

Councillor Chris Holley
Convener, Service Improvement and
Finance Scrutiny Performance Panel

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(By Email)

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Our Ref: AL/JG
Your Ref:
Date:

21 February 2023

Dear Councillor Holley,

Re: - Service Improvement and Finance Scrutiny Performance Panel meeting held on 17 January 2023 and the Sustainable Swansea Update.

Thank you for your letter following the Service Improvement and Finance Scrutiny Performance Panel on 17 January. Please find below a formal response to points in your letter.

1. With regard to the Panel's observations around the Parks and Cleansing review, improvements over recent years include:

- Restructure of the Cleansing Teams to introduce a dedicated Operational Team Leader and Operational Charge hands to improve communications and quality
- Improvement programme for the Public Toilet Infrastructure
- Increased toilet cleaning frequencies at peak times which have improved quality and reduced complaints
- Introduction of mechanical scrubbing of paving to improve cleanliness
- Introduction of Cleansing Ward Operative Teams
- Increased litter/dog bin cleaning, repair, and renewal
- Significant investment in playgrounds
- Increase in biodiversity through cut and collect operations for some grassed areas

2. The Panel requested further information on the impact of the Additional Learning Needs and Educational Tribunal Act (Wales) 2018 (ALNET), in particular where this is progressing under a different project.

This work was progressed under a dedicated transformation programme between 2019 and 2022. An Additional Learning Needs Strategy was developed for Swansea in 2019 to outline the transformation programme required to implement the ALNET Act successfully between 2019-2022. This was developed with key strategic partners and overseen by the ALN Strategic Board. The strategy was developed under six key themes:

- Transition
- Capacity
- Provision
- Quality
- Partnership
- Assessment

These themes were broken down into individual projects led by senior leads within the Additional Learning Needs and Inclusion Team (ALNIT) and with input from a number of key stakeholders. The whole programme was overseen by a dedicated transformation programme manager and the transformation programme was concluded in 2022 at which point a new strategy was developed to take forward the implementation of the act. The current implementation strategy is planned to be delivered between 2022 to 2025 and will continue to report to the ALN Strategic Board.

Progress of the 2019 – 2022 strategy has been reported regularly to the Education Scrutiny Committee using a tracker to measure progress. Attached are the most recently updated progress tracker and scrutiny reports for your information. These reflect the scale of this project, which has fully transformed provision for children and young people with additional learning needs in Swansea.

3. The Panel requested further information and clearly linking between the progresses made in the Social Services catering review and how these meet the intended outcomes.

It was found that savings could be made through the implementation of a revised service in consultation with the Catering Unit. Progress includes:

- Reduction in number of staff on shift per day
- Reduction in non-efficient staff hours
- Flexible hours built in for anomalies and unforeseen circumstances
- Overall reduction in core hours
- Overall reduction in food costs
- Overall reduction in annual staff cost
- Universal menu structure
- Comprehensive collection of costed menu items
- Recipe cards
- Portion control measures
- Nutritional analysis of meals
- Meal pre-ordering system
- Reduced and streamlined breakfast structure
- Easy-to-serve evening meal structure

All teams were provided with a manual, which included: Cleaning schedules, dietary information, food hygiene, information health & safety, job descriptions, kitchen logbook, recipes, templates to use and menus.

Benefits to the service and residents included:

- More choice and control over menus
- Portion control
- Supporting individual with dietary needs
- Recipe Cards so individuals can see what they would like to eat
- More awareness of health needs i.e., diabetes

4. With regard to the Panel request for more information on the Day Services Review, particularly regarding further action to review the demand for, and scope of internal and commissioned older people's day services post Covid.

The Adult Services Commissioning team will lead on the review of day centres internally and externally. This process is only at its initial stages however, the scope of the work will include a review of current use, capacity, increasing demand to support complex needs, further reshaping from the original review, and best use of the services going forward.

5. The Panel requested an update on whether feedback was collected from service users to gauge effectiveness and satisfaction.

All social care contracts have monitoring arrangements built into the contract service specification, which includes service user feedback to assess effectiveness and ensure the contract arrangements are meeting the outcomes for people. Over the past two years, the Council has not been able to collect this in the way that was originally anticipated, due to Covid. However, built into reporting and monitoring arrangements are sections that ask providers to collate feedback from service users. This is ongoing throughout the lifetime of the contract in order to inform service improvements as part of the commissioning cycle.

The department is also undertaking a large-scale consultation with service users to gauge satisfaction with services which have transferred under contract and will report findings to Scrutiny during September 2023.

Yours sincerely



Y Cyngorydd Andrea Lewis / Councillor Andrea Lewis
Dirprwy Arweinydd / Aelod y Cabinet dros Drawsnewid Gwasanaethau
Deputy Leader / Cabinet Member for Service Transformation