



City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Scrutiny Performance Panel – Adult Services

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

On: Wednesday, 20 March 2024

Time: 4.00 pm

Convenor: Councillor Susan Jones

Membership:

Councillors: V A Holland, C A Holley, P R Hood-Williams, Y V Jardine, A J Jeffery, J W Jones, E T Kirchner, M W Locke, C L Philpott and M S Tribe

Co-opted Members: T Beddow

Agenda

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| 1 | Apologies for Absence | |
| 2 | Disclosure of Personal and Prejudicial Interests
www.swansea.gov.uk/disclosuresofinterests | |
| 3 | Prohibition of Whipped Votes and Declaration of Party Whips | |
| 4 | Minutes of Previous Meeting(s)
To receive the minutes of the previous meeting(s) and agree as an accurate record. | 1 - 10 |
| 5 | Public Question Time
Questions must be submitted in writing, no later than noon on the working day prior to the meeting. Questions must relate to items on the agenda. Questions will be dealt with in a 10-minute period. | |
| 6 | Update on West Glamorgan Transformation Programme
Kelly Gillings, <i>Regional Director of Transformation</i> | 11 - 29 |
| 7 | Performance Monitoring
Amy Hawkins, <i>Head of Adult Services and Tackling Poverty</i>
Helen St John, <i>Head of Integrated Community Services</i> | 30 - 70 |
| 8 | Briefing on Annual Review of Charges (Social Services) 2023-24
David Howes, <i>Director of Social Services</i> | 71 - 101 |

Next Meeting: Tuesday, 7 May 2024 at 4.00 pm

Huw Evans

Huw Evans
Head of Democratic Services
Tuesday, 12 March 2024
Contact: 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, 30 January 2024 at 4.00 pm

Present: Councillor S M Jones (Chair) Presided

Councillor(s)

C L Philpott
C A Holley
J W Jones

Councillor(s)

M S Tribe
P R Hood-Williams
E T Kirchner

Councillor(s)

V A Holland
A J Jeffery
M W Locke

Other Attendees

Louise Gibbard
Hayley Gwilliam

Cabinet Member for Care Services
Cabinet Member for Community (Support)

Officer(s)

Lee Cambule
Jon Franklin
Lucy Friday
Amy Hawkins
David Howes
Liz Jordan
Helen St John

Tackling Poverty Service Manager
Local Area Co-ordination Manager
Principal Officer Transformation
Head of Adult Services & Tackling Poverty
Director of Social Services
Scrutiny Officer
Head of Integrated Community Services

Apologies for Absence

Co-opted Member(s): T Beddow

1 Disclosure of Personal and Prejudicial Interests

Chris Holley 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 12 December 2023 as an accurate record of the meeting.

4 Public Question Time

No questions were received.

5 Update on Adult Services Transformation and Improvement Programme

Louise Gibbard, Cabinet Member for Care Services and relevant officers attended to provide an update on progress for the three main themes under the Programme and the proposed focus for 2024-25.

Discussion Points:

- Panel queried if there are trained nurses or trained carers in care homes, and if there is some specialist training. Informed internal residential homes are 'care' homes and if people are assessed with having nursing needs, they would be supported to go into nursing provision that has medical support. Heard teams around residential care deal with really complex care needs and are trained in a whole suite of support.
- Panel queried how the Department is getting everyone to work together to coordinate who needs early help. Heard in terms of communication channels, there has been a lot of re-educating internal staff and making sure partners understand what else it out there.
- Panel discussed the Common Access Point (CAP). There has been an improvement in the last nine months with 28% of enquiries into CAP being signed off or closed at point of contact. Panel pleased to see this.
- Panel asked for clarification of what 'just checking' means in assistive technology. Heard it has been in operation for some time but on a small scale. Over the last 12 months it has been pushed as an option. It is a series of monitors that can go into a person's home to monitor their movements and can help inform an assessment.
- For people being maintained in their own homes, Panel queried how internal domiciliary care staff are helped to deal with individuals who may need extra care or might be more challenging. Informed the Service is being refocussed as a result of feedback from staff, so there is more support from the wider community and staff have also received training and have regular supervision. External commissioned providers have checks and monitoring in terms of quality and standards and they are all registered via Care Inspectorate Wales (CIW).
- Panel queried if there is a role for GPs within the Early Help and Prevention process. Heard there is a role but not sure where the link is and some GP clusters are better on this than others.
- Panel asked if there is a reliance on agency staff in the carer's role. Informed that internally agency staff are not used for domiciliary care. Instead, there is a reliance on staff to do overtime and cover gaps/sickness.
- In terms of the re-tendering process for externally commissioned domiciliary care, Panel assured external providers are not being expected to do more, the Council is having to re-tender to ensure compliance with processes. Will have to await the conclusion of the tendering process to find out if more expensive.

- Panel discussed how the Service wants people to live independently and look after themselves more and queried if there are any downsides to this. Heard it is a very individual approach, some people want to be in their own home whilst others thrive in more of a community setting of a residential home.
- Panel discussed domiciliary care in rural areas and asked about progress in the establishment of micro enterprises to provide this service, particularly in rural areas and making use of direct payments. Heard the number of direct payments is up and there are more micro enterprises and social enterprises. The Service promotes their development via SCVS and they hold a directory.

6 Presentation - Local Area Coordination Update

Hayley Gwilliam, Cabinet Member for Community Support and relevant officers attended to present an update to the Panel and share some examples of the impact Local Area Coordinators (LACs) have made. Full impact report for 2023-24 has been drafted and the final version will be shared with scrutiny at a later date.

Discussion Points:

- Panel expressed concern about the possible loss of LAC posts due to financial pressures and requested more information. Informed the Service is currently out to staff consultation due to the impact of funding of the LAC Team. Heard costs have increased, there has been no cut to Council funding for 2024-25, but it is flat, and there has been a reduction in grant funding, which makes up 60% of the funding. Panel noted no decisions have been made yet and there are a number of things being considered, including criteria and geography.
- Panel requested a breakdown of costs, including how the funding is distributed, where funding comes and the consequential impact of LACs. Panel feels some of the cost analysis about beneficial savings would be very helpful in providing evidence of the benefit of LAC.
- Panel asked for a guarantee there will still be full coverage of LAC across the Swansea City Council area. Informed this is part of what has to be considered.
- Panel feels LACs have been doing an excellent job and have made a huge difference. Panel Members strongly emphasised they are against losing any LAC posts.

Actions:

- Breakdown of figures for Local Area Coordination, as detailed above, to be provided to the Panel.

7 Work Plan 2023-24

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

The meeting ended at 5.00 pm



To:
Councillor Louise Gibbard
Cabinet Member for Care Services

Hayley Gwilliam
Cabinet Member for Community Support

Please ask for: Scrutiny
Gofynnwch am:

Scrutiny Office 01792 637314
Line:
Llinell
Uniongyrchol:

e-Mail scrutiny@swansea.gov.uk
e-Bost:

Date 02 January 2024
Dyddiad:

BY EMAIL

cc Cabinet Members

Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the relevant Cabinet Members following the meeting of the Panel on 12 December 2023. It covers Performance Monitoring and Dementia. A formal response is required.

Dear Cllr Gibbard and Cllr Gwilliam

The Panel met on 12 December 2023 to discuss the Performance Monitoring Report for October 2023 and receive a briefing on Dementia Care including case studies.

We would like to thank you both, David Howes, Amy Hawkins and Helen St John 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.

Performance Monitoring

We heard the Highlight Report for October 2023 shows a mixed picture.

OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU

SWANSEA COUNCIL / CYNGOR ABERTAWE

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

www.swansea.gov.uk / www.abertawe.gov.uk

We heard there was an increase in the number of safeguarding consultations again in October. We noted the number of professional concerns and from which sector is now included in the report, as we requested.

We praised Bonymaen House and feel it is working very well and asked that this be passed on to the staff.

We discussed how the Court of Protection work seems very complex and queried how social workers are managing to do this work on top of their already onerous jobs. Officers agreed it is very complex work, but staff are being supported with it and it is part of their role. We heard part of what is driving the Early Help Model is to try and make sure the Service is making best use of its workforce. Court work needs social workers to do it so you are trying to take other work away to free up social workers to do what only they can do. The Director added that generally more and more burden is being loaded onto a system that is not resourced sufficiently, which is a real challenge, and the Panel's role is to monitor what the Service is doing to try and mitigate this.

Legal Services was considered at the previous meeting in terms of increasing legal support capacity either in-house or regionally. We queried if any more thought had been given to ways this could be done given the level of legal work is going to increase in terms of volume and capacity. We were informed that the preferred model currently for legal support is an in-house model. We heard as part of budget planning, Cabinet is currently considering the right balance of legal resource within the Council, with advice from the Monitoring Officer, responsible managers for the legal team and Heads of Service / Director regarding likely implications for Social Services. We asked if it is likely the Council will join forces with other Authorities to do in-house work or if it is a Swansea stand-alone arrangement. We were informed there is a regional arrangement for some legal work around the Regional Partnership Board, there may be some work around regional models of care which require legal input where it would make sense, and some bits of Deprivation of Liberty Safeguards (DoLS) are regional for the legal aspect. However, there are reservations about going back to a fully regional arrangement.

We queried if discharge arrangements from hospital match or better the performance of other Authorities with regards their hospital capacity. We heard Swansea is pretty high up in the table for comparable Authorities and in terms of arrangements in place, the integrated model in Swansea within the Council and Health Board works really well, the arrangements are quite robust and there is good flow.

Dementia Care

We were briefed on dementia care including regional priorities, social work support, examples of commissioned and internal dementia services and also some case studies, as requested by the Panel. We heard that in addition a lot of work is being done by partners, particularly in the Third Sector. We feel the Service has come a long way towards supporting people with dementia.

In terms of Preventative Strategies, we asked for feedback on how these strategies are doing. We heard that prevention and early intervention is a method of delivering the regional Dementia priorities through projects under the Regional Partnership. It was

agreed further information be provided to the Panel on local work around Dementia Early Help and Prevention and regional work.

We queried if Marie Curie has broadened its scope to help with this aspect of illness and were informed in terms of particular projects, the Marie Curie Project is a respite project funded via the Regional Partnership under the Dementia Fund. You agreed to provide further information on this to the Panel.

We asked if the job description for the Dementia Connector role could be shared with the Panel. We heard this role is linked in with the Dementia Hub and it is a Third Sector run project. We were informed in terms of the job description, it is something they are doing as an organisation, and the Council does not have any influence directly on it.

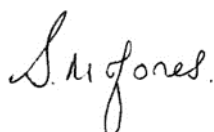
We asked about the increase in Direct Payments being provided to people with dementia and the impact on the Council's spending. We heard there is an increase in Direct Payments expenditure across the board aligned with the Council's expenditure. We also heard the particular care needs of this cohort of people is quite individual and there is some recourse to direct payments to get more bespoke arrangements.

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 required by 23 January 2024 to the following:

- Further information on Dementia Early Help and Prevention and regional work.
- Further information on Marie Curie Project.

Yours sincerely



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

Cllr. Susan Jones

By E-mail

Please ask for: Councillor Louise Gibbard

Direct Line: 01792 636141

E-Mail: cllr.louise.gibbard@swansea.gov.uk

Our Ref: LG/WN

Your Ref:

Date: 2nd February 2024

Dear Cllr Jones,

Thank you for the invitation to attend the Adult Services Scrutiny Performance Panel Meeting on 12 December 2023. In respect of your letter, please see below in response to your requests for additional detail.

Further information on Dementia Early Help and Prevention regional work.

There are a number of local projects being delivered which focus on the Dementia Early Help and Prevention work. One of the most successful is the Dementia Hwb in Swansea. The Dementia Hwb is in an accessible, central location that can be accessed by anyone without the need for an appointment. The drop-in service enables flexibility in helping to meet people's wellbeing at a time that is appropriate to them. Various organizations attend the Hwb on a regular basis and are essential in enabling the Dementia Hwb to fully provide a wide range of resources to the public to have a comprehensive package of information and services accessible to them. In bringing together the services available across Swansea and surrounding areas it enables the visitor to access these from the same location, without the need for multiple visits to different locations. This empowers the visitor and helps to increase their wellbeing.

The Hwb is the point of contact for the community to access third party organizations on set days during the week, this includes the Welfare Benefits Team from Swansea Carers Centre, Community Memory Support Team for Swansea Bay University Health Board, Neath Port Talbot Social Services, Neath Port Talbot Occupational Therapists, Swansea Direct Payments Team, Marie Curie dementia related services, local care providers, local social groups and more. It further provides support to individuals via self-referrals or to family members seeking advice and support. The staff and volunteers at the Hwb are made up of former carers and professionals from local organizations who support those living with dementia and their carers.

In addition to the Hwb's 'shop front', there are back rooms/ spaces which offer a safe haven in the City Centre for people living with dementia to come to whilst they are shopping, enabling carers a time limited 'drop-off' to have a short respite. It provides a

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safe resting place for those alone and enable Hwb staff to register people for South Wales Police Keep Safe Cymru and complete the Herbert Protocol information (a national scheme that encourages carers, family, and friends to provide and put together useful information which can then be used in the event of a vulnerable person going missing. The back-office space also enables discreet conversations around personal finances, counselling sessions the possibility for memory assessments to take place.

This project has been so successful that 5 mobile Hwbs across the Region are due to open imminently.

Some feedback received from the public has been:

“It was a great comfort to me to visit the Hwb. The gentleman there listened and did what they could to help. It was a relief for me to talk about my concerns for my brother”. [Female 60+].

“I have nil to add beyond my keen appreciation for the time and energy devoted by so many”. [Male 60+].

“I remain astonished and delighted by the Hwb's continued good work. I have recommended its model to everyone I've spoken to and think one of the strongest selling points is its accessibility (even if people don't need it right now, it's far better to have 'dementia' in the heart of the community, spoken about and shared rather than another empty shop). I can't rate you highly enough”. [Female, 18-35years].

“The best thing is that it exists! I believe that it is a major step forward for Dementia awareness and signposting”.

Another project is the West Glamorgan Dementia Partnership, made up of Age Cymru (west Glamorgan), Swansea Carers Centre, NPT Carers Service and Care & Repair Western Bay, offer information, advice and assistance via a website and phone contact. This service offers signposting and a wrap-around service to help people address all of the challenges that the condition presents. In addition, the Carers Centre Swansea is a huge source of information and support for unpaid carers and those they care for.

There are a number of successful projects which specifically support people to live well with dementia through early intervention which prevents/delays escalation of need. These include Sporting Memories, an extremely popular project which has been running since 2019. The project utilizes Wales's passion for sport and rich history, to help tackle some of the biggest issues in the local area namely dementia, isolation and loneliness. The project has grown rapidly from six people in Dunvant RFC in 2019 to over 272 people supported so far this financial year across seven regional rugby clubs with an estimated social return of circa. £3 million. Using familiar community facilities to host the clubs, a friendly, sociable, and relaxed environment is achieved where people can build friendship and share experiences. Attendees can reminisce and talk about sport, maybe a game they once played in, a great match they have witnessed, or even meeting a famous sports star from the past. BBC Sport filmed a short video about the project in 2022, this link demonstrates the excellent service this project provides to the community. [BBC Two - Scrum V, The Ospreys scheme tackling dementia, depression and loneliness](#)

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Additionally, there are two dementia choirs, SCVS Dementia Cafes and Forget Me Not Clubs. These projects take place in many areas of the region to support people face to face to improve their physical, emotional, and mental wellbeing. All the above projects also offer information, advice, assistance, and sign posting.

Moving forwards in 2024 we are about to embark on a Listening Campaign lead by the national Dementia program and currently being piloted in Port Talbot. Gorseinon has been identified as the first area in Swansea to take part. This campaign will seek to capture dementia stories from across the area to understand what is working well, and how services can be improved. Additionally, the West Glamorgan Dementia Project Manager and Transformation Manager are working with West Glamorgan Communications Team to undertake a series of consultations with dementia groups, people living with experience and their carers to assist in coproducing the Dementia Strategic Document. This work will determine the direction of Dementia Care in West Glamorgan, to ensure the Dementia program is prioritizing what is important to the people living in our region. This will build on the recent engagement facilitated by Llais, early indication is that whilst we are delivering meaningful services which impact people positively there is still much more to be done around supporting people pre-diagnosis.

Further information on the Marie Curie Project:

The Marie Curie Dementia Care and Support Service is a mixed model of a Registered Nurse (RN) and three Healthcare Assistants (HCAs), as well as the use of Volunteers as a 'Helper' Companion Service to provide additional support for people living with dementia and their carers. The service allows carers to take a break and help the person living with dementia to complete the everyday tasks which can make a real difference to quality of life, from making a cup of tea to getting to a hospital appointment. This service is working as part of the collective early intervention and prevention approach across health, social care and third sector community services to prevent hospital or care home admissions and enable people to remain at home.

There is clinical supervision from a Registered Nurse and this role provides updated care assessments or additional advice and support. By providing care and support from HCA's for those people with higher levels or need or complexity, and from Volunteer 'Helpers' for lower-level needs, this service is enabling people to remain at home. Due to the service having a Registered Nurse as part of the team, care assessments can be undertaken to identify any increased need, as well as advice given to the person living with dementia and their family as to how best to manage their current condition. Examples of the main areas of advice and assessment given by the Registered Nurse and HCAs include nutrition, hydration, symptom management and tissue viability as well as escalating issues to the District Nurse Team. This advice and support provides valuable help to carers and families and avoids unnecessary visits to GPs or hospital.

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I hope you find this useful, please do not hesitate to contact us if you have any further queries around this important area of work.

