



Dinas a Sir Abertawe

Hysbysiad o Gyfarfod

Fe'ch gwahoddir i gyfarfod

Panel Perfformiad Craffu - Gwasanaethau I Oedolion

Lleoliad: O bell drwy Microsoft Teams

Dyddiad: Dydd Mawrth, 2 Mai 2023

Amser: 4.00 pm

Cynullydd: Y Cynghorydd Susan Jones

Aelodaeth:

Cynghorwyr: C A Holley, P R Hood-Williams, Y V Jardine, A J Jeffery, J W Jones, E T Kirchner a/ac C L Philpott

Aelodau Cyfetholedig: T Beddow

Agenda

Rhif y Dudalen.

- 1 Ymddiheuriadau am absenoldeb**
- 2 Datgeliadau o fuddiannau personol a rhagfarnol**
www.abertawe.gov.uk/DatgeluCysylltiadau
- 3 Gwahardd pleidleisiau Chwip a Datgan Chwipiau'r Pleidiau**
- 4 Cofnodion y Cyfarfod(ydd) Blaenorol** **1 - 8**
Derbyn nodiadau'r cyfarfod(ydd) blaenorol a chytuno eu bod yn gofnod cywir.
- 5 Cwestiynau gan y cyhoedd**
Rhaid cyflwyno cwestiynau'n ysgrifenedig, cyn hanner dydd ar y diwrnod gwaith cyn y cyfarfod fan bellaf. Rhaid i gwestiynau ymwneud ag eite mau ar yr agenda. Ymdrinnir â chwestiynau o fewn cyfnod 10 munud.
- 6 Adroddiad Blynyddol am Gwynion y Gwasanaethau I Oedolion 2021-22** **9 - 43**
Sarah Lackenby, Pennaeth y Gwasanaethau Digidol a Chwsmeriaid
- 7 Y diweddaraf am sut mae ymrwymadau polisi'r cyngor yn cael eu rhoi ar waith yn y Gwasanaethau I Oedolion** **44 - 55**

Gwahoddwyd:

*Louise Gibbard, Aelod y Cabinet dros Wasanaethau Gofal
David Howes, Cyfarwyddwr y Gwasanaethau Cymdeithasol
Amy Hawkins, Pennaeth y Gwasanaethau i Oedolion a Threchu Tlodi
Helen St John, Pennaeth y Gwasanaethau Integredig*

- 8 Y Diweddraf am Gynnydd yr Adolygiadau Comisiynu** **56 - 68**
Gwahoddwyd:

*Louise Gibbard, Aelod y Cabinet dros Wasanaethau Gofal
Amy Hawkins, Pennaeth y Gwasanaethau i Oedolion a Threchu Tlodi
Helen St John, Pennaeth y Gwasanaethau Integredig*

- 9 Adolygiad Panel y Flwyddyn 2022-23** **69 - 71**

Cyfarfod nesaf: 28 Mehefin 2023

Huw Evans

Huw Evans
Pennaeth y Gwasanaethau Democrataidd
Dydd Mawrth, 25 Ebrill 2023

Cyswllt: Liz Jordan 01792 637314

Agenda Item 4



City and County of Swansea

Minutes of the **Scrutiny Performance Panel – Adult Services**

Multi-Location Meeting - Gloucester Room, Guildhall / MS Teams

Tuesday, 21 March 2023 at 4.00 pm

Present: Councillor S M Jones (Chair) Presided

Councillor(s)

C A Holley
J W Jones

Councillor(s)

Y V Jardine
E T Kirchner

Councillor(s)

A J Jeffery

Co-opted Member(s)

T Beddow

Other Attendees

Louise Gibbard
Hayley Gwilliam

Cabinet Member – Care Services
Cabinet Member - Community

Officer(s)

Lee Cambule
Jon Franklin
Kelly Gillings
David Howes
Liz Jordan
Helen St John

Tackling Poverty Service Manager
Local Area Coordination Manager
Programme Manager, West Glamorgan Partnership
Director of Social Services
Scrutiny Officer
Head of Integrated Community Services

Apologies for Absence

Councillor(s): P R Hood-Williams and C L Philpott

1 Disclosure of Personal and Prejudicial Interests

Chris Holley and Jeff Jones declared a personal interest.

2 Prohibition of Whipped Votes and Declaration of Party Whips

No declarations were made.

3 Minutes of Previous Meeting(s)

Panel agreed the Minutes of the meeting on 31 January 2023 as an accurate record of the meeting.

4 Public Question Time

No questions were received.

5 Update on West Glamorgan Transformation Programme

Kelly Gillings, Programme Manager attended to update to the Panel on progress including background, governance arrangements, West Glamorgan Area Plan 2023-27, engagement and co-production.

Discussion Points:

- Panel queried how the Partnership intends to encourage volunteers in the community. Heard staff within partner organisations already work with individuals who want to volunteer. In addition, Swansea Council for Voluntary Service and Neath Port Talbot Council for Voluntary Service are developing a framework with people who are already volunteers to try and encourage more people to do it.
- Panel asked if it is possible to predict what the shift from looking after people in hospitals to looking after people at home actually means in terms of cost. Informed that for the majority of individuals who need 24-hour care, the offer would still likely be a more institutionalised setting. However, currently looking for more opportunities to support more people, who could be better enabled with care at home.
- Panel sought clarification on what is meant by 'virtual wards'. Heard it is a Health Board development and it is not physical wards. They are a step to support people to come out of hospital who still have clinical needs and provide ongoing care at home.
- Report states additional capacity has been created in domiciliary care with 1000 hours credited but 600 hours subsumed. Panel queried what this means. Heard plans were in place to increase domiciliary care capacity in-house and with external providers. However, not all additional hours could be used to support new packages of care as some providers had to hand existing packages of care back to the Council, due to staff shortages, and they still had to be delivered.
- Panel concerned there is more and more onus on unpaid carers looking after people in their own home. Heard there is a drive towards supporting a greater level of independence, but Social Services is struggling to meet this need as quickly as it would like and, in those circumstances, often unpaid carers step in and bridge the gap.
- Panel noted a Dementia Plan for Wales is being developed and queried how this might differ from current arrangements. Heard Dementia Standards are being pulled together by lots of individuals caring for people with dementia and from what has been learnt in the past. The lessons from across Wales should produce a framework by which individuals can be supported more effectively. Panel felt it would be useful to have a discussion on dementia, including case studies at a future meeting.

Actions:

- Add briefing on Dementia to future work programme.

6 Performance Monitoring

Helen St John, Head of Integrated Community Services briefed the Panel on the performance report for January 2023 and provided an update on the current situation in March 2023.

Discussion Points:

- Panel queried if new Welsh Government Guidance on nursing care is beginning to make any difference to the way resources are brought together if one is free on the NHS and one is not. Heard that for integrated community services, collaborative arrangements between Health Board and Local Authority work well, establishing the most appropriate support and care and making sure the financial debates do not get in the way. Director does not believe the updated guidance will greatly improve arrangements and believes the real solution is a pooled fund arrangement.

7 Local Area Coordination Update

Hayley Gwilliam, Cabinet Member for Community and relevant officers attended to update the panel on this issue, highlighting performance of this approach in 2022.

Discussion Points:

- Panel pleased to hear there is full coverage of local area coordinators (LACs) across Swansea and the central LAC team works hard to provide resilience if there are any vacancies.
- Panel queried how LACs identify people who are isolated. Heard LACs spend time in community locations encouraging people to talk to them about individuals they may be concerned about, people on their own who are isolated and vulnerable. They are then able to make connections and provide support.
- A 'Local Area Coordination in Swansea Guide' has been produced to raise the profile and awareness of LAC. Panel queried the target audience and if there is a leaflet which can be posted through people's doors. Heard the primary audience for the Guide is elected members. There is a leaflet which is used by all LACs to get themselves know in their areas but building relationships with individuals and making connections is the vital part.

8 Briefing on Annual Review of Charges (Social Services) 2022/23

David Howes, Director of Social Services briefed the Panel on this and informed the Panel that the proposals have been signed off by Cabinet. The report did not propose any new charges be implemented by Council but did recommend it should maintain an inflationary uplift of around 10% overall.

9 Work Programme Timetable 2022-23

Panel considered the work programme and noted items for the next meeting.

Minutes of the Scrutiny Performance Panel – Adult Services (21.03.2023)
Cont'd

The meeting ended at 5.35 pm



To:
Councillor Louise Gibbard
Cabinet Member for Care Services

Councillor Hayley Gwilliam
Cabinet Member for Community

Please ask for: Scrutiny
Gofynnwch am:
Scrutiny Office 01792 637314
Line:
Llinell
Uniongyrchol:
e-Mail scrutiny@swansea.gov.uk
e-Bost:
Date 21 April 2023
Dyddiad:

BY EMAIL

cc Cabinet Members

Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the relevant Cabinet Members. It covers West Glamorgan Transformation Programme, Performance Monitoring, Local Area Coordination and Annual Review of Charges.

Dear Cllrs Gibbard and Gwilliam

The Panel met on 21 March 2023 to receive an update on the West Glamorgan Transformation Programme, the Performance Monitoring Report for January 2023, an update on Local Area Coordination and to discuss the Annual Review of Charges (Social Services) 2022/23.

We would like to thank you and relevant officers 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 learned from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response.

West Glamorgan Transformation Programme

Kelly Gillings, Programme Manager attended to update us on progress including background, governance arrangements, West Glamorgan Area Plan 2023-27, engagement and co-production.

OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU

SWANSEA COUNCIL / CYNGOR ABERTAWE

GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE

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We queried how the Partnership intends to encourage volunteers in the community and heard that staff within partner organisations already work with individuals who want to volunteer. In addition, Swansea Council for Voluntary Service and Neath Port Talbot Council for Voluntary Service are developing a framework with people who are already volunteers to try and encourage more people to do it. The framework will give people information on what it means to volunteer including training and support.

The report says there is a move towards providing more care at home. We asked if it is possible to predict what the shift from looking after people in hospitals to looking after people at home actually means in terms of cost of fitting out homes with equipment, providing support etc. We were informed that for the majority of individuals who need 24-hour care, the offer would still likely be a more institutionalised setting, as to look after high numbers at home would be too resource intensive and unaffordable. However, you are currently looking for more opportunities to support more people, who with wraparound and integrated services, including a high level of reablement type interventions etc, could be better enabled with care at home.

We sought clarification on what is meant by 'virtual wards' and heard that it is a Health Board development, and that it is not physical wards. We were informed that it is a step to support people to come out of hospital who still have clinical needs and provide ongoing care at home. The support is provided by multi-disciplinary teams led by clinicians linked to GP practices.

The report states that additional capacity has been created in domiciliary care with 1000 hours credited but 600 hours subsumed. We queried what this means and heard plans were in place to increase domiciliary care capacity in-house and with external providers. Additional hours were created but at the same time there were providers who were struggling with their existing staff leaving domiciliary care, and that often these providers had to hand back packages of care to the Council, which still needed to be delivered. This meant that all of the additional hours created were not able to be used to support people who were not currently receiving domiciliary care, some had to be used to support people already receiving care. We were informed there has been a further net increase in hours since the report, and in the last month waiting lists for domiciliary care have reduced to similar levels to pre-covid which is a sign of recovery.

We expressed concern that there is more and more onus on unpaid carers looking after people in their own home. We heard there is a drive towards supporting a greater level of independence, which creates some issues as resources are limited. We noted that Social Services are struggling to meet this need as quickly as you would like and, in those circumstances, often unpaid carers step in and bridge the gap. We heard it is an issue but a reducing one. You added that we need to support carers to support their loved ones and urged carers in the community to take up the offer of having a carers assessment and to find out what support they can have, as there is support available.

We noted a Dementia Plan for Wales is being developed and queried how this might differ from current arrangements. We were informed that Public Health Wales is responsible for the Dementia Plan and Dementia Standards and that the Standards are being pulled together by lots of individuals caring for people with dementia and from what has been learnt in the past. We heard that these lessons from across

Wales should produce a framework by which individuals can be supported more effectively. We also heard that if they are successful in implementing both, the care and treatment of people with dementia would be much improved and that as a result of the new approach you expect to see changes being made to preventative services and services for people in the community. We were pleased to hear that in Swansea there is a new mental health lead practitioner in community services who is taking a lead role on the dementia support team and there is a much more joined up approach. We feel it would be useful to have a discussion on dementia, including case studies, at a future meeting and will add this to the future work programme.

Performance Monitoring

Helen St John, Head of Integrated Community Services briefed us on the performance report for January 2023 and provided an update on the current situation in March 2023.

