



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

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Date 10 February 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 28 January 2020. It covers Update on Council's Policy Commitments, Annual Review of Charges and Performance Monitoring.

Dear Cllr Child

The Panel met on 28 January to receive an update on how the Council's Policy Commitments translate to Adult Services and to discuss the Director's Annual Review of Charges (Social Services) 2019-20 and the Performance Monitoring Report for October/November 2019. We would like to thank you, Dave Howes and Alex Williams 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:

Update on how Council's Policy Commitments translate to Adult Services

You updated the Panel on progress to date with the delivery of the Council's policy commitments in relation to Adult Services.

Commitment 104 – You stated that progress has been made on this commitment and that although you previously felt it should be amber you now feel that it is green. Cllr Jardine requested a copy of the procurement document for recommissioning of domiciliary care services and Alex Williams agreed to provide this.

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Commitment 57 – We heard that five more Local Area Coordinators have been appointed and have started work and that you are confident all areas will have a LAC by 2022. Alex Williams agreed to share with us the current position with LACs, once the information has been received.

Commitment 94 – We raised the issue that beds are not always available when carers want nursing respite, and that it takes a long time for requests for respite in the external sector to be responded too. We were informed that there is a limit to the number of respite beds available but the Council is trying to build into contracts a quick response to queries about availability of respite.

Commitment 83/97 – We queried if people in sheltered housing have the same access to care as people living in their own homes. We were informed that people in sheltered housing are treated no differently to people in their own home and that the Council provides the same level of care to anyone wherever they live. We also queried if the Council is going to provide any extra care developments or rely on the private sector. You informed us that there are no plans for the Council to provide extra care provision.

Commitment 83 – We queried if the Commissioning Strategy is regional and therefore includes NPT. We received confirmation that it is regional and that Swansea Council works within this strategy.

Commitment 102 – We queried what the date is for getting the Charter set up. You informed us that the desire was to have a good way of working and the Council may achieve this without having a Charter.

Director's Annual Review of Charges (Social Services) 2019-20

Dave Howes, Director of Social Services briefed the panel on the annual review of charges.

We asked about the process for recovering debts and Dave Howes agreed to provide further details about the process, particularly information about if bailiffs are used.

We queried if the wording on demands has been changed for Social Services' demands. We heard that a change to the wording has been requested and that this will be followed up to check if it has been implemented.

We queried if the increase/introduction of charges had an adverse effect on use. We heard that the Council has not seen a significant drop in use of day services (even though a charge has been introduced) but that use has changed. We also heard that further work needs to be done on categorisation of services.

We were unsure about how income generation is achieved from Direct Payments. Following discussion, it was confirmed that it is not technically income but is an abatement. We heard that direct payments are not used to purchase Council services, they are used to purchase external services.

We heard that the increase in the number of financial assessments undertaken has not led to the increase in income but that it is the introduction of charges in the past 2 to 3 years, which has led to the increase in income, so it has had its intended purpose. We were informed that in 2019/20 the increases are inflationary increases so there is no need for public consultation.

We asked if any new charges are planned and you confirmed that no new charges are planned in terms of personal care. However, the Department will routinely consider if there are any additional services that are not included in current arrangements.

We heard that the additional income streams the Department is looking for are outside the Council, for example, Welsh Government, Health Board, replacement for European funding.

Performance Monitoring

Alex Williams went through the summary performance monitoring report for October/November 2019.

We heard that the Council is not currently meeting the corporate target for number of carers identified.

We informed you that we would like built into the CCIS system, a way of recording the reasons why assessments are declined. Alex agreed to ask if this is possible.

We queried the length of time between an individual Wanting an Assessment and Receiving an Assessment. We also queried why there is such a difference between the number of people Wanting an Assessment and the number Receiving an Assessment in each month. Following the meeting, Alex provided the following response:

*“The difference between the number who wanted assessments and the number of assessments undertaken.....is due to the time lag between when assessments are requested and when they are undertaken.
Unfortunately, there is no way to capture in PARIS currently the length of time it takes to carry out an assessment from the point of time it is requested. This is something that we have asked to be built into CCIS with ALL assessments so we can track timescales. The only area that we can currently do this is in relation to Reviews.”*

We discussed the fact that from 1 February, the Council has the responsibility to threshold safeguarding enquiries for the Health Board via the Common Access Point. We heard that this will be challenging. We will want to keep an eye on this.

We queried what the position is with the legal change in relation to the Mental Capacity Bill and the impact of this. Alex agreed to provide a briefing note when available.

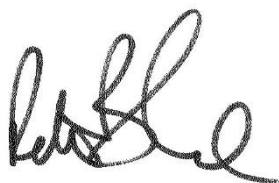
Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please provide the following by Monday 2 March 2020:

1. Current position on LACs, when available.

2. Further details about the process for recovering debt, including any use of bailiffs.
3. Feedback on whether request for change to wording for Social Services demands has been implemented.
4. Feedback on whether a way of recording the reasons why assessments are declined can be built into the CCIS system.
5. Briefing note on position with legal changes relating to the Mental Capacity Bill and impact of this, when available.

Yours sincerely

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

PETER BLACK
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