Yours sincerely,



Cllr Louise Gibbard
**Cynghorydd / Councillor Louise
Gibbard** Dyfnant a Chilâ
Cyd-aelod y Cabinet dros Gwasanaethau
Gofal
Cabinet Member Care Services



**Y Cynghorydd Hayley Gwilliam /
Councillor Hayley Gwilliam**
Aelod Cabinet dros Cefnogaeth
Gymunedol
Cabinet Member for Community Support

Agenda Item 6



Report of the Cabinet Member for Care Services

Adult Services Scrutiny Performance Panel

WEST GLAMORGAN REGIONAL PARTNERSHIP

Purpose	To provide an update as required by the panel in relation to: <ul style="list-style-type: none">• West Glamorgan Transformation Programme
Content	This report includes: an update on the West Glamorgan Transformation Programme
Councillors are asked for their views on	The work of the region since March 2023
Lead Councillor(s)	Cllr Louise Gibbard, Cabinet Member of Care Services
Lead Officer(s)	Dave Howes, Director of Social Services
Report Author	Kelly Gillings; West Glamorgan Regional Director of Transformation
Legal Officer	Caritas Adere
Finance Officer	Ben Smith
Access to Services Officer	Rhian Miller

1. Background

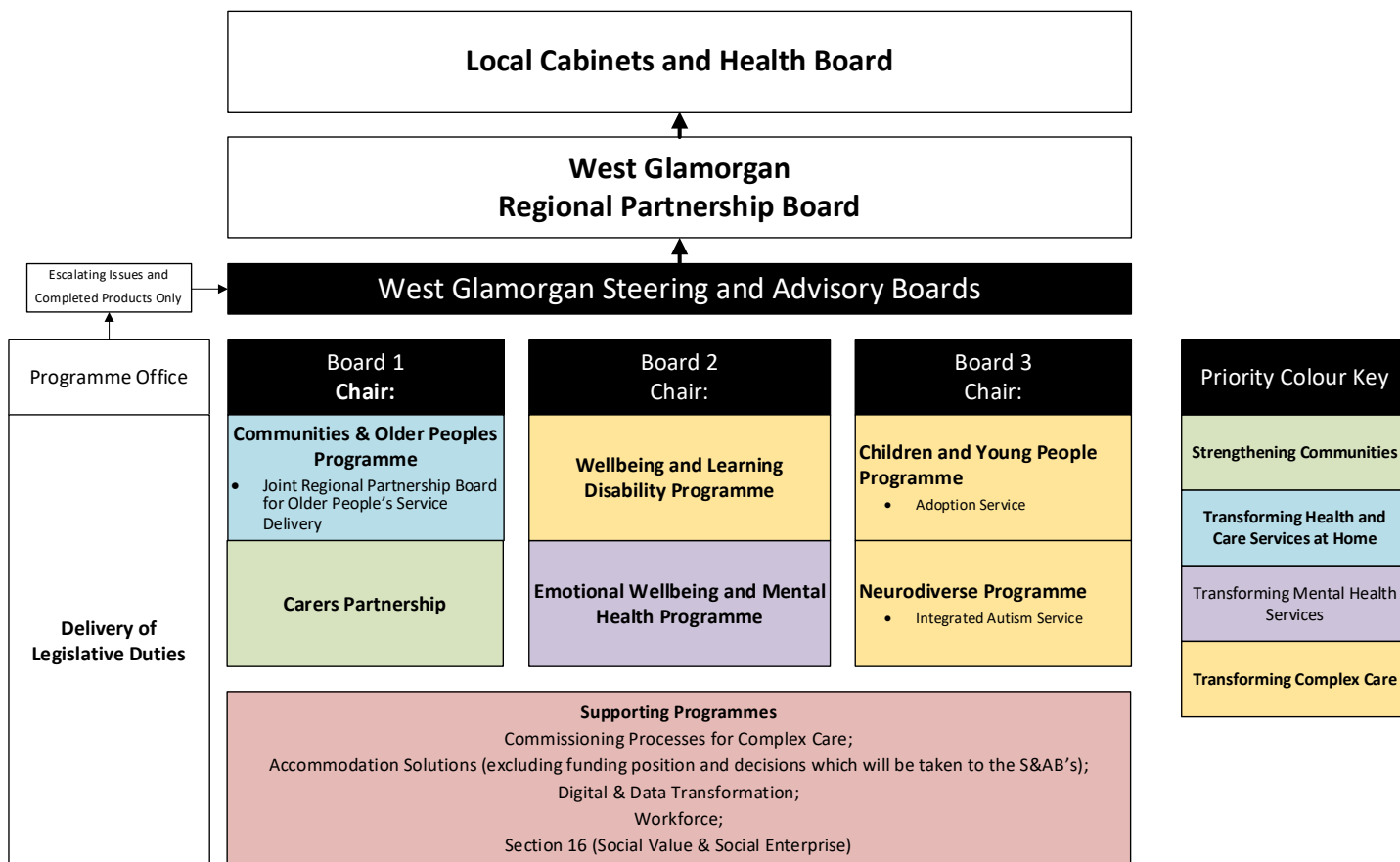
- 1.1 This report will cover the work of the West Glamorgan programme since March 2023 to date.
- 1.2 The report by default includes any partnership elements where integrated services are developed on a Regional basis.
- 1.3 The Regional Programme has changed several times over the last 5 years.
- 1.4 Firstly, the Region dealt with the Health Board Boundary change and the disaggregation of Bridgend Council from the Regional Partnership
- 1.5 During that time, the Programme was re-set to a Transformational Programme that was coproduced with all partners including Third Sector, Users with Lived Experience, and Unpaid Carers.
- 1.6 The COVID-19 Pandemic then shifted the region's focus to operational facilitation and delivery of the Emergency Arrangements needed to safeguard the population.
- 1.7 Once the first wave of the pandemic was waning, the Partners agreed to reset the Transformation Programme (April 2021) only to find that by September 2021 that the emergency arrangements had to be re-established and once again the programme paused.
- 1.8 The way in which Welsh Government funded the Regional Programme also changed in April 2022 and the region has developed proposals to support the first year of new Regional Integration Fund (RIF).
- 1.9 The Transformation Programme was re-launched in June 2022 but however paused once again to all the partnership to continue to meet the operational demands.
- 1.10 The Transformation Programme finally back up and running in September 2023 and is making huge strides forward.

2. Transformation Board Governance Arrangements

- 2.1 It has become evident in 2022, during the development of the Proposals for the Regional Integrated Funding, the review of the Population Needs Assessment and Market Stability Reports that the Region once again must look at its Programme and Governance and re-set if it is to achieve its Aim, Vision and deliver on its Priorities.
- 2.2 It was also evident that the Transformation Boards had become increasingly focused on operational implementation of services (since West Glamorgan supported the COVID Response) and the current infrastructure is not set up to support this.
- 2.3 During the review it was evident that the West Glamorgan Office support 5 differing strands of work:
 - a. Supports the Regional Partnership to Deliver on its Legislative Duties.
 - b. Supports and facilitates Transformational Change for the Region.
 - c. Support and facilitate Operation Changes or Service Improvement.
 - d. Supports the programme by delivering Supporting Programmes such as Transforming Complex Care, Digital and Data Transformation, and Accommodation Solutions which includes the development and delivery of the Capital Plan.
 - e. Review of the Business-as-Usual Regional Programmes such as Integrated Autism Service and Regional Adoption Service on a more regular basis to ensure that services are continually improving and identifying opportunities for transformational change.

- 2.4 This review identified the region needed to review its programme to fully support the region in its endeavours, but it is clear that the region must choose its priorities wisely as resources over the coming years will be scarce.
- 2.5 This governance arrangement must follow the minimum investment levels as outlined in the Regional Integration Fund guidance. For example, a minimum of 20% of the allocation must be spend in the 3rd Sector and a minimum of 5% will be spent on Carers.
- 2.6 The West Glamorgan Programme was realigned is depicted in the Diagram below:

West Glamorgan Governance Structure



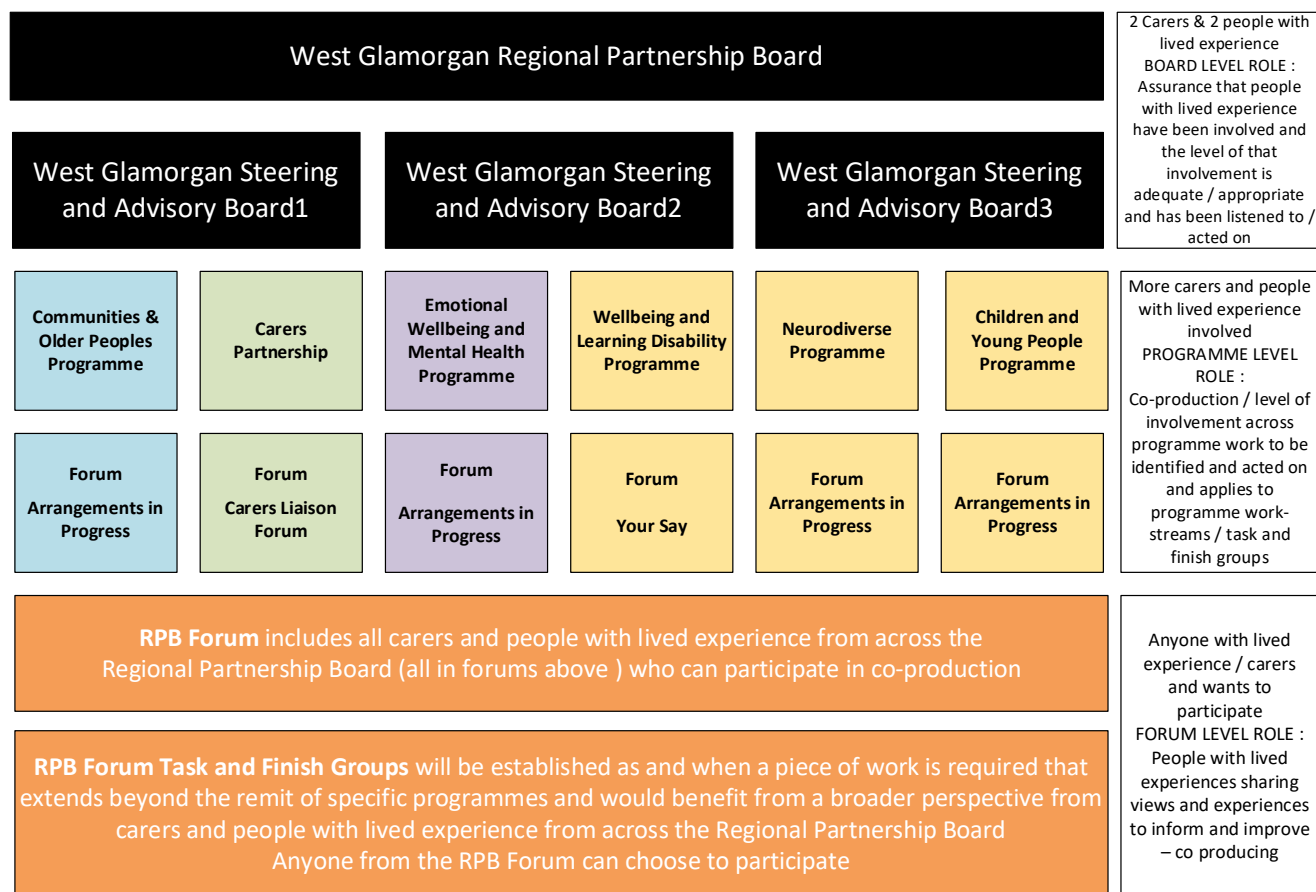
3. West Glamorgan Area Plan for 2023-2027

- 3.1 The new Area Plan for the Region was approved on 25th January 2023 by the Regional Partnership Board
- 3.2 The Area Plan was endorsed through all of the statutory partners governance structures.
- 3.3 This Area Plan sets out how the West Glamorgan Regional Partnership Board will respond to the findings of the [West Glamorgan Population Needs Assessment](#) published on the 1st April 2022, which captured the health and social care needs of people across the West Glamorgan Region. It explains how the Local Authorities and the Health Board, with partners, will address the requirements of the Social Services and Well-being (Wales) Act 2014.
- 3.4 In response to the key conclusions drawn from the Population Needs Assessment and Market Stability Report, the West Glamorgan Regional Partnership Board has adjusted their priorities for the next five years.
- 3.5 The Population Needs Assessment and Area Plan can be located here:
- [Population Needs Assessment 2022-27 - West Glamorgan Regional Partnership](#)
 - [Area Plan - West Glamorgan Regional Partnership](#)

4. Engagement and Coproduction

- 4.1 We have all partner representation which includes 3rd Sector, Users with Lived Experience and Carers who are integral members of the Steering and Advisory Boards and within each programme across infrastructure.
- 4.2 In 2022 the partnership endorsed the:
- West Glamorgan Coproduction Framework
 - West Glamorgan Coproduction Charter
 - West Glamorgan Coproduction Toolkit
- 4.3 Work has continued and the Regional Partnership Board endorsed the creation of the Regional Partnership Board Forum to bring together all users with lived experience and unpaid carers together so that they have an opportunity to connect, network and support cross cutting pieces of work
- 4.4 In 2023 the partnership endorsed the West Glamorgan Volunteers Strategy.
- 4.5 A new member of staff has been appointed to the West Glamorgan Team to specifically support the Volunteers who represent across the programme.

4.6 The way in which West Glamorgan continues to develop its coproduction and engagement arrangements is depicted in the diagram below:



4.7 Engagement:

West Glamorgan has undertaken a tremendous amount of engagement work over the last year. Examples include:

- 4.7.1 Generic engagement / advertising the work for the regional partnership, informing participants at events about the work going on across the regional, encouraging anyone with lived experience to get involved in our programmes to ensure we include the voice of those using services and those supporting people with lived experience when developing health and social care strategies across Neath Port Talbot & Swansea.
- 4.7.2 Focussed engagement – we have focused the engagement activities to suit the audience, often these workshops/activities are developed to engage and encourage participation from specific population cohorts. We have used the opportunities to attend events and also planned our own event to ensure that residents of the region are included in the development of strategies, ensuring that the public are given the opportunity to be informed about the developments and also feed into this to ensure the services and support that is being provided is fit for purpose and also fit for the future.
- 4.7.3 We have run in depth engagement on the Emotional Well-being and Mental Health Strategy across the region, gaining insights into how people look after their own mental health, where/how people would like to receive support for their emotional wellbeing and mental health and also any innovative ideas for support that could be provided across the region.
- 4.7.4 We have been involved in developing and running in depth engagement across the Children and Young People’s programme with varying aims in the form of stalls at events and face to face workshops with professionals and young people, this has included work on the implementation and use of NEST/NYTH framework in the region, engagement to gain insights in to CYP mental health and what is needed to support this in order to develop a CYP Emotional Wellbeing and Mental Health Strategy.

- 4.7.5 We have worked on the engagement for the Learning Disabilities Programme, attending many events and sessions to ensure we encourage voices of those with Learning Disabilities to be involved in shaping the Strategy, as well as supporting the functions of the Your Say Liaison forum at events and sessions as needed.

4.8 Newsletter

The West Glamorgan Regional Partnership Newsletter is produced on a quarterly basis to update partners on the work progressing across the region. These updates provide a wide range of stakeholders with a detailed update on the progress being made to integration across the region. This is the link to access the newsletter: [Newsletter - FEB 2024](#)

4.9 Journal

New for 2024 is the West Glamorgan Joint Working Journal. Entries are posted every three weeks or so to give a rundown of what was covered at the latest West Glamorgan Steering and Advisory Board (SAB) meeting.

The journal also showcases digital stories produced by our Communications and Engagement Team to demonstrate the real-life impact of the partnership's work.

Three journal entries have been posted to date via this link www.westglamorgan.org.uk/journal

5. Programme Progress

- 5.1 The Annual report was approved in June 23 and demonstrates some key areas of progress made across the partnership – the annual report can be viewed: [Annual Report - West Glamorgan Regional Partnership](#).
- 5.2 The Performance Monitoring of the programme takes place twice annually and the latest reports which were approved by the partnership and forwarded to Welsh Government can be viewed: [End of Quarter 2 \(2023-24\) - West Glamorgan Regional Partnership](#).
- 5.3 In appendix 1 there is a summary of the performance measures captured for all the population cohorts for the whole of 2022/23.
- 5.4 The quarterly monitoring returns capture the performance data and measures for all the Regional Investment Funding Schemes. The measures captured include 'how much', 'how well', and 'difference made' which are the measures included in the original project proposal which was the basis of the decisions for investment.
- 5.5 Work has continued across all Regional Partnership Boards to agree a national outcomes framework with measures that all regions have endorsed.
- 5.6 Work continues locally to review more granular information on each of the projects supported by the Regional Investment Fund.
- 5.7 West Glamorgan has produced a number of Digital Stories to demonstrate how it is making a difference to the people of West Glamorgan

5.8 Wellbeing and Learning Disability Case studies:

Crafty Potters - [CraftyPottersShort FINAL \(vimeo.com\)](#)

This film shows the activities provided by Crafty Potters to adults with learning disabilities and their carers and how the project has developed and the impact its making on the participants.

Awel Aman Tawe - [Awel Aman Tawe - Taith Co-op on Vimeo](#)

This film follows the project's Community Transport Co-ordinator on her weekly journey to a local disco for adults with learning disabilities.

BAME CYP LD Support - [A Conversation with BMHS on Vimeo](#)

This film explains how the project supports parent carers of children with learning disabilities from ethnic minority communities in Swansea.

Interplay - [Interplay - Residential Slideshow on Vimeo](#)

This film shows weekend residential trips that Interplay run for children and young people with learning disabilities or neurodevelopmental condition. The film explains how the residential provide opportunities to those who attend to develop life skills.

5.9 **Carers Partnership** - This short clip gives some further information on the project from carers. [Male Carers V.4.1 \(vimeo.com\)](#)

5.10 **Children and Young People**

Y-Hub <https://vimeo.com/879443612/abdcb4956a?share=copy>

This film shows some of the activities provided by the Y Hub to children and young people in Swansea who are at risk of being involved in county lines, antisocial behaviour and exploitation as well as those not in education or training. The film shares the impact of the project on young people.

Brighter Futures <https://vimeo.com/881712556/bc89aae5a7?share=copy>

This film shows a visit to Faith in Families, a charity which provides support to families who have experienced a variety of issues. Their initiative, Brighter Futures offers a range of therapeutic support, and we hear from some of the people involved why the project is so important.

5.11 **Emotional Wellbeing and Mental Health**

In the last reporting period project **Farming for Wellbeing**, which supports people, who struggle with mental health issues, with long-term unemployment, have learning disabilities or ASD diagnosis to improve their emotional and mental wellbeing by utilising 5 Ways for Wellbeing principles and work at the community Farm. Information about this project and people it is supporting can be find in this short digital story:

<https://vimeo.com/885418451/f8adcd2c6b?share=copy>

Another example is the digital story of one of the volunteers at the **West Glamorgan Mental Health Hub** project, who explains who being involved in this piece of work is making positive changes in her life.

<https://www.facebook.com/watch/?v=543602544529330>

Further volunteers and Service Users of **West Glamorgan Mental Health Hub** provide more insight to help they received via the Hub. Each of them highlighted how important it was for them to access support when they needed it most and how much they would like to give back to community to improve someone else situation.

