



Dinas a Sir Abertawe

**Cofnodion Cyfarfod y Panel Perfformiad Craffu -
Gwasanaethau I Oedolion**

Ystafell Bwyllgor 3A, Neuadd y Ddinas, Abertawe

Dydd Mawrth, 28 Ionawr 2020 am 4.00 pm

Yn Bresennol: Y Cyngorydd P M Black (Cadeirydd) oedd yn llywyddu

Y Cyngorydd(wyr)

E T Kirchner
P K Jones

Y Cyngorydd(wyr)

C A Holley
S M Jones

Y Cyngorydd(wyr)

Y V Jardine
J W Jones

Aelodau

Cyfetholedig(wyr)

T Beddow

Swyddog(ion)

David Howes
Liz Jordan
Alex Williams

Cyfarwyddwr y Gwasanaethau Cymdeithasol
Swyddog Craffu
Pennaeth y Gwasanaethau i Oedolion

Ymddiheuriadau am absenoldeb

Y Cyngorydd(wy): P R Hood-Williams, H M Morris a/ac G J Tanner

1 Datgeliadau o fuddiannau personol a rhagfarnol.

Datgeliadau o fuddiannau - Chris Holley.

2 Gwahardd pleidleisiau Chwip a Datgan Chwipiau'r Pleidiau

Ni wnaethpwyd unrhyw ddatganiadau.

3 Cofnodion y Cyfarfod(ydd) Blaenorol

Cytunodd y panel fod nodiadau'r cyfarfod a gynhaliwyd ar 17 Rhagfyr 2019 yn gofnod cywir o'r cyfarfod gyda'r diwygiadau cytunedig i'r ddau bwynt bwled cyntaf ar frig tudalen 2.

4 Cwestiynau gan y cyhoedd

Ni ofynnwyd unrhyw gwestiynau gan aelodau'r cyhoedd.

5 Y diweddaraf am sut mae ymrwymadau polisi'r cyngor yn cael eu rhoi ar waith yn y Gwasanaethau i Oedolion

Daeth Mark Child, Aelod y Cabinet dros Ofal, Iechyd a Heneiddio'n Dda i roi diweddariad i'r panel ynghylch y cynnydd a wnaed hyd yn hyn wrth gyflwyno ymrwymadau polisi'r cyngor mewn perthynas â'r Gwasanaethau i Oedolion.

Pwyntiau i'w trafod:

- Ymrwymiad 104 - gwnaed cynnydd ar hyn. Roedd yn ambr o'r blaen ond mae bellach yn wyrdd. Gofynnod aelod o'r panel am gopi o'r ddogfen gaffael ar gyfer ailgomisiynu gwasanaethau gofal cartref.
- Ymrwymiad 57 - Penodwyd pum Cydlynedd Ardal Leol arall ac maent wedi dechrau gweithio. Mae CM yn hyderus y bydd gan bob ardal CALI erbyn 2022. Bydd Pennaeth y Gwasanaeth yn rhannu'r sefyllfa bresennol o ran CALI â'r panel pan fydd wedi derbyn yr wybodaeth.
- Ymrwymiad 94 - codwyd pryder ynghylch y ffaith nad yw gwelyau ar gael ar bob adeg pan fydd gofalwyr am gael seibiant nyrsio, ac mae'n cymryd amser hir i dderbyn ymateb i geisiadau am seibiant yn y sector allanol. Hysbyswyd y cynghorwyr fod nifer y gwelyau seibiant sydd ar gael yn brin, ond bod ymgais yn cael ei wneud i gynnwys ymateb yn gyflym i ymholiadau am argaeledd seibiant mewn contractau.
- Ymrwymiad 83/97 - gofynnodd y panel a oedd pobl mewn tai lloches yn cael yr un mynediad at ofal â phobl sy'n byw yn eu cartrefi eu hunain. Rhoddwyd gwybod nad yw pobl mewn tai lloches yn cael eu trin yn wahanol i bobl sy'n byw yn eu cartrefi eu hunain. Mae'r cyngor yn darparu'r un lefel o ofal i bawb, ni waeth lle maent yn byw. Gofynnodd y panel hefyd a fydd y cyngor yn darparu unrhyw ddatblygiadau gofal ychwanegol neu a fyddai'n dibynnu ar y sector preifat. Rhoddwyd gwybod nad oes gan y cyngor unrhyw gynlluniau i gynnal unrhyw ddarpariaeth gofal ychwanegol.
- Ymrwymiad 83 - cadarnhawyd bod y Strategaeth Gomisiynu'n un ranbarthol, felly mae'n cynnwys CNPT. Mae Cyngor Abertawe'n gweithio o fewn y strategaeth hon.
- Ymrwymiad 102 - gofynnodd y panel ynghylch y dyddiad ar gyfer sefydlu'r siarter. Nodwyd mai'r bwriad oedd sefydlu ffordd dda o weithio ac y gallai'r cyngor lwyddo i wneud hyn heb gael siarter.

