



CITY AND COUNTY OF SWANSEA

Dinas A Sir Abertawe

Councillor Mark Child
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Civic Centre
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Dyddiad:*

28/08/2014

Dear Councillor Child

Well Being Performance Panel on 11 August 2014

The Panel met on 11 August 2014 to consider the monitoring and performance outcomes for disability services for adults. We also discussed your response to our letter of the 28 June and the new configuration for the scrutiny of wellbeing matters.

The response to Conveners letter of 28 June

We discussed your response to our letter in some details which resulted in a few further issues we wish to ask you, namely:

- How do we ensure that people with dementia are doing the regular check of their Telecare Alarm to ensure their alarm is working? Are we satisfied that those people/family/carers have the knowledge and ability to carry out this regular check?
- In relation to home care services and the reply on page 3 of your letter, you make no reference to who delivers carers assessments and support. Could you update us on this?
- Also, do we monitor how effective the training is in relation to those services mentions on page 3 of your letter? For example, do we ensure that all new staff are trained quickly by external providers?

Monitoring and performance outcomes – disability services for adults

The Head of Adult Services presented the report on this matter and we then discussed this issue in detail. The information provided separated out the performance of services to younger adults (18-64 years) from the services as a whole. We were informed that the aim of the service is to support people to achieve maximum independence and to stay in their own home and in the

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communities in which they live. One of the major challenges is around enabling communities to understand and welcome people that have disabilities. We were also informed that we provide a good service for younger people with disabilities but we haven't yet taken that as far as we could have in enabling people to live as independently as possible.

We recognise the difference that supported living as opposed to residential care can have not only in huge financial savings to the tax payer but to the life of the individual in being able to make so many more choices about their life and the way they want to live it.

It was highlighted that residential services are an expensive option at £250,000 plus per year for an individual which is an unsustainable cost for large numbers of people in the future. We recognise that the reablement of people with disabilities is not only the most cost effective (at around £110,000 per year) but most importantly being supported in the community is the best option for most individuals. Although the panel did have concerns that some costs may be transferred to other public systems e.g. the benefit system. The Panel did notice that about 6% of people with disabilities still require residential care and that this figure has changed very little over recent years. The panel were pleased to hear that there was little need to place people outside of County because we have many of the support and services required within the area.

We were concerned about the high numbers of people in Swansea with Mental Health issues (as shown in the figures supplied – *page 14 of attached report*). We did recognise that the impacts of city living, deprivation and levels of substance misuse are a factor but the figure shown in comparison with other local authorities does seem to be disproportionately high and we questioned whether some research needs to be done in this area.

We also discussed the figures around safeguarding concerns (*page 7*). We did notice that the number of new safeguarding referrals had increased and asked why this was. We were informed that because the process of managing referrals had changed and this initially caused a change in what was recorded. This should now return to a more stable figure.

The panel agreed that the performance measures that are currently in place to measure this service area and that are specified by the Wales Government, do not adequately reflect the actual experience had by service users and we were keen to hear that the Wales Government was looking at a more 'outcomes based approach' to measuring performance, that will involve more service user engagement. The panel also felt that their work could benefit from this approach especially in relation to seeing services from service user perspective possibly through use of 'service user stories'.

We also discussed the issue of carer assessments and our concerns with the Head of Adult Services. Two of our key concerns were relating to how we ensure carers are identified for assessment and whether new carers are routinely offered an assessment.

Arising from our meeting we recommend that:

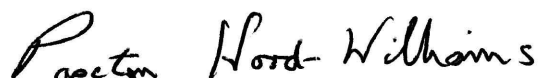
- Research is completed into why our numbers of people with Mental Health issues are disproportionately high in comparison to other local authorities and the impact that this has on services here in Swansea.

Configuration of the scrutiny of Wellbeing matters

The Panel had previously expressed concern to the Scrutiny Programme Committee about the size and workload of the Wellbeing Panel. The Scrutiny Programme Committee on the 4 August discussed these concerns and to address this have reconfigured the scrutiny of wellbeing matters, which will mean the Wellbeing Performance Panel in its current format will cease and wellbeing matters will be scrutinised using a different configuration of meetings. The Scrutiny Programme Committee will update you on their decision in due course.

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

Yours sincerely

A handwritten signature in black ink that reads "Paxton Hood-Williams". The signature is written in a cursive style with a large initial 'P'.

Councillor Paxton Hood-Williams
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