Philpott

Co-opted Members: T Beddow

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3	Prohibition of Whipped Votes and Declaration of Party Whips	
4	Minutes of Previous Meeting(s) To receive the minutes of the previous meeting(s) and agree as an accurate record.	1 - 8
5	Public Question Time Questions must be submitted in writing, no later than noon on the working day prior to the meeting. Questions must relate to items on the agenda. Questions will be dealt with in a 10-minute period.	
6	Update on West Glamorgan Transformation Programme <i>Kelly Gillings, Programme Manager</i>	9 - 26
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| 9 | Briefing on Annual Review of Charges (Social Services) 2022/23
<i>David Howes, Director of Social Services</i> | 95 - 152 |
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Huw Evans

Huw Evans
Head of Democratic Services
Wednesday, 15 March 2023

Contact: Liz Jordan 01792 637314

Agenda Item 4



City and County of Swansea

Minutes of the **Scrutiny Performance Panel – Adult Services**

Multi-Location Meeting - Gloucester Room, Guildhall / MS Teams

Tuesday, 31 January 2023 at 4.00 pm

Present: Councillor S M Jones (Chair) Presided

Councillor(s)

C L Philpott
A J Jeffery

Councillor(s)

C A Holley
J W Jones

Councillor(s)

Y V Jardine
E T Kirchner

Co-opted Member(s)

T Beddow

Other Attendees

Louise Gibbard

Cabinet Member for Care Services

Officer(s)

Peter Field

Principal Officer Prevention, Wellbeing and Commissioning

Lucy Friday

Principal Officer - Transformation (Adult Services)

Amy Hawkins

Head of Adult Services & Tackling Poverty

David Howes

Director of Social Services

Liz Jordan

Scrutiny Officer

Apologies for Absence

Councillor(s): P R Hood-Williams

1 Disclosure of Personal and Prejudicial Interests

Chris Holley declared a personal interest.

2 Prohibition of Whipped Votes and Declaration of Party Whips

No declarations were made.

3 Minutes of Previous Meeting(s)

Panel agreed the minutes of the meeting on 8 November 2022 as an accurate record of the meeting.

4 Public Question Time

No questions were received.

5 Update on Adult Services Transformation Programme

Lucy Friday, Principal Officer Transformation updated the Panel on this item, including how the agreed priorities are being delivered, progress on some of the programmes and the proposed focus for 2023/24.

Discussion Points:

- Panel queried to what extent analysis of the social determinants of care are being used across the Council's remit. Informed the approach is to focus on the early help offer focussing on income, employability, people's food security and other wider social determinants of health and care.
- Panel welcomed intent to work with other organisations collaboratively and queried if information known as 'network theory' is being used. Heard the Department would take forward some of the principles Panel mentioned, particularly when looking at the early help offer.
- Panel feels Transformation Programme relies heavily on assistive technology. Officers agreed it is fundamental to much of the transformation agenda which is all about promoting independence and allowing people to live within their own homes, however, it is just one tool and needs to go hand in hand with all the other developments.
- Panel asked about current situation in attracting people to work for the Council. Heard Directorate is looking at a number of different strategies. Retention is also a key element of the workforce programme.
- In relation to the social work structure, Panel informed the timeline has been revised to proposal to being agreed by July 2023 with implementation dependent on option agreed.
- New Panel Member queried where the practical element fitted into the programme as they found it very theoretical and strategic. Informed the Transformation Programme is about improvements and change and doing things differently as opposed to the business-as-usual activity. Officers provided reassurance it is part of a large delivery approach to support individuals.

6 Options Appraisal for Assistive Technology and Community Alarms

Lucy Friday, Principal Officer Transformation update the Panel on the Service assessment, completed options appraisal and resulting decision in April 2022 for option two – retain community alarms and assistive technology in-house and develop assistive technology offer.

Discussion Points:

- Panel agreed option two seems best option. Officers confirmed paper gives updated position to November/December 2022 and currently pressures still remain in terms of budget implications, investment is needed in terms of resource to grow the service.

- Panel queried how much assistive technology will cross the boundary between social care and NHS and if this has been explored. Heard majority of referrals are coming through from therapy teams and with performance information improving, this information can be shared confidentially with partners.
- Panel unclear about intended relationship between Social Services and Health and believed there is a move in the UK towards monitoring patients at home. Panel queried if this is the kind of partnership this region would want to move towards and which sounds better than option two. Panel heard current ways of working with partners in Health focus primarily on what they do and who they work with now but there are opportunities to make this better in the future.
- Panel mentioned the demonstration suite for community alarms and queried if there is an opportunity for Local Area Coordinators to highlight the provision to people. Officers will flag this and make sure LACs are aware of the provision.

7 Performance Monitoring

Amy Hawkins, Head of Adult Services and Tackling Poverty briefed the Panel on the performance report for November 2022 and informed the Panel that performance is improving at the start of 2023.

Discussion Points:

- Officers confirmed 90% of carers are being offered a carers assessment but only 50% of those being offered an assessment are taking up the offer and there are various reasons for this.
- Panel queried if the Directorate has gone back to doing face-to-face assessments since Covid. Informed it is currently a mix of online and face-to-face assessments, depending on what works for the individual.
- Panel raised the issue of long-term sickness and queried if many staff suffered with long covid. Informed there has been an improvement in long-term sickness and long covid is not now one of the main causes.

8 Work Programme Timetable 2022-23

Panel considered the work programme and noted items for the next meeting.

Issue raised under Any Other Business:

Panel Member concerned to hear Welsh Government has required local authorities to take discharge of people from hospital without care plans being in place, and Panel queried if this was correct. Informed this Authority has not received any such instruction. There was communication to health boards but no communication to local authorities which prompted a lot of concern, various discussions and clarifications. Panel was reassured that nothing has changed in this region around discharge processes and Director agreed to provide information to the Panel on the communication.

Actions:

Minutes of the Scrutiny Performance Panel – Adult Services (31.01.2023)
Cont'd

- Panel to receive information on who sent the instruction and to whom regarding discharges from hospital.

The meeting ended at 5.40 pm

To:
Councillor Louise Gibbard
Cabinet Member for Care Services

Please ask for: Scrutiny
Gofynnwch am:
Scrutiny Office 01792 637314
Line:
Llinell
Uniongyrochol:
e-Mail scrutiny@swansea.gov.uk
e-Bost:
Date 07 March 2023
Dyddiad:

BY EMAIL

cc Cabinet Members

Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Care Services following the meeting of the Panel on 31 January 2023. It covers Adult Services Transformation Programme, Options Appraisal for Assistive Technology and Community Alarms and Performance Monitoring.

Dear Cllr Gibbard

The Panel met on 31 January 2023 to receive an update on the Adult Services Transformation Programme and a briefing on the Options Appraisal for Assistive Technology and Community Alarms and to discuss the Performance Monitoring Report for November 2022.

We would like to thank you, Dave Howes, Amy Hawkins, Lucy Friday and Peter Field for attending to present the items and answer the Panel's questions. We appreciate your engagement and input.

We are writing to you to reflect on what we learned from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response.

Adult Services Transformation Programme

We queried to what extent analysis of the social determinants of care are being used across the Council's remit. We heard that the approach taken in Adult Services and Tackling Poverty, with the Transformation Programme, is to focus on the early help offer focussing on income, employability, people's food security and other wider social

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determinants of health and care and that there are a number of programmes and initiatives to support this. We were pleased to hear this but slightly concerned that in the current climate these determinants are likely to shift very quickly so need to be monitored. We were informed it links to the work being undertaken around community resilience and building up strong communities and networks.

We welcomed the intent to work with other organisations collaboratively and operate as networks and queried if information known as 'network theory' (how to make networks work more effectively by doing certain things that sometimes they don't do) is being used. We heard the Department would be taking forward some of the principles we mentioned, particularly when looking at the early help offer, but not in its entirety, but it is something you will take on board.

We feel the Transformation Programme relies heavily on assistive technology as it will determine how much the transformation of Social Services will progress. Officers agreed that the Assistive Technology Strategy and the decisions behind it are fundamental to much of the transformation agenda which is all about promoting independence and allowing people to live within their own homes. You added that assistive technology has huge potential, but it is just one tool and needs to go hand in hand with all the other developments.

We mentioned the workforce programme and asked about the current situation in attracting people to work for the Council. We heard that the Directorate is looking at a number of different strategies. In terms of care provision you are still proactively promoting vacancies and have been successful recently in recruiting domiciliary care staff and day staff. We noted that retention is also a key element of the workforce programme to make sure you hold on to staff and grow the workforce.

In relation to the social work structure, we were informed that the timeline has been revised to the proposal being agreed by July 2023 with implementation dependent on the option agreed.

A member of the Panel queried where the practical element fitted into the programme as they found it very theoretical and strategic. We heard that the Transformation Programme is about improvements and change and doing things differently as opposed to the business-as-usual activity and we received reassurance that it is part of a large delivery approach to support individuals.

Options Appraisal for Assistive Technology and Community Alarms

We heard the options appraisal had been completed and the decision in April 2022 was to go with option two – retain community alarms and assistive technology in-house and develop the assistive technology offer. We agreed option two seems the best option. Officers confirmed point 3.1 in the paper gives the updated position to November/December 2022 and that currently pressures still remain in terms of budget implications. We heard investment is needed in terms of resource to grow the service and that posts have been extended for a further 12 months with the intention to build the 'invest to save' picture. We also heard that there isn't adequate performance information but this is being improved, and the service is not actively being promoted but this is being addressed.

We queried how much assistive technology will cross the boundary between social care and the NHS and if this has been explored. We heard the majority of referrals are coming through from therapy teams and with performance information improving, this information can be shared confidentially with partners and the assistive technology offer is also being brought into the forum of the Home First regional programme.

We were not clear about the intended relationship between Social Services and Health in its widest description and believed there is a move in the UK towards monitoring patients at home. We queried if this is the kind of partnership this region would want to move towards and which sounds better than option two which the region is currently working towards. We heard that current ways of working with partners in Health focus primarily on what you do and who you work with now but that there are opportunities to make this better in the future. We also heard that some pilots have been explored locally and regionally but that the prevailing need is for hands on care. The Director added that you are at the early stages as a partnership and will not move away from the more limited approach until properly as a partnership you decide to get behind it or not. We noted that regionally a digital transformation board has been established but is a long way off having a fully worked up integrated digital strategy, that picks up opportunities and provides clarity about what will be delivered by councils and what will be delivered by health boards.

We mentioned the demonstration suite for community alarms and queried if there is an opportunity for Local Area Coordinators (LACs) to highlight the provision to people, as they are on the ground and do a lot of good work preventing people going into hospital and when they come home. Officers felt this was a fantastic opportunity and is something they will flag and will make sure LACs are aware of the provision.

Performance Monitoring

We were briefed on the performance report for November 2022 and were informed that performance is improving at the start of 2023.

We received confirmation that 90% of carers are being offered a carers assessment but only 50% of those being offered an assessment are taking up the offer and there are various reasons for this. We felt cost may be a reason and were informed there are two aspects to care and support packages. Firstly, support for carers (unpaid carers) – there is no charge for this if they are the carer of a person with a care and support package. Secondly, the cared for person (someone who has care and support needs) – this is an assessed service so there is a financial assessment.

We discussed how during Covid assessments had to be carried out online and we queried if the Directorate has gone back to doing face-to-face assessments. We heard it is currently a mix of online and face-to-face assessments, depending on what works for the individual.

We raised the issue of long-term sickness and queried if many staff suffered with long covid. We were informed that there has been an improvement in long-term sickness and long covid is not now one of the main causes.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised, however in this instance, a formal written response is not required.

Yours sincerely

A handwritten signature in black ink that reads "S. Jones." The signature is written in a cursive style with a large initial 'S' and a trailing flourish.

SUSAN JONES
CONVENER, ADULT SERVICES SCRUTINY PANEL
CLLR.SUSAN.JONES@SWANSEA.GOV.UK

Agenda Item 6



Report of the Cabinet Member for Care Services

Adult Services Scrutiny Performance Panel – 21 March 2023

WEST GLAMORGAN PARTNERSHIP

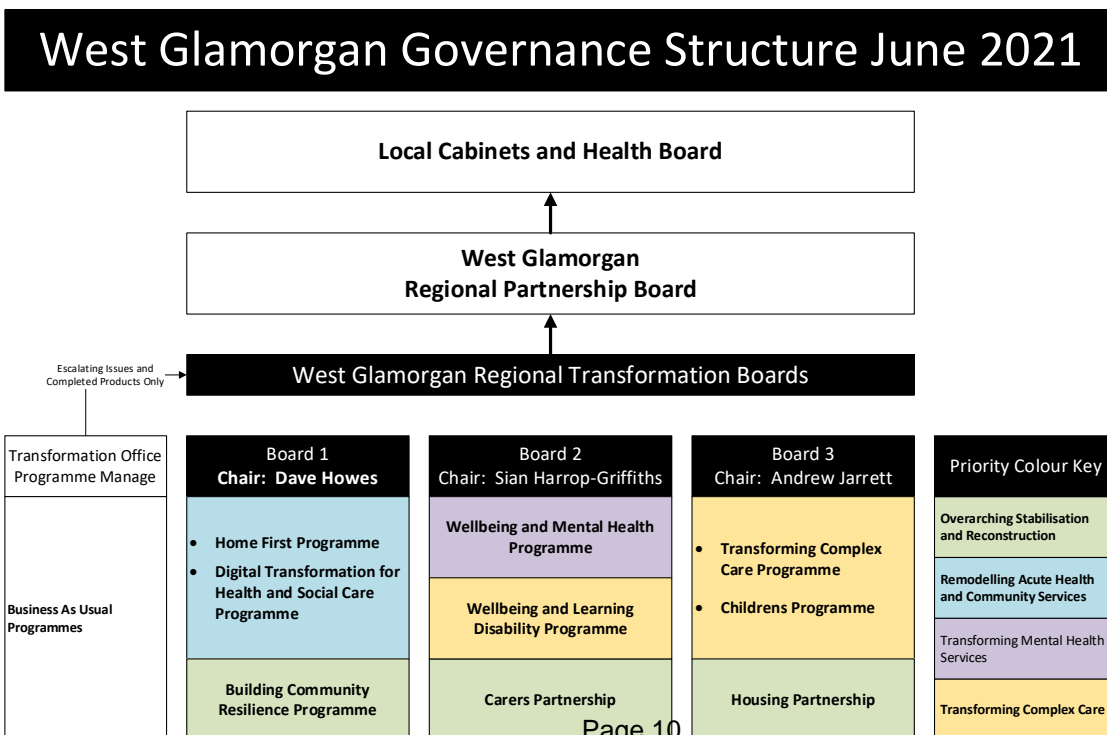
Purpose	To provide an update as required by the board in relation to: <ul style="list-style-type: none">• West Glamorgan Transformation Programme which captures any elements of the Health Board's plan for change• the relationship between Health and Social Care and the rebalancing agenda
Content	This report includes: an update on the West Glamorgan Transformation Programme
Councillors are asked for their views on	The work of the region since March 2022
Lead Councillor(s)	Cllr Louise Gibbard, Cabinet Member of Care Services
Lead Officer(s)	Dave Howes, Director of Social Services
Report Author	Kelly Gillings; West Glamorgan Regional Director of Transformation

1. Background

- 1.1 This report will cover the work of the West Glamorgan programme since March 2022 to date.
- 1.2 The report by default includes any partnership elements where integrated services are developed on a Regional basis.
- 1.3 This report will also outline the relationship between Health and Social Care and the rebalancing agenda.
- 1.4 The Regional Programme has changed several times over the last 4 years.
- 1.5 Firstly, the Region dealt with the Health Board Boundary change and the disaggregation of Bridgend Council from the Regional Partnership
- 1.6 During that time, the Programme was re-set to a Transformational Programme that was coproduced with all partners including Third Sector, Citizens, and Carers.
- 1.7 The COVID-19 Pandemic then shifted the region's focus to operational facilitation and delivery the Emergency Arrangements needed to safeguard the population.
- 1.8 Once the first wave of the pandemic was waning, the Partners agreed to reset the Transformation Programme (April 2021) only to find that by September 2021 that the emergency arrangements had to be re-established and once again the programme paused.
- 1.9 The way in which Welsh Government funded the Regional Programme also changed in April 2022 and the region has developed proposals to support the first year of new Regional Integration Fund (RIF).
- 1.10 The Transformation Programme was re-launched in June 2022 and has continued to make Service Improvements in support of the ongoing crisis within Health and Social Care and has started to look to the next 5 Years Area Plan to set its direction of travel.

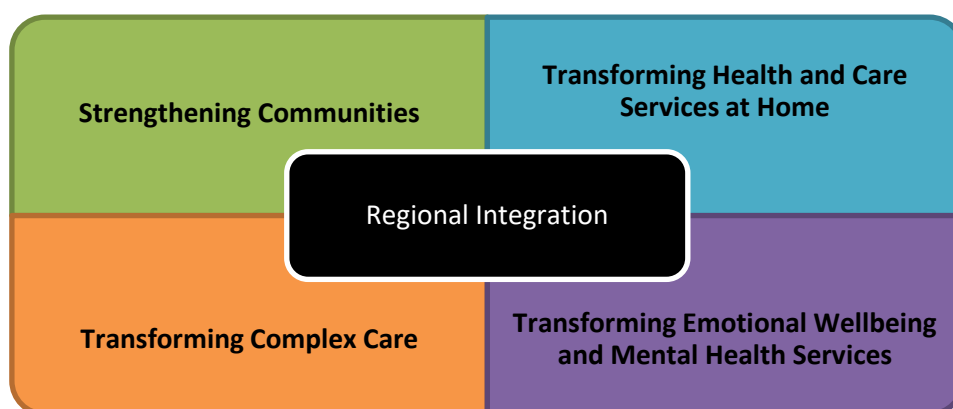
2. Transformation Board Governance Arrangements

2.1 The West Glamorgan Programme Governance Structure is depicted in the Diagram below:



3. West Glamorgan Area Plan for 2023-2027

- 3.1 The new Area Plan for the Region was approved on 25th January 2022 by the Regional Partnership Board
- 3.2 The Area Plan is currently being taking though each of the statutory partners governance structures also for endorsement.
- 3.3 This Area Plan sets out how the West Glamorgan Regional Partnership Board will respond to the findings of the [West Glamorgan Population Needs Assessment](#) published on the 1st April 2022, which captured the health and social care needs of people across the West Glamorgan Region. It explains how the Local Authorities and the Health Board, with partners, will address the requirements of the Social Services and Well-being (Wales) Act 2014.
- 3.4 In response to the key conclusions drawn from the Population Needs Assessment and Market Stability Report, the West Glamorgan Regional Partnership Board has adjusted their priorities for the next five years.



- 3.5 Below is a more detailed explanation of each of the priorities:

Strengthening Communities

This priority focusses on how the statutory partners, third sector and volunteers will work collaboratively with and in communities. The partnership will adopt a strength-based and place-based model of prevention and community co-ordination. This will better support and promote good emotional health and wellbeing for individuals to remain living safe and well within their communities, without unnecessary recourse to statutory health and care services.

There will be a particular focus on:

- Support for carers of all ages
- Prevention and well-being services that support the delivery of a person-centred health and care approach
- Expanding the range of financially sustainable accommodation-based solutions for individuals who have or may develop care and support needs and reduce avoidable recourse to more institutionalised forms of care.

Transforming Health and Care Services at Home

This priority focusses on the development of new models of financially sustainable and integrated community health and care to support people to remain living safe and well within own homes and communities.

There will be a particular focus on:

- Home from hospital services
- Reducing unscheduled care admissions for people over 65
- Reducing the time spent in an acute hospital setting following an unscheduled care admission for people over 65
- Reducing unnecessary recourse to long term care for people over 65.

Transforming Emotional Wellbeing & Mental Health

This priority focusses on the development of an increased range of opportunities and promoting good emotional health and wellbeing for children and adults who are struggling with their mental health and including dementia to access proportionate support across the continuum of need.

There will be a particular focus on:

- Implementing a 'no wrong door' approach for access to emotional well-being and mental health support
- Ensuring timely access to the right help, from the right person at the right time across the continuum of need
- Increasing the range of opportunities for children and adults to access support that promotes emotional and psychological well-being and reduce avoidable recourse to specialist mental health services.

Transforming Complex Care

This priority focusses on the development of new models of financially sustainable and integrated health and community-based care that maximises the safety and independence of children and adults with complex needs, enabling them to live and be cared for closer to home, lead ordinary lives and avoids unnecessary recourse to more institutionalised forms of care.

There will be a particular focus on:

Establishing effective processes for joint assessment and care planning (including the associated funding arrangements) between the statutory partners that ensure a focus on the delivery of integrated health and care for children and adults with complex needs.

Improving the experience of an individual in the transition from children to adult services

Expanding the range of financially sustainable accommodation and care-based solutions for children and adults with complex needs and reduce avoidable recourse to more institutionalised forms of care

Expand the range of financially sustainable integrated health and care services across the continuum of need and support children to remain living safe and well within their families and communities.

4. Engagement and Coproduction

- 4.1 We have all partner representation which includes 3rd Sector, People (Citizens) and Carers who are integral members of the Transformation Boards and within each programme across infrastructure.
- 4.2 Further work to support these vital representatives at all levels is continuing.
- 4.3 We have across the partnership endorsed the:
 - West Glamorgan Coproduction Framework
 - West Glamorgan Coproduction Charter
 - West Glamorgan Coproduction Toolkit
- 4.4 Early in the next Financial Year the region will also have brought a West Glamorgan Volunteers Framework for endorsement.
- 4.5 A new member of staff has been appointed to the West Glamorgan Team to specifically support the Volunteers who represent across the programme.

5. Programme Progress

- 5.1 The Annual report attached as an appendix was approved in June 22 and demonstrate some key areas of progress made across the partnership.

- 5.2 In appendix 1 there is a summary of the performance measures captured for all the population cohorts.
- 5.3 The quarterly monitoring returns captures the performance data and measures for all the ICF funded schemes. The measures captured include 'how much', 'how well', and 'difference made' which are the measures included in the original project proposal which was the basis of the decisions for investment.
- 5.4 Given there have been issues with inconsistent performance measures work is underway to develop performance frameworks for the different programmes in order to align the measures with the strategic outcomes and to ensure we can easily collate the measures. For example, one organisation will report on number of counselling hours provided and another organisation will report on number of people who have received counselling. This work should be completed by quarter 1 in 23-24.

6. Winter Planning

- 6.1 The list below outlines the work that the Partnership completed through the winter period to support the system pressures.
- 6.2 West Glamorgan is on track to meet its 1000 beds commitment and the data below has been taken from the 1000 Beds return supplied by Partners.
- Step Up / Step Down Beds (72)
 - Increase of Bedded Reablement in Bonymaen House (14)
 - Increase of the Number of Beds in Virtual Wards (16)
 - Increase of Beds in Gorseinon (3)
 - Additional Capacity in Domiciliary Care (14 NPT, 16 SC which is approx. 300 hours of care). Issue – Care Providers are still handing back packages of Care. The actual number of additional hours created is c. 1000 but c. 600 hours have been subsumed by having to reallocate existing packages handed back to the LA's
 - Expansion of 3rd Sector Support for Discharge from hospital (each month on average an additional 36 individuals have been supported)
 - Recruitment into Home Care Posts Local Authority Domiciliary Care (9 NPT, 5 SC – bedded equivalents)
- 6.3 In addition to the 1000 Beds work though the winter period we continued to support our other population groups in the following ways:
- Carers – additional communications in regards to the cost of living crisis with links to welcoming places. Additional Funding for Young Carers to provide relief over the Christmas Period.
 - Planning – Emergency support for Care Home is crisis over the Christmas Period with resilience planning
 - Children and Young People - Regular discussion and oversight with all partners of key issues in terms of CYP waiting for emotional and psychological well-being
 - Emotional Wellbeing and Mental Health - Third Sector/voluntary organisations continue to support and encourage people with Mental Health issues to reconnect with community

groups in their areas.

- Learning Disabilities – continued communication to support individuals to have their annual health checks

7. Relationship between Health and Social Care and the Rebalancing Agenda

- 7.1 In line with the Programme for Government, there is commitment to introduce a strategic National Framework for care and support. The Framework will set standards for commissioning practice, reduce complexity and rebalance commissioning to focus on quality and outcomes. What matters to people will be at the heart of the Framework.
- 7.2 A National Office has been established to oversee the implementation of the National Framework.
- 7.3 The Minister has acknowledged that partners need to work together at several levels to maximise resources and meet the needs of their population. Building on the strong partnership working demonstrated during the Covid pandemic. The wish is to see effective partnerships thrive at a cluster, local, regional and national level.
- 7.4 Work is ongoing to strengthen regional partnership arrangements, so that better joint working delivers for local populations. Part 2 and Part 9 of the Social Services and Wellbeing Act (2014) is being amended to legislate to strengthen partnerships.
- 7.5 Work continues with representation from the Regional Partnership Boards to strengthen their arrangements in relation to:
- governance and scrutiny;
 - planning and performance;
 - engagement and voice;
 - integrated service delivery; and
 - rebalancing the social care market.

8. Financial Implications

There were no financial implications for core funding in this programme. All programmes and projects are funded via Regional Investment Fund.

9. Workforce Impact

Not applicable.

10. Equality and Engagement Implications

10.1 There are no Integrated Assessments Implications associated with this report

10.2 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage
- Consider opportunities for people to use the Welsh language
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

10.3 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

10.4 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

11. Legal Implications

There are no legal implications associated with this report

12. Risk Management

All individual programmes and projects utilise a risk management strategy.

13. Background Papers:

Not applicable

Appendix 1 – Summary of Performance



Mental Health

One of the key priorities of the West Glamorgan Partnership is **Transforming Mental Health**. During 2020-2021 the West Glamorgan programme consisted of a number of projects for example modernising mental health day services which will help with changing delivery of services for people with mental health conditions and issues.

There has been a focus on the longer term benefits of improving emotional well-being and prevention of poor mental health. We have promoted the importance of advising/informing people of how they can look after their own mental health. At the same time, we must ensure people with serious mental health conditions are being dealt with consistently across Swansea and Neath Port Talbot.

In 2021, the new Sanctuary Service was rolled out, offering a new way of working and providing person-centred urgent support. This included an out of hours facility providing therapeutic and holistic support for people at risk of a mental health crisis.

Other regionally funded projects have targeted young people who are homeless, adults in need of help improving their emotional well-being, and groups of citizens who have found it difficult to overcome the barriers to accessing mental health support. This includes helping people to effectively manage their finances, connecting people with support services, develop mental health peer-support networks where no such networks/groups exist in either in person or online, link with internal services like Get Online and money advice to improve wellbeing.

“The group sessions have made a difference to me due to my mental health. It made me look at things in a different way and to open up in myself.

It helped me to open up meet new people and to know am not alone and I can talk and get back on track, it will take time but this is the way forward for myself. I look forward to this group. The subjects have helped me to deal with things and to know it is ok not to be ok and tomorrow is a new day. I would recommend these groups they are very helpful and to know that other people are going through stuff too and how to cope day to day with mental wellbeing. This is a good group, nice, relax, helpful everyone gets a chance to share and talk and help each other when in need.”

Quote from BAME Mental Health Awareness

Work will continue through 2022 to develop the key priorities informed by our Regional Mental Health strategy so we can focus our resources, funding opportunities and collaborative efforts on delivering the changes that best meet the needs of population experiencing mental health conditions in our region.



317
well-being and mental health improvement sessions offered to people

90%
of clients engaged in preventative mental health support leading to reduction in the need for ongoing specialist services

17 
weekly mental health counselling-led walking groups

19  Projects
16 of which are 3rd Sector and 3 statutory



428 hours of counselling sessions

96 
families of people with mental health were supported

369 
Individuals received a range of different support personal to their well-being needs

71 
people accessing counselling sessions


202 
referrals to third sector organisations for support with their well-being

96% of individuals contacted by Sanctuary Service within a 12 hour period
1,057 referrals made to Sanctuary Service (after hours for people in emotional crisis)

308 
individuals sign-posted to other services

116 
individuals received support through group-based sessions

£766,529 
funded via West Glamorgan in 2021/22

505 
contacts provided with information, advice and assistance

Transforming Complex Care and Learning Disability

One of the Key Priorities for West Glamorgan is to establish fit for purpose joint funding arrangements to support the provision or commissioning of integrated/ collaborative health/ social care services to support children and adults with complex needs.

This is intended to:

- Safely support regional looked after children (LAC) reduction anywhere on the continuum of need
- Safely support adults with complex needs to remain or return to living as independently as possible within their families or local communities within the region rather than within more institutional health or care settings.
- Ensure seamless transition between services across all services including young people into adulthood

Examples of the Projects delivered under this programme are:

The Commissioning for Complex Needs project is transforming the lives of people with complex needs who are receiving care services within residential care and supported living. Its main objective is to provide excellent quality commissioned services with the aim of increasing the independence of service users and supporting them to achieve their personal well-being goals. The ethos is one of true collaboration that puts the person at the centre of service planning and delivery.

Leonard Cheshire provided digital inclusion sessions for members of the community at The Social Bean, social enterprise café in the heart of Swansea to ensure they remained connected to their communities and their families. The tailored support was critical to ensuring people with disabilities and or additional learning needs have adequate support care throughout the pandemic.

Swansea Autism Movement CIC project developed the resilience and wellbeing of their autism community by connecting families through a wide range of activities, providing regular 8 Five Ways to Wellbeing project provided fortnightly sessions for adults with a learning disability with the aim of improving emotional literacy, awareness of self-care and self-help techniques and overall wellbeing. The support also included online Social Activities, virtual activities and reminiscing therapy, which prevented the need for mental health support and intervened early if low-level mental health problems were present, preventing them needing to access higher level support.

“Staff and volunteers] have been really innovative in coming up with activities the group can do together in their weekly Zoom sessions (such as rock painting, making pancakes, seed planting, and mask decorating). Every few weeks a pretty parcel arrives packed with all the materials needed for the term’s activities. It’s all really well organised and thought through. The Zoom sessions have been a great way of maintaining contact and practicing social skills at a time when social contact is severely restricted for my daughter due to ongoing shielding. Thank you Discovery volunteers for making a difference.”



Cost avoidance and savings of **£1.5m** made through focusing on people’s outcomes

46 assessments completed reviewing outcomes for individuals for living in commissioned care



10^{LD} Projects supporting Learning Disability and Transforming complex care

67 care home staff attended 12 educational sessions for infection and prevention control



38

new residential care placements made through the Regional Brokerage supporting discharge from hospital



£492,800 funded via West Glamorgan 5 third sector and 5 statutory

81 autistic children and young people attended multi-activity 3 day family residential



15



volunteers recruited and trained to teach disabled people to gain crucial digital skills to allow them to do online Social Activities, virtual Activities and reminiscing therapy.



117 disabled people trained to use smart technology

Providing Support to Older People

One of the key priorities of the West Glamorgan Partnership is supporting older people with complex needs. A key strategic programme is 'Home First' which focuses on ensuring older people are safely discharged from hospital back to their home and supporting older people to remain in their own homes through a period of illness, avoiding them having to go into hospital where possible.

Support is also provided for people who are not well enough to go home but need a short term period of rehabilitation before returning home.

Regional funding enabled recruitment of additional staff for the Community Equipment Service which enabled the service to meet the additional demand for community equipment, such as hoists, beds and pressure mattresses, which supported people to remain safely in their own homes.

The Care and Repair Hospital to Healthy Home Casework project facilitated improved bed flow through safe and quick hospital discharge, enabled independent living and improved well-being whilst also providing practical measures and ongoing support services to prevent re-admission or the admission of new patients.

Calon y Cymoedd - Help and Support at Home project focused on the recruitment of local people as 'Home helps' in 2 valleys communities within Neath Port Talbot; Upper Afan valley and Upper Amman valley. Using a social enterprise model, they recruited local people to deliver help and support within communities, using the ethos of 'Local jobs for local people'.

“I can't fault them. I have been kept up to date throughout. I have had all the necessary information e-mailed to me and Lloyd has rung me on several occasions to follow-up and answer any of my questions. It has been a very easy process despite me living so far away. And most importantly my aunt is happy in her new home.”

Quote from Homes First Pathway 4

The Community Wellbeing Service has grown and developed throughout the last year and provides third sector support to facilitate discharge of patients to their homes through support from various third sector organisations. This could include a wide range of services, such as provision that supports decluttering and cleaning, befriending/emotional support – typically around loneliness and isolation, assistance with shopping, cleaning/gardening, home adaptations, benefit support/advice, carer support, emergency food/foodbank provision, transport to health appointments/visiting friends/family/shopping, advice and practical assistance with utilities e.g., due to them being cut off because of being in hospital.


20 Projects
supporting older people,
8 third sector and
12 statutory sector



23 older people
supported 472 hours
of support – Calon y
Cymoedd

327 
healthy homes
check completed
for older people

608 people referred to Community Resource Team to access support to maintain their independence at home


950 individuals supported through receiving clinical care in their own home to avoid unnecessary admissions to hospital



13,384 people
supported with community
equipment to remain safely in
their own homes

1,102
community beds
delivered which enabled
people to remain safely
in their own homes
with 439 of those to
enable discharge from
hospital




£6,576,879
funded via
West Glamorgan

183 people
discharged to care
home of their
choice
following a
period of time
in hospital 

1,775
discharges
from hospital facilitated
through an enabling
package of care pathway

269 discharges from hospital to a residential facility to allow individuals to regain strength and independence before returning home

219 discharges
supported by Care and Repair

480 discharges from hospital supported via a range of third sector providers under the Community Wellbeing Service by providing, practical, emotional and individualised support to maintain independence



Dementia

People with dementia require continuing care and support. It is most common among older people – dementia affects one in twenty over the age of 65 and one in five over the age of 80. In West Glamorgan, we are committed to significantly improving the quality of life for people living with dementia and their carers, through more effective and targeted service provision.

The Dementia and Older Person's Mental Health (DOPMH) Steering Group provides oversight for our regional programme transforming dementia services.

The focus of this group is to lead on the implementation of:

- Dementia Action Plan for Wales
- All Wales Dementia Care Pathway of Standards
- Dementia Friendly Hospital Charter
- Regional funding of dementia services, projects and pilots

Regional investment for dementia in 2021/22 through the Integrated Care Fund (ICF) has provided a wide range of schemes including community hubs, enhancing Memory Assessment Services (MAS), support for younger adults with early onset dementia, emergency respite schemes and other schemes designed to improve the health and well-being of people with dementia and their carers, such as the Red Café - Musical Memories Choir, Ospreys in the Community – Sporting Memories and Dementia Connect Service.

In 2021/22, work has begun on co-producing a Regional Dementia Strategy to show how we will achieve our vision for dementia over the course of the next five years. This is an ongoing ambition for the RPB and we will continue to monitor and revisit our mission to ensure it remains appropriate and aligned to the needs of dementia service users in our region.

“As participants we greatly appreciate the work you do and really look forward to weekly sessions where we can meet people, chat and have fun. This makes a difference to our lives.”

Ospreys in the Community – Sporting Memories Project

“It feels as if we are part of a community, people know each other and we feel supported. It made a big difference to our lives when choir restarted, we were struggling so much when we couldn't go out. X loves to come, she's so much better now than when we couldn't come.”

Musical Memories Choir




£1,084,444
funded via
West Glamorgan



20 Projects
supporting people
with dementia, 14 third
sector and 6 statutory sector

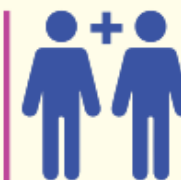
**11 people
with dementia**
supported each week to
attend the My, Myself and I
Hub in Neath Port Talbot

186 referrals via the
Common Access point MDT



63 carers
of people with
dementia have
accessed **2034**
hours of respite



118
new carers
of people with dementia
have been identified



127
people
referred for
reablement
with a
diagnosis of
dementia

23 people with
dementia referred to
Community Wellbeing
Support Services

96 new referrals
to the Alzheimer's
Society Dementia
Connect service



**213 people
with dementia**
registered to the
Ospreys Sporting
Memories programme

**92 people
with dementia**
and their carers
supported via
Swansea CVS



Children & Young People



Supporting the rights and needs of our children and young people has been a key focus for the West Glamorgan Partnership. Our vision for this programme is that services across West Glamorgan support children and young people to be safe, healthy, and prosperous.

To achieve our aims, we have worked closely with children and young people, their carers, their families, local communities, and other important stakeholders such as Education and community services to hear the 'voice of the child' and understand their rights/needs to co-produce services and support that will meet their needs.

Our regional approach to transforming services for children and young people was based on the findings of the No Wrong Door report by the Children's Commissioner for Wales, from which the NEST/NYTH Framework, a planning tool for mental health wellbeing and support services that help children, young people, parents, carers and families has been developed.

During 21-22, a large number of projects were funded via regional funding to support children and young people, their carers and families across NPT and Swansea. For example, there were schemes supporting early intervention, such as Interplay, supporting children age 4-11 with emotional difficulties, well-being, or mental health issues and those with learning disabilities,

Autism, and behavioural issues to combat anxieties and challenges to accessing mainstream activities through play.

Additional schemes included the tidyMinds website, which provides well-being support, and Kooth virtual counselling service. Both initiatives have been shared with secondary schools across the region.