We referenced a Welsh Government nursing care document offering interim guidance on nursing matters March 2023, which restates the definitions of funded nursing care. We queried if this is beginning to make any difference to the way resources are able to be brought together, if one is free on the NHS and one is not. We heard that for integrated community services, collaborative arrangements between the Health Board and Local Authority work well on establishing the most appropriate support and making sure the debates around money do not get in the way of putting in place the right care and support, and the financial side is sorted out afterwards. We heard that the Director does not believe the updated guidance will greatly improve arrangements for this.

We were informed that for other cohorts of the population it does not work as well, for example people with learning difficulties. Therefore, if an individual is living in the community and in crisis, they will still get urgent care and support but there is a lot of tension between organisations. We noted that there have been numerous attempts at rewriting guidance and all have failed and that the Director believes the real solution is a pooled fund arrangement.

Local Area Coordination update

We were pleased to hear there is full coverage of Local Area Coordinators (LACs) across Swansea and the central LAC team works hard to provide resilience if there are any vacancies.

We queried how LACs identify people who are isolated and heard the first job of LACs is to get to know people in the community, make connections and get known. They spend time in community locations encouraging people to talk to them about individuals they may be concerned about, people on their own who are isolated and vulnerable. They are then able to make connections and provide support. We were pleased to hear they are working in lots of different ways to make sure LACs are known and are contactable.

We noted that a 'A Local Area Coordination in Swansea Guide' has been produced to raise the profile and awareness of LAC. We think this guide is excellent and is very comprehensive but queried the target audience and if there is a leaflet which can be posted through people's doors and placed on notice boards to try and reach people in

real need. We heard the primary audience for the Guide is elected members, to help us understand more fully the role and how we can work closely with LACs. We noted that it will also be communicated out to other professionals and other team colleagues. We were informed that there is a leaflet which is held by all LACs and is something they use to get themselves know in their areas but building relationships with individuals and making connections is the really vital part.

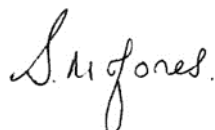
Annual Review of Charges (Social Services) 2022/23

David Howes, Director of Social Services briefed the Panel on this and informed us that the report has been signed off by Cabinet. We heard the report did not propose any new charges be implemented by Council but did recommend it should maintain an inflationary uplift of around 10% overall. We were informed the Department has not ruled out coming back to Cabinet in-year with recommendations about areas of service not fully charged for. We noted that charges described in the charging policy are not necessarily what an individual will end up being charged for their care as it is based on a financial assessment.

Your Response

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

Yours sincerely

A handwritten signature in cursive script that reads "S. Jones".

SUSAN JONES
CONVENER, ADULT SERVICES SCRUTINY PANEL
CLLR.SUSAN.JONES@SWANSEA.GOV.UK

Agenda Item 6



Report of the Cabinet Member for Service Transformation

Cabinet Member for Care Services

Adult Services Scrutiny Performance Panel – 2nd May 2023

COMPLAINTS REPORT 2021-22

Purpose	To present the Annual Complaints Report for 2021-22
Content	This report provides a summary of complaints performance across both Corporate and Social Services including complaints, comments, and compliments.
Councillors are being asked to	Discuss the Council's complaints performance for 2021-22 and the comments and compliments received from service users
Lead Councillor	Cabinet Member for Service Transformation – Councillor Andrea Lewis (Deputy Leader) Cabinet Member for Care Services – Councillor Louise Gibbard
Lead Officer	Sarah Lackenby
Report Author	Sarah Lackenby
Legal Officer	Debbie Smith
Finance Officer	Ben Smith
For Information	

1. Introduction

- 1.1. This report highlights the number of complaints received by the Council and the Public Services Ombudsman Wales (PSOW) during 2021-22.
 - 1.2. The Council recognises that complaints are a valuable resource, helping us to understand the needs and concerns of members of the public and to improve services. All complaints are taken very seriously and provide valuable customer insight.
- 1.1 The impact of the pandemic on services continued to be seen throughout 2021-22, including:
- The increased complexity of cases across all Social Services teams
 - Recruitment pressures across social care leading to staffing issues with providers
 - The reduction of available staff due to sickness absence
 - A delay in launching the new IT system, as the Council prioritised payments and support to residents and businesses. The new system will make the process easier for the public and more efficient for staff with improved reporting functionality. The aim is to go live with staff trained for the start of the new financial year, starting with Corporate Complaints.

2. Requests for Service (RFS)

- 2.1 A request for service is not a complaint (e.g., a request for service could be a request to repair an unlit lamp post, or missed bin collection). A complaint would only arise should the request for service not be properly dealt with.

3. Corporate Complaints

Appendix 1 contains all statistical tables referring to corporate complaints, comments, and compliments in this report.

- 3.1. Stage 1 Complaints (informal)
Informal complaints are defined as Stage 1 complaints and are dealt with by the relevant service areas. When a complaint spans several different service areas, the Complaints' Team will coordinate the handling of the complaints and provide a single, substantive response. All stage 1 complaints should be responded to within 10 working days.

1,274 Stage 1 complaints were received (see Appendix 1), which is an increase of 8% compared with the previous year (1,274 compared to 1,171 in 2020 - 2021).

3.2. Stage 2 Complaints

If a complainant is dissatisfied with the outcome of a Stage 1 complaint, they may request that the matter be investigated by the Complaints' Team, which is independent of the service department.

The Complaints Team will carry out an investigation, re-examining those issues with which the complainant remains aggrieved. This investigation will include a review of all relevant correspondence, often incorporates separate discussions with both the complainant and relevant officers from the service department(s) concerned, and should be responded to within 20 working days.

Complainants who remain unhappy with the outcome of the Stage 2 investigation by a Complaints Officer can refer their complaint to the Public Services Ombudsman for Wales (PSOW).

Of the 1,274 Stage 1 Complaints received only 154 (12%) disagreed with the original investigation and appealed to Stage 2. 115 (74%) were not justified and 25 (16%) were either justified or partially justified. In addition to this, six were not pursued and eight were withdrawn.

3.3. Welsh Language Complaints

Seven (0.55%) of the corporate complaints received were made through the medium of Welsh, or related to Welsh Language issues. All of these were handled at stage one and none escalated to stage two.

3.4. Comments

The "Comments" section relates to cases where an individual has made a comment regarding a service as opposed to a complaint, which is then passed on to the relevant service unit for information. These comments may be negative or positive. Examples of comments and compliments have been included in the appendices. 31 corporate comments were received, which is a 38% increase compared with 19 for the previous year.

3.5. Compared to the previous year:

- Stage 1 complaints increased by 8% (1,274 compared to 1,171 in 2020 - 2021) of which 407 were justified
- Stage 2 complaints increased by 16% (154 compared to 129 in 2020-21) of which 25 were justified
- Requests for service increased by 24% (851 compared with 644 in 2020-21)
- The Council received 38% more comments (31 compared with 19 in 2020-21).

4. **Social Services Complaints**

Appendix 2 (Adult Services) and Appendix 3 (Child & Family Services) contain further details referring to Social Services complaints, comments, and compliments in this report.

- 4.1. Swansea Council's Social Services complaints procedures seek to empower service users, or those eligible to speak on their behalf, to voice their concerns in relation to the exercise of Social Services functions. The Social Services Complaints Policy can be viewed online at: <https://www.swansea.gov.uk/sscomplaints>
- 4.2. Swansea Council's Social Services teams are committed to ensuring that concerns raised are listened to and resolved quickly and efficiently. Lessons learned from this process are fed back to relevant teams and used wherever possible to improve future service delivery.
- 4.3. Our aim is to resolve complaints at the earliest opportunity and teams are encouraged to be proactive in achieving this goal.
- 4.4. Where someone has been deemed 'not eligible' to utilise the social services complaints procedure in accordance with guidance/legislation, their complaints may be dealt with under the corporate complaint procedure. This ensures that everyone is able to voice their concerns and that a complaints mechanism is accessible to everyone.
- 4.5. For Adult Services, the total number of Stage 1 complaints received this year increased by 11% in comparison with figures for the previous year (139 compared with 123 for 2020-21). Under the Social Services complaints policy, the legislative framework allows complainants to immediately request a stage 2 investigation. Though efforts to resolve complaints internally are made wherever possible, the number of stage 2 complaints this year has increased from 10 to 11.
- 4.6. For Child and Family Services, the number of Stage 1 complaints received this year has decreased by 19% compared to the previous year (114 compared with 141 for 2020-21). Fifteen of which were justified. Under the Social Services complaints policy, both the old and new legislative framework allow complainants to immediately request a stage 2 investigation. Through efforts to resolve complaints internally wherever possible, the number of stage 2 complaints this year has reduced to six compared with seven in 2020-21.
- 4.7. The number of justified complaints in Adult Services increased by 53% (20 to 43) in 2021-22. The majority of these are related to delays in arranging assessments or packages of care due to staff pressures, including in external providers.

5. Cases reported to the Ombudsman

- 5.1. Should a complainant remain dissatisfied following completion of the two internal complaint stages, they can take their complaint to the Ombudsman's office for independent investigation.

- 5.2. The Ombudsman publishes an Annual Report and sends an annual letter to the Council every year. Full details of this report and letter for Swansea Council for 2021-22 can be viewed at Appendix 4.
- 5.3. In summary, Appendix 4 shows the Ombudsman received 71 complaints. This is a slight decrease (2.7%) compared with 73 in 2021-22.
- 5.4. Some Ombudsman complaints can carry across different financial years. 76 Ombudsman complaints were closed in 2021-22, ten of which received intervention including: six early resolution / voluntary settlement and four which were upheld. There were 73 Ombudsman complaints in 2020-21, nine of which received early intervention including: five early resolution / voluntary settlement and four which were upheld.

6. Service improvements

- 6.1. Lessons can be learned from complaints received where complaints are upheld. Redress measures have included the issuing of apologies, small payments, additional training for staff, and the introduction of new procedures.
- 6.2. Where a complaint was upheld by the PSOW, the findings were discussed with the Head of Service and relevant Principal Officer. The Complaints Officer responded to the PSOW on the actions undertaken by Swansea Council and any lessons learned. Once actions were completed, the complaint was closed on the system, recording the outcome and any lessons learned
- 6.3. The Complaints Service receives an Internal Audit every three years to ensure it is undertaking its functions correctly. The last Audit took place in October/November 2019 and received a substantial rating.

7. Compliments

- 7.1. When compliments are received they are acknowledged and forwarded to the Head of Service for the relevant service area. A selection are highlighted for the staff newsletter, The Weekly. This has a positive impact on staff morale and allows departments to recognise good practices. Examples of the many compliments received are shown in the appendices.
- 7.2. 360 corporate compliments were received during 2021-22. Social Services compliments include 96 for Adult Services and 100 for Child and Family Services over the period.

8. Conclusion

- 8.1. Based on the statistical evidence provided, there are no trends to cause concern.

9. Financial Implications

- 9.1. During 2021-22, the Council spent £15,551 on complaints investigations in social services and paid £12,187 in financial redress. £8,600 of which relates to one case following a re-assessment. During 2020-21, the Council spent £22,700 on complaints investigations in social services and paid £3,633 in financial redress.

11. Legal Implications

- 11.1 There are no specific legal implications arising from this report.

