



City and County of Swansea

## Notes of the **Scrutiny Performance Panel – Adult Services**

Committee Room 3A - Guildhall, Swansea

Tuesday, 13 February 2018 at 3.15 pm

**Present:** Councillor P M Black (Chair) Presided

**Councillor(s)**

C A Holley  
J W Jones

**Councillor(s)**

P R Hood-Williams  
A Pugh

**Councillor(s)**

S M Jones

**Co-opted Member(s)**

Tony Beddow

**Other Attendees**

Mark Child

Cabinet Member - Health & Wellbeing

**Officer(s)**

David Howes  
Liz Jordan  
Mark Wade  
Alex Williams

Chief Social Services Officer  
Scrutiny Officer  
Business Manager, Housing  
Head of Adult Services

**Apologies for Absence**

Councillor(s): G J Tanner

Co-opted Member(s): Katrina Guntrip

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**1 Disclosure of Personal and Prejudicial Interests.**

Disclosure of interests – Chris Holley, Sue Jones and Alyson Pugh

**2 Notes of meeting on 16 January 2018**

The Panel agreed the notes as an accurate record of the meeting.

**3 Public Question Time**

No public questions were asked

**4 Intermediate Care (including Disabled Facilities Grants)**

Alex Williams, Head of Adult Services went through the report highlighting the main issues and answering questions. Mark Wade, Housing also attended the meeting for the Disabled Facilities Grant item.

Discussion points:

- Much further forward with multi-disciplinary team triage function. All professionals are now sitting at the Front Door including district nurses.
- Anticipatory care being led by Health. Progress is dependent on the regional approach and funding
- Internal Homecare – new senior management structure put in place and this approach appears to be working. Issues with working rotas still to be addressed. Hope to pilot this during this year.
- Reablement Review is in progress. Still issues with recording of data.
- Pathways of people through hospital – on site social work support has reduced delayed transfers of care due to social work assessment issues. Panel would like information on how many hospital admissions have been avoided due to the acute clinical response service.
- Ombudsman case prompted full review of policy for stock control in Community Equipment Store and Telecare. Panel pleased there is a high recycling rate for community equipment store.
- Disabled Facilities Grants – There is one indicator for this area which is going down so progress is being made. In terms of occupational therapists, the waiting time has reduced for processing of the grants.
- 24 hour working – This is part of the Western Bay Optimum Model. Panel would like to see detailed analysis.
- Proposing to pilot 7 day working of occupational therapists. Some opposition to this. Going to do consultation on it.

Actions:

- Department to provide information to Panel on hospital admissions avoidance due to the acute clinical response service
- Department to provide Panel with a copy of the Western Bay Optimum Model

## **5 Presentation on Welsh Community Care Information System (WCCIS)**

Steve Davies, WCCIS Implementation Manager and Tracey Bell, Product Specialist attended to give a presentation on the workings of the system and to answer any questions.

Discussion points:

- It is a national system but is implemented locally and can be tailored to meet local needs.
- The system is currently being used for community services only. It will be a number of years before it is used for primary care.
- Bridgend Council was the first organisation to go live with the system in Wales. It is not currently live in Swansea.
- Management of the system – there are local, regional and national administrators. Each 'live' organisation has administrators.

- Each organisation signs up to a data access agreement before going 'live'.
- Once all local authorities are 'live' will be able to compare data locally and across Wales.

## **6 Adult Services Draft Budget Proposals**

Mark Child, Cabinet Member for Health and Wellbeing, Dave Howes, Chief Social Services Officer and Alex Williams attended for this item and answered questions.

Discussion points:

- Current situation is very challenging. Initially £23 million of savings to be made in 2018/19, this has gone up.
- Adult Services £3m over budget last year. Projected to be £4m over budget next year. Adult Services has to change the service model. Panel feels overspend was not controlled last year.
- Panel is concerned over savings not being achieved this year despite being told they could be.
- Majority of increase to budget is made up of inflationary pressures particularly wages, overspend last year and investment to make savings.
- There is a discrepancy in the figures – Panel told budget for Adult Services next year had been increased by £3.5 million. However on page 118 on the budget proposals it says £2.7 million and on page 182 on the budget proposals it equates to £4.5 million. Need clarification of the correct figure.
- Panel was concerned that despite over 70% of consultees being opposed to the new charges for day centres, the recommendation is to go ahead and impose them.
- Panel grateful for information provided on the analysis of unit cost of day services requested at meeting on 16 January and for confirmation at today's meeting that there is no cross over of staff between residential and day services
- Safeguarding / wellbeing is the only line in proposed budget which reduces. Panel wants clarification of what this is

Based on its discussions the Panel agreed views and recommendations to make to Cabinet on the budget proposals in relation Adult Services.

Following on from this meeting:

The convener will feed in the views of this Panel, along with the conveners of the other panels to the Service Improvement and Finance Panel which meets on 14 February. The convener of the Service Improvement and Finance panel will then attend Cabinet on 15 February to feed in the collective views of the scrutiny performance panels and write a letter to the Cabinet member.

## **7 Work Programme Timetable 2017-2018**

Work programme received and considered by the Panel.

Actions:

- Move Commissioning Review - Domiciliary Care and Procurement Update from March meeting to January / February 2019
- Add Local Area Coordination Update to the future work programme (date to be arranged)
- Day Services Review and Residential Care Review, which are going to Cabinet in April, to be scheduled for pre decision scrutiny.
- Review of Community Alarms to be scheduled for pre decision scrutiny at a future date
- Scrutiny Research Officer to produce a brief for panel members for the Cabinet Member Question and Answer session in March.

**8 Letters**

Letters received and considered by the Panel.