The Multi-Agency Placement Support Service (MAPSS) provided therapeutically informed consultations and interventions for care experienced children, their carers, families and social welfare teams to minimise placement breakdowns and focus on reparative parenting.

In response to their experience of the service, one carer commented:

“Without support from the MAPSS worker, this placement has been on the verge of breaking down. What I have learnt from her has made me able to understand [child's name redacted] and keep going. Every carer should have a MAPSS worker, I am sure less placements would breakdown. She is also a brilliant listener when the going gets tough”



944 children
attended in-reach school awareness programmes

Kooth Virtual Counselling Service for CYP went live



£2,641,160
funded via
West Glamorgan



1300
preventative workshops/sessions



The programme has created opportunities for residential trips, social/family outings, play opportunities

2004
CYP and their families were supported

30 Projects
supporting CYP, their carers and families, including 18 third sector and 12 statutory sector

1661
therapeutic / counselling or wellbeing sessions

Outcomes for CYP reported include, increase in confidence and raised self-esteem, able to make new friendships, building positive relationships and ability to recognise their emotions

Providing Support to Carers



One of the key priorities of the West Glamorgan Partnership is supporting unpaid carers. During 2019-2021 the West Glamorgan Carers Strategy was co-produced through the West Glamorgan Carers Partnership. This strategy represents the commitment to a long-term strategic mission for meeting carers' needs. The aim of the strategy is to drive the changes needed to continuously improve services to enhance the well-being of carers consistently across the region.

The vision in the carers strategy is: Carers are identified, recognised and supported to care. They have a life alongside caring and have a feeling of well-being throughout their caring journey.

During 21-22, there were a wide range of services and schemes funded via the regional funding supporting carers across NPT and Swansea. For example there were schemes supporting carers for people with dementia, a pilot project to support BAME carers, parent/carer support, young carers support. There were schemes specifically targeting supporting carers wellbeing and mental health including a helpline and counselling service. There was a scheme around 'lightening the load' for carers, which provided handyperson service. One quote from a carer from the extended helpline service was 'Thank you, for your support and help and for understanding my mother's situation. It's been a big help especially being able to speak to you during the evening'

In early 2022 there were a series of engagement events with carers to listen and develop ideas around respite and short

breaks, the information from which will inform future priorities and investment decisions, given it is recognised that ensuring carers have breaks is essential to wellbeing.

“I have a little more time to myself and whilst she is in these venues, I don't have to worry about being called from work or my mothers who I also care for. I am practical, but it has been good to have support. It's great to see she really enjoys going out and people have been fantastic. She comes home dead tired but much happier”

Quote from Swansea Carers Hospital Outreach Service, Carer

Work continues to develop the key priorities informed by our Carers Strategy so we can focus our resources, funding opportunities and collaborative efforts on delivering the changes that best meet the needs of carers in our region, through a co-productive approach. The aim is to ensure there is parity of carers services across both NPT and Swansea and through the new regional integration fund create sustainable services for the future.

1918
Young People
reached by delivering
PSE Awareness
Raising Sessions



906 hours
of Care Sits
were delivered

120 hours
of counselling was
delivered

288-hour
Wellbeing Sessions
were delivered

2955
Carer
contacts
or referrals
made

823 Carers
were supported
including Young Carers

35 Mental Health
resilience courses
including drop in session



£334,489
funded via
West Glamorgan
in 2021/22

15 Projects
14 of which
are 3rd Sector

91 carers
helped with Lightening the Load services
including handyperson, gardening
and cleaning



73
individuals were
trained to understand
young carers



59
young carers
attended residential
respite weekends

80 BAME
Carers better
informed

Integrated Impact Assessment Screening Form

Please ensure that you refer to the Screening Form Guidance while completing this form.

Which service area and directorate are you from?

Service Area: West Glamorgan

Directorate: Social Services

Q1 (a) What are you screening for relevance?

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Board, which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services

(b) Please name and fully describe initiative here:

To provide an update as required by the board in relation to the West Glamorgan Transformation Programme

Q2 What is the potential impact on the following: the impacts below could be positive (+) or negative (-)

	High Impact		Medium Impact		Low Impact		Needs further investigation
	+	-	+	-	+	-	
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Integrated Impact Assessment Screening Form

Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches?
Please provide details below – either of your activities or your reasons for not undertaking involvement

The report is an update to the Adult Services Scrutiny Performance Panel regarding work across West Glamorgan though the last year and is past tense

Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:

- a) Overall does the initiative support our Corporate Plan's Well-being Objectives when considered together?
Yes No
- b) Does the initiative consider maximising contribution to each of the seven national well-being goals?
Yes No
- c) Does the initiative apply each of the five ways of working?
Yes No
- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?
Yes No

Q5 What is the potential risk of the initiative? *(Consider the following impacts – equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)*

High risk

Medium risk

Low risk

Q6 Will this initiative have an impact (however minor) on any other Council service?

Yes

No

If yes, please provide details below

Q7 What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the screening and any other key decisions affecting similar groups/ service users made by the organisation?

(You may need to discuss this with your Service Head or Cabinet Member to consider more widely if this proposal will affect certain groups/ communities more adversely because of other decisions the organisation is making. For example, financial impact/poverty, withdrawal of multiple services and whether this is disadvantaging the same groups, e.g., disabled people, older people, single parents (who are mainly women), etc.)

No impact as this is a report for the work over the last year

Integrated Impact Assessment Screening Form

Outcome of Screening

Q8 Please describe the outcome of your screening below:

- **Summary of impacts identified and mitigation needed (Q2)**
- **Summary of involvement (Q3)**
- **WFG considerations (Q4)**
- **Any risks identified (Q5)**
- **Cumulative impact (Q7)**

There are no Integrated Assessments Implications associated with this report

The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage
- Consider opportunities for people to use the Welsh language
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

4.1.1 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

4.1.2 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

(NB: This summary paragraph should be used in the relevant section of corporate report)

Full IIA to be completed

Do not complete IIA – please ensure you have provided the relevant information above to support this outcome

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email.

Screening completed by:
Name: Kelly Gillings
Job title: West Glamorgan Regional Director of Transformation

Integrated Impact Assessment Screening Form

Date: 06.03.22
Approval by Head of Service:
Name: Kelly Gillings
Position: West Glamorgan Regional Director of Transformation
Date: 06.03.22

Please return the completed form to accesstoservices@swansea.gov.uk

Agenda Item 7



Report of the Cabinet Member for Care Services

Adult Services Scrutiny Performance Panel – 21 March 2023

PERFORMANCE MONITORING

Purpose	To present the Adult Services monthly performance report for January 2023.
Content	The Adult Services report includes the latest performance management information, including; enquires through the Common Access Point, Client Reviews, Carers Assessments, Residential and Community Reablement, Domiciliary and Residential Care, and Safeguarding responses.
Councillors are being asked to	Consider the report as part of their routine review of performance in Adult Services.
Lead Councillor(s)	Cllr Louise Gibbard, Cabinet Member for Care Services
Lead Officer(s)	Amy Hawkins, Head of Adult Services & Tackling Poverty Helen St.John, Head of Integrated Services
Report Author	Amy Hawkins, Head of Adult Services & Tackling Poverty 01792 636245 Amy.Hawkins@swansea.gov.uk Helen St.John, Head of Integrated Services Helen.StJohn@wales.nhs.uk 01792 636245

Adult Services
Summary Management
Information Headline Report
Data for January 2023



Adult Services Vision

People in Swansea will have access to modern health and social care services which enable them to lead fulfilled lives with a sense of wellbeing within supportive families and resilient communities. We will help people to keep safe and protected from harm and give opportunities for them to feel empowered to exercise voice, choice and control in all aspects of their lives.

Doing What Matters

Adult Services will focus on strengths, prevention, early intervention and enablement. We will deliver better support for people making best use of the resources available supported by our highly skilled and valued workforce.

Agreed Service Objectives for 2022/23

1. Better Prevention and Better Early Help
 2. Keeping People Safe
 3. Enabling and Promoting Independence
 4. Integrated Services
- Financial Efficacy

Amy Hawkins, Head of Adult Services & Tackling Poverty

Summary

There has been a focus on customer contact across all teams to reduce demand at the front door and to ensure that people can make direct contact with teams, providing a better customer service. There is still further work to ensure all teams have 'jabber' phone lines to receive calls, that there are consistent clear out of office responses for the public and communication of contact details, but improvements have been made.

There has been a significant focus on financial and resource planning to ensure a balanced budget in 23/24. This has resulted in being able to internally confirm the extension of fixed term contracts linked to grants and starting to sign off vacancies. The review of the costs and fees for 2023/24 including Real Living Wage and inflationary pressures has been completed and provides more favourable fees for our providers.

Work is progressing with regional colleagues to improve CHC processes including Joint Working processes and a Dispute Policy. A Vanguard review is planned in February to finalise this work.

The assessment and care planning completed by the LD, CMHT and OPMH teams has returned to pre-Christmas levels. The AMHP warranting interviews have been completed and the team is fully re-warranted with additional AMHP's from other service areas supporting the AMHP rota.

Additional step-up and step-down bed capacity continues to be available in internal homes contributing to the '1000 beds' ask from WG to alleviate pressure across the health and social care system. This includes working towards increasing the number of beds in Bonymaen to 24.

The total attendance at Day Services has increased again and trialling approaches are working well including Abergelli Day Services being extended to include older people in addition to people with LD who are older.

The general trend is an increase in number of service users receiving and attending a day service and work is progressing to develop the most effective way to delivery day opportunities in the future.

The safeguarding consultations remain high with low Adult at Risk Reports. The DoLS team are working closely with NPT and the HB in relation to DoLS / DOLO and LPS preparation, although there is limited information from WG about the regulations and Code of Practice.

Helen StJohn, Head of Integrated Services Summary

January has seen high levels of activity across all services.

Demand into the Common Access point has increased via all access routes. Email contact has increased from 1414 to 1770 which is positive as we do encourage non urgent contact to be made in this way to ensure the phone lines are available for crisis. However, we have also experienced the highest volume of telephone contacts since August 2022 with almost 350 more calls answered than during December 2022. Additionally, the CAP staff made 430 more outgoing calls in January than December. The number of cases managed by the MDT in CAP has increased.

The Social work assessment and review activity has recovered following the seasonal holiday period and the Team leads are supporting the workforce with active caseload management due to the increased complexity of their caseloads.

Whilst it is pleasing to note the consistent number of carers identified and the number of assessments and reviews which are being performed we are aware that the current partnership working between Swansea A/S and The Carers Centre is due to cease at the end of February and will be closely monitoring any impact on assessment activity.

Admissions to Residential Reablement from hospital have reduced during January and this will be linked to some of the hospital based IPC issues (increased Covid-19 impact on wards) which challenge discharge to care settings. The care home has also experienced Covid-19 although has continued to admit on a risk assessed basis.

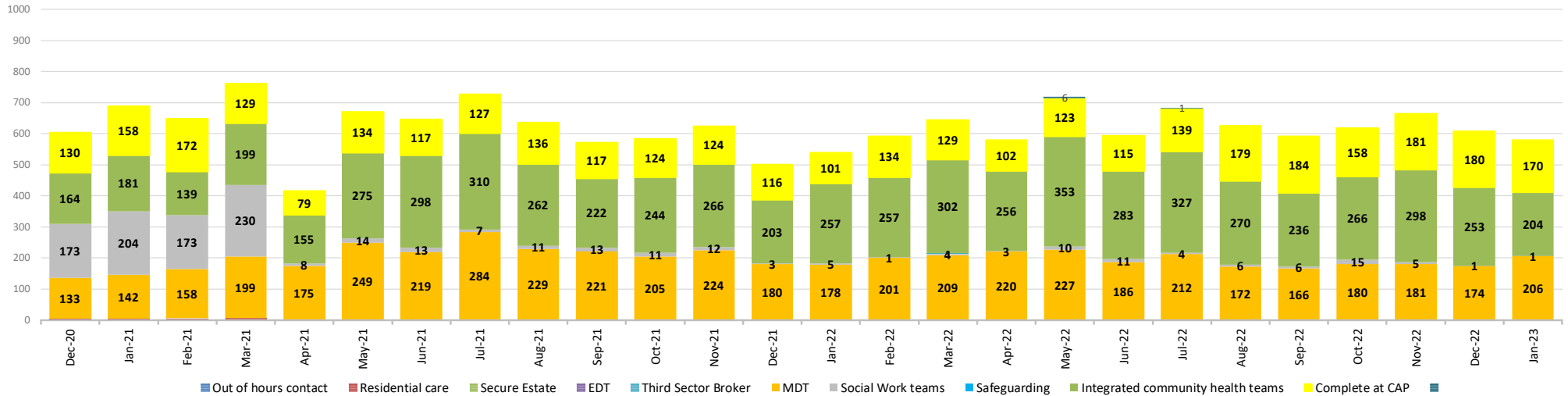
Additionally, the high escalation of the hospital sites and related acuity of inpatients has challenged identifying those who would benefit from the reablement offer. The Community Reablement teams have demonstrated significantly increased flow in January which will be linked to a number of activities – the therapy only support offer continues to identify individuals at home or in hospital who can be supported by the therapy / assistant practitioner model in place of domiciliary care and also the improved flow into the external domiciliary care sector which has freed up reablement capacity. The brokerage figures show a pleasing continued reduction in numbers awaiting care which further demonstrates this trend. We do need to address the issue of lack of recording which is demonstrated in this month's report.

Homecare recruitment timelines continue to see some delays in process, the limited availability of the mandatory and essential induction and practical training for care workers is an issue which further delays our ability to add new staff capacity to the rota which we are working through with Staff Development and Training colleagues. Staff in Homecare and Social Work teams are actively engaged in piloting ways of working and also the wider work in these areas to review and redesign models of service which support effective and efficient service delivery.



Common Access Point

Referrals created at the Common Access Point - Data is being further validated but it has been confirmed that the process is for all referrals for social care (not closed in CAP) go via MDT rather than directly to the Social Care teams.



Page 31

It is important to note that referrals for Safeguarding, DOLS and PPNs are now going directly to the Safeguarding team rather than via CAP. This partly accounts for the reduction in Enquiries created from Aug 2020. **149 referrals** (AAR, PPNs & Suicides) **were recorded directly in the Safeguarding team in January** (104 in December 22).

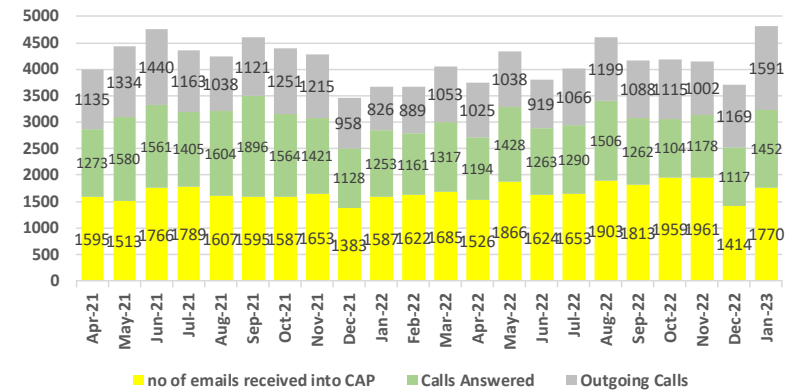
608 Referrals in Dec 22 581 Referrals in Jan 23

180 Closed - Provided Advice & Information (29.6%)
174 MDT (28.6%)
1 directly to SW Teams (<1%)
253 to integrated therapies (41.6%)

541 Referrals were created by CAP in Jan 2022

170 Closed - Provided Advice & Information (29.3%)
206 MDT (35.5%)
1 to SW Teams (<1%)
204 to integrated therapies (35.1%)

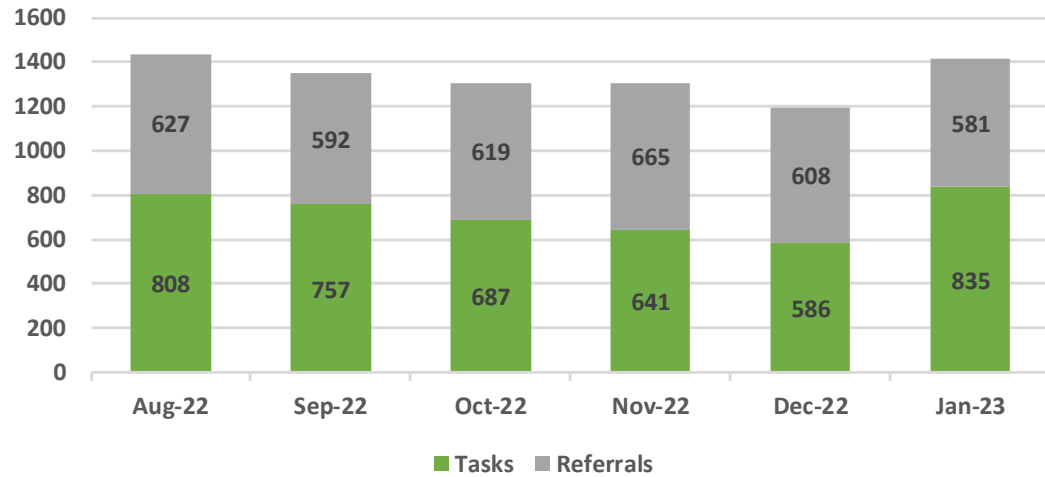
Common Access Point Number of Calls Answered, Outgoing Calls and Number of Emails Received



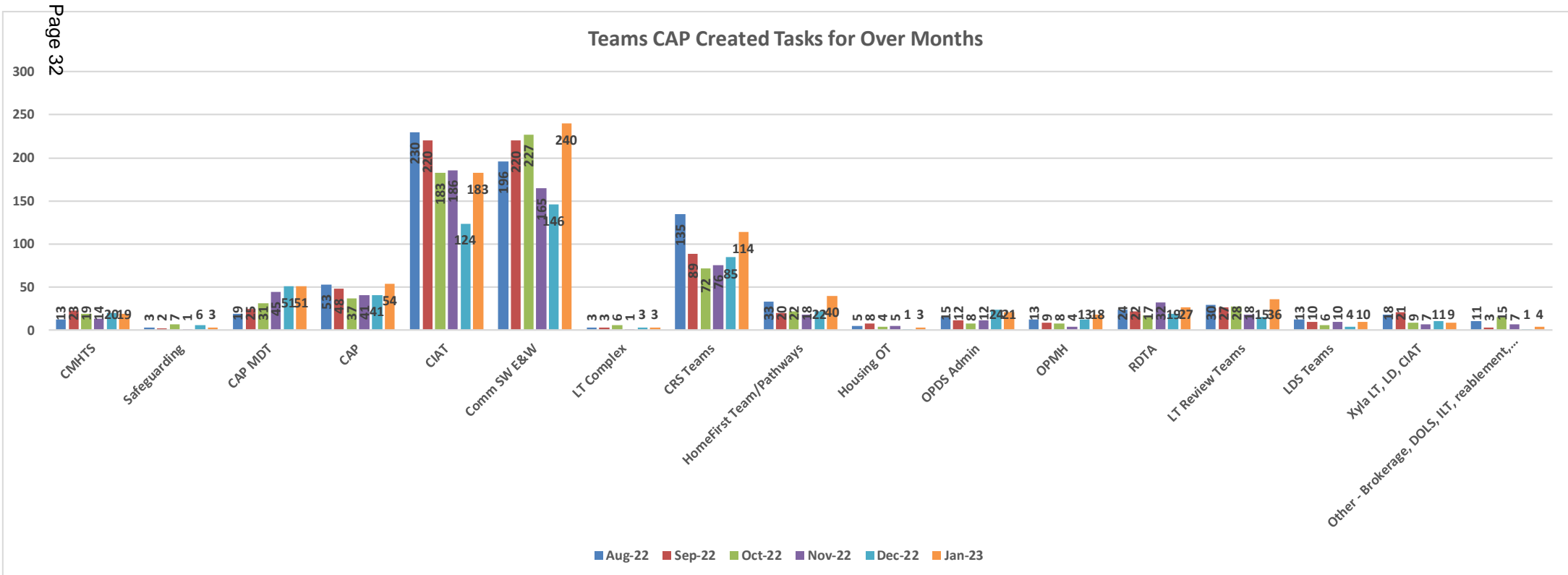
Referrals are recorded on to WCCIS by CAP for all new requests for information or Advice/Support.

However, for existing clients, CAP will record a Task for the appropriate owning/involved team if they are unable to support. The number of Tasks is reducing each month which indicates service users are contacting the involved teams/staff members directly rather than via CAP

Total Tasks and Referrals Created each Month by CAP



Teams CAP Created Tasks for Over Months

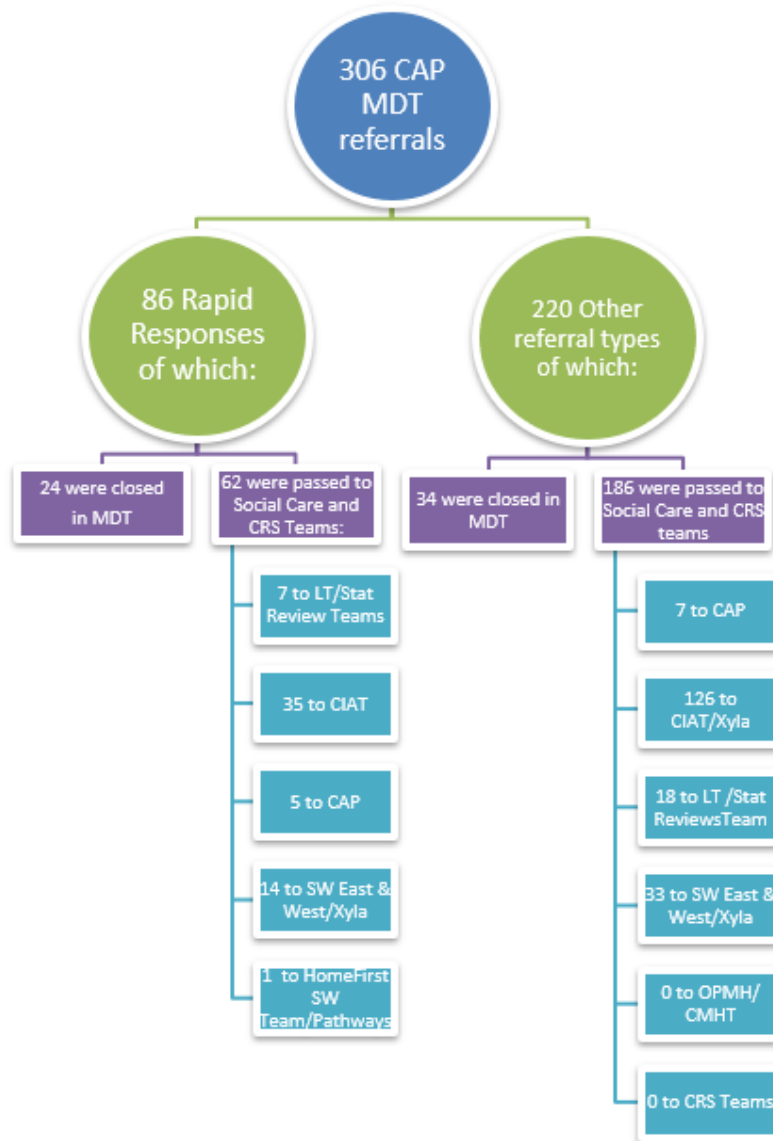




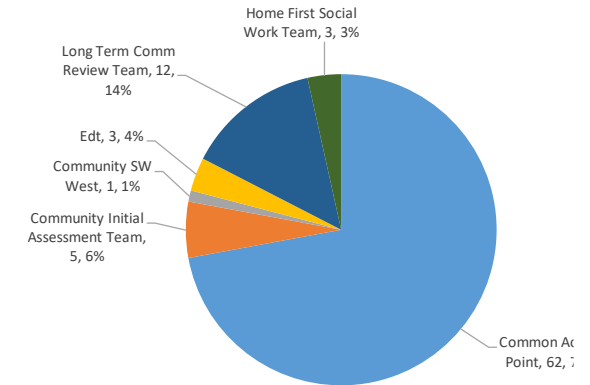
CAP MDT

CAP MDT Data for January 2023 – further development & validation work is being

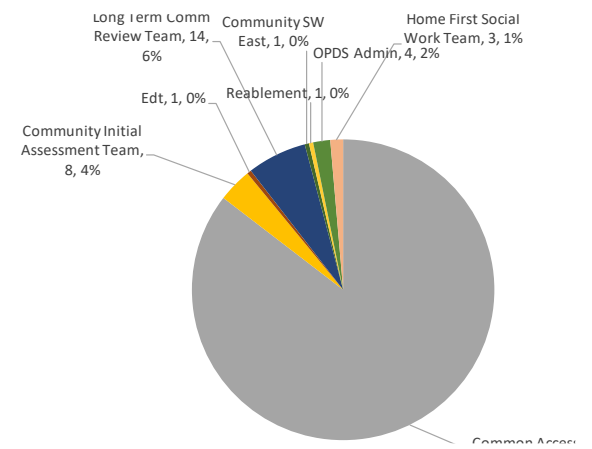
Page 33

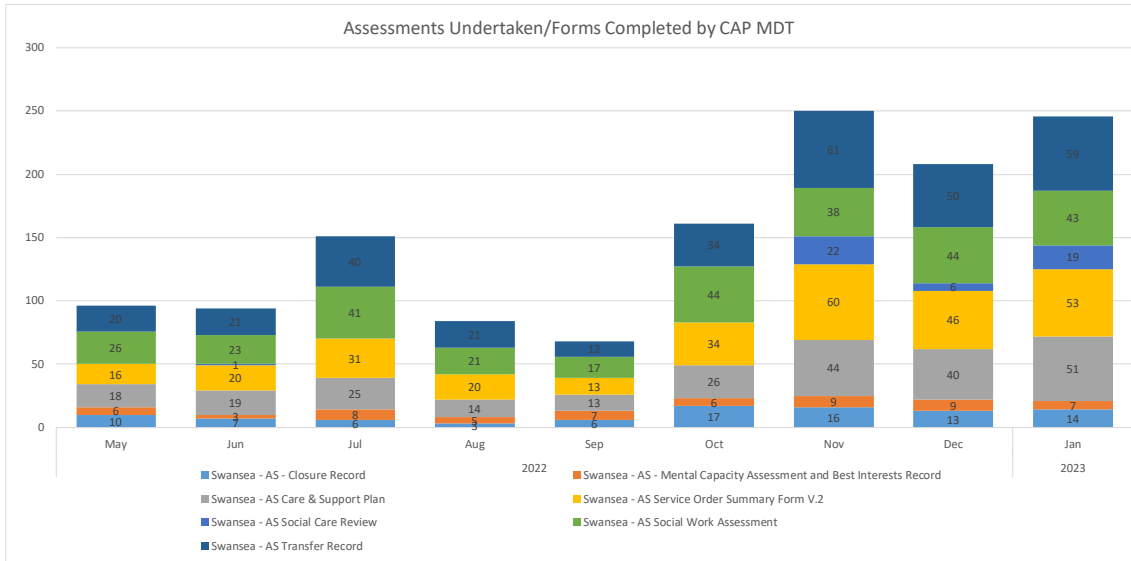
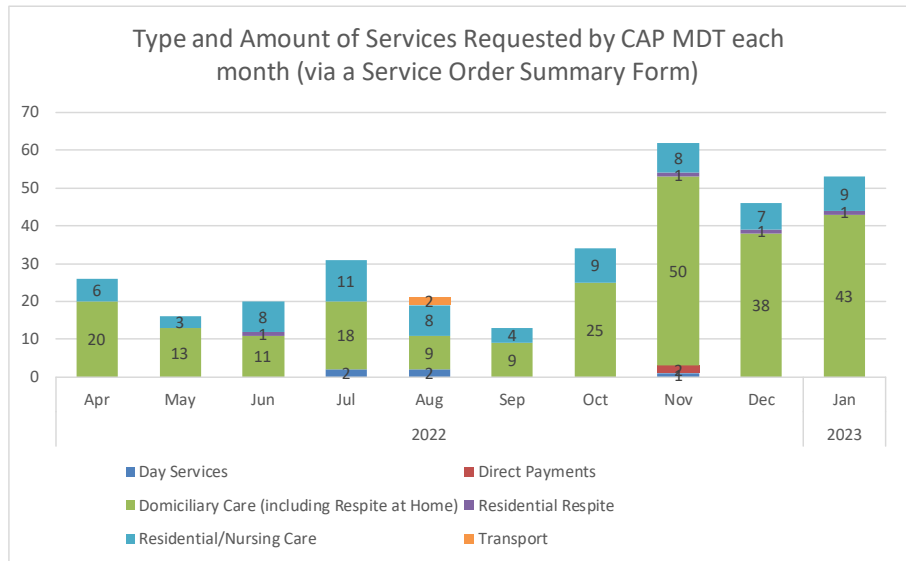
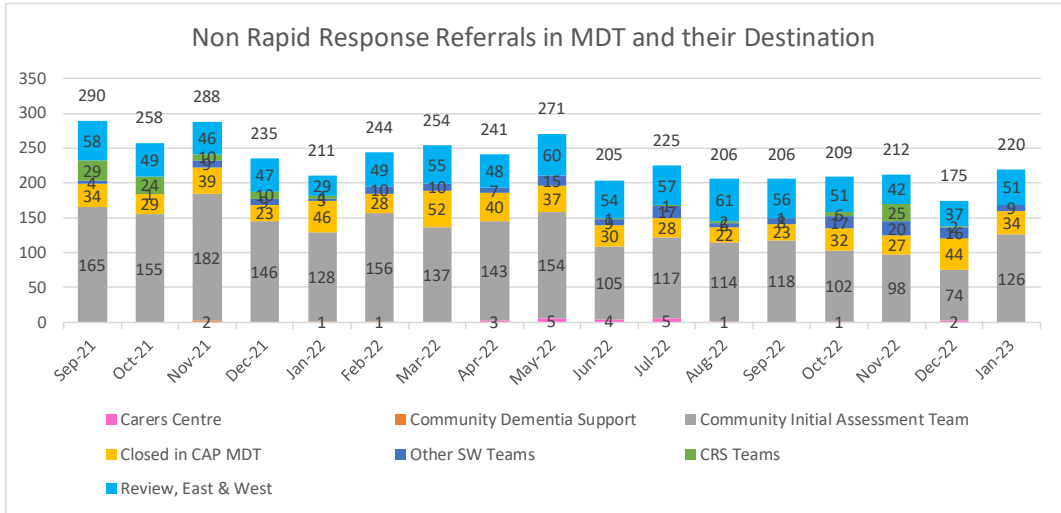
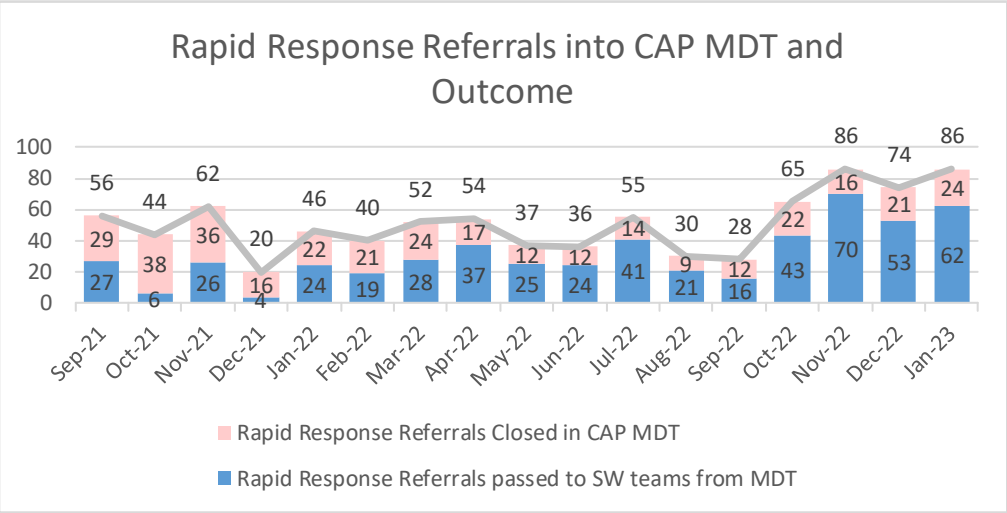


Sending team of Rapid Response Referrals Passed to CAP MDT



Sending team of Non RR Referrals Passed to CAP MDT





What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> The number of incoming calls answered and the number of outgoing calls made in CAP have increased in January. CMO based in CAP has developed a really good working relationship with brokerage, commissioning and external Dom Care providers. This work has really improved the response times for the agencies and also the Citizens of Swansea. There are now more team members in the office each day and this is working well. Staff and managers supporting each other with different queries etc. 	<ul style="list-style-type: none"> We are worried about the time taken to answer calls due to staffing levels and time calls are taking with callers already on the phones. This is exacerbated during the hours of 12-2pm. Lunch times are in two stages for staff as there will always be A & I,s available to take calls. The number of Rapid Responses coming into the MDT with staff shortages due to sickness, annual leave, maternity leave and working patterns. WCCIS performance over the past month has been a major worry and has had a significant impact on the work we do in CAP and our productivity. 	<ul style="list-style-type: none"> We are moving forward with our changes to our phone system and answer machine. Safeguarding telephone line has now been redirected to the Safeguarding team from last week, which will ease the pressure. Meeting with SW's throughout each day to ensure that they feel supported and their welfare is considered. Every time that there is an issue with WCCIS performance, It is report to the WCCIS helpdesk.



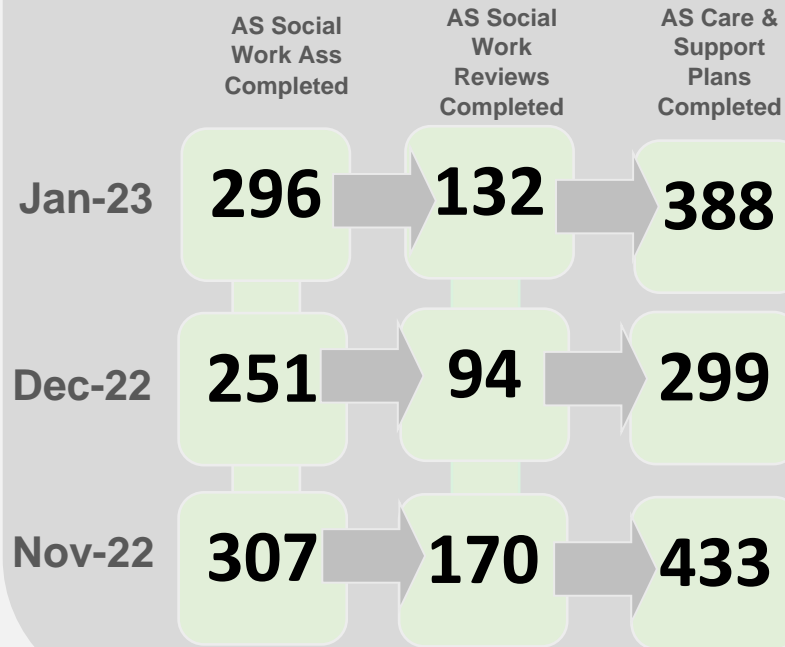
Assessments & Reviews

Reviews

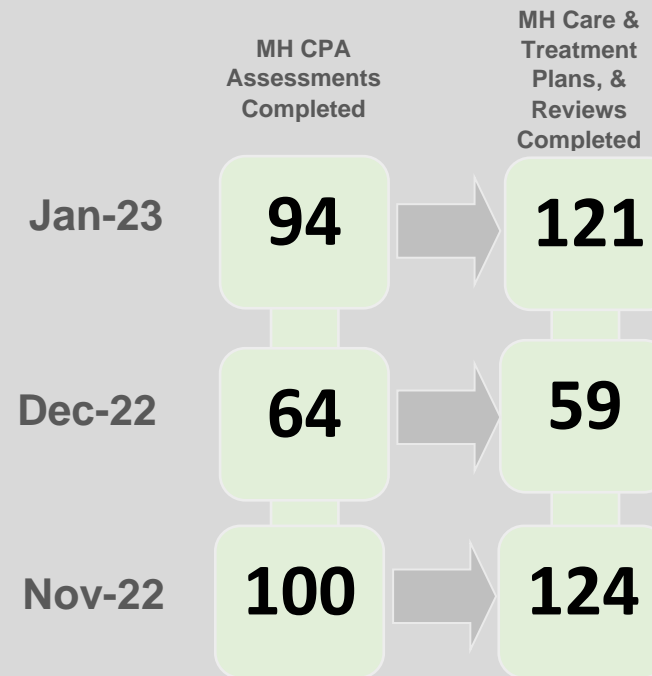
Information on completed reviews in timescales are part of the new Welsh Government Performance Framework and Corporate Reporting. The reports have been developed but require substantial validation, currently this data will only be available on an annual basis.

