



## Report of the Cabinet Member for Care, Health and Ageing Well

Adult Services Scrutiny Performance Panel - 28<sup>th</sup> January 2020

### POLICY COMMITMENTS

<b>Purpose</b>	To update the Panel on the delivery of the Council's Policy Commitments and how they translate to Adult Services.
<b>Content</b>	This report includes the full set of Policy Commitments as agreed by full Council on 26 <sup>th</sup> July 2017, which apply to Adult Services. The report provides the most recent information that has been provided, which identifies measures of success, progress to date, RAG status and Lead Cabinet Member/Officers.
<b>Councillors are being asked to</b>	Give their views on the delivery of the Policy Commitments as they apply to Adult Services.
<b>Lead Councillor(s)</b>	Cllr Mark Child, Cabinet Member for Care, Health and Ageing Well.
<b>Lead Officer(s)</b>	Dave Howes, Director of Social Services. Alex Williams, Head of Adult Services.
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## **1. Background**

- 1.1 Full Council adopted the Policy Commitments for the current term at its meeting on 26<sup>th</sup> April 2017.
- 1.2 118 Policy Commitments were adopted. Of these some will be delivered either wholly by Adult Services or in partnership between Adult Services, other parts of Social Services and Housing and Public Protection.
- 1.3 This paper identifies those commitments as they relate to Adult Services, and what progress has been made to date.
- 1.4 The Adult Services Scrutiny Performance Panel received a paper on the delivery of the Policy Commitments in February 2019. This paper provides an update on the progress made with the delivery of these Policy Commitments.

## **2. Adult Services Policy Commitments**

- 2.1 The Policy Commitments and progress to date is set out in the table below.
- 2.2 It should be noted that for some of the Policy Commitments, Adult Services is not solely responsible but the Policy Commitments will be delivered in partnership with other parts of the Council, most notably Housing and Public Protection, and other parts of Social Services.
- 2.3 The RAG status adopted denotes whether achievement of the Policy Commitment is on track; green – on track, amber – a slight delay, red – a significant delay.

<b>Policy Commitment</b>	<b>Success criteria</b>	<b>Progress from October 18 to March 2019</b>	<b>Progress from April 2019 to September 2019</b>	<b>Overall RAG status</b>	<b>Lead CM &amp; Officer</b>
Promoting Community Safety					
<i>57. Support people to live independently by ensuring a network of local area co-ordinators is established to cover the whole of Swansea.</i>	Expansion to all 22 areas identified within the City and County of Swansea  Demonstrable social return of investment	11 Local Area coordinators are now in post and funding has been received from partner organisations towards some of these. Transformation bids have been agreed for an additional 5 LAC posts and a Deputy Manager posts to progress expansion.	Transformation bids have been agreed for 5 additional LAC posts and 2 Deputy Manager posts (the 2 DM posts have been appointed).	Green	Cabinet Member for Care, Health and Aging Well and the Head of Adult Services
<b>Policy Commitment</b>	<b>Success criteria</b>	<b>Progress from October 18 to March 2019</b>	<b>Progress from April 2019 to September 2019</b>	<b>Overall RAG status</b>	<b>Lead CM &amp; Officer</b>
Building Better, Affordable and Energy Efficient Homes					
<i>83. Support independent living; provide improved</i>	A Commissioning Strategy for Older People in place,	Regional Commissioning Strategy for Care Homes developed and to be	A Regional Commissioning Strategy for Care Homes has been developed and	Green	Cabinet Member for Care, Health

