



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

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Date 13 January 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 December 2019. It covers Carers Assessments and Local Area Coordination.

Dear Cllr Child

The Panel met on 17 December to discuss Carers Assessments and receive a briefing on Local Area Coordination. We would like to thank Alex Williams, Peter Field and Jon Franklin for attending to present the items and answer the Panel's questions. We appreciate their 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:

Carers Assessments

Peter Field briefed us on Carers Assessments including Social Services legal duties to carers, the services available and actions in place to improve services to carers. The briefing also responded to concerns raised by carers at various forums, including the focus group the Panel held with carers on 5 November 2019.

We queried if there is a limit to the number of days respite available for carers. We were informed that the maximum is 42 days. We heard that the Department is currently looking at how allocation is determined.

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We queried if there is enough provision for people to attend day services. We were informed that there is enough capacity to meet needs, as people want less and less the traditional day service. We heard that the Department is looking at what it provides as part of review. We also heard that there is a limit of 3 days per week for day services for older people but that it is on a case-by-case basis.

We were informed that of the 12,400 care assessments undertaken last year, the Department is unable to determine how many individuals this would be, as data is limited and they are not sure if data is accurate on the PARIS system. We heard that Social Services is moving over to the new WCCIS system so recording should improve.

We heard that the Department does not have a separate line in the budget for respite. We were informed that it is based on need and is not limited by budget. However, the Department would prefer to get to a position where there is a separate budget allocation for respite.

We stated that the Authority has a legal duty to undertake carer's assessments and that it should not be based on judgement. We were informed that the Department wants to get to the standard position of asking if a carer is involved, so that it is not based on judgement.

We queried how effective the Western Bay Valuing Carers Plan is and what outcomes are coming out of it. We were informed that the Regional Carers Partnership Board, of which we are a member, is satisfied that progress is being achieved in all areas. We requested that a written update on this Plan be provided to the Panel for information.

Local Area Coordination

Jon Franklin updated the Panel on the current position with the LAC team and showed the Panel two videos 'Pete's Story' and 'Hub on the Hill' to show the impact that is being made.

We heard that an evaluation was undertaken in 2016 by Swansea University. We were informed that a further evaluation has been proposed, and that Southampton University is planning that it will be a multi-site evaluation, to study the effect of LAC in three different locations including Swansea. We heard that further news is awaited about funding for the research, and the scope, but that it will focus in part on measuring the impact of preventative interventions. We agreed that the Panel be kept updated on progress regarding the proposed evaluation.

We heard that the Department's view on how to capture the impact, as a result of LAC, is by collecting statistics, using distance travelled tools and stories/narrative – which they feel is the important part. We also heard that the Department has some idea of cost avoidance, and could try to add this to some of the stories, but cannot measure easily or precisely the impact because it is a human one on lots of levels. We were informed that the Department is more interested in how to measure the impact in different ways rather than the costs.

We discussed the issue that not all areas have Local Area Coordinators. We heard that it is going to take a long time to have them in all areas but that an incremental approach is useful for learning.

We heard that expanding LACs to adjacent areas seems to have benefits but it currently depends on funding, which is quite restrictive. We also heard that it is still not known how Local Area Coordination would work in rural areas etc.

We were informed that the Authority does not know if it is seeing benefits from savings in the budget, as it is difficult to make a direct link.

Work Programme

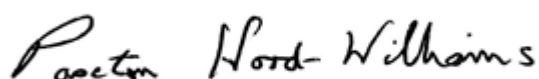
We agreed that the budget proposals for Adult Services will be discussed as an item at the February Panel Meeting. This Panel meeting has been re-scheduled from Tuesday 25 February to Monday 17 February as the budget proposals are due to go to Cabinet on 20 February 2020.

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 written response by Monday 3rd February 2020 to the following:

- Update on progress on Western Bay Valuing Carers Plan.
- Update on progress regarding the proposed evaluation of Local Area Coordination.

Yours sincerely



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