Background papers: None

Appendices:

Appendix 1 - Corporate Complaints and Compliments 2021-22

Appendix 2 - Adult Social Services Complaints and Compliments 2021-22

Appendix 3 - Child and Family Services Complaints and Compliments 2021-22

Appendix 4 - PSOW Annual Letter 2021-22

Appendix 1: Corporate Complaints Annual Report - Statistical data

TABLE 1: Complaints recorded from 1 April 2021 to 31 March 2022 by Service Department

Service Area	Stage 1 Complaints 2020/21	Stage 1 Complaints 2021/22	Stage 2 Complaints 2020/21	Stage 2 Complaints 2021/22	Requests for Service 2020/21	Request for Service 2021/22	Comments 2020/21	Comments 2021/22
Commercial Services	0	0	0	0	0	0	0	0
Communications & Customer Engagement	23	45	0	2	8	19	1	3
Corporate Building & Property Services	187	170	9	16	27	47	0	2
Cultural Services	15	44	1	6	24	18	2	5
Economic Regeneration & Planning	34	54	19	19	16	25	1	0
Education	27	21	0	3	11	21	0	0
Financial Services	46	43	8	6	42	54	1	1
Highways & Transportation	296	277	44	55	176	279	5	4
Housing & Public Protection	204	260	30	32	158	153	4	4
HR & OD	8	3	1	0	1	5	0	0
Information & Business Change	0	1	0	0	4	1	0	0

Service Area	Stage 1 Complaints 2020/21	Stage 1 Complaints 2021/22	Stage 2 Complaints 2020/21	Stage 2 Complaints 2021/22	Requests for Service 2020/21	Request for Service 2021/22	Comments 2020/21	Comments 2021/22
Legal & Democratic Services	4	11	1	2	9	18	0	1
Poverty, Wellbeing & Communities	0	0	0	0	0	0	0	0
Waste Management & Parks	527	345	16	13	168	211	5	11
Totals	1171	1274	129	154	644	851	19	31

TABLE 2: Comparison of total enquiries received with the Previous Year

	1 April 2020 to 31 March 2021	1 April 2021 to 31 March 2022	Difference (+ or -)
Stage 1	1171	1274	+103
Stage 2	129	154	+25
Requests for Service	644	851	+207
Comments	19	31	+12

Table 3 – Examples of Compliments Received	
Teams	Compliments Received
Waste, Parks & Cleansing	Thank you so much for leaving unmown parts of Dunvant Park, the southern marsh orchid is beautiful and plentiful this year. Great job.
Cultural Services	An interesting selection of contemporary art with a really nice collection of more classic drawings and pottery. The cafe was brilliant and reasonably priced. Had a great time.
Education	None for Education last year
Highways	I would like to pass on the thanks of the committee of The Friends of De la Beche Park for the excellent job that has been done making the footpaths safe.
Libraries	I just wanted to express my appreciation and thanks for the 1st class service I have received from a member of the library staff in Killay, namely Lynne Joyce.
Revenues and Benefits	I have had to call Housing Benefit three times over the last few weeks, and each time Donna Marie has answered me, and dealt with the enquiry swiftly and easily, There is a wait for the service and she obviously has had to deal with a lot of people moaning, as I used to work there I understood how difficult her role is in these times, I did joke with her today and said is she the only one working down there as i have had her every time I have phoned!!
Housing	Please could you thank and praise the man from Swansea Housing Department Repairs who came yesterday afternoon to repair the garage door that had jammed and cable broken at Garage 13 Laurel Place. He came very quickly and rang me and made the repair. I was very impressed. I was worried in case the door fell on my car
Customer Services	I'd like to compliment Kim Bowden -Customer Services Advisor for her excellent customer service issuing my visitor parking permit. It wasn't clear on the form what your processing time was and I'd already requested my permit to start the next day thinking it would be an electronic doc I could print. Kim contacted me early morning with the option to collect from the reception desk which I was happy to do. A big thank you to Kim for her efforts and forward thinking. Much appreciated

APPENDIX 2: Adult Services Complaints and Compliments

1. Total Complaints received during the reporting period.

- 1.1 **Table 1** shows total complaints received by the complaint team for 2021-22 in respect of Adult Social Services with the previous three years of figures for comparison. The total number of Stage 1 complaints received increased by 11% in comparison with figures for the previous year.
- 1.2 Under the Social Services complaints policy, the legislative framework allows complainants to immediately request a stage 2 investigation. Though efforts to resolve complaints internally are made wherever possible, the number of stage 2 complaints for 2021-22 increased from 10 to 11.

2. Stage 1 Complaints

- 2.1. A detailed breakdown of the Stage 1 Complaints received by service area is shown in **Table 2**. Complaints need to be acknowledged within 2 working days. In 90.5% of cases where complaints proceeded to conclusion, discussions took place within 10 working days, this is higher than the previous year at 82%.
- 2.2 Complaints have been broken down by individual service teams this year, in order to provide greater clarity on specific areas where complaints are being received.

3. Stage 2 Complaints

- 3.1 Complaints are considered at Stage 2 of the complaints procedure either where the Council has not been able to resolve the issues to the complainant's satisfaction at stage 1, or the complainant has requested that the matter be immediately considered at Stage 2.
- 3.2 Complainants are able to request that their complaint is dealt with directly at Stage 2 should they wish and is not dependent on having been investigated at stage 1 or the outcome at stage 1.
- 3.3 An independent person is commissioned for a Stage 2 investigation and a formal report is produced. Finding resolutions and applying lessons learned is the prime objective of the complaint's procedure.
- 3.4 **Table 3** provides a summary of the complaints handled at Stage 2 of the complaints process.
- 3.5 The timeframe for dealing with Stage 2 complaints is 25 working days under the Social Services complaints policy, or within a reasonable time agreed with the complainant. This may be due to the complexity of a case or where enquiries could be extensive. Where an extension of time is sought this will normally only be granted with the permission of the Director of Social Services.

In 2021-22, two stage 2 investigations were subject to extended periods of time with the Director's consent.

- 3.6 Whether the complaint is upheld or not, staff maintain confidence and a good working relationship with the service user or their representatives. There have been 11 complaints taken to Stage 2 in this reporting period compared to the 10 last year. Of the 11 complaints taken to stage 2, three were not pursued. Below is a summary of stage 2 complaints which have been upheld.

3.7 **Summary of Stage 2 complaints**

Hospital social work team

Due to family disagreements a social work capacity assessment was carried out on the complainant's husband without notifying her. The reason for this was that other family members were alleging undue influence by her on the husband. This was found not to be the case and an apology was offered that she was not made aware of the visit to her husband until after it had been carried out.

Partially Justified

Lifeline

A relative complained that her mother who was living in warden controlled accommodation had activated her lifeline and had not received a response from lifeline. There was an ongoing fault from another unit, which came through just before her mother activated the alarm. As both calls come through from the scheme, the first call had to be dealt with before moving onto the next call, causing an additional line delay of 1.19 minutes.

Justified

Community Long Term Social Work Team

Two parts to this complaint, one in relation to the lack of a carer's assessment meant that complainant had unmet needs as a carer.

Justified

The second in relation to disability related expenses.

Not Justified

Direct Payments

The delay in direct payments being made to a service user's account caused financial hardship. The findings from the investigation were used to improve processes and procedures.

Justified

Direct Payments

Complaint in respect of the service user's Direct Payments being stopped. The stage 2 complaint process did not proceed as there was an ongoing criminal matter being investigated by the police who were prosecuting for fraud.

Concurrent investigation stage 2 process closed.

Financial Issues

Complainant's mother was sent an invoice after she had passed away.
Complaint withdrawn.

Withdrawn

4.0 Complaints made to the Public Services Ombudsman for Wales (PSOW)

4.1 The remit of the Public Services Ombudsman for Wales is to identify whether a member of the public has suffered hardship or injustice through maladministration or identify where services have fallen below a reasonable standard. There is an obligation for a report to be produced on any investigation the Ombudsman accepts. Section 27 of the Ombudsman's legislation details when a report could be made public. Further details of the role of the PSOW can be found at <http://www.ombudsman-wales.org.uk>

4.2 The council received 12 queries from the Ombudsman in relation to Adult Services. Eight of these were not investigated, two complaints were referred to health, one was referred to the Council to be investigated via Stage 2 of the complaint process and one is still ongoing.

5. Reasons for complaints and their outcome

5.1 Further analysis of the reasons for complaints is shown in **Table 4**. Whilst service users have unique and complex individual circumstances, complaints have been grouped under 'best fit' generic headings for reporting purposes.

5.2 Wherever possible, lessons are learnt and improvements are made to service delivery when a complaint is upheld. 34.5% of complaints were justified/partly justified this year, an increase compared to last year at 27%.

6. Advocacy

6.1 Advocacy services exist to represent service recipients' views and feelings when dealing with organisations. Social Services engage in statutory arrangements to ensure the welfare of clients with mental health and learning disability needs where capacity is compromised and provide signposting to other organisations providing such services for all clients.

6.2 The Complaints Officer will work with groups and organisations providing advocacy services, to address issues and promote the provision of assistance to service-users through the complaints process. Effective engagement with advocacy services empowers more individuals and groups to make use of the complaints process at the earliest opportunity.

7.0 Compliments

7.1 Adult Services have received in excess of 96 compliments over the course of the year. At the point of service delivery, service users, relatives or friends can convey their appreciation more formally through the Comment or Compliment

process. Set out in **Table 5** are examples of some of the compliments which have been passed to the complaints team in relation to Adult Services. The individual staff members have been made aware of the compliments concerning them, as has the Head of Service. The Director of Social Services reported compliments throughout the pandemic via mid-week briefing emails.

7.2 Compliments received are an equal reflection of individual and team efforts and Adult Services teams should be encouraged by their successes having regard to compliments received.

8. Financial Implications

8.1 All costs incurred in dealing with complaints have to be covered within existing budgets.

8.2 External Independent Investigators and Independent Persons may be appointed to deal with some complaints in accordance with legislation. The cost to the Authority of providing this service in 2020/21 for Adult & Directorate Services was **£4,532.50** (down by £7,393.75 on the previous year).

Appendices: Appendix A – Statistical Data Tables

Appendix A – Statistical data in Tables

Year	2018/19	2019/20	2020/21	2021/22
Service Requests	27	48	32	48
Stage 1 Corporate	25	21	17	24
Stage 2 Corporate	0	0	0	0
Stage 1 Social Services	135	150	106	115
Stage 2 Social Services	4	6	10	11
Ombudsman	13	14	9	12
Totals	204	239	174	210

	Total
Bonymaen Residential Home	2
CAP MDT	3
Central Hub	1
CLDT 1	3
CLDT 2	2
CMHT 1	1
Community Initial Assessment Team	16
Contracting	28
Direct Payments	8
Financial issues	5
Financial assessments	8
Hospital social work team	6
Lifeline	2
Long term care and complex team	17
Maesglas Residential Service	2
North Hub	1
Occupational Therapy	3
Older People Team	1
Older People Community MH	1
Referred to Other Agency	4
Rapid Discharge Team	3
Safeguarding	3
Transition Team	1
Transport	1
Ty Waunarlwydd Residential home	1
Unknown	14
West Hub	2
Total number of Stage 1 complaints (includes corporate)	139

Table 3 – Stage 2 Social Services complaints by Service Area		Total
Service	Outcome	ID
CLDT 1	Not upheld	262406
Direct Payments	Concurrent investigation (criminal)	264674
Direct Payments	Upheld	263139
Financial Assessments	Not upheld	262004
Financial Assessments	Partially upheld	262670
Financial Assessments	Not Pursued	261910
Hospital social work team	Partially upheld	260819
Lifeline	Upheld	262262
Finance Team	Withdrawn	260768
Safeguarding	Not Pursued	259180
Safeguarding	Not Upheld	262296

Table 4 Main Reason for Complaints and their outcome	Justified	Not Justified	Partially Justified	Not Pursued	Local resolution (within 24 hours)	Impasse	Dept to Respond Outcome unknown	For Information	Withdrawn	Not Eligible	Referred to NHS	For info	Directed to another Forum	Referred to another Agency	Referred to POVA	Referred for New Assessment	Escalated to Stage 2	Not investigated Historical	Matter in court	Referred to provider
Breach of Confidentiality	1																			
Change in Care Plan																				
Delay in hospital discharge	3		1																	
Delay in assessment	5	1									1					1				
Delay in care package	1																			
Delay in financial assessment	1																			
Delay in service after assessment	3		1	1							1									
Deviating from care plan	1																			
Direct Payments	5			2	1											1				
Disagree with info held																				
Dissatisfaction with assessment	1	1		3					1											
Eligibility Criteria																				
Excessive waiting time																				
Financial Errors	1																			
Financial issues	4	2		1						1										
Lack of carers																				
Lack of consultation/involvement																				
Lack of support				1					1	1										
Misconduct of staff															1					
Not following procedure/policy	1													1						

Poor Communication	4	1	1		2															
Poor standard of care	1										1									
Request for placement move																				
Safeguarding concerns																				
Staff attitude		2																		
Unhappy with action taken	5		3	3			1		2	5	1			1			1	1		
Unhappy with charges levied		4	1					1	1											
Unhappy with decision		2	2			2					1			1					1	
Unhappy with level of service	6	2	2	2	1	1		1				1		1					1	
Unhappy with response																				
Unknown				14								4								
Withdrawal of service																				
Totals	43	15	11	27	4	3	1	2	5	6	5	5	0	3	2	2	1	2	0	2

Table 5 – Examples of Compliments Received

Teams	Compliments Received
Common Access Point	CAP MDT have been praised by the daughter of a gentleman they have been supporting. The daughter said: "A huge thank you for all your help last week with my dad - I am enormously grateful for all your hard work in pulling off what felt like a miracle! And for being so lovely and supportive and understanding."
Hospital Social Work Team	Social Worker in the Hospital Social Work Team at Morriston has been praised by a family member for her work supporting a gentleman at the end of this life. The son wrote: "I will always be very grateful for all the efforts you made before Christmas, at a busy time for you, in getting him discharged and into the care home so that he could come up to see us at Christmas time. It was the last time I saw him and without your help, it would not have been possible".
Community Initial Assessment Team	Social Worker in the Community Initial Assessment Team has been praised by the son of a service user she was working with. The son said: "SW has been absolutely brilliant and took all the worry away from me". Sandra, you did an excellent job in extremely time-limited circumstances! Well done.
Direct Payments	Direct Payment advisor in the Direct Payments Team has received the following message from a son of one of our DP recipients: "Thank you very much A, your service has been brilliant, and we could not praise you enough".
Homecare	A daughter has contacted us to thank Community Care Assistant M and the Homecare Team for the excellent care they have been providing to her mother.
Safeguarding	A gentleman has written to thank H in the Safeguarding Team for supporting him to care for his wife at home. The gentleman wrote: "I am writing with great sadness and devastation to let you know that my dear wife recently passed away at home. You probably know but I still want to write to say that I will never ever find words to express my gratitude to you. Your help and support have been immeasurable. Setting us up so professionally on the right course from the very beginning and the support you kindly and generously provided throughout our ordeal were incredible. I thank you from the bottom of my broken heart. Very best wishes for a bright future at work and very happy family life".

