



**Dinas a Sir Abertawe**

**Hysbysiad o Gyfarfod**

Fe'ch gwahoddir i gyfarfod

## **Panel Perfformiad Craffu - Gwasanaethau I Oedolion**

**Lleoliad:** Ystafell Bwyllgor 5, Neuadd y Ddinas, Abertawe

**Dyddiad:** Dydd Mawrth, 19 Tachwedd 2019

**Amser:** 4.00 pm

**Cynullydd:** Y Cynghorydd Peter Black CBE

### **Aelodaeth:**

Cynghorwyr: 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 a/ac G J Tanner

Aelodau Cyfetholedig: T Beddow

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### **Agenda**

**Rhif y Dudalen.**

- 1 Ymddiheuriadau am absenoldeb.**
- 2 Datgeliadau o fuddiannau personol a rhagfarnol.**  
[www.abertawe.gov.uk/DatgeluCysylltiadau](http://www.abertawe.gov.uk/DatgeluCysylltiadau)
- 3 Gwahardd pleidleisiau Chwip a Datgan Chwipiau'r Pleidiau**
- 4 (4.05pm) Cofnodion y Cyfarfod(ydd) Blaenorol** **1 - 3**  
Derbyn nodiadau'r cyfarfod(ydd) blaenorol a chytuno eu bod yn gofnod cywir.
- 5 (4.10pm) Cwestiynau gan y cyhoedd**  
Rhaid i gwestiynau fod yn berthnasol i faterion ar yr agenda ac ymdrinnirâ nhw o fewn cyfnod o 10 munud.
- 6 (4.20pm) Adolygiad Comisiynu Bach ar Tele-ofal a Larymau Cymunedol** **4 - 8**  
*Deborah Reed, Pennaeth Dros Dro y Gwasanaethau i Oedolion*
- 7 (4.45pm) Cynllun Datblygu'r Gweithlu** **9 - 17**  
*Deborah Reed, Pennaeth Dros Dro y Gwasanaethau i Oedolion*
- 8 (5.10pm) Papur Trafodaeth ar Wella Data Perfformio** **18 - 20**  
*Tony Beddow*

- 9 (5.35pm) Amserlen y Rhaglen Waith ar gyfer 2019/20 21 - 23**
- 10 (5.40pm) Llythyrau 24 - 107**
- a) Llythyr dilynol i Aelod y Cabinet (cyfarfod 24 Medi 2019)
  - b) Ymateb gan Aelod y Cabinet (cyfarfod 24 Medi 2019)
  - c) Ymateb Aelod y Cabinet i'r llythyr dilynol (cyfarfod 24 Medi 2019)
  - d) Llythyr at Aelod y Cabinet (cyfarfod 29 Hydref 2019)

**Cyfarfod nesaf:** Dydd Mawrth, 17 Rhagfyr 2019 ar 4.00 pm

*Huw Evans*

**Huw Evans**  
**Pennaeth Gwasanaethau Democrataidd**  
**Dydd Llun, 11 Tachwedd 2019**  

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**Cyswllt: Liz Jordan 01792 637314**

# Agenda Item 4



City and County of Swansea

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

Committee Room 3A, Guildhall, Swansea

Tuesday, 29 October 2019 at 4.00 pm

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

**Councillor(s)**  
J W Jones

**Councillor(s)**  
Y V Jardine

**Councillor(s)**  
P K Jones

### **Other Attendees**

Mark Child

Cabinet Member - Care, Health & Ageing Well

### **Officer(s)**

Peter Field

Principal Officer Prevention, Wellbeing and Commissioning

Liz Jordan

Scrutiny Officer

Deborah Reed

Interim Head of Adult Services

### **Apologies for Absence**

Councillor(s): C A Holley, P R Hood-Williams, S M Jones, E T Kirchner and G J Tanner

Co-opted Member(s): K Guntrip

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

No disclosures of interest were made.

#### **2 Prohibition of Whipped Votes and Declaration of Party Whips**

No declarations were made.

#### **3 Minutes of Previous Meeting(s)**

The Panel agreed the minutes of the meeting on 24 September 2019 as an accurate record of the meeting.

#### **4 Public Question Time**

No members of the public were present at the meeting.

#### **5 Commissioning of Residential Care**

Peter Field, Principal Officer Prevention, Well-being and Commissioning, attended to brief the Panel and answer their questions.

Discussion points:

- Authority meets the statutory requirement of offering more than one choice of accommodation for residential care
- Service users often find it difficult to raise concerns. Department ask providers to provide information and guidance and offer reassurance. Department also undertakes some training on this for providers.
- Point 5.15 of report – Panel queried what the 'pressures' are which prevent the target being reached. Informed two things have contributed to not being able to complete audits to timescale. The process may not work like this in the future.
- Point 5.15 of report – Panel asked for reassurance that the Department gathers all information from partners on monitoring and then shares information with partners on what they need to know. Informed that not all the information that partners gather on monitoring is shared with everyone, only what they feel needs to be shared.
- Point 7.1 of report – Panel queried the extent to which price is a determining factor for deciding provider of younger adult care home services. Informed typically 60% weighting in terms of quality and 40% in terms of price.
- Discussed extent to which Brexit will affect care homes in terms of staff from the EU. Currently 6% of care staff are from the EU. These staff have been informed about the EU Settlement Scheme.
- Point 8.7 of report - Panel requested to see the Quality Framework and officers agreed to provide this.

Actions:

- Regional Care Homes Quality Framework to be circulated to the Panel for information.

## **6 Performance Monitoring**

Deborah Reed, Interim Head of Adult Services attended to brief the Panel on the Performance Monitoring Report for August/September 2019.

Discussion points:

- Page 16: Common Access Point – The number of enquiries created seems to dip in December each year. Department believes this is due to Christmas holidays when family spend time together and then enquiries spikes in January.
- Page 16: Carers Identified and Whether Wanted Carer Assessment – Only about 50% of carers want an assessment. Department needs to ensure everyone understands what they are trying to do with the assessments. Also important at what point the assessment is being offered.
- Page 22: Delayed Transfers of Care – There has been a substantial improvement. In September 2019, only 20 people were waiting for a package of care.

## **7 Update on Adult Services Transformation Programme**

Deborah Reed briefed the Panel on the Adult Services improvement priorities for 2019/20, updating on specific programmes and answering the Panel's questions.

Discussion points:

- Panel requested a breakdown of the £1,893,800 savings progress reached as of August 2019.
- Forecast year savings for 2019/20 is approximately £640,000 short of meeting the aligned savings total of £4,078,000. Department is trying to produce savings in other ways.

Actions:

- Scrutiny Officer to circulate to Panel document embedded in the update report, to show make-up of the savings progress.

## **8 Work Programme Timetable 2019/20**

Work Programme received and considered by the Panel.

- Discussion paper on 'Improving Performance Data' to be added to the Work Programme.
- At the additional Panel meeting in February on the draft budget proposals for Adult Services, the Panel would also like to see last year's report, to see what has been achieved of last year's budget proposals.

## **9 Letters**

Letters received and considered by the Panel.

The meeting ended at 5.35 pm.

# Agenda Item 6



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

Adult Services Scrutiny Panel – Tuesday 19<sup>th</sup> November 2019

### Assistive Technology Commissioning Review

<b>Purpose</b>	<ul style="list-style-type: none"><li>• To provide a briefing requested by the Board about the project and the revised timescale and scope of the project</li></ul>
<b>Content</b>	This report is giving a <ul style="list-style-type: none"><li>• Background and context of the Assistive Technology review</li><li>• A brief outline of Assistive technology and Community Alarms including costs and numbers of current users.</li><li>• Overview, of the development of the options appraisal</li><li>• Project activities to date</li><li>• Risks and issues</li><li>• Next steps</li></ul>
<b>Councillors are being asked to</b>	<ul style="list-style-type: none"><li>• Endorse the proposals</li></ul>
<b>Lead Councillor(s)</b>	Cllr Mark Child, Cabinet Member for Care, Health and Ageing Well
<b>Lead Officer(s)</b>	Interim Head of Service Adult Social Care Deb Reed
<b>Report Author</b>	Amanda Aldridge Principle Officer Integrated Community Resources Manager 07584 606774

## **Assistive Technology Commissioning Review**

### **1. Background and Context**

A report was drafted in 2018 outlining high level opportunities for Assistive Technology and Community Alarms going forward and highlighted the requirement of an Assistive Technology strategy for Swansea Council. In March 2019 a mini-commissioning review of Community Alarms commenced.

A separate commissioning review is being undertaken in Housing which includes provision of call monitoring and alarms. Housing are stakeholders within the Assistive Technology (and Community Alarms) review as there are a number of community alarms that provide a service to sheltered accommodation.

### **2. Assistive Technology & Community Alarms**

As part of Swansea Council's Assistive Technology service, a number of users benefit from an array of sensors connected electronically to a lifeline unit and monitoring other events, such as smoke detection, extreme heat, falls, door access and exit, movement etc. These services are available to individuals following an assessment. It has been acknowledged that the development of the commissioning review of Assistive Technology will be dependent on Community Alarms as currently, the income from Community Alarms provides the funding for wider Assistive Technology.

The Community Alarm service consists of the provision of a special 'lifeline' telephone unit which connects to an existing telephone line and wearable pendant/wrist band which is connected to a 24-hour call monitoring centre. While the wider Assistive Technology services are not currently charged for, there is currently an annual fee irrespective of personal circumstances for Community Alarms. The fee for 19/20 is currently set at £172.22 per year (£143.53 plus VAT £28.70). In addition, the Service makes an annual charge for lifelines installed in Swansea Council Housing Service properties (Sheltered Housing).

The Community Alarms service has been provided by Swansea Council for over 30 years. Swansea currently provides the Community Alarms Service including Assistive Technology via Social Services to 4,665 users on the database (figure correct on 6.11.19). These figures can be broken down, approximately, to:

- Community Alarms in people's homes – 2809
- Community Alarms in Sheltered Housing – 1358
- Wider Assistive Technology - 498

### **3. Development of Options Appraisal**

This commissioning review will follow the Swansea Council corporate commissioning cycle resulting in the development of an Options Appraisal recommending a preferred option with the intention to implement the option, if the recommended direction of travel of the service is agreed. Therefore, information relating to the Service Assessment is being gathered in order to offer a current position e.g. on budget, staffing, service use, performance information etc. Also following the corporate process, research has been and is being undertaken on other Local Authority's approaches to Assistive Technology and Community Alarms as well as the use of technology potentially across the UK/the world as part of the comparisons section of the Options Appraisal.

A key feature of the Options Appraisal, and linked to taking an agreed co-productive approach, will be including staff, wider stakeholders and service users when developing the options for Assistive Technology for the future. To this end, a Stakeholder Workshop with a wide range of staff within the Council as well as the Health Board and the Third Sector was arranged for 1<sup>st</sup> October 2019. Further, service satisfaction questionnaires have been developed for service users and carers to feedback their views regarding Assistive Technology and Community Alarms. These should be distributed in November 2019. A further stakeholder event will be organised for service users and carers to input to the options and a final stakeholder workshop is planned to present the final options back to stakeholders and agree the preferred option, as a collective.

Initial meetings have also been held to work up the possible options, particularly the possibility and opportunity of developing a regional service with NPTCBC who are also reviewing their current Assistive Technology service.

### **4. Project Activities**

A monthly Project Board was established in May 2019 to monitor progress for the commissioning review. This Project Board involves key SMEs from the Assistive Technology/ Community Alarms service including finance along with Housing and Project Management representation.

The original Project Brief was agreed and signed off by the Project Board during May 2019. In July 2019, the scope of the commissioning review was updated to focus on Assistive Technology with the dependency on Community Alarms acknowledged.

Project Documentation has been prepared including a Project Brief, Action Log, Stakeholder Map, Communication Plan, Risk & Issue Tracker, Equality Impact Assessment Screening Form and these are monitored on a monthly basis to ensure the project and development of the Options Appraisal is on track.



A project timeline has been developed with key SMEs within the project. The original timescale for completion of the Options Appraisal was October/November 2019. However, due to the change of scope and the focus on wider Assistive Technology, timescale for completion was reviewed in July 2019. The milestones for completion of the project are currently:

- Work on the Service Assessment for Assistive Technology will commence in August 2019 and will be complete by the end of January 2020
- Comparisons for Assistive Technology with services from different areas will commence in August 2019 and will be complete by the end of January 2020
- Options Appraisal / Gateway 2 Report for Community Alarms will be complete by the end of April 2020.
- Co-production and Stakeholder Engagement for Community Alarms will take place throughout the duration of the project

## 5. Risks and Issues

Risk/ Issue	Detail
Issue	It will be difficult to co-produce the Options Appraisal due to the client group that use Assistive Technology and Community Alarms.
Risk	The digital switchover from analogue to digital phone lines needs to be complete by 2025 (when analogue phone lines are being switched off). There is no clarity yet what this will mean for wider Assistive Technology and Community Alarms. There is the potential risk that there will be a significant financial impact on Assistive Technology and Community Alarms e.g. for equipment, staff time, labour etc. to replace pendants that no longer work after the digital switchover.
Risk	The contract with Delta Wellbeing (part of Carmarthenshire Council) that provides the call monitoring service to Assistive Technology and Community Alarms users in Swansea expires 31st December 2020.
Risk	Housing are undertaking their own Commissioning Review which will encompass hard wired Community Alarms in sheltered housing accommodation and consists of circa 28% of the total Community Alarms usage by Swansea Council. If Housing decide to remove the hard wired Community Alarms from sheltered housing this would result in a significant decrease in income for the service. However, this Commissioning Review will not begin until 2020.
Issue	There is a savings target of £11,000 attached to Assistive Technology/Community Alarms for financial year 19/20. The budget for Assistive Technology and Community Alarms has been combined to reflect that income from Community Alarms funds the Assistive Technology service. Reviewing the budgets together, while Community Alarms generates enough income to ensure the service is cost neutral to Swansea Council, there is a projected shortfall in the budget of £46k for 19/20 when including Assistive Technology costs. When taking into account the savings target for 19/20, shortfall for this financial year is approximately £55k

	(estimated based on projected income for remainder of the financial year).
Risk	Since the Community Alarms prices increased in April 2019, there has been a 9% reduction of users. There is a risk that if we continue to increase prices/include additional charges there could be a further decrease thus reducing our overall income despite price increases.

