



City and County of Swansea

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

Committee Room 3 - Civic Centre, Swansea

Tuesday, 25 September 2018 at 4.00 pm

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

**Councillor(s)**

V M Evans  
Y V Jardine  
E T Kirchner

**Councillor(s)**

C A Holley  
S M Jones

**Councillor(s)**

P R Hood-Williams  
J W Jones

**Co-opted Member(s)**

T Beddow

**Officer(s)**

Anita Evans

David Howes

Liz Jordan

Alex Williams

Performance and Development Officer, Supporting People Team

Director of Social Services

Scrutiny Officer

Head of Adult Services

**Apologies for Absence**

Councillor(s): J A Hale, P K Jones, H M Morris and G J Tanner

Co-opted Member(s): Katrina Guntrip

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

Disclosures of interest – Chris Holley

**2 Notes of previous meetings**

The Panel agreed the notes as an accurate record of the meetings held on 21 August 2018 and 17 September 2018.

**3 Public Question Time**

Questions asked by members of the public:

Question 1 – Lack of Public Communication and Participation

- a) Why are the Western Bay Board Agendas/ meetings not published on the Swansea Councils Website?

- b) The Western Bay Quarterly Newsletters are not printed and distributed, nor published on Swansea Council Website, Twitter/ Facebook etc to inform the public. Why?
- c) Similarly, the Western Bay Citizen Panel public meetings are not advertised by Swansea Council to provide a suitable venue for wider public participation. Why?
- d) Contrary to the open, transparent accountability of Swansea Council, repeated requests made to Western Bay Board to permit Public attendance at Board meetings have all been denied. With the previous Programme Manager and the Western Bay Chairman, Cllr Rob Stewart, recorded as seeking legal advice upon the issue of allowing public attendance. A recent Freedom of Information request made to Swansea Council to request the content of the legal advice obtained by Cllr Rob Stewart regarding public access to Western Bay Board meetings being refused a response! Please could you advise why it was considered necessary to subsequently request the opinion of an external consultancy body as to the issue of allowing public attendance at Western Bay Board Meetings. And do the Swansea Councillors attending the Western Bay Board Meetings agree and support the external Consultant advice obtained that “public admittance at Western Bay Board Meetings is not considered necessary”? Please could you suggest what content/elements of Western Bay Board meetings should suggest the total exclusion of the Public from attending?
- e) Does the Swansea Adult Services Scrutiny Panel agree with, and consider as reasonable, the early recorded Western Bay Board minutes entry that “It is not considered appropriate for any elected Welsh Assembly Member to attend and engage with the Western Bay Citizen Panel meetings?”

#### Question 2 – Review and Reassessment of Complex Needs Care Cases

Since the Programme’s inception in 2014, there has been a saving of £4,527,053!

- a) Please will you advise how the advance savings target of £1 million / annum was determined.
- b) Please indicate how many complex needs care cases have been reviewed to date, and how many remain to be completed in the Swansea Council area?
- c) Please indicate which typical elements of the existing complex needs care packages that have been reduced following reassessment, have produced the greatest cost savings.

The Cabinet Member was not present at the meeting. Officers answered factual questions at the meeting and the Panel requested that a full written response be provided by the Cabinet Member following the meeting.

Actions:

- Cabinet Member to provide a written response to the questions and copy in Panel Members.

#### **4 Western Bay Health and Social Care Programme - Presentation and Briefing**

Kelly Gillings, Interim Regional Programme Lead Officer, presented an overview of the Western Bay Programme and answered questions.

Discussion points:

- Panel felt it was good that there had been savings but want to know how much has been spent and how it was split between the Authorities and the Health Board
- Panel feel re-branding of Western Bay is not necessary as it will still be the western part of the bay after Bridgend has left.
- Panel would like to know the cost to both Swansea Council and the Health Board of the changes to ABMU and the loss of Bridgend to Cwm Taf. Breakdown of budgets to be provided
- Confirmed tangible savings in complex care are based on packages of care so we know the savings exactly
- Officers confirmed there are still pay differences between staff employed locally and working regionally. Generally teams performed well regionally.
- Concern expressed about two aspects of arrangements for Western Bay. The confusing complexity of the management chart on page 38 of the papers and the lack of clear lines of accountability. Also the imprecision of the roles of various task groups cited in the lowest levels of the chart. Panel also suggested it might have been useful to apply learning from network theory to the development of these arrangements. Officers confirmed that it is not clear that there is an overall vision and that the chart needs to be made simpler. Agreed it would be useful for the Panel to see the review of Western Bay arrangements.
- Panel queried whether we would have the same results if the Local Authorities had been given the money instead of the region. Officers felt some things would have been completed quicker or better but not overall. Also it has forced the Health Board and the Authorities to work together on some difficult issues. Another positive of the regional arrangement is that there is equity of service across the region.
- Panel to have sight of work plans which are being completed in December.