<p><i>options for older people; increase funding for housing co-operatives and mutual housing, and prioritise those in housing need, especially the homeless.</i></p>	<p>which identifies population needs in relation to accommodation. Market development to support the need.</p>	<p>reviewed during 19/20. Implementation of Swansea Council Commissioning Review for Care Homes preferred option now underway. Re-organisation of commissioning responsibilities within adult service commissioning team will allocate responsibility for developing wider OP accommodation and support needs strategy to designated commissioning officer by Autumn 2019</p>	<p>will be reviewed during 19/20. The implementation of the Council's Review of Care Homes - the preferred option now underway. The re-organisation of Commissioning responsibilities within the Adult Services Commissioning team will allocate responsibility for developing a wider OP accommodation and a support needs strategy to a designated Commissioning Officer by spring 2020, following further work by the People Directorate Commissioning teams.</p>		<p>and Aging Well and the Cabinet Members for Homes and Energy, and the Head of Adult Services and the Head of Housing.</p>
<p><b>Policy Commitment</b></p>	<p><b>Success criteria</b></p>	<p><b>Progress from October 18 to March 2019</b></p>	<p><b>Progress from April 2019 to September 2019</b></p>	<p><b>Overall RAG status</b></p>	<p><b>Lead CM &amp; Officer</b></p>
<p>Independence Dignity and respect</p>					
<p><i>94. Promote independent living,</i></p>	<p>Appropriate services are in</p>	<p>Model in place to support people at home. Re-</p>	<p>In line with previous update, model in place to</p>	<p>Green</p>	<p>Cabinet Member for</p>

<i>providing people with the support to live in their own homes with dignity and respect as long as they want.</i>	place to support people at home for longer.  Numbers of funded residential and nursing places decrease.	procurement of Domiciliary Care services has commenced. Contract awards for new services to complete by October 19.	support people at home.		Care, Health and Aging Well and the Head of Adult Services.
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Prevention and Health Promotion					
<i>95. Deliver integrated services to ensure a continued focus on prevention and early intervention - investing in the conditions which maintain independence and support families, rather than dealing with the consequences of family breakdown and ill health.</i>	Adoption and the implementation of the Western Bay Model for Intermediate Tier Services.  Adoption and implementation of the new Adult Services Practice Framework.  Development and Delivery of the	The City and County of Swansea has adopted the Western Bay Model and committed to deliver all elements of the model. All elements of the model are now fully implemented. More people are consequently supported at home, particularly through residential and home-based Reablement services allowing them to be supported at home for longer.	Collaborative Communication is continuing to be rolled out throughout Adult Services to ensure that a strength based outcome focussed approach for individuals is implemented, providing them with greater choice and control. Local Area Coordination is continuing to be expanded to ensure a preventative approach continues.	Green	Cabinet Member for Care, Health and Aging Well and the Head of Adult Services.

	<p>Adult Services offer in relation to the Council's Prevention Strategy.</p>	<p>The Adult Services Practice Framework sets out a new approach which will have a much greater focus on prevention and early intervention and strengths based/outcome focussed conversations and attempt to support people earlier in the continuum rather than when they reach crisis. The training Programme which underpins the Adult Services Practice Framework is underway. To date 16 cohorts across Adult Services have received training.</p> <p>The Prevention Strategy has now been agreed. The offer in relation to Adult Services is now in development and includes key existing initiatives such as the development of Information, Advice and Assistance, Local Area</p>			
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		<p>Coordination, and the Supporting People Programme.</p> <p>Commissioning reviews for younger adults' services are progressing. These will assess further opportunities for developing more preventative approaches.</p>			
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<p><i>96. Review the effectiveness of social service provision and reinvesting and redesigning services to make them sustainable for the long term.</i></p>	<p>Completion and agreement of the preferred options of the 4 Adult Services Commissioning Reviews, in relation to:</p> <p>Domiciliary Care</p> <p>Residential Care for Older People</p>	<p>Domiciliary Care re-procurement has commenced. Contract Awards to be completed by October 19. Preferred options for Residential and Day Services are in the process of being implemented.</p> <p>Commissioning Review underway for LD, MH YAPD services. Re-commissioning of LD supported living services</p>	<p>Domiciliary re-procurement concluded and contracts awarded. A Project Board is being established to implement preferred options for residential care (stage 6 of the corporate process). Re-commissioning of LD Supported Living services is Underway (tranches 1 and 2 completed and tranches 3 and 4 to conclude by Summer</p>	<p><b>Green</b></p>	<p>Cabinet Member for Care, Health and Ageing Well and the Head of Adult Services.</p>