APPENDIX 3: Child and Family Services Complaints and Compliments

1. Total Complaints received during the reporting period

- 1.1 **Table 1** shows total complaints received in 2021-2022 by the complaints team in respect of Child and Family Services with the previous two years' figures for comparison. The number of Stage 1 complaints received for 2021-2022 has decreased by 19% compared to the previous year's figure.
- 1.2 Under the social services complaints policy, the legislative framework allows complainants to immediately request a stage 2 investigation. Through efforts to resolve complaints internally wherever possible, the number of stage 2 complaints in 2021-2022 is six, slightly less of the previous year's figure of seven received.

2. Stage 1 Complaints

- 2.1. A detailed breakdown of the Stage 1 Complaints received by service area is shown in **Table 2**. Complaints need to be acknowledged within 2 working days, and in 82% of cases where complaints proceeded to conclusion, discussions took place within 10 working days, a decrease of 12% on the previous year.
- 2.2 Complaints have been broken down by individual service teams. However, due to continuing changes in the structure of Child and Family Services it is possible that the teams shown below have since been reorganised and may no longer exist as set out. Adjustments will be made to the team names year on year as required to reflect any such changes.

3. Stage 2 Complaints

- 3.1 Complaints are considered at Stage 2 of the complaints procedure either where the Council has not been able to resolve the issues to the complainant's satisfaction at stage 1, or the complainant has requested that the matter be immediately considered at Stage 2.
- 3.2 The social services complaint regulations give an eligible complainant a statutory right to request Stage 2 of the process. Complainants are able to request that their complaint is dealt with directly at Stage 2 should they wish and is not dependent on having been investigated at stage 1 or the outcome at stage 1.
- 3.3 An independent investigator is commissioned for a Stage 2 investigation, overseen by an independent person to ensure the investigation is carried out in a fair and proper way. A formal report is produced and suggests ways to move forward.
- 3.4 **Table 3** provides a summary of the complaints handled at Stage 2 of the complaints process.

- 3.5 The timeframe for dealing with Stage 2 complaints is 25 working days under the Social Services complaints policy, or within a reasonable time agreed with the complainant and with the Director's consent. This may be due to the complexity of a case, or where enquiries could be extensive in order to provide a comprehensive review. Where an extension of time is sought this will normally only be granted with the permission of the Director of Social Services. All investigations in 2021-2022 were subject to extended periods of time.
- 3.6 Whether the complaint is upheld or not, staff work to maintain confidence and a good working relationship with the service user or their representatives.
- 3.7 There were six complaints received in this reporting period that went to investigation at Stage 2. One of these was via the corporate complaint process.
- 3.8 **Summary of Stage 2 complaints:**

Case 1 Child Disability Team

There were 9 complaints made in respect of poor communication, delay in a carers assessment and allocation of social worker amongst other matters. Only one complaint was upheld which was in relation to the delay in a carers assessment.

Case 2 Child Disability Team

There were three complaints made, in relation to CHC funding not being raised sooner, a carer's assessment not being carried out, and not being informed Direct Payments were stopping. All complaints were upheld.

Case 3 BAYS

Six complaints were made by a young person who felt that Social Services did not provide him with the support he needed when leaving school in addition to lack of social work support. Four complaints were upheld in relation to the College not being informed he was a looked after child, delay in notifying a young person advisor, and two problems with communication.

Case 4 Townhill

The complaint was from a mother, via an advocate, about the way in which Children's Services carried out their duties in relation to her children. There were six complaints made, three complaints were upheld which were regarding foster carers not being made aware of mother's medication, a number of different social workers, and poor communication.

Case 5 West Team

This complainant had made several complaints this year regarding Child and Family Services. There were 15 complaints that were investigated, mostly in relation to communication. Two were upheld, which were not replying to emails within the Swansea standard timeframe and inaccurate minutes.

Case 6 Foster Swansea

The complaint was looked at via the corporate complaint route. A foster carer was unhappy with the actions of Foster Swansea. There were eight complaints in total. Only one complaint was upheld in relation to comments made that were not relevant to the family being mentioned in a report.

- 3.9 Where complaints are upheld that information is shared with relevant teams and used to improve services.

4.0 Complaints made to the Public Services Ombudsman for Wales (PSOW)

- 4.1 The remit of the Public Services Ombudsman for Wales is to identify whether a member of the public has suffered hardship or injustice through maladministration, or identify where services have fallen below a reasonable standard. There is an obligation for a report to be produced on any investigation the Ombudsman accepts. Section 27 of the Ombudsman's legislation details when a report could be made public. Further details of the role of the PSOW can be found at: <http://www.ombudsman-wales.org.uk>

- 4.2 The PSOW has produced the Annual Letter for 2021-2022, containing details of complaints across Wales. Six Children Services cases were referred to the Ombudsman this year, none of which were investigated by the Ombudsman.

5. Reasons for complaints and their outcome

- 5.1 Further analysis of the reasons for complaints is shown in **Table 4**. Whilst service users have unique and complex individual circumstances, complaints have been grouped under 'best fit' generic headings for reporting purposes.
- 5.2 Wherever possible, lessons are learnt and improvements are made to service delivery when a complaint is upheld. 15% were found to be justified/partly justified this year, which is 17% lower than the equivalent figure for 2020-21, though the number of complaints received has decreased slightly.
- 5.3 This year the figures for the Penderry and Valley team both have a high amount of complaints. With regard to the Penderry team, 11 relate to the same case. With regard to the Valley team there were a number of parents who submitted additional complaints after each one had been resolved.

6. Advocacy

- 6.1 Advocacy services exist to represent children's views and feelings when dealing with organisations. Social Services engage in statutory arrangements to ensure that Looked After Children or Care Leavers have access to an advocate. National Youth Advocate Services are available to provide the support.
- 6.2 The Complaints Officer will work with groups and organisations providing advocacy services, to address issues and promote the provision of assistance to service-users through the complaints process. Effective engagement with

advocacy services empowers more individuals and groups to make use of the complaints process at the earliest opportunity.

7.0 Compliments

- 7.1 Child and Family Services have received around 100 compliments over the course of the year. Set out in **Table 5** are some examples of the compliments which have been passed to the complaints team this year in relation to Child and Family Services. The individual staff members have been made aware of the compliments concerning them as has the Head of Service and the Director.
- 7.2 As well as substantial acknowledgements of thanks from service users that are given to staff at the point of service delivery, service users, relatives or friends can convey their appreciation more formally through the Comment or Compliment process.
- 7.3 Many complaints are often accompanied by compliments for other elements of service provision.
- 7.4 Compliments received are an equal reflection of individual and team efforts and Child and Family Services teams should be encouraged by their successes having regard to compliments received.

8. Financial Implications

- 8.1 All costs incurred in dealing with complaints are covered within existing budgets.
- 8.2 External Independent Investigators and Independent Persons may be appointed to deal with some complaints in accordance with legislation. The cost to the Council of providing this service in 2021-2022 for Child and Family Services was £11,018.75, similar to 2020-2021 costs.

Appendices: Appendix A – Statistical Data Tables

Appendix A – Statistical data in Tables

Table 1 - Total number of complaints received by Complaints Team				
	Year	2019/20	2020/21	2021/22
Service Requests		12	19	18
Corporate Social Services Stage 1		13	33	23
Social Services Stage 1		123	108	91
Corporate Social Services Stage 2		0	4	1
Social Services Stage 2		7	3	5
Ombudsman		11	12	6
Totals		166	179	143

Table 2 – Stage 1 Social Services complaints by Service Area	Total
Bays	6
CCARAT-IAA	9
Child Disability Team	1
Contracting	1
Evolve	1
Family Support	1
Foster Swansea	2
Friends & Family	4
LAC	10
Other agency	4
Penderry Team	15
Safeguarding Team	2
Swansea East	1
Swansea Valley Team	8
Swansea West Team	10
Townhill Team	14
Ty Nant	1
Unknown Teams	21
Western Bay Adoption Agency	3
Total	114

Table 3 – Total Stage 2 complaints by Service Area		
Service	Outcome	ID
Child Disability Team	Partially Justified	00257728
Child Disability Team	Justified	00259651
BAYS	Partially Justified	00258933
Townhill	Partially Justified	00260298
Swansea West Team	Partially Justified	00263780
Foster Swansea	Partially Justified	00256338


Table 4 Reason for Complaints and their outcome Stage 1	Totals	Justified	Not Justified	Partially Justified	Not Pursued	Not Eligible	Withdrawn	Refer to Safeguarding	Local Resolution	Impasse	Concurrent Investigation	Directed to another forum	For Information Only	Matter in court	Department to action / monitor	Referred for a new assessment	Not taken up	Escalated to stage 2	Unknown	Not investigated -historical
Breach of confidentiality	1											1								
Child protection conference	0																			
Child protection concerns	2							2												
Delayed assessment	3	1	1											1						
Delay in service after assessment	1	1																		
Disagree with rules set	2		1		1															
Dissatisfaction with contact	9		2				1							6						
Dissatisfaction with assessment	5	1	0	1										3						
Excessive waiting time	2	1	1																	
Failing to respond to correspondence	1																			
Failure to action info	2		2																	
Financial errors	1				1		1													
Financial issues	0				1															
Lack of consultation	1				1															
Lack of support	5	1	2		1							1								
Not following policy/procedure	0																			
Poor Communication	6	2	3										1							
Staff Attitude / Misconduct	3		1									2								
Unhappy with action taken	47	3	17	1	9	6	1	1				4	1	4						
Unhappy with decision	2	1												1						
Unhappy with level of service	11	4	4		2							1								
Unknown complaints	10				10															
	114	15	33	2	26	6	3	3	0	0	0	9	2	15	0	0	0	0	0	0

Table 5 – Examples of Compliments Received from service users and outside agencies


Teams	Nature of Compliment
LAC	X has been praised for supporting some very complex and tricky contact needs for two children. The mum was very complimentary of x, said how "lovely" she was and how well she felt she was doing a good job as the children's social worker. She was pleased that the children liked her and that she got involved with the games and fun at the children's contact with her.
Valley	A Primary School Headteacher has shared her thanks for X's support and work on a particularly difficult case. Her input with the family has made a huge difference. Thank you for making such a positive difference with this family.
East Team	A note written by 10- and 11-year-old siblings to Social Worker X who worked with the girls initially through a very difficult child protection process, supported the family to enable them to be reunited safely in line with their wishes. They said: "Thank you so much for helping us. We will never forget about you. We really like you. It was really nice meeting you."
Penderry	A hospital Consultant Community Paediatrician shared special thanks to Child and Family Services Practice Lead X saying "I wanted to thank you all for your valuable contribution to our work. You are all highly valued members of our team safeguarding children living in our patch.
East team	Message of praise sent to Child and Family social worker X at the point of case closure and how what you do for families shows social work to be a caring profession there to help and support families through difficult times. The family member said: "Thank you for being a lovely social worker and showing me that lots of horror stories you read about Social Services are not true. Thank you for your help."
West Team	X has received thanks from a member of the support network of a family she is working with. There are some complex dynamics within this family, which make it difficult to engage and support. The family were really impressed with her approach and commitment to developing positive working relationships and by how creative she is in her thinking around this.
Safeguarding	Project Lead with Parent Advocacy PAN West Glamorgan has thanked X for taking part in the PAN conference. Your suggestion in the panel about the active offer of parent advocacy at the earliest stages for parents made a strong impact. We can see today the example of professionals supporting parents to play their part. We're building the foundations for the future and are most appreciative of your support."

