



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

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Date 9 September 2019
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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 30 July 2019. It covers the Update on West Glamorgan Transformation Programme Arrangements, Performance Monitoring, Review of Final Budget Outturn and CIW Local Performance Review and Letter.

Dear Cllr Child

The Panel met on 30 July to receive an update on West Glamorgan Transformation Programme Arrangements following review. They also discussed the Performance Monitoring Reports for May/June 2019, the Review of Final Budget Outturn for Adult Services for 2018/19 and the Annual CIW Performance Review and Letter. We would like to thank you, Dave Howes and Nicola Trotman 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:

Notes of Meeting on 20 June 2019

The Panel agreed the notes of the meeting on 20 June as an accurate record of the meeting.

Page 4 – Item 7 – Actions. Two round table events have been organised at the Carers Centre – 3 September and 4 September at 10am. The Panel would like to invite you and relevant officers to attend these events.

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Page 5 – Item 8. You informed us that the issues with RNIB are still under discussion and that the contract has been extended to 31 March 2020. You said that you were happy for us to keep an update of the RNIB on Scrutiny's forward agenda.

Update on West Glamorgan Transformation Programme Arrangements Following Review

Nicola Trotman briefed the Panel on arrangements following the review. This included an overview of the new West Glamorgan Partnership including Vision, Aims and Principles, governance and key workstreams under the three transformational boards.

We heard that the new structure is focussed on transformational issues.

Page 13 – the 'strapline' – We queried how increased wealth from wellbeing, health and care is measured. We were informed that one of the key priorities this year is to improve performance and develop short and medium term measures. We are interested in seeing how that work is progressing and the methodology.

Page 32 – governance structure – We were pleased to see that this structure diagram has been simplified.

The Panel queried whether there is a problem with scrutiny of regional partnerships. You felt that Swansea officers would have no problem with this and that you would encourage West Glamorgan Partnership board members to attend scrutiny if asked.

You informed us that, in your opinion, the principle should be that things are done regionally when you benefit from doing it regionally or done locally if it is better to do it locally. You felt the Youth Offending Service was a good example of this.

We heard that Swansea Council expects to implement WCCIS in March/April next year. In terms of the regional part, you were not sure when this would be implemented. We also heard that the Health Board should sign the deployment order around December 2019 and that NPT has agreed to do it but you are unaware of the timescale. You informed us that there are integrated targets and WCCIS will hopefully help monitor these.

We heard that the total amount of resource for West Glamorgan Partnership is £15m + £15.5m for two programmes.

We wanted to know where members come from for the Citizen's Panel. We were informed that this is a structured group ie interested stakeholders, but that membership is currently being developed. The Panel will come back to this question in the future.

We heard that you are trying harder to engage citizens in the decision- making and work of this Partnership and that a nominated member of the forums sit on the boards. The Panel feels that if you are looking to engage stakeholders, you should also be looking at non-executive councillors to be engaged in co-production.

We felt that in terms of transparency, the minutes of transformational boards should be available on the Partnership website. We were informed that currently they are not but

the minutes of the Executive Board are available. The Website is being re-designed so they could be included in future.

The Panel expressed its interest in seeing case studies of where the Partnership is doing well and where it is not doing so well. An item will be added to the Work Programme in 6 months titled 'West Glamorgan Partnership - 3 case studies showing where the Partnership is doing well and not doing so well'.

We feel there is a piece of work to be done by the Panel on scrutinising some of the regional projects.

Performance Monitoring

Dave Howes, Director of Social Services briefed the Panel on the Performance Monitoring reports for May/June 2019.

Page 37 – Carers Identified and Whether Wanted Carer Assessment – We heard that there is some evidence that carers are increasingly being offered a carers assessment. We felt that if identification of carers is based on carers support, not all carers would be identified.

Page 38 – Long Term Domiciliary Care – We heard that the figures are staying about the same but the Department expects to see a difference next year from the changes that have been made. The Panel had previously requested to see trends rather than just the last 2 months figures. Dave will go back and ask for this to be included in future reports.

We queried how Long Term Domiciliary Care is prioritised and were informed there are a series of indicators and that a safeguarding issue at home would have priority over someone in hospital, but this would have priority over someone out in the community (if no safeguarding issue).

Page 50 – Delayed Transfers of Care – We heard that there is a significant problem. In June 2019 there was the highest levels of delayed transfers of care for 24 months.

Review of Final Budget Outturn

Dave Howes briefed the Panel on the Adult Services Final Budget Outturn for 2018/19 and answered the Panel's questions.

CIW Performance Review and Letter

Dave Howes briefed the Panel on this item including an overview of the annual review of performance carried out by CIW and the letter to the Director of Social Services which summaries the evaluation of performance of social services during 2018/19.

We heard that there are new arrangements within the CIW annual performance review plan for 2019/20.

Within Adult Services, CIW will be looking at the Authority's arrangements aligned to the thematic inspections for people who receive care and support services.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please note that in this instance a formal response is not required.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter Black', with a stylized, cursive script.

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