



## 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 - Lilian Hopkin Room, Guildhall / MS Teams

**On:** Tuesday, 7 May 2024

**Time:** 4.00 pm

**Convenor:** Councillor Susan Jones

#### Membership:

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

Co-opted Members: T Beddow

---

### Agenda

Page No.

- 1 Apologies for Absence**
- 2 Disclosure of Personal and Prejudicial Interests**  
[www.swansea.gov.uk/disclosuresofinterests](http://www.swansea.gov.uk/disclosuresofinterests)
- 3 Prohibition of Whipped Votes and Declaration of Party Whips**
- 4 Minutes of Previous Meeting(s)** 1 - 12  
To receive the minutes of the previous meeting(s) and agree as an accurate record.
- 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 Presentation - Briefing on Llais** 13 - 26  
Sue Evans, Deputy Regional Director Llais Cymru
- 7 Update on how Council's Policy Commitments translate to Adult Services** 27 - 33  
*Invited to attend:*  
*Louise Gibbard, Cabinet Member for Care Services*  
*David Howes, Director of Social Services*  
*Amy Hawkins, Head of Adult Services and Tackling Poverty*

*Helen St John, Head of Integrated Community Services*

**8 Panel Review of the Year 2023-24**

**34 - 36**

**Next Meeting:** Tuesday, 9 July 2024 at 4.30 pm

*Huw Evans*

**Huw Evans**  
**Head of Democratic Services**  
**Tuesday, 30 April 2024**  
**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**

**Wednesday, 20 March 2024 at 4.00 pm**

**Present:** Councillor S M Jones (Chair) Presided

**Councillor(s)**

M S Tribe  
E T Kirchner

**Councillor(s)**

V A Holland  
M W Locke

**Councillor(s)**

J W Jones  
C L Philpott

**Other Attendees**

Louise Gibbard Cabinet Member for Care Services

**Officer(s)**

Kelly Gillings Regional Director of Transformation, West Glamorgan Partnership  
Amy Hawkins Head of Adult Services & Tackling Poverty  
David Howes Director of Social Services  
Liz Jordan Scrutiny Officer

**Apologies for Absence**

Councillor(s): C A Holley, P R Hood-Williams and A J Jeffery

Co-opted Member(s): T Beddow

Officer(s): Helen St John

---

**1 Disclosure of Personal and Prejudicial Interests**

No disclosures of interest were received.

**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 30 January 2024 as an accurate record of the meeting.

**4 Public Question Time**

No questions were received.

## **5 Update on West Glamorgan Transformation Programme**

Louise Gibbard, Cabinet Member for Care Services and Kelly Gillings, Regional Director of Transformation attended to update the Panel on the work programme over the last year including governance arrangements, the Area Plan, engagement, progress and infographics on performance.

Discussion Points:

- Panel queried how national outcomes for regional partnerships were agreed. Heard it was difficult for Welsh Government (WG) as every programme in every region differs, but they have got to the point of having agreed templates for reporting information and agreed mechanisms.
- Panel noted measurements are being taken of some things the Partnership is doing and queried if the financial aspects are being looked at. Heard the Partnership reports to the WG on this every quarter for all projects.
- Panel queried if veterans are involved in some of these activities. Heard there is work to be done on this over the next year as the Partnership is currently not very good at capturing the characteristics of the population in its engagement.

## **6 Performance Monitoring**

Amy Hawkins, Head of Adult Services and Tackling Poverty briefed the Panel on the performance report for January 2024 and stated there were no changes to trends in the February data.

Discussion Points:

- Panel noted respite opportunities have been increased which carers will benefit from and that this is a real positive.
- Panel feels the Common Access Point (CAP) has been a great success. Panel queried why there has been a high number of calls into the CAP in January. Informed genuine demand has increased and it is hoped that there is more awareness.
- Panel discussed how external domiciliary care providers are continuing to report cost pressures and asked if this is a problem. Heard that despite challenges in terms of ongoing operational cost pressures, the sector is much more stable.
- Panel discussed Deprivation of Liberty Safeguards (DOLS) and the worry about assessments. Panel queried the impact of this on individuals and heard there is a risk of them being deprived of their liberty and a need to make sure the appropriate processes are in place to approve it.

## **7 Briefing on Annual Review of Charges (Social Services) 2023-24**

Louise Gibbard, Cabinet Member for Care Services and David Howes, Director of Social Services attended for this item. They stated the report has been to Cabinet

where it was agreed an inflationary increase of 6% be applied to all social services charges from 1<sup>st</sup> April. In addition, Cabinet agreed for Adult Services to go out to consultation regarding a new one-off charge for covering installation of the Lifeline Service and a cost to cover replacement pendants.

## **8 Work Plan 2023-24**

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

The meeting ended at 4.45 pm



To:

**Councillor Louise Gibbard  
Cabinet Member for Care Services**

*Please ask for:  
Gofynnwch am:*

Scrutiny

*Scrutiny Office  
Line:  
Llinell  
Uniongyrochol:*

01792 637314

*e-Mail  
e-Bost:*

[scrutiny@swansea.gov.uk](mailto:scrutiny@swansea.gov.uk)

*Date  
Dyddiad:*

22 April 2024

## 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 20 March 2024. It covers West Glamorgan Transformation Programme, Performance Monitoring and Annual Review of Charges. A formal written response is not required.

Dear Cllr Gibbard

The Panel met on 20 March 2024 to receive an update on the West Glamorgan Transformation Programme, to discuss the Performance Monitoring report for January 2024 and be briefed on the Annual Review of Charges (Social Services) 2023-2024.

We would like to thank you, David Howes, Amy Hawkins and Kelly Gillings for attending to present these 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.

## West Glamorgan Transformation Programme

We received an update on the work programme over the last year including governance arrangements, the Area Plan, engagement, progress and infographics on performance.

