



**CITY AND COUNTY OF SWANSEA**

Dinas A Sir Abertawe

Councillor Mark Child  
Cabinet Member, Wellbeing

**BY EMAIL**

*Please ask for:  
Gofynnwch am:*

*Direct Line:  
Llinell Uniongyrochol:*

*e-Mail  
e-Bost:*

*Our Ref  
Ein Cyf:*

*Your Ref  
Eich Cyf:*

*Date  
Dyddiad:*

**Overview &  
Scrutiny**

**01792 637491**

**scrutiny@swansea.gov.uk**

**CFS/11**

**14 April 2014**

Dear Councillor Child,

**Wellbeing Scrutiny Performance Panel, 7 April 2014**

On behalf of the Panel I would like to extend my thanks to you and the officers, Simon Jones and John Grenfell, for attending our meeting and engaging in a comprehensive discussion about the issues we raised.

**Session with Cabinet Member for Wellbeing**

***Transformation of Adult Services (TASS)***

You were invited to attend the meeting in order to provide further details on the Transformation of Adult Social Services (TASS). You advised us that the process had stalled somewhat in several key areas due to the feedback received during the budget consultation process, namely residential care, respite care and day care services.

You informed us that the Council was currently consulting on a tender document, which was being developed to find a contractor who will carry out a public consultation exercise on the future of these services. You reassured us that a wide range of people have had the opportunity to be included in this process, including older people, councillors, local people, Trade Unions, a Housing Association representative, a Residential Home provider and representatives from the Third Sector. We are keen to ensure that the scrutiny can input into the consultation process once it commences, and therefore we wish to be kept updated on the progress of the consultation advised when it is appropriate for the Panel to give its views.

Overview & Scrutiny / Trosolwg a chraffu

City and County of Swansea / Dinas a Sir Abertawe  
Civic Centre, Swansea, SA1 3SN / Canolfan Ddinesig, Abertawe, SA1 3SN

### ***Community Connectors***

We were told that other areas within the TASS umbrella continue to develop well including, the Re-ablement Service, Community Connectors, and projects to increase joint working with Health such as the Joint Integrated Gower Team.

We were particularly interested to hear about the work of the Community Connectors and the methods by which their impact has been measured. We were advised that the indications so far were that the project has been a success. However, we felt that more work is required in order to develop measures to demonstrate their value. We would encourage the department to ensure that a review of the Community Connector posts is carried out. In the meantime we would like to be provided with the early evaluation report that has already been undertaken.

### ***Availability of day services***

We discussed with you our concerns around the continued availability of Day Services, and wish to re-state how important we feel these services are for older people and their carers. We noted with interest your comments around the nature of the challenges facing the Council, namely reducing budgets, increasing levels of need and changing expectations, which mean that we are required to find alternative means of providing the support that people need, and that Social Services cannot be the only recourse. We understand that the agenda behind TASS is to address these issues. However, we are concerned that the alternative ideas for service provision will not be in place before decisions are taken to end services. We trust that these issues will be well covered by the consultation exercise that is proposed. We would also like to know whether there are/or would be any contingency plans to deal with the risk of volunteers not coming forward to run specific day centres.

### ***Service charges***

You stated that serious consideration was being given to increasing service charges. You expressed concern that whilst during the pre-budget consultation people said that they would be prepared to pay more for services rather than lose them; whether in practice this would prove to be the case. Can you indicate to us which charges are being evaluated, in this respect, and your thoughts on full cost recovery for services provided, where legally allowable?

### ***Strategic direction of TASS***

Overall, we felt that whilst elements of TASS are progressing, more work should be done to ensure that there is a clear direction ahead, and for that reason we were concerned about the lack of an overall plan/strategy which clearly outlined the aims and objectives of TASS. You stated that whilst a plan/strategy as such does not exist you would be able to provide us with the document that details the aims of TASS.