Camau Gweithredu:

- Pennaeth Gwasanaeth i e-bostio copi o'r ddogfen gaffael ar gyfer ailgomisiynu gwasanaethau gofal cartref i'r Cyng. Jardine.
- Pennaeth Gwasanaeth i hysbysu aelodau'r panel am y sefyllfa bresennol o ran CALI pan fydd yr wybodaeth ar gael.

6 **Adolygiad Blynyddol y Cyfarwyddwr o Daliadau (Gwasanaethau Cymdeithasol) 2019-20**

Briffiwyd y panel ar yr adolygiad blynyddol o daliadau gan Dave Howes, Cyfarwyddwr y Gwasanaethau Cymdeithasol.

Pwyntiau i'w trafod:

- Gofynnodd y panel ynghylch y broses i adennill dyledion. Cytunodd y Cyfarwyddwr y byddai'n darparu manylion pellach am y broses, yn enwedig gwybodaeth am y defnydd o feiliaid.
- Gofynnodd y panel a yw'r geirio ynghylch galwadau wedi'i newid ar gyfer galwadau'r Gwasanaethau Cymdeithasol. Fe'i hysbyswyd y gwnaed cais i newid y geiriad ac yr eir ar drywydd hyn.
- Pwynt 4.5 - Gofynnodd y panel a yw'r cynnydd mewn taliadau/cyflwyno taliadau wedi cael effaith andwyol ar ddefnydd. Fe'i hysbyswyd nad yw'r cyngor wedi gweld lleihad sylweddol yn y defnydd o wasanaethau dydd (er y cyflwynwyd taliad) ond fe'u defnyddir yn wahanol. Rhoddwyd gwybod i'r panel bod angen gwneud rhagor o waith o ran categoraiddio gwasanaethau.
- Nid yw'r panel yn sicr am sut mae incwm yn cael ei greu o Daliadau Uniongyrchol. Yn dilyn trafodaeth, cadarnhawyd nad incwm ydyw mewn gwirionedd ond gostyngiad. Ni ddefnyddir taliadau uniongyrchol i brynu gwasanaethau'r cyngor ond fe'u defnyddir i brynu gwasanaethau allanol.
- Nid yw nifer yr asesiadau ariannol wedi arwain at y cynnydd mewn incwm. Cyflwyno'r ffioedd dros y 2 i 3 blynedd diwethaf sydd wedi arwain at y cynnydd mewn incwm, felly mae wedi cyflawni'r nod a fwriadwyd. Yn 2019/20 cafwyd y cynnydd oherwydd chwyddiant, felly nid oes angen ymgynghoriad cyhoeddus.
- Nid oes bwriad i gyflwyno unrhyw ffioedd newydd o ran gofal personol. Fodd bynnag, bydd yr is-adran yn ystyried a oes unrhyw wasanaethau ychwanegol nad ydynt yn rhan o'r trefniadau presennol fel mater o drefn.
- Mae'r ffrydiau incwm ychwanegol y mae'r is-adran yn chwilio amdanynt y tu allan i'r cyngor, er enghraifft, Llywodraeth Cymru, y Bwrdd Iechyd, arian yn lle cyllid Ewropeaidd.