**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

**SWANSEA COUNCIL / CYNGOR ABERTAWE**

**GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE**

**[www.swansea.gov.uk](http://www.swansea.gov.uk) / [www.abertawe.gov.uk](http://www.abertawe.gov.uk)**

We queried how national outcomes for regional partnerships were agreed and heard the difficulty the Welsh Government (WG) had was that every programme in every region differs, which also made it difficult to identify the difference the funding has made. We also heard that it is through the determination of the regional partnerships nationally, working with WG officials that they have got to the point of having agreed templates for reporting information and agreed mechanisms. We noted that there are still significant pieces of work to be done locally to understand the difference it is making to the local infrastructure and to enhance performance measures.

We noted measurements are being taken of some things the Partnership is doing and queried if the financial aspects are being looked at too. We were informed that in terms of financial spends, the Partnership reports to the WG on this every quarter for all projects. In terms of the savings profile for Swansea Council, we heard the work the Partnership is doing is contributing to this. We also heard that within the stories of change there is a social and economic evaluation undertaken, but there is still work to do on this as it is difficult to quantify what has been saved in terms of social or economic value.

We queried if veterans are involved in some of these activities and heard there is work to be done on this over the next year as the Partnership is currently not very good at capturing the characteristics of the population in its engagement.

### **Performance Monitoring**

We were briefed on the performance report for January 2024 and heard there were no changes to trends in the February data.

We noted respite opportunities have been increased which carers will benefit from and we feel this is a real positive.

We believe the Common Access Point (CAP) has been a great success. We queried why there was a high number of calls into it in January and heard that genuine demand has increased, and it is hoped that there is more awareness.

We discussed how external domiciliary care providers are continuing to report cost pressures and asked if this is a problem. We were informed that in terms of stability of the sector, there are challenges in terms of ongoing operational cost pressures which is leading to pressures on the Department's budgets, but considering this, it is much more stable. We heard the Department has just re-commissioned and added new providers which has given more capacity.

We discussed Deprivation of Liberty Safeguards (DOLS) and the worry about assessments. We noted the Department will be visiting care homes to educate managers regarding applications and the process as you have recognised there is a development need. We queried the impact of this on individuals and heard there is a risk of them being deprived of their liberty and a need to make sure the appropriate processes are in place to approve it. We noted everything around DOLS is about least restrictive and about the individual's voice.

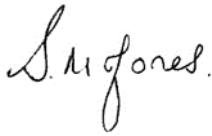
### **Annual Review of Social Services Charges**

We were informed the Report has been to Cabinet where it was agreed an inflationary increase of 6% be applied to all social services charges from 1<sup>st</sup> April. In addition, Cabinet agreed for Adult Services to go out to consultation regarding a new one-off charge for covering installation of the Lifeline Service and a cost to cover replacement pendants.

### **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 cursive script that reads "S. Jones".

**SUSAN JONES**  
**CONVENER, ADULT SERVICES SCRUTINY PANEL**  
**[CLLR.SUSAN.JONES@SWANSEA.GOV.UK](mailto:CLLR.SUSAN.JONES@SWANSEA.GOV.UK)**





To:

**Councillor Louise Gibbard  
Cabinet Member for Care Services**

*Please ask for:  
Gofynnwch am:*

Scrutiny

*Scrutiny Office  
Line:  
Llinell  
Uniongyrochol:*

01792 637314

*e-Mail  
e-Bost:*

[scrutiny@swansea.gov.uk](mailto:scrutiny@swansea.gov.uk)

*Date  
Dyddiad:*

01 March 2024

## 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 30 January 2024. It covers Adult Services Transformation Programme. A formal written response is not required.

Dear Cllr Gibbard

The Panel met on 30 January 2024 to discuss progress on the Adult Services Transformation Programme.

We would like to thank you, David Howes, Amy Hawkins, Helen St John and Lucy Friday for attending to present this item 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**

You provided an update on progress for the three main themes under the Programme and the proposed focus for 2024-25.

**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

SWANSEA COUNCIL / CYNGOR ABERTAWE

GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE

[www.swansea.gov.uk](http://www.swansea.gov.uk) / [www.abertawe.gov.uk](http://www.abertawe.gov.uk)

I dderbyn yr wybodaeth hon mewn fformat arall neu yn Gymraeg, cysylltwch â'r person uchod  
To receive this information in alternative format, or in Welsh please contact the above

We wanted to know if there are trained nurses or trained carers in care homes, and how the difference between the two is defined. We heard that internal residential homes are only 'care' homes and if people are assessed with having nursing needs, and therefore have more complex needs, they would be supported to go into nursing provision that has medical support. We also heard the teams around residential care deal with really complex care needs and are trained in a whole suite of support such as dementia care and behaviour support.

In terms of Early Help, we queried how you are getting everyone to work together to coordinate who needs this early help and heard that part of the focus for this year's work is to explore and understand better what is already available to the Council, and to make sure opportunities are maximised wherever possible. We were informed that in terms of communication channels, there has been a lot of re-educating of internal staff and making sure partners understand what else it out there.

We discussed the Common Access Point (CAP) and were pleased to see there has been an improvement in the last nine months with 28% of enquiries into CAP being signed off or closed at point of contact. We believe it has become far more 'professional' as the people working there over time have built up some expertise.

We asked for clarification of what 'just checking' means in assistive technology and if it is new. We heard it has been in operation for some time but on a small scale, however, over the last 12 months, with availability of additional temporary resource, it has been pushed as an option. We were informed it is a series of monitors that can go into a person's home for a period of a couple of weeks. It can monitor the person's movements throughout the day when people, friends and family are not there to observe, and it can help inform an assessment.

Regarding people being maintained in their own homes, we queried how internal domiciliary care staff are helped to deal with individuals who may need extra care or might be more challenging and also how you know that a private company has got the expertise to deal with it. We were informed there has been a lot of feedback from staff around the challenges they are facing. As a result, the service is being refocussed so there is more support from the wider community, for example, therapists and other professional staff to support care staff with triaging and there are multi-disciplinary boards for caseload in-house. Also, staff have received training and have regular supervision. We heard there are a number of external commissioned providers and there are checks and monitoring in terms of quality and standards. In addition, they are all registered via Care Inspectorate Wales (CIW).

We queried if there is a role for GPs within the Early Help and Prevention process. We heard from officers that there is a role but some GP clusters are better on this than others. We were informed that looking wider at how people find out generally about this, there is a whole network of colleagues who support it, and Local Area Coordination is definitely key.