## 6. Next Steps

The development of the Service Assessment, consolidating all feedback from the Stakeholder Workshop on 1<sup>st</sup> October to inform future options and undertaking comparisons on alternative models to Assistive Technology will be completed before a number of options are agreed. Further workshops (including to engage with service users and family members) to discuss the options and potentially score these different options before recommending a preferred way forward will be undertaken.



**Report of the Cabinet Member for Care, Health and Aging Well**

**Adult Services Scrutiny Panel – Tuesday 19<sup>th</sup> November 2019**

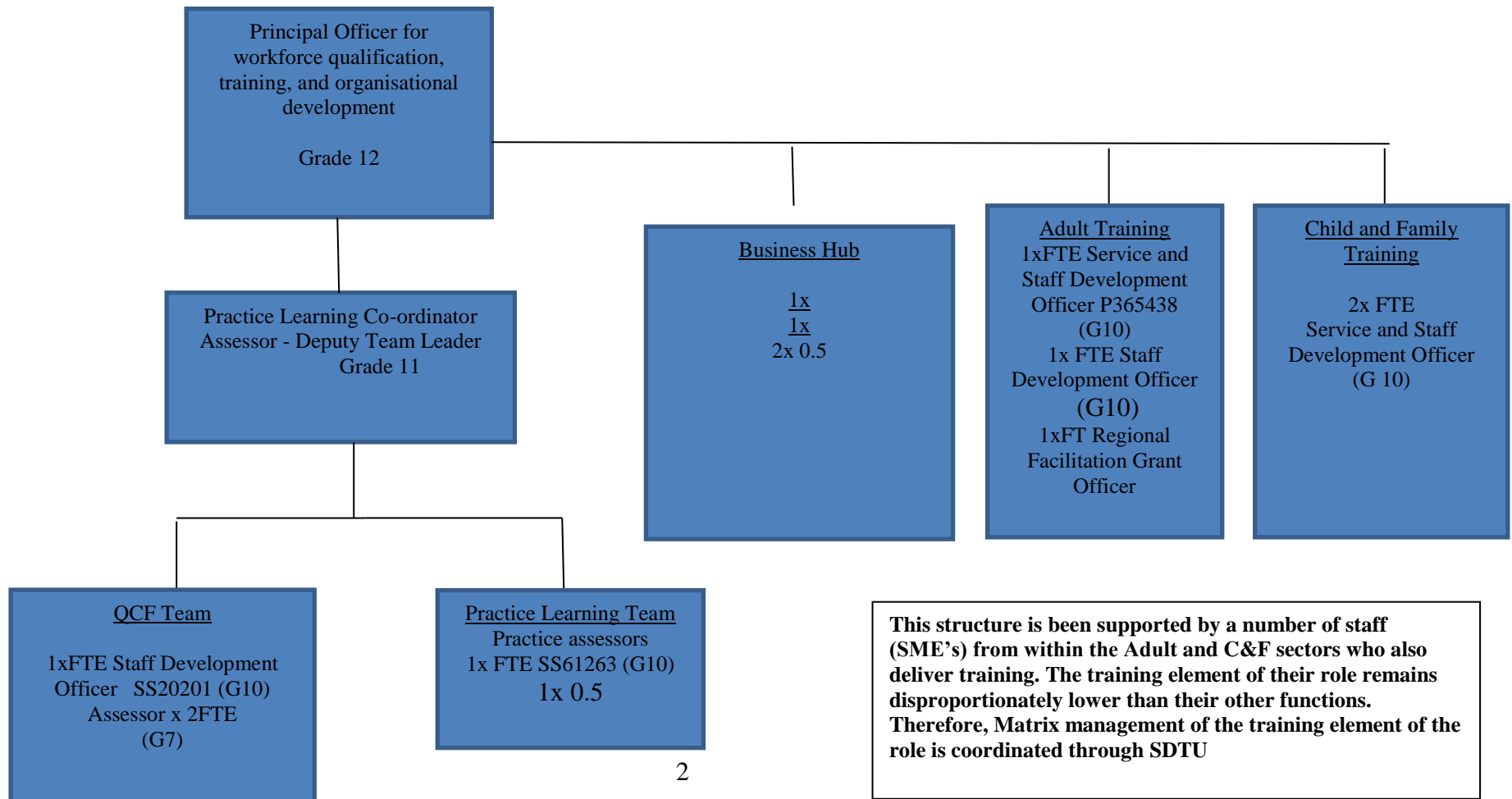
**Policy Commitment 105, Investing in People, Workforce Development Plan**

<b>Purpose</b>	<ul style="list-style-type: none"> <li>• To provide an overview of the service area</li> <li>• Explain the purpose and function of the workforce development project group</li> <li>• To provide a briefing on the workforce development plan</li> </ul>
<b>Content</b>	This report includes a summary of : <ul style="list-style-type: none"> <li>• Service area</li> <li>• Workforce development plan</li> </ul>
<b>Councillors are being asked to</b>	<ul style="list-style-type: none"> <li>• Endorse the report</li> </ul>
<b>Lead Councillor(s)</b>	Mark Child, Cabinet Member for Care, Health and Ageing Well
<b>Lead Officer(s)</b>	Deborah Reed Interim Head of Service for Adult Services
<b>Report Author</b>	Teresa Mylan-Rees: Teresa.mylan-rees@swansea.gov.uk 01792 636111

## Service Overview

### Organisational Chart for Social Services Development & Training Unit.

Page 10



### **Staff Development officers**

- Deliver on priority outcomes as set out by the Social Care Wales Workforce Development Plan (SCWWDP) for all social work and social care and training needs. This work includes a 'safe workforce' which includes supporting the council to ensuring all staff across the directorate staff have access to safeguarding training proportionate to level of need
- Work in partnership with service managers and teams to Identify and meet needs of the training needs of the workforce
- Design and facilitate training
- Leading on regional development of safeguarding training level 1,2,3,
- Commission training where subject matter expertise is required
- Represent Swansea Council for workforce training and development inputs for local, regional, and national priorities

### **Practice learning Team**

- Work collaboratively with HEI's, attending programme management committees, partners' meetings and practice assessment panels and research opportunities. Also coordinate and facilitate international and national experts to share and learn from social work perspectives from Swansea.
- Provide Practice learning opportunities for 60 – 70 students across levels 1,2 &3 for degree and masters hosted and seconded students.
- Train, mentor and assess social workers who are undertaking the practice assessor award (SWM09). This supports our 'growing your own' ambitions as well as well as our retention policy.
- Liaising with and supporting voluntary, private and third sector agencies who provide practice learning opportunities
- Liaising and supporting practice assessors and team managers about student PLO and assist if difficulties arise
- Co-deliver workshops with the Practice Learning Coordinator and mark portfolios for the graduate certificate. Attend required training for teaching workshops and marking portfolios as recommended by Porth Agored, and maintain CPD and currency of knowledge.

### **Qualification Centre**

The team ensure the workforce to achieve the required and or recommended qualifications for their job role as required by the Qualification Framework set by the Social Care Wales.

- Priority work has been to ensure the Domiciliary workforce are ready for registration requirements
- Work has included the development of training workbooks for the All Wales Induction Framework(AWIF)
- The development and delivery of training to support this
- The continued role of Assessing and quality assuring all qualifications
- The development of the Centre to be approved to deliver and assess level 2-5

### **Workforce Planning Group**

**Strategic Context Overview** -To identify priorities for service change as outlined in the transformation/improvement programmes and service plans to ensure alignment of workforce planning. Facilitate strategic planning workshops to consider future business planning needs.

### **Workforce Development Group**

This group was set up in May 2019 to develop a cross-service Workforce Plan for SS Directorate to understand the current workforce and plan for the future workforce required to deliver services to the community of Swansea. The plan for the group includes:

- Develop new roles, new structures, career development pathways, codes of practice and cohesive succession planning
- Review supervision and develop appraisal processes that support new ways of working

- Identify current workforce skills and qualifications baseline, and map gaps to comply with the Social Care Qualifications Framework
- Identification of core training required to support role specific mandatory, essential and developmental learning
- Identify current workforce structures already in place composition of the current workforce - Identify changing roles and plan how we migrate from current structures to future structures (cost effective, safe, timelines and include qualifications, skills knowledge and competency planning).
- Develop and agree consistent workforce reporting – starters and leavers, exit interviews and feeding back the data to the group
- Identifying the new Qualification Framework, and mapping the new qualifications to existing roles/grades (All areas, not just Social workers, and including the front line social care workforce)
- Developing clear career pathways for the whole Social Care workforce (from Support Worker to Director)
- Step-up to Management Qualification (pre-course to Level 5 and upskilling of PO)
- Clarity of who is following the frameworks at different levels
- All Wales Induction framework – rolling out to more than new starters, so that others staff are up to date (including Foster Carers ‘workforce’ and Personal Assistants – direct payments workers -
- Developing clear succession planning programme – having qualified and non-qualified staff in place when and where we need them

- Review results of 2018/19 TNA and develop clear overarching training plan for each area – map to national/regional etc. requirements and identify the gaps
- Data capture of qualifications – what has the workforce got already (and record in Oracle) – develop survey (RC) and get as much data as we can online, using technology in best way to get all the data in place
- Review all Job descriptions and job titles and update all the qualifications and job titles to match new qualification frameworks
- Develop detailed training plan for service and link to national (Wales), regional provision – regional requirements, directorate requirements, service requirements, team requirements and individual requirements,
- Finding alternatives to formal training to build skills within the teams
- Models and theories of practice – develop consistent approaches to service delivery that align with Social Services Well-Being Act. The delivery will ensure economies of scale, shared resources, facilitate good practice across the board. Processes will ensure we control the workforce development activities from a central point .
- Have the information ready for next year annual SCWDP plan
- Revised Staff induction for 1st year in practice / new starters
- Training policy to be reviewed and amended including recharge for administration for non-attendance of training. Process for attending external courses for all staff
- Development, sign off and dissemination of Workforce Staff Development key Calendar dates and Guidance for returns for Social Care Wales Workforce Development Programme (SCWWDP) and Practice Learning Opportunities Fund (PLOF)



- Workforce Communication Strategy to be designed and implemented
- A staff survey to be developed and sent to staff to ensure we have base line data to identify who has what qualification and add to central database. Agreement and production of a data capture system, process and guidance, including identification of key roles and responsibilities for the process.
- All Wales Induction framework (AWIF) –Mapping required for current relevant qualifications and need for full or part AWIF. Design information and roll out to managers across the relevant service areas with regard to their regulatory duties and the content of the knowledge and competencies. Implementation plan for rolling out new starters, and updating current staff. Mapping and planning to include non-employees e.g. including Foster Carers and Personal Assistants (direct payments workers).
- Identified models and theories of practice will be delivered to develop consistent approaches to service delivery. These will align with Social Services Well-Being Act (2014) and Adult/child & Family practice frameworks.
- Supervision and appraisal policy across directorate to be revised and implemented.
- Develop and agree consistent workforce reporting – starters and leavers, exit interviews and feeding back the data to the group to action plan. Link to performance reporting.

## **Progress Highlights achieved in 18/19**

- Successful Grant application from Social Care Wales providing Swansea with 70% of the funding that enables us to fund the Staff Development and Training Unit to deliver design and commission training
- All roles have been mapped and profiled against qualifications required. Work for 2020 will include production of career pathway framework including qualification, skills practice and knowledge opportunities for continued professional development (CPD)
- Production of a new Talent Survey (currently being piloted across 5 service areas). This will identify the level of training our staff have received and will use this to develop our staff further so they can meet the demands of their roles, develop their careers and be the best they can be. This survey will be used to identify any gaps and produce team and individual training plans to identify the training needs and career aspirations of our employees. Once we have captured this information, our managers will be able to identify any training/developmental opportunities that can support the teams meet our organisational goals. This will be linked to supervision, appraisals and team meetings.
- Supervision guidance and appraisal have been drafted and are now being updated following consultation across children's services, this work is being replicated across Adult services and will be fully implemented with a newly designed training
- A full service mapping has been completed informing us of the number of staff, roles and starters and leavers and age profiles. This data will inform workforce need and succession planning. A communication plan and training will be developed for leads across the service areas in 2020. Immediate risks are flagged with leads.
- The Successful inspection of the Qualification Centre – no recommendations made.
- The AWIF has been designed and is being delivered through the Qualification Centre and Gower College Swansea providing a blended approach to meet service need
- New induction for social work staff has been developed and implemented

- Commercial enterprise work has been developed and has enabled an additional 2k funding this year

## **Next steps**

- Development of a Workforce strategy Document July 2020
- Introduce a systematic approach for starters and leavers and link this with succession planning (re opportunities and 'growing our own')
- Continuous review of progress via the work force planning group
- Business as usual for grant applications and funding to ensure continued workforce development
- Introduction of the recharge policy for non-attendance Jan 2020
- Workforce plans being developed alongside improvement and transformation planning
- Continue to support the workforce for registration requirements final drive for domiciliary care services to be registered by April 2020. The preparation for registration of residential care workers will be the priority from April 2020
- Implementation supporting practice frameworks for outcome focussed strength based work through Signs of Safety or Collaborative Communication will continue to drive practice and skills building across the sector and with are multi agency partners
- New induction process across social care is being aligned and developed in partnership with all directorate leads through the Learning and development strategic group
- Qualification Centre approval to assess and deliver up to level 5 QCF in progress and waiting results
- Focus on increasing regional opportunities
- Continued development of commercial opportunities
- Develop and implement workforce development evaluation which will evidence outcomes
- Workforce plan time line – on going always updating informed by practice reviews, new legislation, identified need and response to crisis

# Agenda Item 8

## Further developing budget for Adult Social Care.

Author Tony Beddow 10<sup>th</sup> October, 2019

**1. Purpose** This paper has been developed out of discussions by members of the Adult Services Scrutiny Panel of Swansea and is intended to explore further how information about the range and costs of adult social care, and demands for such care, might be better understood and improved. As well as the benefits that should accrue from a deeper and shared understanding of what the Local Authorities seek to provide, at what cost, and with what resources, such information would improve the ability of the adult social care services to argue for further resources either from within their Local Authorities and partner bodies, or from the wider public purse.