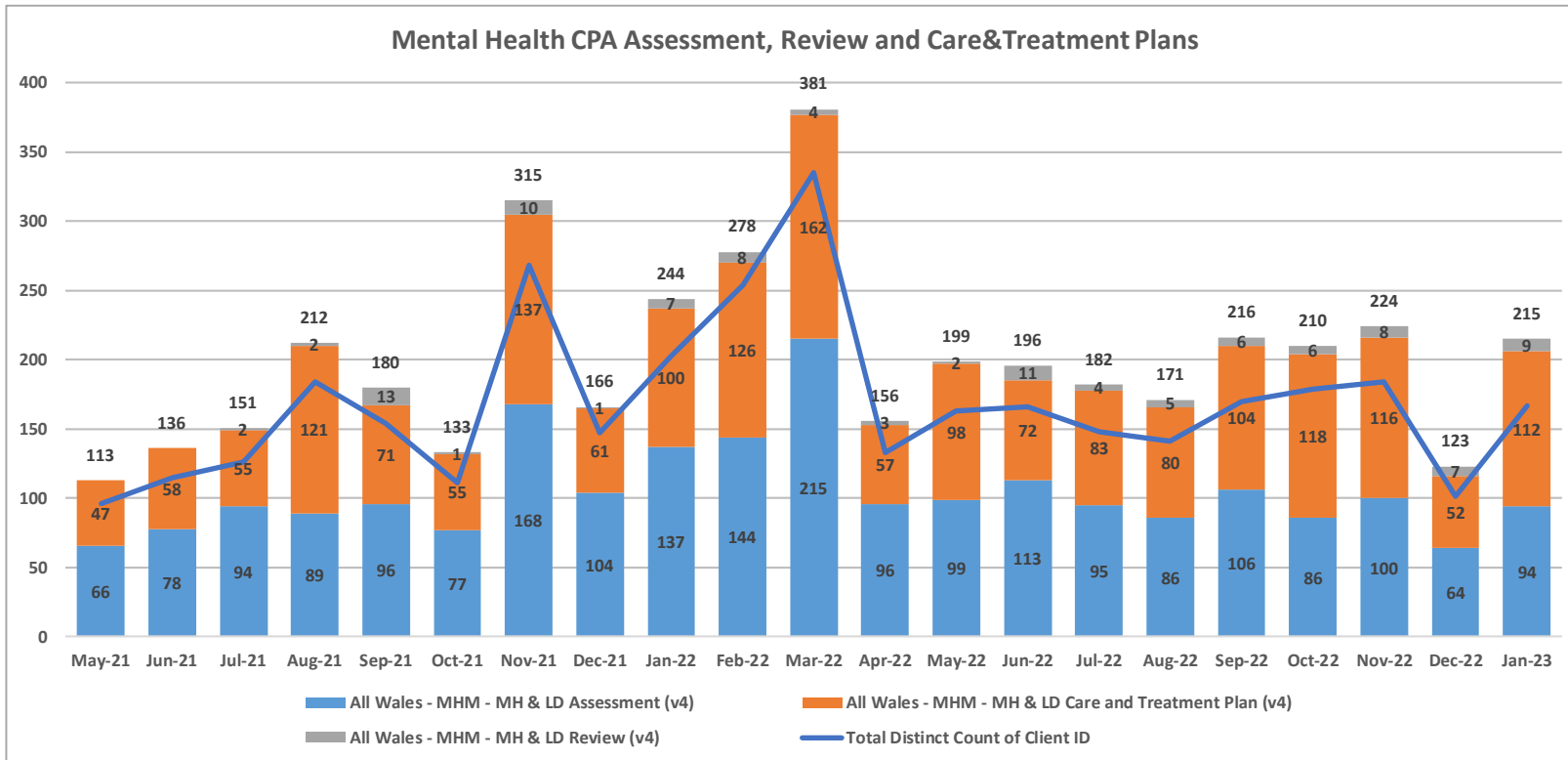
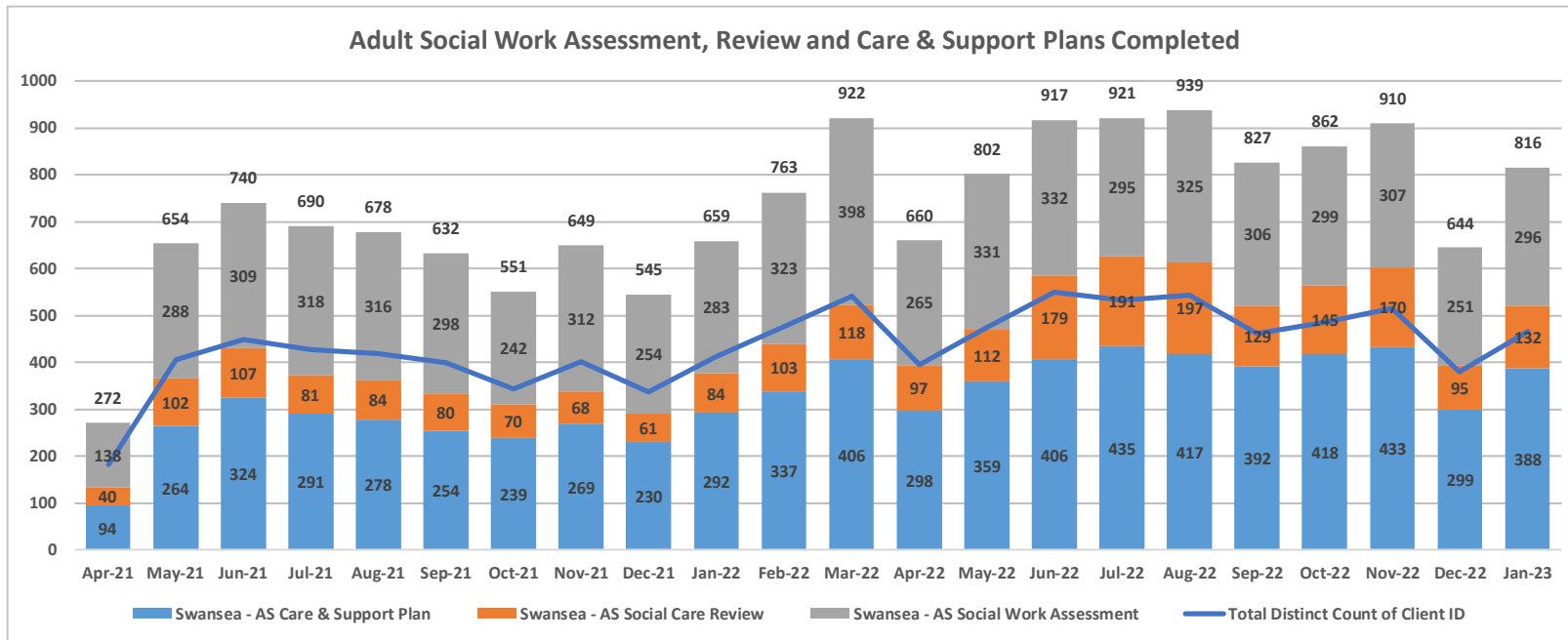
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Adult Social Work Assessments Completed



Mental Health CPA Assessments Completed by CMHTS & OPMH





Community Teams:

What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> Number of social work assessment, reviews and care&support plans have increased for this month which may be due to the reduce absence levels across teams 	<ul style="list-style-type: none"> Caseloads have increased due to complexity of identifying risks and SW presence in people lives is longer than estimated – this will impact on SW capacity and SW wellbeing 	<ul style="list-style-type: none"> Monitor caseloads with RAG tools Maintain supervision to provide wellbeing checks Review RAG monthly to identify timely case transitions to minimise SW dependencies

Mental Health and Learning Disability Services:

What is working well?	What are we worried about?	What we are going to do?
<p>The CHC application process is being improved as part of the Regional Dispute Policy working group.</p> <p>Workshops for practitioners are being developed to aid understanding of what is required in the process of assessment and evidence gathering.</p> <p>AMHP warranting Interviews have now been completed & all our existing AMHP's have been re-warranted. Two AMHP's from other service areas have begun to assist with the rota. In addition, we have three CMHT members of staff due to qualify as AMHP's in September.</p> <p>CLDT services constantly review CoP priorities and staff are applying for more applications to the Court of Protection.</p>	<p>Individual interpretation of the regional guidance is creating on-going confusion and delay in the system. The funding split arrangement as part of this agreement is under review by the RPB.</p> <p>Another concern is that many people, their family, and Deputies decline to engage in the CHC process for fear of losing their Direct Payments and Personal Assistants.</p> <p>Sickness levels in CMHT 1 & 2 have increased in the last month causing some difficulty in planning and managing these services.</p>	<p>Weekly meeting within the LD service is attempting to work through the CHC cases on the regional list. Consideration of a similar process for MH services is ongoing.</p> <p>We continue to engage with the NHS in Wales and Regionally to solve this issue. One recommendation from Welsh Government is the development of Independent User Trusts. As yet this has not been actioned in any Health Board in Wales</p> <p>Weekly meetings with managers understand capacity and demand allows us to plan the rota and manage the service.</p> <p>XYLA are focussing on completing CoP cases that have commenced.</p>



Carers and Carers Assessments

Updated Carers Information:

Carers Information is now successfully being extracted from WCCIS however it continues to be validated with a view to improve on accuracy and completeness of information. Work to be undertaken to ensure data is appropriately entered and completed on WCCIS.

157

carers identified in Jan 23

134 offered assessment (85%)

54 assessments/reviews undertaken

146

carers identified in Dec 22

132 offered assessment (90%)

55 assessments/reviews

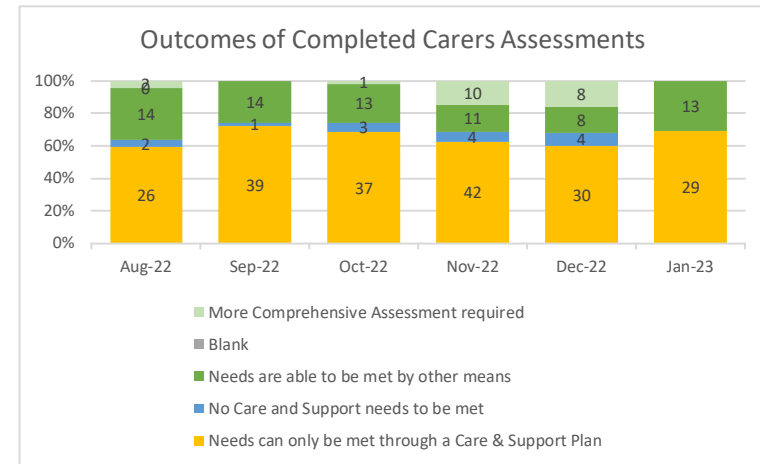
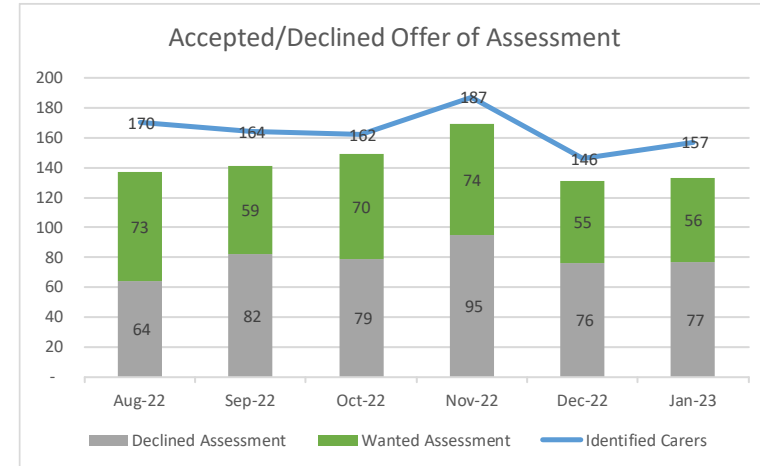
4 of the MH Carers identified who weren't offered an assessment were not in attendance at the assessment

187

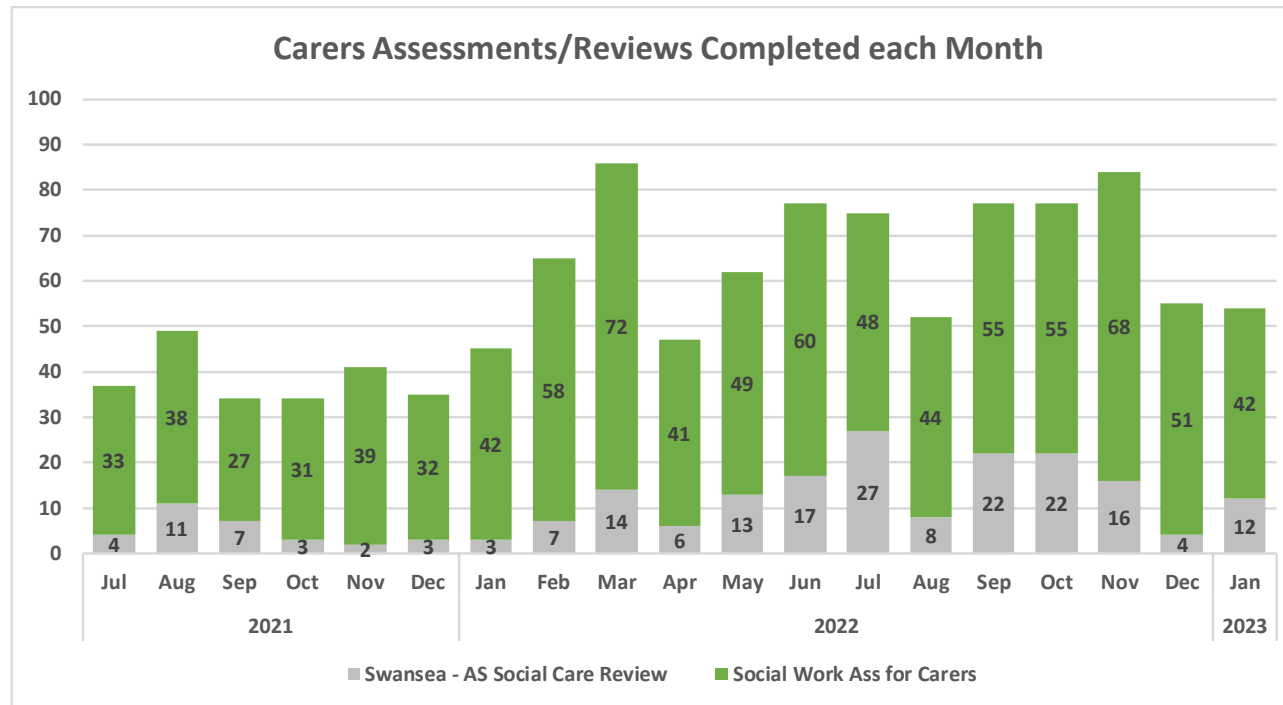
carers identified in Nov 22

169 offered assessment (90%)

84 assessments/reviews



Carers Assessments and Reviews completed



What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> • Increase in carers assessment • Ongoing Carers Awareness training for the across directorate workforce • Good Regional Partnership discussions to maximise joint working arrangements 	<ul style="list-style-type: none"> • Carers Assessment Project between Swansea Council and Swansea Carers Centre ends 28/02/23 – which will have an impact on assessments delays • Pockets of department not offering Carers Assessment at point of contact • Returning carers declining carers assessment • Traditional support services outweigh non-care & support solutions 	<ul style="list-style-type: none"> • Monitor volume of unpaid carer assessment requests • Consider contractual parameters to current partnership arrangements • Continue to promote care awareness • Consider Regional grant funded best practice to enhance non-C&S intervention



Residential Reablement

During November, December & January Residential Reablement services in Bonymaen had an overall percentage of 72% of people returning to their own homes, independently and with care packages.

17

Admissions (Jan 23)

15 from Hospital
2 from Community

15

People left residential reablement (Jan 23)

7 people left residential reablement in Jan 22

10

People went home

(1 with care, 9 with no care)

1 Hospital, 4 Residential



21

Admissions (Dec 22)

20 from Hospital
1 from Community

22

People left residential reablement (Dec 22)

11 people left residential reablement in Dec 21

16

People went home

(1 with care, 15 with no care)

5 Hospital, 1 Residential



23

Admissions (Nov 22)

23 from Hospital

17

People left residential reablement (Nov 22)

7 people left residential reablement in Nov 2021

13

People went home

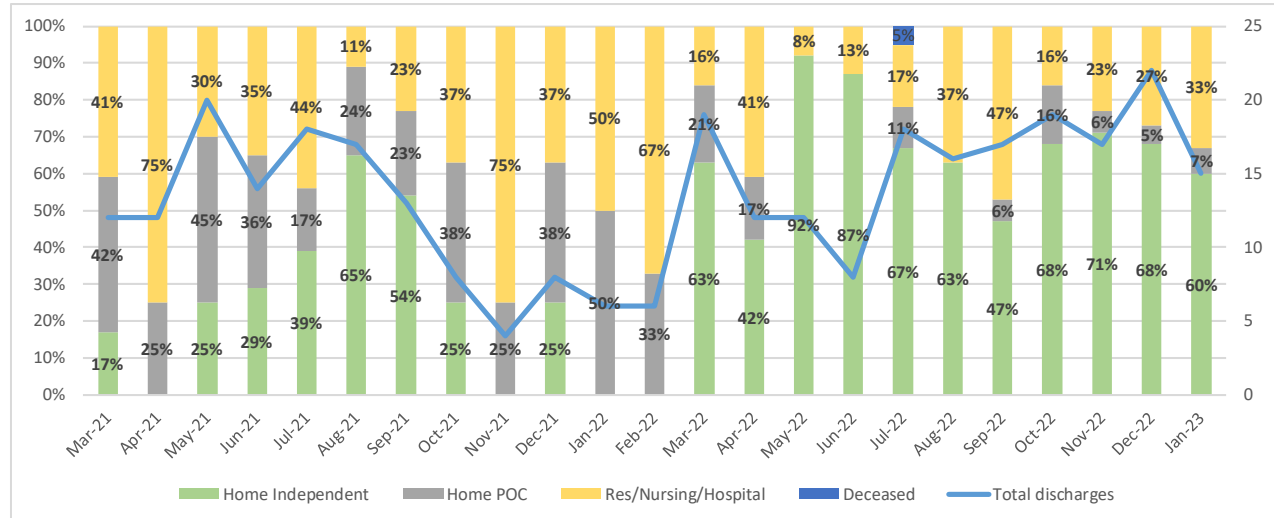
(1 with care, 12 with no care)

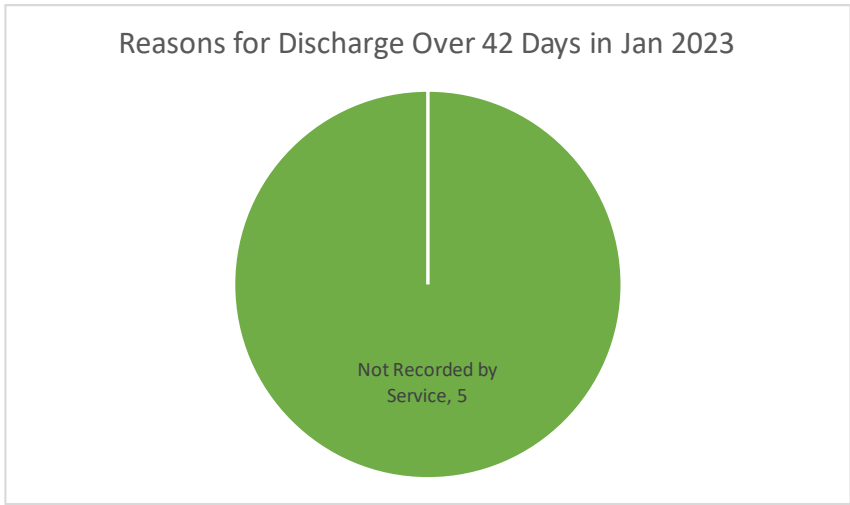
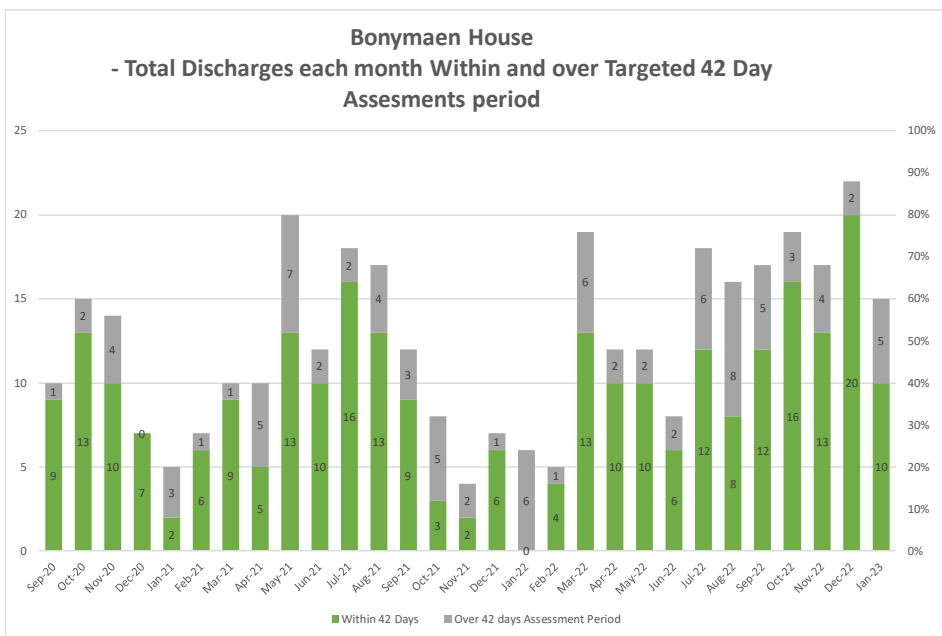
1 Hospital, 3 residential



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Percentages Leaving Residential Reablement & Outcomes

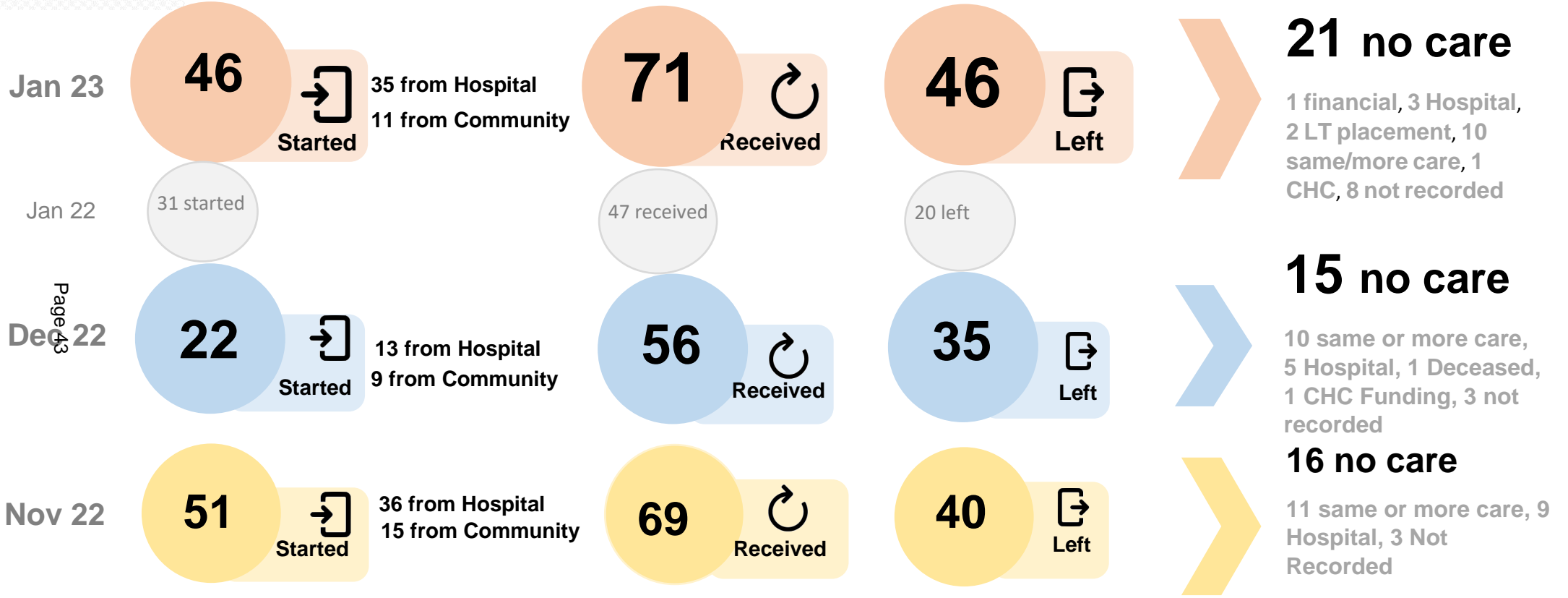




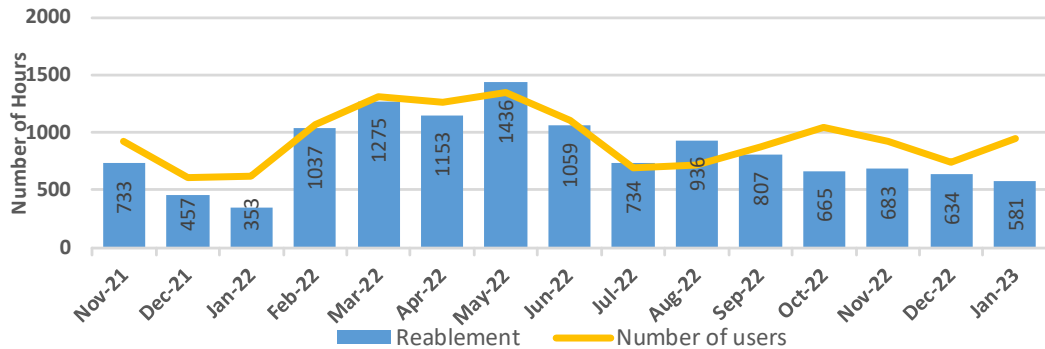
What is working well?	What are we worried about?	What we are going to do?
<p>Page 42</p> <p>Consistently high percentage of people returning home, particularly without a package of care.</p> <ul style="list-style-type: none"> Continue to meet requests within the agreed response time for the service. Integrated and community partnerships offer a range of support solutions. 	<ul style="list-style-type: none"> Drop in numbers. This is due to the increased acuity of people admitted. Some bordering nursing needs, having to return to hospital. This has impacted on both admissions and discharges. There are still a small number of people requiring readmission to hospital or long-term care. Increase of Covid. 	<ul style="list-style-type: none"> Scrutinise admissions from both hospital and community. Increasing staffing to provide 24 beds approved and to be implemented. Continue internal transfers to other homes to release beds from Bonymaen, where enabled and awaiting POC.



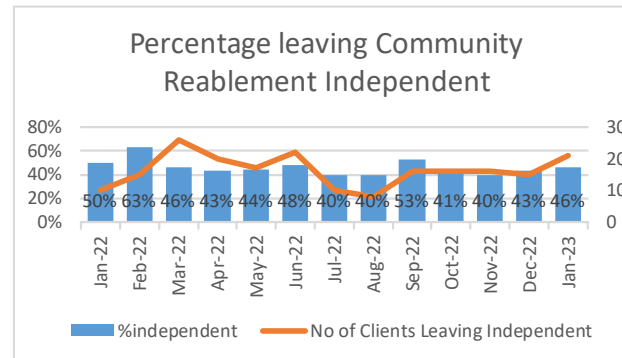
Community Reablement



Hours of Reablement Provided a Month



Percentage leaving Community Reablement Independent



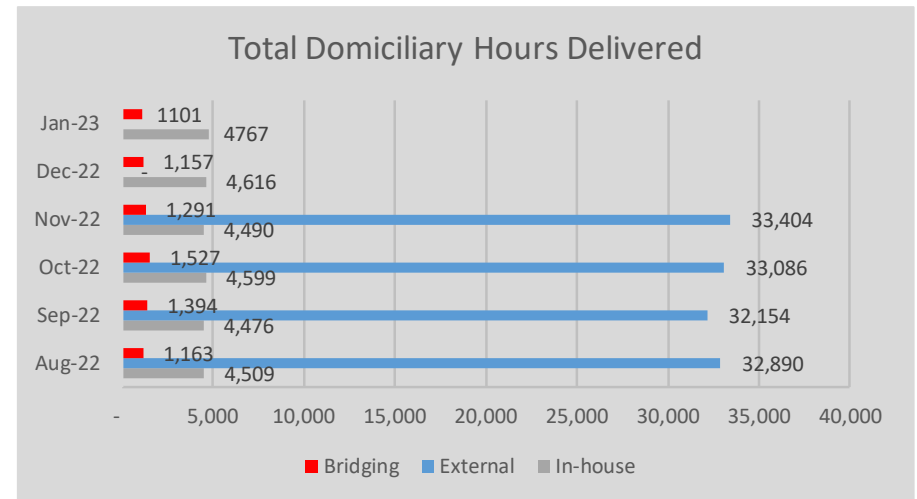
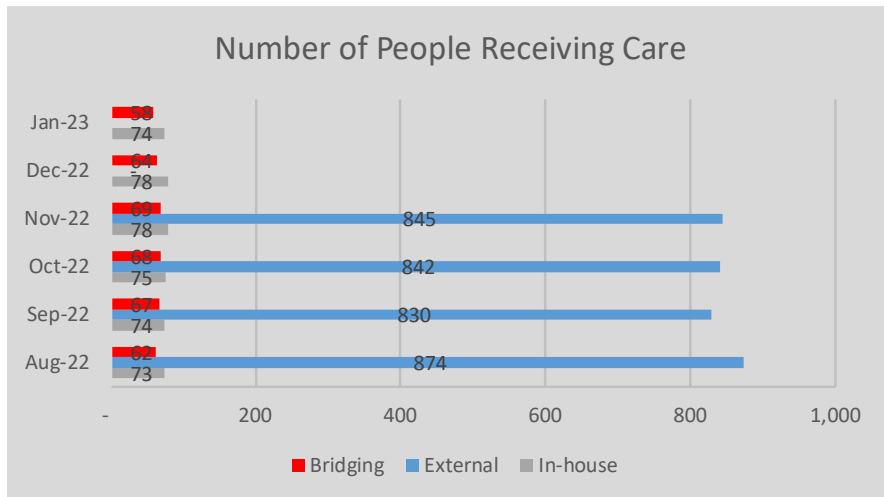
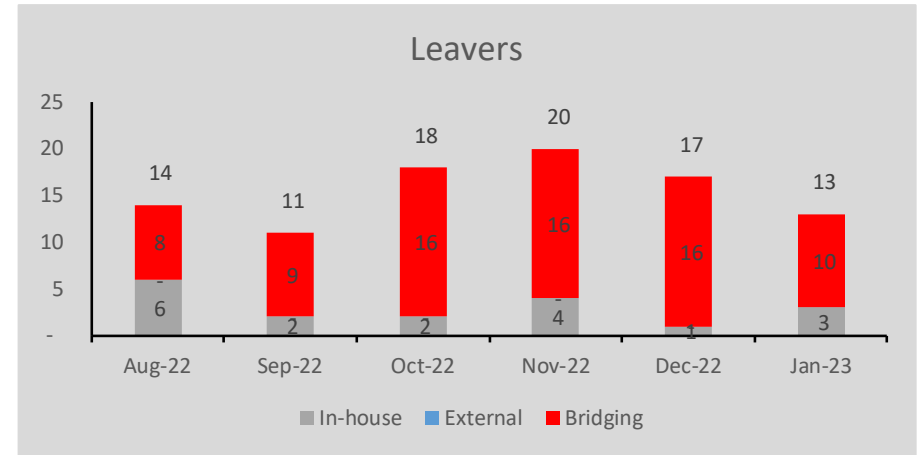
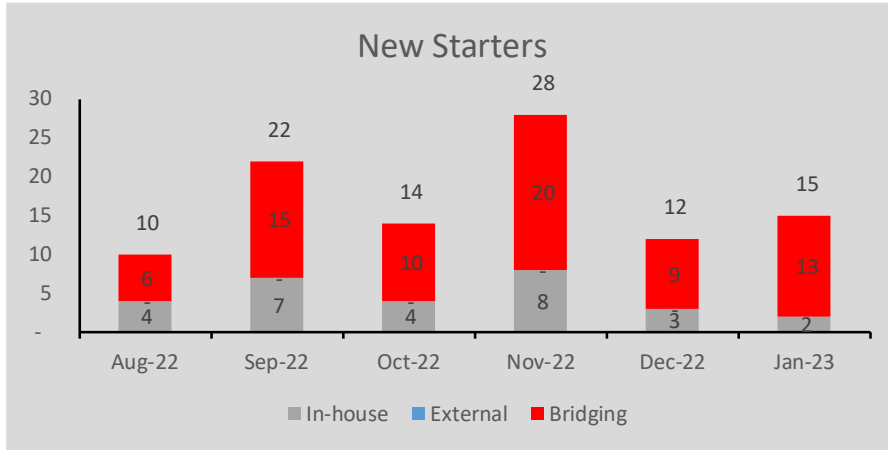
What is working well?	What are we worried about?	What we are going to do?
<p>Our staffing deficits have stabilised, we have 2 Cohorts of new recruits going through Induction totalling 11 staff, 7 allocated to the Long-Term Complex (LTC) Team, 1 to Reablement and 3 relief staff. The 7 staff allocated to the LTC team will reduce the need for Reablement CCA's to cross cover in LTC. Hence, increasing capacity. Cohort 3 starting 27th February 2023 with 2 members of staff 1 for Reablement and 1 Relief and Cohort 4 starting on 13th March 2023.</p> <p>North Reablement have increased from 1 member of staff out per night to 2 staff out per night. Enabling the team to take on double staffed night calls.</p> <p>We continue to meet daily to monitor and assess capacity across the service. Which is contributing to stronger working relationships between the Business Support team and Homecare.</p> <p>As at the 9th January 2023 we had 40 individuals waiting for care and support from our service. As of 20th February we have 27 individual's waiting for care and support.</p> <p>The appointment of a trainer in Homecare is proving beneficial to the team.</p>	<p>The lack of sufficient suitable applicants and continued delays in our recruitment pipeline means that we are not filling our vacancies as quickly as we would like. We have temporary and permanent 28-hour vacancies to fill which is instrumental in the rota rolling. Ongoing HR activity may result in an increase of vacant lines.</p> <p>The increase in referrals through CAP to support Rapid Referrals.</p> <p>The proportion of discharges that are with the same or more care following our intervention is still higher than we would like to see as a Reablement Service and points to an increase in the number of individual's that are being referred to us with longer term and more complex needs.</p> <p>The waiting time for staff to be seen by Occupational Health.</p> <p>Difficulties in accessing timely training in Manual Handling, Food Hygiene and First Aid for new recruits as part of their induction, leading to delays in being able to use their capacity in our rotas.</p>	<p>Working with colleagues in Employee Services, Business Support and Staff Development & Training to continue to provide a robust induction.</p> <p>We continue to work with our colleagues across the wider MDT to manage down demand (right sizing packages of care whilst individuals are waiting for an external domiciliary care provider via Brokerage; attendance at the domiciliary care consideration panel).</p> <p>Continue to transfer bridging packages of care to our Long Term Complex service, where their capacity allows.</p> <p>Continue to work on our staffing deficits (through better management of absence and ongoing recruitment activity).</p>



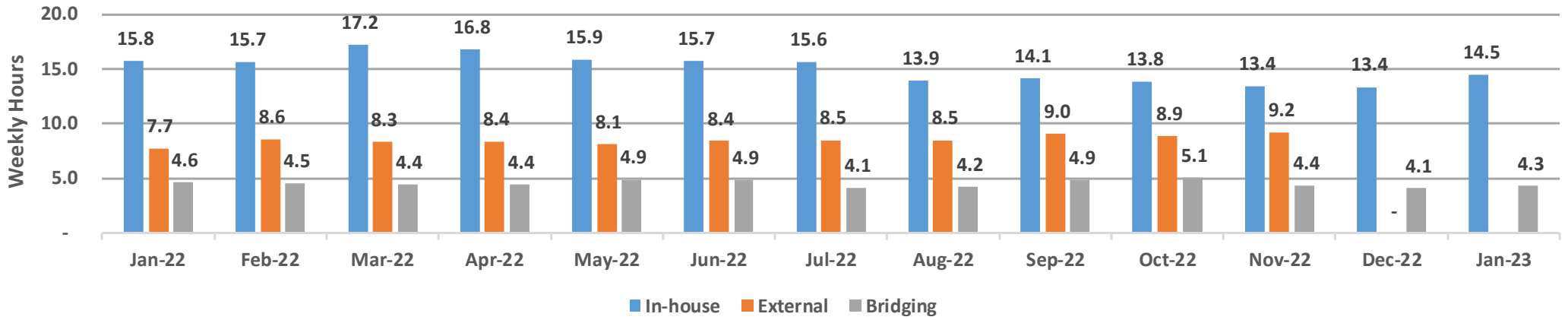
Long Term Domiciliary Care

Due to when the service receive Call Monitoring logs and invoices from external providers, we are always a month behind in reporting for externally commissioned care. In addition, our dom care hours and number of people receiving care are based on actuals from invoices. This can lead to delays in achieving accurate results as some providers are 8 weeks behind in their invoicing

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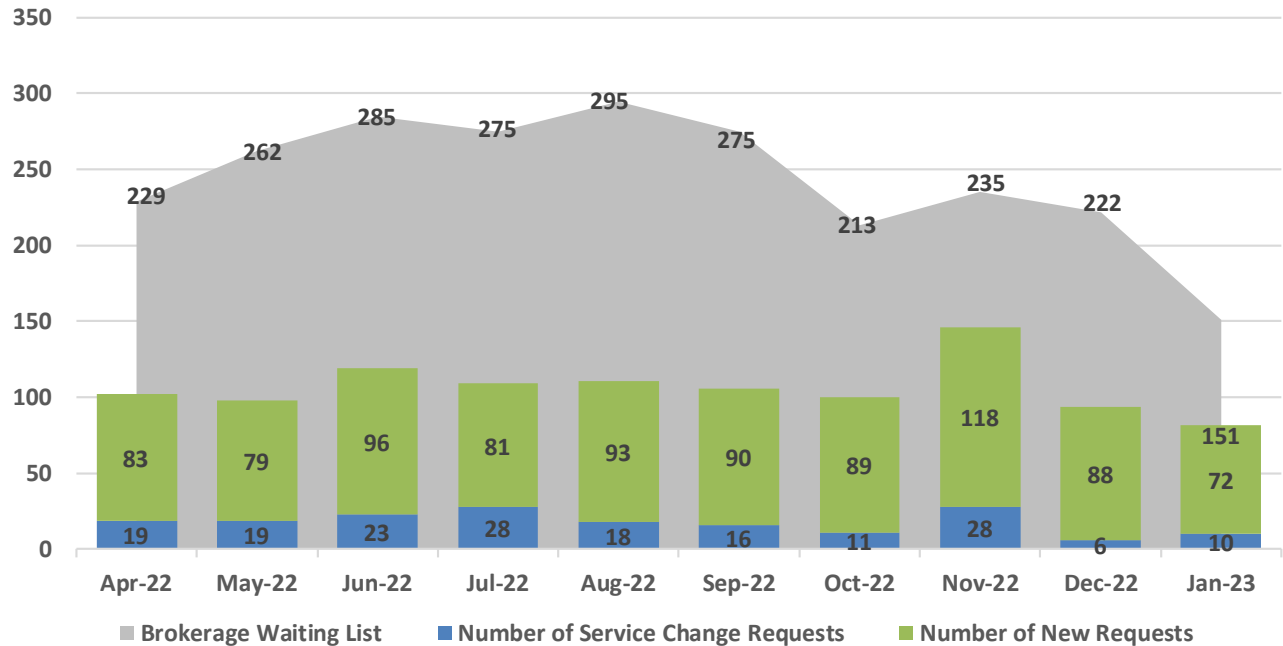
Average Weekly Hours Per Service User per Month



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Brokerage Reports are on the development list for the WCCIS team.