Camau Gweithredu:

- Darperir manylion pellach y broses i adennill dyledion, gan gynnwys defnyddio beiliaid, i'r panel.
- Gweld a yw'r newidiadau i'r geiriad ar gyfer gofynion y Gwasanaethau Cymdeithasol wedi'u rhoi ar waith.

7 Monitro Perfformiad

Briffiodd Alex Williams, Pennaeth y Gwasanaethau i Oedolion, y panel am yr adroddiad monitro perfformiad ar gyfer mis Hydref/Tachwedd 2019.

Pwyntiau i'w trafod:

- Nid yw'r cyngor yn cyflawni'r targed corfforaethol ar gyfer nifer y gofaluwr a nodir ar hyn o bryd.
- Hoffai'r panel gynnwys ffordd o nodi'r rhesymau pam y mae asesiadau'n cael eu gwrthod yn y System Wybodaeth Gofal Cymunedol. Bydd y Pennaeth Gwasanaeth yn gofyn a yw hyn yn bosib.
- Holodd y panel ynghylch faint o amser sy'n mynd heibio rhwng yr adeg y mae unigolyn yn gofyn am asesiad ac yn cael yr asesiad hwnnw.
- Gofynnodd y panel pam y mae gwahaniaeth rhwng nifer y bobl sydd am gael asesiad a'r nifer sy'n derbyn asesiad.

- 1 Chwefror, mae'r cyngor yn gyfrifol am benderfynu ar y trothwy ynghylch ymholiadau diogelu ar gyfer y Bwrdd Iechyd drwy'r Pwynt Mynediad Cyffredin. Bydd hyn yn heriol. Bydd angen i'r panel gadw llygad ar hyn.
- Gofynnodd y panel am y sefyllfa ynghylch y newid cyfreithiol o ran y Ddeddf Galluedd Meddyliol ac effaith hynny. Bydd y Pennaeth Gwasanaeth yn darparu nodyn briffio pan fydd gwybodaeth ar gael.

Camau Gweithredu:

- Bydd y Pennaeth Gwasanaeth yn gofyn a oes ffordd o nodi'r rhesymau pam y mae asesiadau'n cael eu gwrthod yn y System Wybodaeth Gofal Cymunedol.
- Bydd y Pennaeth Gwasanaeth yn ymateb i ymholiadau ynghylch y rheini sydd am gael asesiad a'r rheini sy'n derbyn asesiad.
- Bydd y panel yn derbyn nodyn briffio ar y sefyllfa ynghylch y newid cyfreithiol mewn perthynas â'r Ddeddf Galluedd Meddwl a'r effaith ar hyn, pan fydd yr wybodaeth ar gael.

8 Amserlen Rhaglen Waith 2019-20

Derbyniwyd ac ystyriwyd y rhaglen waith gan y panel.

9 Llythyrau

Ystyriwyd y llythyrau gan y panel. Disgwylir ymateb erbyn 3 Chwefror 2020.

Daeth y cyfarfod i ben am 5.45pm.



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

Please ask for: Scrutiny
Gofynnwch am:
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Date 10 February 2020
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 28 January 2020. It covers Update on Council's Policy Commitments, Annual Review of Charges and Performance Monitoring.

Dear Cllr Child

The Panel met on 28 January to receive an update on how the Council's Policy Commitments translate to Adult Services and to discuss the Director's Annual Review of Charges (Social Services) 2019-20 and the Performance Monitoring Report for October/November 2019. We would like to thank you, Dave Howes and Alex Williams 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:

Update on how Council's Policy Commitments translate to Adult Services

You updated the Panel on progress to date with the delivery of the Council's policy commitments in relation to Adult Services.

Commitment 104 – You stated that progress has been made on this commitment and that although you previously felt it should be amber you now feel that it is green. Cllr Jardine requested a copy of the procurement document for recommissioning of domiciliary care services and Alex Williams agreed to provide this.

OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU

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To receive this information in alternative format, or in Welsh please contact the above

Commitment 57 – We heard that five more Local Area Coordinators have been appointed and have started work and that you are confident all areas will have a LAC by 2022. Alex Williams agreed to share with us the current position with LACs, once the information has been received.

Commitment 94 – We raised the issue that beds are not always available when carers want nursing respite, and that it takes a long time for requests for respite in the external sector to be responded to. We were informed that there is a limit to the number of respite beds available but the Council is trying to build into contracts a quick response to queries about availability of respite.

Commitment 83/97 – We queried if people in sheltered housing have the same access to care as people living in their own homes. We were informed that people in sheltered housing are treated no differently to people in their own home and that the Council provides the same level of care to anyone wherever they live. We also queried if the Council is going to provide any extra care developments or rely on the private sector. You informed us that there are no plans for the Council to provide extra care provision.

Commitment 83 – We queried if the Commissioning Strategy is regional and therefore includes NPT. We received confirmation that it is regional and that Swansea Council works within this strategy.

Commitment 102 – We queried what the date is for getting the Charter set up. You informed us that the desire was to have a good way of working and the Council may achieve this without having a Charter.

Director's Annual Review of Charges (Social Services) 2019-20

Dave Howes, Director of Social Services briefed the panel on the annual review of charges.

We asked about the process for recovering debts and Dave Howes agreed to provide further details about the process, particularly information about if bailiffs are used.

We queried if the wording on demands has been changed for Social Services' demands. We heard that a change to the wording has been requested and that this will be followed up to check if it has been implemented.

We queried if the increase/introduction of charges had an adverse effect on use. We heard that the Council has not seen a significant drop in use of day services (even though a charge has been introduced) but that use has changed. We also heard that further work needs to be done on categorisation of services.

We were unsure about how income generation is achieved from Direct Payments. Following discussion, it was confirmed that it is not technically income but is an abatement. We heard that direct payments are not used to purchase Council services, they are used to purchase external services.

We heard that the increase in the number of financial assessments undertaken has not led to the increase in income but that it is the introduction of charges in the past 2 to 3 years, which has led to the increase in income, so it has had its intended purpose. We were informed that in 2019/20 the increases are inflationary increases so there is no need for public consultation.

We asked if any new charges are planned and you confirmed that no new charges are planned in terms of personal care. However, the Department will routinely consider if there are any additional services that are not included in current arrangements.

We heard that the additional income streams the Department is looking for are outside the Council, for example, Welsh Government, Health Board, replacement for European funding.

Performance Monitoring

Alex Williams went through the summary performance monitoring report for October/November 2019.

We heard that the Council is not currently meeting the corporate target for number of carers identified.

We informed you that we would like built into the CCIS system, a way of recording the reasons why assessments are declined. Alex agreed to ask if this is possible.

We queried the length of time between an individual Wanting an Assessment and Receiving an Assessment. We also queried why there is such a difference between the number of people Wanting an Assessment and the number Receiving an Assessment in each month. Following the meeting, Alex provided the following response:

*“The difference between the number who wanted assessments and the number of assessments undertaken.....is due to the time lag between when assessments are requested and when they are undertaken.
Unfortunately, there is no way to capture in PARIS currently the length of time it takes to carry out an assessment from the point of time it is requested. This is something that we have asked to be built into CCIS with ALL assessments so we can track timescales. The only area that we can currently do this is in relation to Reviews.”*

We discussed the fact that from 1 February, the Council has the responsibility to threshold safeguarding enquiries for the Health Board via the Common Access Point. We heard that this will be challenging. We will want to keep an eye on this.

We queried what the position is with the legal change in relation to the Mental Capacity Bill and the impact of this. Alex agreed to provide a briefing note when available.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please provide the following by Monday 2 March 2020:

1. Current position on LACs, when available.

2. Further details about the process for recovering debt, including any use of bailiffs.
3. Feedback on whether request for change to wording for Social Services demands has been implemented.
4. Feedback on whether a way of recording the reasons why assessments are declined can be built into the CCIS system.
5. Briefing note on position with legal changes relating to the Mental Capacity Bill and impact of this, when available.

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
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