



City and County of Swansea

Notes of the **Scrutiny Performance Panel – Adult Services**

Committee Room 5 - Guildhall, Swansea

Tuesday, 19 March 2019 at 3.30 pm

Present: Councillor P M Black (Chair) Presided

Councillor(s)

P R Hood-Williams
G J Tanner

Councillor(s)

S M Jones

Councillor(s)

J W Jones

Co-opted Member(s)

T Beddow

Officer(s)

David Howes
Liz Jordan
Deborah Reed

Director of Social Services
Scrutiny Officer
Interim Head of Adult Services

Apologies for Absence

Councillor(s): C A Holley, P K Jones, E T Kirchner and H M Morris

Co-opted Member(s): Katrina Guntrip

1 Disclosure of Personal and Prejudicial Interests.

No disclosures of interest were made.

2 Notes of meeting on 19 February 2019

The Panel agreed the notes as an accurate record of the meeting.

3 Public Question Time

No members of the public were present at the meeting.

4 Update on Commissioning Review - Domiciliary Care and Procurement

Deborah Reed, Interim Head of Adult Services updated the Panel on the re-procurement of domiciliary care and respite at home service in Swansea.

Discussion points:

- Authority is looking to claw back 50% of the 27% it estimates providers are under delivering

- Authority anticipates the new system will be better in meeting the current shortfalls as currently providers do not want to take on rural areas. By offering a rural premium it is hoped this will increase the number of packages of care in these areas
- Quality is being built into the process as zones have been constructed on efficient runs so helping providers put in bids which are more efficient for them. This will help us to commission a quality service. Also providers will have to pay expenses for travel, carry out proper appraisals etc.
- Panel requested to see questions on quality included in the tendering requirements.
- Panel to revisit this item in late Summer / early Autumn to look at the outcomes of this process.

Actions:

- Circulate to Panel questions on quality included in tendering requirements
- Add to work programme 'Outcomes of Re-Procurement Process – Domiciliary Care and Respite at Home'.

5 Adult Safeguarding Update - presentation

The Panel received a presentation updating on Adult Safeguarding in Swansea.

6 Safeguarding: Modern Slavery / Human Trafficking - presentation

The Welsh Government Anti-Slavery Coordinator, Stephen Chapman, attended the meeting and gave a short introduction about the role he carries out. The Crime Agency has just published a document which he will send to the Panel for information. The Panel was informed that we are in a far better situation now as we are aware of the issue. A lot is being done but there is a lot more to do.

Deborah Reed updated the Panel about this issue in Swansea.

Discussion points:

- Lots of ways to identify the people involved.
- We are the only country using MARAC (Multi Agency Risk Assessment Conference) to help with this issue. In Swansea MARAC meets on demand.
- We do not know the true number of people being held in slavery. Think it is in the thousands in Wales
- There is a modern slavery helpline which people can use to report it. This is beginning to be used more.

Actions:

- Crime Agency document to be circulated to the Panel for information.

7 Care Inspectorate Wales Inspection Report on Domiciliary Support Services

Dave Howes, Director of Social Services briefed the Panel on the outcomes of the inspection by CIW on Swansea Council Domiciliary Support Services.

Discussion points:

- Verbal feedback from inspectors was excellent. Really positive feedback around staff and managers leading the service
- Some issues still to address but these are in hand
- All feedback around practice delivery was very positive especially the verbal feedback
- CIW inspection reports on providers will be used as part of the process for deciding on tenders. These are used as business as usual. It is part of how the Service contract manages at present
- Agreed the aspects of the in house service that inspectors praised were what the Department should look for in the services it is seeking. Panel will expect to see much of this in the information being provided to the Panel under item 4 on questions on quality included in tendering requirements.
- Local inspectors will expect to see the Action Plan and will monitor implementation of it
- Panel feels personal plans should be more reflective of individual needs. This is in respect of some of the re-ablement works. The Service will be doing something about this.

8 Work Programme Timetable 2018-19

The Panel considered the work programme.

9 Letters

Letter received and considered by the Panel.

The meeting ended at 5.30 pm