Brokerage Referrals



External Domiciliary Care:

What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> • Block contract in hard to reach areas resulting in no waiting list for care on Gower. • Implementation of second block (low volume) contract to optimise capacity and stabilise workforce. • Continued stability of services • Effective and timely allocation of care leading to reduced brokerage numbers meaning fewer people waiting for care. • Completion of work to review costs leading to more favourable rates which address RLW requirements and inflationary pressures for 23/24 • Collaborative work with Providers to review costs and revise fee structures • Implementation of interim subsidy to reflect unforeseen inflationary cost pressures • Completion of work to review costs leading to more favourable fee rates which address RLW requirements and inflationary pressures for 23/24 	<ul style="list-style-type: none"> • Ongoing operational cost pressures • Ongoing workforce recruitment and retention pressures. • Potential for further handbacks caused by staff leaving the care sector • Timely access to dom care services for people awaiting hospital discharge 	<ul style="list-style-type: none"> • Continue to Review service and commissioning models to achieve more sustainable and stable services • Apply uplifts for 23/24 to meet RLW obligations and ongoing inflationary pressures. • Propose maintenance of fuel subsidies for 23/24 to help with increased fuel costs • Explore free parking permits to enable dom carers to park free of charge at council locations. • Continue to attempt to develop ways to increase social care workforce

Internal Long Term Care:

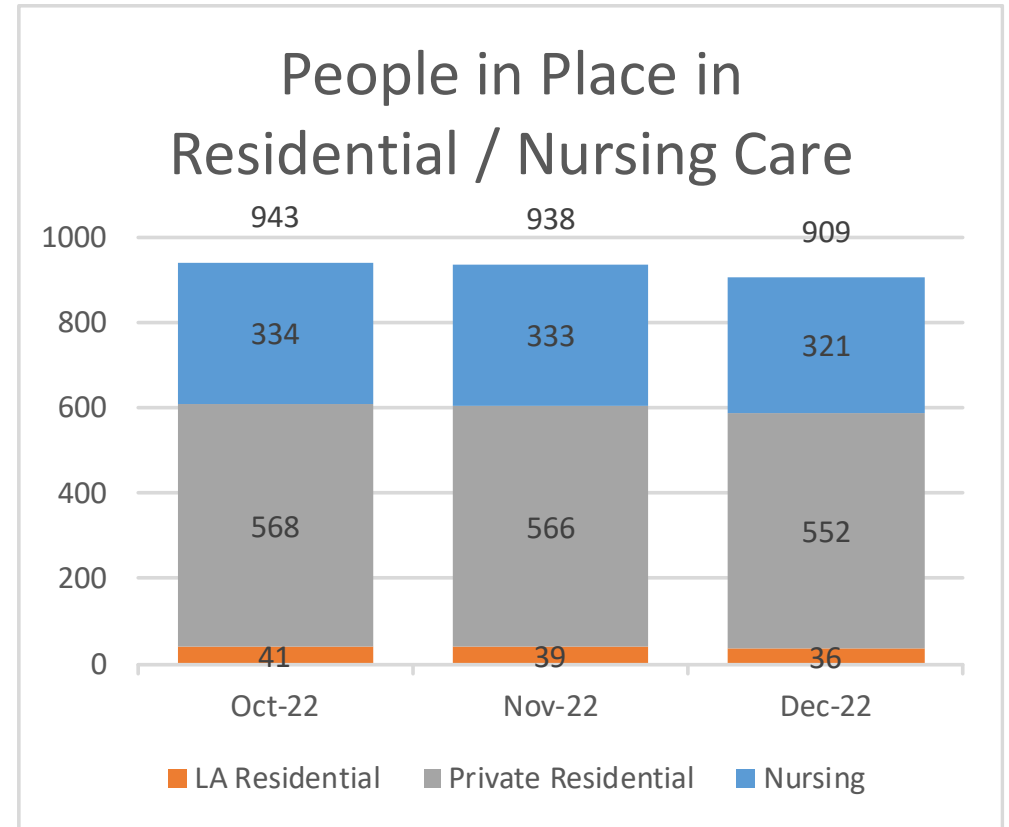
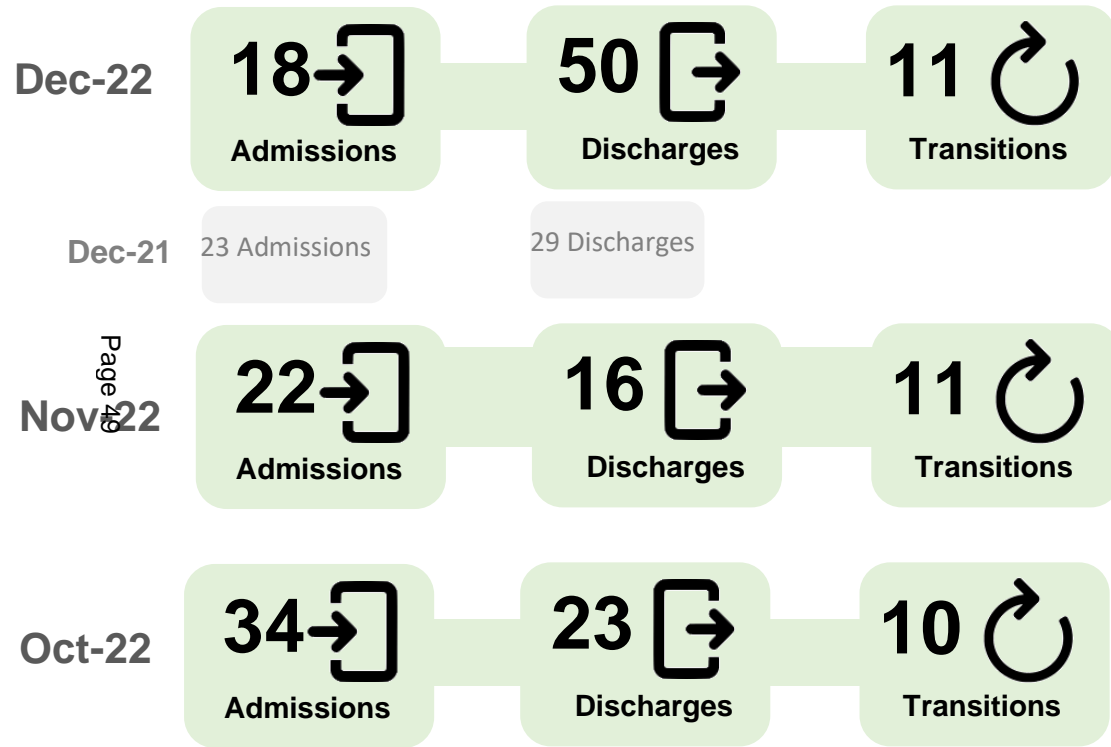
What is working well?	What are we worried about?	What we are going to do?
<p>As above in Reablement section.</p> <p>The pilot management re-structure is helping support Senior Community Care Assistants to concentrate on Individuals and managing caseloads.</p>	<p>The pilot management re-structure has identified managing 30 Community Care Assistants is not viable.</p> <p>The number of clients/staff on an individual SCCA's caseload. Some teams have 30 staff and 1 SCCA cannot line manage this number of staff and maintain regulatory compliance alone.</p> <p>To review the Pilot Management Structure again, and in light of ongoing feedback from key stakeholders.</p>	<p>Review the pilot management re-structure. Considering building in a HR function to manage training, management of absence and annual leave.</p> <p>Continue to identify capacity in LTC to support the Rapid Referrals for care and support before using Reablement capacity.</p> <p>Concentrate on undertaking timely regulatory compliance reviews.</p>



Residential/Nursing Care - Permanent

We have worked with the finance teams and fully revised our methods to ensure accurate information. Alternative methods of gathering this data are being investigated to see if we can get faster accurate data. WCCIS is being developed to fully meet requirements for internal & external residential care and reports have been developed. We are in the process of ratifying data.

Previous months information is updated as systems are updated.



What is working well?	What are we worried about?	What we are going to do?
<p>External Provision</p> <ul style="list-style-type: none"> Collaborative work with Providers to review costs and revise fee structures Implementation of interim subsidy to reflect unforeseen inflationary cost pressures 	<p>External Provision</p> <ul style="list-style-type: none"> Ongoing workforce recruitment and retention pressures Ongoing inflationary pressures Reduced contract monitoring and 	<p>External Provision</p> <ul style="list-style-type: none"> Resume light touch contract monitoring arrangements Propose increased rates to address RLW and rising costs

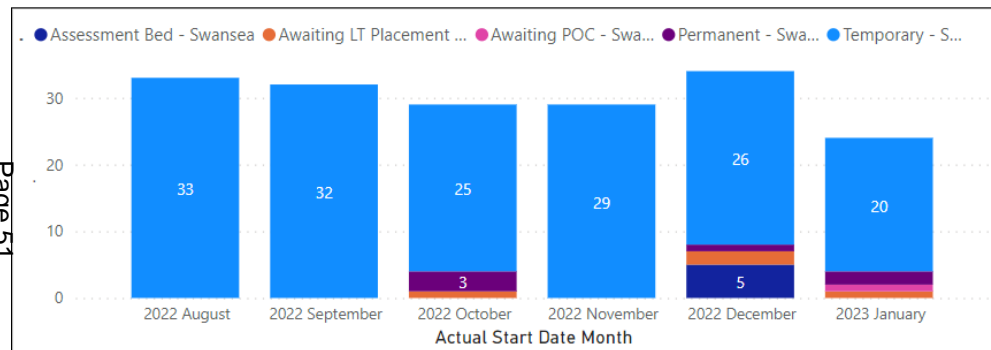
<ul style="list-style-type: none"> • Completion of work to review costs leading to more favourable fee rates which address RLW requirements and inflationary pressures for 23/24 	<ul style="list-style-type: none"> • understanding of service quality. • Use of care home capacity to address community / hospital discharge pressures 	<ul style="list-style-type: none"> • Review commissioning arrangements to ensure effective step /step down services which address hospital and community pressures.
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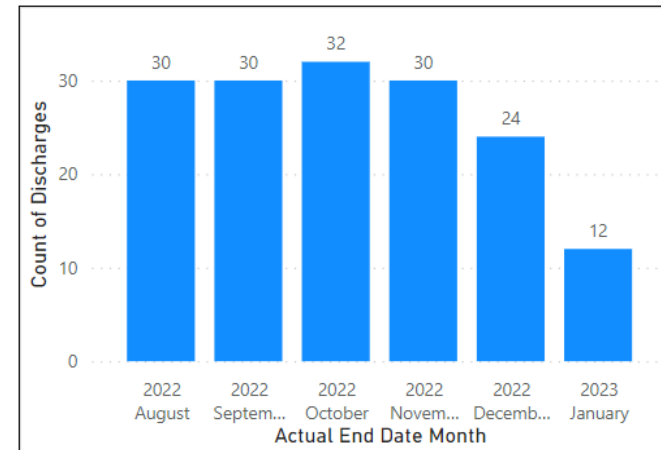
Older People Internal Residential Care – Permanent & Temporary

WCCIS is now being used to record and collect data on Internal Residential Care. All data continues to be validated.

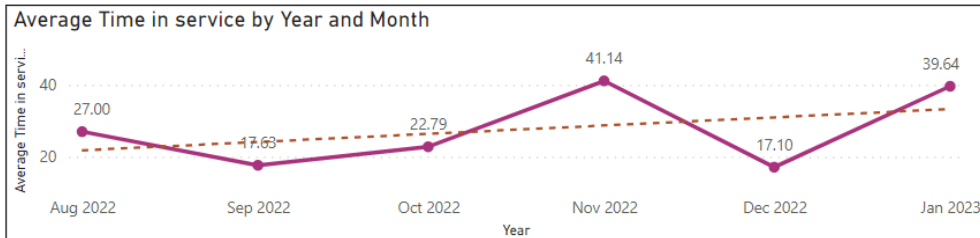
Admissions:



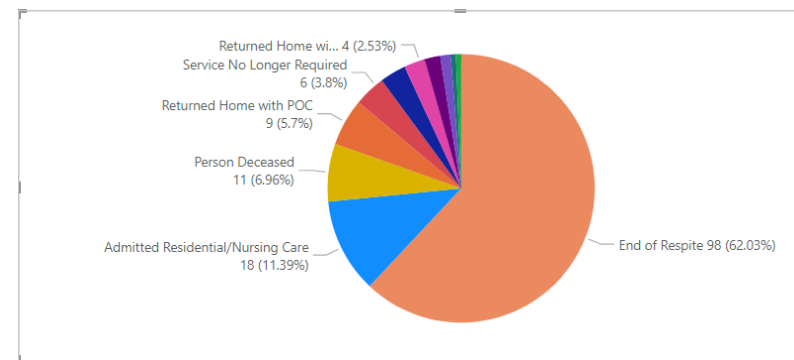
Discharges:



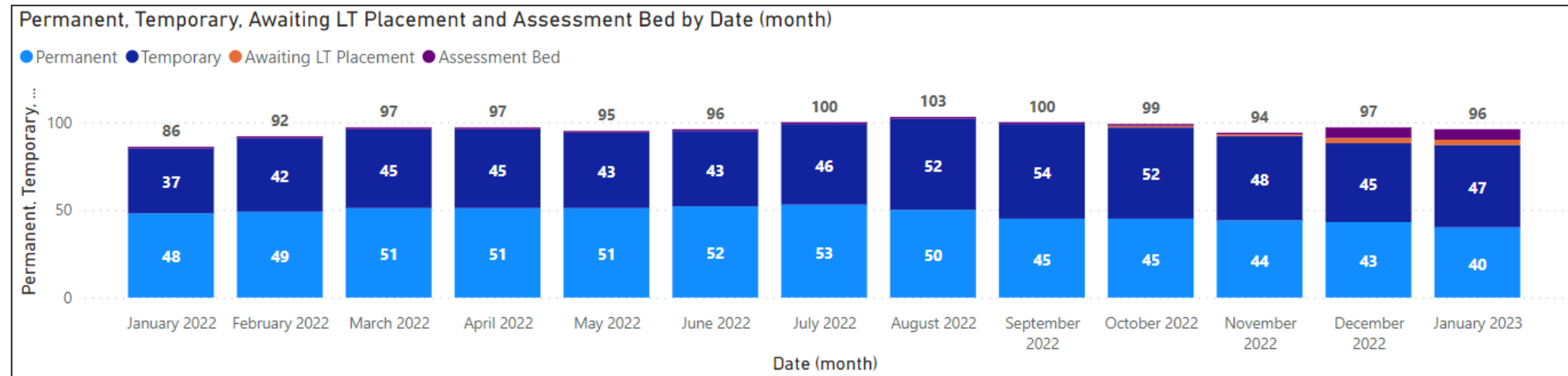
Average time in Service for Temp Placements only over Period July-Dec 22



Discharge Destinations over Period July-Dec 22



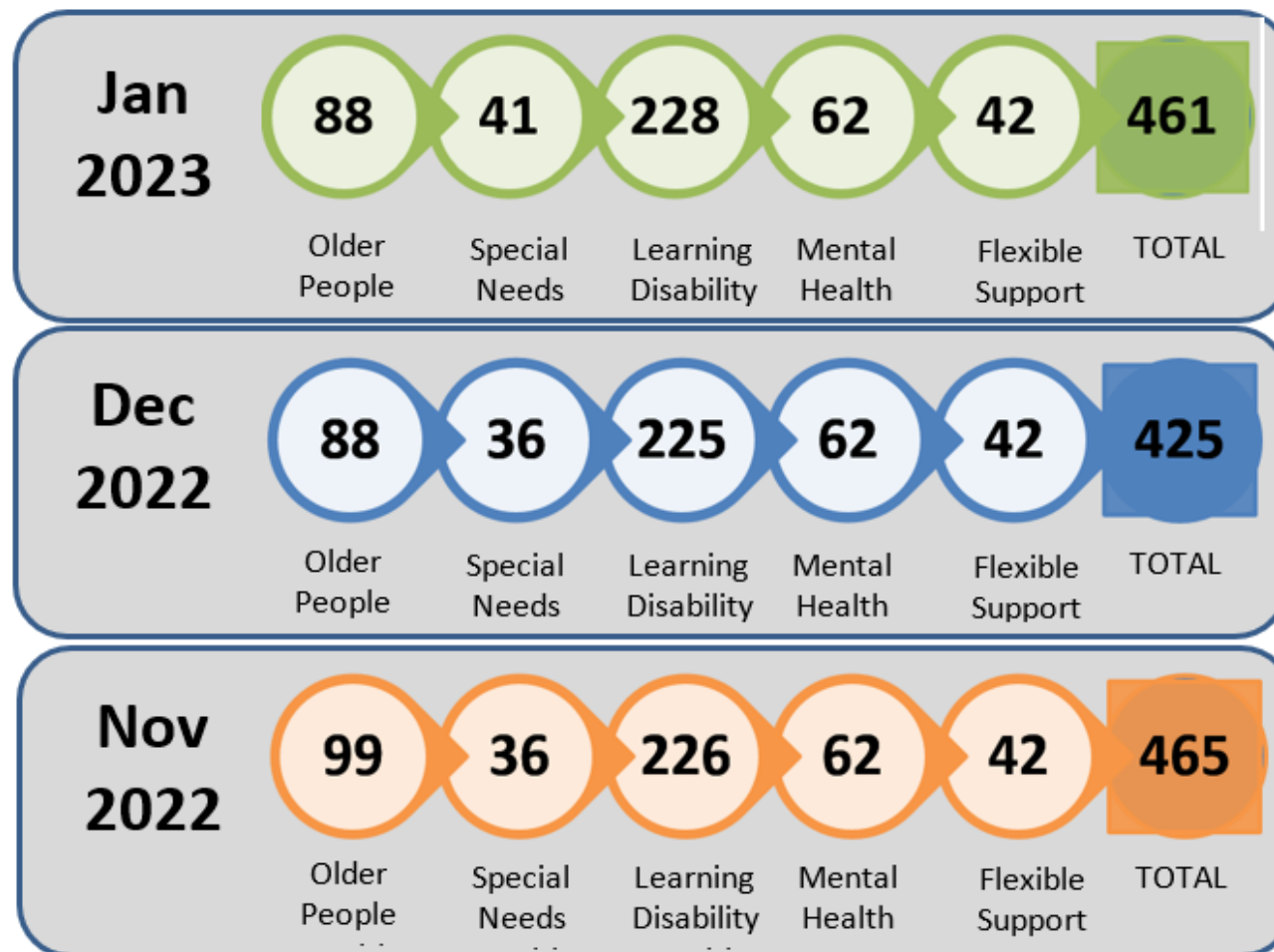
Clients in Place During Each Month:

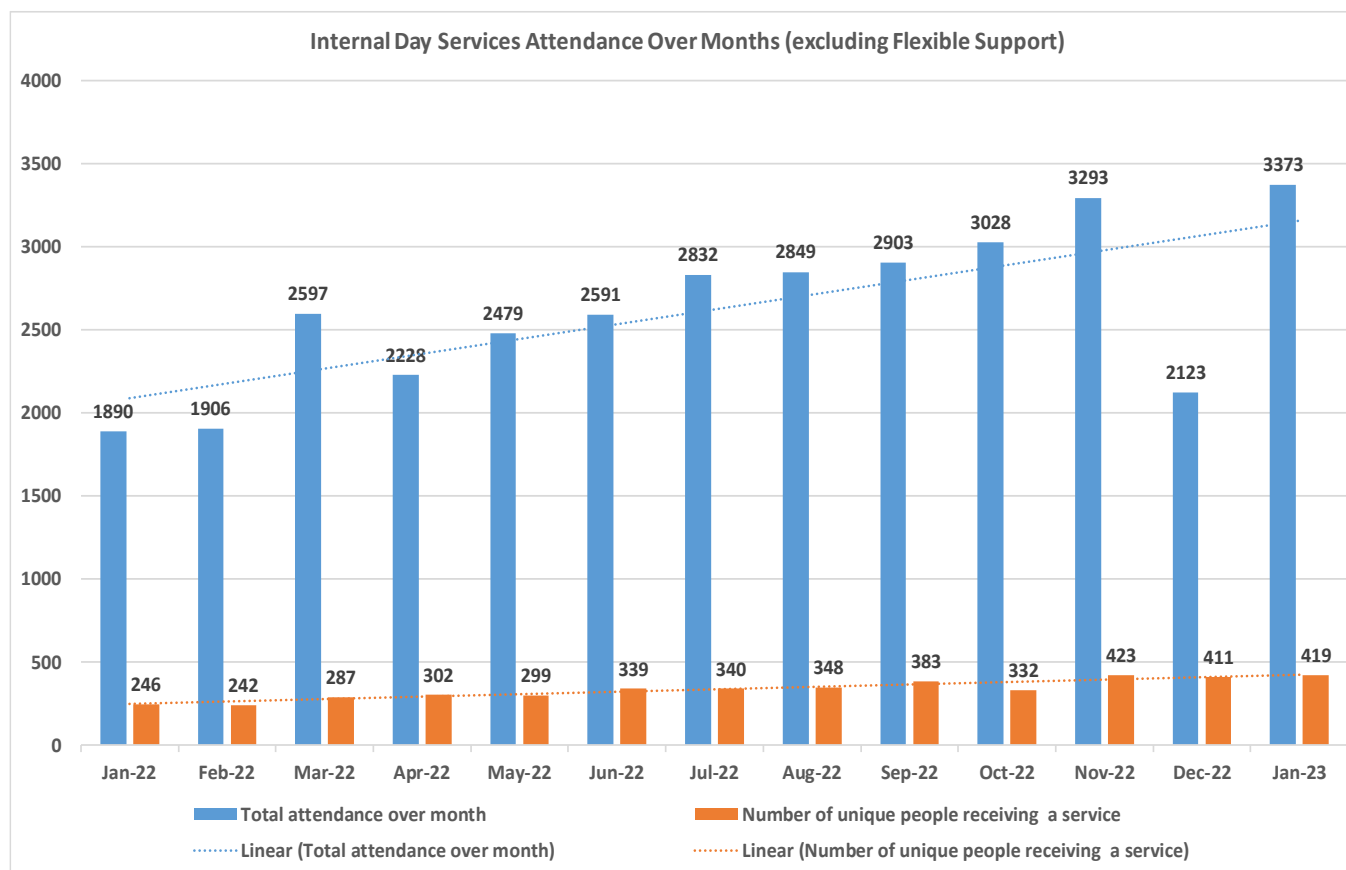


What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> Step up step down (SUSD) offer and systems in place Planned respite and long term allocation in place for better planning 	<ul style="list-style-type: none"> Still some delays in return home due to POC supply Increase in Covid Both impact on providing placements 	<ul style="list-style-type: none"> SUSD process being refined and aligned to Hospital and Home First team. Comms due to be sent out (Feb).

Internal Day Services for Older People, Special Needs and Learning Disabilities

The data below is extracted from Abacus plus a manual record of Health users and a number of other recording systems. This is the number of unique people who have attended a day service, together with the number of places used each month. Updates on attendance are made by the service and therefore there can be some delays in achieving accurate fully up to date data. Internal Day Services Service Provisions are soon to officially 'go live' on onto WCCIS. This will provide a streamlined approach to gathering data on unique service users and admissions and discharges. Work has also commenced on External Day Services Provision.



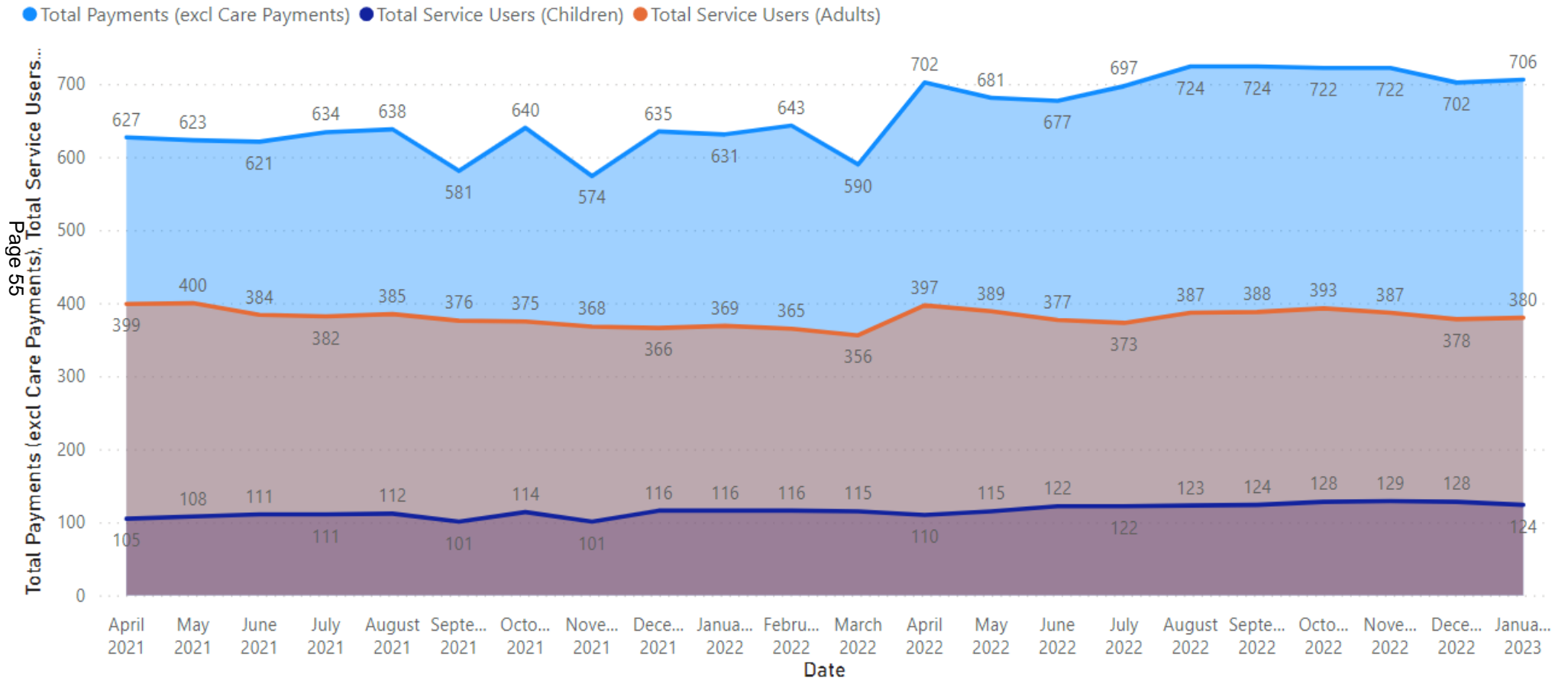


What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> Continued increase in individuals attending Increase in attendance Fortnightly monitoring of return to day service, number of days Use of resources - Abergelli day service (for people with LD who are older) expanded to older people – working very well. 	<ul style="list-style-type: none"> Increasing capacity within current staffing levels and increase in complexity 	<ul style="list-style-type: none"> Continue to review staffing structures against support needs. Continue to review needs of service users and support required. Continue to explore alternative support/proportionate support (e.g. people living in supported living to be supported at home, access services sessionally supported by Supported Living staff).

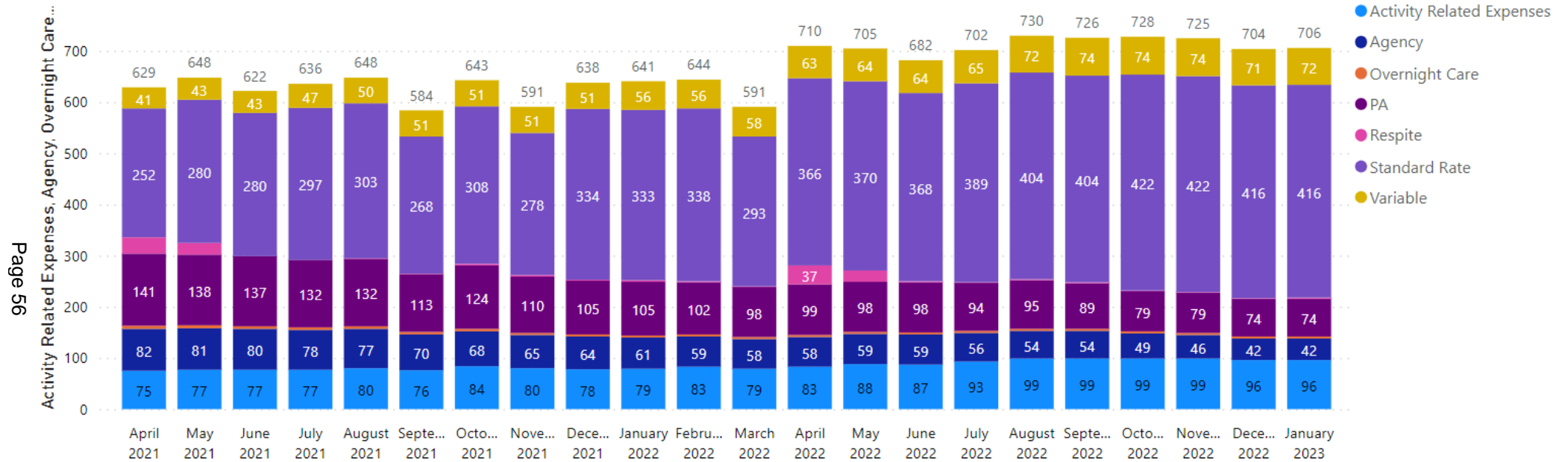
Direct Payments

Number of Payments each Month Plus number of Unique Service Users

Total Payments (excl Care Payments) and Number of Service Users by Month

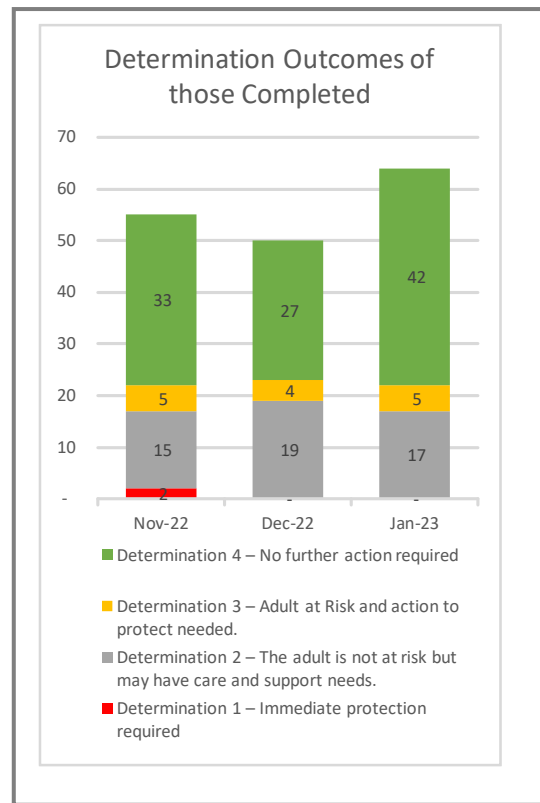
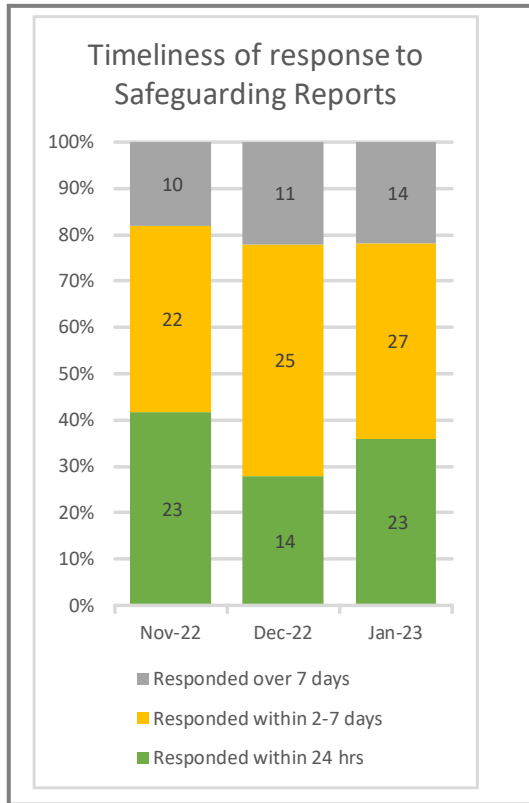


Number of Payments each Month based on Type of Payment



What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> • Stabilisation of services from new Managed Account service Provider (Compass) • Successful recruitment of PAs which has significantly increased additional no of PAs available to provide care and support. • Creation of 2 work placements within team to bolster capacity • Creation of Project Board to ensure compatible practices and shared strategic vision across children’s and adults’ services. • Combined DP and Dom care FACS panels to create process efficiencies and improved access to services. 	<ul style="list-style-type: none"> • Transfer of contract (and data) for Payroll and Managed Account Services is creating additional costs (to manage / correct former Provider’s payroll errors) • Opportunities to use DPs to create alternatives to traditional services are not optimised. • DPs for carers are underused. • Systems and processes to ensure payments are recovered if not used require review. • Resources and processes are impeding capacity to match PAs with people waiting to receive care. 	<ul style="list-style-type: none"> • Risk management plan in place to address transfer of contract / data related problems • Legal advice regarding recovery of additional costs (legal action pending). • Review systems and processes and identify improvements where possible. • Improve Performance management (of internal staff , systems and processes) • Expand use of DPs to support the development of micro enterprises. • Review process for ensuring allocated DP funds are used or recovered. • Benchmarking systems, processes and team structures with other LAs to identify improvements