<https://www.facebook.com/watch/?v=1159774848066304>

5.12 **Communities and Older People**

This story shows how bringing individuals together for a low impact dance class can support them to gain physical confidence and techniques which can support them to remain safe from falls as well as provide them with a community in which they can meet new friends and access support if needed. [Dance to Health Final \(vimeo.com\)](#)

5.13 Digital Stories are now embedded into the qualitative evidence that we provide the partnership, and a rolling programme has been planned. Welsh Government are very complementary on our digital stories and have requested that other regions in Wales replicate this approach.

6. Legal Implications

There are no legal implications associated with this report

7. Financial Implications

There were no financial implications for core funding in this programme. All programmes and projects are funded via Regional Investment Fund.

The Regional Investment Fund however expires in March 2027 and there are significant risks in relation to the existing funded schemes and planning will need to be undertaken in terms of risk mitigation given there is approximately £6m allocated to Swansea Council schemes.

8. Integrated Assessment Implications

The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage
- Consider opportunities for people to use the Welsh language
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

An IIA Screening has been undertaken and is appended to the report. The Regional Partnership Board supports the development of integrated services across the region and adds value and improves the services delivered to the population of Swansea. The culminative impact can be demonstrated as positive. This is evidenced within our Annual Reports and progress as reported though to the Regional Partnership Board.

There is positive impact on the population as a result of this report, however direct implications of service changes will be determined when services are transformed. The action plan or programmes related to service change will be subject to the IIA process.

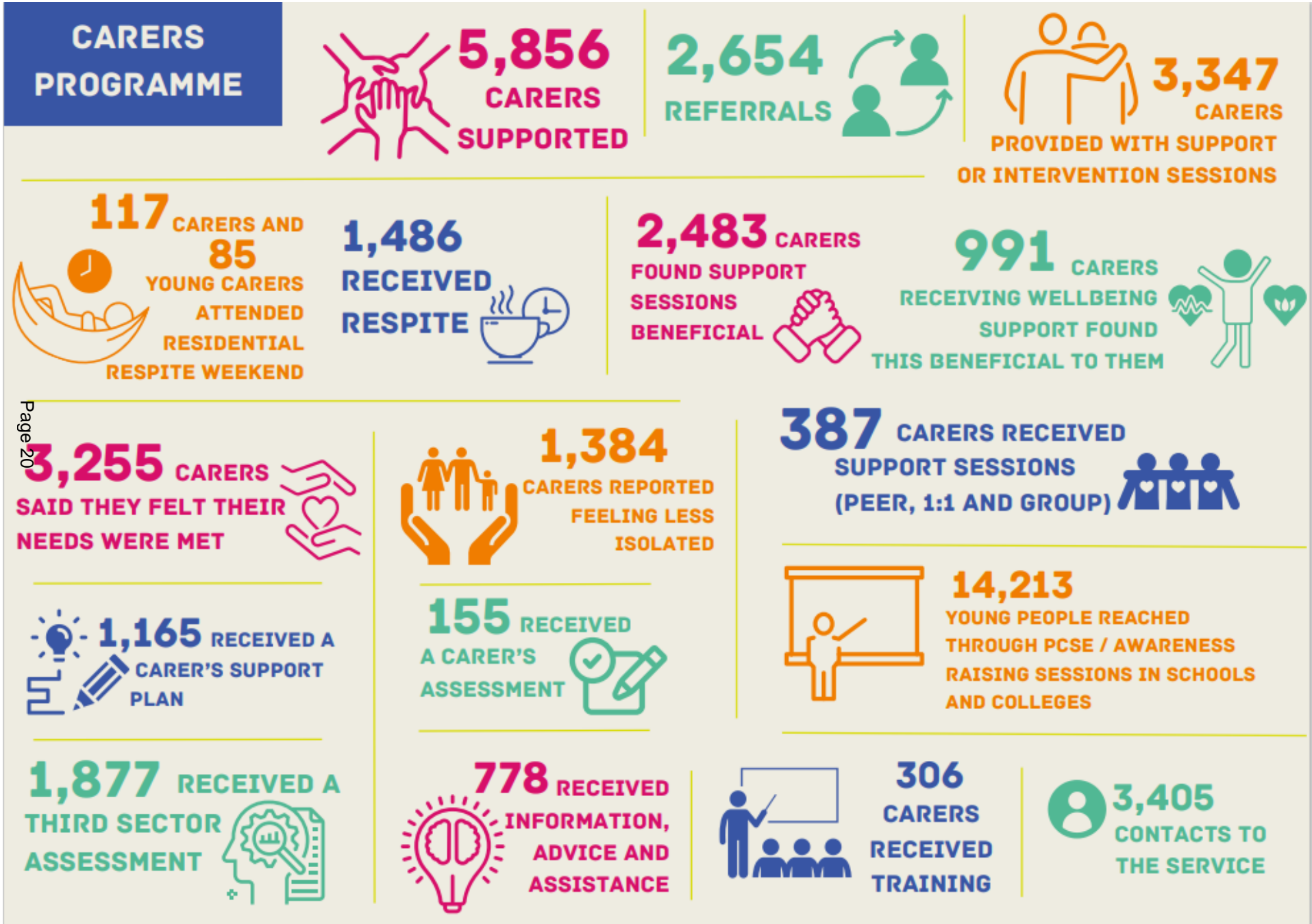
9. Risk Management

All individual programmes and projects utilise a risk management strategy.

10. Background Papers:

Not applicable

Appendix 1 – Infographics of Performance for 2022/2023



LEARNING DISABILITY PROGRAMME

540 PEOPLE
ACCESSED THE
SERVICES



16 VOLUNTEERS
RECRUITED



331
ACHIEVED
PERSONAL
OUTCOMES

1,314
CONTACTS



90
ACTIVITIES PROVIDED

35 PEOPLE RECEIVED
SPECIALIST
SUPPORT



237 PEOPLE
MAINTAINED OR IMPROVED
THEIR EMOTIONAL HEALTH

CHILDREN AND YOUNG PEOPLE PROGRAMME

3,436
REFERRALS



4,313
ENQUIRIES



632
ACTIVITIES PROVIDED



1,499
FAMILIES SUPPORTED



1,141
FAMILIES SUPPORTED REPORTED A POSITIVE EXPERIENCE



843
THERAPEUTIC INTERVENTIONS



7,893
CHILDREN SUPPORTED



PERFORMANCE MEASURES BASED ON PROJECTS WHERE PEOPLE PROVIDED FEEDBACK:

569
REPORTED THEIR NEEDS WERE MET



96 CHILDREN/
FAMILIES ATTENDING
ACTIVITIES
REPORTED A POSITIVE
EXPERIENCE

★★★★★

151 PARENTS/
CARERS
REPORTED IMPROVED
KNOWLEDGE TO
BETTER SUPPORT
THEIR LOVED ONES



2,794
CHILDREN AND
FAMILIES REPORTED
IMPROVEMENT
IN THEIR
MENTAL HEALTH



DEMENTIA PROGRAMME

339 SIGNPOSTED
TO OTHER MENTAL
HEALTH SERVICES



Page 23

3,216 PEOPLE
MAINTAINED
OR IMPROVED THEIR
EMOTIONAL HEALTH
& WELLBEING

8,455
REFERRALS



7,750
PEOPLE WITH DEMENTIA
AND CARERS SUPPORTED

7,325 PEOPLE
REPORTED POSITIVE
EXPERIENCE



6,004
PEOPLE ASSESSED
BY THE SERVICE



1,014
ACTIVITIES
PROVIDED

5,819

PEOPLE REPORTED THEY
WERE SATISFIED WITH
THE SERVICE
THEY
RECEIVED



2,701 REPORT
IMPROVED ACCESS
TO SERVICES

3,502 PEOPLE
ATTENDED AWARENESS
RAISING SESSIONS



101 THERAPEUTIC
INTERVENTIONS
PROVIDED

3,516

PEOPLE REPORTED
INCREASED KNOWLEDGE
OF SERVICES AVAILABLE



2,440
WELLBEING SUPPORT
SESSIONS PROVIDED



1,038
BETTER ABLE TO
COPE WITH THEIR
MENTAL HEALTH

EMOTIONAL WELLBEING & MENTAL HEALTH PROGRAMME

 **3,970**
REFERRALS
RECEIVED

 **3,890**
REFERRALS
ACCEPTED

1,724
ASSESSMENTS
COMPLETED 

26 SIGNPOSTED
TO OTHER
MENTAL 
HEALTH SERVICES

465
WELLBEING
ACTIVITIES
PROVIDED 

2,437 
REPORTED AN
IMPROVEMENT IN
THEIR EMOTIONAL AND
MENTAL HEALTH

2,552
REPORTED BEING
SATISFIED WITH THE
SERVICE THEY
RECEIVED 

2,649 
HAVE SEEN A
POSITIVE CHANGE IN
THEIR MENTAL
HEALTH

 **1,962**
ATTENDING
WELLBEING ACTIVITIES
REPORTED A POSITIVE
EXPERIENCE

336 PEOPLE OFFERED
THERAPEUTIC
INTERVENTIONS 

 **1,071**
ATTENDED
AWARENESS RAISING
SESSIONS

2,753 
REPORTED THEIR
NEEDS WERE MET

 **808**
THERAPEUTIC
INTERVENTION
SESSIONS PROVIDED

1,749 
REPORTED
IMPROVED ACCESS
TO SERVICES

1,230 
COUNSELLING
SESSIONS PROVIDED

620 PEOPLE
OFFERED
COUNSELLING
SERVICES 

1,132
ACCESSED THE RIGHT SERVICES AT
THE RIGHT TIME 

HOME FIRST PROGRAMME

1,411

PEOPLE 65+ SUPPORTED
IN RESIDENTIAL OR
NURSING CARE



£2.75M

WORTH OF BED
DAYS SAVED
THROUGH CLINICAL
CARE AT HOME



1,558 PEOPLE 18+
SUPPORTED WITH
DOMICILIARY CARE
(MONTHLY AVERAGE)

18+

871,464

HOURS OF EXTERNAL
DOMICILIARY CARE
COMMISSIONED



14,513
BED DAYS AVOIDED, EQUATES
TO COST AVOIDANCE OF
£2.75M

369

PEOPLE HAD
PERIOD OF
REABLEMENT IN RESIDENTIAL
SETTING BEFORE RETURNING
HOME FROM HOSPITAL



1,609 PEOPLE
DISCHARGED FROM
HOSPITAL
SUPPORTED WITH
REABLEMENT AT
HOME



62%

PEOPLE RETURNED
HOME INDEPENDENTLY
AFTER RESIDENTIAL
REABLEMENT



569



PEOPLE
DISCHARGED FROM
HOSPITAL INTO A CARE
HOME OF CHOICE

21 DEEP-CLEANS/
DECLUTTERING
ARRANGED BY
THIRD SECTOR



167 PEOPLE
TRANSFERRED TO
STEP UP STEP DOWN
BED FROM HOSPITAL

633

PEOPLE DISCHARGED
FROM HOSPITAL
SUPPORTED BY THIRD
SECTOR



PREVENTION AND COMMUNITY COORDINATION

2848

ASSISTIVE TECHNOLOGY/
TELECARE ITEMS PROVIDED



50

COMMUNITY MEMBERS ENGAGED AND SUPPORTED WITH COMMUNITY ACTIVITIES, DEVELOPMENT SUPPORT AND FUNDING ADVICE



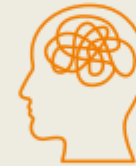
346

PEOPLE RECEIVED LOW LEVEL SUPPORT FOR OLDER PEOPLE



500

CHILDREN AND YOUNG PEOPLE SUPPORTED WITH WELLBEING AND MENTAL HEALTH



62

PEOPLE SUPPORTED WITH DECLUTTERING THEIR HOMES



120

SOCIAL AND MICRO ENTERPRISE GROUPS SUPPORTED



26



INDIVIDUALS INTERESTED IN SETTING UP A MICRO ENTERPRISE

274



INDIVIDUALS SUPPORTED THROUGH COMMUNITY BASED SUPPORT



972

NEW 'INTRODUCTIONS' /INDIVIDUALS LINKED TO SWANSEA LOCAL AREA CO-ORDINATORS (LAC)

20% OF REFERRALS VIA NPT LAC FOR SOCIALISING AND **15%** FOR MENTAL HEALTH



73

SUCCESSFUL LEARNERS IN SOCIAL CARE TRAINING WITH 30 GAINED EMPLOYMENT WITHIN THE SOCIAL CARE SECTOR OR FURTHER EDUCATION



534

INDIVIDUALS ARE SUPPORTED THROUGH 1:1 PROVISION AT ANY ONE TIME VIA LAC IN NPT



4472

POSITIVE CHANGES REPORTED FOLLOWING INTRODUCTION TO SWANSEA LAC



1944

PEOPLE IN SWANSEA SUPPORTED VIA INFORMATION, ADVICE, ASSISTANCE AND SIGN POSTED TO COMMUNITY SUPPORT AT OUR 'FRONT DOOR'

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: West Glamorgan

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

(b) Please name and fully describe initiative here:

To provide an update as required by the Adult Services Scrutiny Performance Panel in relation to the West Glamorgan Transformation 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
	+	-	+	-	+	-	
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"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Integrated Impact Assessment Screening Form

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

The report is an update to the Adult Services Scrutiny Performance Panel regarding work across West Glamorgan though the last year and is past tense

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

Q7 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.)

No impact as this is a report for the work over the last year

Integrated Impact Assessment Screening Form

Outcome of Screening

Q8 Please describe the outcome of your screening below:

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

There are no Integrated Assessments Implications associated with this report

(NB: This summary paragraph should be used in the relevant 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: Kelly Gillings
Job title: West Glamorgan Regional Director of Transformation
Date: 29.02.24
Approval by Head of Service:
Name: Kelly Gillings
Position: West Glamorgan Regional Director of Transformation
Date: 29.02.24

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

Agenda Item 7



Report of the Cabinet Member for Care Services

Adult Services Scrutiny Performance Panel – 20 March 2024

PERFORMANCE MONITORING

Purpose	To present the Adult Services monthly performance report for January 2024
Content	The Adult Services report includes the latest performance management information, including; enquires through the Common Access Point, Client Reviews, Carers Assessments, Residential and Community Reablement, Domiciliary and Residential Care, and Safeguarding responses.
Councillors are being asked to	Consider the report as part of their routine review of performance in Adult Services.
Lead Councillor(s)	Cllr Louise Gibbard, Cabinet Member for Care Services
Lead Officer(s)	Amy Hawkins, Head of Adult Services & Tackling Poverty Helen St.John, Head of Integrated Services
Report Author	Amy Hawkins, Head of Adult Services & Tackling Poverty 01792 636245 Amy.Hawkins@swansea.gov.uk Helen St.John, Interim Head of Integrated Services Helen.StJohn@wales.nhs.uk 01792 636245

Adult Services
Management Information
Headline Report
Data for January 2024



Adult Services Vision

People in Swansea will have access to modern health and social care services which enable them to lead fulfilled lives with a sense of wellbeing within supportive families and resilient communities. We will help people to keep safe and protected from harm and give opportunities for them to feel empowered to exercise voice, choice and control in all aspects of their lives.

Doing What Matters

Adult Services will focus on strengths, prevention, early intervention and enablement. We will deliver better support for people making best use of the resources available supported by our highly skilled and valued workforce.

Agreed Service Priorities for 2023/24

1. Promoting people's voice
2. Ensuring a valued & skilled workforce
3. Better Prevention & Early Help
4. Keeping People Safe
5. Enabling & Promoting Independence
6. Financial Efficacy
7. Resources which meet the needs of our community
8. Focus on quality & continuous improvement

Amy Hawkins, Head of Adult Services & Tackling Poverty Summary

The Social Work Mental Capacity Act Assessments and reviews completed increased in January. All SW teams have been engaged with and contributed to the Assessment and Care Planning restructure options development and additional opportunities for improvements have been identified which will be progressed by the Social Work teams.

The number of Carers identified and Carers Assessments completed has returned to pre-Christmas levels.

In the last three months we've seen 70% of people returning home from Residential Reablement independently and with packages of care. The number of beds in Bonymaen has increased to 28 over the Winter period to support increased demand from Hospital. The people in the 8 Dementia re-settlement beds in Ty Westfield unit in Ty Waunarlwydd are achieving good outcomes supporting people returning home or to longer-term placements post-hospital.

We are seeing continued stability in our external Domiciliary Care market and we are seeing continued growth in the number of people receiving care at home and there remains good allocation of new packages of care. 121 Packages of Care were allocated in January. The average hours of care per individual has remained fairly steady and currently at 8.5 hours per week in the external market. Providers continue to report cost pressures in Domiciliary Care along with Residential Care and Supported Living.

In internal residential services we continue to focus on increased step-up from the community, long-term complex and have increased respite capacity. Average time in short-term placements continues to decrease in the average time people are in service, indicating that people's move on plans are being implemented quicker. Processes for emergency admissions is working well.

The total attendance over the month at Day Services has increased, although there has been a slight reduction in unique individuals. Specific focus has been on Older Person's Day Services and ensuring the availability of provision due to an external provider leaving the market.

The Safeguarding Team determined 89% of Adult at Risk (AAR) cases within 7 days, this is an improvement in recent months. The team continue with high numbers of consultations from different providers and directly from the community. New DoLS applications and the backlog has increased this month again, recent national report indicates Swansea has the highest number of applications nationally.

Helen StJohn, Head of Integrated Services Summary

The volume of contacts received in the Common Access Point during January 2024 demonstrates a real return to the highest level of demand. Of the overall figure of 772 enquiries there was a reduction of 4% in those able to be closed following the provision of Advice and Information with a corresponding increase of over 7% in the cases which required multidisciplinary team intervention due to the complexity of the presenting issues.

The significant increase in the number of task notes created in January tells us that a higher number of contacts to CAP were from individuals already known to us and either waiting for support or reporting a change in their circumstances to us – the data shows a fairly even split in reason. The team also managed 97 rapid responses – the highest number since Feb 2023 and a 61% increase on the activity for last month. The percentage of rapid responses able to be closed at CAP was lower than recent months.

In summary, our front door is receiving high levels of demand with much of the need presenting as urgent and complex. The high number of individuals already known to us may be an indication that we continue to provide proportionate support to an increasingly frail population which maintains their safety and independence at home and is required to manage the variability of condition linked to the degree of frailty and carer considerations.

The care management activity reflects the above in the increase in care and support plans generated as does the related number of carers identified and offered an assessment.

