



CITY AND COUNTY OF SWANSEA
DINAS A SIR ABERTAWE

**To/
Councillor Jane Harris
Cabinet Member for Adults &
Vulnerable People**

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SPC/2015-16/8

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*Date
Dyddiad:*

18 March 2016

Summary: This is a letter from the Scrutiny Programme Committee to the Cabinet Member for Adults & Vulnerable People following the meeting of the Committee on 8 February 2016. It is about Adult Social Services Performance, Social Care and Local Area Coordination.

Dear Councillor Harris,

Cabinet Member Question Session – 8 February

Thank you for attending the Scrutiny Programme Committee on 8 February 2016 answering questions on your work as Cabinet Member for Adults & Vulnerable People. We wanted to explore priorities, actions, achievements and impact in relation to your areas of responsibility. Thank you for providing a paper that gave us the headlines from your portfolio. We noted the overall priority to develop a response to individuals asking for help that is fit for people in the 21st century and cost effective, and specific objectives to deliver this. You emphasised a focus on ensuring services which fit the needs of people.

We are writing to you to reflect on what we learnt from the discussion, share the views of the committee, and, where necessary, raise any outstanding issues / actions for your response. The main issues discussed are summarised below:

Adult Social Services Performance

We looked at the results you provided for November 2015 and were concerned at the number of areas of performance (10 out of 17) with 'red' status. We sought assurance about the current situation and reasons behind the data.

OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU

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It was noted that a new performance framework was being developed to improve performance measurement and management, particularly in gathering more qualitative information and outcome measures, and ensuring closer alignment with priorities. You felt that some of the performance targets were too generic and needed to be more specific so the results were more measurable and meaningful.

We asked in particular about performance measure SCA002a (the rate of older people helped to live at home). You acknowledged that there was a lot to do to enable service users to continue to live at home and were exploring ways to improve, including efforts to develop a preventative agenda. You talked about the importance of reablement support following discharge from hospital, and working closely with health. The committee sought further information about the performance measure SCA002a, reasons behind the current performance, and efforts to improve.

Person Centred Care

We discussed this feature of the Social Service and Wellbeing Act 2014 that will be implemented in April 2016. You stated that this was about service users having an input into their own personal requirements and listening to what people say about what they need. However, you added that subsequent service and budget implications would also need to be assessed. It was noted that work was being done to develop a practice framework that meets the challenges of the Act.

Local Area Coordination

We talked about initiatives to help involve people in health and social care and the Local Area Coordination approach. The committee was aware that a review of the effectiveness of this approach was being carried out by Swansea University. You agreed to share this with the committee. Members of our Building Sustainable Communities Inquiry Panel recently met with one of the Local Area Coordinators and were encouraged by what they heard.

GP Service

We were concerned about the shortage of GPs in the area, and difficulties experienced by people in relation to making appointments. We asked about the reasons behind the shortage. You pointed out that this was a UK wide problem, and not specifically down to any local issues. Part of the problem was about hours / workload and other countries becoming more attractive to work. However, it was noted that GPs were looking at new ways of working to manage demand, and improve access to the service.

Prevention

We raised the issue of trips and falls and cost to the NHS. Reference was made to a recent presentation given to the Local Service Board. We highlighted the need for a holistic approach to ensure safety at home. For example, when the Council was doing any works within the home. You agreed that anything to help prevent a fall in the home would be welcome however the causes were not always down to physical features but the health of the individual.

Modern Slavery

We remarked on your reference to modern slavery within the paper provided to the committee. It was a stark reminder that this exists and there may be vulnerable people within our communities affected or at risk. We were concerned whether modern slavery / human trafficking was an issue locally. Whilst there appeared to be no evidence of any specific activity in Swansea, you stated that this was something that was being monitored and evaluated. We were interested in knowing how this is being done.

Alcohol Misuse

It was felt that more help was required for people with alcohol misuse issues (e.g. drinking within the home) although it was acknowledged that significant work was ongoing in relation to help with substance misuse. We noted that work on this was being done by the Healthy Cities initiative but you stated that you would have a closer look to see what is going on regarding alcohol misuse and share any information on this.

Finally, it was pleasing to hear you praise the work of our Adult Social Services Scrutiny Panel, including their continuing focus on budget issues.

Your Response

In your response we would appreciate your comments on any of the issues raised in this letter. We would be grateful, however, if you could specifically refer to our request for:

- further information on performance measure SCA002a, the reasons behind the current performance, and efforts to improve upon the rate of older people helped to live at home;
- the assessment into Local Area Co-ordinators conducted by Swansea University;
- a copy of the Older People's review conducted by Cardiff University; and
- further information on the monitoring and evaluation work in relation to modern slavery.

Please provide your response by 8 April. We will then include both letters in the agenda of the next available committee meeting.

We look forward to meeting you again to follow up on portfolio developments and hearing about achievements and impact.

Yours sincerely,

A handwritten signature in black ink that reads "Mary Jones". The signature is written in a cursive style with a large initial 'M'.

COUNCILLOR MARY JONES

Chair, Scrutiny Programme Committee

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