We asked if there is a reliance on agency staff in the carer's role, and if so, what percentage they make up of the total workforce. We heard that internally agency staff are not used for domiciliary care and instead there is a reliance on staff to do overtime and cover gaps/sickness.

In terms of the re-tendering process for externally commissioned domiciliary care, it seemed to us that external providers may be being asked to do more and if so, we queried if this would impact on the cost of the contract. We were assured that external providers are not being expected to do more and the Council is having to re-tender to ensure compliance with processes. We noted you are unsure if it will be more expensive and will have to await the conclusion of the tendering process.

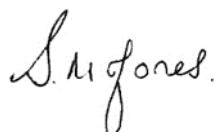
We discussed how the Service wants people to live independently and look after themselves more and queried if there are any downsides to this because of less contact etc. You stated that it is a very individual approach, some people want to be in their own home whilst others thrive in more of a community setting of a residential home. And that with Early Help and Prevention the service needs to make sure it is linking people with opportunities in their communities, so they might be living independently but are not isolated. We feel communication channels are going to be very important for this.

We discussed domiciliary care in rural areas and asked about progress in the establishment of micro enterprises to provide this service, particularly in rural areas and making use of direct payments. We heard the number of direct payments is up and there are more micro enterprises and social enterprises, and the Service promotes their development via SCVS who hold a directory.

## **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



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



To:

**Councillor Hayley Gwilliam  
Cabinet Member for Community (Support)**

*Please ask for:  
Gofynnwch am:*

Scrutiny

*Scrutiny Office*

01792 637314

*Line:*

*Llinell*

*Uniongyrchol:*

*e-Mail*

*e-Bost:*

[scrutiny@swansea.gov.uk](mailto:scrutiny@swansea.gov.uk)

*Date*

*Dyddiad:*

01 March 2024

## BY EMAIL

cc Cabinet Members

**Summary:** This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Community following the meeting of the Panel on 30 January 2024. It covers Local Area Coordination. A formal written response is required by 22 March 2024.

Dear Cllr Gwilliam

The Panel met on 30 January 2024 and received a presentation on the impact of Local Area Coordination (LAC).

We would like to thank you, David Howes, Lee Cambule and Jon Franklin for attending to present this item 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.

### Local Area Coordination

We received a presentation showing some examples of the impact Local Area Coordination (LAC) has made and heard a full impact report for 2023-24 has been drafted and the final version will be shared with Scrutiny at a later date.

**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

**SWANSEA COUNCIL / CYNGOR ABERTAWE**

**GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE**

**[www.swansea.gov.uk](http://www.swansea.gov.uk) / [www.abertawe.gov.uk](http://www.abertawe.gov.uk)**

I dderbyn yr wybodaeth hon mewn fformat arall neu yn Gymraeg, cysylltwch â'r person uchod  
To receive this information in alternative format, or in Welsh please contact the above

We expressed concern about the possible loss of LAC posts due to financial pressures and requested more information. We were informed the Service is currently out to consultation with staff due to the impact of funding of the LAC Team. We heard costs have increased and although there has been no cut to Council funding for 2024-25, it is flat, and grant funding which makes up 60% of the total funding has been reduced. We noted no decisions have been made yet and there are a number of things being considered, including criteria and geography.

We requested a breakdown of costs, including how the funding is distributed and where the funding comes from etc, and you agreed to provide this. We also requested data on the consequential impact of LAC. We feel there must be a way of measuring this and the negative impact there would have been on various services without it, and the huge cost saving that has been made and will be very helpful in providing evidence of the benefit of LAC. You stated two studies are being undertaken and you are awaiting the results. We agreed the evidence base about the cost impact as well as the social benefits of LAC are important.

We asked for a guarantee there will still be full coverage of LAC across the Swansea City Council area and were informed this is part of what must be considered.

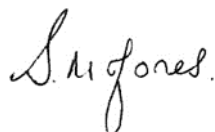
We feel LACs have been doing an excellent job and have made a huge difference and wish to emphasise that we are strongly against losing any LAC posts.

## **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 required by 22 March 2024 to the following:

- Breakdown of figures for Local Area Coordination, as stated above, to be provided to the Panel.

Yours sincerely



**SUSAN JONES**  
**CONVENER, ADULT SERVICES SCRUTINY PANEL**  
**[CLLR.SUSAN.JONES@SWANSEA.GOV.UK](mailto:CLLR.SUSAN.JONES@SWANSEA.GOV.UK)**



Councillor Susan Jones  
Convener  
Adult Services Scrutiny Panel

*Please ask for:* Councillor Hayley Gwilliam  
*Direct Line:* 07916 583188  
*E-Mail:* [clr.hayley.gwilliam@swansea.gov.uk](mailto:clr.hayley.gwilliam@swansea.gov.uk)  
*Our Ref:* HG/JW  
*Your Ref:*  
*Date:* 22 March 2024

**SENT VIA EMAIL**

Dear Councillor Jones

Thank you for your letter received 1 March 2024 following Panel on the 30 January.

You have requested a breakdown of figures for Local Area Coordination, including how the funding is distributed and where the funding comes from.

During 2024/25 Local Area Coordination has been funded by the below:

2024/25 Budget £1,222,700  
Core funding: £387,150  
Regional Investment Fund (Regional Partnership Board): £224,500  
Housing Support Grant: £485,450  
Partners Contributions (Caredig, Costal and Pobl): £62,000

The funding covers salaries, travel costs, IT and telephones, printing and membership of National Local Area Coordination network.

You also requested data on the consequential impact of LAC. In the meeting we updated you about two ongoing studies are being undertaken currently a local one by Swansea University and a National Evaluation looking at a number of Area Coordination Areas and this will be shared once available.