	Day Services for Older People  Accommodation and Day Related Support for People with Learning Disabilities, Physical Disabilities and Mental Ill-Health.	currently underway. Gateway 2 Options for MH supported Living services to be concluded during May 2019. Creation of Gateway 2 options for Res Care, Day Services and Dom care services to follow at quarterly intervals and conclude by end of 2019.	2020. Gateway 2 options for MH Supported Living concluded in July. Creation of Gateway 2 options for Res Care, Day Services and Floating Support to be concluded by Summer 2020.		
<b>Policy Commitment</b>	<b>Success criteria</b>	<b>Progress from October 18 to March 2019</b>	<b>Progress from April 2019 to September 2019</b>	<b>Overall RAG status</b>	<b>Lead CM &amp; Officer</b>
<i>97. Work with other partners to identify investment opportunities for new facilities to create sheltered accommodation, and extra care facilities to deliver next generation elderly care services.</i>	See Policy Commitment 83	See Policy Commitment 83	See Policy Commitment 83	Green	
<i>98. Help people stay healthy and age well</i>	Delivery of the Ageing Well Plan	Live Well, Age Well is an objective of the PSB and	- The PSB objective Live Well, Age Well and has	Green	Joint Adult Services and



		an action plan has been developed. However, it has been recognised that this is very wide and we are refocusing to ensure that each objective has clear steps and actions that the PSB can make a difference in delivery.	been revisited to reflect a life stages approach to being healthy and ageing well in Swansea, ensuring that the membership of discussions regarding this is reflective of the PSB and that the right people to achieve this objective are participants to moving forward the discussion. - Work to identify barriers and areas for development has been undertaken to take forward the work in the Ageing Well Plan and identify priorities moving forward.		Poverty and Prevention: Cabinet Member for Care, Health and Aging Well and the Head of Adult Services.
<b>Policy Commitment</b>	<b>Success criteria</b>	<b>Progress from October 18 to March 2019</b>	<b>Progress from April 2019 to September 2019</b>	<b>Overall RAG status</b>	<b>Lead CM and Officer</b>
<i>99. Adopt the new Welsh Community Care Information System and work with regional and</i>	Signing of the Deployment Order  Implementation	Implementation is progressing as planned. - Workshops are ongoing to map the 'to be' processes	The "Go live" date has been delayed until June 2020 by the supplier, due to a delay in the availability of substance misuse	Green	Joint Social Services and ICT: Cabinet Member for

<p><i>health service partners and re-design services to ensure greater integration and collaboration between health and social care systems to improve patient services.</i></p>	<p>of WCCIS</p>	<ul style="list-style-type: none"> <li>- Data Migration Pass 1 commenced on schedule</li> <li>- Configuration of Swansea documents has begun in the system</li> <li>- Swansea Project Team working closely with Regional WCCIS Team as well as Health Teams</li> </ul>	<p>functionality.</p> <p>Implementation is progressing. Data migration phases 1 and 2 have been completed and configuration of forms is 80% complete. Configuration of dashboards, workflows and reports has commenced.</p> <p>The Regional structure has been revised with new data, technical and business change groups set up to ensure that Swansea works closely with partners to ensure a consistent implementation approach across the region.</p>		<p>Care, Health and Aging Well and the Cabinet Member for Business Transformation and Performance Chief Social Services Officer and the Director of Resources.</p>
<p><b>Policy Commitment</b></p>	<p><b>Success criteria</b></p>			<p><b>Overall RAG status</b></p>	<p><b>Lead CM &amp; Officer</b></p>
<p>Helping people recover</p>					