Townhill	Social Worker X received a direct address from the Judge in a recent Final Hearing. The Judge complimented her on her well written, in-depth statements, Family Network Meetings, Safety Plans, and contact trajectory over the last year.
Single Point of Contact	X and X have been praised for their work with a child. The child's dad said thanks for your working so well with this family. At times, contact has been difficult, and you have remained professional and shown great understanding throughout. Your hard work has clearly paid off and shines through in dad's email to you.
IRO	X has been praised by a mum with a longstanding history of social services. She said: "I wanted to thank you for your advice and support yesterday - it totally did seem everything you said was from an angle that I hadn't experienced before with talking to a social worker. It felt as if I was talking to a family member. So, thank you once again it means a lot."
IIAA Domestic Abuse Hub	X and X have been praised for the life changing work they are doing through the Domestic Abuse Hub Equilibrium programme. A service user said: "The Equilibrium course changed my life. Myself and my children are now thriving as a result of this turn around in our lives."

Ask for: Communications

 01656 641150

Date: August 2022

 communications@ombudsman.wales

Cllr. Rob Stewart
City of Swansea Council
By Email only: cllr.rob.stewart@swansea.gov.uk

Annual Letter 2021/22

Dear Councillor Stewart

I am pleased to provide you with the Annual letter (2021/22) for City of Swansea Council which deals with complaints relating to maladministration and service failure, complaints relating to alleged breaches of the Code of Conduct for Councillors and the actions being taken to improve public services

This is my first annual letter since taking up the role of Public Services Ombudsman in April 2022, and I appreciate that the effects of the pandemic are still being felt by all public bodies in Wales. Our office has not been immune from this, with records numbers of cases being referred to us over the last two years. The strong working relationships between my Office and local authorities continues to deliver improvements in how we are dealing with complaints and ensuring that, when things go wrong, we are learning from that and building stronger public services.

Complaints relating to Maladministration & Service Failure

Last year the number of complaints referred to us regarding Local Authorities increased by 47% (compared to 20/21 figures) and are now well above pre-pandemic levels. It is likely that complaints to my office, and public services in general, were suppressed during the pandemic, and we are now starting to see the expected 'rebound' effect.

During this period, we intervened in (upheld, settled or resolved at an early stage) a similar proportion of complaints about public bodies, 18%, when compared with recent years. Intervention rates (where we have investigated complaints) for Local Authorities also remained at a similar level – 14% compared to 13% in recent years.

Page 1 of 9

Complaints relating to the Code of Conduct for Councillors

We also received a high number of Code of Conduct complaints last year, relating to both Principal Councils and Town and Community Councils. A record number (20) were referred to either the Adjudication Panel for Wales or local standards committees, due to evidence of a breach of the Code.

Supporting improvement of public services

In addition to managing record levels of complaints, we also continued our work using our proactive powers in the Public Services Ombudsman (Wales) Act 2019. Specifically undertaking our first Own Initiative Investigation and continuing our work on the Complaints Standards Authority.

October 2021 saw the publication of the first own initiative investigation in Wales: [Homelessness Reviewed](#). The investigation featured three Local Authorities and sought to scrutinise the way Homelessness assessments were conducted. The report made specific recommendations to the investigated authorities, as well as suggestions to all other Local Authorities in Wales and Welsh Government. Some of these recommendations will bring about immediate change – updating factsheets and letter and assessment templates to ensure that key equality and human rights considerations are routinely embedded into processes for example – all the recommendations were designed to bring about tangible change to people using homelessness services in Wales.

The Complaints Standards Authority (CSA) continued its work with public bodies in Wales last year. The model complaints policy has already been adopted by local authorities and health boards in Wales, we have now extended this to an initial tranche of Housing Associations and Natural Resources Wales. The aim being to implement this work across the Welsh public sector.

In addition to this, the CSA published information on complaints handled by local authorities for the [first time](#) – a key achievement for this work. The data for 21/22 showed:

- Over 15,000 complaints were recorded by Local Authorities
- 4.88 for every 1000 residents.
- Nearly half (46%) of those complaints were upheld.
- About 75% were investigated within 20 working days.
- About 8% of all complaints closed ended up being referred to PSOW.

The CSA has now implemented a model complaints policy with nearly 50 public bodies, and delivered 140 training sessions, completely free of charge, during the last financial year. The feedback has been excellent, and the training has been very popular - so I would encourage City of Swansea Council to engage as fully as possible.

Complaints made to the Ombudsman

A summary of the complaints of maladministration/service failure received relating to your Council is attached, along with a summary of the Code of Conduct complaints relating to members of the Council and the Town & Community Councils in your area.

In light of the new duties on political leaders and standards committees to promote and maintain high standards of conduct of their members, we look forward to working with you, your Monitoring Officer and standards committees to share any learning from the complaints we receive and to support your authority's work.

I would also welcome feedback on your Governance & Audit Committee's review of your authority's ability to handle complaints effectively so that we can take this into account in our work and support its work on the handling of complaints.

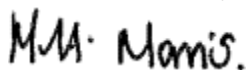
Finally, can I thank you and your officials for the positive way that local authorities have engaged with my Office to enable us to deliver these achievements during what has been a challenging year for everyone. I very much look forward to continuing this work and collaboration to ensure we further improve public services across Wales.

Further to this letter can I ask that your Council takes the following actions:

- Present my Annual Letter to the Cabinet and to the Governance & Audit Committee to assist members in their scrutiny of the Council's performance and share any feedback from the Cabinet and the Governance & Audit Committee with my office.
- Continue to engage with our Complaints Standards work, accessing training for your staff, fully implementing the model policy, and providing complaints data.
- Inform me of the outcome of the Council's considerations and proposed actions on the above matters by 30 September.

This correspondence is copied to the Chief Executive of your Council and to your Contact Officer. Finally, a copy of all Annual Letters will be published on my website.

Yours sincerely,



Michelle Morris

Public Services Ombudsman

cc. Martin Nicholls, Chief Executive, City of Swansea Council.

By Email only: chiefexecutive@swansea.gov.uk

Factsheet

Appendix A - Complaints Received

Local Authority	Complaints Received	Received per 1000 residents
Blaenau Gwent County Borough Council	14	0.20
Bridgend County Borough Council	55	0.37
Caerphilly County Borough Council	60	0.33
Cardiff Council*	182	0.50
Carmarthenshire County Council	54	0.29
Ceredigion County Council	52	0.72
Conwy County Borough Council	27	0.23
Denbighshire County Council	34	0.36
Flintshire County Council	99	0.63
Gwynedd Council	39	0.31
Isle of Anglesey County Council	29	0.41
Merthyr Tydfil County Borough Council	27	0.45
Monmouthshire County Council	20	0.21
Neath Port Talbot Council	45	0.31
Newport City Council	40	0.26
Pembrokeshire County Council	39	0.31
Powys County Council	55	0.42
Rhondda Cynon Taf County Borough Council	51	0.21
Swansea Council	71	0.29
Torfaen County Borough Council	18	0.19
Vale of Glamorgan Council	61	0.46
Wrexham County Borough Council	71	0.52
Total	1143	0.36

* inc 17 Rent Smart Wales

Appendix B - Received by Subject

Swansea Council	Complaints Received	% Share
Adult Social Services	7	10%
Benefits Administration	0	0%
Children's Social Services	6	8%
Community Facilities, Recreation and Leisure	0	0%
Complaints Handling	9	13%
Covid19	1	1%
Education	0	0%
Environment and Environmental Health	5	7%
Finance and Taxation	3	4%
Housing	10	14%
Licensing	0	0%
Planning and Building Control	15	21%
Roads and Transport	10	14%
Various Other	5	7%
Total	71	

Appendix C - Complaint Outcomes (* denotes intervention)

County/County Borough Councils	Out of Jurisdiction	Premature	Other cases closed after initial consideration	Early Resolution/ voluntary settlement*	Discontinued	Other Reports- Not Upheld	Other Reports Upheld*	Public Interest Report*	Total
Swansea Council	13	12	41	6	0	0	4	0	76
% Share	17%	16%	54%	8%	0%	0%	5%	0%	

Appendix D - Cases with PSOW Intervention

	No. of interventions	No. of closures	% of interventions
Blaenau Gwent County Borough Council	0	13	0%
Bridgend County Borough Council	7	54	13%
Caerphilly County Borough Council	7	58	12%
Cardiff Council	45	159	28%
Cardiff Council - Rent Smart Wales	1	16	6%
Carmarthenshire County Council	7	49	14%
Ceredigion County Council	13	46	28%
Conwy County Borough Council	2	24	8%
Denbighshire County Council	4	33	12%
Flintshire County Council	15	94	16%
Gwynedd Council	6	41	15%
Isle of Anglesey County Council	3	28	11%
Merthyr Tydfil County Borough Council	2	26	8%
Monmouthshire County Council	2	21	10%
Neath Port Talbot Council	5	45	11%
Newport City Council	4	36	11%
Pembrokeshire County Council	2	40	5%
Powys County Council	7	55	13%
Rhondda Cynon Taf County Borough Council	3	45	7%
Swansea Council	10	76	13%
Torfaen County Borough Council	2	20	10%
Vale of Glamorgan Council	9	62	15%
Wrexham County Borough Council	4	67	6%
Total	160	1108	14%

Appendix E - Code of Conduct Complaints

County/County Borough Councils	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Swansea Council	2	10	0	0	0	0	12

Appendix F - Town/Community Council Code of Complaints

Town/Community Council	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Clydach Community Council	0	1	0	0	0	0	1
Gowerton Community Council	0	1	0	0	0	0	1
Mumbles Community Council	0	10	0	0	0	0	10
Port Eynon Community Council	1	0	0	0	0	0	1
Three Crosses Community Council	-	-	-	-	-	-	0

Information Sheet

Appendix A shows the number of complaints received by PSOW for all Local Authorities in 2021/2022. These complaints are contextualised by the number of people each health board reportedly serves.

Appendix B shows the categorisation of each complaint received, and what proportion of received complaints represents for the Local Authority.

Appendix C shows outcomes of the complaints which PSOW closed for the Local Authority in 2021/2022. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix D shows Intervention Rates for all Local Authorities in 2021/2022. An intervention is categorised by either an upheld complaint (either public interest or non-public interest), an early resolution, or a voluntary settlement.

Appendix E shows the outcomes of Code Of Conduct complaints closed by PSOW related to Local Authority in 2021/2022. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix F shows the outcomes of Code of Conduct complaints closed by PSOW related to Town and Community Councils in the Local Authority's area. This table shows both the volume, and the proportion that each outcome represents for each Town or Community Council.

Agenda Item 7



Report of the Cabinet Member for Care Services

Adult Services Scrutiny Performance Panel – 2nd May 2023

Adult Services Policy Commitments

Purpose	To provide an update on how Council's policy commitments translate to Adult Services
Content	This report includes a summary of each policy commitment in relation to Adult Services and progress / achievements to date
Councillors are being asked to	Consider the report as part of their scrutiny function & provide their views
Lead Councillor(s)	Cabinet Member for Care Services – Cllr. Louise Gibbard
Lead Officer(s)	Head of Service for Adult Services & Tackling Poverty – Amy Hawkins Head of Integrated Services – Helen St John
Report Author	Head of Service for Adult Services & Tackling Poverty – Amy Hawkins Head of Integrated Services – Helen St John Principal Officer Adult Services Transformation – Lucy Friday (Email: Lucy.Friday@swansea.gov.uk)
Legal Officer	Tracey Meredith
Finance Officer	Chris Davies
Access to Services Officer	Rhian Millar

1. Introduction

This report highlights our progress and achievements to date across Adult Services in relation to the delivery of 'Better Care' policy commitments adopted by Council for the period 2022 to 2027.

2. Adult Services 'Better Care' policy commitments:

- **Swansea Council will commit to investing £750 million for better care in Swansea.**

Our commitment to invest in better care in Swansea underpins our Transformation and continuous improvement programmes across Adult Services. Our vision in Adult Services for 23/24; "Working alongside you to live well and safely in our community" is supported by our commitment to invest where we will have the greatest benefit to our population. Our information, advice and assistance, safeguarding, timely and outcome focused assessments and ongoing review and provision of direct care services is therefore at the forefront of our investment.

