



## City and County of Swansea

### Notice of Meeting

You are invited to attend a Meeting of the

## Scrutiny Performance Panel – Adult Services

**At:** Committee Room 3A - Guildhall, Swansea

**On:** Tuesday, 23 October 2018

**Time:** 3.30 pm

**NOTE: first 10 minutes is a closed meeting for Panel Members only**

**Convenor:** Councillor Peter Black CBE

#### **Membership:**

Councillors: V M Evans, J A Hale, C A Holley, P R Hood-Williams, Y V Jardine, P K Jones, S M Jones, J W Jones, E T Kirchner, H M Morris and G J Tanner

Co-opted Members: T Beddow and Katrina Guntrip

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### Agenda

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|----------|--|----------------|
| <b>1</b> | <b>Apologies for Absence.</b>  |                |
| <b>2</b> | <b>Disclosure of Personal and Prejudicial Interests.</b><br><a href="http://www.swansea.gov.uk/disclosuresofinterests">www.swansea.gov.uk/disclosuresofinterests</a> |                |
| <b>3</b> | <b>(3.45pm) Notes of previous meeting</b><br>To receive the notes of the previous meeting and agree as an accurate record.   | <b>1 - 4</b>   |
| <b>4</b> | <b>(3.50pm) Public Question Time</b><br>Questions must relate to matters on the Agenda and will be dealt with in a 10 minute period.                                 |                |
| <b>5</b> | <b>(4.00pm) Presentation on Deprivation of Liberty Safeguards</b><br><i>Alex Williams, Head of Adult Services</i>  |                |
| <b>6</b> | <b>(4.20pm) Update on how Council's Policy Commitments translate to Adult Services</b><br><i>Mark Child, Cabinet Member for Care, Health and Ageing Well</i>         | <b>5 - 9</b>   |
| <b>7</b> | <b>(5.00pm) Work Programme Timetable 2018/19</b>   | <b>10 - 11</b> |
| <b>8</b> | <b>(5.05pm) Letters</b>  | <b>12 - 21</b> |

- a) Response from Cabinet Member (17 September 2018 meeting)
- b) Convener's letter to Cabinet Member (25 September 2018 meeting)
- c) Convener's letter to Western Bay (25 September 2018 meeting)

**Next Meeting:** Tuesday, 20 November 2018 at 3.30 pm

*Huw Evans*

**Huw Evans**  
**Head of Democratic Services**  
**Tuesday, 16 October 2018**  

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**Contact: Liz Jordan 01792 637314**

# Agenda Item 3



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

Performance and Development Officer, Supporting People Team

David Howes

Director of Social Services

Liz Jordan

Scrutiny Officer

Alex Williams

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

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**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



## Report of the Cabinet Member for Care, Health and Ageing Well

### Adult Services Scrutiny Performance Panel – 23<sup>rd</sup> October 2018

#### POLICY COMMITMENTS

<b>Purpose</b>	To outline the Council's Policy Commitments in relation to Adult Services
<b>Content</b>	This report includes the full set of Policy Commitments as agreed by full Council on 26 <sup>th</sup> July 2017, which apply to Adult Services. The latest progress update in relation to all Policy Commitments had not been finalised at the time of writing the report. Therefore, an update is not provided. However, it is anticipated that the Panel will discuss progress with the Cabinet Member at the Meeting.
<b>Councillors are being asked to</b>	Give their views on progress to date.
<b>Lead Councillor(s)</b>	Cllr Mark Child, Cabinet Member for Care, Health and Ageing Well
<b>Lead Officer(s)</b>	Dave Howes, Director of Social Services Alex Williams, Head of Adult Services
<b>Report Author</b>	Alex Williams 01792 636245 <a href="mailto:alex.williams2@swansea.gov.uk">alex.williams2@swansea.gov.uk</a>

## 1. Background

- 1.1 Full Council adopted the Policy Commitments for the current term at its meeting on 26<sup>th</sup> April 2017.
- 1.2 118 Policy Commitments were adopted. Of these some will be delivered either wholly by Adult Services or in partnership between Adult Services, Poverty and Prevention and Housing and Public Protection.
- 1.3 This paper summarises those commitments as they relate to Adult Services.

## 2. Adult Services Policy Commitments

- 2.1 The Policy Commitments are set out below.
- 2.2 It should be noted that for some of the Policy Commitments, Adult Services is not solely responsible but the Policy Commitments will be delivered in partnership with other parts of the Council, most notably Housing and Public Protection, and Poverty and Prevention.

