



CITY AND COUNTY OF SWANSEA
DINAS A SIR ABERTAWE

Councillor Mary Jones
Chair, Scrutiny Programme Committee

BY EMAIL

Please ask for:
Gofynnwch am:
Direct Line:
Llinell
Uniongyrochol:

Councillor Jane Harris
(01792) 636926

E-Mail / E-Bost:
Our Ref / Ein Cyf:
Your Ref / Eich
Cyf:
Date / Dyddiad:

cllr.jane.harris@swansea.gov.uk

JH/SH
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Dear Councillor Jones

Cabinet Member Question Session – 19 January

Firstly may I apologise for the delay in responding to your letter of 11 February 2015.

I would like to reassure the Panel that I entirely agree with your view that the success of the Introduction of the Local Area Coordination approach will be dependent on how we engage with communities. As the Panel will be aware we have identified 3 pilot sites across Swansea and I am pleased to inform you that interview for the 3 coordinators took place last week involving members of the local community in the recruitment process. This is an innovative approach to recruitment and has not been without its challenges but demonstrates our commitment to community engagement throughout the whole process.

There will be an article in the local media highlighting our approach so far and once in post the 3 coordinators will start to engage with local residents. We also have some other initiatives that will be supporting the Local Area Coordination approach and I am happy to present more information to the Panel on this at a later date.

COUNCILLOR/Y CYNGHORYDD
JANE HARRIS
CABINET MEMBER FOR SERVICES FOR ADULTS & PEOPLE /
AELOD Y CABINET GWASANAETHAU OEDOLION A PHOBL DDIAMDDIFFYN

CABINET OFFICE, THE GUILDHALL, SWANSEA, SA1 4PE
SWYDDFA'R CABINET, NEUADD Y DDINAS, ABERTAWE, SA1 4PE

☎ (01792) 636926

✉ cllr.jane.harris@swansea.gov.uk www.swansea.gov.uk



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The Panel is absolutely correct in identifying the very complex nature of managing demand and that it is not just about tightening up on eligibility criteria but often involves intervening earlier to prevent problems arising or progressing, both Local Area Coordination and the development of the Intermediate Care service are local examples of how we are developing ways of managing demand. We are now well on the way to developing the second phase of Intermediate Care which is all about identifying people with high support needs much earlier on and providing intensive support to enable them to remain independent for as long as possible.

I would like to reassure you that whilst the budget pressures we are facing are unprecedented and change is inevitable, we will ensure that any service changes are well thought through, are evidence based and that service users and carers and staff have played a part in shaping the proposals. An example of this commitment is our involvement of APSE in taking forward the recommendations contained within the Older Peoples review conducted by Cardiff University, which is now being progressed via the Commissioning workstream of the Sustainable Swansea Programme. I will update the Panel on how this area of work is progressing at subsequent Panel meetings.

Given the considerable changes that are taking place we have regular staff events where we discuss what the outcomes are for the Client Group to make sure that there are no gaps and to verify that the budget proposals are effective.

I look forward to working together to ensure our citizens have access to the right support at the right time delivered by the right people and welcome the oversight and challenge that the Panel continue to provide.

Yours sincerely

COUNCILLOR JANE HARRIS
CABINET MEMBER FOR SERVICES FOR ADULTS & VULNERABLE PEOPLE

COUNCILLOR/Y CYNGHORYDD
JANE HARRIS
CABINET MEMBER FOR SERVICES FOR ADULTS & PEOPLE /
AELOD Y CABINET GWASANAETHAU OEDOLION A PHOBL DDIAMDDIFFYN

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