



To:
Councillor Mark Child
Cabinet Member for Care, Health and
Ageing Well

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Date 26 March 2020
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Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Care, Health and Ageing Well following the meeting of the Panel on 17 March 2020. It covers Progress on WAO Recommendations and Adult Services Complaints Annual Report.

Dear Cllr Child

The Panel met on 17 March to receive an update on progress on WAO recommendations relating to 'The Front Door to Adult Social Care' and to discuss the Adult Services Complaints Annual Report 2018-19. We would like to thank you, Simon Jones and Sarah Lackenby for attending to present the items and answer the Panel's questions. We appreciate your engagement and input.

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

Progress on Wales Audit Office Recommendations relating to 'The Front Door to Adult Social Care'

Simon Jones, Social Services Strategy and Performance Improvement Officer attended to brief the Panel on how Swansea is performing against the recommendations.

We heard that WAO has no overarching concerns for Swansea and that you are relatively relaxed about the report.

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We were informed that the report highlights the difference across Wales in how the Dewis Cymru system is being used. We heard that Swansea currently has around 500 resources listed on the system and that the Council with the highest has 1200 resources listed. We also heard that Swansea has taken the wait and see approach and that there needs to be consolidation nationally.

We heard that the Council has a long term strategy for prevention.

We noted that in Appendix 1 there are only three actions with target dates in the table. We agreed that the actions with target dates be added to the forward work programme.

Adult Services Complaints Annual Report 2018-19

Sarah Lackenby, Chief Transformation Officer attended to update the Panel on this issue.

We were pleased about the compliments received. It shows the Department is making a difference and that staff are appreciated.

We asked the following questions which you agreed to provide a written response to:

Table 1

- Why have the number of complaints to the ombudsman doubled?

Table 2

- Why has the North Hub had a high level of complaints (28)?
- Why have we had 18 complaints for an 'unknown' location?

The item 'Briefing on Staff Sickness in Adult Services' was deferred to the next panel meeting.

We agreed that the Panel meeting scheduled for April would be cancelled.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please provide a response to the following by Thursday 30 April 2020:

1. Why have the number of complaints to the ombudsman doubled?
2. Why has the North Hub had a high level of complaints (28)?
3. Why have we had 18 complaints for an 'unknown' location?

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter Black', written in a cursive style.

PETER BLACK
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