### 2. Background

It is understood that currently Wales has no agreed compendium and descriptors of what comprises adult social care services that local government should fund and / or operate. Further it is understood that there is no agreed set of service definitions or cost allocating formula across Wales that can inform any all Wales analysis of what adult social care is being provided (or not) by each Local Authority, and at what cost. Whilst most Councils have some understanding of residential and domiciliary care for the elderly, residential and day care (and employment) for people with learning disabilities, support services for people suffering mental illness, the equipment and care needs of the young disabled and others, and perhaps the needs of the carers of such individuals, there is often little data about the numbers being looked after, the purpose of such care, and its costs in financial and other terms. Such lack of dynamic detail inhibits an informed and data driven analysis of the benefits of investing in, or dis-investing from, service A as opposed to service B.

### 3. The proposal

3.1. The proposal is that innovative work described below be done in Wales to build upon recent analyses of activity and cost data in selected adult social services so that, in due course, agreed budgets for many, if not all, elements of adult social care may be determined.

3.2. In this context, a “budget” is defined a financial representation of an agreed input/ process/ outcome, for an agreed period of time. The “currency” employed must aid the management of the service concerned and be easily compiled from existing, (or easily created) financial and statistical data systems.

3.3. The action or activity might be defined in terms of:

- a) inputs, e.g. £x is intended to fund y care hours for z number of people / clients per month / year )
- b) processes, e.g. £x is intended to provide y 20 minute visits to the homes of y clients for z weeks in order to assist with dressing and washing for a month / year,
- c) outcomes e.g. £x is intended to fund interventions aimed at rehabilitating a given number of people per month / year.

3.4. To move forward on this proposal the following work needs to be done.

3.4. 1. A statement of the agreed/ eligible components of adult social care in Wales should be created and signed off by Welsh Government (or Welsh Local Government and its partners). It is likely that such a statement will be based upon:

a) a list of the characteristics of adults likely to need to access adult social care services that are available.

b) the kinds of services which comprise adult social care (as distinct from other services such as housing, employment, health care etc).

c) the different settings in which such care might be delivered.

3.4.2. An example of such a statement is given in Appendix 1 that offers 260 different “ descriptors”. It is proposed professional colleagues and others adapt and refine the example so that it more accurately describes the range of services currently accepted (by Welsh Government, local government, and interested others) as comprising Adult Social care in Wales.

3.4.3. Financial data should be collected about the services that are agreed as those comprising Adult Social care. This might be done in several local authorities (but using a common cost apportionment system) to estimate approximate costs. This would require spending on adult social care to be coded as such and be allocated to the appropriate component from the total components available. Clearly this will require some cost accounting system that can apportion spending across different spending heads; such apportionments will be increase in accuracy as greater understanding is gained about the “best” apportionment of costs – including “overhead costs” - to front line services. It is recognised that this activity will require some skilled cost accountancy resource to design and then refine the necessary coding and data capture systems.

3.4.4. Welsh Local Government, Welsh Government, and other partners such as Universities and Health Boards should be advised about this proposal with a view to seeking their involvement and support in developing this initiative as one with potential for helping the whole of Wales.

#### **4. Next steps**

1. If the ideas in this paper have merit, readers should share with others who might be in a position to take them forward.
2. If support for a project, in some form, is forthcoming, Welsh Local Government and / or Welsh Government should oversee the work on this initiative

## Appendix 1

### **An example of possible dimensions that might be combined to create 260 agreed descriptors of what comprises adult social care in Swansea**

#### **Dimension 1 : Adult client categories (9)**

Young adults (18-50) with learning disabilities  
Older adults (51 plus) with learning disabilities  
Young adults with physical disabilities  
Older adults with physical disabilities  
“Vulnerable” adults in need of safeguarding ( e.g. refugees, asylum seekers)  
Young adults with mental health issues  
Older adults with mental health issues  
Young single parents  
Carers

#### **Dimension 2: List of services / interventions (6)**

Emotional and social support / advice  
Care equipment and housing adaptations  
Personal care  
24 hour alarm / remote monitoring services  
Carer support, respite care , and advice  
Protection and safeguarding services ( DOLS, POVA)

#### **Dimension 3: care settings (4)**

Client’s “home” (owned or tenanted, or shared with family or friend  
LA owned premises whether residential or day care  
LA commissioned services via contracts or grants  
Services provided by a partner body, including NHS, Prison services, criminal justice system, and approved third sector bodies

# Agenda Item 9

## ADULT SERVICES SCRUTINY PERFORMANCE PANEL WORK PROGRAMME 2019/20

Meeting Date	Items to be discussed
<b>Meeting 1</b> Thursday 20 June 2019  4.00pm	<b>Wales Audit Office report on Housing Adaptions</b> <i>Andrea Lewis, Cabinet Member for Homes and Energy</i>  <b>Panel Review of the year 2018/19 and draft Work Programme 2019/20</b>
<b>Meeting 2</b> Tuesday 30 July 2019  4.00pm	<b>Performance Monitoring</b> <i>Deborah Reed, Interim Head of Adult Services</i>  <b>Update on West Glamorgan Transformation Programme arrangements following review</b> <i>Nicola Trotman, Interim Director</i>  <b>Review of Final Budget Outturn</b> <i>Deborah Reed, Interim Head of Adult Services</i>  <b>CIW Local Authority Performance Review</b> <i>Dave Howes, Director of Social Services</i>
<b>Meeting 3</b> Tuesday 20 August 2018  4.00pm	<b>Outcomes of Re-procurement Process - Domiciliary Care and Respite at Home</b>
<b>Meeting 4</b> Tuesday 24 September 2019  4.00pm	<b>Supported Living Developments for Mental Health and Learning Disability Services</b>  <b>Procurement Practice and Assurance in Social Care</b> <i>Peter Field, Principal Officer Prevention, Well-being and Commissioning</i>
<b>Meeting 5</b> Tuesday 29 October 2019  4.00pm	<b>Performance Monitoring</b>  <b>Update on Transformation Programme</b> <i>Deborah Reed, Interim Head of Adult Services</i>  <b>Commissioning of Residential Care (quality of service/contracts; financial stability) (Referred from SPC)</b>
<b>Meeting 6</b> Tuesday 19 November 2019	<b>Telecare and Community Alarms Mini Commissioning Review</b>  <b>Workforce Development Plan</b>

4.00pm	<b>Discussion Paper on Improving Performance Data</b> <i>Tony Beddow</i>
<b>Meeting 7</b> Tuesday 17 December 2019  4.00pm	<b>Briefing on Carers Assessments</b>  <b>Annual Review of Charges (Social Services) 2019-20</b> <i>Dave Howes, Director of Social Services</i>  <b>Update on Local Area Coordination</b>
<b>Meeting 8</b> Tuesday 28 January 2020  4.00pm	<b>Performance Monitoring</b>  <b>Update on how Council's Policy Commitments translate to Adult Services</b> <i>Mark Child, Cabinet Member for Care, Health and Ageing Well</i> <i>Dave Howes, Director of Social Services</i>
<b>Additional meeting</b> ? February 2020	<b>Draft budget proposals for Adult Services</b> (last year's report to be provided too, to see what has been achieved)
<b>Meeting 9</b> Tuesday 25 February 2020  4.00pm	<b>West Glamorgan Transformation Programme – 3 case studies</b>
<b>Meeting 10</b> Tuesday 17 March 2020  4.00pm	<b>Adult Services Complaints Annual Report 2018-19</b> Julie Nicholas-Humphreys, Corporate Complaints Manager  <b>Briefing on Sickness of Staff in Adult Services</b>
<b>Meeting 11</b> Tuesday 28 April 2020  4.00pm	
<b>Meeting 12</b> Tuesday 19 May 2020  4.00pm	<b>Performance Monitoring</b>  <b>Update on Transformation Programme</b> <i>Deborah Reed, Interim Head of Adult Services</i>

Future Work Programme items:

- Update on RNIB (keep on forward agenda – CM to update)



- West Glamorgan Transformation Programme (update on Citizen's Panel and stakeholder engagement) date tbc
- Wales Audit Office Reports (dates to be confirmed):
  - First Point of Contact Assessments under the Social Services and Well-being (Wales) Act 2014 (Joint Adult Services and CFS)
  - Integrated Care Fund (Joint Adult Services and CFS)
  - Tackling Violence Against Women, Domestic (includes fieldwork in Swansea amongst others) (check if Adult Services or CFS?)

# Agenda Item 10



**To:**  
**Councillor Mark Child**  
**Cabinet Member for Care, Health and**  
**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 21 October 2019  
Dyddiad:

**Summary:** This is a follow up 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 24 September 2019. It covers Supported Living Developments.

Dear Cllr Child

The Panel met on 24 September to receive a briefing on Supported Living Developments for Mental Health and Learning Disability Services and I wrote to you following that meeting.

Since then I have received further correspondence from a parent carer, who attended one of the informal events held prior to the panel meeting, seeking some clarification. I am therefore writing to you on their behalf.

They have asked for, and I quote, "*clarification of work which has been mentioned in recent meetings with parents about the re-tendering of supported living services. This relates, as I understand it, to work being or to be carried out by Western Bay (or the West Glamorgan Regional Partnership as it may now be called). I am afraid I do not have much information about this work but I believe it involves, in some way, reviews of care plans for people in supported living arrangements (like my son) which is linked in some way to the retendering process. What I would like to know is more precisely what this work involves, what the outcomes of the work would be and how this might affect the people involved and whether this work will involve parents and the individuals themselves.*"

**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

## Your Response

Please provide a written response by Monday 11 November 2019 for me to pass on.

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](mailto:CLLR.PETER.BLACK@SWANSEA.GOV.UK)**

Cllr Peter Black  
Convener, Adult Services Scrutiny Panel

*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:* 11 November 2019

**BY EMAIL**

Dear Cllr Black,

Thank you for your letter of the 14<sup>th</sup> October 2019. Please find below response to the three questions as required.

**Question 1**



Response to  
questions from relat

**Questions 2**

**Information on the descriptors of independence used and provide a blank tenancy agreement and care support agreement.**



Adult Social Care Assessment and Plan  
Coastal MONTHLY Assured Shorthold LIVING - Individual  
IPA SUPPORTED



**Question 3**

**Further information on the situation with waiting lists**



Schedules  
Llangyfelach and Pe

Yours faithfully

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

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

## **2. Are there any problems or barriers?**

**Communication between providers and relatives is not always good. If a relative makes a complaint to the provider they often don't receive feedback or are not informed of the outcome.**

This has been an issue raised by families and on the whole this is good. We have added to the KPI's of the new contracts once the re-tender process is completed, the providers will have to evidence how families are involved in the QA of services and the design of future plans for services. This will be monitored as part of our quarterly monitoring meetings with providers.

**When an individual goes into supported living, relatives have to sign over choice and control to the provider. There are insufficient and unclear processes by which relatives can influence the care of SAs. Relatives and providers should be working together.**

This does not have to be the case. Relatives can retain control but most choose to hand it over. This has been raised by one of the new providers and it will be discussed with them in a couple of weeks. It may have been custom and practice with the previous limited amount of providers but it will not be with the framework providers.

**The powers and responsibilities of the Authority as the commissioner of services seem a little unclear and little understood in terms of specifying the services needed, and then, monitoring that those requirements are delivered. (This may be something the Panel wish to see by way of a sample "contract" for services in this field.)**

Attached is the framework agreement to show what is expected and what we monitor by announced and unannounced visits and quarterly liaison meetings.

**Lack of legal clarity about the powers that those charged with the care of adults with mental disabilities have to oversee the lives of those adults.**

I am also unclear about what this means. What I can say is that the care providers are governed by the CIW regulations as care providers. Regarding those that are under the CoP regulations the conditions should be set out in the care plan and schedule of care so that providers are clear regarding their responsibilities.