To ensure we can meet our vision and utilise our statutory resource in the most effective way we also need to maintain a focus upon early help and prevention initiatives alongside ensuring we manage demand efficiently and effectively investing in providing the right support, from the right person at the right time.

As the level of demand for statutory services continues to grow our priorities of prevention and early help alongside effective reablement systems are critical to ensure we maintain effective capacity for those most in need. To support this we are continuing to invest in growing our wealth of community based resources both internally and commissioned. Close working with the third sector alongside our services such as Local Area Co-ordination and Direct Payments has continued to realise multiple benefits including the investment in growth of micro enterprises, socio enterprises and volunteering initiatives. For the year ahead we will prioritise the development of an early help offer in adult services which will provide an effective system of early intervention and viable route for individuals to 'step down' in a supported way from statutory care wherever possible.

Alongside this work we have continued to invest across a wide range of other services provided by third sector partners including Extra Care Services, Day Services, Advocacy Services, Volunteer Services, Sensory Impairment Services, Carers Services.

Direct Payments in lieu of directly provided or commissioned services for both Adults and Child and Family Services

Working alongside partners in the region our Home First model to support the safe and timely discharge from hospital with a focus upon reablement and regaining independence continues to shape investment across both internal resources including homecare domiciliary care services, internal residential

services as well as commissioned services including domiciliary and residential care. The efficient management and appropriate investment across all partners of these services is a key priority of West Glamorgan programme with work in progress to review the existing overarching governance and financial agreements.

Locally our commissioning models for specific areas of pressure such as Domiciliary Care are in review with exploration alongside providers of what is required to create more resilient and sustainable services. As referenced in our policy commitment regarding fairer pay for care workers alongside inflationary cost increases to reflect the real living wage we also understand that in order to sustain and grow our 'better care' offer further investment may be required. This work will be undertaken in 23/24 to explore all opportunities further.

- **The Council will commit to fairer pay for care workers.**

Our commitment to fairer pay for care workers is crucial to not only ensure the Real Living Wage is reflected as far as possible in our commissioning arrangements but to also work with providers to understand what a fair wage for their care workers needs to look like to address the issues of work force capacity, recruitment and retention.

The work to understand this impact of the significant increase in cost of living alongside the Real Living Wage has been encompassed within the Fees and budget setting agreement for 23/24.

As part of this work Adult Services commissioning engaged with providers across older persons residential care, domiciliary care providers and incorporated consideration of factors such as how to encourage and sustain a care work force, Consumer Price Index (CPI), specific subsidies for pressures such as rising fuel costs, the impact on any changes for the Health Board care homes procurement framework (CCAPS – Commissioning Care Assurance Performance system), PA rates and direct payment rates.

The implementation of the agreed recommendations from this work enables providers to pay the real living wage and keep pace with additional inflationary pressures.

- **We will seek to provide better day care opportunities and respite services across the City.**

Older People's respite services via our internal provision are offering planned stays up to 6 months in advance. This enables families to plan holidays and breaks in advance. Requests beyond this timescale can also be considered on an individual basis.

For younger adults, following Covid, services are seeing an increased level of demand for residential respite and an increase in referrals for people with more complex needs. In response, a review of respite provision is underway,

scoping demand and supply to inform any reshaping of the market and the potential for a regional approach.

Older People Day services, both in-house and commissioned meet on a fortnightly basis to discuss referrals, to best meet individual needs across the day services in Swansea and consider alternative support options. The day services are offering half day sessions in response to individuals with increasingly complex health needs. Following on from the Day Service Commissioning Review prior to Covid, where it identified a trend towards supporting service users with complex needs, this trend has continued and further work is now being undertaken to review the range of day services across Swansea and other available forms of day support. Consideration is being given to the changing profile of people using or requesting to use the service, the demand which is both the need for carer respite and to prevent social isolation in order to maintain individuals in their own home, preventing hospital or residential admission.

For Learning Disability Day Services, the commissioning review consulted with stakeholders on what matters to people about day opportunities and what day opportunities people want after Covid, and the current profile of supply. The review also identified an increase in people with complex needs requiring day support. In response, an options appraisal on developing a day service strategy, procurement models and supply profiles is underway with key stakeholders.

To support this work there is a Capital Programme in place to facilitate the development and improvement of buildings and environments for in-house day and respite services, in response to compliance, changing needs and promoting enabling environments.

- **Swansea Council will continue to develop and operate a network of Local Area Co-ordinators (LAC) to cover the whole of Swansea.**

In 2022 we celebrated the first complete year of a full LAC team and full county coverage meaning that for the first time every community in Swansea had access to a Local Area Co-ordinator. The team of 23 highly experienced, creative and motivated colleagues has had a huge impact on our communities working alongside 1830 people with whom they were introduced alongside nearly 5000 other residents engaged with via wider group meetings and other informal forms of contact.

The impact of the Local Area Co-ordination model is far reaching – residents report a wealth of benefits including increased confidence, resilience, connection to their communities. In some cases the work of the team has delayed or completely removed the need for individuals to access formal services. Overall the team helped nearly 4,500 people achieve positive change in their lives during 2022.

The work of the team continues into the year ahead – building upon established relationships in each community they work with alongside partnership working

with elected members, organisations and council teams. The team embody the prevention and strengths-based model vital to Adult Services achieving our vision for the year ahead.

100 Day Commitments

- **The Council will undertake a review of post-pandemic care provision.**

Reflecting on our recovery and learning from the Covid pandemic, the continued challenges the pandemic has presented and the enduring aftermath is an exercise which has continued into this years' service planning.

We have reflected at a team level on the wider learning from the previous 12 months, our successes as well as our challenges. Our barriers to change and where we can improve for the people of Swansea.

The provision of care across all elements of Adult Services has been impacted and informed our ongoing focus and change agenda for 23/24.

The need to strengthen our direct care provision, particularly our care staff has remained a priority. Recruitment and retention of care staff is one of our biggest challenges. During and post pandemic this issue has heightened with poor recruitment and more carers leaving the profession which in combination with cost of living increases the pressures have in some sectors become more unstable. Alongside the work reviewing fees and commissioning arrangements as mentioned earlier in the report, the workforce programme has also delivered successful local recruitment campaigns based across job fayres and 'pop up' sites in city centre locations to encourage and promote care careers both for the local authority and via externally commissioned providers.

Internal and externally commissioned domiciliary care have over the last year piloted different ways of working in order to maximise capacity and better understand changes required to better serve the current needs of our residents. Internally our homecare team have reconfigured the organisation of their care teams to work in the most effective way, most recently returning to geographical bases as demand and post pandemic capacity become more stable. Across commissioned care the necessary actions taken to sustain the delivery of services during the pandemic have helped identify potential opportunities for change in both how and what services we commission including the exploration of outcome based commissioning models rather than the traditional time and task approach.

The post pandemic demand is generally showing a increase in complexity of needs for individuals with many people benefiting from multiple levels of support. The effectiveness of managing these needs via a multidisciplinary and multi agency approach has been evidenced via the Home First model which advocates for support wrapping around the individual and assessment being a continuous process. The benefits of this approach have also continued to be evidenced in other areas of our service such as the Common Access Point

where a multi disciplinary team of therapies alongside social work and more recently, assistive technology officers has promoted the exploration of all alternative models of support.

Achievement of personal outcomes or goals may also require short term investment with a multitude of services working together early on in the persons 'journey' but with the long term gains of that same person then able to return to their own homes and communities to live independently for longer. The importance of timely review and continued contact has also directed how we best organise our resources.

Across all work the learning and improvement opportunities are underpinned by developments across our internal and external communications as well as our systems and processes which enhance and support our ambitions.

WCCIS development over the last year has mirrored our practice and service adaptations to practically enable and support our teams. Likewise, the way in which we organise ourselves to support our new ways of working and ambitions as a service is key – the Social Work restructure work continues into 2023 following a successful restart of the programme in 2022. With posts temporarily recruited during the pandemic organised into our permanent establishment via the stabilisation project the restructure has continued to work collaboratively with staff to analyse the current strengths and opportunities for change within our current structure. We have also engaged with clients to better understand what works and what needs to be improved. The options development will again be a collaborative exercise with all social work teams and stakeholders involved. A preferred option will be presented for formal consultation before the end of 2023.

- **We will begin options appraisal and move to increase council direct delivery of care.**

As previously referenced, the stability of care provision is one of continued concern. The council direct delivery of care has continued to provide a vital specialist resource in mitigation of this challenge. Our services have also been at the forefront of opportunities for change and improvement offering the opportunity to trial and test alternative ways of working.

Home first pathways have identified a need for increased provision of 'step up and step down' beds for our clients to either avoid an unscheduled hospital admission or ensure a timely discharge from hospital and support ongoing assessment of long term needs in an alternative setting. Across the region a number of beds via external residential care providers have been procured for this purpose temporarily – alongside this as part of the internal residential care service provision review beds have also been identified for the same purpose longer term.

The balance of externally commissioned domiciliary care and our use of internal homecare support is also under review. The work which is to be progressed in

more detail throughout 2023 will work alongside revised commissioning opportunities, the reorganisation and maximisation of our internal capacity and budgetary pressures all with the intention of ensuring the right support is available for those with established assessed needs at the right time.

- **Swansea Council will engage with Health to ensure care plans align with health recovery.**

Effective partnership working with Swansea Bay University Health board is supported by both our internal structure within Adult Service (including the Integrated Head of Service role) and our continued joint working across a multitude of services and teams including Home First, the common Access Point MDT, community mental health teams and Community Equipment stores amongst others.

To ensure our strategic work aligns, our regional work programme governed by the West Glamorgan regional team ensures our shared priorities are echoed throughout. Work in the regional programme encompasses specific workstreams of Home First regional development, Prevention and community co-ordination, Learning disability and Wellbeing, transformation of Complex Care, Wellbeing and Mental health and Carers work streams. These workstreams are currently being reviewed and revised to best reflect our regional shared priorities.

In addition, the regional funding model co-ordinated again by the West Glamorgan team ensures the right governance and scrutiny to manage available funding in the most effective and transparent way across Health and Social Care.

3. Conclusions

Progress has been made against the policy commitments of Council surrounding Better Care and as we head into the new financial year this work will continue to develop and any opportunities for further improvement will be capitalised.

4. Legal implications

4.1 None

5. Finance Implications

5.1 Financial implications have been reviewed, discussed and agreed via budget setting governance structures.

6. Integrated Assessment Implications

6.1 The principles and priorities described support positive outcomes for our communities and the people of Swansea. We focus on strengths, enablement and keeping people safe. Individual programmes and projects under the wider improvement strategy in Adult Services will continue to complete specific IIA screenings and full reports where required to ensure any impacts are fully understood, a positive co-productive and / or engagement approach is adopted wherever possible and detail of any risks and proposed mitigation are developed.

Background Papers: None

Appendices:

Appendix A: Integrated Impact Assessment Screening



Integrated%20Impact
%20Assessment%20-

Integrated Impact Assessment Screening Form

Please ensure that you refer to the Screening Form Guidance while completing this form.

Which service area and directorate are you from?

Service Area: Adult Services

Directorate: People

Q1 (a) What are you screening for relevance?

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Board, which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services
- Other

(b) Please name and fully describe initiative here:

Council policy commitments surrounding Better Care have helped inform and shape the improvement agenda in Adult Services. The report presented to Scrutiny Panel describes how those policy commitments translate to Adult Services and our progress to date.

Q2 What is the potential impact on the following: the impacts below could be positive (+) or negative (-)

	High Impact		Medium Impact		Low Impact		Needs further Investigation	No Impact
	+	-	+	-	+	-		
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Integrated Impact Assessment Screening Form

Human Rights

Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches? Please provide details below – either of your activities or your reasons for not undertaking involvement

Engagement with people utilising current services either directly or via bodies such as Social Care Wales and the resulting feedback has been used to inform the priority areas of focus for the Adult services wider improvement programme. Ongoing the management of individual projects within the programme will embed co-productive approach wherever possible.

Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:

- a) Overall does the initiative support our Corporate Plan’s Well-being Objectives when considered together?
 Yes No
- b) Does the initiative consider maximising contribution to each of the seven national well-being goals?
 Yes No
- c) Does the initiative apply each of the five ways of working?
 Yes No
- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?
 Yes No

Q5 What is the potential risk of the initiative? (Consider the following impacts – equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)

High risk

Medium risk

Low risk

Q6 Will this initiative have an impact (however minor) on any other Council service?