Actions:

- Breakdown of budgets to be provided to the Panel for information
- Update on Western Bay arrangements following the review to be added to Panel work programme early in next municipal year (date to be agreed)
- Further questions from the Panel on this item to be included in a letter to Western Bay for response
- Work plans to be provided to the Panel.

#### **5 Overview of Supporting People Programme Grant**

Anita Evans, Performance and Development Officer, Supporting People Team, went through the report, focussing on the main issues and answering questions.

Discussion points:

- Panel feels probation should be doing more and wanted to know what was being done to make them facilitate their role. Informed there is a review at national level and information on this will be provided to the Panel
- Informed flexibility scheme should help the Council with joint commissioning.

Actions:

- Information on review to be circulated to Panel members.

## **6 Work Programme Timetable 2018/19**

The Panel considered the Work Programme.

## **7 Letters**

Letters received and considered by the Panel.

The meeting ended at 5.45 pm



**To:**  
**Councillor Mark Child**  
**Cabinet Member for Care, Health & Ageing**  
**Well**

*Please ask for:* Scrutiny  
*Gofynnwch am:*  
*Scrutiny Office* 01792 637314  
*Line:*  
*Llinell*  
*Uniongyrochol:*  
*e-Mail* [scrutiny@swansea.gov.uk](mailto:scrutiny@swansea.gov.uk)  
*e-Bost:*  
*Date* 09 October 2018  
*Dyddiad:*

**Summary:** This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Care, Health and Ageing Well following the meeting of the Panel on 25 September 2018. It covers Western Bay Health and Social Care Programme and Overview of Supporting People Programme Grant.

Dear Cllr Child

The Panel met on 25 September and discussed the Western Bay Health and Social Care Programme and received an overview of the Supporting People Programme Grant. We would like to thank Kelly Gillings, Anita Evans, Alex Williams and Dave Howes for attending to present the items and answer the Panel's questions. We appreciate their 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:

### **Public Question Time**

A number of questions were asked and as you were not present, officers responded to the factual questions at the meeting. The questions asked are noted below and we ask that you provide a written response directly to the member of the public and copy in Panel Members:

#### Question 1 – Lack of Public Communication and Participation

- a) Why are the Western Bay Board Agendas/ meetings not published on the Swansea Councils Website?

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- b) The Western Bay Quarterly Newsletters are not printed and distributed, nor published on Swansea Council Website, Twitter/ Facebook etc to inform the public. Why?
- c) Similarly, the Western Bay Citizen Panel public meetings are not advertised by Swansea Council to provide a suitable venue for wider public participation. Why?
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- e) Does the Swansea Adult Services Scrutiny Panel agree with, and consider as reasonable, the early recorded Western Bay Board minutes entry that “It is not considered appropriate for any elected Welsh Assembly Member to attend and engage with the Western Bay Citizen Panel meetings?”

## Question 2 – Review and Reassessment of Complex Needs Care Cases

Since the Programme’s inception in 2014, there has been a saving of £4,527,053!

- a) Please will you advise how the advance savings target of £1 million / annum was determined.
- b) Please indicate how many complex needs care cases have been reviewed to date, and how many remain to be completed in the Swansea Council area?
- c) Please indicate which typical elements of the existing complex needs care packages that have been reduced following reassessment, have produced the greatest cost savings.

## **Western Bay Health and Social Care Programme**

Kelly Gillings presented an overview of the Programme and answered our questions.

We felt it was good that there had been savings but want to know how much has been spent and how it was split between the Authorities and the Health Board. Please provide a complete breakdown of this information.

The Panel felt re-branding of Western Bay is not necessary as it will still be the western part of the bay after Bridgend has left.

We would like to know the cost to both Swansea Council and the Health Board of the changes to ABMU and the loss of Bridgend to Cwm Taf. Please provide a full breakdown of the budgets.

It was confirmed that tangible savings in complex care are based on packages of care so we know exactly what the savings are.

We heard that there are still pay differences between staff employed locally and working regionally and that generally teams performed well regionally.

We expressed concern about two aspects of the arrangements for the Western Bay Partnership. One was the sheer confusing complexity of the management chart on page 38 of the papers and the lack of clear lines of accountability. Another was the imprecision of the roles of the various task groups cited in the lowest levels of the chart. The Panel also suggested that it might have been useful to apply learning from network theory to the development of these arrangements. Officers confirmed that it is not clear that there is an overall vision and that the chart needs to be made simpler. It was agreed that it would be useful for the Panel to see the review of Western Bay arrangements. Therefore 'Update on Western Bay Arrangements following the Review' will be added to the Panel's work programme early in the next municipal year. Please confirm the earliest possible date this will be ready.