Safeguarding Response



Reports /Actions

64 Reports received in Jan 23

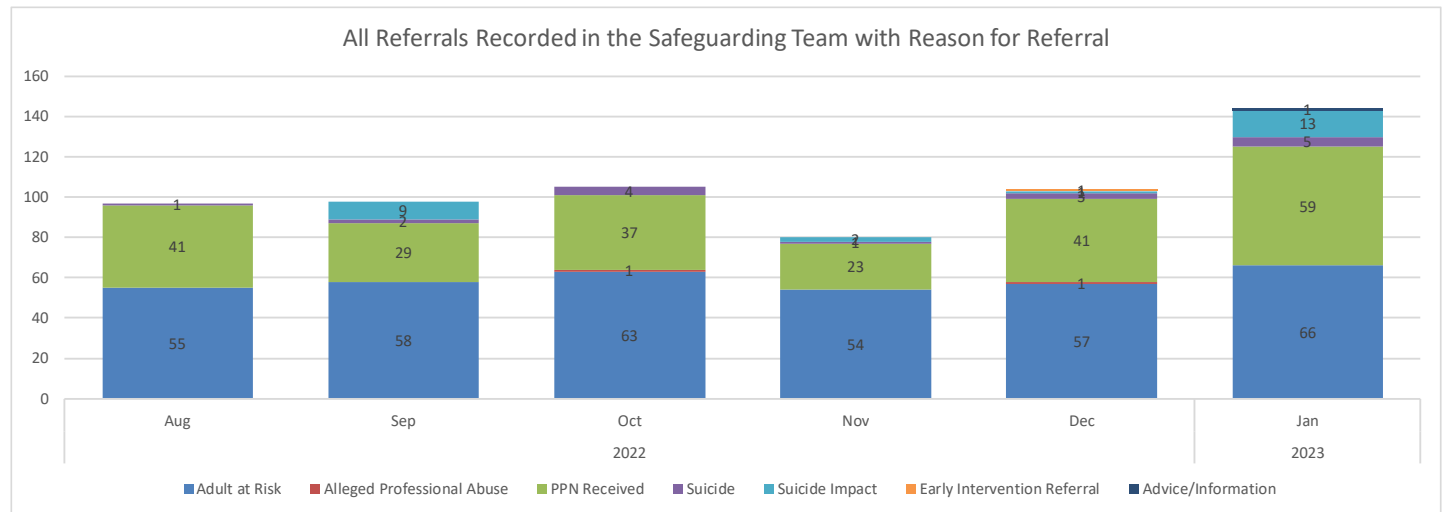
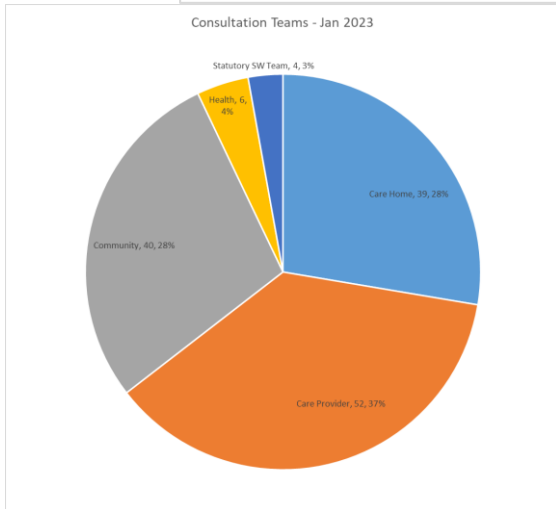
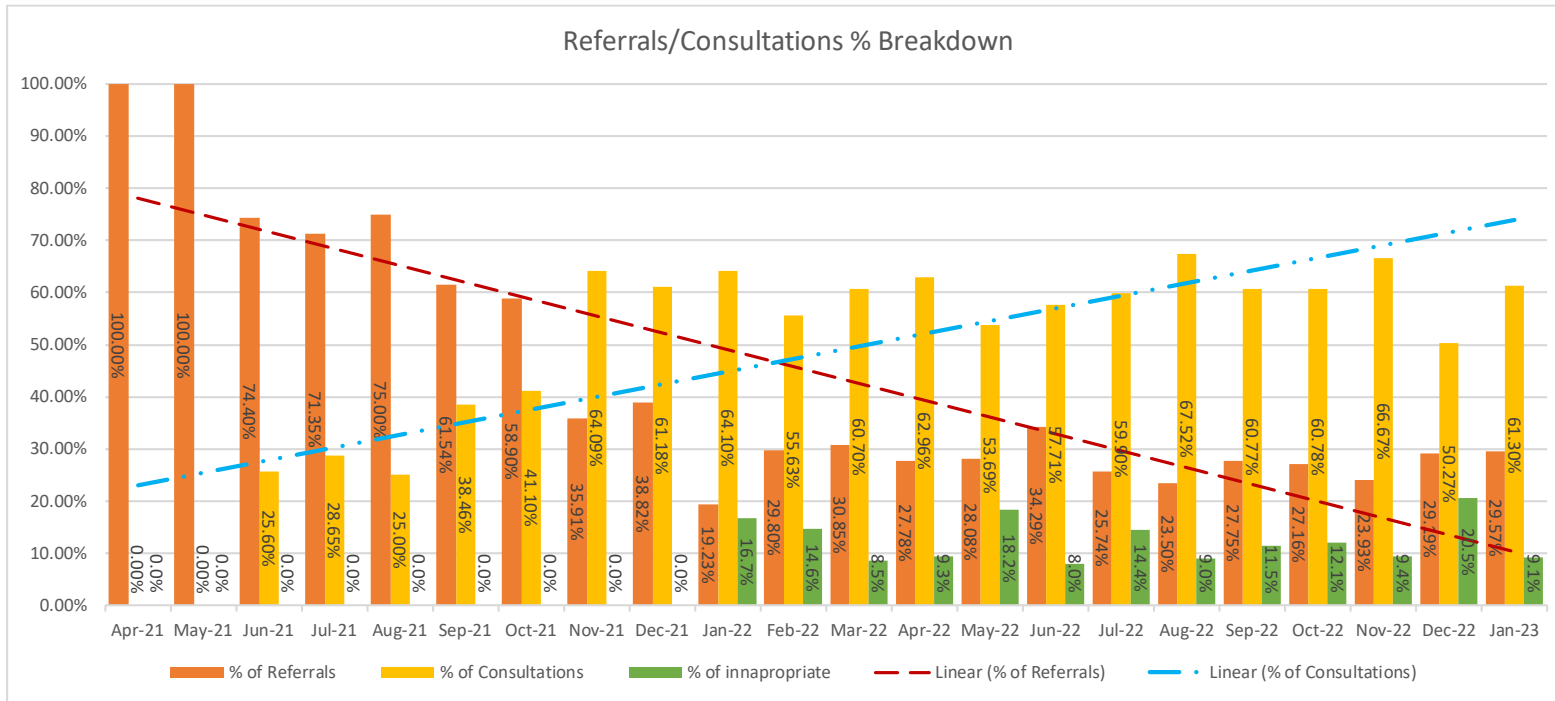
64 Determinations completed
83% responded to within 7 days
141 Consultations held,
21 inappropriate

30 Reports were received in Jan 22,
 30 Determinations completed

38 Determinations completed
89.5% responded to within 7 days
91 Consultations held,
38 inappropriate

49 Determinations completed
86% responded to within 7 days
156 Consultations held,
22 inappropriate

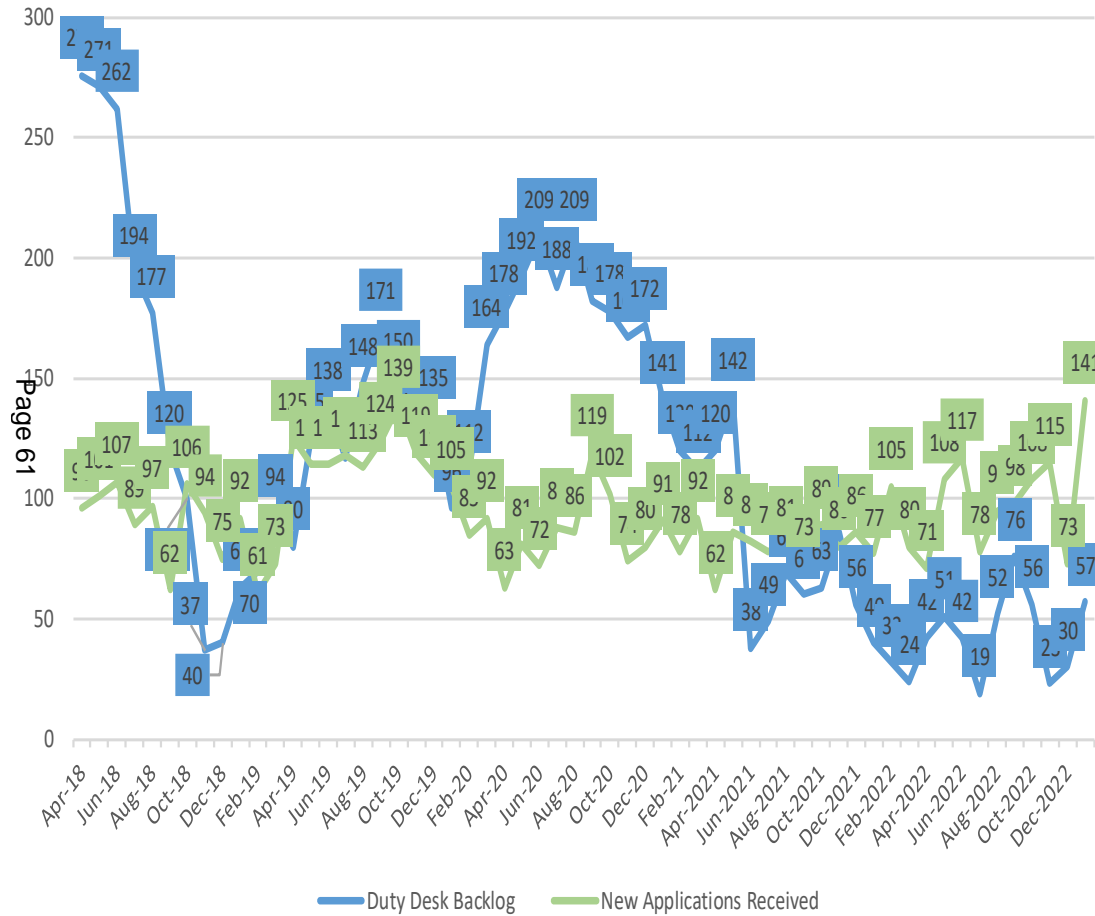
Safeguarding are now recording Inappropriate Referrals as Casenotes on WCCIS, therefore they are no longer counted/included in the Referrals total. Consequently, Referral numbers will be less than previous reporting and Consultations & Inappropriate Casenotes will be higher.



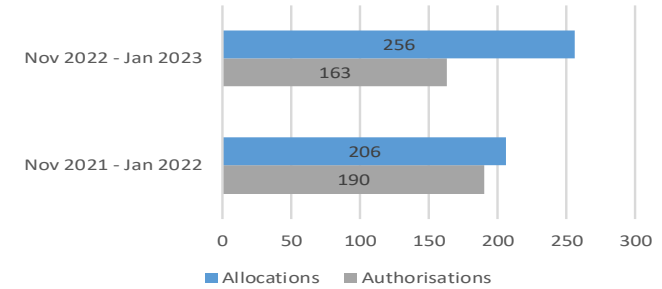
What is working well?	What are we worried about?	What we are going to do?
<p>Page 60</p> <ul style="list-style-type: none"> • The Safeguarding Team are enjoying the benefits of having 3 Student Social Workers in the Team. This encourages their own growth and development and also provides an additional resource to the Team. • The team continue to access counselling support every 6 weeks to help prevent vicarious trauma. • 141 consultations, evidences the good work the Team are involved in, ensuring colleagues are given expert advice on the day. The work that the Safeguarding Team have been involved with, alongside partner agencies is being recognised and promoted in the NHS Conference in March. • The continue to develop good working relationships with partner agencies; visiting team meetings and broadening knowledge base on services to refer on to. • The Team routinely attend multi-agency meetings and ensuring a joined up approach to safeguarding issues relating to domestic abuse and other areas where risk is predominant. 	<ul style="list-style-type: none"> • Increased numbers of suicides, there appears to be a national trend of increased suicide. • Despite the resilience within the team it would be beneficial to have specialist support available immediately, when traumatic situations are dealt with. 	<ul style="list-style-type: none"> • Consideration to be given to more specific trauma counselling, in order to prevent vicarious trauma occurring within the Team. • Continue to promote Team resilience and engage and encourage the team to recognise the importance of their emotional well-being. • Continue to meet with partner agencies and maintain good working relationships, in order to best access the right support at the right time.

Timeliness of Deprivation of Liberty Assessments

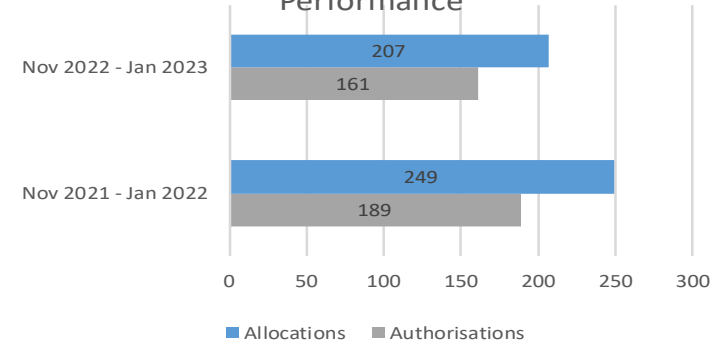
DoLS Backlog and New Referrals



Quarterly Best Interest Assessor Performance



Quarterly Signatory Body Performance



What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> Plans for a rota for business support staff to ensure better allocation of work being made. Good morale in team and no sickness in social work side of team. Moving forward with working closer with the LHB and NPT in relation to DoLS/DoL and LPS work. Work on improving quality of assessments started with permanent staff and well received by staff. 	<ul style="list-style-type: none"> Still waiting 2 LPS roles and no further information from Welsh Government about regulations and Code of Practice. Increase in DoLS applications from care homes so increase in backlog waiting to be authorised. Still getting new s21a applications from paid RPR's. Still full-time senior vacant post in Team. 2 staff in Business Support on sick leave so backlogs remain in processing Form 5's. 	<ul style="list-style-type: none"> Advertise LPS jobs as soon as agreed. Increase use of independent BIA's again to help manage increasing backlog. Make contact with paid RPR staff to remind them of agreement to discuss any s21a challenges with DoLS team and care manager before application is made to court. Continue to use agency senior on a part-time basis to help with Form 5 work.

Integrated Impact Assessment Screening Form

Please ensure that you refer to the Screening Form Guidance while completing this form.

Which service area and directorate are you from?

Service Area: Tackling Poverty Service

Directorate: Adult Social Services

Q1 (a) What are you screening for relevance?

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Board, which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services
- Other

(b) Please name and fully describe initiative here:

This is an IIA Screening for the latest Adult Services Performance Report for Adult Services for the Adult Services Scrutiny Panel. The report outlines the key performance areas of Adult Services provision outlining how we're meeting our statutory obligations and requirements of relevant legislation and procedures we are required to follow e.g. Wales Safeguarding procedures.

The Adult Services Scrutiny Panel is being asked to consider the report and give its views / make recommendations to the relevant Cabinet Member.

There is no impact for the report itself. Recommendations made by the committee to inform future activity may require further investigation through the full IIA process which would be actioned at the appropriate time.

Q2 What is the potential impact on the following: the impacts below could be positive (+) or negative (-)

	High Impact		Medium Impact		Low Impact		Needs further Investigation	No Impact
	+	-	+	-	+	-		
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Older people (50+)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Integrated Impact Assessment Screening Form

Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Rights	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches? Please provide details below – either of your activities or your reasons for not undertaking involvement

Co-productive approaches with residents, service users and partners continue to shape our strategic delivery across Adult Services. All Social Work assessments and care and support plans are co-produced with service users, applying a strength based approach. Specific workstreams are being co-produced including a revision of the (Unpaid) Carers Assessment.

Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:

- a) Overall does the initiative support our Corporate Plan’s Well-being Objectives when considered together?
 Yes No

- b) Does the initiative consider maximising contribution to each of the seven national well-being goals?
 Yes No

- c) Does the initiative apply each of the five ways of working?
 Yes No

- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?
 Yes No

Q5 What is the potential risk of the initiative? (Consider the following impacts – equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)

High risk

Medium risk

Low risk

Q6 Will this initiative have an impact (however minor) on any other Council service?

- Yes No If yes, please provide details below

Integrated Impact Assessment Screening Form

The performance of Adult Services does impact on other areas of the Council including Revenues and Benefits in relation to social care charging and Housing in relation to people maintaining their tenancies.

Q7 Will this initiative result in any changes needed to the external or internal website?

Yes

No

If yes, please provide details below

Q8 What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the screening and any other key decisions affecting similar groups/ service users made by the organisation?

(You may need to discuss this with your Service Head or Cabinet Member to consider more widely if this proposal will affect certain groups/ communities more adversely because of other decisions the organisation is making. For example, financial impact/poverty, withdrawal of multiple services and whether this is disadvantaging the same groups, e.g., disabled people, older people, single parents (who are mainly women), etc.)

There is no impact for the report itself.

Recommendations made by the committee to inform future activity may require further investigation through the IIA process which would be actioned at the appropriate time.

We recognise that the delivery of Adult Services impacts people and communities at different times and often when they are most vulnerable, and the scrutiny of the performance is a key aspect of ensuring maximum impact and quality of the services where they are needed.

Outcome of Screening

Q9 Please describe the outcome of your screening using the headings below:

- **Summary of impacts identified and mitigation needed (Q2)**
- **Summary of involvement (Q3)**
- **WFG considerations (Q4)**
- **Any risks identified (Q5)**
- **Cumulative impact (Q7)**

This is an IIA Screening for the Report on the latest Adult Services Performance report.

The Adult Services Scrutiny Panel is being asked to consider the report and give its views / make recommendations to the Cabinet Member for Care Services.

(NB: This summary paragraph should be used in the 'Integrated Assessment Implications' section of corporate report)

Full IIA to be completed

Do not complete IIA – please ensure you have provided the relevant information above to support this outcome

Integrated Impact Assessment Screening Form

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email.

Screening completed by:
Name: Amy Hawkins
Job title: Head of Adult Services and Tackling Poverty
Date: 13/03/23
Approval by Head of Service:
Name: Amy Hawkins
Position: Head of Adult Services and Tackling Poverty
Date: 13/03/23

Please return the completed form to accesstoservices@swansea.gov.uk

Agenda Item 8



Report of the Cabinet Member for Community

Adult Services Scrutiny Performance Panel – 21 March 2023

LOCAL AREA COORDINATION UPDATE

Purpose	To present an update on Local Area Coordination and the impacts of this approach during 2022.
Content	<p>The Local Area Coordination in Swansea Impact Report 2022 provides an overview of the approach being applied in Swansea, evidence of the positive outcomes achieved and information about the wider implications of this approach.</p> <p>A verbal overview of the report and update on current position will be provided to the Panel.</p>
Councillors are being asked to	Consider the report give its views / make recommendations to the Cabinet Member.
Lead Councillor(s)	Cllr Hayley Gwilliam, Cabinet Member for Community
Lead Officer(s)	Amy Hawkins, Head of Adult Services & Tackling Poverty
Report Author	Lee Cambule, Tackling Poverty Service Manager 07342 062141 Lee.Cambule@swansea.gov.uk



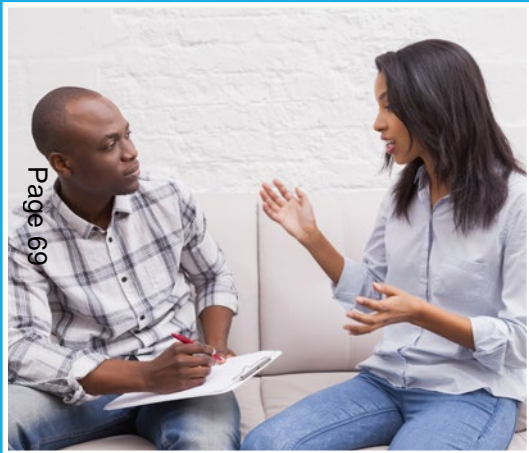
Local Area Coordination in Swansea

Impact Report 2022

**Supporting people to stay
strong through friends,
family and community**

local area
coordination[®]
Swansea





Introduction

Local Area Coordination is about people and the communities in which they live. It's about understanding, celebrating and nurturing the strengths, aspirations, valued contribution, choices and rights of all people in our communities and the power, connections and possibilities of the communities in which they live.

In 2022 we celebrated the first complete year of a full team and of full county coverage, meaning that for the first time every community in Swansea had access to a Local Area Coordinator.

Our coproduced recruitment process, in which local people take part in choosing their Local Area Coordinator has been very successful, resulting in a team of 23 highly experienced, creative and motivated colleagues.

This report goes some way to illustrating the huge impact this team has had during 2022 in the lives of the 1830 people in Swansea to whom they were introduced, many of whom were facing significant challenges. The team made more informal contact with nearly 5000 more residents*. The alongside role of the local Area Coordinator has enabled increases in confidence, resilience, connection and contribution and has delayed - and in some cases removed - the need for formal services in these people's lives.

Through this strength based role the team have contributed to the corporate well-being objective of "Tackling poverty so that every person in Swansea can achieve their potential".

The following pages set out some of the highlights of the year:

**Contact through face to face, phone conversations and attendance at groups or community meetings.*

What Is Local Area Coordination?

Local Area Coordination (LAC) recognises the power of taking time to get to know people, families and the wonderful connections, resources and opportunities within local communities and is a key component in the successful delivery of the Social Services and Well-Being Act, and the Ageing Well Plan.

The Local Area Coordination Vision is that:

“All people live in welcoming communities that provide friendship, mutual support, equity and opportunities for everyone”.

This powerful vision is the ambition for an international movement to develop a long term, evidence-based, capacity-building approach for working alongside people of all ages and backgrounds in our communities.

We work towards this vision through the Local Area Coordination Charter:

“Develop partnerships with individuals and families as they build and pursue their goals and dreams for a good life and with local communities to strengthen their capacity to include all people including those at risk of exclusion, as valued citizens”.

The Purpose of LAC:

“Local Area Coordinators work to increase the capacity and resilience of individuals, families, communities and service systems and to decrease the demand for and reliance on formal services and funding, wherever possible.”



Alongside People

Examples of Positive Outcomes Achieved Through Following the Principles of Local Area Coordination.

Local Area Coordinators walk alongside people, whilst they identify and work towards their own version of a good life.



1830 people introduced to a Local Area Coordinator in 2022.

Georgia misses the sea air. She also misses walking and chatting with other people. She has been increasingly isolated due to Covid, her failing eye sight and other health concerns. But, together with Seren, her Local Area Coordinator, she **builds her confidence** to the point of joining a walking group in her community. And once again, she is **active, connected and enjoying** her life. [Click here](#) for the full story.

Eric is 83 years old and struggles with multi health conditions on a daily basis. When introduced to Dom, the Local Area Coordinator, his health was limiting his ability to stay independent and this was causing Eric some distress. Dom was able to **connect him up with a number of individuals in his community** who were able to offer practical support in the short term, until Eric felt stronger again. As things started to get better for Eric, Dom ensured he had access to the right aide so that he could start to regain his independence again. Eric now enjoys a much fuller life, is enjoying his hobbies, and is able to look after himself again. [Click here](#) for the full story.

Marvin is a young man who has experienced lots of difficult times in his life. After moving to a new town he started to feel lonely, not knowing anyone and spent much of his time on his own. Following the death of his foster mother Marvin's situation quickly got worse. He felt the only support and person he could trust had now gone. Marvin was introduced to Anne, the Local Area Coordinator at a time when he was experiencing frequent low moods and felt totally isolated. While Anne walked alongside him, Marvin was able to start to make some changes. Anne introduced him to the Roots Foundation who support care leavers and Marvin was able to start thinking about the future again. Roots offered him support with his finances and a safe place he could start to **connect with others**. [Click here](#) for the full story.

Dan, the Local Area Coordinator, was initially introduced to **Mervyn's** wife Carys, who was living with dementia. It became evident that Carys had a great team of professionals around her offering her support. However, Mervyn was increasingly struggling as Carys' full time carer. With so many people involved in Carys' care, and the focus being on his wife, Mervyn had felt forgotten and a 'ghost in his own home'. Dan was able to walk alongside Mervyn, helped him **access information that was important for him to better understand** the things that were happening, and **gave him choice and control again**. Dan was also able to help coordinate the many professionals entering his home and supported **Mervyn to have his own voice heard**. [Click here](#) for the full story.

Alongside People

Quotes from people who have had a Local Area Coordinator alongside them

Each Local Area Coordinator is walking alongside around 50 people at any one time

“I feel a whole lot better with someone on my side... I’m side-lined and **sometimes feel like a ghost in my own home. You have come in and changed that, Dan, and I will be forever grateful.**”

“If you had not been around Bri (to help me through my crisis) **I would have done something stupid!!**”

“I couldn’t have even made it to court today without you giving me the strength and confidence to attend. **You believed in me and now I need to believe in myself.**”

“I’ve been thinking how long I’ve struggled for, it’s been years and thanks to your help **I can actually feel things changing for the better.** I was scared of not being able to change the things I could not deal with on my own. But having you to talk to has been so helpful to me and you have never judged me. I’m still scared of quite a few things but I have hope now I’ll get there.”

“I’ve never met anyone who’s so easy to talk to and understand **completely what I’m saying.**”

“Thanks for all your support Cerri. You’ve really helped mum to **integrate back into the community** to improve her quality of life.”

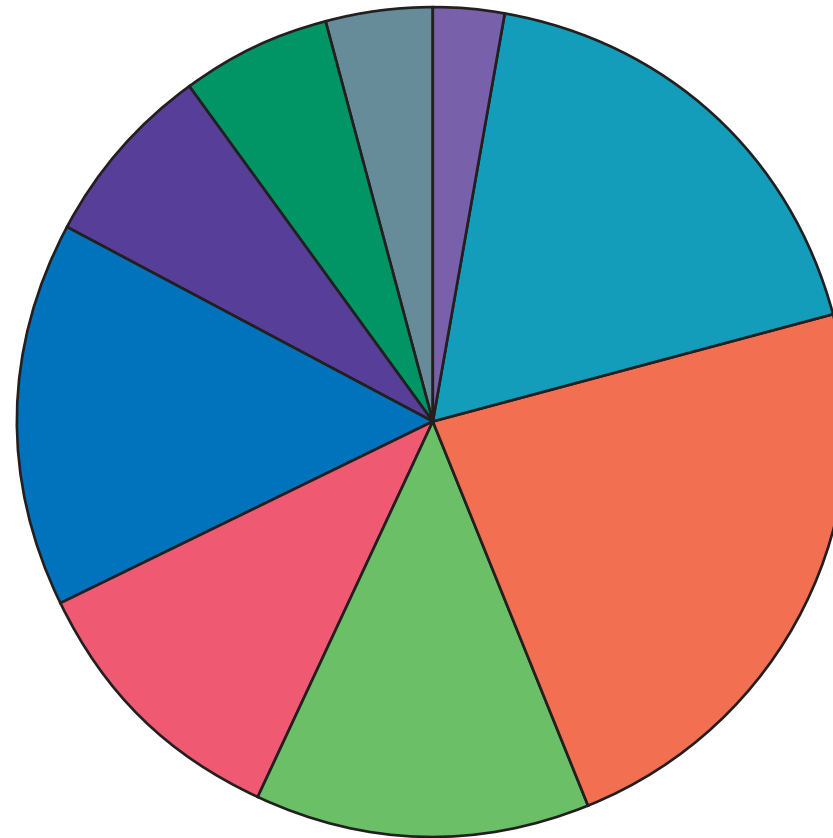
“Seren is lovely - it’s made such a difference to my life, I used to go months without going out at all and **now I go out weekly and it’s really improved my life.**”

“Joe has helped me **find positives in my daily life** and helped me realise I am able to socialise.”

“You have restored my **faith in humanity** and given me a life line.”

Statistics

Where introductions to Local Area Coordinators came from



Social Services 18%
Health Services 15%
Community 13%**
From Person Themselves 11%
Housing 7%
Third Sector Orgs 6%
DWP & Employability 4%
Other Local Area Coordinators 3%
Other* 23%



* Other includes: Police, Fire Service, Schools, Faith communities, other council teams, etc.

** Community includes family, friends and neighbours

FACEBOOK
Page Likes 
23,515

FACEBOOK
Page Followers
21,533

Statistics

With some of the walking alongside relationships the person is able to self report the positive changes that they've been able to make through the Local Area Coordinators involvement. These are based on the Social Services and Wellbeing Act outcomes.

843 - have more local knowledge.

988 - feel better informed & able to make decisions.

444 - improved relationships & social networks.

248 - more able to share their gifts and skills with their community.

4,472 positive changes reported by people in 2022

419 - more in control of their health and wellbeing



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126 - stories written with people who have been walking alongside a Coordinator outlining the positive impact and the changes that the person has been able to make.

514 - an increase confidence in their future.

532 - are more connected & engaged in local community.

484 - more in control of their lives.

Alongside Swansea's Communities

Local Area Coordinators are accessible points of contacts in Swansea's communities, providing information and links between groups, activities and people.

“As a Partnership we feel privileged to have the expertise and support of our Local Area Coordinator to guide us in our work to support the local community. We have worked alongside the Local Area Coordination team since they were first introduced to Pontarddulais and there is a very clear need for this very important role and we look forward to continuing our collaborative work long into the future.”

Catherine Evans, on behalf of the Pontarddulais Partnership

“[Rachael and Anne,] with both your support for the Gorseinon Visually Impaired group at the Institute this year we have bounced back in numbers and activities.”

Mike Davies

“People facing inequality, isolation, exclusion, at risk of crisis and seeking support and services, community initiatives wanting local support, ideas needing discussion and projects needing direction were given a unifying, trusted, accessible figure who acted with clear purpose, always serving the interests of those around her.”

An article about Local Area Coordination in a local newsletter



“ [Emma has been] connecting like-minded leaders and organisations with each other... when I started a discussion in Cwmbwrla about providing a warm spaces network this winter... Emma was, predictably, the first person to support me... Her good relationships with local community centres and organisations opened doors for me that moved this project forward swiftly... good things happen in this part of Swansea because Emma works tirelessly to understand, support and connect like-minded people in ways that improve as many lives as possible.”

David Jones, Director, The People’s Library

“ We are currently starting a ‘One Bont’ ethos... With the assistance of Joseph, I know we will continue to attract people who simply want to make a difference in the community. We have started to realise that we can no longer wait to be spoon fed in our communities, but [we] must sit up and make a difference.”

Rev N Jason Beynon, Pastor, Bont Elim Community Church

“ I simply couldn’t operate without you, Sally-Anne! You are my first port of call whenever anything happens. You have helped the community come together and have linked up a fantastic network within Clydach. We all now come together and draw on each others resources which is great.”

Belinda, Clydach Men’s Shed

Alongside Elected Members

The relationship with our County, Town and Community Councillors is a vital one and working together in complimentary roles enables us to maximise support for local people.

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“ [Local Area Coordinators] work tirelessly within our communities... they are always available... Their knowledge and understanding of issues within the community is second to none.”

Cllr Kevin Griffiths

”

“ I would like... to thank Seren for all the work she does in my Bishopston Ward... she is approachable and is always prepared to help people, a view shared by local people... It is a pleasure to work with Seren and be assured, she is making a difference.”

Cllr Lyndon Jones

”

“ 2022 was quite the year as a newly elected Councillor in the new ward of Pontlliw & Tircoed. It was lovely to meet Joe on several occasions... It was fantastic to have Joe’s support and as we both get to know the groups and community exciting times!”

Cllr Victoria Holland

”

“The Local Area Coordinator service has been major asset to the Cwmbwrla ward. Emma has acted as an important facilitator, coordinator and a go-to for advice and support... She has worked with local councillors in supporting local community groups including Circus Eruption, Men’s Shed, the St John’s Day Service and local churches and was also involved in helping to plan the warm centres we have in the area. She has added real value to our community.”

Cllr Peter Black

“As Lord Mayor I have been visiting many community based organisations throughout the City and County and had the pleasure of meeting other LACs, who, from what I have witnessed and heard, have made themselves really indispensable to the community responses to the pressures many people are facing.”

Lord Mayor - Cllr Mike Day

“Hi Dom I just wanted to let you know that you’re doing a fantastic job in the area and making a big difference in our community – keep up the good work.”

Cllr Hazel Morris

“Donna the Local Area Coordinator has contributed greatly to our community in Gowerton by her communication skills, her ability to match people with situations and her friendly approachable manner. She is an asset to my work as a Councillor and our regular conversations are both informative and sharing.”

Cllr Sue Jones

Alongside Council Teams

Partnership Working

Local Area Coordinators work alongside their council colleagues to best support the citizens of Swansea.

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“I have been working closely with Beth, LAC for Clase, Caermawr and Llangyfelach. [Alongside BH] we set out an action plan of how we would guide BH into becoming more self-confident, and ultimately tackle things on his own. Over time BH’s confidence grew massively... to the point as he is now delivering art classes to different groups, from ‘Men Sheds’, Dementia Support groups, and hopefully in the early part of 2023 we’ll be able to offer support and help BH open a stall in Swansea Market, selling his artwork and offering art lessons on a 1:1 basis. Beth, BH and myself have regular contact, meeting at least once a month to progressively move forward and achieve BH’s ultimate goal and becoming self-employed.”

Martin Smith, Communities 4 Work

“The Direct Payment Support Team and the Local Area Coordination Team work closely together for the benefit of the people we support. The positive dynamic between the Team members over the past year has led to the delivery of some really powerful and innovative work. By working in partnership we have supported the ‘Recruit Local’ campaign – promoting the recruitment of local people to help local people.

“Working together we capitalise on all available possible avenues to explore with citizens to support them to achieve true voice, choice and control over their lives.

Inter – team work and communication has proven to be life changing.”

Richard Davies, Direct Payment Support Team Strategic Manager

“The Local Area Coordinator has been instrumental in referring local residents to Cultural Services and promoting opportunities for community engagement. This partnership approach has provided individuals with the chance to join the committee at Dyfatty Community Centre and re-develop the community garden.”

Gemma Bevan, Community Initiative Coordinator

“I have had clear and consistent communication with [the Local Area Coordinator] throughout the time that we have been working together on this case and others, and he always makes himself available for our network meetings... It has reassured me knowing that we are working holistically to support the family and that Dominic is able to continue support, following EHH closure.”

Louise Ridsdale, Early Help Hub

Alongside Council Teams

Welfare Rights

“Since September 2020, [Welfare Rights Advisors attached to the Local Area Coordination team’s] work has raised over £150,000 in back payments and overpayments written off. In addition, Local Area Coordination clients are receiving over £4,000 per week in ongoing benefit payments as a result of our interventions. Research has shown that increasing Benefit income sustains local communities as claimants spend more money locally.

“There is no doubt that the intervention of LAC and Welfare Rights is a key preventative measure that eases pressures on other services and reduces crisis intervention.”

Sheila Curran, Welfare Rights Advisor

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Lola’s Story tells us of Beth, the Local Area Coordinator, being introduced to Lola who was living in deep anxiety that was affecting all areas of her and her children’s lives. She was in serious financial hardship and didn’t know which way to turn for help. Beth was able to introduce her to Sheila at the Welfare Rights Team in Swansea Council. This is where Lola’s story starts to change for the better. With extensive support from both Beth and Sheila, Lola is now able to start planning for her future. [Click here](#) for the full story.

“I was walking alongside a retired couple who had been declared bankrupt several years ago. Both individuals are registered disabled and were experiencing mental ill health as a result of their financial situation. They also had an energy supplier debt they were unable to afford to repay, and were receiving weekly letters threatening further action. After walking alongside the couple for several weeks and getting to know them, the gentleman felt comfortable in discussing his financial situation with me and disclosing his debt in detail. This was very upsetting and challenging for him, but with emotional support and reassurance he spoke openly and it was obvious how much stress and worry their finances were causing.

There were a few indicators that the couple were not in receipt of the full benefit allowance they would be entitled to, so I took the relevant details and referred to the Welfare Rights Team. They made almost immediate contact with the gentleman and within a month they had their monthly income increased with Pension Credit and Attendance Allowance, and they have created and have been able to pay off their energy debt in full. The couple are much happier and are now and are able to pay to have help around the home.”

Sarah, Local Area Coordinator

Dan tells us the story of Vienna, and her battle with the Welfare System that could have easily ended in a grave situation. With ongoing support from Sheila Curran, our Team’s Welfare Benefits Advisor, a significant and life changing result was. [Click here](#) for the full story.

Alongside Organisations & Their Staff

Local Area Coordinators work with organisations that support the residents of Swansea.

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“The Local Area Coordinator has had a real positive impact on the Penlan community and our school. The relationship between him and the school will continue to be a vital tool in supporting the vulnerable in our community. Particularly as social challenges are likely to increase in the near future.”

Steve Brown, Headteacher, Clwyd Community Primary School

“[Dan and I] have worked with a few local vulnerable people in the area and Dan has never failed to impress. Local residents have also thanked me for putting them into contact with Dan as he does fab work.”

Nicholas @ South Wales Police

“The Local Area Coordinator helped my client to get back out into the community and was very helpful to give advice about what services are available for them in the local area.”

Becca @ Hafan Cymru

“ Cerri has been an incredible referral to the well-being centre, supporting the centre and encouraging exceptionally vulnerable individuals to access the services available to them. Without Cerri these individuals may never get the support from our service. The changes I’ve observed with the people Cerri supports have been amazing, they are unrecognisable in some cases. She is an invaluable lifeline to the most vulnerable in our society.”

Emma - Swansea Wellbeing Centre / Yoga

”

“ “Since working with the local area coordinators on behalf of my tenants, I have found the coordinators to be very approachable, friendly, supportive, and knowledgeable. They have a good knowledge of activities in their area and within Swansea.”

