



City and County of Swansea

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

Committee Room 5 - Guildhall, Swansea

Tuesday, 20 November 2018 at 3.30 pm

Present: Councillor P M Black (Chair) Presided

Councillor(s)

M C Child
P K Jones
G J Tanner

Other Attendees

Mark Child

Councillor(s)

C A Holley
S M Jones

Councillor(s)

P R Hood-Williams
J W Jones

Cabinet Member - Care, Health & Ageing Well

Officer(s)

David Howes
Liz Jordan
Deborah Reed

Director of Social Services
Scrutiny Officer
Interim Head of Adult Services

Apologies for Absence

Councillor(s): J A Hale

Co-opted Member(s): T Beddow and Katrina Guntrip

1 Disclosure of Personal and Prejudicial Interests.

Disclosures of interest – Chris Holley and Mark Child.

2 Notes of meeting on 23 October 2018

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

Actions:

- Send best wishes from the Panel to Tony Beddow who is recovering from an operation.

3 Public Question Time

No members of the public were present at the meeting.

Two questions were received from a member of the public prior to the meeting. To be dealt with via email.

4 Performance Monitoring Report

Deborah Reed, Interim Head of Adult Services went through the Performance Monitoring Highlight Report, focussing on the main issues and answering questions. Dave Howes, Director of Social Services also attended.

Discussion points:

- Planned Future Developments to the Report (page 58) – A timeline for future developments is now included in the performance report. This was requested by the Panel at its meeting in August 2018.
- Timeliness of response to safeguarding issues (page 10) – In August targets were not met as a number of staff were on holiday. The Panel expressed their concern and suggested the Department look at introducing a rota for leave to ensure safeguarding percentages do not fall at this time of year. The Panel was reassured that urgent responses are dealt with on the same day. Informed that there may be a move to one safeguarding team in the future.
- Local Area Coordination (page 21) – The report states that there has been 'a suspension of introductions in one area'. This is a concern for the Panel. Informed this statement is historical, a member of staff is off work but arrangements have been put in place.
- Gowerton Local Area Coordinator has been seconded from the Fire Service. This secondment is being cancelled due to financial pressures. The Panel expressed their dismay.
- Graph 'Main Presenting Issues -Local Area Coordination' (page 21) -Panel observed that isolation is by far the largest issue. This is a frightening figure.
- Delayed transfers of care (page 24) – There was a significant worsening in numbers of individuals delayed due to waiting for package of home care with notable deterioration in August and September. This is a concern for the Panel who feel the Service is not getting on top of this.
- Allied has withdrawn from the home care market in Carmarthen and the company will cease to exist, across the UK, after 14 December 2018. The company currently provides over 700 hours of care in Swansea. One of the options is for existing companies that work with the Authority to take over the work, as well as the staff responsible for the work. This is likely to cost more so there will be more pressure on the budget. Recruitment and retention in this area is very difficult. This is a serious concern for the Panel who want an update on this issue at the next meeting.

Actions:

- Panel to be updated at next meeting on withdrawal of Allied from the home care market.

5 Wales Audit Office Report on Strategic Commissioning of Accommodation Services for People with Learning Disabilities

Deborah Reed briefed the Panel on the Audit Report and answered the Panel's questions.

Discussion points:

- The Panel was informed that the Authority was not asked by Wales Audit Office to provide any information for the audit or to participate in the Audit.
- The Department will be working towards the recommendations over the next 15 to 16 months and propose they provide a written response now for the Panel on the current position with the recommendations, then to do a follow up in March/April 2019 showing how they are improving.
- There is some evidence that the service is starting to reduce spending in this area this year, and getting more control over its budget.

Actions:

- Circulate briefing note to Panel on WAO Report - current position on recommendations
- Add to work programme 'WAO report on commissioning of accommodation services for people with learning disabilities- Follow up on recommendations' (March/April 2019)

6 Director's Annual Review of Charges (Social Services) 2018-19

Dave Howes, Director of Social Services briefed the Panel on the recommendations made to Cabinet to inform a new list of social services charges for 2019/20 and informed the Panel that Cabinet has agreed the recommendations. There will be an inflationary increase of 5% for all social services charges. There are no new service charges to apply for 2019/20.

Invoices for residential care and day care services following last year's review of charges have only just been sent out so it is too early to judge the impact yet.