Policy Commitment	Success criteria
Promoting Community Safety	
<i>57. Support people to live independently by ensuring a network of local area co-ordinators is established to cover the whole of Swansea.</i>	<ul style="list-style-type: none"> <li>• Expansion to all 22 identified areas within the City and County of Swansea</li> <li>• Demonstrable social return of investment</li> </ul>
Standing Up for Council Employees	
<i>76. Work towards eliminating the use of exclusivity in zero hour contracts within the Authority, to give certainty to employees about their hours of work. Sign up to Unison's care standard in order to protect and support workers.</i>	For Adult Services: <ul style="list-style-type: none"> <li>• Adoption of Unison Ethical Care Charter</li> <li>• Implementation of the key aspects of the Charter</li> </ul>



Building Better, Affordable and Energy Efficient Homes	
<i>83. Support independent living; provide improved options for older people; increase funding for housing co-operatives and mutual housing, and prioritise those in housing need, especially the homeless.</i>	<ul style="list-style-type: none"> <li>• Clear Commissioning Strategy for Older People in place, which identifies population needs in relation to accommodation and how these will be addressed.</li> <li>• Market development to support that need.</li> </ul>
Independence Dignity and respect	
<i>94. Promote independent living, providing people with the support to live in their own homes with dignity and respect as long as they want.</i>	<ul style="list-style-type: none"> <li>• Appropriate services are in place to support people at home for longer.</li> <li>• Numbers of funded residential/nursing places decrease.</li> </ul>
Prevention and Health Promotion	
<i>95. Deliver integrated services to ensure a continued focus on prevention and early intervention - investing in the conditions which maintain independence and support families, rather than dealing with the consequences of family breakdown and ill health.</i>	<ul style="list-style-type: none"> <li>• Adoption and implementation of the Western Bay Model for Intermediate Tier services</li> <li>• Adoption and implementation of the new Adult Services Practice Framework</li> <li>• Development and Delivery of the Adult Services offer in relation to the Council's Prevention Strategy.</li> </ul>
<i>96. Review the effectiveness of social service provision and reinvesting and redesigning services to make them sustainable for the long term.</i>	<p>Completion and agreement of the preferred options of the 4 Adult Services Commissioning Reviews, in relation to:</p> <ul style="list-style-type: none"> <li>• Domiciliary Care</li> <li>• Residential Care for Older People</li> <li>• Day Services for Older People</li> <li>• Accommodation and Day Related Support for People with Learning Disabilities, Physical Disabilities and Mental Ill-Health.</li> </ul>

<i>97. Work with other partners to identify investment opportunities for new facilities to create sheltered accommodation, and extra care facilities to deliver next generation elderly care services.</i>	See Policy Commitment 83
<i>98. Help people stay healthy and age well</i>	<ul style="list-style-type: none"> <li>• Delivery of the Ageing Well Plan</li> </ul>
Better Services	
<i>99. Adopt the new Welsh Community Care Information System and work with regional and health service partners and re-design services to ensure greater integration and collaboration between health and social care systems to improve patient services.</i>	<ul style="list-style-type: none"> <li>• Signing off the Deployment Order</li> <li>• Implementation of WCCIS</li> </ul>
Helping people recover	
<i>100. Invest in services to help people re-able and recover so that they are able to return to living an active and productive life.</i>	
Focusing on those most in need	
<i>101. Focus resources for residential care on those with the most complex needs so that they are properly supported</i>	See Policy Commitment 95
Older people	
<i>102. Work with older people and the Older People's Commissioner for Wales to establish a Charter for Older People to ensure that our commitment is delivered.</i>	<ul style="list-style-type: none"> <li>• Establishment of a Charter for Older People</li> </ul>
Swansea – a Dementia Friendly City	
<i>103. Working with partner organisations, local</i>	<ul style="list-style-type: none"> <li>• Achieving Dementia Friendly Status.</li> </ul>

<i>employers and the third sector. Develop Swansea's status as the first Dementia Friendly City in Wales.</i>	
<b>Public Interest above Private Profit</b>	
<i>104. Intervene in the social care provider market and explore how it can expand the provision of council run services. Specifically we will work in social and residential care to ensure, where provision is of last resort, that there is a diverse range of suppliers, including not-for-profit, cooperative and social enterprise providers.</i>	<ul style="list-style-type: none"> <li>• Adoption of Commissioning Strategies in relation to client groups which identify population need and service provision required.</li> <li>• Service reviews and market development linked to those Commissioning Strategies</li> </ul>
<b>Investing in Our People</b>	
<i>105. Continue to invest in our staff at all levels in social services and build stronger links with Swansea's universities and others, so that providers of these vital services keep abreast of best practice and new innovations in research, treatment and delivery.</i>	<ul style="list-style-type: none"> <li>• Development and Implementation of overall Workforce Development Plan for Adult Services and Child and Family Services.</li> <li>• Ongoing work with the University to develop social work practice and learning from best practice.</li> </ul>