Marian @ Caredig

”

“ “Local Area Coordination...has proven to be invaluable in introducing me to local counsellors and community organisations that seek to promote inclusion and community cohesion. We have since worked together on several projects ranging from providing practical support throughout the pandemic, organising community events post pandemic, and promoting community engagement.”

Rev. Ian Drew-Jones, St. Michael’s Church

”

Alongside Organisations & Their Staff

Jac Lewis Foundation case study



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“The Local area coordinators are a fantastic asset and a great addition to the wellbeing hub, they are a great network of information and access to resources that is delivered with a smile. So many of the people who attend the hub have had their lives touched in a positive way. I think it’s a fantastic service and they can always be relied upon to help, or they know someone who can. It’s quite clear that a lot of the clients have only had the confidence to attend because one of them meets them at the door and walks them in or because they have heard positive things from a LAC who has already earned their trust.”

**Matt Evans, Business Services Manager,
Jac Lewis Foundation**

“

“The mental health hub at the Swansea.com stadium, which is run by the Jac Lewis Foundation, has become a regular feature of my Fridays in work as it is such a fantastic place for me to invite people that I am walking alongside to. I will regularly see upwards of 5 people from my “patch” in Morriston whom I have invited – and my record is 9 people in 1 day! Sian, who was one of the people I was introduced to started attending the hub in April and became such a welcoming regular face in the group that she wanted to set up a separate coffee afternoon for those who attended the hub as an extra way of people getting together. Sian had business cards printed ready and we were at the stage where we were about to launch the group when she sadly passed away. In the last months of her life, it quickly became the highlight of Sian’s week, and it gave her a fresh focus and a dream of starting something to “give back” what she had been enjoying.

The hub gets people out of their homes into a warm, welcoming environment where they can make friends and access a variety of helpful services (all in one place), should they want to. This is made easier by offering free tea and coffee, free lunch, and even a free taxi back and forth to their homes if needed.

I have managed to foster excellent working relationships with the counselling team and other service providers who regularly introduce me to people who attend the hub who are able to benefit from me explaining about Local Area Coordination, and then introducing them to their own Local Area Coordinator.

To this end, it truly has been a mutually beneficial and reciprocal relationship that continues to flourish.”

Byron, Local Area Coordinator

”

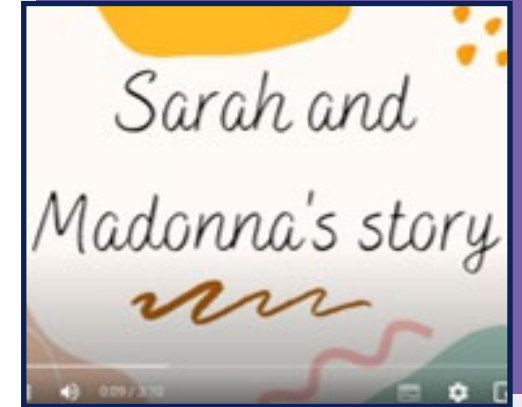
Video Stories



Debbie shares her journey of working alongside her Local Area Coordinator. She feels more in control of her life, feels more able to contribute to her community, feels hopeful about her future, and she feels a much bigger sense of belonging to her community. [Click here](#) for her story.



Leanne shares her journey of working alongside her Local Area Coordinator. She feels she has made positive changes for life, is more in control and is now living her vision of a good life. [Click here](#) for her story.

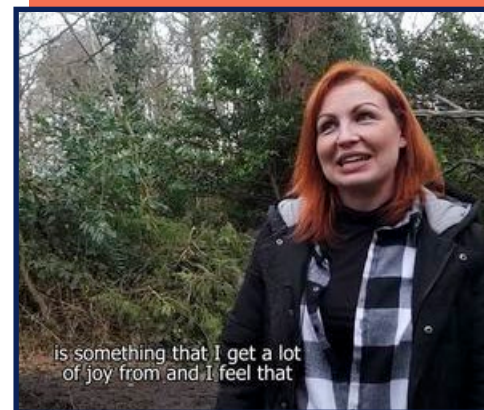


Sarah and Madonna's Story shows how people can reach out for help. [Click here](#) for their story.



Meet Cerri, our Local Area Coordinator for Hafod, Landore and Plasmarl. [Click here](#) for her story.

most people who come into contact with us are wanting to make change of some kind.



Meet Donna, our Local Area Coordinator for Cockett, Waunarlwydd & Gowerton. [Click here](#) for her story.

is something that I get a lot of joy from and I feel that

National Reach

Local Area Coordination, Swansea is connected to a national network and the team have participated in a number of university evaluations; sharing learning and experiences across the UK.

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“It has once again been a privilege and a pleasure to work closely with the fantastic Swansea Local Area Coordination team in 2022. Particular highlights for me this year included:

Having exciting conversations with other organisations across Wales about Local Area Coordination as a consequence of the positive promotion of the Local Area Coordination approach by the Swansea team.

The Swansea Local Area Coordination team are such a friendly, positive and talented team of practitioners who are so evidently committed to the Local Area Coordination principles and approach. They are deeply passionate about the people and communities of Swansea and it has been great to see the growing impact of their work this year. I look forward to another great year learning alongside them in 2023.”

Nick Sinclair, Director, Local Area Coordination Network

“The Swansea LAC team have been fantastic collaborators: The team have added huge value to the study, giving us great insights and access into Local Area Coordination in Swansea. We are still in the process of analysing our data, but Swansea’s contribution will undoubtedly play a significant role in the project’s overall findings and policy recommendations.”

Prof Joe Cook & Harriet Thiery, Principal Investigator and the Primary Researcher

“It has been a privilege and a pleasure to work with the LAC team in Swansea around gathering and using evidence in evaluation, learning and development and in planning an in-person event in Swansea University in early 2023 around community capacity building. They have also been helpful to others through sharing their knowledge and expertise with other ‘community connectors’ in other parts of Wales who are a part of the DEEP network. They are research-minded, wise and kind and a credit to the local authority.”

Nick Andrews, Research and Practice Development Officer, Developing Evidence Enriched Practice

The Wider Reach of Local Area Coordination

Wellbeing of Future Generations Involvement Subgroup

We have been taking part in the Involvement subgroup of the Well-being of Future Generations Stakeholder Forum to reflect on our current practices and consider how we can deepen and improve our understanding and application of involvement within the five ways of working in the [Wellbeing of Future Generations Act](#)

We were able to contribute to a document that has been produced to help improve anyone's involvement practice:

[Wellbeing of Future Generations Culture Change Manual](#)

[Quick tips - Academi Wales \(gov.wales\)](#)

Moving Forward Money

A small grant of £500 was offered to community groups via Local Area Coordinators with only one criteria: to maximise the creativity and freedom for citizens to invest in their neighbourhoods via their connection with their Local Area Coordinator. The coordinator's involvement was minimal with local people taking the lead and the responsibility and the hope was that some of the projects would continue and become self sustaining.

You will see from the reports on each project how connections and friendships among people were made and have continued. The community capacity building and social value that has been generated far outweighs the initial financial outlay and once again justifies the trust placed in the community members and the value of investing in citizen-led ideas.

[Insert Link to report](#)

The team were asked to present about Local Area Coordination to several different audiences including:

Welsh Govt Community Based Care Community of Practice

ExChange Wales

Wellbeing of Future Generations Involvement Subgroup.

Powys Social Services SMT



Evaluations

We are currently involved with two academic evaluations:

1 In 2022 Swansea University was contracted by the Local Authority to carry out a summative academic evaluation of Local Area Coordination, following on from the formative evaluation completed back in 2015. The evaluation team have taken part in many interviews and focus groups and data has been collected, ready for publishing the report in Spring 2023.

2 The LAC National Network and partners from Hull and Sheffield universities are in the last stages of a 2yr research project funded by the National Inst for Health & Care Research (NIHR). This research project is the first comparative investigation of Local Area Coordination in England and Wales.

Called “Examining Impact of Local Area Coordination as a Preventative Intervention in Adult Social Care” the project is broadly looking at the pathways through social care and how Local Area Coordination presents an alternative to the traditional models. Swansea is part of that, as is Leicestershire, Derby and York. In 2022 the LAC team and some of the people they walk alongside took part in interviews and group work and the report is due in 2023.

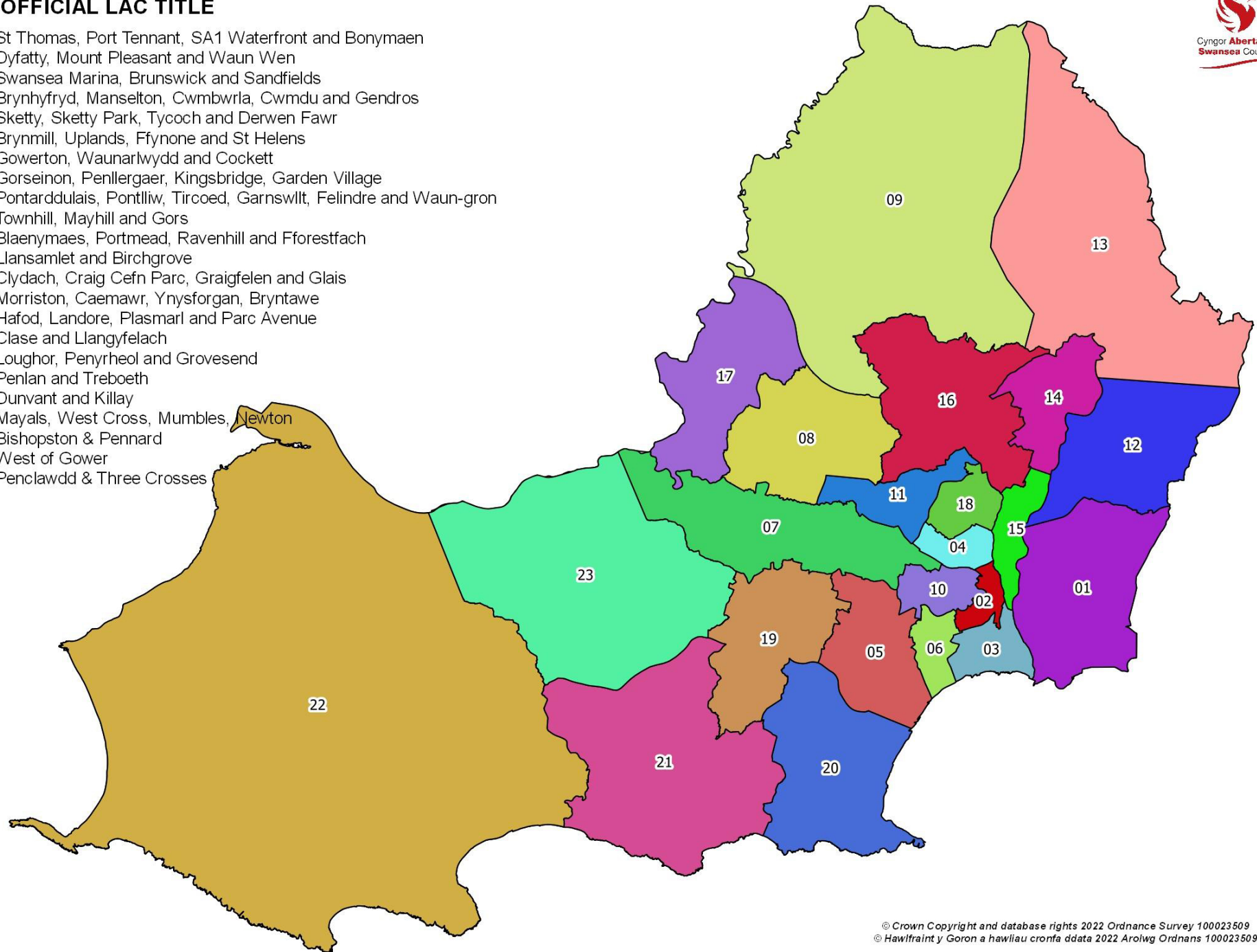
National Local Area Coordination Network

Swansea are members of the national network www.lacnetwork.com

Membership of the Network provides training and resources as well as a relational link with the Local Area Coordination teams in other areas of the UK.

MAP REF. OFFICIAL LAC TITLE

- Area 1 - St Thomas, Port Tennant, SA1 Waterfront and Bonymaen
- Area 2 - Dyfatty, Mount Pleasant and Waun Wen
- Area 3 - Swansea Marina, Brunswick and Sandfields
- Area 4 - Brynhyfryd, Manselton, Cwmbwrla, Cwmdu and Gendros
- Area 5 - Sketty, Sketty Park, Tycoch and Derwen Fawr
- Area 6 - Brynmill, Uplands, Ffynone and St Helens
- Area 7 - Gowerton, Waunarlwydd and Cockett
- Area 8 - Gorseinon, Penllergaer, Kingsbridge, Garden Village
- Area 9 - Pontarddulais, Pontlliw, Tircoed, Garnswllt, Felindre and Waun-gron
- Area 10 - Townhill, Mayhill and Gors
- Area 11 - Blaenymaes, Portmead, Ravenhill and Fforestfach
- Area 12 - Llansamlet and Birchgrove
- Area 13 - Clydach, Craig Cefn Parc, Graigfelen and Glais
- Area 14 - Morriston, Caemawr, Ynysforgan, Bryntawe
- Area 15 - Hafod, Landore, Plasmarl and Parc Avenue
- Area 16 - Clase and Llangyfelach
- Area 17 - Loughor, Penyrheol and Grovesend
- Area 18 - Penlan and Treboeth
- Area 19 - Dunvant and Killay
- Area 20 - Mayals, West Cross, Mumbles, Newton
- Area 21 - Bishopston & Pennard
- Area 22 - West of Gower
- Area 23 - Penclawdd & Three Crosses





www.swansea.gov.uk/localareacoordination

Find us on   @Swansea_LACs

local area
coordination[®]
Swansea

 Cyngor **Abertawe**
Swansea Council

Integrated Impact Assessment Screening Form

Please ensure that you refer to the Screening Form Guidance while completing this form.

Which service area and directorate are you from?

Service Area: Tackling Poverty Service

Directorate: Adult Social Services

Q1 (a) What are you screening for relevance?

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Board, which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services
- Other

(b) Please name and fully describe initiative here:

This is an IIA Screening for the Local Area Coordination in Swansea Impact 2022 report. The report outlines the key highlights from performance and delivery of the Local Area Coordination approach in Swansea during 2022 including evidence of the positive outcomes achieved and information about the wider implications of this approach.

The Adult Services Scrutiny Panel is being asked to consider the report and give its views / make recommendations to the relevant Cabinet Member.

There is no impact for the report itself. Recommendations made by the committee to inform future activity may require further investigation through the full IIA process which would be actioned at the appropriate time.

Q2 What is the potential impact on the following: the impacts below could be positive (+) or negative (-)

	High Impact		Medium Impact		Low Impact		Needs further Investigation	No Impact
	+	-	+	-	+	-		
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Integrated Impact Assessment Screening Form

Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Rights	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches? Please provide details below – either of your activities or your reasons for not undertaking involvement

Co-production with people who engage with Local Area Coordination is a key component of the approach, embedded in our recruitment of Coordinators through to the governance where a person with lived experience of the service is a member of the Leadership Group. The content of this report incorporates feedback and quotes from service users, partners and colleagues working alongside Local Area Coordination.

Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:

- a) Overall does the initiative support our Corporate Plan’s Well-being Objectives when considered together?
 Yes No

- b) Does the initiative consider maximising contribution to each of the seven national well-being goals?
 Yes No

- c) Does the initiative apply each of the five ways of working?
 Yes No

- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?
 Yes No

Q5 What is the potential risk of the initiative? (Consider the following impacts – equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)

High risk

Medium risk

Low risk

Q6 Will this initiative have an impact (however minor) on any other Council service?

Yes No If yes, please provide details below

Integrated Impact Assessment Screening Form

The evidence of the impact of Local Area Coordination will be shared with colleagues in other council services to ensure awareness and alignment with the approach, while recognising the positive benefits of collaborative working and integration.

Q7 Will this initiative result in any changes needed to the external or internal website?

Yes No **If yes, please provide details below**

Q8 What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the screening and any other key decisions affecting similar groups/ service users made by the organisation?

(You may need to discuss this with your Service Head or Cabinet Member to consider more widely if this proposal will affect certain groups/ communities more adversely because of other decisions the organisation is making. For example, financial impact/poverty, withdrawal of multiple services and whether this is disadvantaging the same groups, e.g., disabled people, older people, single parents (who are mainly women), etc.)

There is no impact for the report itself.

Recommendations made by the committee to inform future activity may require further investigation through the IIA process which would be actioned at the appropriate time.

Outcome of Screening

Q9 Please describe the outcome of your screening using the headings below:

- **Summary of impacts identified and mitigation needed (Q2)**
- **Summary of involvement (Q3)**
- **WFG considerations (Q4)**
- **Any risks identified (Q5)**
- **Cumulative impact (Q7)**

This is an IIA Screening for the Report on the Local Area Coordination in Swansea Impact Report 2022.

The Adult Services Scrutiny Panel is being asked to consider the report and give its views / make recommendations to the Cabinet Member for Community Support.

(NB: This summary paragraph should be used in the **‘Integrated Assessment Implications’** section of corporate report)

Full IIA to be completed

Do not complete IIA – please ensure you have provided the relevant information above to support this outcome

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email.

Screening completed by:

Integrated Impact Assessment Screening Form

Name: Lee Cambule
Job title: Tackling Poverty Services Manager
Date: 13/03/23
Approval by Head of Service:
Name: Amy Hawkins
Position: Head of Adult Services and Tackling Poverty
Date: 13/03/23

Please return the completed form to accesstoservices@swansea.gov.uk

Agenda Item 9



Report of the Cabinet Member for Care Services and Director of Social Services

Adult Services Scrutiny Performance Panel – 21st March 2023

Briefing on Annual review of charges (social services) 2022/23

Purpose	To provide a briefing on the latest annual review of charges (social services)
Content	This covering report provides detail on the annual review of social services charges 2022/23, a summary of improvements undertaken in year, and the list of charges (social services) to apply in 2023/24 as recently agreed by Cabinet
Councillors are being asked to	Give their views, Consider the report as part of their scrutiny function
Lead Councillor(s)	Cllr. Louise Gibbard, Cabinet Member for Care Services
Lead Officer(s)	David Howes, Corporate Director of Social Services Simon Jones, Social Services Strategic Performance & Improvement Officer,
Report Author	Simon Jones, Tel. 01792 637559
Legal Officer	Debbie Smith
Finance Officer	Chris Davies
Access to Services Officer	Rhian Millar

1. Background

- 1.1 Swansea Council's Charging (social services) policy sets out the arrangements for charging citizens for costs incurred when providing care and support services. The List of Charges, appended to the policy, details what services are chargeable and the level of charge for the year ahead.
- 1.2 Swansea's Charging policy aims to ensure that charging, where it occurs, is consistent fair, transparent and applied equally; that the charges are set out and published in a way that can be clearly understood. The policy also ensures individuals who are asked to pay a charge will only be required to pay what they can afford; this is ensured through the offer of a financial assessment.

1.3 Social Services and Well-being (Wales) Act 2014 (The Act) came into effect in April 2016 setting out the statutory requirements placed on each Local Authority, to publish their discretionary charges for social services.

1.4 In working a sustainable approach to social care, Welsh Local Authorities have some discretion in how charges for residential and non- residential and community-based social services can be applied. Under the Social Services and Well-being (Wales) Act 2014, a local authority can only charge:

- up to the cost of providing the service.
- what the person can afford to pay for an assessed for service

2. Annual Review of Charges

2.1 Swansea Council's sixth annual review of charges is a reflection on how current charges are working, taking into account the following:

- Statutory considerations- any changes to national policy
- How Current charging policy is working in practice
- Improvements made this year and changes planned
- Opportunities for any new charges
- What people are telling us
- How Swansea's list of charges compares to other Welsh Local Authorities
- Integrated Impact assessment

2.2 The attached report in Appendix 'A' provides the detail on the annual review of charging in social services. It shows the methodology used, summarises the findings, in proposing a revised List of Charges to apply in 2023/24, alongside the integrated impact assessment.

2.3 The full report considers the impacts of the cost-of-living crisis, projected inflation most importantly the impact on citizens carers, and families.

2.4 Set alongside this demand for and charging for care and support within the pandemic; how a context of growing demand and rising costs within social care is impacting on the levels of income generated in the period. This report also provides Cabinet with an opportunity to consider the annual review, the charging policy, and to agree on the list of charges for social services to apply in 2023/24.

3. General Issues

3.1 Policy changes.
There are no significant changes proposed to Swansea Council's Charging (social services) policy, though the policy has been reviewed and revised so that the content and links remain up to date. At the time of reporting, no changes to the national charging framework or guidance have been announced by Welsh Government.

3.2 Economic.

The total amount of income generated (£16.5m) from charges for Adult social care is significant, and helps towards a sustainable service model. Overall, the main report shows that the total amount of income generated in year has fallen slightly year as service offers were impacted by the pandemic. The social care market, as all households and businesses, has been seriously impacted by UK inflation on real wages, energy and fuel costs, and price increases.

3.3 Social.

The cost-of-living crisis will be having a disproportionate impact on those people in receipt of social care their carers and families. We have to consider how poverty can impact on the wellbeing and care and support needs of the most vulnerable citizens. Swansea Council is working on a corporate debt recovery policy to ensure that a fair and compassionate approach is taken when working with individuals and families who are in arrears through charges.

3.4 Overall Swansea's charging policy falls in line with Welsh Government policy, and the approach taken by other Welsh Local Authorities.

4. Financial Issues

4.1 Swansea's Charging (social services) policy applies the corporate principle of full cost recovery. In reality, charges can only recover some or all of the costs of services from citizens, as there is a national framework of caps and thresholds set. Any decision to, or not to, charge for services, or to subsidise the costs of services should be based on detailed cost and demand analysis, encouraging fair access, and this annual review helps to support this process.

4.2 Income generation can reduce the costs of services to Council taxpayers or to provide care and support to more people in need. Overall, this work contributes towards Swansea Council's Corporate Plan strategic objective to safeguard our most vulnerable citizens.

4.3 Finance Officers have been fully involved in the work of the Social Services Finance & Charging group and the review process. The proposals set out by the review report support the Council's Medium Term Financial Plan objectives and assumes that any additional general fund income generated through the changes to charges proposed within this report will help to meet additional cost pressures within the service.

4.4 There are no additional financial implications.

5. Legal Issues

- 5.1 The legal framework for setting charges for social services is set out in Appendix A, the review report.
- 5.2 A local authority must publish information about its charging arrangements and general fee levels for statutory and discretionary care and support services.
- 5.3 Local authorities are empowered (but not obliged) to charge for the care and support they provide or arrange to be provided to meet a person's needs. The charge can only relate to the cost that the local authority incurs in meeting the needs to which the charge applies.
- 5.4 The charge imposed must be no more than is 'reasonably practicable for the person to pay'. The Care and Support (Charging) (Wales) Regulations 2015 and Part 4 and 5 Code of Practice (Charging and Financial Assessment) set out the provisions relevant to charging and financial assessment.
- 5.5 The regulations stipulate that the maximum charge for non-residential care and support is currently £100.00 per week. The capital limit for the purposes of residential care is presently £50,000 and the capital limit for the purposes of non-residential care charges is £24,000. These limits may change for the next financial year as the Welsh Government sets the level of the maximum charge and capital limit each year.
- 5.6 The Care and Support (Financial Assessment) (Wales) Regulations 2015 makes provision about the way in which a local authority must carry out a reasonable financial assessment of a person's financial resources.
- 5.7 There are no additional legal implications.

6. Integrated Assessment Implications

- 6.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:
- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - Foster good relations between people who share a protected characteristic and those who do not.
 - Deliver better outcomes for those people who experience socio-economic disadvantage.
 - Consider opportunities for people to use the Welsh language.
 - Treat the Welsh language no less favourably than English. Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

- 6.2 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.
- 6.3 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.
- 6.4 There are no changes proposed to the Council's Charging (social services) policy at this time.
- 6.5 The covering report and main annual review report, including the appended List of Charges (social services) for 2023/24, were presented to the Cabinet meeting held on 16th February 2023:
[Agenda for Cabinet on Thursday, 16 February 2023, 10.00 am - Swansea](#)
- 6.6 Cabinet resolved that:
- the findings of the annual review of charges report be accepted.
 - Subject to the approval of the Council Budget for 2023/2024, an inflationary increase of 10% be applied to all social services charges to come into effect on 1 April 2023
 - Subject to resolution 2, the list of social services charges to apply from 1 April 2023, for the year 2023/2024 be approved for publication.
 - Cabinet reinforces the need for the Council's debt policies to be applied.
- 6.7 A Full Integrated Impact Assessment was completed, using the results of the Council's public consultation exercise (Budget 2023/24), and this document sets out a range of actions, leads and timescales for monitoring the revised list of charges as they are implemented:
- Finalise and publish financial assessment guidance.
 - Implement Swansea Council Tackling Poverty strategy.
 - Implement Swansea Council Prevention strategy.
 - Finalise Council Debt strategy (work in draft).
 - Monitor clients falling below the threshold for the maximum weekly charge based on actuals.
 - Profile local population subject of non- residential charging for protected characteristics.
 - To review and update the Councils' process for annual review of social services charges.

Glossary of terms:

IIA – Integrated Impact Assessments are a legal requirement within both the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being and Future Generation Act 2015 Welsh Language (Wales) Measure. The legal obligations put a specific requirement on the Local Authority to undertake integrated impact assessments (IIA) as a way of examining whether a new or existing function, service, policy, procedure, strategy, plan or project affects any person or group of persons adversely

‘The Act’ – Social Services & Wellbeing (Wales) Act 2014 provides the statutory, legal framework for local authority social services functions.

Background papers: - None

Appendices:

Appendix A – Annual Review of charges (social services) 2022/23

Appendix 1 (to main report) – List of Charges to apply in 2023/24

Appendix 2 (to main report) – Comparison with other Welsh Local Authorities

Appendix B – Full Integrated Impact Assessment



Appendix A

Annual Review of Swansea Council's Charging Policy (Social Services)

2022/23

Summary report based on work carried out on behalf of the Council
by the Social Services Finance and Charging Policy Working Group

January 2023 v8.2

1. Introduction

1.1 **Annual Review report**- sets out the finding and recommendation arising from Swansea Council's sixth annual review of social services charges to inform council policy and a revised list of charges, **due to come into effect from 1st April 2023**. This report builds on work undertaken in previous years to keep Swansea's charging fair and equal, and in line with the rest of Wales.

1.2 **Purpose and Scope of review** - the annual review is part of a programme of work undertaken during the year by the Social Services Finance and Charging group.

The annual review considers the following:

- how current arrangements are working
- whether there have been any changes in the policy context,
- operational issues in applying council policy,
- whether charges impacting on demand for social care
- what people are telling us,
- whether there are equalities impacts linked to the proposals.

The scope for the review is:

- To consider the level of inflationary uplift and minimum charging levels that should be applied to non- residential care charges in the 2023/24
- To consider whether any changes are needed to Council Policy
- To identify any next steps for year ahead

1.3 Social Services Finance & Charging Group

The Social Services Finance and Charging group is chaired by the Director of Social services to oversee how the Council's social services manages financial process and income generation, in our work with partners and citizens. This leadership group ensures effective implementation of the Council's charging (social services) policy, taking any decisions on changes to policy and through implementing the list of charges, agreed by Cabinet. This group also monitors the impact of the Charging

Policy on citizens and carers, as well as on managing the resources available to the Council.

1.4 **Swansea’s approach to the Annual Review of Social Services Charges** is based on Audit Wales best practice for reviewing charging, to help ensure that Swansea’s charging policy continues to be based on strong principles of fairness and equality, to support Council’s approach to achieve full cost recovery and transparency in how it is being implemented. Also, the “Five Ways of working” and set out by the Wellbeing of Future Generations (Wales) Act 2016:

- Long Term
- Collaborative
- Preventative
- Integrated
- Involvement

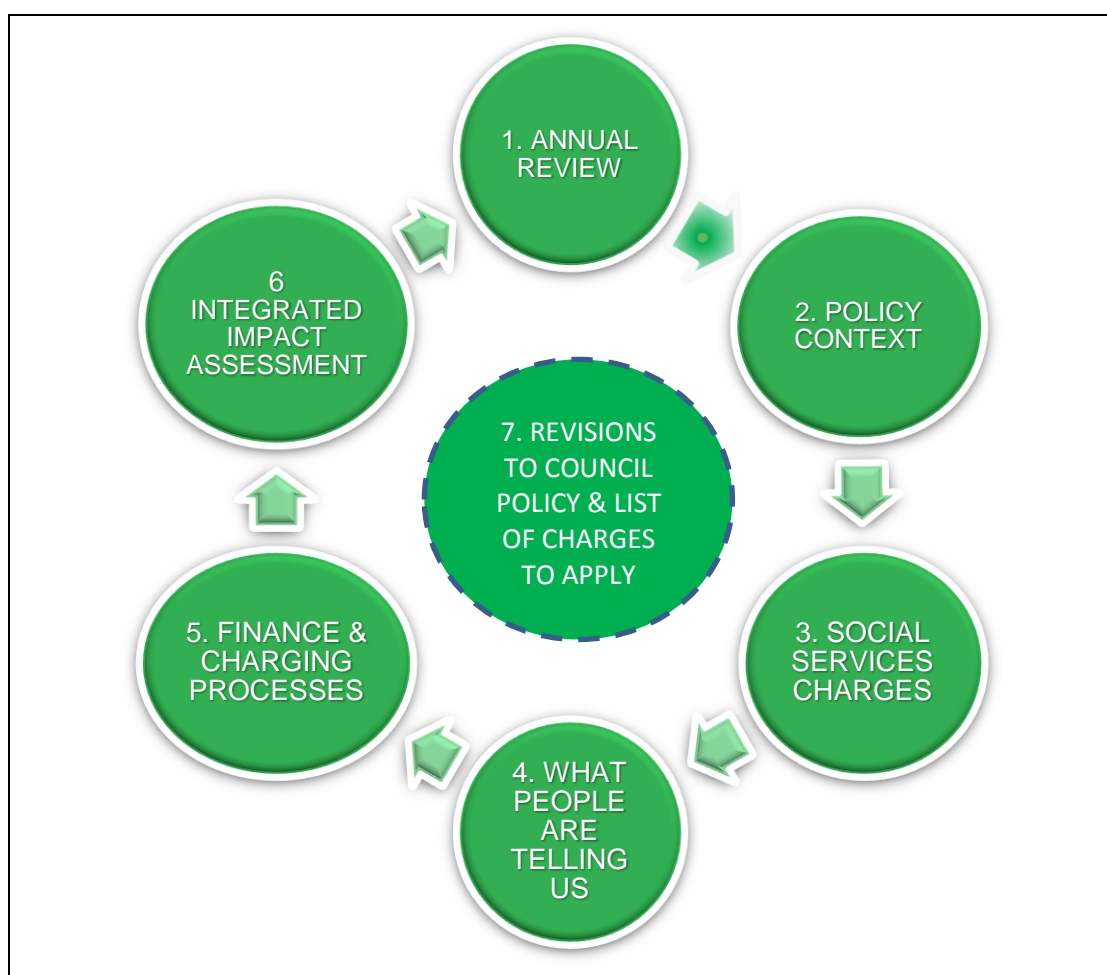


Figure 1 Swansea’s approach to annual review of social services charging

1.5 **Integrated Impact Assessment** -his review also uses the integrated impact assessment with this approach, to ensure that the list of charges as proposed by the Social Services Finance and Charging group, chaired by David Howes, Corporate Director of Social Services, taking into account the broader range of impacts on the people we serve, including groups with protected characteristics.

1.6 **Proposed List of Charges** - This annual review carried out on behalf of the Social Services Finance and Charging Group proposes a revised List of Charges to come into effect in 2023/24 and which are then to be appended to the Swansea Council's Charging Policy (Social Services) on the public website.

2. Policy Context

2.1 Part five of the Social Services and Well-being (Wales) Act 2014

Local authorities are empowered to charge for the care and support they provide / arrange to be provided (under sections 35 – 45 of the 2014 Act) to meet a person's needs. The charge can only relate to the 'cost that the local authority incurs in meeting the needs to which the charge applies' (s59(2)).

('the Act'), determines that a local authority can only charge individuals:

- Up to the cost of providing the service
- What the person can afford to pay for an assessed for service

These conditions are designed to ensure that local authorities do not charge for the actual assessment process – even if the person in need is a 'self-funder'.

2.2 **Statutory requirements.** Under section 59 of the Act, there are recently (amended) Care and Support (Charging) (Wales) Regulations 2015 [2], version 5 of the Part 4 and 5 Code of Practice (Charging and Financial Assessment, updated April 2020). These all determine that Welsh Local Authorities must publish their own interpretation of the relevant Social Services and Well-being (Wales) Act Code of Practice, how any discretionary powers conferred by the Welsh Government will be exercised in the year ahead and a list of charges to apply.

2.3 **Local Authority Discretionary powers-** Where a council decides to charge for the care a person receives, it must do so in accordance with the regulations and codes of practice, as above. Welsh Councils retain considerable discretion on which social services are charged for, and the level of charge. The Welsh Government's social services charging policy framework requires Councils to show citizens how they intend to apply discretionary powers on charges for social services, within a charging policy.

2.4 **Statutory limits and thresholds.** The Act also states that any charges for social care cannot be set at a level higher than the cost of providing the service. That charges can only relate to the 'cost that the local authority incurs in meeting the assessed, eligible needs for managed care and support, to which the charges may apply (section 59-2).

Any changes to allowances that may apply in 2023/24, are not yet confirmed by Welsh Government, here is link to current guidance:

[Charging for social care | GOV.WALES](https://gov.wales/guidance/charging-for-social-care)

2.5 Recent changes in Wales

Health and Social Care are devolved in Wales, so how the Welsh Government intends to respond to any cuts to funding, or whether there are to be any changes to the statutory arrangements, remains uncertain.

Welsh Government's White Paper, Rebalancing care and support (February 2021), set out a series of proposals to "reduce complexity, increase sustainability, and strengthen integration". It proposed focussing on three areas for improvement:

- refocussing the fundamentals of the care market,
- reorientation of commissioning practices; and
- evolution of integration mechanisms.

Also, the Welsh Government's Programme for Government 2021-26, published in June 2021, committed to pursuing "a sustainable UK solution so that care is free for all at the point of need and/or consult on a potential Wales-only solution to meet our long-term care needs". Clearly there will be impact from public sector funding cuts. There has also been a recent Welsh Government policy consultation on eliminating profit out of placements for children in care, though charges do not extend into this area.

A Senedd Committee report: "Paying for care and support services (adult social care) - a guide for constituents" has been published in January 2022.

[paying-for-care-a-guide-for-constituents-english.pdf \(senedd.wales\)](#)

In February the Minister for Social Services in Wales announced the establishment of an expert group, which would produce a report and recommendations about the steps towards creating a National Care Service.

[Written Statement: National Care Service – Expert Group Report \(10 November 2022\) | GOV.WALES](#)

A report of the expert group on establishing a National Care & Support Service was published in September 2022.

[Establishing a national care and support service | GOV.WALES](#)

2.6 Discretionary powers

Councils by exercising their discretionary powers in charging for services to meet needs, are expected to act with a general requirement of 'reasonableness'. Citizens are protected by nationally determined capital limits, weekly charging caps and personal income allowances, which are set by Welsh Government every year by ministerial statement. In most circumstances, the council must also offer a financial assessment to citizens to ensure any charge made for care and support is reasonable compared to the person's financial means. Although charges are applied under a single policy framework, there are still some differences between calculating a charge for non-residential care (a maximum weekly charge may apply, and a

capital threshold limit may apply) and calculating a charge for residential care (capital threshold may apply).

2.7 Changes in UK

In some ways the England direction of travel is mirroring that which is already in place in Wales. In September 2021, the Prime Minister confirmed the government will be providing funding to support local authorities move towards paying providers a fair rate of care. The UK government also announced in their White Paper 'People at the Heart of Care' Adult Social Care Reform White Paper that from 2022 to 2025, ministers would provide £3.6 billion to reform the social care charging system, enable all local authorities to move towards paying providers a fair rate for care and prepare local care markets for implementing reform. Also, the UK government policy would go a step further by proposing a new £86,000 cap on the amount anyone in England will need to spend on their personal care over their lifetime. More recently it has been announced that social care charges reforms in England are delayed for two years until 2025. Social Care is devolved to the Welsh Government, and yet dependent on the UK Government for any additional funding to sustain the current charging and funding model.

2.8 Legal Challenges

If a person believes that the charge is 'more than reasonably practicable' for them to pay, they have the right to complain to the Council or to the Public Ombudsman and they are entitled to ask the Council for charges to be reconsidered. In Wales the charges for non-residential, community-based care and support are part of the national charging framework as outlined approve and a person's contribution is capped nationally at £100 per week. There have not been any successful legal challenges of social care charging policy reported in Wales this year.

3. Social Services Charges

3.1 Swansea **Council's Charging (social services) policy**. All charges relating to social care are covered by Swansea Council's Charging Policy (Social Services) – version 3. [Charging Policy \(Social Services\) - Swansea](#)

An updated draft version 4 is expected be published by April 2023.

