



To:

**Councillor Louise Gibbard  
Cabinet Member for Care Services**

*Please ask for:  
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22 April 2024

## BY EMAIL

cc Cabinet Members

**Summary:** This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Care Services following the meeting of the Panel on 20 March 2024. It covers West Glamorgan Transformation Programme, Performance Monitoring and Annual Review of Charges. A formal written response is not required.

Dear Cllr Gibbard

The Panel met on 20 March 2024 to receive an update on the West Glamorgan Transformation Programme, to discuss the Performance Monitoring report for January 2024 and be briefed on the Annual Review of Charges (Social Services) 2023-2024.

We would like to thank you, David Howes, Amy Hawkins and Kelly Gillings for attending to present these items and answer the Panel's questions. We appreciate your engagement and input.

We are writing to you to reflect on what we learned from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response.

## West Glamorgan Transformation Programme

We received an update on the work programme over the last year including governance arrangements, the Area Plan, engagement, progress and infographics on performance.

**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

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We queried how national outcomes for regional partnerships were agreed and heard the difficulty the Welsh Government (WG) had was that every programme in every region differs, which also made it difficult to identify the difference the funding has made. We also heard that it is through the determination of the regional partnerships nationally, working with WG officials that they have got to the point of having agreed templates for reporting information and agreed mechanisms. We noted that there are still significant pieces of work to be done locally to understand the difference it is making to the local infrastructure and to enhance performance measures.

We noted measurements are being taken of some things the Partnership is doing and queried if the financial aspects are being looked at too. We were informed that in terms of financial spends, the Partnership reports to the WG on this every quarter for all projects. In terms of the savings profile for Swansea Council, we heard the work the Partnership is doing is contributing to this. We also heard that within the stories of change there is a social and economic evaluation undertaken, but there is still work to do on this as it is difficult to quantify what has been saved in terms of social or economic value.

We queried if veterans are involved in some of these activities and heard there is work to be done on this over the next year as the Partnership is currently not very good at capturing the characteristics of the population in its engagement.

### **Performance Monitoring**

We were briefed on the performance report for January 2024 and heard there were no changes to trends in the February data.

We noted respite opportunities have been increased which carers will benefit from and we feel this is a real positive.

We believe the Common Access Point (CAP) has been a great success. We queried why there was a high number of calls into it in January and heard that genuine demand has increased, and it is hoped that there is more awareness.

We discussed how external domiciliary care providers are continuing to report cost pressures and asked if this is a problem. We were informed that in terms of stability of the sector, there are challenges in terms of ongoing operational cost pressures which is leading to pressures on the Department's budgets, but considering this, it is much more stable. We heard the Department has just re-commissioned and added new providers which has given more capacity.

We discussed Deprivation of Liberty Safeguards (DOLS) and the worry about assessments. We noted the Department will be visiting care homes to educate managers regarding applications and the process as you have recognised there is a development need. We queried the impact of this on individuals and heard there is a risk of them being deprived of their liberty and a need to make sure the appropriate processes are in place to approve it. We noted everything around DOLS is about least restrictive and about the individual's voice.

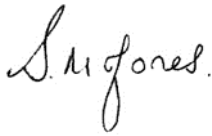
### **Annual Review of Social Services Charges**

We were informed the Report has been to Cabinet where it was agreed an inflationary increase of 6% be applied to all social services charges from 1<sup>st</sup> April. In addition, Cabinet agreed for Adult Services to go out to consultation regarding a new one-off charge for covering installation of the Lifeline Service and a cost to cover replacement pendants.

### **Your Response**

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

Yours sincerely

A handwritten signature in cursive script that reads "S. Jones".

**SUSAN JONES**  
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