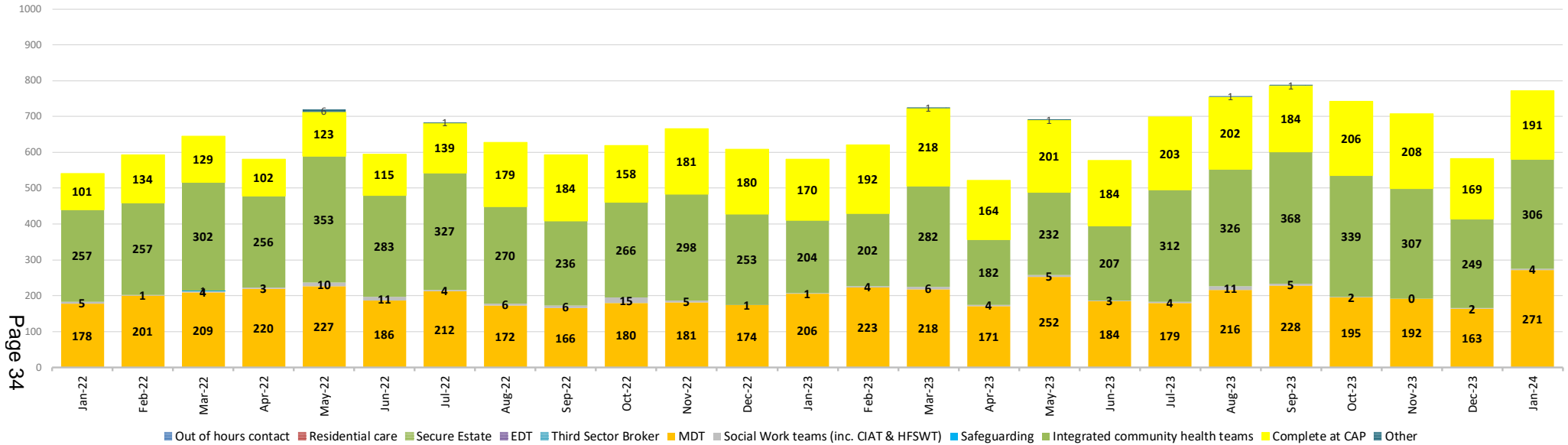
Domiciliary reablement activity levels are high and it is particularly positive to note the increasing number of people receiving reablement following community referral. This reflects the service drive to rebalance internal domestic care reablement delivery in a stronger preventative direction. Whilst the clear value of reablement following hospital stay has been well documented we are keen to further support maintaining individuals safely in their own homes and reducing chances of hospital admission where possible. Prevention and reablement form key strands of our transformation plan so positive developments in this area is welcome.

The service is undertaking work to understand the planned vs actual hours delivered and to ensure effective use of this resource.



Common Access Point

Referrals created at the Common Access Point - Data is being further validated but it has been confirmed that the process is for all referrals for social care (not closed in CAP) go via MDT rather than directly to the Social Care teams.



Page 34

It is important to note that referrals for Safeguarding, DOLS and PPNs are now going directly to the Safeguarding team rather than via CAP. This partly accounts for the reduction in enquiries created from Aug 2020. **98** referrals (AAR, PPNs & Suicides) were recorded directly in the Safeguarding team in January (69 in December 2023).

772 Referrals in Jan 24

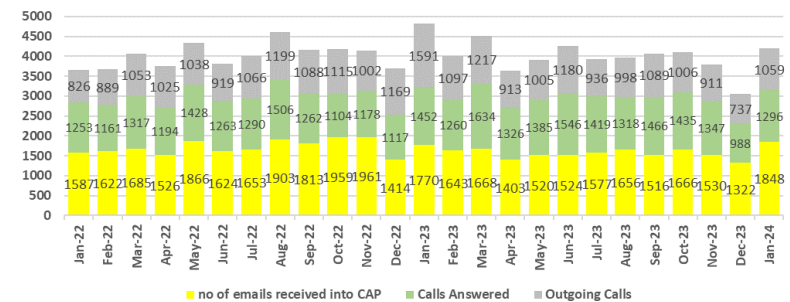
191 Closed - Provided Advice & Information (24.7%)
271 MDT (35.1%)
4 directly to SW Teams (<1%)
306 to integrated therapies (39.6%)

583 Referrals in Dec 23

169 Closed - Provided Advice & Information (29%)
163 MDT (28%)
2 directly to SW Teams (<1%)
249 to integrated therapies (42.7%)

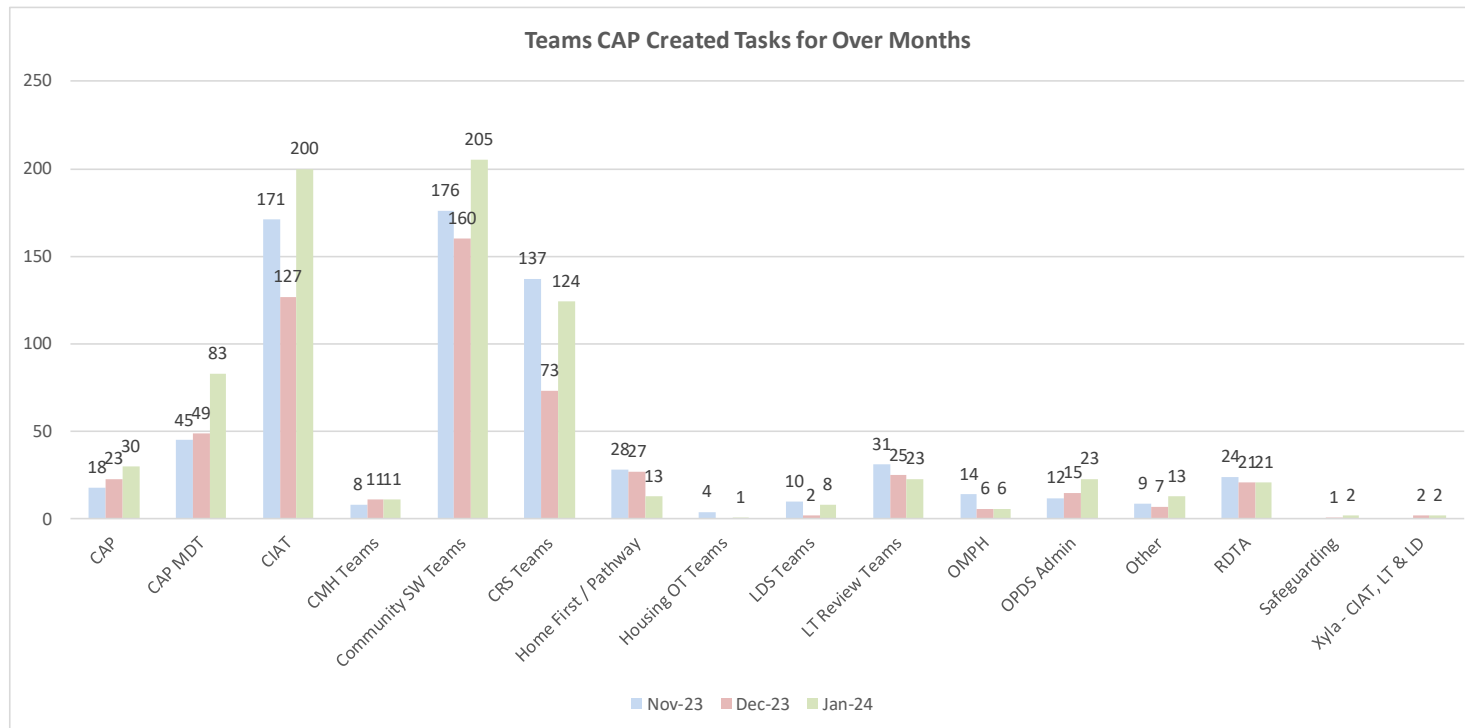
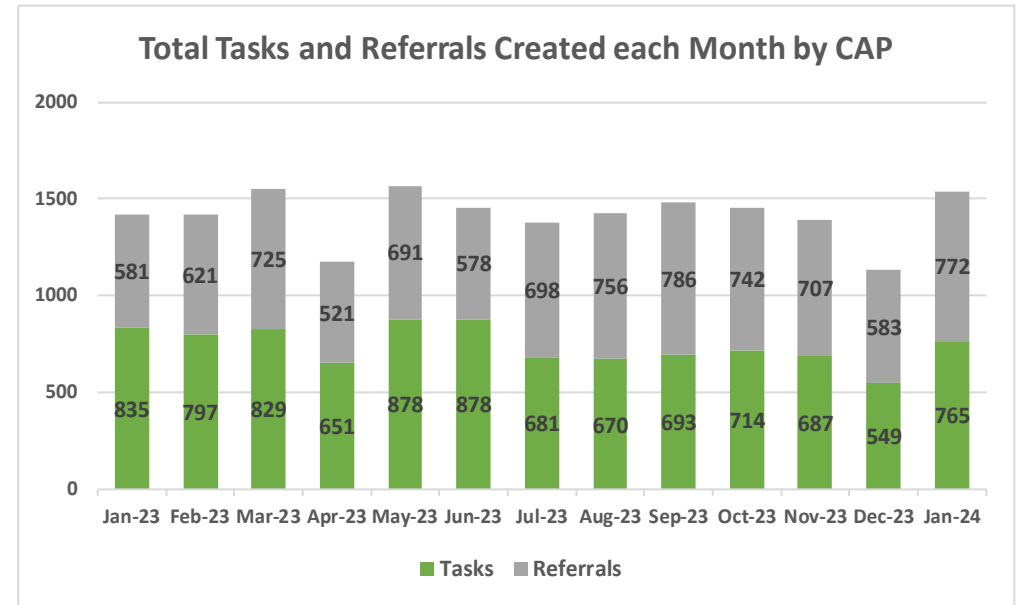
581 Referrals were created by CAP in January 2023

Common Access Point Number of Calls Answered, Outgoing Calls and Number of Emails Received



Referrals are recorded on to WCCIS by CAP for all new requests for information or Advice/Support.

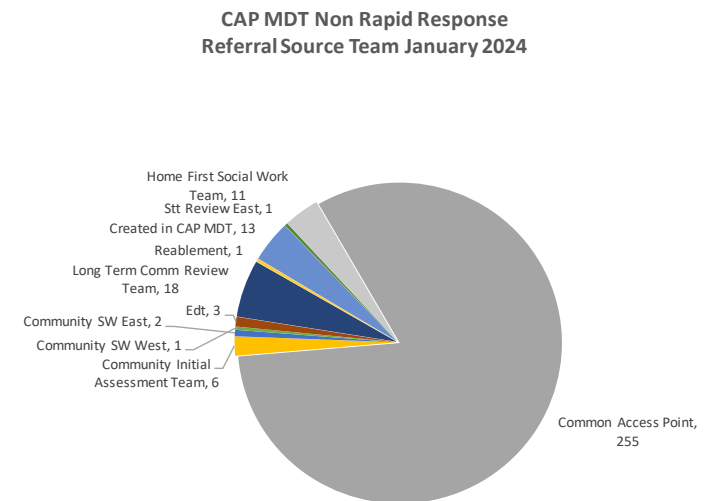
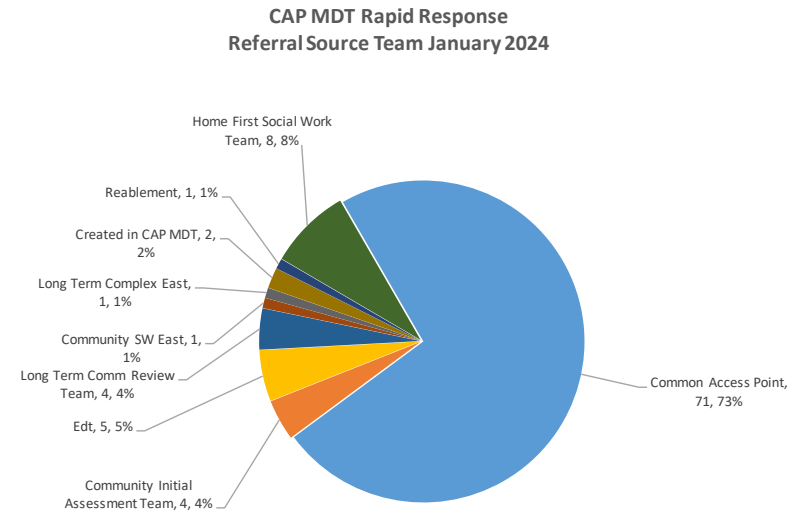
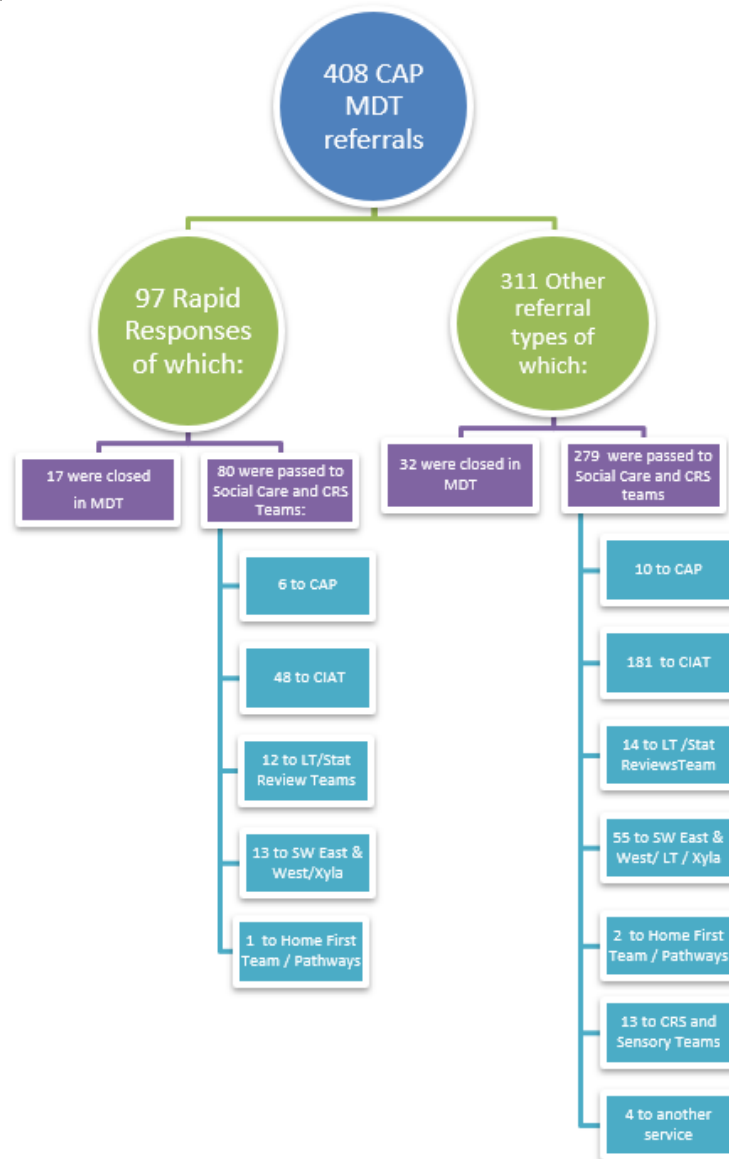
However, for existing clients, CAP will record a Task for the appropriate owning/involved team if they are unable to support.