3.2 **Key Principles** Swansea Council aims to be clear, fair and transparent in what we charge for, and we do this by publishing an annual schedule/ list of charges, as set out in a Swansea Council Charging Policy. There are some 'fairness' issues in applying this national charging policy, which in effect imposes a charging ceiling, which can mean everyone may be charged the same regardless of wealth or amount of service received, over a certain amount. The financial assessment is carried out, to means test this approach, though still this will clearly have greatest impact on those people with less income.

3.3 Swansea Council's financial strategy and spending rules is that officers work within the principle of full cost recovery, and we are continually working to improve our understanding of the costs of delivering services to the public, and the factors which cause variations in costs over a period of time, such as occupancy rates, staffing costs and inflationary pressures. Through the work of the Finance and Charging group, the most recently available 'unit costs', across the accepted categories of social services, are used as the basis for current charges, and to reflect full cost recovery.

3.4 Opportunities for Potential Charges - Welsh Government's current charging framework allows for discretion in charging adults for Care and Support services. In exercising this discretion, the Council must consider carefully whether any additional care and support services should to be added to the list of charges; whether within the community-based category, or by applying a flat rate, and the cost/ benefits of doing so.

The following table summarises potentially new services areas which have been actively considered during the past two years, and the current position of the Social Services Finance & Charging group.

Council service subject to discretion	Latest position:
Commissioning support – partners including administration cost	Within overall approach to re-charging
Carers support services	Not expected to apply under national framework
Community Alarm Service Charges	Installation fee and replacement pendant charges as flat rate charges are being considered, as part of annual service review- in year changes to charges, following IAA, may apply – see List of Charges.
Deferred Payments- administration	Not currently applied- see paragraph 3.6
Self-funders - administration	Not currently applied
Local Area Coordination	Not currently applied
Occupational Therapy –assessment for provision of equipment & assistance	Not currently applied
Employment related services	Not currently applied
Other- Preventative	Not currently applied
Services to Children, Young People & Families	Not expected to apply under national framework

3.5 Areas -charged not currently applied

Some areas are not suitable for local charges as they would act as a disincentive to people who are seeking to improve their own wellbeing. For example - employment, prevention and carers support.

Other areas such as administration costs have been actively considered, but the likely income to the Council that could be raised has to be balanced against the costs of collection.

3.6 Deferred Payments

The following table shows the current position in respect of deferred payments, and that resolution is expected in these areas, though the timetable for a sale of property to offset the bill of charges for social care is complicated by factors such as probate, housing and the housing market. It has been the view that charging additional administration or interest costs adds more financial cost, more work for the Council and additional complications in a relatively small number of cases, for what would be limited revenue source.

Deferred Payment	Number @ Nov. 2022
DPA's offered & accepted	35
DPA's offered	23 (awaiting paperwork)
S71 charge placed	15

3.6 **Benchmarking** - this annual review of charges has also looked at the 2022/23 charging schedules of some other Welsh Local Authorities and there are examples of Welsh Council's discretionary approaches to social services charging summarised at the end of the table in **Appendix 2**.

4. What people are telling us

4.1 **Public consultation**- there has been no formal public consultation undertaken this year in relation to charges, as the Council's charging (social services) policy has not changed.

4.2 Complaints/ Compliments

Social Services and Adult Services received a higher number of compliments in 2021/22 compared to previous year.

Some complaints are coming from individuals, their carers or relatives, in relation to the costs of their care. Annual Reports summarising the Complaints and Compliments received relating to Adult and Child and Family Services, are reported to Governance & Audit Committee. Work is currently underway on the latest reports.

Complaints received by Corporate Complaints Team relating specifically to social services charging (e.g. unhappy with charges levied) in year			
Outcome/ Year	2019/20	2020/21	2021/22
Stage One - Justified	-	7	4
Stage One -Partially Justified	-	2	1
Stage One - Not Justified/	1	1	-
Stage One - Local Resolution /Other	3	1	-
Stage One - Not Pursued/ Informal	-	-	-

Stage Two - Partially Justified	-	1	-
Stage Two - Not Pursued/ On-going	-	1	2
Totals	Stage 1 = 4 15, in total relating to Financial Issues	Stage 1 = 11 Stage 2 = 2	Stage 1 = 4 Stage 2 = 3 (relating to financial assessment)

There are also a high number of compliments praising the professional support provided, and the skills of the help given to people in accessing a range of social services. [Social Services Compliments 2021 to 2022](#)

4.3 Public Ombudsman

The Public Ombudsman cannot assess an individual's ability to pay for the cost of their care and support services, they sometimes receive complaints about related matters, which are summarised in a casebook (most recent case book 2021). <https://www.ombudsman.wales/case-books/>

5. Finance & Charging Processes

5.1 Financial Assessment

It is important that the financial assessment is offered to the person being charged for the care and support they actually receive, and that this assessment is carried out fairly, and accurately, based on the information provided. The financial assessment takes full account of a person's income and personal expenses, and it is also important that this assessment is reviewed as the person's circumstances change, and annually.

5.2 Social Care Income and Finance Team

The Social Care Finance Team is part of the Revenues and Benefits Service within the Financial Services Department and is responsible for:

- Undertaking financial assessments of clients' contributions towards the cost of their care
- Collection of those client contributions
- Scrutiny of claims for re-imburement from care providers
- Payments to care providers for residential and non-residential care
- Payments of Fostering and Adoption allowances including the means test that determines the allowance paid to an adopting parent
- Payment of Special Guardianship Allowances
- Payment of Direct Payments

This important section currently deals with expenditure on behalf of Social Services of approximately £50 million per year and last year generated £14 million of income

to the Council. Overall, the Revenues and Benefits service manages transactions of approximately £300m a year. Staff have generously been working overtime over the last 18 months, so to avoid any significant work delays impacting on citizens, providers and partners. The SCIF team continues to provide a high standard of service on behalf of the Council's social services.

In 2021/22, the SCIF team carried out **5,011** financial assessments of social care clients (6,830 financial assessments were undertaken in 2020/21)

Of this number, there were:

- **1,625** assessments of new clients (2,477)
- **3,386** reviews of existing clients (4,353)

The overall number of assessments has reduced slightly during the last financial year. This can be attributed to the continued presence of covid, and the immense pressures facing the care industry with a reduction in available beds and the increasing fragility of the health and social care sector, for example in domiciliary care provision.

In response to the pandemic, there has been considerable additional work carried out by the SCIF team in relation to:

- Residential Care:** As a result of the Covid responses between the Council and Health, the SCIF team dealt with a variety of different placements as a result of new pathways aimed at rapid discharge to help Health in releasing beds. New placement types were set up at short notice to facilitate easier reporting for Social Services. To ease pressures on residential care providers and allow them to focus on the covid crisis, payments for new residents were changed from net to gross. This means that the providers would not have to collect client contribution for new residents thereby reducing their administrative burdens. Gross payments have provided the residential social care sector with additional stability needed during this uncertain period. Many residents are moving through the cycle of community-based services and into residential / nursing care so are more used to receiving invoices from the Council towards the cost of their care. This innovative process has worked well, and the Social Services Finance & Charging groups has agreed to the arrangement at this time.
- Domiciliary Care:** The section worked closely with Commissioning to put into place block payments for residential providers during the first lockdown. Following the RAG status of all Packages Of Care (POCs) by Adult Services, a number were amended or cancelled, following collaboration between the council, provider and families. To stabilise the market during uncertain times, block payments were arranged which guaranteed payments to providers at a time when they were in a critical position. The SCIF team also been involved in other commissioning changes including the calculation and issuing of invoice templates at short notice due to a mid-year uplift in provider rates and are shortly due to redo this exercise following a further change to commissioning practices for payment of short calls.

- c) **Direct Payments:** Work has taken place in the area of Direct Payments to ensure that there are robust systems for managing and reviewing how individuals are using funds to achieve their agreed outcomes, and where there is outstanding funds, these are recovered to the Council. Our small Direct Payments section have processed 582 care worker payments, and then paid out £429,500 for eligible personal assistants under the Welsh Government scheme.

5.3 Income Generation - Table showing Income Generated by year to date.

Service Category	2018/19	2019/20	2020/21	2021/22	Totals
Community Alarms	487,686	450,380	395,850	494,843	1,828,760
Day Services	433,814	559,804	241,030	272,057	1,506,705
Direct Payments	886,157	1,371,828	1,341,393	1,173,909	4,773,287
Domiciliary Care	2,790,267	2,803,476	2,823,830	2,738,092	11,155,664
Other/Admin.	392,490	545,833	378,394	300,569	1,617,285
Residential Care	11,579,594	12,845,876	11,628,620	11,007,404	47,061,495
Grand Total	16,570,008	18,577,197	16,809,117	15,986,874	67,943,196

Table 3. Adult Services Yearly Analysis of income/ income related to charging by type - figures based on information within the Council's financial ledger

Main Points from previous table:

- Significant income is generated by charging for Adult Social Care
- Overall the figure continues to be impacted by the pandemic, as the Council's, adult community-based and residential care services have modified their offer in response to the emerging situation, and workforce pressures.
- In last year's report when considering income projections for Adult Services in Swansea in 2021/22, we estimated the net loss of income within Adult Services to be in the order of £1.46m
- The above table shows a £800k fall in income generated to Swansea Council related to adult social care, in comparison to last year.
- The table shows a £0.6m fall in income relating to residential care
- Income from community alarms has risen by £99k. This is a 25% increase and takes the service above the income peaks achieved in 2018/19.
- Domiciliary Care income is 3% lower than the previous year and income in this sector has proven relatively consistent in value over the last four years
- Income from day service charges has risen by £31k
- Income from direct payment recovery has fallen, though this will not be considered as income in future reports.
- The reduction in other/administration is caused by a 9% drop in the income generated through the Client Finances Teams and the fall out of £45k of one-off income generated within Suresprung in 20/21

5.4 Any projection of income expected in 2022/23 is not an exact science due to the number of variables involved, for example demand for service, changes in household incomes, and the impact on thresholds. The Social Service Performance

and Financial Monitoring meeting continue monitor internal and external income as part of the budget reporting, and action taken is accordingly.

5.5 Debt Recovery / Invoicing

Considerable work has been undertaken through the year to reduce outstanding debt in social services. As at 31/03/22, the residential care related debt outstanding for more than 90 days stood at £4.1m. Of this, £1.4m related to just 16 debts over £50,000 which we are recovering and are in hand. Non-residential debt over 90 days to year end was reported at £512k. Of which £104k relates to 7 debts.

We are currently working with citizens, representatives and social services colleagues to recover these debts and make appropriate resolutions.

Debt recovery is still impacted by Covid as property sales are taking longer to complete and probate is taking longer to be granted. We are also seeing an increased number of cases where people who owe money have lost capacity. Court of Protection applications are currently taking over 9 months to register from the date of application during which time debts to the authority increase whilst a person is waiting to be appointed. The current cost of living crisis is also undoubtedly having an impact; however, this is not quantifiable at the current time.

Local authorities are not permitted to withdraw care and support services, due to a person failing to pay for them– but are expected to act reasonably and they are permitted to take debt recovery action. A Corporate Debt recovery policy is being developed to set out Swansea Council's approach, and expected to ready for publication, subject to approval, next year.

Alongside the work above, it is vital that we are consistent in our work with partners, in ensuring that invoices for services or work we provide on their behalf are raised in a timely, reliable and realistic way. We notify partners of any changes to social care fees and charges, based on the work on Finance & Charging group, reflecting the actual costs of the commissioned services, which in turn, are based on accurate figures for service usage, and estimates of all the costs are applied.

Effective joint working between SCIFT, Corporate Commercial and Procurement teams and the Social Services Finance officers continues to ensure that all our invoicing and debt recovery processes are working effectively.

5.7 Grant Schemes

For the past two years, Revenues and Benefits Section (which includes Social Care Income and Finance) has been administering a number of grants schemes on behalf of Welsh Government. These schemes include:

- Self Isolation Payments
- Winter Fuel Support (21/22 scheme)
- Unpaid Carer's Grant
- Cost of Living Grant
- Fuel Support (22/23 scheme) – this scheme is currently ongoing until 28/02/23 where thousands of citizens are able to receive a one-off payment of £200 towards their fuel costs

To support residents during the Covid pandemic and the current cost of living crisis, staff have processed a staggering 157,757 applications to date from the citizens of Swansea and have paid out over £28 million in support during the Covid pandemic and cost of living crisis. This is not the final number of applications as two schemes are currently ongoing.

It is as a result of staff generously working a substantial number of overtime hours over the last 2.5 years that the section has not suffered significant work delays and continues to provide a high standard of service on behalf of Social Services.

The current cost of living crisis poses a risk to income collection undertaken by the department on behalf of Social Services as citizens face higher living costs. Also, if further additional work is given to the service (e.g. more Welsh Government grants) or we are unable to maintain staffing resources at current level, then performance may not be as expected.

5.8 Other process Improvements made during year

WCCIS - the introduction of the Wales Community Care Information System (WCCIS) to Swansea Council has been seen as an opportunity to review our business processes. As well as a more outcomes focused social work assessment and case management review, WCCIS holds information on people receiving a range of services, including:

- Internal Home Care
- Domiciliary Care
- Day Care
- Direct Payments
- Residential and Nursing Care

Swansea's WCCIS system went live in April 2021, supported by skilled business support to ensure that decisions are being made with the most accurate up to date information possible, and early signs are promising. Previously details of which services a person is receiving were held across a number of different systems, with no easy means of collating the information for reporting. We are developing interfaces between Swansea's CCIS and Corporate Abacus systems to streamline a new end to end process, that puts the citizen firmly at the centre and involves closer working between social workers and business support.

Work has continued on strengthening links between social work practitioners and the Social Care Finance Team, to make sure that any changes in care and support plans triggers a new or revised financial assessment and fair charging. This work aims to make sure that Charging policy is fairly applied to all people receiving social services in Swansea, and that there are no individuals in receipt of services without a financial assessment or subject to charging.

The Council has developed a 'provider portal' which care providers can use to provide details of the care they have supplied which ensures payments are made to them rapidly. The portal also supports early scrutiny of payment requests to ensure they are within the required parameters. Work will continue to roll this out to all providers in the city of the coming year.

6. Integrated Impact Assessment

6.1 The current economic situation, as the world continues to respond to the pandemic, remains one of uncertainty, stories of personal and family struggle and public facing agencies responding quickly to each set of circumstances as they arise. This period, with the additional challenges of changes to welfare benefits, universal credit, inflation rises, specifically food, energy and fuel prices, and the costs of Brexit are having a devastating impact on some individuals, families, communities and businesses. Government support to ease these impacts during the pandemic has largely tailed off for businesses, and the fiscal priority again seems to be on reducing the public sector borrowing requirement. Additional investment in Health and Social Care was due to be funded by increases in national insurance, and these changes have been put back. Overall, the financial outlook for all public services in Wales is likely to be extremely challenging over the next decade.

A more detailed analysis is set out in the Council's Medium Term Financial Plan.

6.2 Deprivation is an important consideration when looking at imposing charges on the care and support of our most vulnerable citizens and in support of their carers. The Wales Index of Multiple Deprivation (WIMD) is updated every 4 to 5 years. The most recent index was published in 2019, **17 (11.5%)** of Swansea's 148 LSOAs are in the most deprived 10 per cent in Wales (similar to the overall proportion in 2014). Swansea also has 8 Lower-layer Super Output Areas (LSOAs) in what is termed Deep-Rooted Deprivation; those that have remained within the top 50 most deprived – roughly equal to the top 2.6% – small areas in Wales for the last five publications of WIMD ranks. The current economic situation is likely to have greatest impact in these areas.

6.3 Overall the financial outlook coupled with high demand for social care and population changes mean that the Council continues to apply the Welsh Government's framework for local authority social services charging to ensuring the continued sustainability of our services. Swansea's corporate financial policy on setting charges still sets out an expectation on all services to aim for Full Cost recovery where possible, and to operate within the key principles set out in the Sustainable Swansea programme, and through objectives in the Corporate Plan 2022-23.

Actions to be taken:

- A Full Integrated Impact Assessment to be completed following Council's public consultation on the budget 2023/24, taking place in January.

7. Revisions to Council Charging Policy and the List of Charges to apply in 2022/23

7.1 Swansea Council Charging Policy (Social Services)

The Council's policy and this annual review process, as reflected in this report, aims to ensure that charging, where it occurs, is consistent, fair and clearly understood. Individuals when asked to pay a charge will only be required to pay what they can afford.

The current policy takes into account the principles set out in the charging and financial assessment framework introduced by the Act, and the relevant codes of practice.

Public Information and advice about charging is available on the council website, and leaflet, taking account of individual communication needs, on request. Swansea Council are committed to giving people a stronger voice and real control over the care and support they need, to achieve their own well-being outcomes

Actions to be taken:

- Social Services Finance and Charging group ensures that up to date public information is available on the new corporate website
- The Charging (social services) policy is reviewed and updated regularly by the Social Services Finance and Charging group to reflect national policy and local guidance.

7.2 Changes within the List of Charges as published prior to the start of the financial year should reflect the many inflationary pressures impacting on the social care sector. The costs of providing social care services are subject to inflationary pressures. Significant changes have been made in previous years to ensure that Swansea's charging policy is consistent with most other local authorities in Wales, and that this policy is applied with fairness and equity. Unless Swansea keeps pace with inflationary increase put into place by other Welsh Local Authorities, then the gaps will reappear. Inflation (CPI) currently stands at close to 10%, and it stood at 11.2% in October 2022

The inflation currently stands at 9.2% (January 2023), and it is expected to remain close to 10% for a time. Even though inflation may fall during 2023, many of the household impact items will have already increased in price. The current inflation pressures will remain with their impact on households, providers and services through energy costs, food costs, travel cost, interest rates and higher taxation/national insurance.

These higher running costs added to higher wage bills will continue to impact on the delivery of public services in 2022/23, and disproportionately on adult social care: <https://obr.uk/overview-of-the-november-2022-economic-and-fiscal-outlook/>

Actions to be taken:

- Proposal to Cabinet, on behalf of the Social Services Finance & Charging group, is to increase all charges by **10%** to apply to all set out in the List of Charges to apply in 2023/23.
- An Integrated Impact Assessment screening has been undertaken, and this proposal is still considered to be low impact on the basis that everyone who is the subject of social services charges is offered a fair financial assessment, and then can expect to be charged within the protection of the thresholds set

under the Welsh Government national charging framework. However, the Council recognises that a 10% uplift to public charges is significant at this time, and a full Integrated Impact Assessment is needed before a decision is taken.

- The Council's public consultation linked to the budget 2023/24 asks the public for their views on the proposal of an inflationary increase to social services charges. The public consultation closes on 31st January 2023, and the set of responses will be considered within the full Integrated Impact Assessment.

8. Conclusions

In summary Swansea Council's annual review of social services has taken into account the following

- Policy Annual review approach
- Social Services charging framework
- What people are telling us
- Continuous process improvements
- Integrated Impact
- Comparisons with some other Welsh LAs
- Any revisions needed

Within the current context, it is not deemed necessary or appropriate to consult upon making any changes to the current charging policy.

9. Recommendations

Cabinet is asked to accept the findings of the annual review of changes, and that there are no new service charges **to apply in 2023/24**.

- A Full Integrated Impact Assessment to be completed following Council's public consultation on the budget 2023/24, taking place in January 2023.
- Subject to the outcome of the full Integrated Impact Assessment to agree that an inflationary increase of **10%** to be applied to all social services charges to come into effect on 1st April 2023.
- Cabinet to approve the list of social services charges to apply from 1st April 2023, for the year 2023/24.
- The revised List of social services charges 2023/24 (Appendix 1), once agreed, is appended to the Council's Charging (social services) policy.

Appendix 1 Swansea Council List of Charges (to apply in 2023/24) v3

These are the amount clients will be charged for social care services, subject to any limits on the maximum charge specified by Welsh Government.

1. Residential Care and Support Services (Local Authority)

Council's in-house residential care service delivers a high-quality service for individuals with complex needs, and also offer placements for residential reablement and respite care.

The charges shown below are for the council-run care homes only and are only indicative of the average weekly costs of care and support, as some individuals may have additional needs to be identified and charged accordingly.

All charges for residential care are means tested. Residents may only be required to pay a contribution towards the total weekly cost. In certain circumstances, residents may be required to pay the full cost of residential care.

a) Long Term Residential Care (Local Authority)

Charges for Services by category of care	Weekly 2022/23	charges	in	Weekly 2023/24	charges	in	% Increase/ Comment
Residential Care							
/ Council run only							
Elderly Care	£643.65			£708.02			10%
Dementia Care	£643.65			£708.02			10%
Mental Health	£1,686.58			£1,855.24			10%
Learning Disabilities	£1,686.58			£1,855.24			10%
Younger Adults	£1,686.58			£1,855.24			10%

As part of a planned response to the current crisis, Adult Services are currently offering nursing placements within In-House Services.

Charges for Services by category of care Nursing care/ Council run only	Weekly 2022/23	charges	in	Weekly 2023/24	charges	in	% Increase/ Comment
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Adults	£722			£794.20			10%
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The charge (fee) is set at a rate in line with external nursing placement

b) Short Term Residential Care (Local Authority)

Note: Within short term residential care placements, if the long-term destination of the client is known then residential care rates are applied, in circumstance where someone is due to go into long-term care, or community care rates from day 1, such as:

- if they are placed in a temporary bed pending the provision of Domiciliary Care;
- Or, where a social care assessment is required.

Then a 2-week period free of charges are followed by the residential / or community care rates from week 3 onwards, pending a decision on their next placement.

Charges for Services by category of care	Weekly charges in 2022/23	Weekly charges in 2023/24	% Increase/ Comment
All adults short term residential care: Planned respite – non-residential community care rates	£100	TBC by Welsh Government	Continue to reflect Max. weekly charge set by Welsh Government
Residential Reablement - up to 6 weeks free	n/a	n/a	
Step-up / Step-down temporary beds -up to 2 weeks free	Non-residential community rate or residential rate	Non-residential community rate or residential rate	Fees charged based on longer-term care destination

2. Non-residential, community-based care and support Services

- Domiciliary Care – is care in the client’s home provided by a private sector provider
 - Home Care – is care in the client’s home provided by the Local Authority
- All charges are means tested up to the maximum standard charge as outlined below

Charges for Services per category of care	Weekly charges in 2022/23	Weekly charges in 2023/24	% Increase/ Comment
All adults Non-residential, community-based care and support Services			
Domiciliary Care or Home Care, including respite at home, supported living	£19.88 per hour	£21.87	10%
Older Persons Day Services	£46.20 per day	£50.82	10%
Day Services Younger Adults /Special Needs Day Services	£57.78 /day	£63.56	10%

3. Flat rate charges for other services provided by Swansea Council

These social care charges for Council run services are discretionary, and are **not** subject to a means test, or a maximum weekly charge.

Charges for Services per category of care	Weekly charges in 2022/23	Weekly charges in 2023/24	% Increase/ Comment
Adult social care charges for Council run services			
Community Alarms (Lifelines)	£150.80 exclusive VAT (four quarterly instalments of £37.70) £180.96 inclusive VAT (four quarterly instalments of £45.24)	£165.88 exclusive VAT £199 exclusive VAT	10% Fitting charges may be subject to charge, following review of service https://www.swansea.gov.uk/communityalarms
Meals (within community-based, day services)	£4.05	£4.46	10%
Court of Protection Deputyship	Court of Protection Deputyship charges as set in law by the Ministry of Justice	Court of Protection Deputyship charges as set in law by the Ministry of Justice	
Pre-Deputy support charge	£5 per week	£5 per week	No change proposed

APPENDIX 2: COMPARISON WITH OTHER WELSH LOCAL AUTHORITIES

- a) Table showing latest available information about how Swansea's social services charges compare to selected other Welsh Local Authorities. This year due to Covid, information has been collated and updated following a web search for the following service areas:

Local Authority Social Services Charges in 2022/23	Home Care (subject to weekly charge)	Day Care (subject to weekly charge)	Direct Payments	Residential Care Long Term /Temp Elderly/ week	Residential Care Short Term/ Respite (Telecare/ Lifeline (per week)	Other (per day)
Swansea (2022/23) <u>Updated</u>	£19.88 per hour	£46.20/ day- older people £57.78/ day- adults	Variable	£643.65- older people £1,686.58- learning disability £672.59- Nursing	£100 (Max weekly charge applies)	£45.24 per quarter, incl VAT	Meal £4.05
NPT <u>Updated but no figures available</u>	£16 per hour subject to 2% increase	£30 per attendance	Value of direct payment	£572.37 (standard res. Care) £767 (Pobl charges to new residents) subject to 2% increase	£100 (Max weekly charge applies)	£2.70 (T/c) £3.95 (LL) £5.70 (LL- Extra) subject to 2% increase	Meal £4.60
Bridgend <u>Updated</u>	£20.92	£37.29 / day £70.26/ day	Variable	Remodelling	£100 (Max weekly charge applies)	£6.55/ week (one person in household)	Meal - £5.66 Tea/snacks £1.69

Carmarthenshire <u>Updated</u>	£18.00 per hour (community support)	£17.60 per session	PA rates £13.40 per hour/£110.80 per night	N/a	£100 (Max weekly charge applies)	£48.75 ,per quarter	Meal £5.35
Powys <u>Updated</u>	£20.50 per hour	£15.00 per day	£11.41 per hour PA rate £14.47 per Hour agency rate	Residential £659 Dementia care £669 Nursing £660	£100 (Max weekly charge applies)		Meal £7.50
Pembs <u>Updated</u>	£18.27/ hour	Day Opportunities £43.45	£12.69	Residential £717.45	£100 (Max weekly charge applies)	£2.24- with Disablement Exemption Certificate £2.69 -without Disablement Exemption Certificate	Meal- TBC
RCT <u>Updated</u>	£17.00/ hour	£17 per day	£10.00 per hour	Determined on individual basis	£100 (Max weekly charge applies)	£143.98 p.a	Minimum weekly charge = £4.05 per week

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Integrated Impact Assessment (IIA) Report

This form should be completed when a screening form has indicated a full Integrated Impact Assessment is required and found to be relevant to Equality Act 2010, Socio-economic Duty and Well-being of Future Generations (Wales) Act 2015

Please refer to the 'IIA Report Form Guidance' while completing this form. If you need further support, please contact accesstoservices@swansea.gov.uk.

Which service area and directorate are you from?

Service Area: Adult Services

Directorate: Social Services

Q1(a) What are you assessing?

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Boards which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services
- Other

(b) Please name and fully describe initiative here:

All local authorities are facing intense financial pressures, and are looking at ways to make sure that every pound of funding is spent wisely and effectively. This means that we need to look at how we are organised, how we resource and provide services to continue to ensure that we provide the highest quality of services possible to meet the care and support needs of our most vulnerable citizens.

We do need to consider how we can make sure that this is done in a sustainable way; how we can meet the social care needs of local people, now and in the future. Charging for social care is a statutory expectation, as part of a sustainable model of social care. All social services residential and non-residential charges are set within a national legislative framework, and in compliance to regulations and code of practice as set by Welsh Governments, namely within Parts 4 and 5 of the Social Services and Well-being (Wales) Act 2014, henceforth 'the Act'.

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Under the Act, citizens to whom the charges apply are protected by some important policy entitlements:

- right to be offered a financial assessment to consider whether they have the means to pay a contribution to the costs of their social care and support
- there are clear principles that a person's ability to pay should not precluding access to care and support or that the charges for care and support should not exceed the costs of provision – there are personal thresholds set by the Welsh Government: namely a maximum weekly charge to be set at £100 per week (2021/22)

This Full IIA report covers both the Annual Review of Charges (Social Services) report, which sets out any changes within Swansea Council's Charging Policy (Social Services), and the proposed List of Charges to be applied in 2022/23.

The main change to take effect from 1st April 2023 is that all social services charges are to be increased in line with current inflation and forecasts; this represents an **uplift of 10%**. There are no new charges proposed by this annual review. Clearly though, there are some impacts arising from applying a high inflationary uplift within the Council's charges (on social care) and this report considers the available evidence carefully.

For these charges will be increased by 10%, which will raise the hourly rate for adult social care services in line with current inflation:

For example, Dom Care is currently £19.88 per hour, with the change it would increase to £21.87.

Older Person's Day service is £46.20 per day, it would increase to £50.82.

But the maximum weekly charging and means testing through a financial assessment will still apply as per the current Council policy.

Any individual's charges will still be financially assessed, so based on their own unique circumstances and current income and for non-residential this would be up to the maximum weekly limit set by Welsh Government (currently £100 p/week).

Each service fee is in the charging policy's list of charges to be made available on the Council's public website, if the increase is agreed upon.

Will this initiative result in any changes needed to the external or internal website?

Yes No **If yes, please provide details below**

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(d) It was initially screened for relevance on: 18/01/2023

Lead Officer

Name: Simon Jones

Job title: Strategic Performance & Improvement Officer

Date: 1st February 2023

€Approved by Head of Service

Name: David Howes

Job title: Director of Social Services

Date: 6th February 2023

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Section 1 – Aims

What are the aims of the initiative?

Social Services and Well-being (Wales) Act 2014 (The Act) came into effect in April 2016 setting out the statutory requirements placed on each Local Authority, to publish their discretionary charges for social services.

In working a sustainable approach to social care, Welsh Local Authorities have some discretion in how charges for residential and non-residential and community-based social services can be applied.

Under the Social Services and Well-being (Wales) Act 2014, a local authority can only charge:

- up to the cost of providing the social care service;
- what the person can afford to pay for an assessed for service.

Swansea Council's Charging (social services) policy sets out the arrangements for charging citizens for costs incurred when providing care and support services.

The List of Charges, appended to the policy, details what services are chargeable and the level of charge for the year ahead.

Swansea Council carries out a 'best practice' approach to social services charging by carrying out an annual review of the charges and how they are applied each year.

This Full IIA related to the sixth annual review of social services charging was carried out on behalf of the Social Services Finance and Charging group, chaired by the Director of Social Services, and the recommendations made as part of this review.

Specifically, this Full IIA report concerns non-residential service users of social care services in Swansea, and the review's recommendation relating to **proposed inflationary uplift to all social services charges of 10%**.

Who has responsibility?

Director of Social Services
Cabinet Member- Care Services
Head of Adult Services

Adults Services are responsible for the provision of services to the most vulnerable adults in Swansea.

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Adult Services vision

“People in Swansea will have access to modern health and social care services which enable them to lead fulfilled lives with a sense of wellbeing within supportive families and resilient communities”

Who are the other stakeholders?

- Non-residential service users of social care services (Young people / adults)
- Unpaid carers
- Providers of community-based adult social care services (in-house/ external) including home care, day services, respite care, community alarms
- Staff from partnership organisations/ bodies locally and regionally (Health)

Within Swansea Council:

- Social Services Finance & Charging group
- Safeguarding People and Tackling Poverty Corporate Delivery Committee
- Cabinet/ Corporate Management Team

Other stakeholder groups who may need future consideration:

- Advocates
- Swansea Poverty Truth Commission
- Third sector representatives
- Benefits advice and welfare right groups/organisations
- Disability groups

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Section 2 - Information about Service Users (See guidance)

In order to complete this section you will need to look to data such as Census data, research and performance management information, surveys, future trends, service user data, socio-economic data from recent consultations, engagement and research

Children/young people (0-18)	<input type="checkbox"/>	Sexual orientation.....	<input type="checkbox"/>
Older people (50+).....	<input checked="" type="checkbox"/>	Gender reassignment.....	<input type="checkbox"/>
Any other age group	<input checked="" type="checkbox"/>	Welsh language.....	<input type="checkbox"/>
Future generations (yet to be born)	<input checked="" type="checkbox"/>	Poverty/social exclusion	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	Carers (including young carers).....	<input checked="" type="checkbox"/>
Race (including refugees).....	<input type="checkbox"/>	Community cohesion.....	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	Marriage & civil partnership	<input type="checkbox"/>
Gypsies & Travellers.....	<input type="checkbox"/>	Pregnancy and maternity.....	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>		
Sex	<input type="checkbox"/>		

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Please provide details of the information you hold in relation to the groups above:

a) General Population

Swansea has the second largest local authority population in Wales and accounts for almost 8% of its total population (3,169,600). Between the last two censuses (held in 2011 and 2021), the population of Swansea fell by 0.2%, from around 239,000 in 2011 to around 238,500 in 2021. This means Swansea was one of seven local authority areas in Wales to see its population decline.

b) Demographic changes

Swansea has a population of 140,000 people aged 50 and over. The number of people aged 65 to 74 years rose by just under 3,700 (an increase of 16.6%) between 2011 and 2021. The percentage of Welsh speakers in Swansea remained at 11.2% in 2021.

c) Race

In 2021, 10,451 (4.4%) of Swansea residents identified their ethnic group within the "Asian, Asian British or Asian Welsh" category, up from 7,803 (3.3%) in 2011. The 1.1 %-point change was the largest increase among high-level ethnic groups in this area.

The percentage of people who identified their ethnic group within the "Other" category ("Arab" or "Any other ethnic group") increased from 2,380 (1.0%) in 2011 to 3,383 (1.4%) in 2021.

In 2021, 218,052 (91.4%) of people in Swansea identified their ethnic group within the "White" category (compared with 224,697 (94.0%) in 2011), while 1.6% identified their ethnic group within the "Mixed or Multiple" category (compared with 0.9% the previous decade).

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d) Informal Care

In 2021, 5.0% of Swansea residents (aged five years and over) reported providing up to 19 hours of unpaid care each week. This figure decreased from 7.9% in 2011. In 2021, just under 1 in 40 people (2.3%) reported providing between 20 and 49 hours of unpaid care each week, compared with 2.1% in 2011. The proportion of Swansea residents (aged five years and over) that provided at least 50 hours of weekly unpaid care decreased from 4.0% to 3.8%. These figures suggest that individuals and families' capacity to provide informal care is increasingly under pressure. These pressures within families and communities are only likely to increase due to the cost of living crisis. Swansea's Adult Services are offering more carers assessments to support the wellbeing of carers in their own right.

e) Poverty

Health and social care, and various other public services play vital roles in supporting people to avoid or overcome poverty and its effects. It is therefore important to ensure that those at greatest risk of poverty and deprivation are able to access them, and any barriers to doing so are addressed. Various data sources referring to various indicators inform us about the current situation, and numerous plans exist at different levels which our strategies will require us to connect with in our work to tackle poverty locally.

The Welsh Index of Multiple Deprivation (WIMD) offers some indicator data which is useful for understanding our current position. WIMD is calculated for all small areas (Lower layer Super Output Areas - LSOAs) in Wales.

Following the 2011 Census, 1,909 LSOAs were defined in Wales (148 in Swansea) and they have an average population of 1,600 people

This index was last updated in 2019, using data which in some cases was then three years old.

In WIMD 2019, 17 (11.5%) of Swansea's 148 LSOAs are in the most deprived 10 per cent in Wales (similar to the overall proportion in 2014)

The Swansea Economic Profile, last updated in February 2016 contains some data relevant for discussing poverty.

The Swansea Poverty Profile completed in April 2014 further examines the local situation, comparing it with other local authorities, with Wales and UK averages and with different points in time.

The 2021 Census published to date also contains some valuable information about household composition and economic activity.

f) Demand for social Care

Swansea PSB's Local Wellbeing Assessment (2022) reports that generally the demand for Adult Social Care in Swansea is increasing, though the resources available to meet the demand have been under constant pressure.

The main reasons for the increasing or changing demand include:

- Increasing numbers of people as more people live longer,
- Increasing levels of need from people with complex / chronic conditions
- Increasing expectations from people that their needs can be met, particularly by health and social care services
- Immediacy of needs – people have expectations for faster response times
- Carers have their own wellbeing needs and lives

Of the 200,000 (approx.) adults aged 18 and over living in Swansea, the number who received care and support from Swansea Council's Adult Services during the last 3 years were:

- 2020/21 = **6,951**

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- 2019/20 = 6,463
- 2018/19 = 6,434

g) Charging for social services

It is challenging to report accurately on the number of adults in Swansea who are subject to charging for their social care at a point of time or invoices during a period, as their individual circumstances may change.

The figures on the number of financial assessments carried out show the high number of people in a year who may be subject to charging. In 2021/22, the SCIF team carried out **5,011** financial assessments of social care clients (6,830 financial assessments were undertaken in 2020/21).

Of this number, there were:

- 1,625 assessments of new clients (2,477)
- 3,386 reviews of existing clients (4,353)

h) Charges for non-residential adult social care

It is challenging to undertake analysis of the number of people who are subject to the maximum weekly charge during the financial year, as people's financial circumstances may change, their care and support package may change, and a sample week is a good indication of impact.

During a sample week (week ending 04/12/22) there were **1085 clients** who have to pay for Council's adult services (non-residential). Out of this group of 1085, **261 clients** were not invoiced for the maximum assessed charge in this sample week (week ending 04/12/22).

Taken from this data, around **25%** of clients who are charged are falling below the weekly charges threshold, that is actually paying less than £100 per week (threshold set by Welsh Government).

It should be noted that Swansea Council only invoices clients for actual services (hours of care) received.

During any period, clients may, based on the actual care they receive, move in and out of the threshold, that is some weeks their care may receive less than the maximum, and other weeks they receive more care to trigger the threshold.