**Lack of clarity about formal and legal arrangements that apply when adults go into supported living. It is unclear if the SAs are tenants; what rights they have to control activity in the house or visitors to the house; who oversees the delivery of the supported living arrangements or who, and under what circumstances is empowered to impede the wishes or actions of users of the service.**

Each person living in supported living has a tenancy and therefore has the legal rights of a tenant. The services are designed to meet their needs and if the individual has capacity then they need to design their services with their care manager. If they do not have capacity, this needs recording and Best Interests Assessments will need to be completed and outcomes recorded.

Providers are not really able to impede the rights of visitor or family unless their behaviour is a risk or problematic in some way. If the behaviour of family or visitors is a concern they are at liberty to speak to them about this and engage with care managers to rectify the issue.

**Many SAs will need independent advocacy in order to have a voice. Your Voice no longer has the contract in Swansea. Mental Health Wales now has the contract but only deals with mental health.**

Mental Health Wales has been commissioned to provide general advocacy services to meet duties under the SSWB and not advocacy services specifically or purely for people with mental health needs.

**Deprivation of Liberty Safeguards (DOLS) assessments have been carried out for some SAs but not all. It is inconsistent.**

This is a statement and I'm not sure it needs a response.

I would suggest we take this as a question "Is it inconsistent?"

**Relatives are worried about what will happen following the re-tendering of the service and the possibility of a change of provider. It could cause massive disruption and they are concerned about the continuity of care and stability for SAs who do not cope well with change.**

Thus far the changeovers have caused little disruption. To date over 80% of staff have TUPE'd over to the new contracts. We expect this to continue and increase as time goes on.

**Relatives understand that direct payments are an option in order to keep their current provider but do not want to take on the running of the SAs financial affairs, and there would be no one to organise it after their time, so it would go back to the current system anyway.**

Direct payments do involve a level of administrative burden. We are supporting SUs and families to explore shared arrangements which can help reduce individual responsibilities through development of Co-operatives but some degree of burden is a feature of these arrangements since they exist to empower people to exercise more control.

**SAs living together are entitled to different amounts of support but because there are not enough staff an SA with 1:1 support may not be able to go out**

**when they want, as the support is being shared with other SAs in the same accommodation, even though they may only be entitled to 2:1 support.**

This should not occur and by sharing more specific information of non-delivery of service with the commissioning section (Paul Bee, contract s Officer), this can be challenged.

**Many SAs are supported by staff of the opposite sex, particularly male SAs who live with female SAs.**

Recruitment to care posts can be difficult and maintaining suitable gender mixes is a challenge for all care providers. Care Providers should of course have regard to the wishes of service users, and where appropriate their families, and deliver care in ways which are respectful, promote dignity, and are sensitive to the needs of individuals. Families or carers who are concerned that services are not being provided in this way can contact the commissioning team to share their concerns so that we can discuss further.

**The carrying out of carers assessments is very inconsistent. This is a huge barrier to things working well. Relatives are often not involved in the assessments and often find it extremely difficult to obtain copies of carers assessments and information about care packages and care decisions.**

CLDT Capacity is an issue. However when in supported living the care provider is predominantly the care agency and a carers assessment for the family or friends is not usually necessary.

**There does not appear to be a process in place for relatives to contact the Authority to raise any issues. Also many SAs do not have a social worker anymore, only a duty one when an issue arises.**

The process for obtaining social work support is to go via the duty desk if a named social worker has not been allocated. Details of who to contact in relation to each stage of the supported housing re-tender are shared with service users and families in writing at the start of the process. This include information about social work support and who in the commissioning team to contact for more general advice about the process. For all other general day to day concerns our common access point can be contacted. They will contact the relevant commissioning officer who will deal with the concern as appropriate.

**There is a waiting list for access to supported housing but the process is not transparent. Relatives are not given information on the procedure, or how long they will be on the list. Some have been on the list for 7 to 10 years. (Information on this does not appear in the performance data supplied to the Panel. There also appears to be an absence of 'forecasting tools' that predict the likely future load on such specialist services and hence aid the creation of more.)**



The demand for accommodation and support always outstrips the supply of accommodation and resources. Capital funding for new build/conversion is limited by Welsh Government so we have to prioritise. We are developing a statement whereby our prioritisation of placements is clear for all. There is a monthly accommodation meeting whereby practitioners consider and present the needs of the whole population and the list is amended according to the defined needs of service users as presented by professionals in the group and based on the priority criteria. Consequently priority and timing of placements change and it's not always possible to be accurate about when someone is to be accommodated.

**SAs and relatives are unhappy about the time some SAs have to go to bed and the time they have to get up in the morning, as it is down to support staff's availability. (Advised to go through Authority's complaints department to raise complaint about the provider.)**

Promoting service user voice, choice and control are important requirements that Providers must demonstrate. This is an issue that has been raised before and the re-tender sets out to change and improve underperformance in this area. Use of "Just Checking" assistive technology has also been introduced to monitor activity in homes to help and reduce this type of problem from occurring.

**Support staff are often inexperienced and untrained and therefore do not know how to handle SAs in certain situations and this has a big impact on the SAs.**

All Providers should provide staff with the knowledge and skill needed to meet the needs of people who use services. This should be achieved through a comprehensive induction, training, supervision and appraisal process. Social Services will also support the sector through access to its social care workforce development programme. Ensuring that staff are equipped to provide effective services is both a contractual requirement and a regulatory requirement. If relatives or carers have concerns that should contact us directly.

### **3. What needs to be improved?**

**Consistency between providers – the level and type of service they get, types of activities, holidays, structures etc. An SA should not be better off with one provider than another.**

We strongly believe an updated contract and improved monitoring will deliver this.

**Rotas need to be improved so SAs can go to bed and get up at a reasonable time.**

This is the aim of the re-tender to meet needs and requests and will be monitored.

**Communication between relatives and care providers. It needs to be transparent and honest and relatives need to be valued as having an important**

**input in SAs lives. The picture is mixed, some relatives go to meetings etc but others get no information.**

The new contract is designed to deliver this and monitoring against the contract can be more focussed.

**Independent advocacy is vital.**

There is a contract to deliver this.

**Support staff need to be appropriately trained and there need to be proper staff to SA ratios.**

These are contractual and regulatory requirements and will be monitored to ensure ongoing arrangements are satisfactory.

**Agency workers are used on a regular basis which as well as being costly provides inconsistency for SAs.**

Solutions are being explored. This includes Providers working together to develop a relief staff plan to reduce agency costs. The training and registration will apply to these staff also.

**The Data Protection Act 2018 states that everyone is entitled to a subject access report on themselves. Not sure what applies if someone does not have capacity.**

This question has been referred to our Legal Department for a response.

**SAs should be receiving a DOLS assessment from the Authority which can be challenged in court.**

I concur that all those in supported accommodation assessed as lacking capacity should have a Dols.

**Relatives need to be given the opportunity to be involved in feedback about the new care provider contracts when they are reviewed in 6 months or so.**

The commissioning section is organising an event to do this for each of the 4 tranches that are being re-commissioned. In addition, Providers are developing QA process that will involve individuals and families. Ongoing contribution from family member will continue to play a key part in understanding quality of services provided by our contracted Providers.

**Adult Social Care Assessment of:**

**PARIS ID**

**Type of Assessment:** Select from Picklist

Date:

Is there an identified carer?

Yes

No

Page 3 of 3

**Carer's Details**

<i>Carer Full Name</i>	<i>Carer Phone Number</i>
<i>Carer's Relationship</i>	<i>Carer Address</i>

Is the carer over 18 years of age?

Yes

No

If no, has a referral been made to the Young Carers Team?

Is this person the nearest relative?

Yes

No

Unsure

Carer's Perspective

Would the identified carer like a Carers Assessment?

Yes

No

If no, why not?

Enter the details of the persons circumstances:

What are the person's personal outcomes:

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What are the barriers to the person achieving these outcomes:

If these outcomes aren't achieved, what are the risks to the person or others?:

What are the persons strengths and capabilities?:



Under the Mental Capacity Act have issues of capacity been considered?

Yes

No

Please give details:

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Is there a record/concerns of Deprivation of Liberty Safeguards (DOLS)?

Yes

No

Please give details:

## Practitioner statement of eligibility:

Need to indicate in this box, what is an eligible need. Eligible needs should be copied into the care and support plan

Is a Care and Support Plan, Therapy Plan, Support for a Carer or a Safeguarding Plan required?

Yes  If YES – Press Ctrl + Click [HERE](#)  
to continue to Adult Social Care  
Plan Section

No  If NO - Press Ctrl + Click [HERE](#) to  
go to 'Actions to meet Personal  
Outcomes' to complete the  
Assessment

**Actions to meet Personal Outcomes (when no care plan is required):**

*OUTCOME 1*

<i>What Matters to Me / Personal Outcomes – enter details of outcome to be achieved:</i>	<i>Actions and By Who</i>

		<i>Actions and By Who</i>
<i>National Wellbeing Outcome Indicator:</i>	<b>Select from the picklist</b>	

*Baseline score:*

0  1  2  3  4  5  6  7  8  9  10

<i>Assessors Score:</i>	<i>Rationale:</i>

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**OUTCOME 2**

<i>Outcome – enter details of outcome to be achieved:</i>	<i>Actions and By Who</i>

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	<i>Actions and By Who</i>		
<table border="1"> <tr> <td><i>National Wellbeing Outcome Indicator:</i></td> <td><b>Select from the picklist</b></td> </tr> </table>	<i>National Wellbeing Outcome Indicator:</i>	<b>Select from the picklist</b>	
<i>National Wellbeing Outcome Indicator:</i>	<b>Select from the picklist</b>		

*Baseline score:*

0  1  2  3  4  5  6  7  8  9  10

<i>Assessors Score:</i>	<i>Rationale:</i>

**OUTCOME 3**

<i>Outcome – enter details of outcome to be achieved:</i>	<i>Actions and By Who</i>

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		<i>Actions and By Who</i>
<i>National Wellbeing Outcome Indicator:</i>	<b>Select from the picklist</b>	

*Baseline score:*

0  1  2  3  4  5  6  7  8  9  10

<i>Assessors Score:</i>	<i>Rationale:</i>

## OUTCOME 4

<i>Outcome – enter details of outcome to be achieved:</i>	<i>Actions and By Who</i>

		<i>Actions and By Who</i>
<i>National Wellbeing Outcome Indicator:</i>	<b>Select from the picklist</b>	

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*Baseline score:*

0  1  2  3  4  5  6  7  8  9  10

<i>Assessors Score:</i>	<i>Rationale:</i>



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**OUTCOME 5**

<i>Outcome – enter details of outcome to be achieved:</i>	<i>Actions and By Who</i>

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	<i>Actions and By Who</i>		
<table border="1"> <tr> <td><i>National Wellbeing Outcome Indicator:</i></td> <td><b>Select from the picklist</b></td> </tr> </table>	<i>National Wellbeing Outcome Indicator:</i>	<b>Select from the picklist</b>	
<i>National Wellbeing Outcome Indicator:</i>	<b>Select from the picklist</b>		

*Baseline score:*

0  1  2  3  4  5  6  7  8  9  10

<i>Assessors Score:</i>	<i>Rationale:</i>
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Assessment Carried Out By:

Assessment Authorised by:

Date Authorised:

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## Adult Social Care Plan:

*Select type of plan from the picklist*

Plan of (name of person) :

Date:

About my life:

What matters to me?:

All People Contributing to my **Select type of plan from the picklist** (those individuals involved inclusive of next of kin, appointees, advocate, DP suitable person an service providers)

<i>Name:</i>	<i>Relationship:</i>	<i>What do they support me with?</i>	<i>Tel No.:</i>

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**Emergency Contact Information**

(those to be contacted in emergency only)

<i>Name:</i>	<i>Relationship:</i>	<i>Telephone Number(s):</i>

*OUTCOME 1: A scale of 0 – 10 must be used to measure personal outcomes,, where 0 describes the worst it could be and 10 describes the best it could be. The baseline measurement is the starting point taken in relation to a personal outcome and should reflect where an individual feels they are in relation to the scale of 0- 10.*

<i>What Matters to Me / Personal Outcomes – what I want to change or achieve within this Plan:</i>	<i>Who will help me achieve this Outcome?:</i>	<i>What will they do, when and how often?:</i>
<p><i>Example: This refers to personal outcomes. 'I want to go to chapel every Sunday on my own',</i></p> <p><i>this would link to a national outcome</i></p>	<p><i>I will receive a direct payment for the support I need that cant be accessed anywhere else</i></p>	<p><i>I need support to assist me to prepare my chapel bag, arrange transport, and ensure I get into my taxi safely every Sunday evening</i></p>
<p><b>National Wellbeing Outcome Indicator:</b> <i>(this will link to my personal outcome)</i></p>	<p><b>Select from the picklist</b></p>	

<i>My needs that can be met by the Local Authority:</i>	<b>Select from the picklist</b>		
<i>If the Need to be Met is 'Respite' – has a Carer's Assessment been completed?</i>			
<i>Yes</i> <input type="checkbox"/>	<i>No</i> <input type="checkbox"/>		
<i>Start Date:</i>		<i>Review date:</i>	
<i>My Score about how I feel at the moment:</i>			
0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>
8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	
<i>Where I would like to be:</i>			
0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>
8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	

## OUTCOME 2

<i>What Matters to Me / Personal Outcomes – what I want to change or achieve within this Plan:</i>	<i>Who will help me achieve this Outcome?:</i>	<i>What will they do, when and how often?:</i>
<i>National Wellbeing Outcome Indicator: (this will link to my personal outcome)</i>	<b>Select from the picklist</b>	
<i>My needs that can be met by the Local Authority:</i>	<b>Select from the picklist</b>	
<i>If the Need to be Met is 'Respite' – has a Carer's Assessment been completed?</i> Yes <input type="checkbox"/> No <input type="checkbox"/>		
<i>Start Date:</i>		<i>Review Date:</i>