Yours sincerely

**Y Cyngorydd Hayley Gwilliam / Councillor Hayley Gwilliam**  
Aelod Cabinet dros Cefnogaeth Gymunedol  
Cabinet Member for Community Support





Eich llais mewn iechyd | Your voice in health  
a gofal cymdeithasol | and social care

[www.llaiswales.org](http://www.llaiswales.org)  
[www.llaiscymru.org](http://www.llaiscymru.org)

Dyma  
Llais

Introducing  
Llais

Sue Evans  
Deputy  
Regional  
Director

## Pwy ydyn ni?

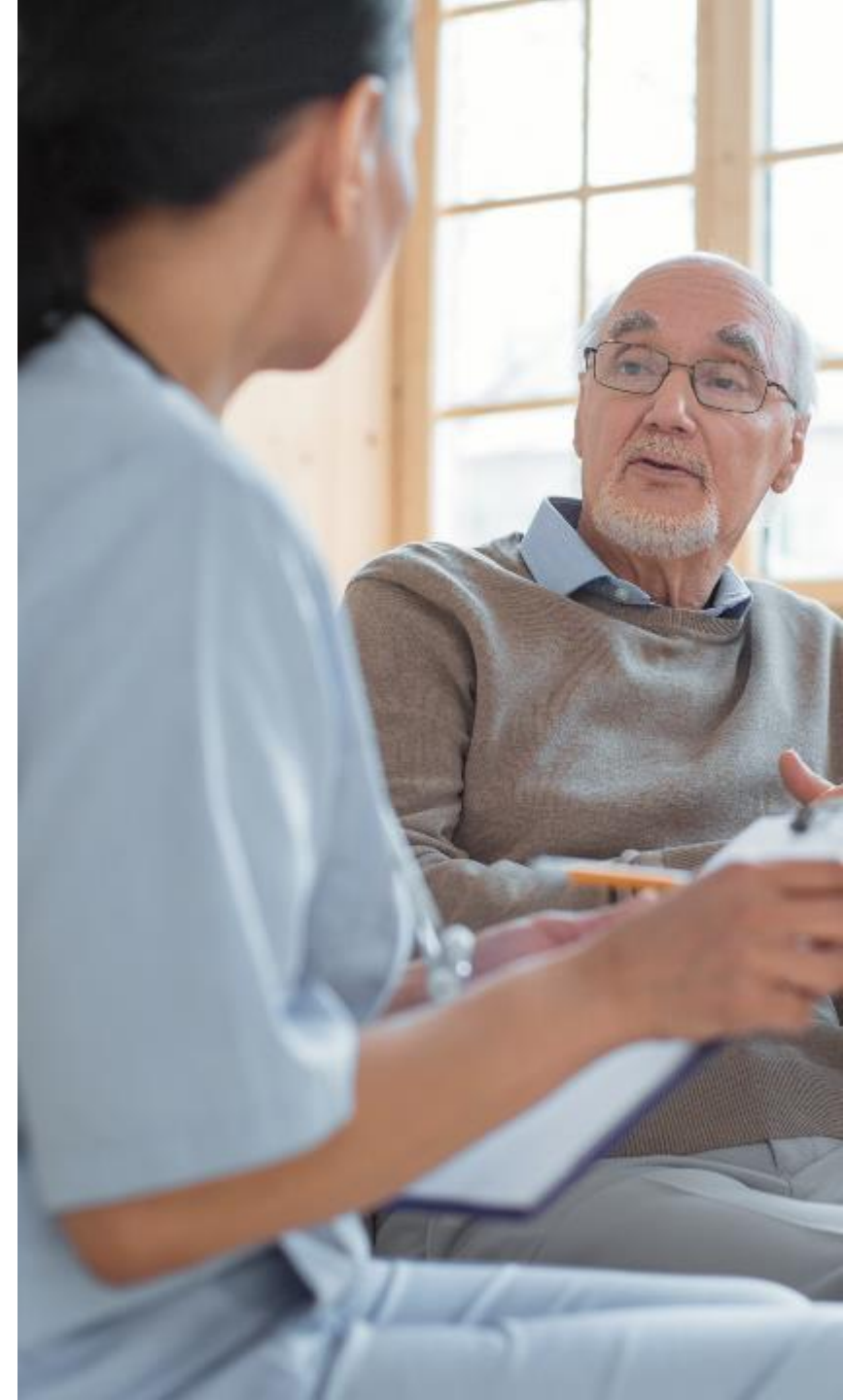
### **Annibynnol, dibynadwy chynhwysol**

Ni yw'r corff statudol annibynnol, a sefydlwyd gan Lywodraeth Cymru, i sicrhau bod lleisiau pobl Cymru yn cael eu clywed yn y broses o gynllunio a darparu eu gwasanaethau iechyd a gofal cymdeithasol – **yn lleol, yn rhanbarthol ac yn genedlaethol.**

## Who are we?

### **Independent, trustworthy and inclusive**

We are the independent statutory body, set up by the Welsh Government, for the people of Wales to have their voices heard in the planning and delivery of their health and social care services – **locally, regionally and nationally.**





# Ein pobl Aelodaur'r Bwrdd

# Our people Board Members



**Alyson Thomas**  
Prif Weithredwr  
Chief Executive



**Medwin Hughes**  
Cadeirydd  
Chair



**Grace Quantock**  
Dirprwy Gadeirydd  
Deputy Chair



**Karen Lewis**  
Aelod anweithredol o'r bwrdd  
Non-executive board member



**Jason Smith**  
Aelod anweithredol o'r bwrdd  
Non-executive board member



**Bamidele Adenipekun**  
Aelod anweithredol o'r bwrdd  
Non-executive board member



**Jack Evershed**  
Aelod anweithredol o'r bwrdd  
Non-executive board member



**Barbara Harrington**  
Aelod anweithredol o'r bwrdd  
Non-executive board member



**Rajan Madhok**  
Aelod anweithredol o'r bwrdd  
Non-executive board member

## Ein pobl

## Ein staff

Rydym yn cael ein harwain gan Alyson Thomas, ein Prif Weithredwr.

Mae Alyson yn arwain Tîm Uwch-reolwyr sy'n cynnwys:

- 2 Cyfarwyddwyr Strategol
- Cyfarwyddwr Strategol Gwasanaethau Corfforaethol
  - Cyfarwyddwr Strategol Strategaeth Sefydliadol ac Ymgysylltu
- Cyfarwyddwr Gweithrediadau
- 7 Cyfarwyddwyr Rhanbarthol
- Cyfarwyddwr Pobl, Llesiant a Datblygu Sefydliadol
- Cyfarwyddwr Llywodraethu a Chyllid
- Cyfarwyddwr Cyfathrebu ac Ymgysylltu

## Our people

## Our staff

We are led by our Chief Executive Alyson Thomas.