### ***Areas for further efficiencies***

You provided your observations on the areas that you felt could provide further efficiency savings including:

- Moving to an area based model for the provision of domiciliary care, which would reduce travelling time and increase the time available for care.
- Increasing the number of suppliers of domiciliary care in order to increase resilience to market failure, including increasing the Local Authority's current share of the market (currently around 12-15%)
- Increase joint working with health to reduce the number of people staying longer than needed in hospital and influencing health to consider moving some of the money saved into the social care budget to increase the level of preventative work that can take place. We were pleased to hear that funding has been obtained from the Innovation Fund to provide a post to work on this issue.

We will pass these observations onto the Social Care at Home Inquiry Panel.

## **Adult Services Monthly Performance Report**

We were pleased to receive the Adult Services Monthly Performance report and we are grateful to the officers who attended for the advice and information they provided.

### ***Social Services and Wellbeing (Wales) Act***

We discussed the Bill and the impact it will have on the Local Authority in providing effective information, advice and assistance service and the development of the National Outcomes Framework. We wish to be kept updated on the progress of the implementation of the requirements of the Act.

### ***Breakdown of referral figures***

It would be useful to receive a breakdown of the referral figures into the various categories as an overall figure does not provide us with an indication of the level of demand on Social Services.

### ***Delays in transfer of care***

We looked at the indicators for delays in transfer of care. We felt that it would be useful to have a wider range of figures reported rather than the snap shot figure, for example the total number of delayed transfers of care in the month, and the length of time people are waiting. This would provide a more accurate picture.

### ***Carers Assessments***

We were advised that 97% of all carers are offered an assessment. Whilst this is a high level we believe that the number of carers who take up the offer of an assessment would be a more meaningful indicator, and should be monitored as well.

### ***Flow Chart***

We agreed that it would be useful to be provided with a flow chart that detailed the processes within Adult Social Services, along the same lines as the one created for Child & Family Services.

### ***Data***

We would like to receive more information regarding the number of people in the various age categories and the predicted rises. It would also be useful for us to receive information regarding the anticipated increases in levels of ill-health so we can better understand the pressures that the Authority is facing.

### ***Swansea Safeguarding Adults Report Card***

Unfortunately time did not allow us to discuss the report card in detail, therefore we will discuss this at our next meeting.

### **Work plan**

We will be discussing and agreeing our work plan for the forthcoming year at our next meeting on 28<sup>th</sup> April and will share this with you in due course. The Panel will continue to meet on a fortnightly basis, looking at Adult and Child & Family Social Services on an alternate basis.

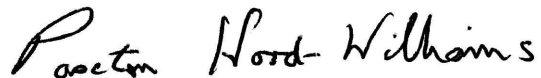
### **Summary of recommendations**

- Ensure that the Panel is kept updated on the progress of the consultation on the future of residential and day care services and advised when it is appropriate for us to input into the process.
- Ensure that a review of the Community Connector posts is carried out and the meantime provide the Panel with the early evaluation report that has already been undertaken.
- Advise the Panel on whether there are/or would be any contingency plans to deal with the risk of volunteers not coming forward to run specific day centres.
- Provide the Panel with details of which service charges are being evaluated, and your thoughts on full cost recovery for services provided, where legally allowable.
- Provide the Panel with the relevant documentation that outlines the aims of TASS.
- Keep the Panel updated with the Authority's progress in implementing the requirements of the Social Services and Wellbeing (Wales) Act.
- Provide a breakdown of the Adults Services referral figures.
- Provide further indicators for delayed transfers of care.
- Provide figures on the number of carers who take up the offer of an assessment.

- Provide a flow chart detailing the Adult Social Services processes.
- Provide the Panel with data regarding the number of people in various age categories and predicted rises, and anticipated levels on increased ill-health.

I hope you find this letter useful and informative and I look forward to receiving your response.

**Yours faithfully**



COUNCILLOR PAXTON HOOD-WILLIAMS  
CONVENOR, WELLBEING SCRUTINY PERFORMANCE PANEL  
✉ [PAXTON.HOOD-WILLIAMS@SWANSEA.GOV.UK](mailto:PAXTON.HOOD-WILLIAMS@SWANSEA.GOV.UK)