*My Score about how I feel at the moment:*

0  1  2  3  4  5  6  7  8  9  10

*Where I would like to be:*

0  1  2  3  4  5  6  7  8  9  10



### OUTCOME 3

<i>Outcome – what I want to change or achieve within this Plan:</i>	<i>Who will help me achieve this Outcome?:</i>	<i>What will they do, when and how often?:</i>
<i>National Wellbeing Outcome Indicator: (this will link to my personal outcome)</i>	<b>Select from the picklist</b>	
<i>My needs that can be met by the Local Authority:</i>	<b>Select from the picklist</b>	
<i>If the Need to be Met is 'Respite' – has a Carer's Assessment been completed?</i>		
Yes <input type="checkbox"/> No <input type="checkbox"/>		
<i>Start Date:</i>		<i>Review Date:</i>
<i>My Score about how I feel at the moment:</i>		

0  1  2  3  4  5  6  7  8  9  10

*Where I would like to be:*

0  1  2  3  4  5  6  7  8  9  10

## OUTCOME 4

<i>Outcome – what I want to change or achieve within this Plan:</i>	<i>Who will help me achieve this Outcome?:</i>	<i>What will they do, when and how often?:</i>
<i>National Wellbeing Outcome Indicator: (this will link to my personal outcome)</i>	<b>Select from the picklist</b>	
<i>My needs that can be met by the Local Authority:</i>	<b>Select from the picklist</b>	
<i>If the Need to be Met is 'Respite' – has a Carer's Assessment been completed?</i>		
Yes <input type="checkbox"/> No <input type="checkbox"/>		
<i>Start Date:</i>		<i>Review Date:</i>
<i>My Score about how I feel at the moment:</i>		

0  1  2  3  4  5  6  7  8  9  10

*Where I would like to be:*

0  1  2  3  4  5  6  7  8  9  10

## OUTCOME 5

<i>Outcome – what I want to change or achieve within this Plan:</i>	<i>Who will help me achieve this Outcome?:</i>	<i>What will they do, when and how often?:</i>
<i>National Wellbeing Outcome Indicator: (this will link to my personal outcome)</i>	<b>Select from the picklist</b>	
<i>My needs that can be met by the Local Authority:</i>	<b>Select from the picklist</b>	
<i>If the Need to be Met is 'Respite' – has a Carer's Assessment been completed?</i>		
Yes <input type="checkbox"/> No <input type="checkbox"/>		
<i>Start Date:</i>		<i>Review Date:</i>
<i>My Score about how I feel at the moment:</i>		

0  1  2  3  4  5  6  7  8  9  10

*Where I would like to be:*

0  1  2  3  4  5  6  7  8  9  10

## OUTCOME 6

<i>Outcome – what I want to change or achieve within this Plan:</i>	<i>Who will help me achieve this Outcome?:</i>	<i>What will they do, when and how often?:</i>
<i>National Wellbeing Outcome Indicator: (this will link to my personal outcome)</i>	<b>Select from the picklist</b>	
<i>My needs that can be met by the Local Authority:</i>	<b>Select from the picklist</b>	
<i>If the Need to be Met is 'Respite' – has a Carer's Assessment been completed?</i>		
Yes <input type="checkbox"/> No <input type="checkbox"/>		
<i>Start Date:</i>		<i>Review Date:</i>
<i>My Score about how I feel at the moment:</i>		

0  1  2  3  4  5  6  7  8  9  10

*Where I would like to be:*

0  1  2  3  4  5  6  7  8  9  10



**Support Contact Summary Sheet (if a time critical call, please specify time):**

(this is what my week looks like and what is important to me)

	Morning	Midday	Afternoon	Evening	Night
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					

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Sunday					
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## Therapy Recommendations

Details: (information provided by other professionals involved in my **Select type of plan from the picklist** who have provided me with advice)

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## The Contingency Plan

The Following plan considers any risks we think there could be to the plan working smoothly. It also records the contingencies that we have discussed as agreed.

Contingency Plan:

<i>Issue/Worry/Concern</i>	<i>Action Plan</i>	<i>Who is responsible?</i>

**Mental Capacity Act (16+ years of age)**

Please record the conclusions of MCA:

A large empty rectangular box intended for recording the conclusions of the Mental Capacity Act (MCA).

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**Agreement of the *Select type of plan from the picklist***

Does the person have capacity to consent to this plan?

Yes

No

Please give details:

Page 68  
I agree to the content of my ***Select type of plan from the picklist*** and I have been offered a copy for my records

Yes

No

Please give details, including any disagreements on content of plan:

Has this **Select type of plan from the picklist** been given to the person to whom it relates and to any person authorised to act on behalf of that person?

Yes

No

## Consent

Consenting to share information: Your information may be shared with anyone who may become involved in your care and support – this is to help you so that you do not need to repeat information you have already provided and to help those providing your care to have a better understanding of your needs.

In order to support me in achieving my outcomes:

I agree with this **Select type of plan from the picklist**

<i>Signed</i>	<i>Date</i>
---------------	-------------

Signature of person acting on behalf of service user

<i>Signed</i>	<i>Date</i>
---------------	-------------

Signature of Lead Reviewer

<i>Signed</i>	<i>Date</i>
<i>Role</i>	<i>Contact Details</i>



Signature of Team Manager

<i>Signed</i>	<i>Date</i>
	<i>Contact Details</i>

Page 71  
Date Agreed:

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## Review Arrangements

This **Select type of plan from the picklist** will be reviewed on a regular basis. If your circumstances significantly change, then you can request a re-assessment, or you can ask that the review date of this Plan be brought forward.

Date by when the **Select type of plan from the picklist** will be reviewed:

Page

**NB: Please print core data set to send with care plan**

## ASSURED SHORTHOLD TENANCY

### THIS ASSURED SHORTHOLD TENANCY IS BETWEEN

**Name and address of Association**

Coastal Housing Group Ltd. ('the Association')  
of 3<sup>rd</sup> Floor, 220 High Street, Swansea SA1 1NW  
Which is registered with Housing for Wales under Section 5 of the Housing Associations Act 1985 and with the Registrar of Friendly Societies as an Industrial and Provident Society, which has charitable rules.  
The Association owns the property which is to be let on the terms of this Tenancy.

The premises that are the subject of this agreement are managed on Coastal's behalf by Platform. Platform is registered with the Charities Commission and one of its aims is to provide support and furnished accommodation to single people. When Platform considers it appropriate that supported accommodation is no longer required by the tenant, the tenant may be required to vacate so that the premises may be used by another in need. In such instances Platform may take steps to help find alternative accommodation, which in Platform's view is suitable for the tenant.

**Name of Tenant**

('the Tenant'). The Tenant has the full responsibilities and rights set out in this Agreement)

**Address**

in respect of ('the Premises').

**Description of Premises**

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**Date of start of Tenancy**

The Tenancy begins on It is an assured shorthold tenancy, the terms of which are set out in this Agreement. The tenancy will be for six months from this date and the Association will give the tenant appropriate notice when the tenancy is due to end.

**Support arrangements**

Coastal Housing Group work with voluntary organisations that provide assistance for people who need some degree of support to live as independently as possible within the community. The Association develops housing projects which provide suitable forms of housing accommodation, remaining the owner of the premises and carrying out repairing obligations. The voluntary organisation acts as managing agent on the Association's behalf, selecting tenants, collecting rents and providing appropriate care and support. These arrangements are set out in a written agreement made between the Association and the voluntary organisation. Further information is available on request.

In the case of this tenancy, the voluntary organisation acting as managing agent is

**Platform, Beaufort House, Beaufort Road, Plasmarl, Swansea SA6 8JG**

**Aims of the Project**

The premises are used as part of a project designed to provide supported accommodation for people who are suffering from mental health problems.

## GENERAL TERMS

### 1. It is agreed as follows:

#### Payments for Premises

(1) The monthly payments for the Premises at the date of this agreement shall be:

In this Agreement the term Rent refers to the sum of the rent and service charge as set out on the right or as varied from time to time in accordance with this Agreement.

<b>Net Rent</b>	<b>£</b>
<b>Landlord's Service Charge</b>	<b>£</b>
<b>Furniture Pack</b>	<b>£</b>
<b>Agent Charge</b>	<b>£</b>
<b>Total</b>	<b>£</b>

(2) The payment of rent is due monthly and in advance.

#### Services

(3) The Association shall provide the following services in connection with the Premises for which the Tenant shall pay a Service Charge\*

**Platform Support and Management Charges, communal area services.**

#### Changes in Services

(3.1) Subject to (3.2) below, the Association shall provide services and other items set out on the attached schedule to this agreement for which the tenant shall pay the service charge. The Association shall not be liable to the tenant for any failure or, the interruption of services not attributable to neglect or default of the landlord

(3.2) The Association reserves the right to remove, add or change the services or other items provided, subject to consultation and to include charges for such services or items in the service charges

#### Changes in Rent

(4) The Association may increase or decrease the Rent by giving the Tenant not less than one calendar month's notice in writing of the increase or decrease. The notice shall specify the Rent and the included Service Charge proposed\*. The Rent will usually be increased on the first Monday in April of each year following the date of this agreement. The revised Rent shall be the amount specified in the notice of increase.

#### Altering the Agreement

(5) With the exception of any changes in rent this Agreement may only be altered by the agreement in writing of both the Tenant and the Association.

## THE ASSOCIATION'S OBLIGATIONS

### 2. The Association agrees:

#### Possession

(1) To give the Tenant possession of the Premises at the start of the Tenancy.

#### Tenant's right

(2) Not to interrupt or interfere with the Tenant's right to occupy the Premises except where:

- (i) access is required to inspect the condition of the Premises or to carry out repairs or other works to the Premises or adjoining property; or
- (ii) a court has given the Association possession by ending the Tenancy.

#### Repair of structure

(3) To keep in good repair the structure and exterior of the Premises, including:

- (i) drains, gutters and external pipes;

	<p>(ii) the roof;</p> <p>(iii) outside walls, outside doors, windowsills, window catches, sash cords and window frames including necessary external painting and decorating;</p> <p>(iv) internal walls, floors and ceilings, doors and door frames, door hinges and skirting boards but not including internal painting and decoration;</p> <p>(v) chimneys, chimney stacks and flues but not including sweeping;</p> <p>(vi) pathways, steps or other means of access;</p> <p>(vii) plasterwork;</p> <p>(viii) integral garages and stores;</p> <p>(ix) boundary walls and fences.</p>
<b>Repair of installations</b>	<p>(4) To keep in good repair and proper working order any installations provided by the Association for space heating, water heating and sanitation and for the supply of water, gas and electricity, including</p> <p>(i) basins, sinks, baths, toilets, flushing systems and waste pipes;</p> <p>(ii) electric wiring including sockets and switches, gas pipes and water pipes;</p> <p>(iii) water heaters, fireplaces, fitted fires and central heating installations.</p>
<b>Repair of common parts</b>	<p>(5) To take reasonable care to keep the common entrances, halls, stairways, lifts, passageways, rubbish chutes and any other common parts, including their electric lighting, in reasonable repair and fit for use by the Tenant and other occupiers and visitors to the Premises.</p>
<b>External decorations</b>	<p>(6) To keep the exterior of the Premises and any common parts in a good state of decoration and normally to decorate these areas from time to time</p>
<b>Tenant Information</b>	<p>(7) To provide the Tenant with information on its housing management policies as required by the Housing Act 1985. To consult with tenants on matters that affects their tenancies.</p>
<b>Communal Gardens</b>	<p>(8) The Association agrees to maintain the garden where it is communal and where a service charge has been made.</p>
<b>CCTV</b>	<p>9) The Association agrees to consult with the Tenant about the provision or improvement of CCTV in order to maintain the security of the Premises and neighbouring properties. The Tenant agrees not to unreasonably withhold consent to any such installation or improvement</p>
<b>Adapted Accommodation</b>	<p>(10) To transfer the tenant and/or the tenants household to suitable alternative accommodation in the event that the property and its adaptations are no longer necessary for the tenant or the tenant's household and as long as a notice under the Housing Act 1988 has not been served.</p>
<b>THE TENANT'S OBLIGATIONS</b>	
<b>3. The Tenant agrees:</b>	
<b>Possession</b>	<p>(1) To take possession of the Premises at the commencement of the Tenancy and not to part with possession of the Premises or sub-let the whole of it.</p>
<b>Rent</b>	<p>(2) To pay the Rent and other charges monthly and in advance.</p>
<b>Use of Premises</b>	<p>(3.1) To use the Premises for residential purposes as the Tenant's only or principal home and not to operate a business at the Premises without the written consent of the Association. Where the Tenant wishes to use the Premises for the purpose of child-minding, the Tenant should seek the prior permission of the Association.</p> <p>(3.2) To accept responsibility for the actions of his or her family and any other person residing or visiting the premises and not to permit them to do anything which breaks the tenant's obligations of this tenancy</p>
<b>Nuisance</b>	<p>(4a) Not to cause or allow members of his/her household or invited visitors to cause a nuisance or annoyance to neighbours or other persons lawfully in the locality and not to allow the Premises to be used for an illegal or immoral purpose.</p>