### 3 Conclusions

3.1 The Scrutiny Performance Panel is asked to consider the Policy Commitments as they relate to Adult Services.

# Agenda Item 7

## ADULT SERVICES SCRUTINY PERFORMANCE PANEL WORK PROGRAMME 2018/19

Meeting Date	Items to be discussed
<b>Meeting 1</b> Tuesday 19 June 2018  <b>3.30pm</b>	<b>Community Mental Health Team (Swansea Central)            Inspection Report and Improvement Plan</b>  <b>Review of the year 2017/18</b>
<b>Meeting 2</b> Tuesday 17 July 2018  4.00pm	<b>Presentation - Update on Local Area Coordination (LAC)</b> <i>Alex Williams, Head of Adult Services plus a Local Area            Coordinator</i>
<b>Meeting 3</b> Tuesday 21 August 2018  1.00pm	<b>Performance Monitoring</b>
<b>Additional meeting</b> Monday 17 September 2018  4.00pm	<b>Pre decision scrutiny on Outcomes of Residential Care            and Day Services for Older People Consultation</b>
<b>Meeting 4</b> Tuesday 25 September 2018  4.00pm	<b>Overview of Supporting People</b> <i>Alex Williams, Head of Adult Services</i>  <b>Overview of Western Bay Programme (to include            information on: Safeguarding, Intermediate Care,            Procurement, Substance Misuse)</b> <i>Kelly Gillings, Programme Manager</i>
<b>Meeting 5</b> Tuesday 23 October 2018  3.30pm	<b>Update on how Council's policy commitments translate            to Adult Services</b> <i>Mark Child, Cabinet Member for Health &amp; Wellbeing</i>  <b>Deprivation of Liberty Safeguards (DoLS)</b>
<b>Meeting 6</b> Tuesday 20 November 2018  3.30pm	<b>Performance Monitoring</b>  <b>Wales Audit Office Report on Strategic Commissioning            of Accommodation Services for People with Learning            Difficulties</b>  <b>Briefing on Annual Review of Charges (Social Services)            2018-19</b> <i>Dave Howes, Director of Social Services</i>

<b>Meeting 7</b> Tuesday 11 December 2018  4.00pm	<b>Update on Social Work Practice Framework (presentation)</b> <i>Alex Williams, Head of Adult Services</i> <i>(Social Care Wales also attending to discuss training they are delivering in relation to this)</i>
<b>Meeting 8</b> Tuesday 15 January 2019  3.30pm	<b>Chief Executive and Chairman of ABMU attending to inform the Panel of their vision for Swansea once the number of authorities in ABMU is reduced to two</b>
<b>Additional meeting</b> 11 February 2019  11.00am	<b>Draft budget proposals for Adult Services</b>
<b>Meeting 9</b> Tuesday 19 February 2019  3.30pm	<b>Performance Monitoring</b>  <b>Adult Services Complaints Annual Report 2017-18</b> <i>Corporate Complaints Manager</i>
<b>Meeting 10</b> Tuesday 19 March 2019  3.30pm	<b>Update on Commissioning Review - Domiciliary Care and Procurement</b>  <b>Safeguarding Arrangements update</b>  <b>Briefing on Safeguarding – Modern Slavery / Human Trafficking</b> (is there a problem in Swansea? What is happening to prevent it?) (Referred from SPC) <i>(Welsh Government Anti-Slavery Co-ordinator invited to attend)</i>
<b>Meeting 11</b> Tuesday 16 April 2019  3.30pm	<b>Update on Adult Services Improvement Plan</b> <i>Alex Williams, Head of Adult Services</i>  <b>End of year review</b>

Future Work Programme items:

- Review of Community Alarms pre decision scrutiny (date to be arranged)
- Issues around Continuing Health Care - ABMU to be invited to attend (date to be arranged later in the year)
- Update on Western Bay arrangements following the review to be added to Panel work programme early in next municipal year (date to be agreed)

Cllr Chris Holley  
Acting Convener, Adult Services Scrutiny  
Panel

**BY EMAIL**

Please ask for: Councillor Mark Child  
Direct Line: 01792 63 7441  
E-Mail: [cllr.mark.child@swansea.gov.uk](mailto:cllr.mark.child@swansea.gov.uk)  
Our Ref: MC/HS  
Your Ref: ref  
Date: 21 September 2018

Dear Cllr Holley

Thank you for your letter dated 19<sup>th</sup> September 2018 and for giving me the opportunity to attend the Scrutiny Performance Panel and answer the Panel's questions.

It is really encouraging to see the Panel's degree of consideration of the outcome of the consultation relating to the Commissioning Reviews of Residential Care and Day Services for Older People, as Cabinet wanted to ensure that they have had due consideration of all of the issues and concerns before taking such an important decision.

I will respond to each of the points that you have raised in turn.

## **Residential Care**

1. *The Panel is satisfied that the consultation process followed has been very thorough.*  
Response: I would agree that the process has been very thorough and Officers have ensured that every effort was made to engage all interested stakeholders and encourage them to respond.