<p><i>100. Invest in services to help people re-able and recover so that they are able to return to living an active and productive life.</i></p>	<p>Number of people supported at home increases.</p>	<p>Services are in place to support people at home in line with the previous update, and there is ongoing investment in home-based and residential-based reablement services.</p>	<p>Services are in place to support people at home in line with the previous update, and there is ongoing investment in home-based and residential-based reablement services. Opportunities to develop community based models which promote independence are being explored (community catalyst type provision to develop micro enterprises, social enterprises, shared care arrangements etc which can reduce escalation of need).</p>	<p>Green</p>	<p>Cabinet Member for Care, Health and Aging Well and the Head of Adult Services.</p>
<p>Focusing on those most in need</p>					
<p><i>101. Focus resources for residential care on those with the most complex needs so that they are properly supported</i></p>	<p>See Policy Commitment 95</p>	<p>Commissioning Review of Residential Care for Older People is now complete, following Cabinet decision on 20th September 2018. Agreement to refocus internal service on complex needs, as well as</p>	<p>The Commissioning Review of Residential Care for Older People is now complete, following Cabinet decision on 20th September 2018. Agreement to refocus internal service on</p>	<p>Green</p>	<p>Cabinet Member for Care, Health and Aging Well and the Head of Adult Services.</p>

		residential reablement and respite. Outcome now being implemented. Implications around requirement for Health Board to contribute CHC funding towards cost of these service is being considered further.	complex needs, as well as Residential reablement and respite. The preferred option is now being implemented. Implications related to the requirement for the Health Board to contribute to CHC funding is being considered further.		
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Older people					
<i>102. Work with older people and the Older People's Commissioner for Wales to establish a Charter for Older People to ensure that our commitment is delivered.</i>	Establishment of a Charter for Older People.	Embedding a Rights Approach for Older People report written with a range of recommendations included. Draft poster developed and a rights based approach embedded within the Ageing Well Engagement Plan. Discussions have begun with Adult Social Services and a working group established to explore incorporating a rights based approach into	<ul style="list-style-type: none"> <li>- Work continues with Adult Social Services to explore incorporating a rights based approach into staff inductions, on-going training, strategies and assessment tools etc.</li> <li>- We are working closely with the Older Person's Commissioners Office and CADR at Swansea University to ensure meaningful mechanisms for engagement of citizens 50+ within the "Live Well,</li> </ul>	Green	<p>Joint priority between Poverty and Prevention and Social Services.</p> <p>Cabinet Member for Care, Health and Aging Well and the Head of Adult Services and the Head of Poverty and Prevention.</p>

		staff inductions, on-going training, strategies, actions plans and assessment tools etc.	Age Well Forum". - Three Forums have already been held in relation to Digital Inclusion, Transport and Staying Safe with a fourth form planned for February. - We continue to work with the Commissioners Office to support on-going work and campaigns such as #Everyday Ageism etc.		
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Swansea – a Dementia Friendly City					
<i>103. Working with partner organisations, local employers and the third sector. Develop Swansea's status as the first Dementia Friendly City in Wales.</i>	Achieving Dementia Friendly Status.	Dementia awareness training continues to be rolled out across the authority to train staff as Dementia Friends. Grant funding awarded to continue the delivery and further development of coproduced Dementia Friendly Generations	Dementia Friendly Schools  - The Integrated Care Funded (ICF) project is now in year 2. A collaborative digital storytelling project to bring together the young and older people of Swansea to create an understanding	Green	Cabinet Member for Care, Health Aging Well and the Head of Poverty and Prevention.