<b>Anti-social Behaviour</b>	(4b) Not to take part in anti-social behaviour, or encourage or allow members of his/her household or visitors to take part in anti-social behaviour in the locality of the Premises. Anti-social behaviour includes, but is not limited to, criminal activity, graffiti, fly-tipping, noise, vandalism and intimidation of people
<b>Racial Harassment</b>	(5a) Not to commit or allow members of his/her household or visitors to commit any form of racial harassment, which may interfere with the peace and comfort of, or cause offence to, any other tenant, member of his/her household, visitor or neighbours or to people in the locality.
<b>Other Harassment</b>	(5b) Not to commit or allow members of his/her household or invited visitors to commit any form of harassment on the grounds of religion, sex, sexual orientation or disability which may interfere with the peace and comfort of, or cause offence to, any other tenant, member of his/her household, visitors or neighbours, or to people in the locality.
<b>Noise</b>	(6) Not to play or allow to be played any radio, television, musical instrument, recorded or amplified music or make or broadcast sound or vibration in a way that is likely to cause or annoyance to people in the locality.
<b>Pets</b>	<b>(7) The Association does not allow the keeping of pets within these premises e.g. cats and dogs.</b> The Tenant also agrees to remove any fouling of the premises and communal areas caused by any pet. The Tenant agrees not to erect any animal run, hutch or cage on property owned by the Association without the prior of the Association.
<b>Internal decoration</b>	(8) To keep the interior of the Premises in good and clean condition and to decorate all internal parts of the Premises as frequently as is necessary to keep them in good decorative order. In the case of default, to permit the Association to carry out any cleaning or decoration to the premises and to meet the costs incurred
<b>Damage</b>	(9) To make good any damage to the Premises or the Association's fixtures and fittings or to the common parts caused by the Tenant or any member of the Tenant's household or any invited visitor to the Premises, fair wear and tear excepted, and to pay any costs incurred by the Association carrying out such works in default.
<b>Reporting disrepair</b>	(10) To report to the Association promptly any disrepair or defect for which the Association is responsible in the structure or exterior of the Premises or in any installation therein or in the common parts.
<b>Annual Gas Safety Checks</b>	(11) Given reasonable notice to allow the Association access to the property to carry out maintenance or safety checks on appliances and/or flues that we provide for your use. Failure to provide access may result in legal action to obtain access and/or possession of your home. Any legal costs incurred will be your responsibility.
<b>Access</b>	(12) To allow the Association's employees or contractors acting on behalf of the Association access at all reasonable hours of the daytime to inspect the condition of the Premises or to carry out repairs or other works to the Premises or adjoining property. (The Association will normally give at least 24 hours notice but immediate access may be required in an emergency).
<b>Overcrowding</b>	(13) Not to allow more than <b>1</b> person to reside at the Premises
<b>Lodgers and Sub-letting</b>	(14) The tenant agrees not to permit any lodger or guest to reside at the premises.
<b>Assured Sub-tenancies Prohibited</b>	(15) Not to grant an assured sub-tenancy of any part of the Premises.
<b>Garden Maintenance</b>	(16) To maintain the garden to which he or she has exclusive use to a satisfactory standard. The tenant also agrees not to remove any tree, shrub, hedge or wall without the prior consent of the Association; nor to plant trees or shrubs where it may cause nuisance or damage to the property or neighbouring premises; nor pave, gravel or concrete over any part of the garden or premises or construct any hard standing without prior consent in writing of the Association.

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If the Tenant fails to maintain the garden to a satisfactory standard the Association may do so and recover the cost from the Tenant.

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<b>Communal Grounds</b>	(17) Not to use any communal grounds in a manner which may cause nuisance to other residents and users. The tenant will ensure that paths, walkways, fire escapes, landings and hallways are kept free of rubbish and obstructions and to pay the Association's costs in the removal of such items and in the making good any damage caused by the Tenant or his / her visitors.
<b>Erection of sheds, greenhouses, garages and outbuildings</b>	(18) Not to erect any shed, greenhouse, garage or outbuilding without the prior permission of the Association. Where the Association has consented to the erection of such a building the Tenant further agrees to carry out the work in accordance with the standard specified by the Association. In default, the Tenant agrees to pay the Association's costs in removing or making good any works not meeting the required standard.
<b>Erection of fences</b>	(19) Not to erect a fence without the prior permission of the Association. Where the Association has consented to the erection of a fence, the Tenant further agrees to carry out the work in accordance with the standard specified by the Association.
<b>Storage of Rubbish</b>	(20) To deposit rubbish in the designated bin store or in another designated area. Where there is no designated bin store or area the Tenant agrees only to put out rubbish from the premises in reasonable time for the refuse collection, which should be no earlier than the night before the collection is due. The Association will recover any cost incurred if it has to collect rubbish deposited by the Tenant outside the designated area or outside the time of collection.  (21) Not to deposit any item such as furniture which will not be collected by the council refuse collection service on any property or land owned by the Association. The Association will recover any cost incurred in clearing such items.
<b>Drying Area</b>	(22) To use the communal drying area and clothes line in a reasonable manner which takes into account the needs of other tenants.
<b>Car Parking</b>	(23) To park the car in the designated parking area where such an area is provided. The Tenant further agrees not to park the car on any other land owned by the Association where designated car parking space is available.  The Tenant further agrees not to park, leave or keep any vehicle or trailer on the pavements within the estate or the Association's communal grounds, grassed areas or land owned by the Association; and not to obstruct roads or means of access with any vehicle, trailer or machinery.  The Tenant will ensure that any visitor parks their car in designated areas where available, but is mindful that other tenants have priority use of limited car parking space.
<b>Unroadworthy vehicle</b>	(24) Not to keep any untaxed or unroadworthy vehicle on land owned by the Association without the permission of the Association. All vehicles parked on land owned by the Association must be taxed and in a roadworthy condition and the tenant agrees to allow the Association to remove and dispose of any untaxed or unroadworthy vehicle on land owned by the Association.
<b>Car Maintenance</b>	(25) Not carry out maintenance to any road vehicle on land owned by the Association, other than casual work of a minor nature to the Tenant's own vehicle.
<b>Caravans, boats and commercial vehicles</b>	(26) Not to park a caravan, commercial or trade vehicle, lorry, boat, mobile home or machinery on land owned by the Association other than occasional overnight parking.
<b>TV Aerials and Satellite Dishes</b>	(27) Not to erect a TV aerial or satellite dish or undertake a Cabletel or similar installation without the prior permission of the Association.
<b>Security of the Premises</b>	(28) To co-operate with the Association in the provision and implementation of any system to maintain or improve the security of the Premises and neighbouring area. The Tenant agrees not to install any security system without the permission of the association, which shall not be unreasonably withheld.

<b>Bottled Gas, Paraffin &amp; other Inflammable Substances</b>	(29) The Tenant agrees not to use nor store bottled gas, paraffin, petrol or other inflammable substances on the Premises and to pay the Association's costs in removing such substances.
<b>Dangerous Items</b>	30) The tenant agrees not to keep in any part of the Premises any firearms, crossbow, explosive device or other dangerous weapons
<b>Association Staff</b>	(31) Not to intimidate, threaten or assault or allow visitors or members of his or her household to intimidate, threaten, or assault staff of the Association, its agent or contractor in the conduct of their duties, either at the property or elsewhere.
<b>Ending the Tenancy</b>	(32) To give the Managing Agent or Association at least 4 weeks notice in writing when the Tenant wishes to end the Tenancy. Either joint tenant (where applicable) may give 4 weeks notice in writing and the joint tenancy will end at the expiry of that notice.
<b>Moving Out</b>	(33) To give the Managing Agent or Association vacant possession and return the keys of the Premises at the end of the Tenancy and to remove all furniture, personal possessions and rubbish and leave the Premises and the Association's fixtures and fittings in good clean lettable condition and repair. The Association accepts no responsibility for anything left at the Premises by the Tenant at the end of the Tenancy. The Association may recover from the Tenant the costs of removing any items left in the Property at the end of the tenancy.
<b>Adapted Accommodation</b>	(34) To move to alternative and suitable accommodation in the event that the property and its adaptations, where appropriate, are no longer necessary for the tenant or the tenant's household.
<b>Support Agreement</b>	(35) To comply with the support agreement provided by Platform attached to this agreement. This agreement has been compiled to assist in achieving the project's aims. This agreement can be amended after consultation with all tenants and changes will be notified in writing.
<b>Support</b>	(36) To make use of the support and other services provided by Platform the Managing Agent the Association or other responsible agency.

## THE TENANT'S RIGHTS

### 4. The Tenant has the following rights:

<b>Right to occupy</b>	(1) The Tenant has the right to occupy the Premises without interruption or interference from the Association for the duration of this Tenancy (except for the obligation contained in this Agreement to give access to the Association's employees or contractors) so long as the Tenant complies with the terms of this Agreement and has proper respect for the rights of other tenants and neighbours.
<b>Security of Tenure</b>	(2) The Tenant has security of tenure as an assured shorthold tenant so long as he/she occupies the Premises as his/her only or principal home. The Association can only end the Tenancy by obtaining a court order for the possession of the Premised on one of the grounds listed in Schedule 2 of the Housing Act 1988 as amended by Parliament from time to time, or by serving a notice under section 21 of the Housing Act 1988 as amended by Parliament from time to time. The Association agrees any notice given of its intention to seek a possession order will be in writing and will comply with legal requirements. The Association will normally, but not exclusively, use the following grounds to obtain an order for possession:- <i>Ground 9</i> Suitable alternative accommodation is available for the tenant or will be available for him when the order for possession takes effect.



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*Ground 10*

Some rent lawfully due from the tenant—

(a) is unpaid on the date on which the proceedings for possession are begun;

(b) except where subsection (1)(b) of section 8 of this Act applies, was in arrears at the date of the service of the notice under that section relating to those proceedings.

*Ground 11*

Whether or not any rent is in arrears on the date on which proceedings for possession are begun, the tenant has persistently delayed paying rent which has become lawfully due.

*Ground 12*

Any obligation of the tenancy (other than one related to the payment of rent) has been broken or not performed.

*Ground 13*

The condition of the dwelling-house or any of the common parts has deteriorated owing to acts of waste by, or neglect or default of, the tenant or any other person residing in the dwelling-house and, in the case of an act of waste by, or neglect or default of, a person lodging with the tenant or a sub-tenant of his, the tenant has not taken such steps as he ought reasonably to have taken for the removal of the lodger or sub-tenant.

For the purpose of the ground, "common parts" means any part of a building comprising the dwelling-house and any other premises which the tenant is entitled under the terms of the tenancy to use in common with the occupiers of other dwelling-houses in which the landlord has an estate or interest.

*Ground 14*

The tenant or any other person residing in the dwelling-house has been guilty of conduct which is a nuisance or annoyance to adjoining occupiers, or has been convicted of using the dwelling-house or allowing the dwelling-house to be used for immoral or illegal purposes.

*Ground 15*

The condition of any furniture provided for use under the tenancy has, in the opinion of the court, deteriorated owing to ill-treatment by the tenant or any other person residing in the dwelling-house and, in the case of ill-treatment by a person lodging with the tenant or by a sub-tenant of his, the tenant has not taken such steps as he ought reasonably to have taken for the removal of the lodger or sub-tenant.

*Ground 16*

The dwelling-house was let to the tenant in consequence of his employment by the landlord seeking possession or a

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previous landlord under the tenancy and the tenant has ceased to be in that employment.

The Association may also end the assured shorthold tenancy by serving notice under section 21 of the Housing Act 1988, the section of which reads “the landlord or, in the case of joint landlords, at least one of them has given to the tenant not less than two months' notice stating that he requires possession of the dwelling-house.”

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## FURTHER RIGHTS

### 5. By way of further rights, the Association agrees:-

that the following provisions of Schedule 3 of the Housing Act 1985 shall be deemed to apply to this tenancy.

These rights are summarised below:

#### Right to repair

(3) The Tenant has the right to carry out repairs which are the Association's responsibility where the Tenant has reported the need for repair in writing and where the Association has, without good reason, failed to carry out the repair within 28 days of receiving such report. This right may only be exercised in accordance with the regulations made by the Secretary of State under Section 96 of the Housing Act 1985: the Association will refund to the Tenant the agreed cost of repairs carried out in accordance with these regulations.

#### Right to consultation

(4) The Association will consult the Tenant before making changes in matters of housing management or maintenance that are likely to have a substantial effect on the Tenant.

#### Right to information

(5) The Tenant has a right to information from the Association about the terms of this Tenancy and about the Association's repairing obligations and its policies and procedures on tenant consultation, housing allocation and transfers.

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Signed on behalf of the Association

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Signed by the Tenant

---

Date

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If the Tenant feels that the Association or its Agent has broken this Agreement or not performed any obligation contained in it, he or she should first complain either to the Agent or directly to the Association in writing giving details of the breach or non-performance.

If the Association fails to deal with the complaint or in the Tenant's view, continues not to comply with the Agreement, the Tenant can obtain advice and information about his or her remedies at law from a local Citizens' Advice Bureau or law centre or from a solicitor.

The Property which is the subject of this tenancy is held by a charity.

I, \_\_\_\_\_ (the Tenant) acknowledge that the Association or its Agent will collect personal information about myself and other family members, whom I am legally responsible for, during the course of this tenancy agreement.

I confirm that the Association may use any such personal information collected, or disclose the same to relevant bodies, for the purpose of protecting the Associations rights, the rights of myself and other family members, other local residents or for the benefit of the community in general. This statement of use shall not affect any additional rights of the Association to use or disclose the personal data or any rights that I may have in relation to such data as allowed for by law.