2. *We are concerned about whether the Health Board is completely signed up to and committed to the model and the forecast figures going forward for complex care.*  
Response: The Health Board have been fully engaged in the Commissioning Review process and apprised of each development in the process, and at no point have expressed any concerns. They also formally responded to the consultation. From a market perspective, the biggest concern for both ourselves and the Health Board is the availability of dementia nursing beds, and this is not something that we can address with our in-house services. We will however continue to work with the Health Board to address this market gap going forward.

3. *We have concerns about the definition used for complex needs. This is very important as forecast number of beds is going to determine the capacity going forward*  
Response: We agree that the definition used is very important. Officers have endeavoured to come up with a robust definition in light of the fact that there is no nationally agreed definition, but it is difficult to be definitive as each individual will present differently with their own levels of complexity. It is therefore really important that

our social workers are appropriately skilled and trained to exert their professional judgement in assessing when people have complex needs.

4. *The Panel is pleased that the consultation was carried out with a wide number of individuals and groups but is disappointed by the low number of responses.*

Response: Firstly, I would like to thank all those who decided to take part in the consultation. I would agree that the level of responses would appear relatively low, but this is not surprising as individuals tend to only respond to consultations when they are directly affected. Even though the number was relatively low, there was a wealth of comments provided which have really helped Officers to consider how to take forward the proposals in the recommendations put forward to Cabinet.

5. *The Panel feel it would have been useful to be able to identify the source of the responses – whether an individual or a body/organisation.*

Response: I would agree with this view, and this is certainly a lesson learnt for us as an organisation when carrying out consultations in the future.

6. *The Panel would like your assurance that if the proposals are accepted and Parkways is to close, that the well-being of residents will be put first and that adequate time will be allowed for all residents and their families to be properly engaged with and assessed and moved into alternative accommodation.*

Response: I am happy to provide this reassurance and would fully agree that maintaining the wellbeing of residents affected is of paramount importance. If a decision is made to proceed, all individuals affected will be allocated a social worker to support them before, during and after any move. We have intentionally not set a definitive closure date, as we recognise that we need to be flexible to ensure that appropriate move on arrangements are in place for all concerned.

7. *We feel the Western Bay Commissioning Strategy should have been included in this review and would like reassurance that any other proposals that are being progressed alongside these proposals will be taken on board.*

Response: The Western Bay Commissioning Strategy was developed at the same time as this review, and Officers have ensured that the options that have emerged from this review are not in conflict with the overall Western Bay position. One of the key products to emerge from the Commissioning Strategy is a Market Position Statement in relation to Residential Care. The outcome of our own Commissioning Review is entirely consistent with this Market Position Statement.

8. *The Panel is disappointed that there has been no formal response to the consultation from the trade unions given the effect on Council staff.*

Response: Whilst a formal response was not received, the Trade Unions have been fully engaged throughout the Commissioning Review process and have fully supported those staff affected. It is my view that the Trade Unions may have decided to not submit a formal response to the consultation, as they have felt that they have been able to work effectively with the Council as the employer throughout the process, rather than feeling the need to formalise their position.

## **Day Services**

9. *There was very little information in the proposals about the future role and model in respect of Local Area Coordinators and community provision. We would like*

*confirmation that there is a proposal to expand community based facilities if the proposal to close two day centres goes ahead.*

Response: I am not sure that the need to expand community based facilities is directly linked to the closure of the 2 day services. In reality, we have more than enough capacity to meet current and future demand in the remaining day services and of those affected in the Hollies and Rose Cross, all but 2 have been assessed as having complex needs and will consequently be offered a place in an alternative day service as long as their needs have not changed. We are however continuing to develop our offer in relation to preventative services in communities. We are due to recruit our 11<sup>th</sup> Local Area Coordinator for the Blaenymaes area of Swansea shortly and are pursuing expansion of the programme to full coverage. Adult Services is actively involved in the corporate *Services in the Community* initiative and as part of this will consider what additional community support might be required. When people do present to Adult Services in the future with eligible non-complex needs, we will support them to consider how they can be supported to meet their needs in their local community both through formal initiatives such as Local Area Coordination and less formal social work support.

*10. Again, the Panel is disappointed by the low number of responses to the consultation and that there has been no formal response from the trade unions to the proposed closing of two day centres.*

Response: Once again, I would like to thank those that did participate in the consultation and whilst the responses may have been relatively low the comments received did provide a richness of responses to inform the final decision.

I have already formally responded to the questions raised by Cllr Mike Day and to the members of the public that raised the public questions.

Once again, thank you for giving me the opportunity to respond to your questions.

Yours faithfully



**Councillor Mark Child**  
**CABINET MEMBER FOR CARE, HEALTH & AGEING WELL**





**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?

**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

- 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.

## **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:*  
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*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**