The meeting ended at 5.50 pm



**To:**  
**Councillor Mark Child**  
**Cabinet Member for Health & Wellbeing**

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*e-Bost:*  
*Date* 12 March 2018  
*Dyddiad:*

**Summary:** This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Health and Wellbeing following the meeting of the Panel on 13 February 2018. It covers Intermediate Care, the Welsh Community Care Information System, Adult Services Draft Budget Proposals and the future work programme of the Panel.

Dear Cllr Child

The Panel met on 13 February and looked at Intermediate Care, the Welsh Community Care Information System, the draft budget proposals in relation to Adult Services and the future Work Programme. We would like to thank you, Dave Howes, Alex Williams, Mark Wade, Steve Davies and Tracey Bell for attending to present the items and answering the Panel's questions. We appreciate your engagement and input.

We are writing to you to reflect on what we learnt from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response. The main issues discussed are summarised below:

### **Intermediate Care**

Alex Williams went through the report highlighting the main issues and answering questions. Mark Wade from Housing also attended the meeting for the Disabled Facilities Grant item.

We noted that we are now much further forward with the multi-disciplinary team triage function and that all professionals are now sitting at the Front Door including district nurses.

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In relation to Anticipatory Care we were informed that this is being led by Health and that progress is dependent on the approach being taken regionally and on funding.

We heard that in terms of Internal Homecare a new senior management structure has been put in place and that this approach appears to be working. However issues with working rotas are still to be addressed but it is hoped to pilot a new system during this year.

We were informed that the Reablement Review is in progress. However there are still issues with recording of data.

We discussed the pathways of people through hospital and heard that on site social work support has reduced delayed transfers of care due to social work assessment issues. The Panel would like information on how many hospital admissions have been avoided due to the acute clinical response service. We are particularly interested in the increased investment in both social work cover in A&E, in the wards for planned discharge and in the community to prevent admissions or hospital attendances in the first place. Therefore can you provide a “before and after” picture of what numbers we cared for in the community before the response service, and now, and what the numbers of social work interventions were (before and after) in both A&E and on the wards before we reversed the decision to put them in the hubs and after we moved them back. We are keen to try and understand to what extent we have been able to alter the old patient pathways so that we either avoid “admission” or blocked beds, and indeed even going to hospital in the first place.

We were interested to hear that an Ombudsman case has prompted a full review of policy for stock control in Community Equipment Store and Telecare. The Panel was pleased that there is a high recycling rate for community equipment store.

In relation to the Disabled Facilities Grants it was confirmed that there is one indicator for this area which is going down so progress is being made. We were pleased to hear that in terms of occupational therapists, the waiting time has reduced for processing of the grants.

We discussed the possibility of 24 hour working and were informed that this is part of the Western Bay Optimum Model. Panel would like to see a copy of this.

We heard about the proposal to pilot 7 day working of occupational therapists and that there is some opposition to this and that the Department plans to consult on it.

### **Welsh Community Care Information System**

Steve Davies, WCCIS Implementation Manager and Tracey Bell, Product Specialist attended to give a presentation on the workings of the system and to answer any questions.

The panel found this item very interesting and informative and look forward to it going ‘live’ in Swansea.

### **Adult Services Draft Budget Proposals**

The Panel heard that the current situation is very challenging. Initially £23 million of savings had to be made in 2018/19, this has gone up.

We were also informed that Adult Services was £3 million over budget last year and is projected to be £4 million over budget next year. You told us that Adult Services has to change the service model. The Panel feels that the overspend was not controlled last year. The Panel is concerned over savings not being achieved this year despite being told they could be.

We also heard that the majority of the increase to the budget is made up of inflationary pressures particularly wages, overspend last year and investment to make savings.

The Panel informed you of a discrepancy in the figures. We were told that the budget for Adult Services next year had been increased by £3.5 million. However on page 118 of the budget proposals it says £2.7 million and on page 182 on the budget proposals it equates to £4.5 million. The Panel requires clarification of the correct figure.

The Panel was concerned that despite over 70% of consultees being opposed to the new charges for day centres, the recommendation is to go ahead and impose them.

The Panel was grateful for information provided on the analysis of unit cost of day services requested at the meeting on 16 January and for confirmation at the February meeting that there is no cross over of staff between residential and day services.

In relation to Safeguarding / wellbeing we noted that this was the only line in the proposed budget which reduces. The Panel wants clarification of what this is.

Based on its discussions the Panel agreed its views and recommendations to make to Cabinet on the budget proposals in relation Adult Services. I will feed in these views to the Service Improvement and Finance Panel on 14 February. The convener of the Service Improvement and Finance panel will then attend Cabinet on 15 February to feed in the collective views of the scrutiny performance panels and write a letter to the relevant Cabinet members.

### **Work Programme Timetable 2017-2018**

We agreed the following in relation to the future Work programme which you may wish to note:

- Commissioning Review - Domiciliary Care and Procurement Update to move from March 2018 meeting to January / February 2019
- Local Area Coordination Update to be added to the future work programme (date to be arranged)
- Day Services Review and Residential Care Review, which are going to Cabinet in April, to be scheduled for pre decision scrutiny.
- Review of Community Alarms to be scheduled for pre decision scrutiny at a future date
- Scrutiny Research Officer to produce a brief for panel members for the Cabinet Member Question and Answer session in March.

## Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but would ask that you:

Respond to issues raised on the proposed budget in relation to Adult Services in your response to the letter from the convener of the Service Improvement and Finance Scrutiny Panel held on 14 February.

Respond directly to me on the issue of Hospital Admissions avoidance and any other issues by 2 April 2018:

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter Black', written in a cursive style.

**PETER BLACK**  
**CONVENER, ADULT SERVICES SCRUTINY PANEL**  
**CLLR.PETER.BLACK@SWANSEA.GOV.UK**