Alyson leads a Senior Management Team made up of:

- 2 Strategic Directors
- Strategic Director of Corporate Services
  - Strategic Director of Organisational Strategy and Engagement
- Director of Operations
- 7 Regional Directors
- Director of People, Well-being and Organisational Development
- Director of Governance and Finance
- Director of Communications and Engagement

## Ein pobl

# Gwirfoddolwyr

Byddwn yn datblygu ffordd newydd o wirfoddoli, ar y cyd â'n gwirfoddolwyr presennol, ein staff a'n rhanddeiliaid. Byddwn yn creu strategaeth gwirfoddoli newydd a fydd yn canolbwyntio ar y canlynol:

- **Hyblygrwydd**
- **Amrywiaeth**
- **Recriwtio mewn ffordd hygyrch a chynhwysol**
- **Dysgu a chymorth**

Ein nod, pan fydd ein ffordd newydd o weithio ar waith, fydd tyfu ein timau gwirfoddoli ym mhob cwr o Gymru.

## Our people

# Volunteers

We have been developing a new approach to our volunteering with our current volunteers, staff and stakeholders. We are creating a new volunteer strategy, focusing on:

- **Flexibility**
- **Diversity**
- **Accessible and inclusive recruitment**
- **Learning and support**

Our aim, once our new approach is in place, will be to grow our volunteering teams across all areas of Wales.

## Tri maes gweithredu craidd

### 1) Siarad â phobl a chasglu eu barn

Bydd ein staff a'n gwirfoddolwyr yn gweithio gyda phobl, cynrychiolwyr cymunedau a grwpiau ym mhob cwr o Gymru i glywed barn pobl leol am wasanaethau iechyd a gofal cymdeithasol a'u profiadau ohonynt – er mwyn inni allu deall yr hyn sy'n gweithio'n dda a'r ffordd y gall fod angen i wasanaethau wella.

## Three core areas of activity

### 1) Engage and gather people's views

Our staff and volunteers work with people, community representatives and groups in all parts of Wales to hear local people's views and experiences of health and social care services – to help us understand what works well and how services may need to be improved.



## Tri maes gweithredu craidd

2) Gweithio gyda'r rhai sy'n gwneud penderfyniadau ar lefel leol, rhanbarthol a chenedlaethol drwy wneud sylwadau

Byddwn yn rhannu'r hyn rydym yn ei glywed â'r GIG, awdurdodau lleol ac eraill sy'n gwneud penderfyniadau er mwyn sicrhau bod barn pobl a'u profiadau yn gwella gwasanaethau iechyd a gofal cymdeithasol i bawb.

## Three core areas of activity

2) Work with decision makers at a local, regional and national level through making representations

We share what we hear with the NHS, local authorities and other decision makers to make sure people's views and experiences improve health and social care services for everyone.



# Tri maes gweithredu craidd

3) Darparu gwasanaeth eiriolaeth cwunion ar gyfer iechyd a gwasanaethau cymdeithasol

Pan fydd pethau'n mynd o chwith, byddwn yn cefnogi pobl i gwyno.

# Three core areas of activity

3) Provide health and social services complaints advocacy.

When things go wrong, we support people to make complaints.



## Beth mae hyn yn ei olygu ar gyfer ein partneriaid GIG a gofal cymdeithasol?

1. Bydd dyletswydd ar gyrff y GIG ac awdurdodau lleol i hyrwyddo ein gweithgareddau, gan wneud yn siŵr bod pobl yn gwybod am ein gwasanaethau.
2. Rhaid i gyrff y GIG ag awdurdodau lleol wneud trefniadau i weithio gyda ni er mwyn inni arfer ein swyddogaethau, gan gynnwys rhannu gwybodaeth â ni pan fyddwn yn gofyn amdani.
3. Bydd y GIG ac awdurdodau lleol yn ein helpu i glywed gan bobl pan fyddant yn defnyddio gwasanaethau iechyd a gofal cymdeithasol.
4. Bydd dyletswydd ar gyrff y GIG ac awdurdodau lleol i ystyried yr hyn rydym yn ei ddweud wrthynt ac i ymateb – gan gynnwys unrhyw gynigion o ran newid gwasanaethau.

## What does this mean for our NHS and social care partners?

1. NHS bodies and local authorities are under a duty to promote our activities, making sure people are aware of our services.
2. NHS bodies and local authorities must make arrangements to co-operate in the exercise of our functions, including sharing information with us when we ask.
3. NHS and local authorities help us to hear from people while they are receiving health and social care services.
4. NHS bodies and local authorities are under a duty to consider and respond to the things we say to them – including about service change proposals.

# Sut rydym yn gweithio gyda phobl ac yn gwneud penderfyniadau

**Hygyrchedd a chynhwysiant** gwneud yn siŵr bod barn ac anghenion poblogaeth amrywiol Cymru yn cael eu cynrychioli ac nad oes neb yn cael ei eithrio.

**Annibyniaeth** gweithredu ar ran pobl Cymru.

**Gweithio ar y cyd ac mewn partneriaeth** â'r cyhoedd, y sector iechyd a gofal cymdeithasol a'r sectorau gwirfoddol a chymunedol.



# How we work with people and make decisions

**Accessibility and inclusion** ensuring the views and needs of the diverse population of Wales are represented and no-one is excluded.

**Independence** acting on behalf of the people of Wales.

**Collaborating and partnering** with the public, the health and social care sector and the voluntary and community sectors.