		<p>(schools awareness programme) and Dementia Friendly Homes (working with family members to increase knowledge, awareness and practical skills to support a dementia friendly home). Working with Adult Social Services to increase awareness of dementia across all service areas Working with partners to develop dementia friendly social initiatives such a Sporting Memories (Ospreys Community) A Dementia Friendly Swansea Action Plan and Engagement Plan has been developed by the Life Stages Team. Work continues to explore options around a school specific dementia resource pack. Two schools and Care Homes have been completing the pilot phase of Dementia Friendly Schools with a</p>	<p>of Dementia and to explore issues around being young and old, to learn from each other and to celebrate those moments through finding and telling our stories.</p> <ul style="list-style-type: none"> <li>- The pilot project ended with Pontarddulais Comprehensive School awarded Dementia Friendly School status officially recognised by the Alzheimer's Society and the first School in Swansea to receive this award. Bishopston Primary school are to submit their application this term and will also be awarded Dementia Friendly School status.</li> <li>- As a result of the successful pilot, 7 more Primary Schools and 2 Comprehensive Schools are now working towards Dementia Friendly School status with support from the Life Stages Team,</li> </ul>		
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		<p>celebration/evaluation session planned for April/May 2019 with a view to extending the initiative.</p>	<p>Adult services and our partners the Alzheimer's Society and People Speak Up (PSU). Dementia Friends training is planned for November and will include 4 pupils from Pontarddulais Comp along with the Dementia Friendly School lead teachers/support staff of the 11 schools we are currently working with. A Digital Storytelling workshop delivered by PSU is also planned for November 2019.</p> <p>Dementia Friendly Homes - A dementia inclusive life story project empowering 4 older people living in Swansea, their families and their carers to enhance community communication, resilience and connectivity and enable older people living with dementia to be part of their own solution. To</p>		
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			create an alternative approach to dementia inclusivity and strategic dissemination. PSU are currently working with 2 families in the Swansea area to deliver this project with another 2 referrals identified. We have worked with Local Area Co-ordination and Swansea University Health Board to identify families who would benefit from this project.		
<b>Policy Commitment</b>	<b>Success criteria</b>	<b>Progress from October 18 to March 2019</b>	<b>Progress from April 2019 to September 2019</b>	<b>Overall RAG status</b>	<b>Lead CM &amp; Officer</b>
Public Interest above Private Profit					
<i>104. Intervene in the social care provider market and explore how it can expand the provision of council run services. Specifically we will work in social and</i>	Adoption of Commissioning Strategies in relation to client groups which identify population need and service	Commissioning Strategies agreed by Cabinet in April 2018 in relation to Physical Disabilities, Learning Disabilities and Mental Ill-Health. Re-commissioning of LD services to deliver strategy objectives is now	Commissioning Strategies agreed by Cabinet in April 2018 in relation to Physical Disabilities, Learning Disabilities and Mental Ill-Health. Re-commissioning of LD services to deliver strategy objectives is now	Green	Cabinet Member for Care, Health and Aging Well and the Head of Adult Services.



<i>residential care to ensure, where provision is of last resort, that there is a diverse range of suppliers, including not-for-profit, cooperative and social enterprise providers.</i>	provision required.  Service reviews and market development linked to those Commissioning Strategies	underway and is scheduled to conclude in March 2020. Commissioning Reviews being progressed for Res Care, Day Service and Dom Care Services and MH supported Living Services (Gateway 2 options for each to be generated by Dec 2019).	underway and is scheduled to conclude in May 2020. Commissioning Reviews being progressed for Res Care, Day Service and Dom Care Services and MH supported Living Services (Gateway 2 options for each to be generated by Summer 2020).		
<b>Policy Commitment</b>	<b>Success criteria</b>	<b>Progress from October 18 to March 2019</b>	<b>Progress from April 2019 to September 2019</b>	<b>Overall RAG status</b>	<b>Lead CM &amp; Officer</b>
Investing in Our People					
<i>105. Continue to invest in our staff at all levels in social services and build stronger links with Swansea's universities and others, so that providers of these vital services keep abreast of best</i>	Development and Implementation of overall Workforce Development Plan for Adult Services and Child and Family Services.  Ongoing work with the	Training Needs Analysis are complete and workforce development plans are progressing.	Training Needs Analysis are complete and workforce development plans are progressing. We continue to work with and strengthen our links with the University.	Green	Cabinet Member for Care, Health and Aging Well and the Chief Director of Social Services.

<i>practice and new innovations in research, treatment and delivery.</i>	University to develop social work practice and learning from best practice.				
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### 3 Conclusions

3.1 The Scrutiny Performance Panel is asked to consider the delivery of the Policy Commitments as they relate to Adult Services.