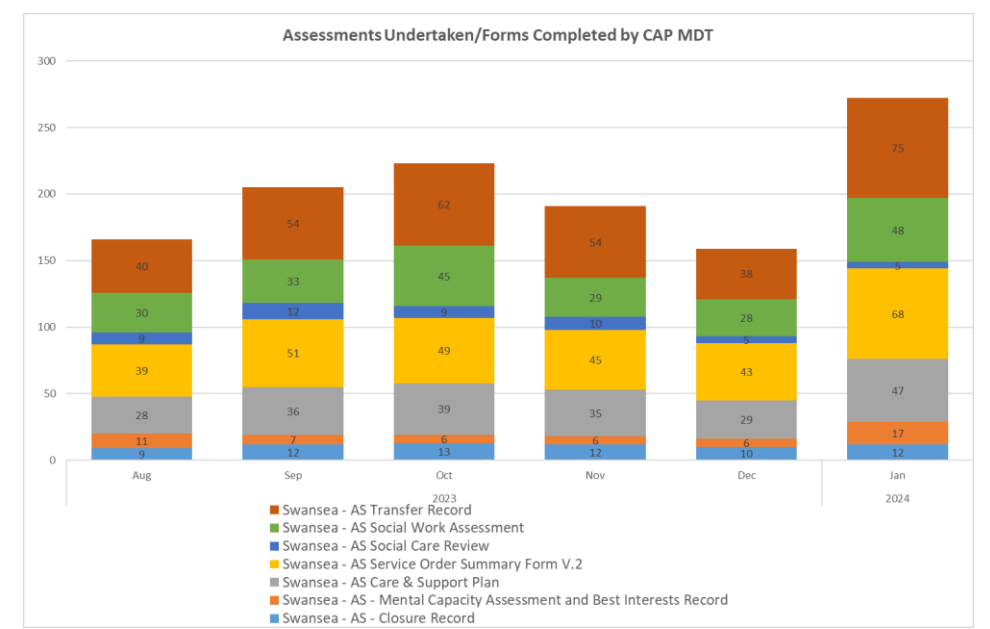
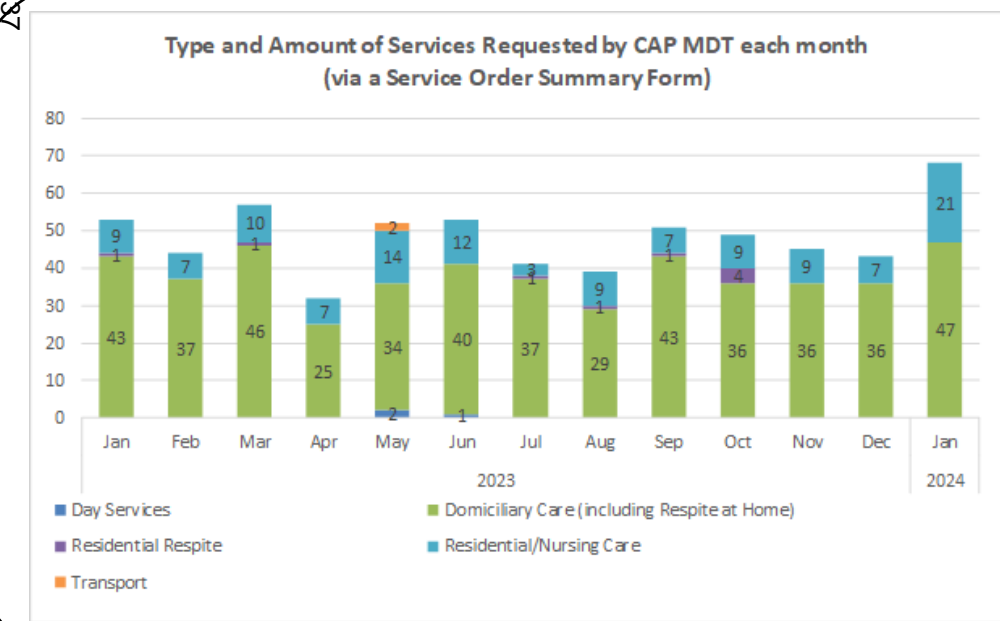
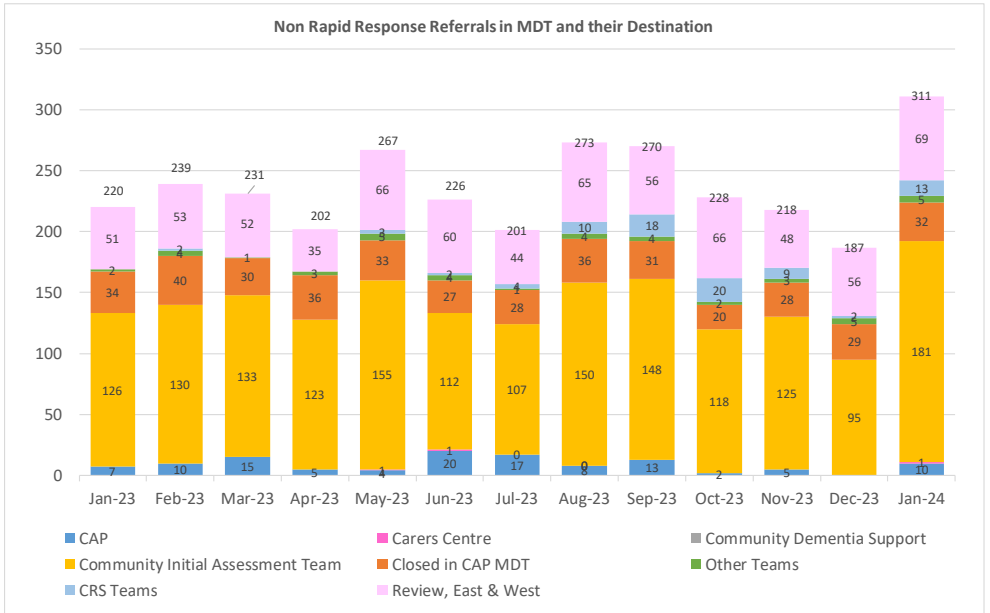
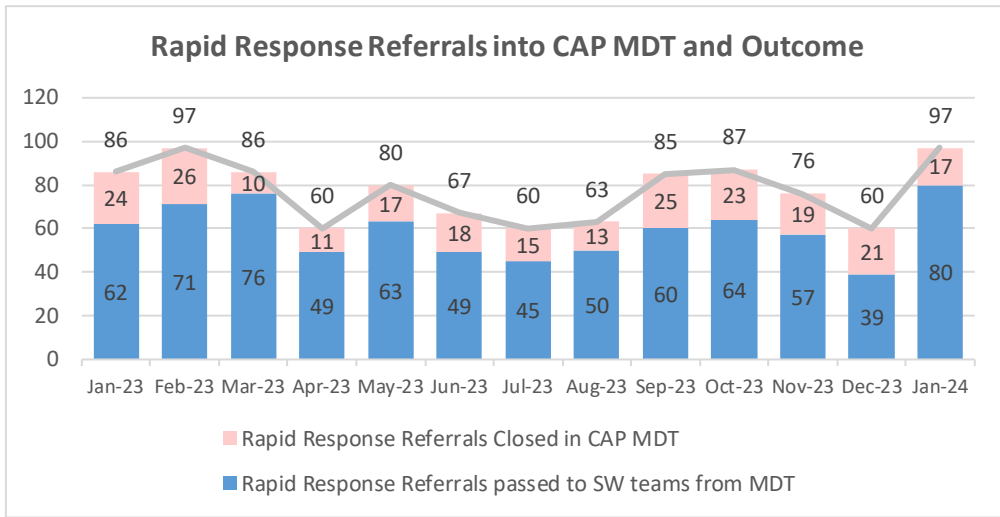




CAP MDT

CAP MDT Data for January 2024 – further development & validation work is being undertaken.





What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> Managing the Rapid Response cases at the front door. Dealt with 80 rapid response cases in the month of January compared to 39 in December, 17 Rapid Response cases closed at the MDT function of the front door. Significant Increase in referral at the front door for care home placements both residential and nursing as well as a significant increase in packages of care at home. 	<ul style="list-style-type: none"> There are only three social workers in the MDT function as there are two social work vacancies and one vacancy due to maternity leave. Concerned that this theme of increase for services at the front door will continue into February. Worried about the complexity of cases be presented at the front door. 	<ul style="list-style-type: none"> Two social workers have been recruited into the team. The staff will be starting in post at the end of February. Closely monitor the referral at the front door to establish if there is an upward trend in requests for these specific services in February.



Assessments & Reviews

Reviews

Information on completed reviews in timescales are part of the new Welsh Government Performance Framework and Corporate Reporting. The reports have been developed but require substantial validation, currently this data will only be available on an annual basis.

Adult Social Work Assessments Completed

AS Social Work Ass Completed

AS Social Work Reviews Completed

AS Care & Support Plans Completed

Jan 24

292

157

421

Dec 23

217

116

309

Nov 23

306

194

466

Mental Health CPA Assessments Completed by CMHTS & OPMH

MH CPA Assessments Completed

MH Care & Treatment Plans & Reviews Completed

Jan 24

108

147

Dec 23

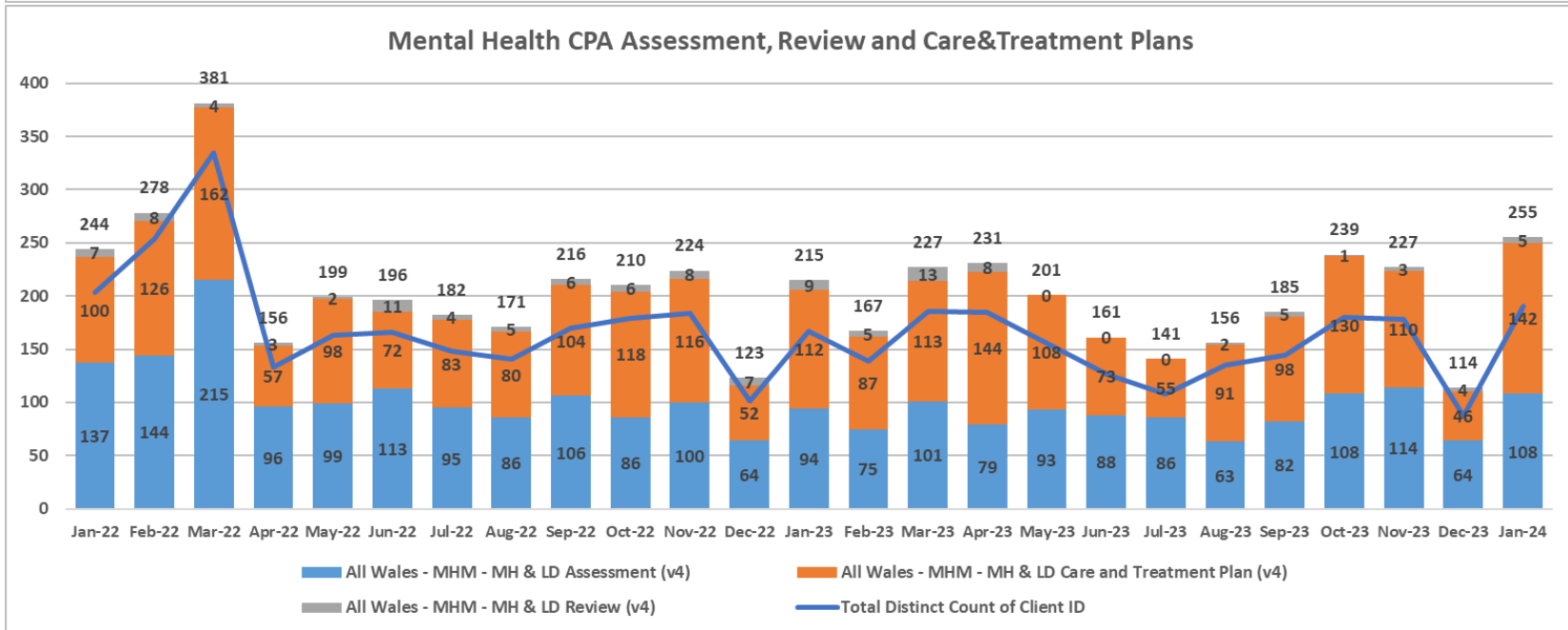
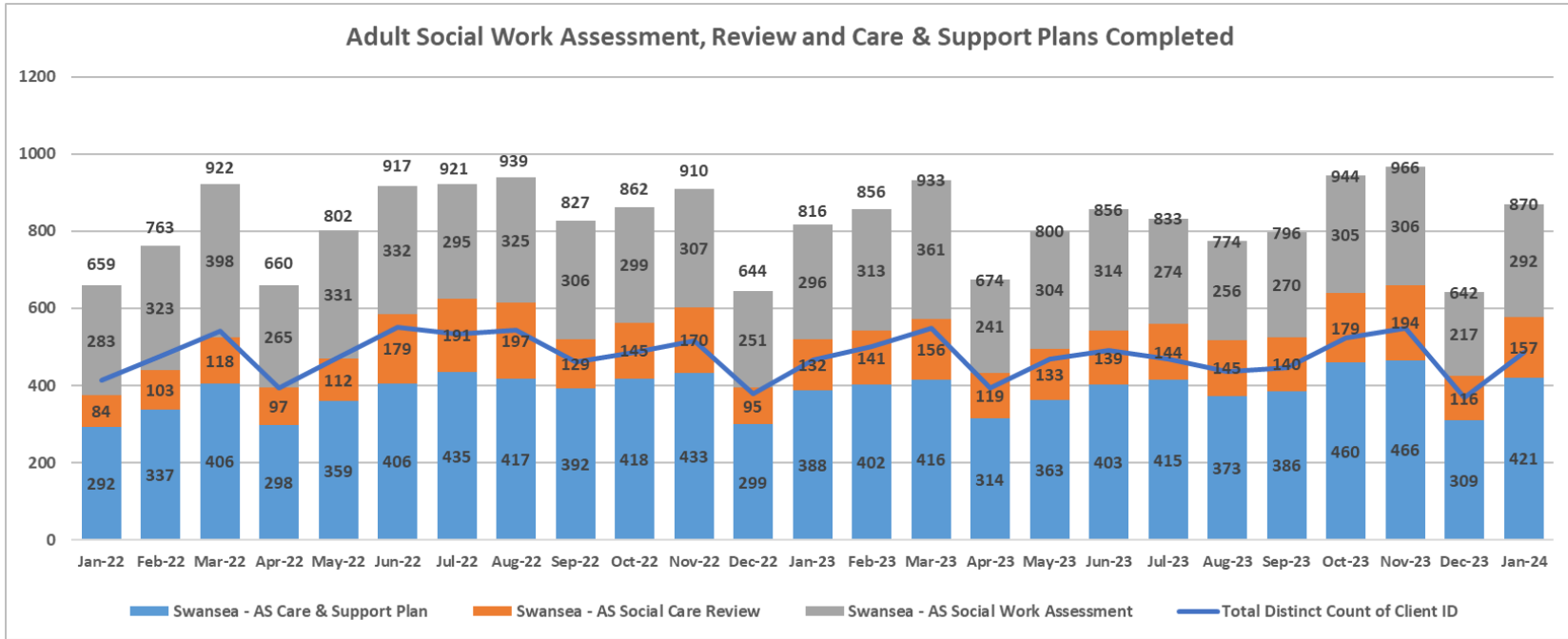
64

50

Nov 23

114

113



Community Teams

What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> Positive growth in the needs assessment and review of care and support plans completed this month. 	<ul style="list-style-type: none"> Demand for social work assessment continues to be higher than the capacity to complete this work. Growth in the complexities of case work and the delays of outside factors which impact on case management (Court, NHS processes). 	<ul style="list-style-type: none"> Reconsider recruitment opportunities to maximise workforce ability to manage demand. Continue to consider innovation to enhance smarter timescales.

Mental Health and Learning Disability Services

What is working well?	What are we worried about?	What we are going to do?
<p>Page 41</p> <ul style="list-style-type: none"> Joint working with C&F services continues to provide greater clarity on future need and service demands in adult services. Right Care Right Person discussions locally are slowly providing greater clarity regarding change in police responses to public welfare issues. 	<ul style="list-style-type: none"> The demand on adult services for those transitioning from Childrens services in the next 2 years appears high. There remains a lack of clarity regarding the long-term implications for practice and approach following Right Care Right Person. 	<ul style="list-style-type: none"> Regular focus and finance meetings locally and regionally are helping to plan for future demand. Work with local Police liaison meetings to focus on the implications of this new approach.

Carers and Carers Assessments



Updated Carers Information:

Carers Information is now successfully being extracted from WCCIS however it continues to be validated with a view to improve on accuracy and completeness of information. Work to be undertaken to ensure data is appropriately entered and completed on WCCIS.

115

Carers identified in Jan 24

99 offered assessment (86%)

40 assessments/reviews undertaken

91

Carers identified in Dec 23

80 offered assessment (87.9%)

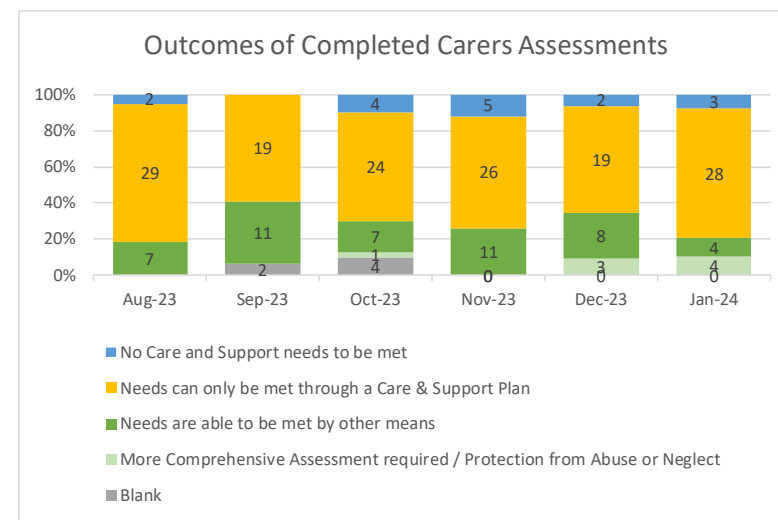
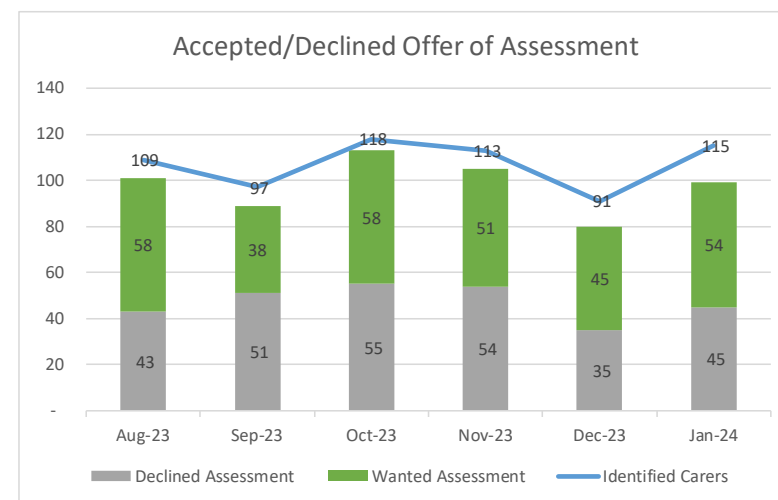
33 assessments/reviews undertaken

113

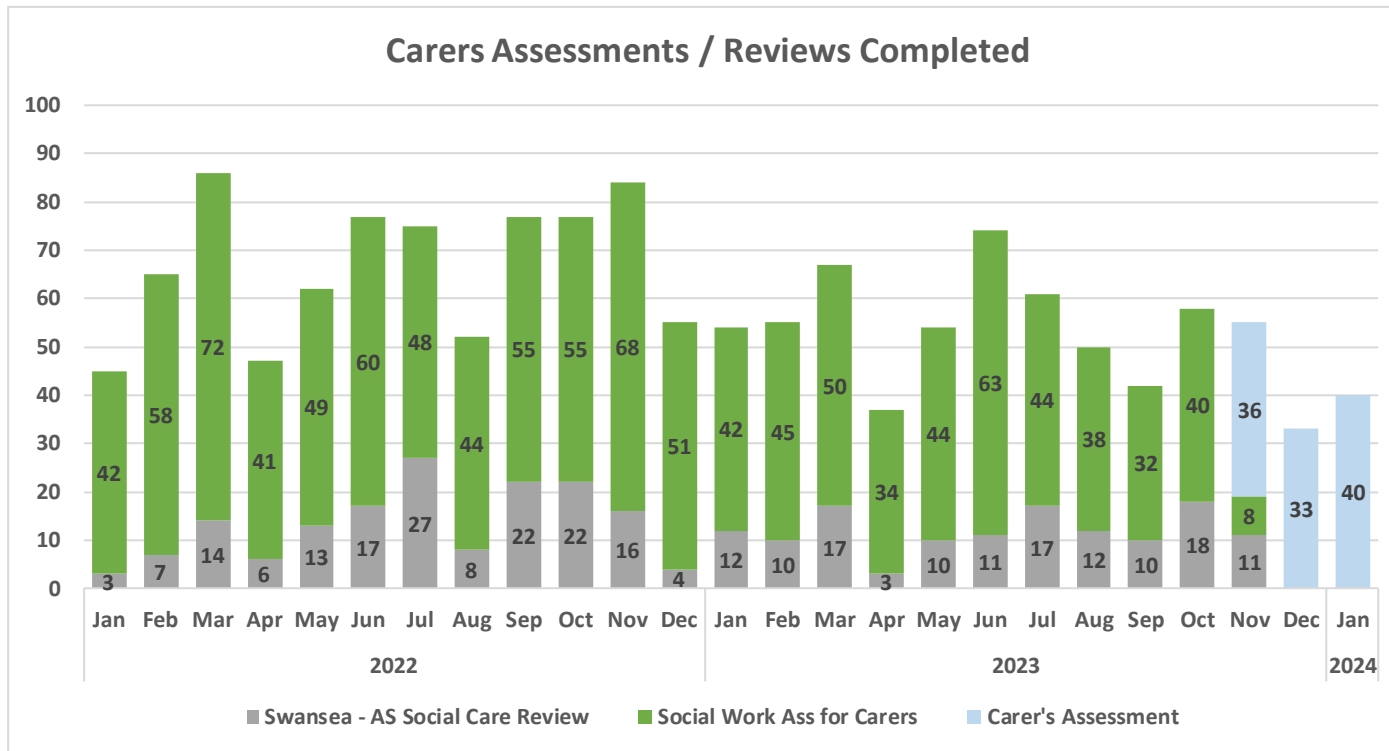
Carers identified in Nov 23

105 offered assessment (92.9%)

55 assessments/reviews undertaken



Carers Assessments and Reviews Completed



Page 43

What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> • New Carers Assessment embedded in performance data. • Steady increase of Carer Assessments completed. 	<ul style="list-style-type: none"> • The Carers Assessment offer has marginally declined. 	<ul style="list-style-type: none"> • Carers Awareness training planned to increase workforce knowledge.