# Neath Port Talbot & Swansea Region

---

Representation

Relationships with key stakeholders include: Swansea Bay University Health Board, City & County of Swansea Council, Neath Port Talbot Council, Third Sector

Consultations

Local, Regional, National

The Team  
Staff and Volunteers

Priorities for 2024 -  
2025

## Neath Port Talbot & Swansea Region

---

Cynrychiolaeth

Mae cydberthnasau gyda rhanddeiliaid allweddol yn cynnwys: Bwrdd Iechyd Prifysgol Bae Abertawe, Cyngor Dinas a Sir Abertawe, Cyngor Castell-nedd Port Talbot, y Trydydd Sector

Ymgynghoriadau

Lleol, Rhanbarthol, Cenedlaethol

Y Tîm –  
Staff a Gwirfoddolwyr

Blaenoriaethau 2023 –  
2024

# Yr hyn yr hoffem i chi ei wneud

- Codi ymwybyddiaeth yn eich sefydliadau a'r cymunedau rydych yn eu gwasanaethu er mwyn gwneud yn siŵr bob pawb yn gwybod amdanom ni ac am ein rôl.
- Gweithio gyda ni i ddatblygu ffyrdd o weithio ac i ddangos sut y gallwn ni weithio mewn partneriaeth â chi yn effeithiol er mwyn sicrhau bod lleisiau pobl yn eich cymunedau'n cael eu clywed.
- Helpu ni i ddeall y prif flaenoriaethau a'r prif heriau i wasanaethau iechyd a gofal cymdeithasol yn yr ardaloedd rydych chi'n eu gwasanaethu.



# What we would like you to do

- Raise awareness within your organisation and the communities you serve so that everyone knows about us and our role.
- Work with us to develop our ways of working and how we can work effectively in partnership with you so that the voices of people in your communities are heard.
- Help us to understand the key priorities and challenges for health and social care services in the areas you serve.

# Contact us:

Page 126  
E-bost | E-mail:

[NPTandSwansea.enquiries@llaiscymru.org](mailto:NPTandSwansea.enquiries@llaiscymru.org)

Ffôn | Tel: 01639 683490

[www.llaiscymru.org](http://www.llaiscymru.org)  
[www.llaiswales.org](http://www.llaiswales.org)

# Agenda Item 7



## Report of the Cabinet Member for Care Services

### Adult Services Scrutiny Performance Panel – 7 May 2024

#### Adult Services Policy Commitments

<b>Purpose</b>	To provide an update on how Council's policy commitments translate to Adult Services
<b>Content</b>	This report includes a summary of each policy commitment in relation to Adult Services and progress / achievements to date
<b>Councillors are being asked to</b>	Consider the report as part of their scrutiny function & provide their views
<b>Lead Councillor(s)</b>	Cabinet Member for Care Services – Cllr. Louise Gibbard
<b>Lead Officer(s)</b>	Head of Service for Adult Services & Tackling Poverty – Amy Hawkins  Head of Integrated Services – Helen St John
<b>Report Author</b>	Head of Service for Adult Services & Tackling Poverty – Amy Hawkins  Head of Integrated Services – Helen St John
<b>Legal Officer</b>	Carolyn Isaac
<b>Finance Officer</b>	Chris Davies
<b>Access to Services Officer</b>	N/A

## 1. Introduction

This report highlights our progress and achievements to date across Adult Services in relation to the delivery of 'Better Care' policy commitments adopted by Council for the period 2022 to 2027. These policy commitments have subsequently been subsumed into the steps to meet the objectives in the Corporate Plan 2023 – 2028. For the purposes of this report, the original policy commitments will be referred to.

## 2. Adult Services 'Better Care' policy commitments:

- **Swansea Council will commit to investing £750 million for better care in Swansea.**

Our commitment to invest in better care in Swansea underpins our Transformation and continuous improvement programmes across Adult Services. Our vision in Adult Services, "Working alongside you to live well and safely in our community" is supported by our commitment to invest where we will have the greatest benefit to our population. This is achieved through a focus on Prevention, Promoting Independence, and Prioritising Resources.

The demand for statutory services continues to grow and our priorities of prevention and early help alongside effective reablement systems are critical to ensure we prioritise resources to maintain effective capacity for those most in need. This focus on prevention and early help includes the continuation of investment in Tackling Poverty initiatives including Swansea Spaces, food support initiatives and the promotion of benefit entitlements. Along with direct support for residents through Ageing Well activities, Local Area Coordination, Early Help Workers and Well-being offers via our Third Sector partners.

Our Promoting Independence approach includes, information, advice and assistance, timely and outcome focused assessments and ongoing review. Community and residential reablement support, investing in step-up and step-down residential beds, increased use of Direct Payments for people to have voice, choice and control in managing their care.

Alongside this work we have continued to invest across a wide range of other services provided by third sector partners including Day Services, Advocacy Services, Volunteer Services, Sensory Services and Carers Services.

- **The Council will commit to fairer pay for care workers.**

Our commitment to fairer pay for care workers is crucial to not only ensure the Real Living Wage is reflected as far as possible in our commissioning arrangements but to also work with providers to understand what a fair wage for their care workers needs to look like to address the issues of work force capacity, recruitment and retention.

The work to understand this impact of the significant increase in cost of living alongside the Real Living Wage was included within the Fees for 23/24 and the fees and budget setting agreement for 24/25.

As part of this work Adult Services commissioning engaged with providers across older persons residential care, domiciliary care providers and incorporated consideration of factors such as how to encourage and sustain a care work force, Consumer Price Index (CPI), specific subsidies for pressures such as fuel costs, the impact on any changes for the Health Board care homes procurement framework (CCAPS – Commissioning Care Assurance Performance system), PA rates and Direct Payment rates.

The implementation of the agreed recommendations from this work is intended to assist providers to pay the real living wage and keep pace with additional inflationary pressures, taking into account that many will have other sources of revenue which will contribute towards the totality of these costs.

- **We will seek to provide better day care opportunities and respite services across the City.**

Internal residential homes have Older People's respite services via our internal provision are offering planned stays up to six months in advance. This enables families to plan holidays and breaks in advance. Requests beyond this timescale can also be considered on an individual basis.

Consideration is being given for both the need for carer respite and to prevent social isolation in order to maintain individuals in their own home, preventing hospital or residential admission. The current process of referral is being revised, to align with the Community Learning Disability offer, which awards allocation on an annual basis so respite can be planned by individuals and their family / carers during the year.