Another caveat is that the Welsh Government has yet to announce the national social services charging allowances and thresholds for 2023/34. If they increase the maximum weekly charge for example, this could significantly alter the number of people who will be paying more, but these people won't necessarily be affected by the inflationary uplift. Proposal as the cost of their cap would remain capped at £100 per week.

It should be noted of the 261 clients, some would have been assessed as needing a package of care which is expected to be at, or over, the maximum weekly charge level. Our analysis of the sample week also noted that of **21 people** have a max charge of £100 but receive actual services totalling 1 hour a week or less, so were invoiced for £19.88 (the current hourly rate).

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Our analysis also showed that within the group of 261 clients, there is a range in relation to what charged and the maximum weekly charge (currently £100). The lowest difference was £0.60p between what they were invoiced for and the threshold charge, whilst the greatest difference was £80.12, that is those people charged only for an hour of adult social care. This group would be impacted by approx. £2 per hour care received, the proposed uplift on the current hourly rate (£19.88).

Of the 262 clients, % by client group

Client Group	% of Client Group
OLDER ADULTS	67.83%
LEARNING DISABILITY	17.88%
YOUNGER ADULTS	12.53%
MENTAL HEALTH	1.75%
Total	100.00%

Main References.

ONS (2022) How life has changed in Swansea (Jan 2023): <https://www.ons.gov.uk/visualisations/censusareachanges/W06000011/>
ONS Provision of unpaid care (Jan. 2023): <https://www.ons.gov.uk/datasets/TS039/editions/2021/versions/2>
Welsh Index of Multiple Deprivation (WIMD) analysis of 2017-2019 deprivation: <https://www.gov.wales/analysis-protected-characteristics-area-deprivation-2017-2019>
WIMD – Swansea: <https://www.swansea.gov.uk/wimd2019>
Swansea Public Services Board (May 2022) Assessment of Local Wellbeing 2022: <https://www.swansea.gov.uk/psbassessment2022>
Swansea Council Tackling Poverty Strategy: <https://www.swansea.gov.uk/article/9610/Tackling-Poverty-Strategy>
Swansea Council Prevention Strategy: <https://staffnet.swansea.gov.uk/tacklingpovertystrategy>

See also Swansea Council’s Annual Review of Social Services Charging 2022/23 (Main report)

Swansea Council’s Charging (social services) policy: <https://staffnet.swansea.gov.uk/socialserviceschargingpolicy>

Under this proposal, the Council would still be working within national guidance which sets out what allowances have to be made and how charges are capped (maximum weekly charge).

It is the Council’s responsibility to implement their own Charging Policy, that fairly takes into account additional costs which a service user may incur as a result of living with a disability or long term health condition.

No changes have been made within these discretionary areas, though there are plans, within Adult Services, to finalise and publish further financial assessment guidance.

The Council would also, as now, continue to support service users to maximise their benefits, including housing benefit and council tax discount, as part of case management and through the financial assessment process.

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Any actions required, e.g. to fill information gaps (write below and add to action plan)?

- Finalise and publish financial assessment guidance
- Implement Swansea Council Tackling Poverty strategy
- Implement Swansea Council Prevention strategy
- Finalise Council Debt strategy (work in draft) – work as part of the work programme of the Safeguarding People and Tackling Poverty Corporate Delivery Committee

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Section 3 – Assessing the Impact (See guidance)

Please consider the possible impact on the different protected characteristics and statutory considerations:

	Potential Impacts	Positive / Negative/Neutral Impact/Needs further investigation	Prompts (not an exhaustive list) Consider:
<p>Race</p> <p>Page 131</p>	<p>The proposed uplift to charges and Swansea Council’s charging policy will be applied within principles of equality, transparency and fairness to all service users who receive care and support from the Council and who are expected to pay for services, regardless of racial group. The uplift to actual charges could deter some people from accepting care and support, and this could impact differently within particular minority ethnic communities.</p>	<p>Needs further investigation</p>	<p>Ethnicity Nationality Gypsies / Travellers Language: interpreter provision Refugee / Asylum Seekers Migrants Awareness events United Nations Convention on the Elimination of All Forms of Racial Discrimination (UNCERD)</p>
<p>Disability</p>	<p>The proposed uplift to charges and Swansea Council’s charging policy will be applied within principles of equality, transparency and fairness to all service users who receive care and support from the Council and who are expected to pay for services, regardless of disabilities. Our initial analysis shows that some younger adults and people with a learning disability could be impacted depending upon their assessed package of care, whether their chargeable hours of care are under the maximum weekly threshold. Some people with disabilities who receive care packages from the Council may find they are charged or charged more for the same service.</p>	<p>Negative</p>	<p>Mobility / Dexterity Blind or Visually impaired Deaf or Hearing impaired Mental Health Learning Disabilities Dementia Neurological difference / Autism Access to buildings/ facilities Access to communication methods Dietary requirements Other Long Term Health Conditions United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)</p>

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	Potential Impacts	Positive / Negative/Neutral Impact/Needs further investigation	Prompts (not an exhaustive list) Consider:
Carers	The proposed uplift to charges, and charges are applied to the individual receiving social care. There may be, in some cases, a wider social-economic impact on carers and families. It is worth noting that Swansea Council offers carers an assessment of their own wellbeing needs. Also, that supports services available to carers are not subject to charging.	Neutral	Providing unpaid and informal care A child caring for a disabled parent An older person caring for a friend who has a mental health issue A young adult caring for a sibling with substance misuse difficulties An adult caring for an older relative who is elderly, frail or experiencing dementia
Sex Page 132	The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all service users who receive support from the Council regardless of gender. However, as women are generally more highly represented amongst users of adult social care, and as carers and have lower income, any uplift to charges could have a disproportionate impact on a small number of women whose care received remains under the maximum weekly threshold.	Negative	Men / Women Gender Identity Childcare Gender Pay Gap Domestic abuse United Nations Convention on the Elimination of All Forms of Discrimination against Women (UNCEDAW)

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	Potential Impacts	Positive / Negative/Neutral Impact/Needs further investigation	Prompts (not an exhaustive list) Consider:
Age	<p>The proposed uplift to charges, and Swansea Council's charging policy will be apply within the principles of equality, transparency and fairness to all service users who receive care and support from the Council and who are expected to pay for services, regardless of age.</p> <p>Some older adults who receive care packages from the Council may find they are charged or charged more for the same service</p>	Negative	<p>Older People including citizens with dementia. Could the initiative contribute to the 'age friendly' agenda or improve the experience of getting older in Swansea</p> <p>Children, Young People</p> <p>Cross-generational working offers a wide variety of benefits</p> <p>Working Age People, Young Families</p> <p>Demographics</p> <p>NB: Where children / young people are affected complete the Childrens Rights Checklist</p> <p>United Nations Convention on the Rights of the Child (UNCRC)</p> <p>Caring responsibilities</p>
Future generations (yet to be born)	<p>The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all service users within the statutory guidance set by Welsh Government as outlined. Council discretion is applied only within the limits set by Welsh Government, and as part of a sustainable model of health and social care.</p>	Neutral	<p>We must ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs</p>
Religion & Belief	<p>The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all service users who receive support from the Council regardless of religion or belief.</p>	Neutral	<p>Faith Communities</p> <p>Non Beliefs</p> <p>Dietary requirements</p> <p>Vegetarianism/Veganism</p> <p>Other philosophical beliefs</p> <p>Dress code/uniforms</p> <p>Religious festivals/activities, agile working</p>

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	Potential Impacts	Positive / Negative/Neutral Impact/Needs further investigation	Prompts (not an exhaustive list) Consider:
Sexual Orientation	The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all service users who receive support from the Council regardless of sexual orientation.	Neutral	Gay Lesbian Bi-sexual Heterosexual Terminology Confidentiality about sexuality https://www.stonewall.org.uk/
Gender Reassignment	The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all service users who receive support from the Council regardless of gender / status.	Neutral	A person who proposes to, starts or has changed their gender identity Transgender Appropriate language use, ie, appropriate pronouns
Marriage & Civil Partnership	The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all service users who receive support from the Council regardless of marital status	Neutral	Marital status Civil Partnership status
Pregnancy & Maternity	The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all service users who receive support from the Council regardless of whether pregnancy or maternity is a factor. The charges do not apply to children or dependent	Neutral	Pregnant mothers Those entitled to maternity and paternity leave Foster/Adoption Breastfeeding mothers

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	<p align="center">Potential Impacts</p>	<p align="center">Positive / Negative/Neutral Impact/Needs further investigation</p>	<p align="center">Prompts (not an exhaustive list) Consider:</p>
<p>Welsh Language</p>	<p>The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all service users who receive support from the Council regardless of whether services are provided through the medium of Welsh language.</p>	<p>Neutral</p>	<p>Ensuring equal status of both Welsh and English languages. Availability of and access to services, activities and information. Rights of individuals to ask for WL services. Impact on Welsh speaking communities, including: Positive / negative effects on opportunities to use the WL. Possible changes to number/percentage of Welsh speakers Job opportunities / Staffing changes. Training needs and opportunities Availability of Welsh medium education</p>

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	Potential Impacts	Positive / Negative/Neutral Impact/Needs further investigation	Prompts (not an exhaustive list) Consider:
<p>Socio Economic Considerations</p>	<p>Income generation can reduce the costs of services to Council taxpayers or to provide care and support to more people in need. Overall, this work contributes towards Swansea Council's Corporate Plan strategic objective to safeguard our most vulnerable citizens. The social care market, as all households and businesses, has been seriously impacted by UK inflation on real wages, energy and fuel costs, and price increases.</p> <p>To ensure that people who are living in less favourable social and economic circumstance , means testing protects this group from increases. Based on a weekly sample, this applied to 75%. However, we estimate 25% of people (based on a sample week) charged for non-residential adult social care services, fall below the threshold for the maximum weekly charge (currently set by Welsh Government at £100, but this may be subject to increase in 2023/24).</p>	<p>Negative</p>	<p>People living in less favourable social and economic circumstances than others in the same society. Disadvantage may be exacerbated by many factors of daily life, not just urban or rural boundaries. The impact on limited incomes are significant but also consideration needs to be given to service accessibility and barriers to participation.</p> <p>'Intersectionality' issues - where identity compounds socio-economic status, e.g., single parents (often women), disabled people, some BAME groups.</p>
<p>Human Rights</p>	<p>The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all citizens and service users who receive support from the Council.</p>	<p>Neutral</p>	<p>See Human Rights Articles.</p>

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	Potential Impacts	Positive / Negative/Neutral Impact/Needs further investigation	Prompts (not an exhaustive list) Consider:
Intersectionality	The wider cost-of-living crisis and inflationary pressures are having a disproportionate impact on those people in receipt of social care their carers and families. We do have to consider how poverty can impact on the wellbeing and care and support needs of the most vulnerable citizens. Swansea Council is working on a corporate debt recovery policy to ensure that a fair and compassionate approach is taken when working with individuals and families who are in arrears through charges.	Negative	The way in which power structures based on factors such as gender, race, sexuality, disability etc. interact with each other and create inequalities, discrimination and oppression. (the multiple layers of discrimination)
Page 137 Community Cohesion	The wider cost-of-living crisis and inflationary pressures are having a disproportionate impact on those people in receipt of social care their carers and families. We do have to consider how poverty can impact on families and the community resilience. Swansea Council provides a range of services to support families and communities and to help manage the wider impacts	Negative	Think about relationship between people from different backgrounds, community tensions, community facilities http://gov.wales/topics/people-and-communities/communities/communitycohesion/?lang=en
Other (please state)	Set alongside this demand for and charging for care and support within the pandemic; how a context of growing demand and rising costs within social care is impacting on the levels of income generated in the period.	Neutral	Eg, Modern Slavery, Safeguarding, Other Covid effects, Ex-offenders, Veterans, Care Leavers, Substance Abuse, Homeless

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Human Rights Act 1998 <ul style="list-style-type: none">• Article 2 Right to life• Article 3 Freedom from torture and inhuman or degrading treatment• Article 4 Freedom from Slavery and forced labour• Article 5 Right to liberty and security• Article 6 Right to a fair trial• Article 7 No punishment without law• Article 8 Respect for private life, family, home and correspondence• Article 9 Freedom of thought, belief and religion	<ul style="list-style-type: none">• Article 10 Freedom of expression• Article 11 Freedom of Assembly and association• Article 12 Right to marry and start a family• Article 13 Right to access effective remedy if rights are violated• Article 14 Protection from discrimination• Protocol 1, Article 1: Right to a peaceful enjoyment of your property• Protocol 1, Article 2: Right to education• Protocol 1, Article 3: Right to participate in free elections• Protocol 13, Article 1: Abolition of the death penalty
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If you have identified any areas which need further investigation, these will need to be added to your action plan

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At present we estimate that roughly 25% of people (based on a sample week) are charged for non-residential adult social care services, and fall below the threshold for the maximum weekly charge (currently set by Welsh Government at £100, but this may be subject to increase in 2023/24).

We need to routinely monitor the number of clients within this cohort, and to profile against local population data and type of service received, as well as protected characteristics, such as race, gender.

Swansea Council continues to undertake an annual review of social services charges, as set out under Part 5 of the Social Services and Well-being (Wales) Act

Our review process will continue to develop and improve its methodology to take into account the following areas:

- Statutory considerations- any changes to national policy
- How Current charging policy is working in practice
- Improvements made this year. Changes planned
- Opportunities for any new charges
- What people are telling us
- How Swansea's list of charges compares to other Welsh Local Authorities
- Integrated Impact assessment

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Section 4 - Involvement

Please consider all of your involvement activities here, e.g. participation, consultation, engagement, co-productive approaches, etc.

Swansea Council carried out a public consultation of the budget proposals for 2023/24 in January 2023:

[Council Budget Consultation - Staff portal \(swansea.gov.uk\)](https://www.swansea.gov.uk/council-budget-consultation-staff-portal)

Among those seeking a public response is the following **Proposal**:

This proposed principle to increase charges in line with increased inflation costs or to ensure we recover all cost of providing our services would also apply to charges to Social Care Services. Our Social Services Charging Policy has been produced in accordance with the legal requirements set out in The Social Services and Well-being (Wales) Act 2014 ("the Act") and sets out Swansea Council's position on charging for social care. It is proposed that where services are currently charged, these charges will be increased by only 10%. Maximum charging and means testing will still apply as per the current policy. Details of the policy and list of charges current applied can be found here.

If you need any further information in relation to the proposed increase in charges for social care please contact us on the details below:

Email: SWInbox@swansea.gov.uk

Tel: 01792 636322

What involvement has been undertaken to support your view? How did you ensure this was accessible to all?

As part of the wider budget consultation, we set up a specific helpline and telephone number which operated Monday to Friday 9 – 5 throughout January 2023 and a generic inbox for queries 01792 636322 & email : SWInbox@swansea.gov.uk

We also contacted all clients who would be impacted by the proposed 10% increase via letter, a total of 5829 letters were sent, 2480 to those who have a lifeline and 2359 who receive a service provision and offered them the opportunity to input into the general budget survey or contact us via phone or email.

What did your involvement activities tell you? What feedback have you received?

In response to letter sent to all services users subject to charging (Adult Services) - we received a total of 149 calls and 11 email inquiries. Feedback specifically about the budget consultation was fed directly into the main budget survey. We had some general queries too which were able to be answered via the helpline. All staff and managers provided with a briefing note including consultation, what it meant, and how to help clients take part. This was also provided to front doors and Corporate Complaints team. Weekly mentions in the social services directors briefing to all staff (including wider Child and Family and Commissioning Staff) and links to the survey. Response to one media enquiry on the budget generally. Corporate communications promoted the overall budget consultation – with item on Staffnet (January 2022); Press Release and public website story January 2022

In response to Council's public consultation on proposed budget 2023-24, we received a total of 440 responses.

In respect of the above proposal:

Do you currently pay for Social Care Services?

28 (6.6%) Yes

397 (93.4%) No

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Would you prefer to pay more for those services rather than see a reduced level of service?

185 (54.4%) Yes
155 (45.6%) No

Are there any comments you would like to make about how this will affect you?

86 (100.0%)

A thematic analysis of the 86 comments is shown in the following table, with some consideration:

Theme	Count	Consideration
Ability to pay	21	Main concern, though currently addressed by financial assessment offer and nationally set, weekly charge thresholds
Unfairness of national system	20	Out of scope of this review.
Efficiency	15	Some comments question the value for money in terms of service received e.g. home care
Support for 10% uplift	9	Some people supporting proposal, but mindful of the ability to pay of some, vulnerable people
Council strategy	6	Some challenge to Corporate priorities, though safeguarding vulnerable people remains a corporate priority
Challenge 10% uplift	5	Some questioning whether a blanket approach to all services is fair and whether 10% is a fair reflection of inflation against benefit increases
Other	4	Should there be a regional approach to social care/ social care charging?
Not a service user	3	-
No comment	3	-
Grand Total	86	

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How have you changed your initiative as a result?

No, whilst it is acknowledged that a number of respondents are not in favour of the proposed uplift, and that many have commented on the proposals, the uplift to charges is still seen, by the majority (54%) of respondents, as an important determinant of a sustainable future model of social care, one that reflects the value and costs of social care, and a sustainable future model to ensure services for the most vulnerable in the community, it is considered, on balance, that it is appropriate to recommend that the proposal be adopted and to work with those people affected by the proposal to support them to manage the impact.

Many of the respondents comment on how overall health and social care system, the national charging framework and how the Council is working for individual citizens and society in general. Most of comments concern whether those most vulnerable people have the ability to pay any increased charges, when they are more likely to be receiving welfare benefits.

Any actions required (e.g. further engagement activities, mitigation to address any adverse impact, etc.)? (Add to action plan)

No, following the consultation, there are no identified changes to the initial proposal and all mitigation actions identified above remain in place. In addition, people who need/request additional support to understand and adapt to any changes would be able, in the first instance, to make a request for an updated Financial Assessment from the Councils Social Care Income and Finance (SCIF) Team. The Councils Financial Assessment Officers are experienced in understanding an individual's unique circumstances, to apply the agreed allowances, assessing disability related expenditure and supporting with accessing benefits advice. In certain circumstances, where someone needed more help to understand the changes, the Financial Assessment Officers can work with social workers and welfare rights officers to help maximise a client's benefits.

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Section 5 – Duties (please see guidance)

Please consider how the initiative might address the following issues. How will the initiative impact on the duties set out below? Think about what work you have already done to improve the outcomes.

Public Sector Duty – how will the initiative address the below?	
Foster good relations between different groups	By working in partnership, promoting accessible services, sound professional practice through collaborative communication and the safe and secure sharing of information, we can continue to have our eyes and ears open to the experiences of those either using or working in the social care sector.
Elimination of discrimination, harassment and victimisation	In Swansea, our corporate priority is safeguarding our most vulnerable people and building resilient communities. The Council is concerned about the human rights of each and every citizen, and the need to safeguard and protect the rights of people in need of health and social, care and support. Swansea promotes safeguarding as “everyone’s business”, seeking out occurrences of abuse or neglect of vulnerable adults, and children at risk are noticed at an early stage- accessing our early intervention and preventative approaches.
Advance equality of opportunity between different groups	By working collaboratively, we can continue to improve our service offers and pathways for citizens to ensure all individuals in need of social care can give timely and proportionate responses, and support to access the help they may need through ‘What Matters’ conversations that are concerned with their unique circumstances, and the outcome they hope to achieve. Also, applying a set of clear values and principles across all social services. Adult Services’ mission statement is: <ul style="list-style-type: none"> – We will help people to keep safe and protected from harm and give opportunities to exercise voice, choice and control in all aspects of their lives. – Our services will focus on prevention, early intervention and enablement and we will deliver better support for people making best use of the resources available supported by our highly skilled and valued workforce
Socio-economic Duty - Describe any issues identified as a result of the initiative for those people experiencing and living in poverty	
a) Communities of place	Whilst the overall aim of the duty is to deliver better outcomes for those who experience socio-economic disadvantage, Swansea Council is implementing the national social services charging framework and responding to the unprecedented cost of living crisis. Our statutory duty remains to safeguard the most vulnerable people in our communities, and to ensure that care and support is available to people in need.

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b) Communities of interest	The Council recognises the impact that poverty has on individuals and families and provides a range of Tackling Poverty and Prevention services, closely aligned to social services so that they can be targeted to those groups where there is clear evidence of disadvantage, and eligible need.
How does your proposal ensure that you are working in line with the requirements of the Welsh Language Standards (Welsh Language Measure (Wales) 2011)? (beyond providing services bilingually)	
a) To ensure the Welsh language is not treated less favourably than the English language	Swansea Council Social Services is delivered in line with the Welsh Language standards, and working towards the objectives set by the Mwy Na Geiriau framework for Health and Social Care, in particularly promoting the active offer, continuously improving the quality of our services and through a Workforce development strategy
b) That every opportunity is taken to promote the Welsh language	As above
c) Increase opportunities to use and learn the language in the community	As above
United Nations Convention on the Rights of the Child (UNCRC): Many initiatives have an indirect impact on children and you need to consider whether the impact is positive or negative in relation to both children's rights and their best interests	
Will the initiative have any impact (direct or indirect) on children and young people (think about this age group holistically e.g. disabled children, those living in poverty or from BME communities)?	
It is not anticipated that there will be an impact on children and young people, their wellbeing, their life opportunities or outcomes.	
<p>All initiatives must be designed / planned in the best interests of children and young people. <i>Best interests of the child (Article 3): The best interests of children must be the primary concern in making decisions that may affect them. All adults should do what is best for children. When adults make decisions, they should think about how their decisions will affect children. This particularly applies to budget, policy and law makers.</i></p> <p>Please explain how you meet this requirement:</p>	
<p>This proposal affects clients within Adult Services in receipt of community-based services. Swansea Council supports the Welsh Government's current position that child and family services, including services to disabled children and support to carers and young carers are not chargeable.</p> <p>Also that currently the range of preventative services available to children, families and adults are not currently chargeable.</p>	

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Section 6 - Sustainable Development

The Well-being of Future Generations Act (Wales) 2015 places a well-being duty on Swansea Council to carry out sustainable development. This is in line with the Council's Sustainable Development Policy and our Corporate Plan's Well-being Objectives. We must work in a way that improves the economic, social, environmental and cultural well-being of Wales, by taking action, in accordance with the sustainable development principle, aimed at achieving the well-being goals.

The sustainable development principle means we must act in a manner, which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. We do this by applying the five ways of working.

6a) The Sustainable Development Principle's Ways of Working

The Five Ways of Working	Examples or summary of how applied
Long term - The importance of balancing short-term needs while safeguarding the ability to also meet long-term needs	The proposal is aligned to statutory requirements under the Social Services and Wellbeing (Wales) Act 2014, and towards achieving a sustainable model of social care. By ensuring that high quality services are available to meet the growing demand for social care, and the needs of an ageing local population.
Prevention - Acting to prevent problems occurring or getting worse	By implementing the national charging framework for social services, the Welsh Government intended that the Act would be cost neutral, and furthermore that by implementing social care charges would help offset the rebalancing of social care away from traditional building-based services and moving the whole systems towards prevention and wellbeing.
Integration -Considering impacts upon each of the well-being goals, well-being objectives, local well-being objectives, or on the objectives of other public bodies	Our focus in Adult Services remains on prevention and early intervention, increasingly within an integrated, whole health and social care system, supported by the West Glamorgan Regional Partnership Board's transformation programme and Area Plan.

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<p>Collaboration - Acting together with other services or external organisation towards our well-being objectives</p>	<p>Swansea Council aims to supporting vulnerable people with increasingly complex needs in their own homes within their own communities and towards achieving their own wellbeing outcome by collaborating with health and third sector partners locally and regionally.</p>
<p>Involvement - Involving people with an interest in achieving the well-being goals (everybody), and ensuring that those people reflect the diversity of the area served</p>	<p>Citizens are supported, to anticipate and manage their own care and support needs, through a collaborative, person centred planning, best interest processes carried out with family, carers or advocates.</p> <p>Collaborative communication and the ‘What Matters conversation’ are central as a social work practice approach within adult social care in Swansea, with the focus on improving wellbeing outcomes for citizens.</p> <p>Coproduction with service users and carers is central to service development and commissioning processes.</p>

6b) Contribution to Swansea Council’s Well-being Objectives

Our Corporate Plan’s Well-being objectives	Are directly supported by this initiative	Are not directly impacted by this initiative	May be in conflict or adversely impacted by this initiative
Safeguarding People from harm	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving Education and Skills	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tackling Poverty	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transforming our economy and infrastructure	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintaining and enhancing Swansea’s natural resources and biodiversity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Transformation and Future Council development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6c) Thinking about your answers above, does the initiative support our Corporate Plan’s Well-being Objectives when considered together?

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Please consider the positives and negatives as a whole. This is an opportunity to analyse the global impact of the proposal where some objectives will be advanced whilst others may be impacted. Where there is a residual negative impact for one or more objectives please show that we have considered mitigation to ensure that negative impacts are lessened. Please detail any conflicts gaps and mitigation measures.

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6d) How is contribution to the National Well-being Goals maximised? Where can you add value? Consider the full goal description not just the title. Consider relevant [Journey Checkers](#). Complete the table below

Well-being Goal (click to view definition)	Primary Goals - tick if key	Any significant positive and/or negative impacts/contributions considered/mitigated
<p>A Prosperous Wales: An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work</p>	<input checked="" type="checkbox"/>	<p>The Welsh Government has developed the statutory framework for social care charging aimed at reducing the financial burden on individuals associated with current charging arrangements with the introduction of a maximum charge for non-residential care services. Swansea Council's approach to charging is integral to how we approach procurement and commissioning by ensuring fairness and transparency within the broader social care market. The proposal also supports the Council's budget principle of 'full cost recovery', and the corporate priority of safeguarding our most vulnerable people. Swansea's social services is working with Health partners towards net zero carbon targets, and achievement of progress is more likely as more people are supported within their own homes, within their local communities by a skilled, professional and local social care workforce.</p>
<p>A Resilient Wales: A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).</p>	<input checked="" type="checkbox"/>	<p>The proposal on charging supports a vision of a longer term, sustainable model of social care in Swansea focused on improving the well-being outcome of the most vulnerable people in our communities, achieved through high quality services and a skilled, motivated workforce. Swansea Council is also concerned with the building of resilient communities who can support each other, through a collective, shared sense of health and wellbeing, and improving the environment.</p>

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<p>A Healthier Wales A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.</p>	<input checked="" type="checkbox"/>	<p>The four themes of the Quadruple Aim, within A Healthier Wales – the Welsh Government plan for health and social care are:</p> <ul style="list-style-type: none"> · Improved population health and wellbeing; · Better quality and more accessible health and social care services; · Higher value health and social care; and · A motivated and sustainable health and social care workforce <p>Swansea Council's Adult Services has a transformation programme, supported by a regional work programme to deliver on these aims, and to modernise social care and to improve citizen's experience of how their health and care needs are met. The future funding of social care and the resources available to meet demand remain the key areas of debate in Wales and the UK. Charging is likely to remain an important lever in meeting increasing demand for social care, with better quality and available resources.</p>
<p>A More Equal Wales A society that enables people to fulfil their potential no matter what their background or circumstances.</p>	<input checked="" type="checkbox"/>	<p>This proposal presents an approach to charging that will be equitable, fair and transparent. Services and support will deliver the same high quality of care, and achieve more equal health and wellbeing outcomes, for everyone in Swansea.</p>
<p>A Wales of Cohesive Communities Attractive, viable, safe and well-connected communities.</p>	<input checked="" type="checkbox"/>	<p>This will need to be an ongoing conversation with citizens, communities and the local population about how best their care and support needs can be met, and through coproduction helping to shape the future model of adult social care.</p>
<p>A Wales of Vibrant Culture & Thriving Welsh Language A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, sports and recreation.</p>	<input checked="" type="checkbox"/>	<p>The proposal supports Swansea Council's Adult Service model which meeting Welsh Language standards through an active offer, focus on using Welsh language to improve the quality of service provision, building on the standards of the Mwy na Geiriau (More than Just Words) framework, so that more people can communicate in their language of choice.</p>
<p>A Globally Responsible Wales A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.</p>	<input checked="" type="checkbox"/>	<p>The focus on how charges support improvement in quality and value of social care provision in safeguarding our most vulnerable within a sustainable model are internationally recognised concepts, supported by global learning, and professional communities.</p>

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Section 7 - Cumulative Impact/Mitigation

What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the IIA and any other key decisions affecting similar groups/ service users made by the organisation?

It is not anticipated that this proposal will adversely impact people and communities, as there are strong and established processes, set both nationally and locally in place to mitigate such impacts, as outlined.

Further action is needed to ensure that the mitigating actions are delivered as expected, and to monitor further clients and groups who are being charged for non-residential social care services.

Any mitigation needed:

It is important that you record the mitigating actions you will take in developing your final initiative.

Record here what measures or changes you will introduce to the initiative in the final draft, which could:

- reduce or remove any unlawful or negative impact/ disadvantage
- improve equality of opportunity/introduce positive change
- support the Well-being of Future Generations Act (Wales) 2015
- reduce inequalities of outcome resulting from socio-economic disadvantage

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Unlawful or Negative Impact Identified	Mitigation / Positive Actions Taken in the initiative (add to action plan)
Negative impact identified as women are generally more highly represented amongst users of adult social care, and as carers and have lower income, any uplift to charges could have a disproportionate impact on a small number of women whose care received remains under the maximum weekly threshold.	Profile local population subject of non- residential charging for protected characteristics Monitor clients falling below the threshold for the maximum weekly charge based on actuals
Negative impact identified as some older adults who receive care packages from the Council may find they are charged or charged more for the same service	Monitor clients falling below the threshold for the maximum weekly charge based on actuals
Negative socio-economic impact identified as we estimate 25% of people (based on a sample week) charged for non-residential adult social care services, fall below the threshold for the maximum weekly charge (currently set by Welsh Government at £100, but this may be subject to increase in 2023/24).	Close liaison with Welsh Government to understand impact and mitigation needed if the maximum weekly charge increased Monitor clients falling below the threshold for the maximum weekly charge based on actuals

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<p>Negative impact identified as the wider cost-of-living crisis and inflationary pressures are having a disproportionate impact on those people in receipt of social care their carers and families. We do have to consider how poverty can impact on the wellbeing and care and support needs of the most vulnerable citizens.</p>	<p>Finalised corporate debt recovery policy to ensure that a fair and compassionate approach is taken when working with individuals and families who are in arrears through charges.</p> <p>Ensure policy in understood, implemented and adhered to, to mitigate this impact</p>
<p>Negative impact identified as cost-of-living crisis and inflationary pressures are having a disproportionate impact on those people in receipt of social care their carers and families. We do have to consider how poverty can impact on families and the community resilience and cohesion.</p>	<p>Continue to provide a range of services to support families and communities and to help manage the wider impacts.</p> <p>Ensure there are promoted and made available for all through implementation of Swansea Council Tackling Poverty strategy</p>
<p>Negative impact to service users who receive care and support from the Council and who are expected to pay for services, regardless of disabilities. Initial analysis shows that some younger adults and people with a learning disability could be impacted depending upon their assessed package of care, whether their chargeable hours of care are under the maximum weekly threshold.</p>	<p>Monitor clients falling below the threshold for the maximum weekly charge based on actuals</p> <p>Monitor clients with disabilities who receive care packages from the Council to identify is they are charged or charged more for the same service.</p>

Section 8 - Monitoring arrangements: The IIA process is an ongoing one that does not end when the initiative is agreed and implemented. Please outline the monitoring arrangements and/or any additional data collection that will help you monitor any equality impacts, risks, sustainability of your initiative once implemented:

Monitoring arrangements:

Adult Services to monitor the number of clients who are assessed at above maximum weekly charges and yet are falling below the threshold for the maximum weekly charge (based on actuals), and type of service received, and to develop reporting to profile this cohort against local population data, as well as protected characteristics, such as age, race and gender.

Actions (add to action plan):

- Monitor clients falling below the threshold for the maximum weekly charge based on actuals
- Profile local population subject of non- residential charging for protected characteristics
- Monitoring population impact as part of the annual review of charging.

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Section 9 – Outcomes:

Having completed sections 1-8, please indicate which of the outcomes listed below applies to your initiative (refer to the guidance for further information on this section).

Outcome 1: Continue the initiative – no concern

Outcome 2: Adjust the initiative – low level of concern

Outcome 3: Justify the initiative – moderate level of concern

Outcome 4: Stop and refer the initiative – high level of concern.

Section 10 - Publication arrangements:

On completion, please follow this 3-step procedure:

1. Send this IIA report and action plan to the Access to Services Team for feedback and approval – accesstoservices@swansea.gov.uk
2. Make any necessary amendments/additions.
3. Provide the final version of this report to the team for publication, including email approval of the IIA from your Head of Service. The IIA will be published on the Council's website - this is a legal requirement.

Appendix B

Action Plan: Please outline below any actions identified throughout the assessment or any additional data collection that will help you monitor your initiative once it is implemented:

Action	Dates	Timeframe	Lead responsibility	Progress	Add to Service Plan
Finalise and publish financial assessment guidance	December 2023	As supplement to Council's Charging policy	Head of Adult Services	In development	Adult Services 2023/24
Implement Swansea Council Tackling Poverty strategy	March 2024	As strategy	Head of Adult Services		Tackling Poverty Services 2023/24
Implement Swansea Council Prevention strategy	March 2024	As strategy	Head of Adult Services		Tackling Poverty Services 2023/24
Finalise Council Debt strategy (work in draft)	December 2023	As part of current work programme	Safeguarding People and Tackling Poverty Corporate Delivery Committee	In development	Tackling Poverty Services 2023/24
Monitor clients falling below the threshold for the maximum weekly charge based on actuals	December 2023	To develop reporting systems	Adult Services Senior Management team		Adult Services 2023/24
Profile local population subject of non-residential charging for protected characteristics	December 2023	Data to inform local population assessment and targeted support	Adult Services Senior Management Team		Adult Services 2023/24
To review and update the Councils' process for annual review of social services charges	December 2023	Ahead of next annual review of social services charges	Commissioning Lead/ Corporate lead		Commissioning & Partnerships 2023/24

* Please remember to be 'SMART' when completing your action plan (Specific, Measurable, Attainable, Relevant, Timely).

Agenda Item 10

ADULT SERVICES PERFORMANCE PANEL WORK PROGRAMME 2022/23

Meeting Date	Items to be discussed
Meeting 1 27 September 2022 4pm	Role of the Adult Services Scrutiny Performance Panel Overview of Adult Services in Swansea (including key priorities and challenges, and Performance Monitoring Report (including update on workforce pressures and impact)). <i>Presentation by Amy Hawkins, Head of Adult Services / Helen St John, Head of Integrated Services</i> Draft Work Programme 2022-23
Meeting 2 8 November 2022 4pm	Actions following WAO Report (April 2022) – Direct Payments for Adult Social Care <i>Richard Davies, Strategic Manager Independent Living Team</i> Briefing on Recent CIW Inspection Reports <i>Amy Hawkins / Helen St John</i> Director of Social Services Annual Report 2021/22 <i>David Howes, Director of Social Services</i>
Meeting 3 20 December 2022	CANCELLED
Meeting 4 31 January 2023 4pm	Performance Monitoring <i>Amy Hawkins / Helen St John</i> Update on Adult Services Transformation Programme <i>Amy Hawkins / Helen St John</i> <i>Lucy Friday, Principal Officer Transformation</i> Options Appraisal for Assistive Technology and Community Alarms <i>Helen St John / Peter Field / Lucy Friday</i>
BUDGET MEETING 13 February 2023 9.30am JOINT SOCIAL SERVICES MEETING	Draft Budget Proposals for Adult Services / Child and Family Services <i>Louise Gibbard, Cabinet Member for Care Services</i> <i>David Howes, Director of Social Services</i>
Meeting 5 21 March 2023	Update on West Glamorgan Transformation Programme (including relationship between Health and Social Care and the

4pm	<p>rebalancing agenda, and partnership elements of Health Board Plans for Change) <i>Kelly Gillings, Programme Manager</i></p> <p>Performance Monitoring <i>Helen St John, Head of Integrated Community Services</i></p> <p>Local Area Coordination Update <i>Hayley Gwilliam, Cabinet Member for Community</i> <i>Lee Cambule, Tackling Poverty Service Manager</i></p> <p>Briefing on Annual Review of Charges (Social Services) 2021/22 <i>David Howes, Director of Social Services</i></p>
<p>Meeting 6 2 May 2023</p> <p>4pm</p>	<p>Adult Services Complaints Annual Report 2021/22 <i>Sarah Lackenby, Head of Digital and Customer Services</i></p> <p>Update on how Council's policy commitments translate to Adult Services <i>Louise Gibbard / David Howes</i></p> <p>Commissioning Reviews Progress Update <i>Amy Hawkins / Helen St John</i></p> <p>End of Year Review</p>

Future Work Programme items:

- Recruitment and Retention of Care Staff (dates tbc once new policies developed)
- Update on Support for Carers (including Assessments). **Scheduled for CFS Panel meeting on 7 March 2023. AS Panel Members to be invited.**
- Wales Audit Office Reports (dates to be confirmed):
 - Social Enterprises (May / June 2023 TBC)