



To:
Councillor Clive Lloyd
Cabinet Member for Adult Social Care and
Community Health Services

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Date 07 April 2021
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Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Adult Social Care and Community Health Services following the meeting of the Panel on 09 March 2021. It covers Update on West Glamorgan Transformation Programme and matters arising from previous meeting.

Dear Cllr Lloyd

The Panel met on 9 March to receive an update on West Glamorgan Transformation Programme including the impact of the pandemic on the Programme and an update on the action plan following Wales Audit Office Report on the Integrated Care Fund.

We would like to thank you, Amy Hawkins and Kelly Gillings for attending to present the items and answer the Panel's questions. We appreciate your engagement and input.

Members of the Child and Family Services Panel and the Cabinet Member for Children's Services were also invited to this meeting, as the WAO report is relevant for both panels.

We are writing to you to reflect on what we learned 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:

Matters Arising from Previous Meeting

There was one matter arising from the previous meeting (Joint Social Services Panel) on 15 February in relation to the budget.

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We requested information on 'Outcomes Budgeting', the sorts of outcomes emerging that Social Services might be considering, especially in terms of integrated care. You stated it is very important we allocate resources in the best possible way to achieve the best possible outcomes. One example you gave was co-production and identifying a co-production strategy. You stated that partners and carers groups are really important in developing the initiatives we are going to see through the year. We heard that senior officers in Adult Services have been asked to work up what some of these initiatives will look like going forward, using the additional resource the Directorate has this year.

Other examples you gave were in relation to:

- Common Access Point – when the Council responds to a resident through the Common Access Point, how are we able to deal with their situation so it is resolved for them, and they do not come back to the Council within a 6 month or 12 month period. These sorts of measures help the Council understand if the Common Access Point system meets the needs of residents.
- Reablement – emphasis is still very much on keeping people as independent as possible, not in a care home environment. When people come out of hospital, for example, what are we able to provide for them? Are we able to provide them with a safe environment that does not necessitate domiciliary care, or can the Council review domiciliary care when they are having it and reduce it so they are in an environment that is independent and meets their needs going forward.
- Constant Hospital to Home review – reviewing this and looking at the best way of ensuring it meets the needs of our residents, so that resource/finance is working to the best outcomes for our residents.

We were very pleased to hear about some examples of 'outcomes budgeting' and look forward to hearing more about this at future meetings. In the meantime, can you please confirm if, for the coming year, we can expect to see the budget cast either wholly, or mainly, in outcome terms.

Impact of Covid-19 on the Programme

We heard about the Recovery Board and requested an overview of steps being taken in each of the four priorities. The Programme Director agreed to provide this.

We queried if there has been any conflict between the Regional Partnership Board (RPB) and Public Service Board (PSB), as at a scrutiny level we have not seen as much co-operation as we would like. It was confirmed that the RPB is in touch with leads for the PSB and that they have started to work together during the pandemic but not closely as both are getting on with their work and officers are not aware of any conflict. You confirmed that the driving force for bringing most of this together was RPB and not PSB and that going forward we have to establish the role that the PSB takes in terms of wellbeing and ensuring it does not overlap with RPB. We felt one of

the few positives from the pandemic is the way the Council and Health Board have worked together on this, particularly through the RPB and that this cooperation has to be maintained, whether through the PSB or RPB. You confirmed that the Integrated Head of Service role has made this much more sustainable, and more integrated working is something we aspire to.

We queried how effective the RPB has been in finding all carers. We heard that the Carers Partnership Board has held a number of sessions on how to identify carers, and that they are working with carers to identify other carers. We were pleased to hear this.

We queried if in terms of re-modelling acute care and community care services, there would be new components coming into it, for example, 24 hour domiciliary care services. The Programme Director agreed to investigate and come back with a response.

The Head of Service gave some assurance about the work they are doing in terms of statutory partners' involvement in some of the remodelling care approaches. We heard that through Adult Services transformation plans, picking up reviews and recovery groups they are looking at this at the moment and lessons learned from the pandemic. We were pleased to hear that we will see this work coming through scrutiny in the next year.

Update on Wales Audit Office Report on Integrated Care Fund and Action Plan

We were pleased to hear that all recommendations from the WAO Report have been dealt with through the Action Plan.

We queried in terms of the dynamics of integrated care across professional and situational boundaries, what research and academic input were being drawn upon to find things that help it work better, for example network theory. We received confirmation that there is a research, innovation and improvement network within Wales and they share best practice. They also work with Swansea on some parts of the Programme.

With regard to the Business Assurance Group, we requested to see two examples of reports they have done, to get an idea of the work they do. The Programme Director confirmed they meet regularly and will share some of their minutes with the Panel.

You informed the Panel that the RPB had managed to carry out hugely significant pieces of work as well as dealing with the pandemic during the last year and you expressed your thanks to them. We were very pleased to hear this.

The Panel agreed that it has dealt with the WAO report. The action plan dealing with the recommendations has been completed, and does not need to come back to the Panel again.

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 formal written response by Wednesday 28 April 2021 to the following:

- Confirmation if, for the coming year, we can expect to see the budget cast either wholly, or mainly, in outcome terms.
- Overview of steps being taken in each of the four priorities by Recovery Board.
- Briefing on any new components that may come into the re-modelling of acute care and community care services.
- Some copies of the minutes of Business Assurance Group.

Yours sincerely

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