For younger adults, services are seeing an increased level of demand for residential respite and an increase in referrals for people with more complex needs. In response, a review of respite provision is underway, scoping demand and supply to inform any reshaping of the market and the potential for a regional approach. Transitioning sitting services to commissioned domiciliary care service providers has created an increase in capacity for respite and resulted in little or no waiting list for older people who require this service.

Older People Day services, both in-house and commissioned meet on a fortnightly basis to discuss referrals, to best meet individual needs across the day services in Swansea and consider alternative support options. Day services have been reconfigured to meet the demand for carer respite and to prevent social isolation in order to maintain individuals in their own home, preventing hospital or residential admission.

As part of the development of the Adult Services Transformation Programme, one of the priorities identified is the remodelling of our internal day services to

provide an improved service user experience and greater value for money for our day opportunities. Work has commenced in reviewing and evaluating the current provision models and assets in line with the outcomes of the whole service review of Learning Disabilities Day Opportunities.

The Adult Services Capital Development Group provides strategic leadership and operational oversight to the Capital Programme which facilitates the development and improvement of buildings and environments for in-house day and respite services, in response to compliance, changing needs and promoting enabling environments.

- **Swansea Council will continue to develop and operate a network of Local Area Co-ordinators (LAC) to cover the whole of Swansea.**

In 2022/23 we continued with a full LAC team and full county coverage with every community in Swansea having access to a Local Area Co-ordinator. The team of highly experienced, creative and motivated colleagues has had a huge impact on communities working with 1100 new people in 2023. Introductions to Coordinators are via Social Services, Health, Housing, Third Sector, DWP, other organisations, Members and by direct contact.

The impact of the Local Area Co-ordination model is far reaching. During 2023, 2910 positive changes were reported by those engaged with Coordinators, including people feeling more in control of their lives, an increased confidence in their future, improved relationships and social networks and more in control of their health and well-being. In some cases the work of the team has delayed or completely removed the need for individuals to access formal services. In November 2023, Swansea Local Area Coordination won the Equalities, Inclusion and Cohesion category in the Wales Inaugural Safer Communities Award in November 2023.

The funding for Area Coordination is from a number of external grants and core funding and due to a reduction in one grant, no increases in others and an increase in costs the number of Coordinators has reduced in 2024/25. Although full county coverage remains with changes to geographical areas Coordinators cover. The team's role continues to be focused on 80% individual casework (50 – 65 person active caseload per FTE Coordinator), 20% community work and they will continue to assist people to develop and utilise community networks.

- **The Council will undertake a review of post-pandemic care provision.**

Reflection on recovery and learning from the Covid pandemic informed the development and delivery of Adult Services during 21/22, 22/23 and 23/24. This has included managing an increased demand for services and an increase in complexity, increased costs and recruitment and retention challenges across internal and external provision.



The provision of care across all elements of Adult Services has been impacted and informed our ongoing focus and change agenda for 23/24.

The post pandemic demand is generally showing an increase in complexity of needs for individuals with many people benefiting from multiple levels of support. The effectiveness of managing these needs via a multidisciplinary and multi-agency approach has been evidenced via the Home First model which advocates for support wrapping around the individual and assessment being a continuous process. The benefits of this approach have also continued to be evidenced in other areas of our service such as the Common Access Point where a multi-disciplinary team of therapies alongside social work and more recently, assistive technology officers has promoted the exploration of all alternative models of support. The importance of timely review and continued contact has also directed how we best organise our resources.

We continued to innovate and have piloted different ways of working in order to maximise capacity and better understand changes required to better serve the current needs of our residents. This has included an increase in co-producing directly delivered services and commissioned services.

Across all work the learning and improvement opportunities are underpinned by developments across our internal and external communications as well as our systems and processes which enhance and support our ambitions.

The re-organisation of the Assessment and Care Management function was finalised during 23/24 and is being implemented in 2024/25. This is following engaging with clients to better understand what works and what needs to be improved, the development and assessment of options and consultation. The re-organisation brings a greater emphasis on Early Help at the 'front door' of Adult Services and less 'hand-offs' of cases between teams, reducing the risk of duplication, delays and allowing to always have a named Social Worker through each step of a client's journey.

The Adult Services transformation and improvement programme for 2024/25 continues to respond to the current needs including post-pandemic care with the following programmes:

- To deliver services that prevent people from falling into poverty or provide early help to people struggling with poverty and the impacts of poverty.
- To deliver services that help the people and communities of Swansea respond to the challenges of poverty and the ongoing Cost of Living crisis.
- Embed Prevention and Early Help model across Adult Services.
- Promoting Independence including Homecare long-term approach, increased reablement capacity and Assistive Technology strategy.
- Prioritising Resources including the implementation of the Assessment and Care Management revised structure, Section 33 agreements, review of Day Services and assets.

- **We will begin options appraisal and move to increase council direct delivery of care.**

As previously referenced, the stability of care provision is one of continued concern. The council direct delivery of care has continued to provide a vital specialist resource in mitigation of this challenge. Our services have also been at the forefront of opportunities for change and improvement offering the opportunity to trial and test alternative ways of working.

Home first pathways have identified a need for increased provision of 'step up and step down' beds for our clients to either avoid an unscheduled hospital admission or ensure a timely discharge from hospital and support ongoing assessment of long-term needs in an alternative setting. Internally we have increased the number of reablement beds in Bonymaen House and opened a specialist Dementia Care post-hospital settlement and assessment unit. Both continue to have success in supporting people to return home independently or with reduced packages of care.

The balance of externally commissioned domiciliary care and our use of internal homecare support continues to be under review. Working alongside the commissioning framework for external domiciliary care our internal services are striving to release as much capacity as possible within Homecare Reablement. Achieving equity across both the number of community referrals and hospital discharge referrals will be supported via our integrated Therapy resource and streamlined referral processes to and from short term reablement interventions. This will ensure timely access to reablement for individuals, supporting our promotion of independence and prevention agendas in service. In addition by increasing our cohort of reablement clients accessing the service from community referral routes we will also ensure any ongoing domiciliary care provided via our external providers is proportionate and timely.