Signed \_\_\_\_\_

Dated \_\_\_\_\_

The Association is subject to any guidance on housing management practice issued by Welsh Assembly Government and this Tenancy is one to which the Tenants' Guarantee applies.

**For official use only**

Received – First Payment                                  £

Signed    -----

Date

On behalf of -----Association



## **Adult Services Community Support Team**

Strictly Confidential

### **Individual Progression Agreement**

<b>Paris ID</b>	
<b>Service User Name</b>	
<b>Service Provider Name</b>	



Cyngor **Abertawe**  
**Swansea** Council

To be completed prior to placement. To be completed on behalf of the Service Purchaser by the Service Users Care-Coordinator **in discussion with** the Service Provider, the Service User and their family and/or previous carer(s): and any other key persons e.g. an advocate, other professionals etc.

**1. Service User Details**

<b>Paris ID</b>			
<b>Service User Name</b>			
<b>Date of Birth</b>		<b>Case File Number</b>	
<b>Previous Address</b>			
		<b>Post Code</b>	
<b>Telephone Number.</b>			

<b>Next of Kin</b>			
<b>Address</b>			
		<b>Post Code</b>	
<b>Telephone No.</b>			

**2. Details of Person Acting for Service User in respect of their Financial Affairs**  
(Please tick)

Appointee  Deputy  None

<b>Name</b>			
<b>Address</b>			
		<b>Post Code</b>	
<b>Telephone No.</b>			

**3. Details of other Professionals**

<b>Name &amp; Job Title</b>			
<b>Email</b>		<b>Telephone No.</b>	
<b>Name &amp; Job Title</b>			
<b>Email</b>		<b>Telephone No.</b>	
<b>Name &amp; Job Title</b>			
<b>Email</b>		<b>Telephone No.</b>	

**4. Accommodation Details**

**(a) Service Users New Address**

	<b>Post Code</b>	
<b>Telephone No.</b>		

**(b) Service Providers Details**

<b>Name</b>			
<b>Address</b>			
		<b>Post Code</b>	
<b>Telephone No.</b>			
<b>Name of Team Leader/ Scheme Manager</b>			

**(c) Landlord of the Property Details**

<b>Name</b>			
<b>Address</b>			
<b>Telephone No.</b>			

**(d) Type of Accommodation**

Unfurnished Assured Tenancy

Furnished Assured Tenancy

Other (Please state)

--

**(e) Number of other possible tenants**

**4. Outcomes Required from the Supported Living Service**

<b>National Outcomes Framework</b>	<b>Broad Outcomes from Service Provision</b>	<b>Targeted Resources/Support Required to Deliver Outcomes</b>	<b>Timescales</b>	<b>Progress</b>
Physical and mental health and emotional well-being				
Domestic, family and personal relationships				
Education, training and recreation				
Contribution made to society				
Social and economic well-being				
Suitability of living accommodation				
Control over day to day life				
Participation in work				
Securing rights and entitlements				
Protection from abuse and neglect				

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**Known Risks Associated with this and the plan to reduce risk: (please specify)**



## 5. Support Hours

Number of 1:1 direct day support hours required each week: \* hrs

Number of 1:1 Day Support Hours are to provide support to undertake:

<input type="checkbox"/>	Personal Care	0 hours	<input type="checkbox"/>	Socialisation	0 hours
<input type="checkbox"/>	Access to the Community	0 hours	<input type="checkbox"/>	General Support	0 hours
<input type="checkbox"/>	Other as identified in Care Plan	0 hours	<input type="checkbox"/>	Housing Related Support	0 hours

Number of 2:1 Day Support Hours required each week: \* hrs

2:1 Support Hours are to provide support to undertake:

<input type="checkbox"/>	Personal Care	0 hours	<input type="checkbox"/>	Socialisation	0 hours
<input type="checkbox"/>	Access to the Community	0 hours	<input type="checkbox"/>	General Support	0 hours
<input type="checkbox"/>	Other as identified in Care Plan	0 hours	<input type="checkbox"/>	Housing Related Support	0 hours

Number of shared hours each week: \* hrs

Number of Wakeful Night Support Hours each week: \* hrs

Number of Sleep-In Hours required each week: \* hrs

### Safety and risk factor

(Please describe)

### Manual Handling

(Please describe)

## 6. Date of Commencement

The Service Purchaser and Service Provider agree that the Service will be delivered in accordance with this IPA and the Framework Terms and Conditions for the service and the relevant Service Specification for the Service, and any other relevant care, education plans and health records as necessary.

By completing this IPA, the Service Provider and Service Purchaser acknowledge that they are entering into a binding Agreement to deliver the service to the Service User named in this IPA.

IPA shall commence upon:

IPA shall end upon:

## 7. Review Schedule

This IPA together with the Care Plan and any other relevant documentation shall be reviewed in accordance with the below review schedule.

Date of Initial Assessment:	
Date of Care Plan:	
Date of Contract:	
Date of One Month Review:	
Date of 6 Month Review:	
Date of 12 Month Review:	

## 8. Financial Information

### Hourly Rates for Named Service User (as submitted by the Service Provider)

Day Support Hourly Rate:	£
Wakeful Night Hourly Rate:	£
Sleep-In Cost:	£

### Weekly Cost

Day Support Total Weekly Cost	£
Wakeful Night Total Weekly Cost	£
Sleep-In Total Weekly Cost	£

<b>Total Weekly Cost</b>	<b>£</b>
--------------------------	----------

SERVICES NOT INCLUDED IN THE ABOVE CANNOT BE PROVIDED WITHOUT PRIOR ASSESSMENT/RE-ASSESSMENT AND WRITTEN AGREEMENT OF THE SERVICE PURCHASER.

### Funding Sources

The weekly cost will be funded by: (State N/A against non-applicable funding sources)

Funding Source	£
Social Services	
Local Education Authority	
Health Board	
Service User Contribution (if applicable)	
Benefits payable to Service User	

## Payment Arrangements

As set out in Call-Off Conditions of Contract Schedule 7.

### 9. IPA Termination Arrangements

In accordance with clause 15.1 of the Call-Off Conditions of Contract, either party shall have the right to determine the Contract at any time by giving not less than one months' Notice. Please refer to the Call-Off Conditions of Contract for additional termination provisions.

### 10. Agreement:

The Service Provider agrees to provide the above services for the Service User in accordance with the Call-Off Conditions of Contract and the Schedules from the Framework Agreement for the Provision Of Tenancy Based Care And Support (Supported Living)

This Individual Progression Agreement is signed and agreed by the following.

Signed: _____ (on behalf of the Service Provider)
Position: _____
Date: _____

Signature of Service User: _____
Date: _____
Signature of Service User Relative/Carer: _____
Date: _____

Signed: _____ (on behalf of the Service Purchaser)
Position: _____
Date: _____

*Copy of signed IPA to be sent to Team Leader and all participants.*

## SCHEDULE 1

### Area – *EXAMPLE*

#### Specification and Scope of the Service

#### 1. Introduction

- 1.1. This Schedule is to be read in conjunction with the 'Framework Agreement for the Provision of Tenancy based Care and Support (Supported Living) for People with a Learning Disability or Physical Disability' (the Framework Agreement)
- 1.2. Swansea Council ('the Council') invites Tenders for the geographic area of *Example* to provide X hours of community based support for 3 services in supported accommodation for people with a range of support needs from moderate to complex.
- 1.3. *Example* is approximately Xkm of the city centre. The population is approximately XXXX with XX% of those being economically active. The unemployment rate stands at X%. There is access to park, common and woodland areas, opportunities to develop employment, local shops, good transport links and community activities.
- 1.4. The area also has capacity for a Local Area Co-ordinator that is currently vacant. Working in partnership with the Service Purchaser the Successful Provider may wish to input finance into the partnership arrangement to enable the development of greater community opportunities for all residents. This can be discussed further with the successful Service Provider. .
- 1.5. The successful Service Provider will co-productively deliver a new model of supported living service for *Example* which meets the individual and collective needs of the individuals receiving support within the area that;
  - Builds on individual strengths
  - Builds on individual's common interests
  - Connects individuals to the communities in which they live
  - Makes effective use of community resources
  - Makes effective use of staff resources across the area
  - Delivers efficiencies through this new approach to delivery
  - Delivers improved outcomes for people
  - Introduces Co-Productive approaches to meeting need and delivering outcomes
- 1.6. We expect that the successful Service Provider, through re-designing the supported living model, will be in a position to achieve:
  - Better lives for the people they support
  - Progression through the measured delivery of people's outcomes
  - Support built on informal networks, community and peer support, alongside paid staff

- Sustainable services through more effective use of resources

- 1.7. The Service Provider is required to adopt an approach to service re-design which identifies: people's individual and shared support needs; how they will use their interests, personal networks and capacities to achieve their outcomes, and how they and their families will be involved in making this happen and in monitoring the quality of their support.
- 1.8. In this context, the approach adopted must clarify what constitutes an effective service and must identify performance measures for evaluating service delivery by the people supported and their families.
- 1.9. Approaches to re-designing the service should have regard to recognised good practice models. An example may include the Planning Live<sup>1</sup> process, developed by Helen Sanderson Associates, to support the service re-design.

## **2. Outcomes and KPIs**

- 2.1. The Service Purchaser is required to commission services, which demonstrate attainment of outcomes referred to under the Social Services and Wellbeing Act 2014 and the National Outcomes Framework 2016. The Service Provider will be required to supply the Service Purchaser with information to demonstrate achievement of these outcomes. Over the duration of the contract, the Service Purchaser will work with the Service Provider to develop a set of relevant Key Performance Indicators and outcome measures. This will involve agreeing the type of data that needs to be captured to demonstrate effective services and the frequency with which this information will need to be shared with the Service Purchaser. Details of how the National Outcomes Framework could translate into a description of service delivery outcomes and performance metrics is attached at appendix 1.
- 2.2. The Service Provider is required to demonstrate 5% reduction in commissioned hours each year, for the first 2 years and within 12 months and 24 months of the commencement of contract respectively.
- 2.3. The Service Provider is required to maintain records of telephone calls to the Provider's telephone response service. These records should demonstrate the nature and number of calls, the time taken to arrive on site where required, and details of whether issues were resolved to the satisfaction of individuals, or staff as appropriate.

### 3. Contract Duration

3.1. The contract period is 3 years with an option to extend for up to 24 months

### 4. Support Hours

4.1. Total number of direct day support hours required each week for the area of *Example* in the following houses:

Service	Hours	Individuals
1	X	A
2	Y	B
3	Z	C
<b>Total hours for area</b>		

4.2. Tenancy support hours are required for each tenant, the level of which varies from individual to individual.

4.3. Within the period specified, we require the Service Provider to achieve efficiencies through reduced reliance on paid support staff over time and we will expect to see a reduction in the total number of hours commissioned.

4.4. Service outcomes and deliverables relating to efficiency targets are set out within Appendix 1 to this Schedule.

4.5. The Service Purchaser will undertake an annual price review that will consider inflationary pressures (linked to nationally recognised indices), the impact of the National Living Wage increases, and any other reasonable cost pressures in deciding whether to award an uplift to Service Providers. In considering, the factors the council is entitled to show due regard to its own financial position and legal duties. The Price(s) submitted by Service Purchasers for Call-Off Contracts shall not exceed the Price(s) received and evaluated in the Service Provider's initial tender as per Schedule 7.

### 5. Coproduction

5.1. The Service Provider must ensure that the re-design of the supported living service is co-produced with individuals receiving support and their families, using recognised good practice models.

5.2. The Service Provider is also required to co-produce their approach to outcomes monitoring and quality assurance.

## **6. Transition**

- 6.1. The Service Purchaser expects the successful Service Provider to work closely and collaboratively with existing Service Providers and Landlords to deliver a successful and seamless transition for the individuals receiving support.
- 6.2. The Service Provider is required to produce transition plans, which identify and manage potential risks to the continuity of support for individuals.
- 6.3. The previous Provider may have been supporting the individual for many years and incoming Providers must be able to assure individuals that the quality of their service will not be affected by the change in provider or the move to area based provision.
- 6.4. The Service Purchaser and the Service Provider have a shared responsibility for ensuring that all individuals are kept informed during the transition period. The Service Purchaser will ensure that appropriate care management support and guidance is available to people and their family during the transition process.
- 6.5. When an individual moves on from their provision, the successful Service Provider will work with any new Service Provider and the Local Authority to ensure a smooth transition.

## **7. Staffing Arrangements**

- 7.1. The Service Provider must ensure that staffing arrangements are sufficient to meet the needs of the individuals supported within the area.
- 7.2. Staff must be competent in delivering strengths based approaches, which support independence and progression. This must be delivered within a robust risk management structure. Should a need for additional staffing be identified through the care planning or support planning process, this must be agreed with the Service Purchaser, prior to arrangements being made.
- 7.3. The Service Provider will provide a 24 hour telephone response service. This service will be available 7 days per week. This service shall provide verbal support to address presenting issues which impact the capacity of people to live independently or maintain their accommodation. The service will provide staff who can visit the scheme within 10 minutes of receiving a call where this is necessary to ensure the safety of staff or individuals.
- 7.4. The Service Provider shall ensure an appropriate management structure, with clear lines of responsibility and accountability, is in place to ensure the smooth running of the service.
- 7.5. The Service Purchaser reserves the right to carry out service assessments which may lead to recommendations on staffing levels. This includes staffing levels to address night time support needs



7.6. There must be a clear contingency planning arrangements which explain how service requirements will be maintained in the event of long term staff or management absence (3 months or longer).