The Panel queried whether we would have the same results if the Local Authorities had been given the money instead of the region. We heard that some things would have been completed quicker or better but not overall. Also it has forced the Health Board and the Authorities to work together on some difficult issues. Another positive of the regional arrangement is that there is equity of service across the region.

We were informed that work plans are being completed in December and the Panel would like to have sight of these please.

Panel members have a number of further questions on this item and these will be put in a letter to Western Bay.

### **Overview of Supporting People Programme Grant**

Anita Evans went through the report focussing on the main issues and answering our questions.

The Panel felt probation should be doing more and wanted to know what was being done to make them facilitate their role. We were informed there is a review at national level. Please provide information on this review to the Panel.

We were pleased to hear that the flexibility scheme should help the Council with joint commissioning.

## **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 the following by 30 October 2018:

- Provide a written response to members of the public who asked questions in Public Question Time and copy in Panel Members.
- In relation to the Western Bay Programme, please provide a complete breakdown of how much has been spent and how it was split between the Authorities and the Health Board.
- And also provide a complete breakdown of the cost to both Swansea Council and the Health Board of the changes to ABMU and the loss of Bridgend to Cwm Taf.
- Clarify the earliest possible date an 'Update on Western Bay Arrangements following the Review' can come to the Adult Services Panel.
- Provide the work plans which are due to be completed in December to the Panel.
- In relation to Supporting People, provide information on the review at national level.

Yours sincerely



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





**To:**  
**Kelly Gillings,**  
**Regional Programme Lead Officer,**  
**Western Bay Health and Social Care**  
**Programme**

*Please ask for:* Scrutiny  
*Gofynnwch am:*  
*Scrutiny Office* 01792 637314  
*Line:*  
*Llinell*  
*Uniongyrochol:*  
*e-Mail* [scrutiny@swansea.gov.uk](mailto:scrutiny@swansea.gov.uk)  
*e-Bost:*  
*Date* 10 October 2018  
*Dyddiad:*

**Summary:** This is a letter from the Adult Services Scrutiny Performance Panel to the Programme Lead for Western Bay following the meeting of the Panel on 25 September 2018. It includes additional questions from the Panel.

Dear Kelly

The Panel met on 25 September and discussed the Western Bay Health and Social Care Programme. We would like to thank you and Dave Howes for attending to present the item and answer the Panel's questions. We appreciate your engagement and input.

As you know, at the meeting there was not enough time to cover all the questions the Panel wanted to ask on the report you provided. We therefore ask that you respond to the following further questions. They are listed by the relevant paragraph number in the report:

### **3.1. (and Appendix 1) Governance**

A. Does the Partnership Board itself actually manage/deliver any services, or is it solely a "co-ordinating" mechanism?

B. How are members of the Regional Citizens panel selected/elected? How many are there and what is the locality of each?

C. On Appendix 1, for each group along the bottom row of the page, and those in the line above (key change projects) how would the task of each be described? For

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example information sharing, joint planning of future services, merged management of service delivery, research and development/ideas creation, problem solving/trouble shooting, other.

**4.1.5.**

D. What is the source of the data in the graph, why is it rising after 15/16, and what is the graph for 17/18?

**4.2.1.**

E. Is this work and service delivery funded by an agreed pooled budget or allocation and if not, how do the financial arrangements work to fund them?

F. What happened to the savings of £4.527m? How was this sum divided between the partners?

**4.2.4.**

G. May we see the tool as currently devised and the evaluation report?

**4.2.6.**

H. How many providers serve Swansea re this service?

**4.3.2.**

I. Who is providing the training to support the deployment of 2,500 ipads - especially those deployed in Swansea?

**4.3.4.**

J. Does this tool enable the better co-ordination of care delivery - for example by scheduling nursing input (such as changing dressings) after social care input (such as bathing) rather than the other way round?

**4.4.**

K. Is there a definition of which children and young people's services are included in (or excluded from) this joint programme that needs "a common approach"?

L. What services if any will the Health Board or local authorities continue to provide or commission themselves?

**4.4.2.**

M. Where does MAPPS sit organisationally? Who funds and oversees it? Does it provide any services?

**4.6.1**

O. How do the services here relate to those in 4.2.6?

**4.7.5.**

P. Is this a regional service? How is demand and need assessed and on what data? How does this service relate to those in 4.2.6?

**4.9.6.**

Q. Who selects the advertisers in the directory?

We look forward to receiving your response.

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**