Yes No **If yes, please provide details below**

The Council policy commitments impact on wider council services and stakeholders. As part of councils monitoring against these policy commitments all necessary stakeholders are engaged.

Q7 Will this initiative result in any changes needed to the external or internal website?

Yes No **If yes, please provide details below**

Integrated Impact Assessment Screening Form

As part of our regular communications on the work of adult services – management of this will be managed in line with existing processes. There are no additional or specific changes required.

Q8 What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the screening and any other key decisions affecting similar groups/ service users made by the organisation?

(You may need to discuss this with your Service Head or Cabinet Member to consider more widely if this proposal will affect certain groups/ communities more adversely because of other decisions the organisation is making. For example, financial impact/poverty, withdrawal of multiple services and whether this is disadvantaging the same groups, e.g., disabled people, older people, single parents (who are mainly women), etc.)

Policy commitments in Adult Services reinforce and support the delivery of our vision of “Working alongside you to live well and safely in our community”. These commitments and our principles of working ensure we invest and improve where we will have the greatest benefit to our population.

Outcome of Screening

Q9 Please describe the outcome of your screening using the headings below:

- **Summary of impacts identified and mitigation needed (Q2)**
- **Summary of involvement (Q3)**
- **WFG considerations (Q4)**
- **Any risks identified (Q5)**
- **Cumulative impact (Q7)**

The principles and priorities described support positive outcomes for our communities and the people of Swansea. We focus on strengths, enablement and keeping people safe. Individual programmes and projects under the wider improvement strategy in Adult Services will continue to complete specific IIA screenings and full reports where required to ensure any impacts are fully understood, a positive co-productive and / or engagement approach is adopted wherever possible and detail of any risks and proposed mitigation are developed.

(NB: This summary paragraph should be used in the ‘**Integrated Assessment Implications**’ section of corporate report)

Full IIA to be completed

Do not complete IIA – please ensure you have provided the relevant information above to support this outcome

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email.

Screening completed by:	
Name:	Lucy Friday
Job title:	Adult Services PO Transformation
Date:	20/04/23
Approval by Head of Service:	
Name:	
Position:	

Integrated Impact Assessment Screening Form

Date:

Please return the completed form to accesstoservices@swansea.gov.uk

Agenda Item 8



Report of the Cabinet Member for Care Services Adult Services Scrutiny Performance Panel – 2nd May 2023 Commissioning Review update report

Purpose	<ul style="list-style-type: none">To provide an Adult Services Commissioning Review update.
Content	This report includes a summary of the previous Adult Services Commissioning Reviews our current commissioning priorities and how these are aligned to the Adult Services 2023/24 Transformation and improvement programme.
Councillors are being asked to	<ul style="list-style-type: none">Consider the report as part of their scrutiny function.Make recommendations to Cabinet Member for Care Services.
Lead Councillor(s)	Cabinet Member for Care Services
Lead Officer(s)	Head of Adult Services & Tackling Poverty Head of Integrated Services
Report Author	Amy Hawkins – Head of Adult Services & Tackling Poverty Lucy Friday – Adult Services Transformation Manager
Legal Officer	Carolyn Isaac / Lucy Moore
Finance Officer	Chris Davies
Access to Services Officer	Rhian Millar

1. Background

1.1 Several commissioning reviews were implemented in Adult Services over the past five years. These included reviews on the Social Services Catering Service, Domiciliary Care, Residential Care, Younger Adult Services including Day Services and Temporary Accommodation.

1.2 The covid pandemic required Adult Services to respond to the pandemic and now in post-pandemic recovery, we have prioritised our commissioning, improvement, and transformation activity to meet the current demand and future needs of our population.

1.3 This report summarises the outcomes of the Commissioning Reviews, highlights our current commissioning priorities and how these are aligned to the Adult Services 2023/24 Transformation and improvement programme.

2. Commissioning Reviews

2.1 Social Services Catering Service

2.1.1 A review was undertaken by the catering unit to investigate the catering services provided by social services in the Older People homes across Swansea.

The aim was to provide and maintain a modern, innovative service that offers independence and choice in provision. Whilst retaining the requirements of an affordable, healthy and balanced diet, meeting the needs of consumers in care and support environments.

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

2.1.2 Outcomes included:

- 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

2.1.3 This work was concluded in December 2019.

2.2 Domiciliary Care including Respite at Home

2.2.1 A review was undertaken to coproduce and retender external provision of Older People and Younger Adults Physical Disability for non-complex domiciliary and respite care.

The aim was to promote our vision for health, care and wellbeing in the future whilst meeting the requirements of the Social Services Wellbeing Act, Ethical Care Charter considerations, our Corporate Values and to enable more effective use of resources and greater control over expenditure.

2.2.2 Outcomes included:

- Specification completed, tender documentation and evaluation panel arrangements.
- Procurement process completed; out for tender and evaluation. Tender evaluation approval report completed for approval.
- Contract award report provided to Cabinet and approved.
- Contract award process – new arrangements in place 1st October 2019. New and existing POC for respite transferred. New POC for Domiciliary care transferred. Transition period for existing Domiciliary care where required ran over 6 months.
- End of project review including lessons learnt documentation.
- Transition planning developed and implemented with service leads.

2.2.3 Latest position:

- Domiciliary framework refresh planned during 23/24.
- Exploration of new commissioning models to increase capacity and develop more resilient services underway.
- Regional position is being considered to ensure compatibility / prevent destabilisation in the sector.
- A similar procurement framework is in development for Younger Adults domiciliary care services.
- Service specifications, lotting and pricing strategies are being finalised.

2.3 Residential Care

2.3.1 A review was undertaken to implement a new Residential services model. This resulted in the refocus of the Council's in-house residential care service to focus on complex needs, residential reablement and respite. Commissioning of all standard residential care for non-complex needs and nursing care is now from the independent sector.

2.3.2 Outcomes included:

- Following public consultation and Cabinet decision to close Parkway Residential home. All remaining residents were supported into alternative accommodation.
- Parkway fully vacated Dec 2019 – temporarily used for residents of private care home following incident in private care home from Dec 2019 to February 2020.
- Parkway then used temporarily during the Covid pandemic.
- Vacated for residential use by January 2021, but continued to be used for standby and staff training until October 2022. Parkway has subsequently been sold.
- Internal care homes responded flexibly during the pandemic and now in recovery, responding to the pressures across the Health and Social Care system.
- Internal beds continued to be used for planned respite and long-term placements for dementia / complex care.

2.3.2 Latest position:

- There has been an increased demand for reablement capacity and the number of beds in Bonymaen has increased to 24.
- The use of internal beds to support hospital avoidance and hospital discharge through Step-up from the Community and Step-down from hospital has increased, aligned to the 'Home First' model and providing care where there is limited capacity in the Dom Care sector.

- Internal beds use focused on reablement, planned respite, short-term emergency placements – step-up from the community or step-down from hospital and long-term complex care.
- The implementation of our Internal Residential Care model of delivery will continue to be progressed and outcomes monitored.

2.4 Younger Adults Day Services and other Day Opportunities

2.4.1 A review is underway to assess suitability of service models to younger adults. Work to date has highlighted opportunities to remodel day provision to achieve improvements in the following ways:

- Providing improved strength based, outcome focused service delivery.
- Providing more opportunities which enable people to make a positive contribution to communities including paid employment.
- Facilitating greater community access and maximising use of community assets.
- Providing Access to services at weekend and evenings.

2.4.2 Options for achieving these objectives are being developed. These will result in confirmation of arrangements for remodelling and re-procuring services during 23/24.

3. Commissioning activity to achieve strategic priorities

3.1 Temporary Supported Accommodation for single homeless people (over 18's)

The review involves the Adult Services Commissioning Team, Housing Options and Procurement Team colleagues along with current providers, stakeholders and people with homeless experience. The coproduced purpose of the review is “Find me the right home, with the right support, at the right time”. It aims to ensure people experiencing homelessness have access to the right accommodation, with the right level of support, as well as improving the options available. It aims to help to achieve better outcomes for people experiencing homelessness.

3.1.1 Outcomes to date include:

- The development of an improved Temporary Accommodation Pathway for homeless people.
- The introduction of a single point of access for temporary support accommodation.
- The replacement of numerous referral forms with a single referral form.
- Published Housing Support Programme Strategy 2022 – 2026.

3.1.2 Latest Position

- Co-produced design of service specifications for a new procurement framework.
- Creation of procurement lots for new models of service.
- Hosting of supplier engagement events to encourage tender submissions and attract new entrants to market.
- Development of co-produced method statement questions and procurement process.
- Advertising of tender via Sell to Wales to occur shortly.

3.2 Younger Adults Supported Living

3.2.1 A review was undertaken to assess the suitability of existing services. This resulted in the recommissioning of services for people with learning difficulties and / or physical disabilities. These services were grouped geographically to achieve efficiencies and redesigned services placed greater emphasis on strengths based and outcomes focused practices.

3.2.2 Outcomes to date include:

- Creation of 16 geographical zones leading to more efficient and more effective services.
- Enhanced community integration and better outcomes for individuals.
- Redistribution of market share to enable more equitable distribution of services.
- Improved service resilience, greater market stability and reduce risk of service failure.

3.2.3 Latest Position

- Learning Disability framework refresh planned during 23/24.
- Similar procurement frameworks are in development for Mental Health Supported Living Services.
- Service specifications, lotting and pricing strategies are being finalised.
- Regional position is being considered to ensure compatibility and prevent destabilisation in the sector.

3.3 Sensory Impairment

3.3.1 A review has been undertaken to assess suitability of services to people with a sensory impairment. These services include advice and information services and communication services for people who need 1:1 help and support.

3.3.2 Outcomes to date include:

Work to date has highlighted opportunities to remodel existing services and achieve improvements in the following ways:

- Promoting more collaborative relationships between services to achieve more effective coordination.
- Requiring commissioned services to undertake a facilitation role to improve access to services.
- Promoting strengths based and outcomes focused practice.
- Building on third sector skills and expertise.
- Improving referral pathways for people who need communication and interpretation services.

3.3.2 Latest Position

- Re-procurement of these services is intended during summer 23/24.
- Service specifications and lotting strategies are being finalised.
- Method statements and other procurement methodologies are being developed.

3.4 Older Adults Day Opportunities

3.4.1 A review was undertaken to implement a new Older Adults Day Opportunities model. This resulted in the refocus of the Council's in-house day service to focus on complex needs. The review advised that the Day Centre offer should change to a community hub model to foster greater local community activity and improve the quality of life in the area. Commissioning of day services placements for non-complex needs should occur via the independent sector.

3.4.2 Outcomes to date include:

- Following public consultation and Cabinet decision, remodelling of internal services to optimise resources for growing number of people with complex needs.
- More efficient use of transport services to prioritise transport for people with assessed needs.

3.4.3 Latest Position

- Older Persons Day Centre use has been impacted by the pandemic and demand has reduced.
- A review of existing arrangements is underway to explore whether there is scope to do things differently and to make recommendations for the future. This will conclude later in 23/24.

3.5 Extra Care Services for older people

3.5.1 A review has been undertaken to assess suitability of existing extra care services for older people. These services offer specialist self-contained accommodation for older with care need. In addition to communal facilities and support services, extra care schemes also have a care provider on-site for those who need it.

3.5.2 Outcomes to date include:

Work to date has highlighted that continued delivery of extra care services is compatible with our strategic objectives in the following ways:

- Offers a cost-effective alternative to residential care.
- Provides flexible, on-site, discrete care and support that can be increased and decreased based on needs.
- Enables people to maintain their independence in their own self-contained accommodation.
- Offers improved quality of life in terms of financial wellbeing, reduced social isolation, and potential for the continued input of unpaid carers and families.
- Provides an affordable solution that is often a home for life.
- Emergency support is often available.
- Can help couples to remain living together.
- Provides high-quality, fit-for-purpose accommodation that has low-running costs.
- Services are often integrated in their local communities.

The benefits and outcomes for agencies and the wider system include:

- Reduced admissions to residential care.
- Reduced admissions to hospital.
- More efficient than traditional domiciliary care.
- Provides scope for early discharge from hospital and rehabilitation in a domestic environment.
- Creates a resource for the wider community.
- Gives older people greater choice, independence and control over their housing and care options.
- Presents opportunities to develop housing for respite use.

3.5.3 Latest Position

- Re-procurement of these services is intended during 23/24.
- Service specifications and lotting strategies are being finalised.
- Method statements and other procurement methodologies are being developed.