7 Work Programme Timetable 2018/19

The Panel considered the work programme.

ABMU are attending the Panel meeting in January.

Actions:

- Pre-meeting to be arranged before January's Panel meeting to prepare.
- Panel to provide questions for January's Panel meeting.

8 Letters

Letters received and considered by the Panel.

Actions:

- Panel to respond to public question 1E asked at the Panel meeting on 25 September 2018.

Minutes of the Scrutiny Performance Panel – Adult Services (20.11.2018)
Cont'd

The meeting ended at 4.45 pm



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

Please ask for: Scrutiny
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Date 04 December 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 20 November 2018. It covers Performance Monitoring, Wales Audit Office report and the annual review of charges (social services).

Dear Cllr Child

The Panel met on 20 November and discussed the performance monitoring report for August/September 2018 and the Wales Audit Office report on Strategic Commissioning of Accommodation for People with Learning Difficulties and received a briefing on the Director's annual review of charges for Social Services 2018/19. We would like to thank you, Dave Howes and Deb Reed for attending to present the items and answer the Panel's questions. We appreciate your engagement and input.

We are writing to you to reflect on what we 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:

Performance Monitoring Report

We were pleased to hear that as requested by the Panel at its meeting in August 2018 a timeline for planned future developments is now included in the report.

With regards to the timeliness of response to safeguarding issues, we expressed our concern that in August targets were not met as a number of staff were on holiday. We suggested the Department look at introducing a rota for leave to ensure safeguarding percentages do not fall at this time of year. We were reassured to hear that urgent

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responses are dealt with on the same day. We also heard that there may be a move to one safeguarding team in the future which could help alleviate these issues.

We were concerned that in respect of Local Area Coordination the report states that there has been 'a suspension of introductions in one area'. We were informed that this statement is historical as a member of staff is off work but arrangements have been put in place. We were pleased to hear that.

The Panel was informed that the Gowerton Local Area Coordinator had been seconded from the Fire Service. However due to financial pressures this secondment is being cancelled. The Panel expressed their dismay at this news.

We observed from the graph 'Main Presenting Issues - Local Area Coordination' that isolation is by far the largest issue. This is a frightening figure.

With regards to delayed transfers of care we noted that there was a significant worsening in numbers of individuals delayed due to waiting for package of home care with notable deterioration in August and September. This is a concern for the Panel and we feel the Service is not getting on top of this.

We were informed that Allied has withdrawn from the home care market in Carmarthen and that the company will cease to exist, across the UK, after 14 December 2018. The company currently provides over 700 hours of care in Swansea. We heard that the Authority is in discussions with them and that one of the options is that existing companies that work with the Authority will take over the work, as well as the staff responsible for the work. However it is likely to cost more so there will be more pressure on the budget. We also heard that recruitment and retention in this area is very difficult. The Panel feels this is a serious concern and we would like an update on this issue at the next meeting.

Wales Audit Office Report on Strategic Commissioning of Accommodation Services for People with Learning Disabilities

We heard that the Authority was not asked by Wales Audit Office to provide any information for the audit or to participate in the audit.

We also heard that the Department will be working towards the recommendations over the next 15 to 16 months and propose to provide a written response now for the Panel on the current position with the recommendations, then to do a follow up in March/April 2019 showing how they are improving. We were happy with this proposal and look forward to receiving a briefing on the current position shortly and a follow up item has been added to the work programme for April 2019.

We were pleased to hear that there is some evidence that the service is starting to reduce spending in this area this year, and getting more control over its budget.

Director's Annual Review of Charges (Social Services) 2018-19

We were briefed on the recommendations made to Cabinet to inform a new list of social services charges for 2019/20 and informed that Cabinet has agreed the recommendations. We heard that there will be an inflationary increase of 5% for all

social services charges and that there are no new service charges to apply for 2019/20.

We heard that invoices for residential care and day care services following last year's review of charges have only just been sent out so it is too early to judge the impact yet. The Panel will want to monitor this.

Work Programme Timetable 2018/19

We discussed the Panel's work programme and in particular the attendance of the Chairman and Chief Executive of Abertawe Bro Morgannwg University Health Board at the Panel meeting on 15 January 2019. You are welcome to attend this meeting to participate in the discussion.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised, and in this instance, ask that you provide a written response by Monday 7 January 2019.

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