Residential Reablement

During November, December and January Residential Reablement services in Bonymaen had an overall percentage of 70% of people returning to their own homes, independently and with care packages.

20

Admissions (Jan 24)
19 from Hospital
1 from Community

19

People left residential reablement (Jan 24)
15 people left residential reablement in Jan 23

14

People went home
6 with care, 8 with no care,
3 hospital, 2 residential



24

Admissions (Dec 23)
22 from Hospital
2 from Community

21

People left residential reablement (Dec 23)
21 people left residential reablement in Dec 22

16

People went home
6 with care, 9 with no care,
1 with family bridging
2 hospital, 1 residential, 1 deceased and 1 other



15

Admissions (Nov 23)
13 from Hospital
2 from Community

15

People left residential reablement (Nov 23)
18 people left residential reablement in Nov 22

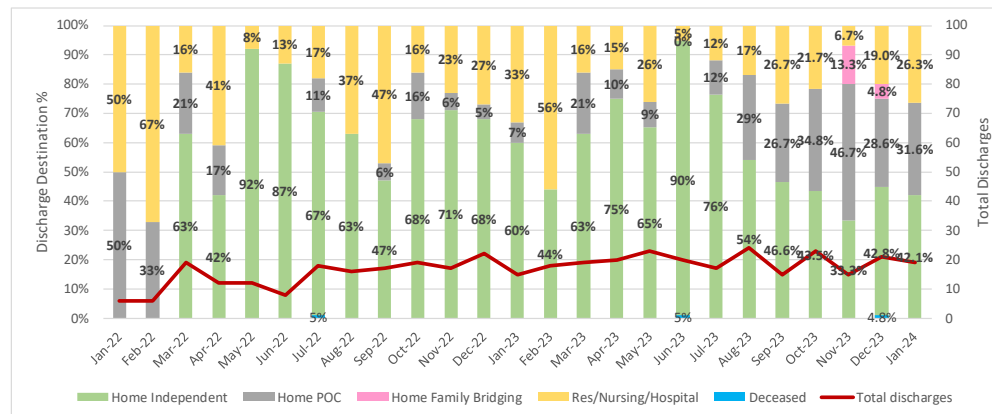
14

People went home
7 with care, 5 with no care,
2 with family bridging
1 hospital



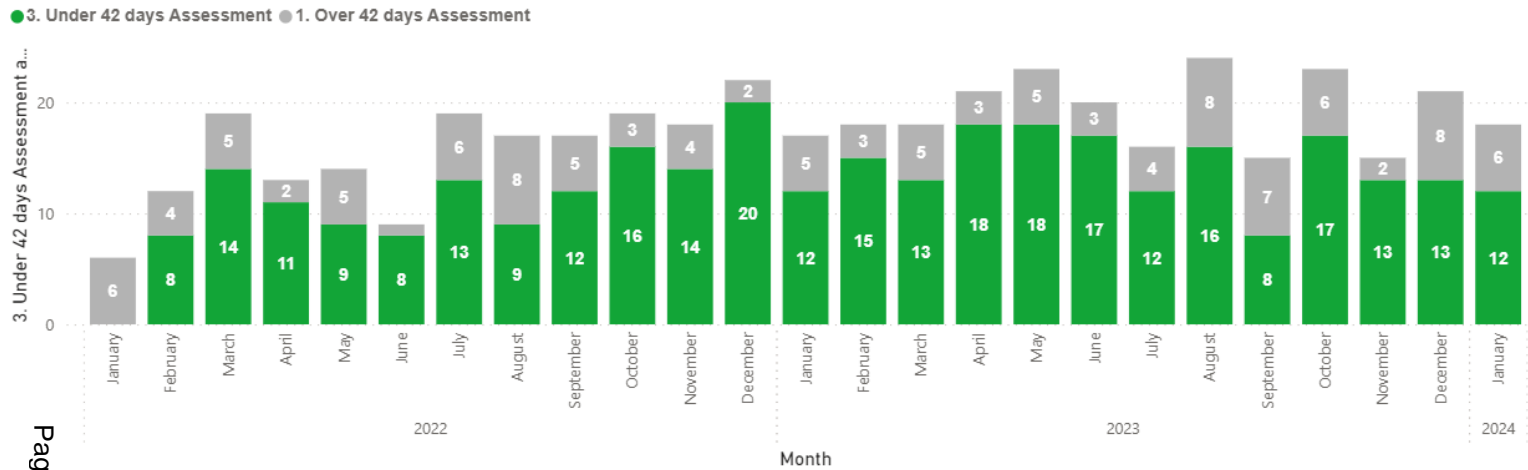
Page 44

Percentages leaving Residential Reablement & Outcomes

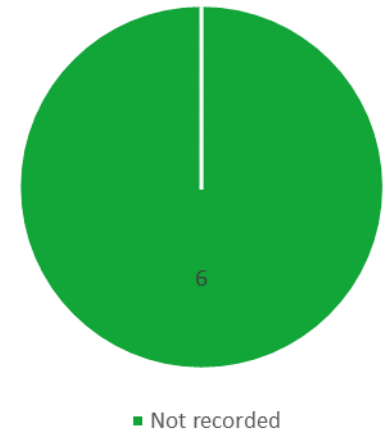


Bonymaen House

Total Discharges each month within and over targeted 42 day assessment period



Reasons for discharge over 42 days
January 2024

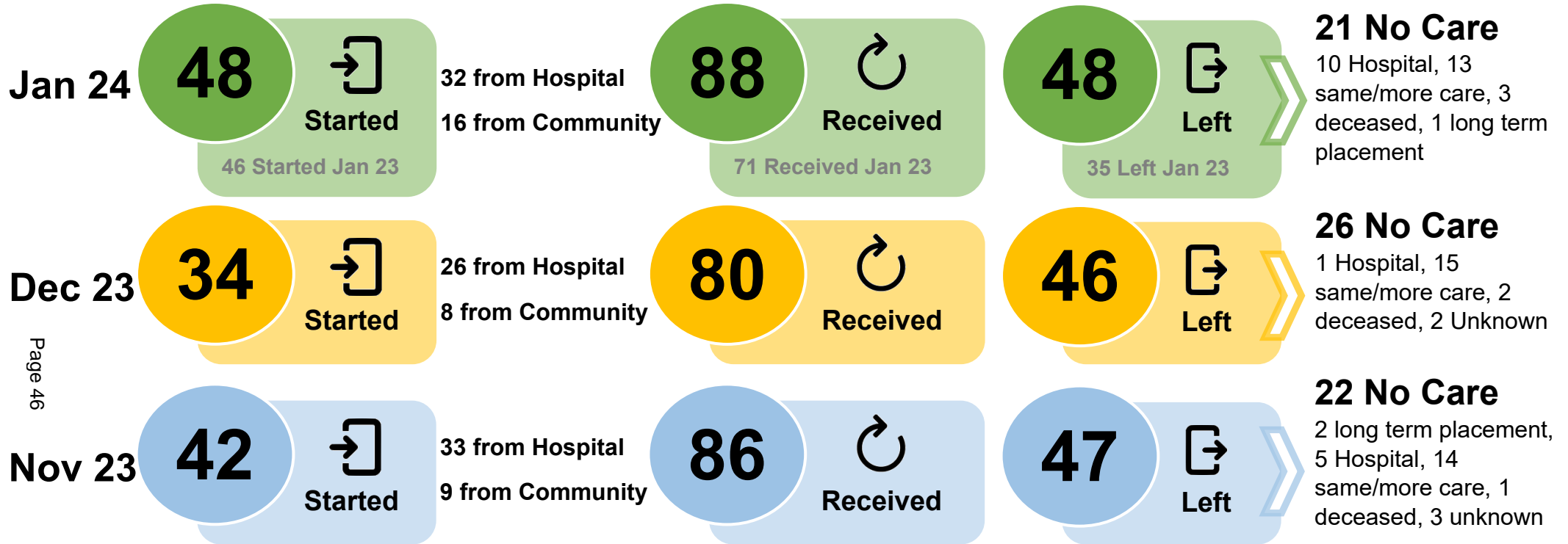


Page 45

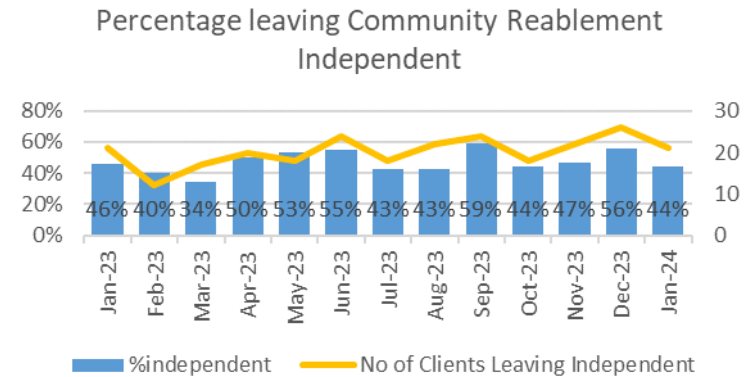
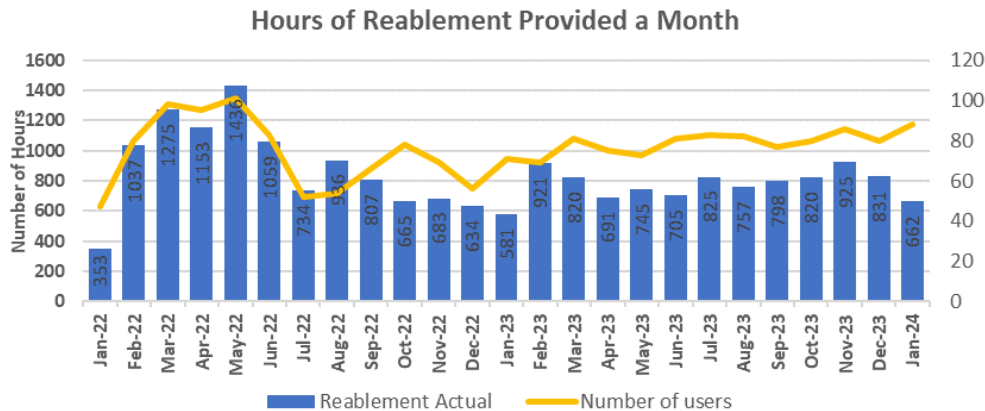
What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> Continued high percentage of people returning home with no POC, reduced POC. Consistent assessments under 42 days. Good working relationships with Home First teams. Service continues to run at capacity. 	<ul style="list-style-type: none"> Where assessments over 42 nights, can be due to awaiting POC or long term care. 	<ul style="list-style-type: none"> Data collection under revision to capture actual end of assessment.



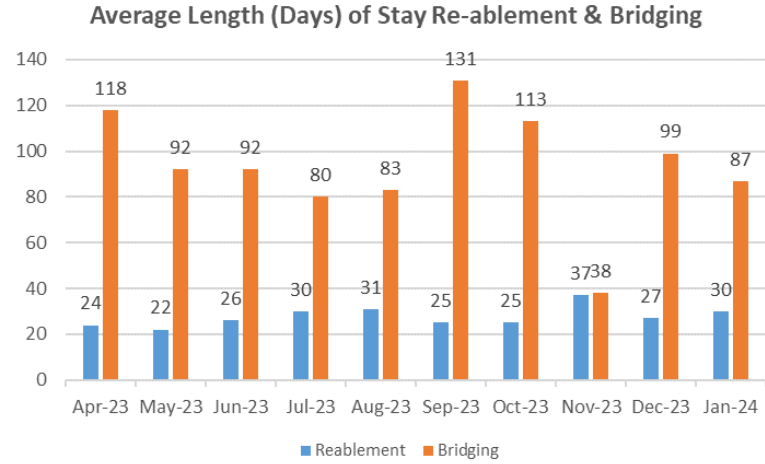
Community Reablement



Page 46

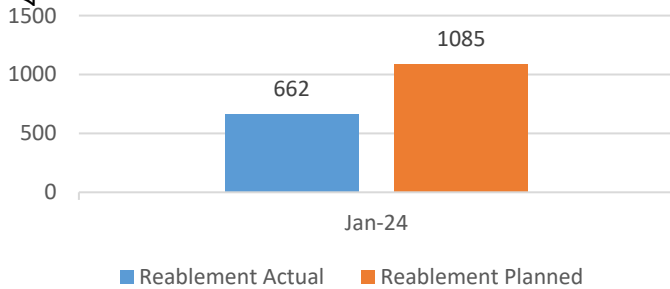


This data continues to be validated.



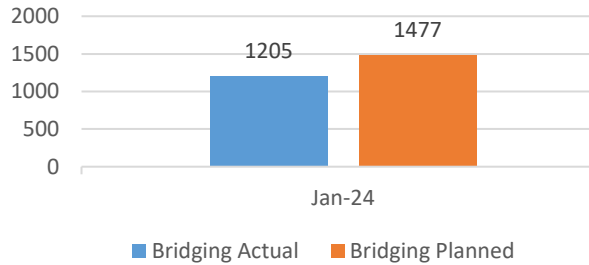
Page 47

Reablement Planned Hours Vs Actual Hours



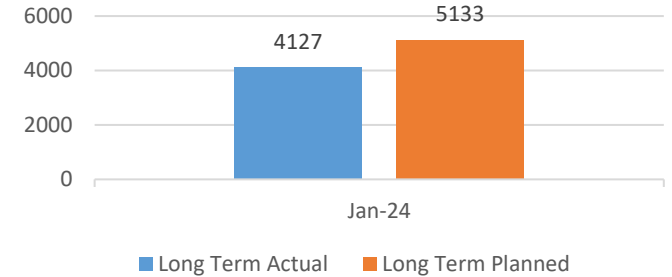
61% planned care delivered

Bridging Planned Hours Vs Actual Hours



82% planned care delivered

Long Term Care Planned Hours Vs Actual Hours



80% planned care delivered

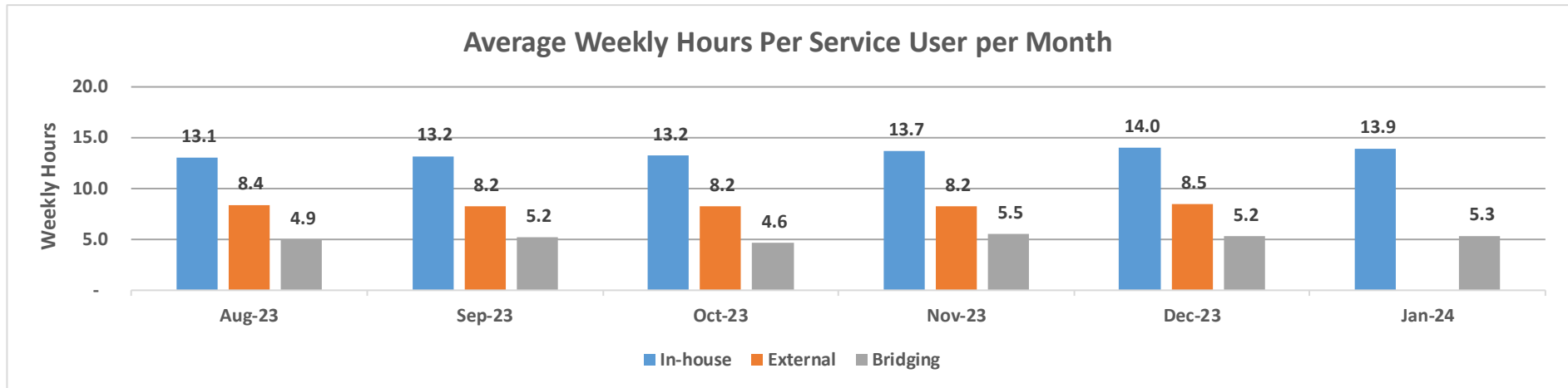
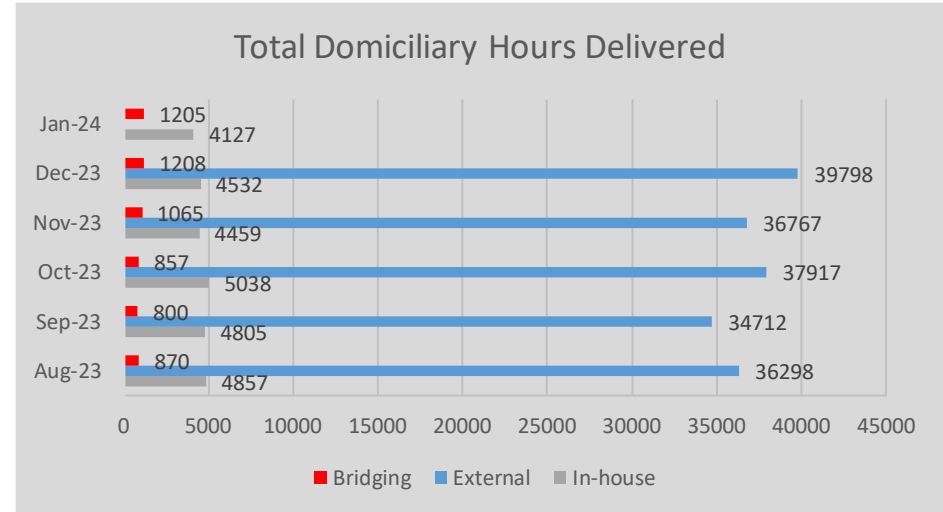
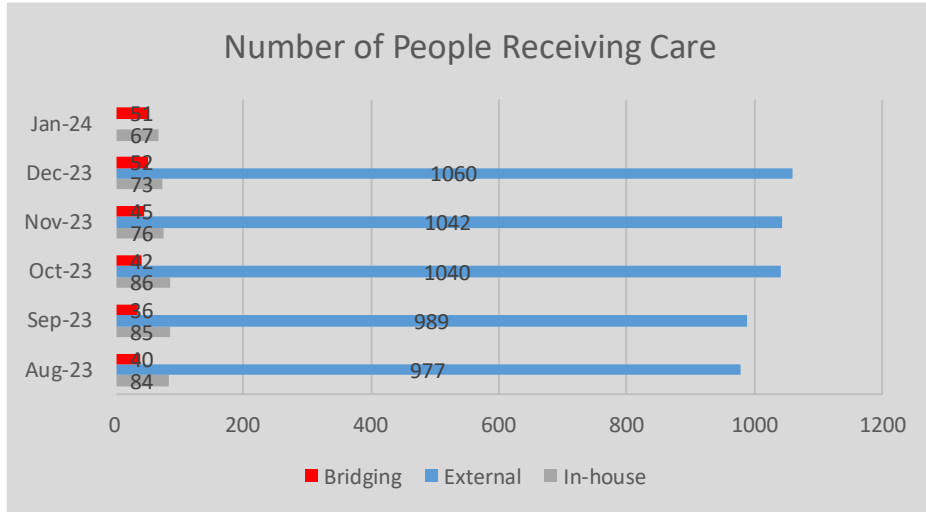
What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> • Increase in the admissions into service. • Increase in individuals receiving care and support. • Bridging average length of stay reduced by 12 days compared to December. • Increase in staff moral following grant funding for development/ well-being activities. 	<ul style="list-style-type: none"> • Only one Senior Carer cover to assess and facilitate discharge, during the weekend. Which could impact in hospital discharges being delayed. • 12% reduction in people leaving reablement independent. 	<ul style="list-style-type: none"> • Authorisation granted to backfill vacant Community Care Assistant posts.