- Consultation and engagement methods are underway to ensure proposals are compatible with citizens aspirations.

3.6 Carers Services

3.6.1 A review is underway to assess the suitability of Carers services and to consider changes that are required to address local, regional, and nationally defined priority actions for Carers.

3.6.2 Outcomes to date include:

Evaluation of existing services has highlighted positive regard for existing services amongst people who use them. Work to date has also demonstrated the added value associated with commissioning services from a provider that offers a range of other ancillary services and benefits at no added cost. Work to date has highlighted opportunities to improve services in the following ways:

- Providing more effective signposting / collaborative working with other orgs that can help carers.
- Providing more effective performance management reporting.
- Providing more flexible respite services.
- Providing more effective advice and information about existing services.
- Exploring opportunities for Carers to take breaks with the cared for person.
- Exploring ways to increase opportunities for Carers to receive Carers Assessments.

3.6.3 Latest Position

- Re-procurement of these services is intended during 23/24.
- Service specifications and lotting strategies are being developed.
- Commissioning options and procurement methodologies are being considered.
- Final service design and procurement arrangements will reflect the co-production which has occurred to ensure services deliver what matters to carers.

4. Improvement and Transformation Priorities

4.1 The Adult Services improvement agenda encompasses our Transformation priorities for the year ahead working alongside continuous improvement work across the Service and regional programmes. New ways of working, ongoing improvement, re-modelling and exploration of in response to our service and council wide priorities and policy commitments will encompass the continuation of the work detailed above.

4.2 Through our 2023/24 Transformation priorities:

- A review and re-model of our internal and external domiciliary care capacity. As part of this work, we will review and refresh the existing commissioning framework alongside investigation of alternative models for commissioned domiciliary care building upon pilot working arrangements explored over the last 2 years which offer more flexibility and stability to providers as well as delivery of a more outcome focused approach to the provision of direct care.
- The implementation of our Internal Residential Care model of delivery will continue to be progressed and outcomes monitored.
- The provision of step-up and step-down beds associated processes and investment requirements will also be further developed.
- Commissioning opportunities supporting the growth of our assistive technology offer for Adults in Swansea as part of our preventative and early help priorities will also be

explored. This work is building upon our review of the service and comparative analysis completed in 2021/22.

Progression and updates to those priorities incorporated into our Transformation Programme for 23/24 will be shared with Scrutiny panel at regular intervals as per the agreed schedule.

4.3 Through our Adult Services Performance reports the below activity will be reported to Scrutiny:

- Younger Adult Day Services and other Day Opportunities review options and implementation.
- Temporary Supported Accommodation for single homeless people (over 18's) re-procurement.
- Younger Adult Support Living framework development and refresh.
- Sensory Impairment re-procurement.
- Older Adults Day Opportunities review and implementation.
- Extra Care Services for older people re-procurement.
- Carers Services re-procurement.

4.4 Our Adult Services continuous improvement governance will incorporate the wider commissioning schedule and outputs utilising monitoring, feedback and service level experience to help inform longer term commissioning strategies.

5. Summary

5.1 This report outlines the outcomes of previous Adult Services Commissioning Reviews and the status of our current commissioning priorities and the stages these include re-procurement through to co-producing options and how this work aligns to our Adult Services 2023/24 Transformation and improvement programme.

6. Legal implications

6.1 There are no legal implications in relation to this update report.

7. Finance Implications

7.1 The work of the Commissioning Reviews and changes to services has a clear financial impact. Historically, Commissioning Reviews have been used to release savings within the Council's medium term financial plan and annual budget cycle. Any service review/retendering arrangement risks increasing costs, and this is especially so in the current economic environment with high inflation prevalent.

7.2 Future procurement reviews and retendering will need to be managed within the resources of the Directorate with due regard to the Council's medium term financial plan.

8. Integrated Assessment Implications

8.1 The principles and priorities described support positive outcomes for our communities and the people of Swansea. We focus on strengths, enablement and keeping people safe. Individual programmes and projects reviewed as part of our commissioning priorities, Transformation programme and Adult Services Improvement programme will continue to complete specific IIA screenings and full reports where required to ensure any impacts are fully understood, a positive co-productive and / or engagement approach is adopted wherever possible and detail of any risks and proposed mitigation are developed.

Background papers: None

Appendices:

Appendix A: Integrated Impact Assessment Screening

Integrated Impact Assessment Screening Form

Please ensure that you refer to the Screening Form Guidance while completing this form.

Which service area and directorate are you from?

Service Area: Adult Services

Directorate: Social Services

Q1 (a) What are you screening for relevance?

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Board, which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services
- Other - Update report for Adult Services Performance Scrutiny on Commissioning Reviews Update

(b) Please name and fully describe initiative here:

The Adult Services Scrutiny report summarises the outcomes of the Adult Services Commissioning Reviews from the past few years, the outcomes and any current activity. It highlights our current commissioning priorities and how these are aligned to the Adult Services 2023/24 Transformation and improvement programme.

Q2 What is the potential impact on the following: the impacts below could be positive (+) or negative (-)

	High Impact		Medium Impact		Low Impact		Needs further Investigation	No Impact
	+	-	+	-	+	-		
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Integrated Impact Assessment Screening Form

Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Human Rights	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches? Please provide details below – either of your activities or your reasons for not undertaking involvement

Engagement with people utilising current services either directly or via bodies such as Care Inspectorate Wales and engagement with providers of services has been a key aspect of all reviews and the resulting feedback has been used to inform the reviews and any associated revisions to services. Ongoing, the implementation of the individual reviews and any associated changes to services embeds a co-productive approach wherever possible.

Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:

- a) Overall does the initiative support our Corporate Plan’s Well-being Objectives when considered together?
 Yes No
- b) Does the initiative consider maximising contribution to each of the seven national well-being goals?
 Yes No
- c) Does the initiative apply each of the five ways of working?
 Yes No
- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?
 Yes No

Q5 What is the potential risk of the initiative? (Consider the following impacts – equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)

High risk

Medium risk

Low risk

Q6 Will this initiative have an impact (however minor) on any other Council service?

Yes No **If yes, please provide details below**

The outcomes of the reviews can impact on wider council services and stakeholders and are considered through the stakeholder mapping and engagement, and IAA processes for each review. For example, Client Transport in relation to Day Opportunities or the Finance and Charging Team in Revenues and Benefits in relation to any changes to services which may impact on charges to clients.

Q7 Will this initiative result in any changes needed to the external or internal website?

Integrated Impact Assessment Screening Form

Yes

No

If yes, please provide details below

As part of our regular communications on the work of Adult Services – management of this will be managed in line with existing processes within the service.

Q8 What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the screening and any other key decisions affecting similar groups/ service users made by the organisation?

(You may need to discuss this with your Service Head or Cabinet Member to consider more widely if this proposal will affect certain groups/ communities more adversely because of other decisions the organisation is making. For example, financial impact/poverty, withdrawal of multiple services and whether this is disadvantaging the same groups, e.g., disabled people, older people, single parents (who are mainly women), etc.)

The previous commissioning reviews and current commissioning priorities and reviews in Adult Services reinforce and support the delivery of our vision of “*Working alongside you to live well and safely in our community*”. Our principles include working co-productively with communities and alongside families and individuals to support people to exercise voice, choice and control in their lives and, understanding what matters and ensuring their voice is heard. These principles are applied in reviews of services and commissioned provision included in this scrutiny report and all resulting changes and impacts are considered and addressed.

Outcome of Screening

Q9 Please describe the outcome of your screening using the headings below:

- Summary of impacts identified and mitigation needed (Q2)
- Summary of involvement (Q3)
- WFG considerations (Q4)
- Any risks identified (Q5)
- Cumulative impact (Q7)

The principles and priorities described support positive outcomes for our communities and the people of Swansea. We focus on strengths, enablement and keeping people safe. Individual programmes and projects reviewed as part of our commissioning priorities, Transformation programme and Adult Services Improvement programme will continue to complete specific IIA screenings and full reports where required to ensure any impacts are fully understood, a positive co-productive and / or engagement approach is adopted wherever possible and detail of any risks and proposed mitigation are developed.

(NB: This summary paragraph should be used in the ‘**Integrated Assessment Implications**’ section of corporate report)

Full IIA to be completed

Do not complete IIA – please ensure you have provided the relevant information above to support this outcome

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email.

Screening completed by:
Name: Amy Hawkins
Job title: Head of Adult Services & Tackling Poverty
Date: 21/04/23

Integrated Impact Assessment Screening Form

Approval by Head of Service:
Name: Amy Hawkins
Position: Head of Adult Services & Tackling Poverty
Date: 21/04/23

Please return the completed form to accesstoservices@swansea.gov.uk

Agenda Item 9

Report of the Convener

Adult Services Scrutiny Performance Panel – 2 May 2023

Adult Services Scrutiny Review of the Year 2022-23

Purpose:	As the municipal year ends, it is good practice to reflect on the Panel's work, experience, and effectiveness over the past year.
Content:	Summary of the Year's work 2022-23.
Councillors are being asked to:	<ul style="list-style-type: none">• Reflect on the past year's work• Share ideas to improve the effectiveness of Adult Services Scrutiny.
Lead Councillor:	Susan Jones, Convener Adult Services Scrutiny Performance Panel
Lead Officer & Report Author:	Liz Jordan, Scrutiny Officer Tel: 01792 637314 E-mail: liz.jordan@swansea.gov.uk

1.0 Background

1.1 As this is the final meeting of this municipal year, the Panel is invited to reflect on this year's scrutiny work, experience and effectiveness. Any ideas that will improve the effectiveness of the scrutiny of Adult Services, and scrutiny generally, are welcome.

1.2 Some of the questions the Panel may want to consider:

- What went well?
- What, if anything, could be done better?
- Has the Panel's work focused on the right things?
- What have we learnt that will help us to improve and develop future scrutiny?

1.3 To aid Panel Members, a summary of the year's work has been included at 3.0.

2.0 Overview

2.1 The purpose of the Panel is to provide ongoing challenge to Adult Services performance, to ensure that as the Service is undergoing major change, performance is maintained and that further improvements are made across all areas of the Service.

- 2.2 Possible lines of enquiry - To regularly review performance in Adult Services including asking questions about performance and improvement, focusing on outcomes, provision and leadership. To look at relevant data, commissioning reviews and anything that impacts on Adult Services in Swansea.
- 2.3 The Panel has a core membership of 8 councillors and 1 co-optee. Overall Councillor attendance at the Panel for the year has been 79% to end of April 2023.
- 2.4 In accordance with the agreed Scrutiny Work Programme, the Panel has met every six weeks. During the 2022/23 municipal year, there have been 5 Panel meetings and 1 Joint Social Services Panel meeting. Meeting discussions have regularly been reported on by the local press, indicating the Panel has been focussed on issues of public interest.
- 2.5 The Panel has written to relevant Cabinet Members, to convey its views including suggested action, arising from meeting discussions. Letters, and responses where requested, were reported back to the Panel for comments and discussion as necessary.

3.0 Adult Services Work Programme 2022-23

Date	Items Discussed
27 September 2022	<ol style="list-style-type: none"> 1. Role of the Adult Services Scrutiny Performance Panel 2. Overview of Adult Services in Swansea (including key priorities and challenges, and Performance Monitoring Report) 3. Draft Work Programme 2022-23
8 November 2022	<ol style="list-style-type: none"> 1. Actions following WAO Report (April 2022) – Direct Payments for Adult Social Care 2. Briefing on Recent CIW Inspection Reports 3. Director of Social Services Annual Report 2021/22
31 January 2023	<ol style="list-style-type: none"> 1. Performance Monitoring 2. Update on Adult Services Transformation Programme 3. Options Appraisal for Assistive Technology and Community Alarms
13 February 2023 Joint Social Services Meeting	Draft Budget Proposals for Adult Services / Child and Family Services
21 March 2023	<ol style="list-style-type: none"> 1. Update on West Glamorgan Transformation Programme (including relationship between Health and Social Care and the rebalancing agenda, and partnership elements of Health Board Plans for Change) 2. Performance Monitoring 3. Local Area Coordination Update

	4. Briefing on Annual Review of Charges (Social Services) 2021/22
2 May 2023	<ol style="list-style-type: none"> 1. Adult Services Complaints Annual Report 2021/22 2. Update on how Council's policy commitments translate to Adult Services 3. Commissioning Reviews Progress Update 4. End of Year Review

4.0 The Future Work Programme

- 4.1 The future work programme will be discussed at the first Adult Services Scrutiny Performance Panel in the new municipal year.