## **8. Housing Management and Tenancy Support**

8.1. The Service Provider will be required to undertake housing management functions as specified and agreed by respective landlords and the Service Purchaser. The Service Provider is also required to support individuals to manage and maintain their tenancy.

8.2. The Service Provider will ensure a homely and comfortable living environment through the provision of flooring/ furniture /window coverings /soft furnishing etc. (this list is not exhaustive). The Service Provider must support tenants to maintain the furniture within their accommodation and furnish the office accommodation to a quality standard, which meets all legal requirements.

## **9. Partnership working within the New Model of Support**

9.1. The Service Provider will be required to attend Contract Liaison meetings with the Service Purchaser's Contract Monitoring Team as required.

9.2. The Service Provider should attend relevant operational and strategic meetings as requested by the Service Purchaser i.e. Learning Disability Provider Forum, Learning Disability Co-Production Group and Supporting People Forum.

9.3. The Service Provider will seek to develop partnerships to ensure good working relationships and a co-ordinated approach to meeting the needs of individuals supported. The Service Provider shall demonstrate effective partnership working with all relevant stakeholders, including but not limited to the following:

- ABMU (Abertawe Bro Morganwg University Health Board)
- CMHT's (Community Mental Health Teams)
- CST (Community Support Teams – Learning Disabilities)
- Local Area Co-ordination
- Education, Training and Employment Agencies
- Local Communities
- Learning Disability Groups
- Supporting People Team
- Tenancy Support Unit
- Social Services
- Housing Options
- Housing Department
- Poverty and Prevention
- Housing Associations
- Third Sector Providers
- Police

Cllr Peter Black  
Convener, Adult Services Scrutiny Panel

*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:* 1 November 2019

**BY EMAIL**

Dear Cllr Black

Thank you for your letter of 21 October 2019 passing on a question from a parent carer. Please see below details of the process, and attached a number of examples of it being carried out.

1. The reviews involve...

The Outcome Focused Assessor is a qualified Social Worker, who visits the scheme an individual is residing and looks at a number of sources of evidence to carry out the review. The review is usually conducted on everyone living in the property, at the same time to gain an understanding of all needs and staffing requirements. Night staff is also reviewed by using the Just Checking system, which is implemented a few weeks before the Social Worker visits, to ensure there is enough evidence available to make an informed decision on any changes.

2. The outcome of this work is...

The outcome focused assessment reassess an individual's needs and recognises outcomes based on the progression model and further identifies areas where independence can be developed. The process is outcome focused and ensures that the individual has every opportunity to meet their full potential. The overall cost of the placement is reviewed to ensure it is competitive and provides value for money.

3. The effect for individuals reviewed is...

The effect will be different for each individual, however everyone has outcomes identified to enable progression. These are then monitored to ensure providers are delivering what was identified. Attached are three case studies showing the impact on individuals.

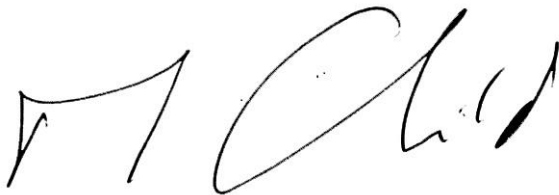
Cont'd.....

4. Individuals and parents are involved in the following ways...

With regards to the outcome focused assessments in particular, whilst the individual is involved as much as practically possible, parent/carers are not routinely contacted. It will be on a case by case basis, however if parents wish to have further information about the work and the review, they are more than welcome to get in touch with the assessor. The care manager retains statutory responsibility, and all recommendations for changes are agreed by the care manager before implementation.

I'm sure you will pass this information on, along with the invitation to contact Social Services directly if the individual has any more they wish to know.

Yours faithfully

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

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



# Commissioning for Complex Needs

## Case Example: Martin's story

### Background

Martin is a 66 year old man with a Learning Disability, Autistic Spectrum Disorder and Obsessive Compulsive Disorder. His communication skills tend to fluctuate depending on the state of his mental health, and his anxiety can sometimes cause challenging behaviour.

Martin occupied a placement in a residential setting before moving to supported living accommodation in 2008.

When in a group scenario, Martin can sometimes be disruptive by taking things from other people. He does not like to be touched, and will often retaliate with inappropriate touching, which can lead to an altercation.

However, Martin is described as a very likeable character, who enjoys a joke and a song. He values his own space and prefers to interact with staff rather than his peer group.

An 'Outcome-Focussed Assessment' was undertaken in July 2018, which identified a number of personal and well-being goals for Martin...

The assessment found that:

- Martin has many interests, including arts & crafts, watching Dad's Army, quizzes, playing on the iPad, table tennis, and swing ball.
- He particularly enjoys learning new things and travelling around the UK on short breaks. Staff have observed that his mood and behaviour seem to improve significantly when he is away.

- Keeping Martin busy with things he likes to do is an effective means of maintaining his mental health.
- Martin has always expressed an ambition to drive.

## What happened next?

A summer house (known as the ‘man cave’) was purchased in the spring of 2019 for Martin’s exclusive use. This is a cosy space with a comfortable sofa, a wall-mounted fire with an artificial flame effect, a music system and art for the walls. These provide Martin with a quiet area for himself and separate activity area to use when he’s feeling anxious and needs a distraction. With encouragement, Martin assists with the maintenance of the property and has helped to paint the outside fence and change a broken lock on his wardrobe.

Martin recently visited Bluestone in Pembrokeshire; a trip that saw him achieve his lifetime ambition of driving (a golf buggy, in this case!).

Lynn, a manager at the scheme where Martin lives, said:

“Another short break has already been booked at Penrhos Golf & Leisure facility, and we are exploring other destinations where Martin can enjoy similar driving experiences”.



While on holiday, Martin enjoys cooking himself a fried breakfast and visiting local attractions.



## Savings

Before the assessment, Martin was receiving 136 hours of support. He now receives 133 hours (including one-to-one and two-to-one) provision per week; a decrease of 3 hours per week.

Martin's one-to-one hours enable him to go out for a drive, and the two-to-one support allows him to enjoy a variety of experiences including meals out, walks, visits to cafes and places where he can see animals.



# Commissioning for Complex Needs

## Case Example: Mark's story

### Background

Mark is a 60-year-old man with a severe learning disability, challenging behaviour, epilepsy and cerebral palsy. He resided in his family home until his father's death eight years ago. Following the loss of her husband, Mark's mother struggled to care for him alone, and he was subsequently placed in a Residential Home for a period of two years. He then moved into a permanent placement at a Supported Living scheme.

Mark has episodes of unsettled behaviour, and these were particularly frequent during the initial period of him settling into the scheme. He has some difficulty relating to others and would lash out at fellow tenants. Mark also struggled during mealtimes, making very limited and unvaried food choices (he also had all his teeth removed in May, therefore requires a softer diet).

An 'Outcome-Focused Assessment' was undertaken in January 2019, which identified a number of personal and well-being goals for Mark...

- The assessment found that Mark takes great pleasure in watching aeroplanes take off and land.
- Mark enjoys interacting with staff and getting involved in activities. He loves singing with staff, learning to play musical instruments, watching sport on the television and reading the Argos catalogue.
- He also enjoys taking trips out in his mobility car and crafting.

### What happened next?

- With a stable and consistent team of support staff, there has been a significant improvement in Mark's behaviour. Staff are able to identify and manage Mark's triggers, de-escalate challenging episodes and support him to interact appropriately with other tenants.

- A schedule of Mark's favourite activities has been placed into a weekly planner, which staff can refer to and ensure he has a programme of engaging sessions to look forward to.
- Mark now enjoys regular drives to see the aeroplanes, weather permitting.
- Mark has made several items using different crafting techniques. These are displayed in the hallways of his home and he takes great pride in showing them off.
- The greatest achievement has been with Mark's diet. In the past, Mark's behaviours and limited food choices prevented him from enjoying mealtimes with others. With consistent support from staff, he now enjoys a more varied diet and regularly eats with his fellow tenants at the dining table.

Before her death, Mark's mother was extremely pleased to see him happy and settled in his accommodation. Mark continues to enjoy contact with his brother.

Before the assessment, Mark was receiving 117 hours of support. Mark now receives 112.5 hours of support (including 42 hours one-to-one provision per week). This represents a saving of 4.5hrs per week.

Mark's 1-1 hours also include some 2-1 hours, allowing him to take a drive and access local community facilities. This has resulted in an annual saving of £3228.69.

The manager at the scheme where Mark resides said:

*"Dedication and consistent support from familiar team members enables Mark to interact appropriately with his fellow tenants."*





# Commissioning for Complex Needs

## Case Example: Paul's story

### Background

Paul is in his early fifties and has a mild learning disability. He is a friendly individual who has built up good relationships with his fellow residents at the Supported Living scheme where he lives. Paul has also established a good rapport with staff members, who are familiar with his potential 'triggers' towards anxiety, distress and challenging behaviour.

An 'Outcome-Focused Assessment' was undertaken in January 2018, which identified a number of personal and well-being goals for Paul...

- Paul indicated that he loves the theatre and would like to attend performances more often.
- Paul enjoys assisting with the weekly food shop. He expressed that he would like to further his involvement by helping to compile the shopping list.
- Paul enjoys attending rugby matches during the winter and is keen to find activities to do during the summer months.

### What happened next?

- Since the assessment, Paul has attended two productions at the Grand Theatre in Swansea - a sixties musical and the annual Christmas pantomime. He is planning to attend more performances in the future.
- Paul now takes a more active role in the weekly grocery shop by assisting with the list writing, pushing the trolley, selecting the items, paying at the checkout, and carrying the bags into the house.
- Paul has moved day services having attended the previous one for 20 years. He has settled in well; he also enjoys participating in evening activities such as Curry Night and the Disco.
- He socialises with his parents on a regular basis, and is independent in the community, travelling around the area by bus and attending rugby matches in Swansea and Llanelli.

- Paul now has a house key, which allows him the flexibility to come and go as he wishes.

As Paul has increased his independent living skills, it was possible to reduce the hours of support he required by 11 hours per week which resulted in an annual saving of £5422 for the local authority.



Chris (Support Manager at the scheme where Paul lives) said:

***“The shopping has become a vital part of Paul’s week.***

***He has taken real ownership of it, and this is by far Paul’s favourite task of the week.”***



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

*Please ask for:* Scrutiny  
*Gofynnwch am:*  
*Scrutiny Office* 01792 637314  
*Line:*  
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*e-Bost:*  
*Date* 11 November 2019  
*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 29 October 2019. It covers Commissioning of Residential Care, Performance Monitoring and Adult Services Transformation Programme.

Dear Cllr Child

The Panel met on 29 October to discuss the Commissioning of Residential Care and the Performance Monitoring Report for August/September 2019 and to receive an update on the Adult Services Transformation Programme. We would like to thank you, Deborah Reed and Peter Field 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:

### **Commissioning of Residential Care**

We heard that the Authority meets the statutory requirement of offering more than one choice of accommodation for residential care.

We raised the issue of service users often finding it difficult to raise concerns. We were informed that the Department asks providers to provide information and guidance and offer reassurance to service users. We also heard that the Department undertakes some training on this for providers.

#### **OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

SWANSEA COUNCIL / CYNGOR ABERTAWE

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

Point 5.15 of report – We queried what the ‘pressures’ are which prevent the target being reached and were informed that two things have contributed to not being able to complete audits to timescale. We heard that the Department relies on district nurses to undertake the evaluation of some aspects of the audit but that the Health Board has lack of capacity to undertake this. Secondly, there is a person from the Department on long term sick which has added to the problem. We were informed that the process may not work like this in the future.

The Panel asked for reassurance that the Department gathers all information from partners on monitoring and then shares information with partners on what they need to know. We heard that not all the information that partners gather on monitoring is shared with everyone, only what they feel needs to be shared.

Point 7.1 of report – We queried the extent to which price is a determining factor for deciding on the provider of younger adult care home services and were informed that there is typically 60% weighting in terms of quality and 40% in terms of price.

We discussed the extent to which Brexit will affect care homes in terms of staff from the EU and heard that currently 6% of care staff are from the EU and that these staff have been informed about the EU Settlement Scheme.

Point 8.7 of report - We requested to see the Regional Care Homes Quality Framework and officers agreed to provide this to the Panel.

### **Performance Monitoring**

Page 16: Common Access Point – We queried why the number of enquiries created seems to dip in December each year. We heard that the Department believes this is due to the Christmas holidays when families spend time together and then enquiries spikes in January.

Page 16: Carers Identified and Whether Wanted Carer Assessment – We heard that only about 50% of carers want an assessment and that the Department needs to ensure everyone understands what they are trying to do with the assessments. We also heard that it is important at what point the assessment is being offered.

Page 22: Delayed Transfers of Care – We heard that there has been a substantial improvement. In September 2019, only 20 people were waiting for a package of care. We were pleased to hear this

### **Update on Adult Services Transformation Programme**

We requested a breakdown of the £1,893,800 savings progress reached as of August 2019 and were informed, that the make- up of this figure, is shown in the embedded document included in the update report. We informed you that the scrutiny officer will circulate this to the Panel.

We raised the issue that the forecast year savings for 2019/20 is approximately £640,000 short of meeting the aligned savings total of £4,078,000. We heard that the Department is trying to find savings in other ways.

## Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please note that in this instance a formal response is not required.

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](mailto:CLLR.PETER.BLACK@SWANSEA.GOV.UK)**