Long Term Domiciliary Care

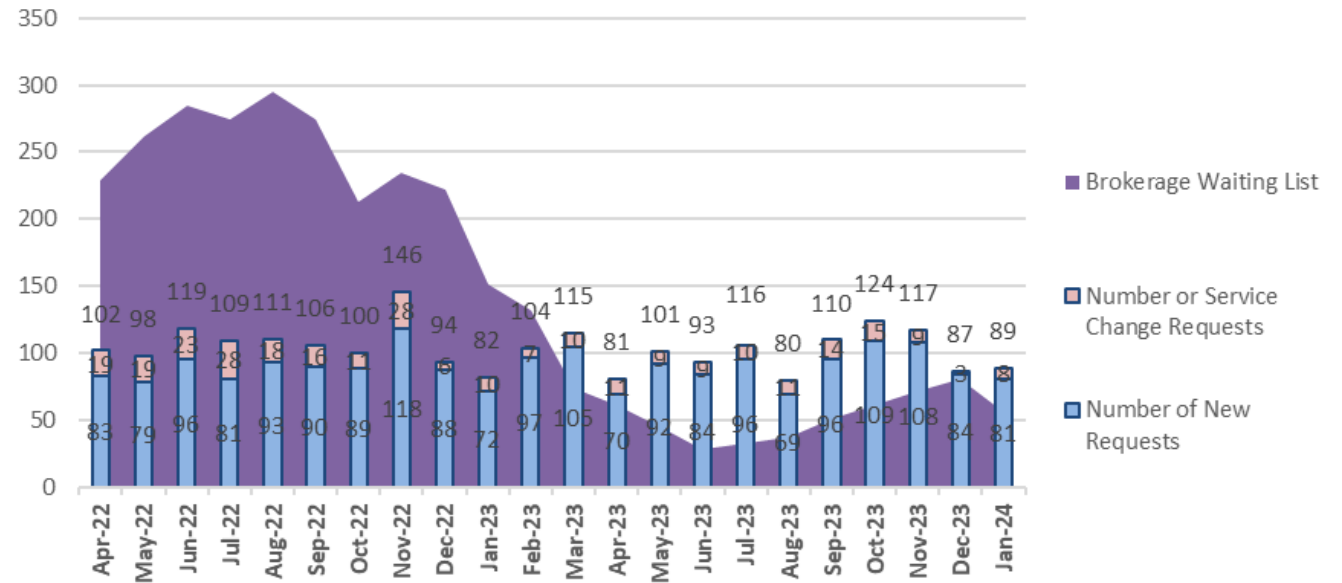
Due to when the service receives Call Monitoring Logs and Invoices from external providers, we are always 2 months behind in reporting for externally commissioned care. In addition, our dom care hours and number of people receiving care are based on actuals from invoices. This can lead to delays in achieving accurate results as some providers are 8 weeks behind in their invoicing.

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Brokerage Reports are on the development list for the WCCIS team.

Number of Brokerage Referrals



External Domiciliary Care

What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> Continued stability of services Maintenance of sector capacity Operation of block contracts Implementation of IStumble falls response pilot 	<ul style="list-style-type: none"> Ongoing operational cost pressures. Capacity to address rising costs given departmental budget pressures. Changes to sponsorship scheme for overseas workforce and potential to disrupt services. 	<ul style="list-style-type: none"> Monitor services and respond to pressures in a timely way. Increase fees paid for services and address cost pressures in so far as budget limitations will allow. Maintain fuel subsidies for 24/25 to help with increased fuel costs. Work with CIW and partner organisations to share information about / understand implications of changes to sponsorship scheme.

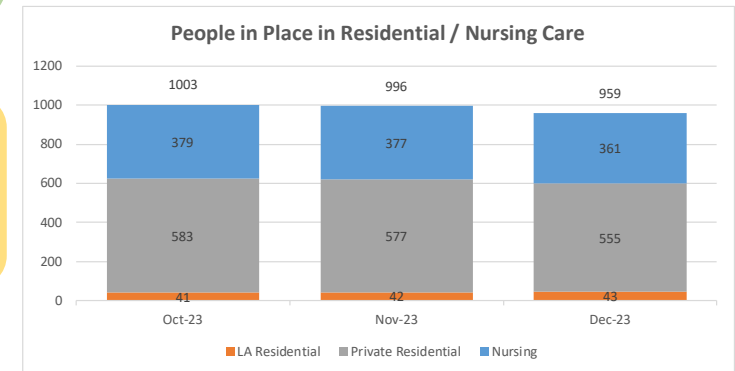
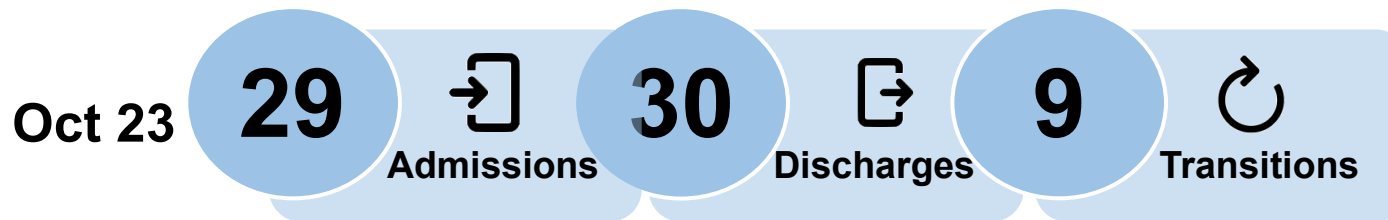
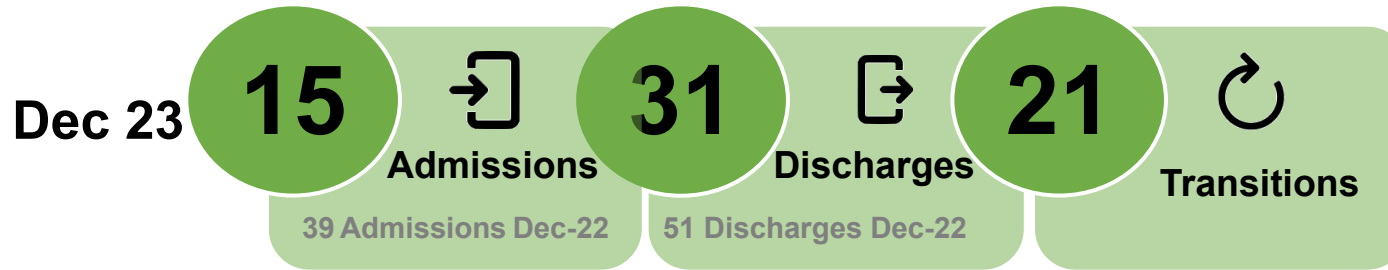
Internal Long Term Care

What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> The ongoing work reconfiguring the care runs in the long-term care team to ensure there is sufficient carer resource to cover the work. This in turn will enable the service to ensure that Reablement carer resource is ring fenced for reablement (preventative) activity and whilst at the same time improving continuity of care staff to individual clients. Increase in staff moral following grant funding for development/ well-being activities. 	<ul style="list-style-type: none"> See reablement narrative above. 	<ul style="list-style-type: none"> See reablement narrative above.



Residential/Nursing Care – Permanent (Funded / Part Funded)

We have worked with the finance teams and fully revised our methods to ensure accurate information. Alternative methods of gathering this data are being investigated to see if we can get faster accurate data. WCCIS is being developed to fully meet requirements for internal & external residential care and reports have been developed. Previous months information is updated as systems are updated.



External Provision

What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> • Generally, the sector is stable. • Implementation of joint monitoring processes with Swansea Bay Health Board. • Increasing sector occupancy leading to more stable services and reduced unit cost for care home operators. 	<ul style="list-style-type: none"> • Ongoing inflationary pressures. • Continued low occupancy levels at a small number of homes creating potential financial instability for some providers. • Increasing number of third-party charges paid for by LA. • Capacity to address rising costs given departmental budget pressures. 	<ul style="list-style-type: none"> • Maintain programme of joint contract monitoring arrangements with SBUHB • Monitor services and respond to pressures in a timely way. • Increase fees paid for commissioned services and address cost pressures in so far as budget limitations will allow. • Ongoing monitoring of occupancy levels and assessment of risk to individual services.

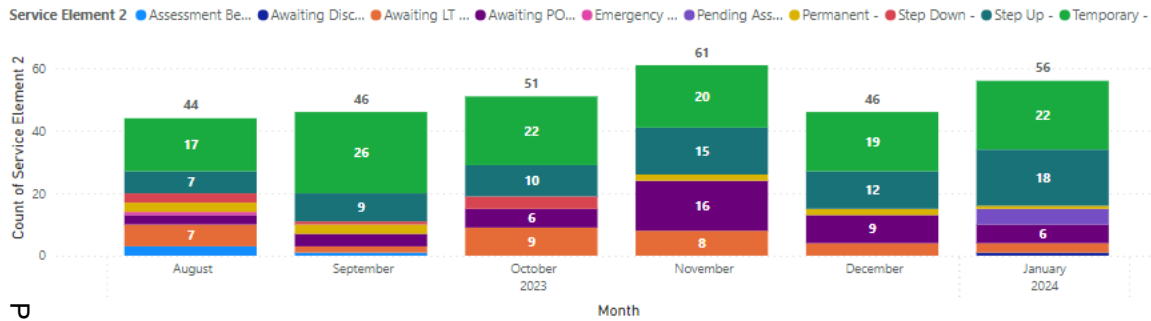


Older People Internal Residential Care

Permanent & Step Up / Step Down

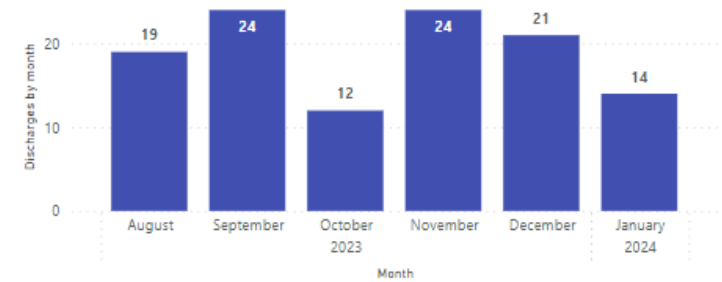
WCCIS is now being used to record and collect data on Internal Residential Care. All data continues to be validated.

Admissions



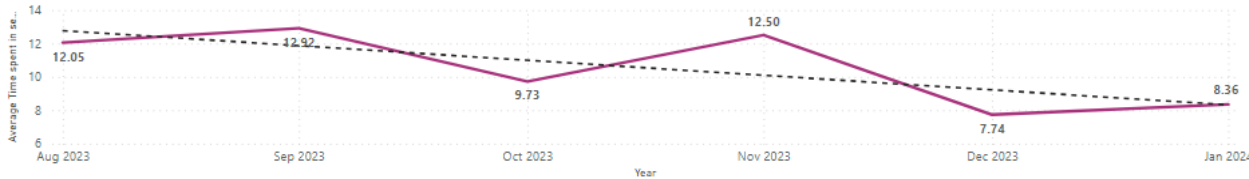
Discharges

Discharges by month by Year and Month

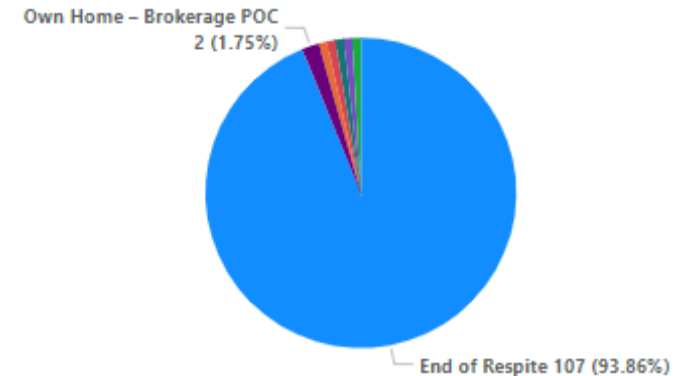


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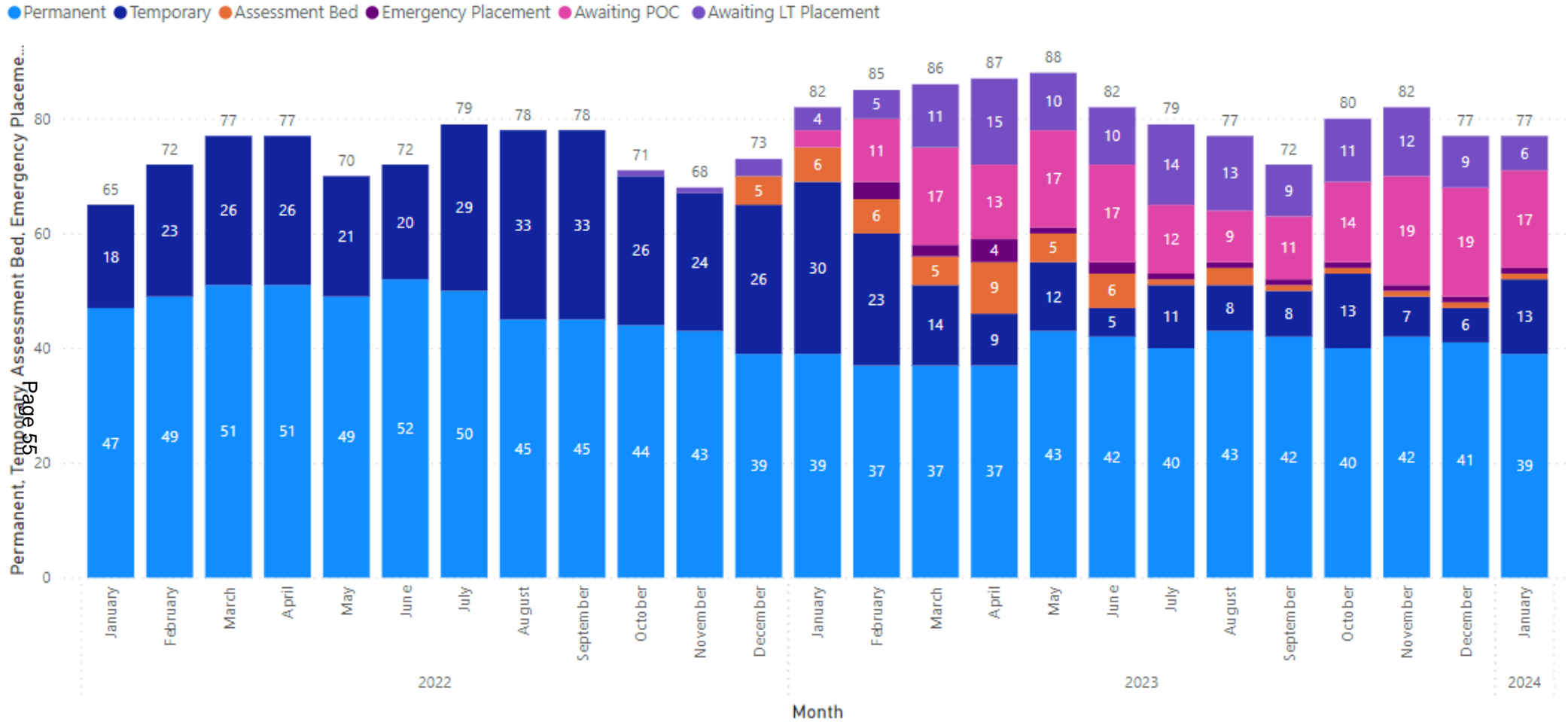
Average time in Service for discharges between August 2023 and January 2024.



Discharge Destinations between August 2023 and January 2024.