- **Swansea Council will engage with Health to ensure care plans align with health recovery.**

Effective partnership working with Swansea Bay University Health board is supported by both our internal structure within Adult Service (including the Integrated Head of Service role) and our continued joint working across a multitude of services and teams including Home First, the Common Access Point MDT, Community Mental Health teams and Community Equipment stores amongst others.

To ensure our strategic work aligns, our regional work programme governed by the West Glamorgan Regional Partnership Board, ensures our shared priorities are echoed throughout. Work in the regional programme encompasses specific population programmes focused on Community and Older People, Learning disability and Wellbeing, Wellbeing and Mental Health, Neurodiversity and Carers.

In addition, the regional funding model co-ordinated again by the West Glamorgan team ensures the right governance and scrutiny to manage available funding in the most effective and transparent way across Health and Social Care.

As part of this work our regional Section 33 agreements across both Intermediate care services and the Regional Equipment Store are in the process of being reviewed and updated to ensure all resource, investment and utilisation of available funding best reflect our shared objectives across Health and Social Care. This review alongside associated governance structure of West Glamorgan and Local Joint Partnership boards will enhance oversight and management of budgetary pressures across all organisations.

### **3. Conclusions**

Progress has been made against the policy commitments of Council surrounding Better Care and in this new financial year this work will continue to develop and any opportunities for further improvement will be capitalised.

### **4. Legal implications**

4.1 None

### **5. Finance Implications**

5.1 Financial implications have been reviewed, discussed and agreed via budget setting governance structures.

### **6. Integrated Assessment Implications**

6.1 This report is for information only and an IIA is not therefore required.

**Background Papers:** None

# Agenda Item 8

## Report of the Convener

### Adult Services Scrutiny Performance Panel – 7 May 2024

#### Adult Services Scrutiny Review of the Year 2023-24

<b>Purpose:</b>	As the municipal year ends, it is good practice to reflect on the Panel's work, experience, and effectiveness over the past year.
<b>Content:</b>	Summary of the Year's work 2023-24.
<b>Councillors are being asked to:</b>	<ul style="list-style-type: none"><li>• Reflect on the past year's work</li><li>• Share ideas to improve the effectiveness of Adult Services Scrutiny.</li></ul>
<b>Lead Councillor:</b>	Susan Jones, Convener Adult Services Scrutiny Performance Panel
<b>Lead Officer &amp; Report Author:</b>	Liz Jordan, Scrutiny Officer Tel: 01792 637314 E-mail: <a href="mailto:liz.jordan@swansea.gov.uk">liz.jordan@swansea.gov.uk</a>

#### 1.0 Background

1.1 As this is the final meeting of this municipal year, the Panel is invited to reflect on this year's scrutiny work, experience and effectiveness. Any ideas that will improve the effectiveness of the scrutiny of Adult Services, and scrutiny generally, are welcome.

1.2 Some of the questions the Panel may want to consider:

- What went well?
- What, if anything, could be done better?
- Has the Panel's work focused on the right things?
- What have we learnt that will help us to improve and develop future scrutiny?

1.3 To aid Panel Members, a summary of the year's work has been included at 3.0.

#### 2.0 Overview

2.1 The purpose of the Panel is to provide ongoing challenge to Adult Services performance, to ensure that as the Service is undergoing major change, performance is maintained and that further improvements are made across all areas of the Service.

2.2 Possible lines of enquiry - To regularly review performance in Adult Services including asking questions about performance and improvement, focusing on

outcomes, provision and leadership. To look at relevant data, commissioning reviews and anything that impacts on Adult Services in Swansea.

- 2.3 The Panel has a core membership of 11 councillors and 1 co-optee. Overall Councillor attendance at the Panel for the year has been 72% to end of April 2024.
- 2.4 In accordance with the agreed Scrutiny Work Programme, the Panel has met every six weeks. During the 2023-24 municipal year, there have been 8 Panel meetings and 1 Joint Social Services Panel meeting. Meeting discussions have regularly been reported on by the local press, indicating the Panel has been focussed on issues of public interest.
- 2.5 The Panel has written to relevant Cabinet Members, to convey its views including suggested action, arising from meeting discussions. Letters, and responses where requested, were reported back to the Panel for comments and discussion as necessary.

### 3.0 Adult Services Work Programme 2023-24

Date	Items Discussed
28 June 2023	<ul style="list-style-type: none"> <li>• Performance Monitoring</li> <li>• Briefing on Recent CIW Care Home Inspection Reports</li> <li>• Draft Work Plan 2023-24</li> </ul>
7 August 2023	<ul style="list-style-type: none"> <li>• WAO Report 'Together we Can' – Community Resilience and Self-reliance</li> <li>• Tackling Poverty Service Grants 2022-23: Impact Report</li> <li>• Additional Direct Payments Information</li> </ul>
5 September 2023	<ul style="list-style-type: none"> <li>• Performance Monitoring</li> <li>• Wales Audit Office Report 'A Missed Opportunity' Social Enterprises</li> </ul>
31 October 2023	<ul style="list-style-type: none"> <li>• Director of Social Services Annual Report 2022/23</li> <li>• Briefing on Deprivation of Liberty Safeguards (DoLS)</li> </ul>
12 December 2023	<ul style="list-style-type: none"> <li>• Performance Monitoring</li> <li>• Briefing on Dementia (including case studies)</li> </ul>
30 January 2024	<ul style="list-style-type: none"> <li>• Update on Adult Services Transformation and Improvement Programme</li> <li>• Presentation – Local Area Coordination Update</li> </ul>

12 February 2024 Joint Social Services Meeting	Draft Budget Proposals for Adult Services / Child and Family Services
20 March 2024	<ul style="list-style-type: none"> <li>• Update on West Glamorgan Transformation Programme</li> <li>• Performance Monitoring</li> <li>• Briefing on Annual Review of Charges (Social Services) 2023-24</li> </ul>
7 May 2024	<ul style="list-style-type: none"> <li>• Briefing on Llais</li> <li>• Update on how Council's Policy Commitments translate to Adult Services</li> <li>• End of Year Review</li> </ul>

#### **4.0 The Future Work Programme**

- 4.1 The future work programme will be discussed and agreed at the first Adult Services Scrutiny Performance Panel meeting in the new municipal year (9 July 2024).