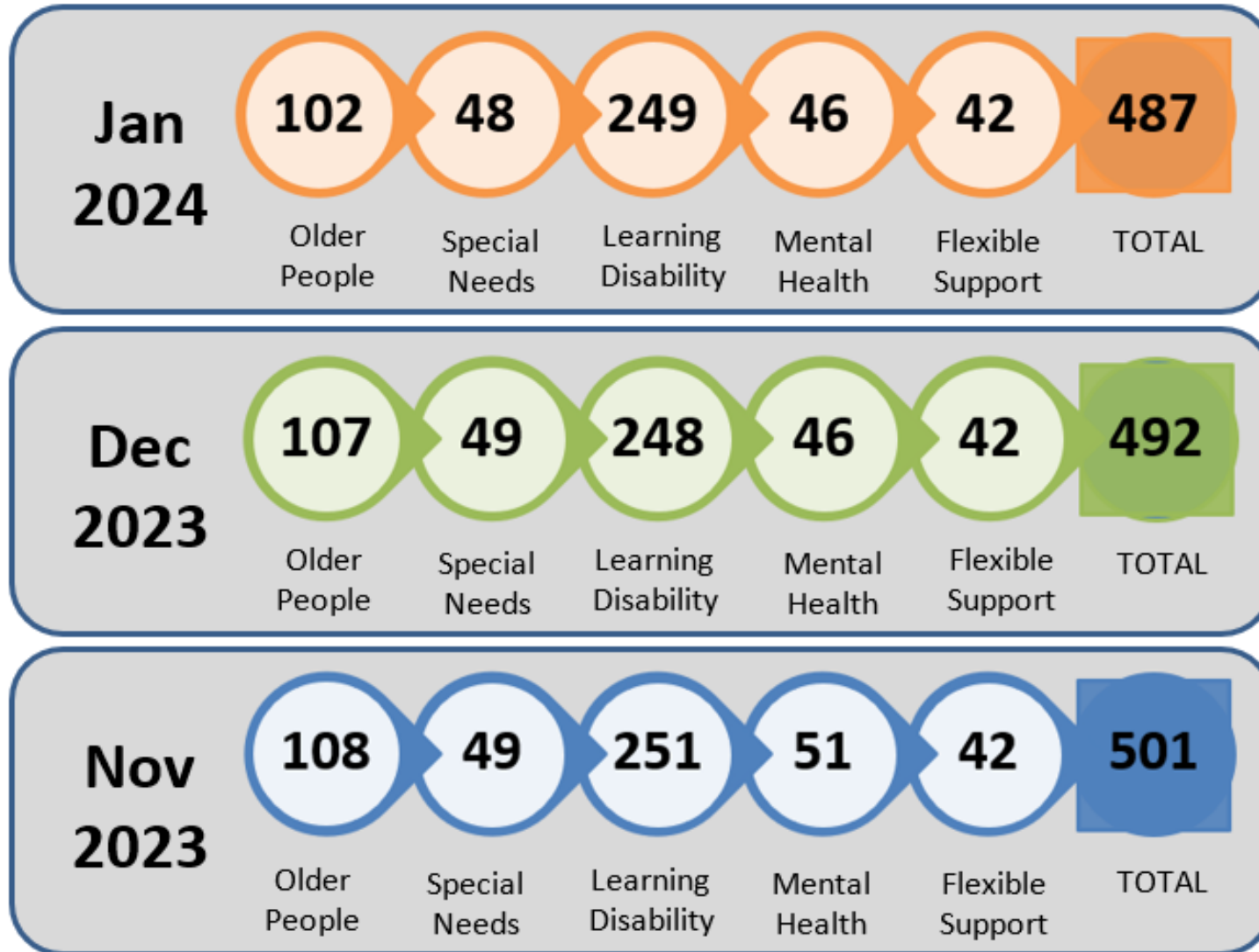


Clients in Place During Each Month

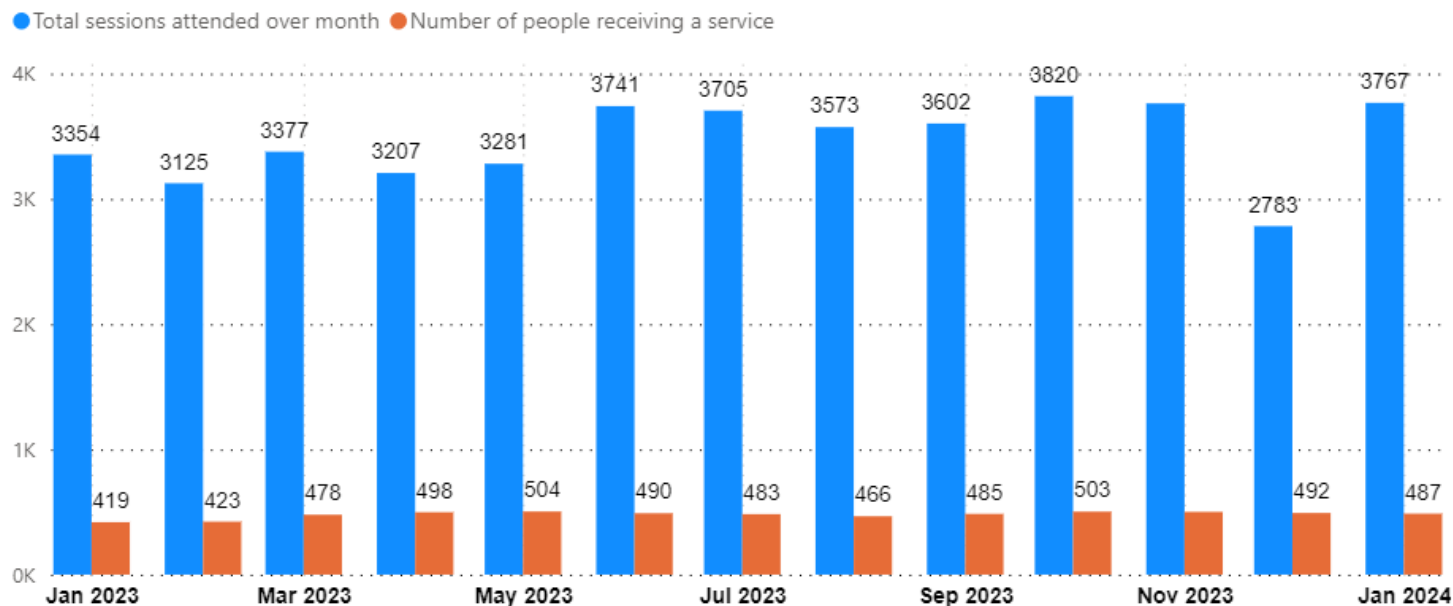


What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> • Average time in service for short term placements continues to decrease. • Westfield- consistent flow through from hospital to home or preferred home of choice. • Increased long term residential beds. • Emergency admissions process working well. • Revised allocation of long term, short term and respite in response to demand and need. 	<ul style="list-style-type: none"> • Bed usage dropped slightly. 	<ul style="list-style-type: none"> • Monitor use and demand for long term, short term and respite beds. • Conclude recruitment of staff in reconfigured staffing structures. • Conclude allocation system for respite.

Internal Day Services for Older People, Special Needs and Learning Disabilities



The data below is extracted from Abacus plus a manual record of Health users and a number of other recording systems. This is the number of unique people who have attended a day service, together with the number of places used each month. Updates on attendance are made by the service and therefore there can be some delays in achieving accurate fully up to date data. Internal Day Services Service Provisions are soon to officially 'go live' on onto WCCIS. This will provide a streamlined approach to gathering data on unique service users and admissions and discharges. Work has also commenced on External Day Services Provision.



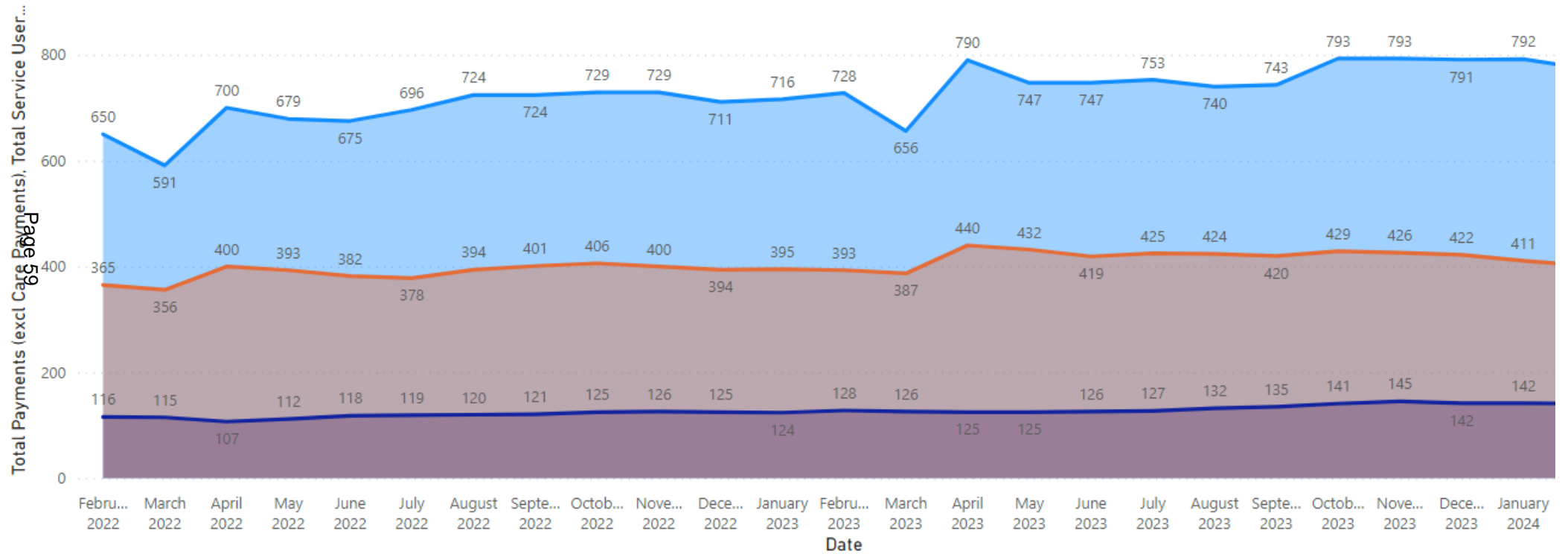
What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> • Increase in attendance. • Flexible workforce to support demand across day services. 	<ul style="list-style-type: none"> • Increasing complexity of need against staffing levels and environments. 	<ul style="list-style-type: none"> • Reviewing use of day services as part of Transformation including staffing and assets requirements.

Direct Payments

Number of Payments each Month Plus number of Unique Service Users

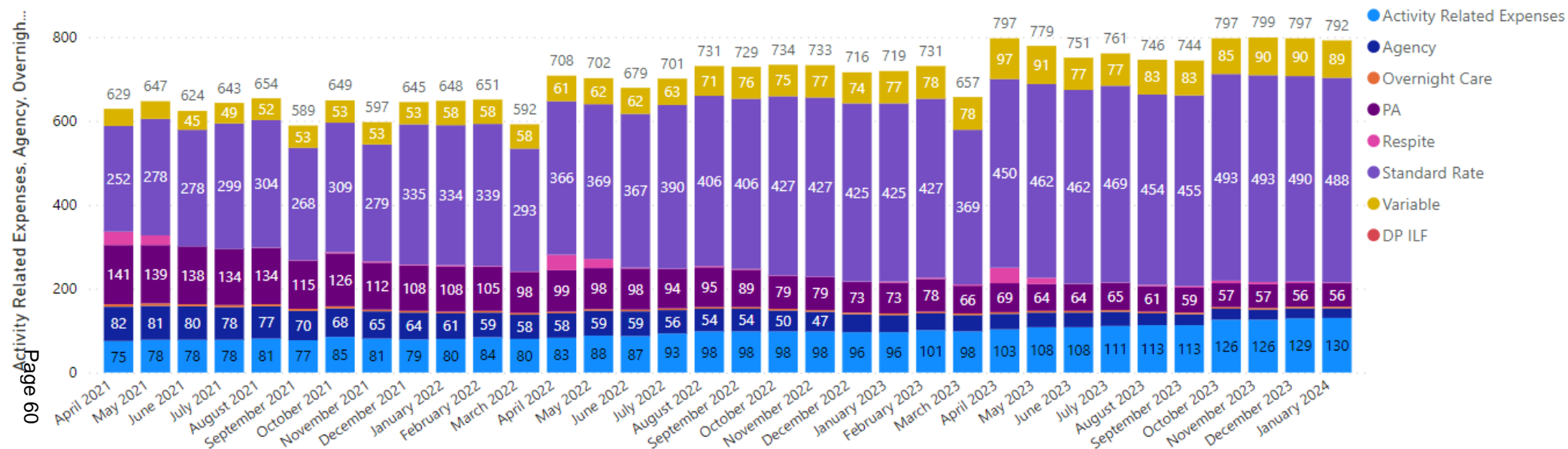
Total Payments (excl Care Payments) and Number of Service Users by Month

● Total Payments (excl Care Payments) ● Total Service Users (Children) ● Total Service Users (Adults)



Number of Payments each month based on Type of Payment

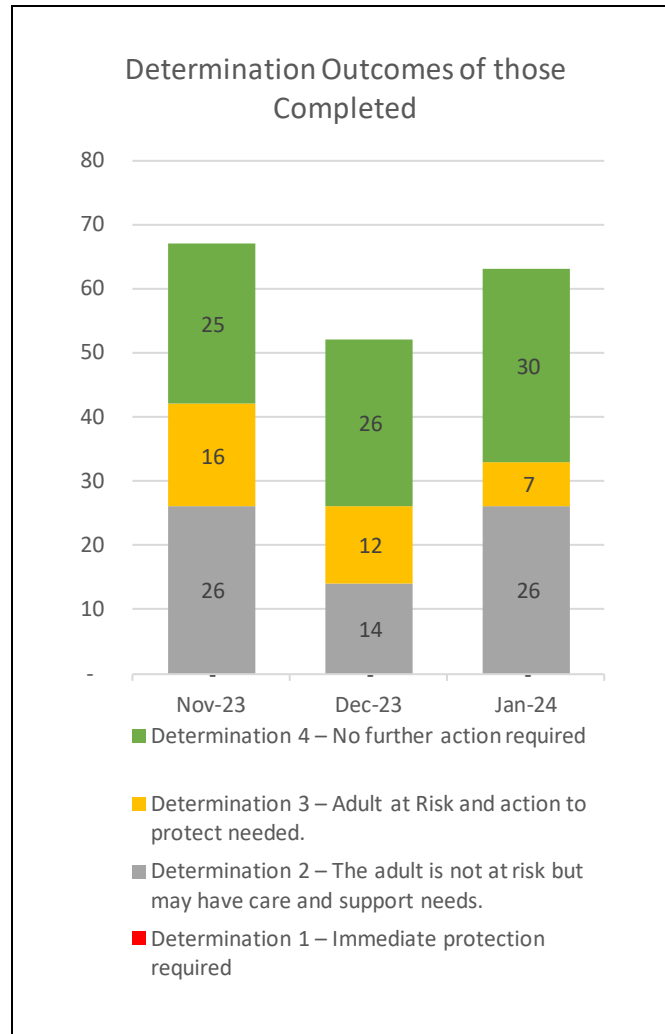
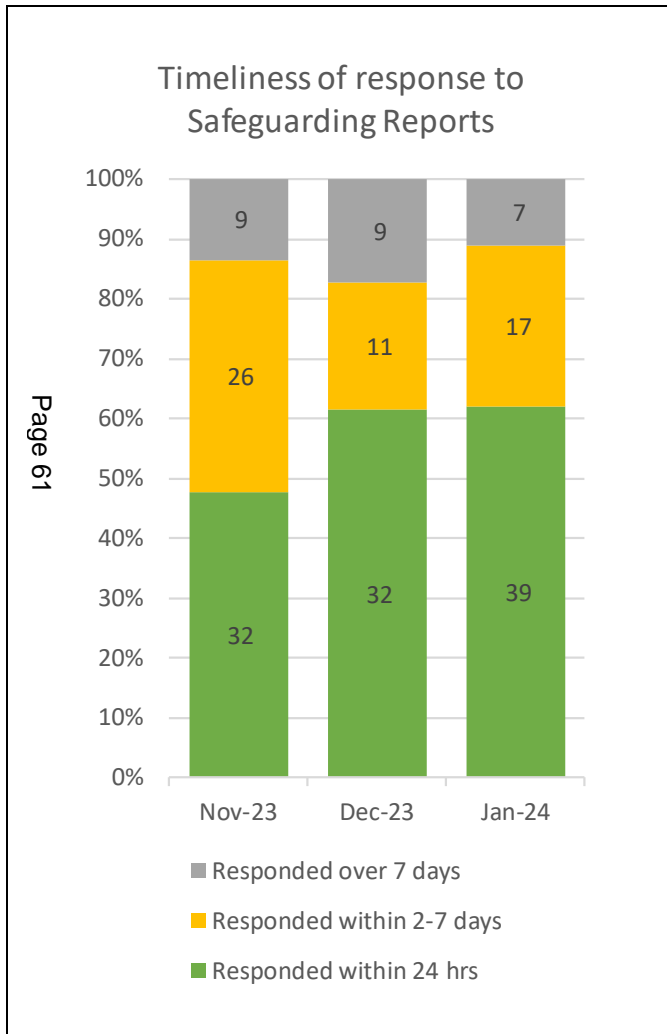
Number of payments based on payment type



What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> • Effective managed account services. • Successful recruitment of PAs. • Systems thinking review to improve DP processes and improve experiences for recipients and SW teams. • Annual increase in number of people receiving DP as an alternative to commissioned care. 	<ul style="list-style-type: none"> • DPs for carers are underused. • Resources and processes are impeding capacity to match PAs with people waiting to receive care. • Business support capacity to achieve performance reporting and answer telephones and perform other administrative functions is insufficient. • Social Work Team satisfaction with time taken to access DP is low across some teams. 	<ul style="list-style-type: none"> • Negotiation to recover additional costs incurred because of managed account failures continues. • Continue to manage customer expectations via phone and email messages to enable reply within 48hrs. • Complete systems thinking review. • Trial process changes with C +F colleagues to reduce time and improve experience for DP recipients.

Safeguarding Response

Safeguarding are now recording Inappropriate Referrals as Casenotes on WCCIS, therefore they are no longer counted/included in the Referrals total. Consequently, Referral numbers will be less than previous reported and Consultations & Inappropriate Casenotes will be higher.



Reports / Actions

74 Reports received Jan 24

63 Determinations completed
 89% responded to within 7 days
 210 Consultations held
 40 inappropriate
 68 Reports received Jan 23
 68 Determinations completed

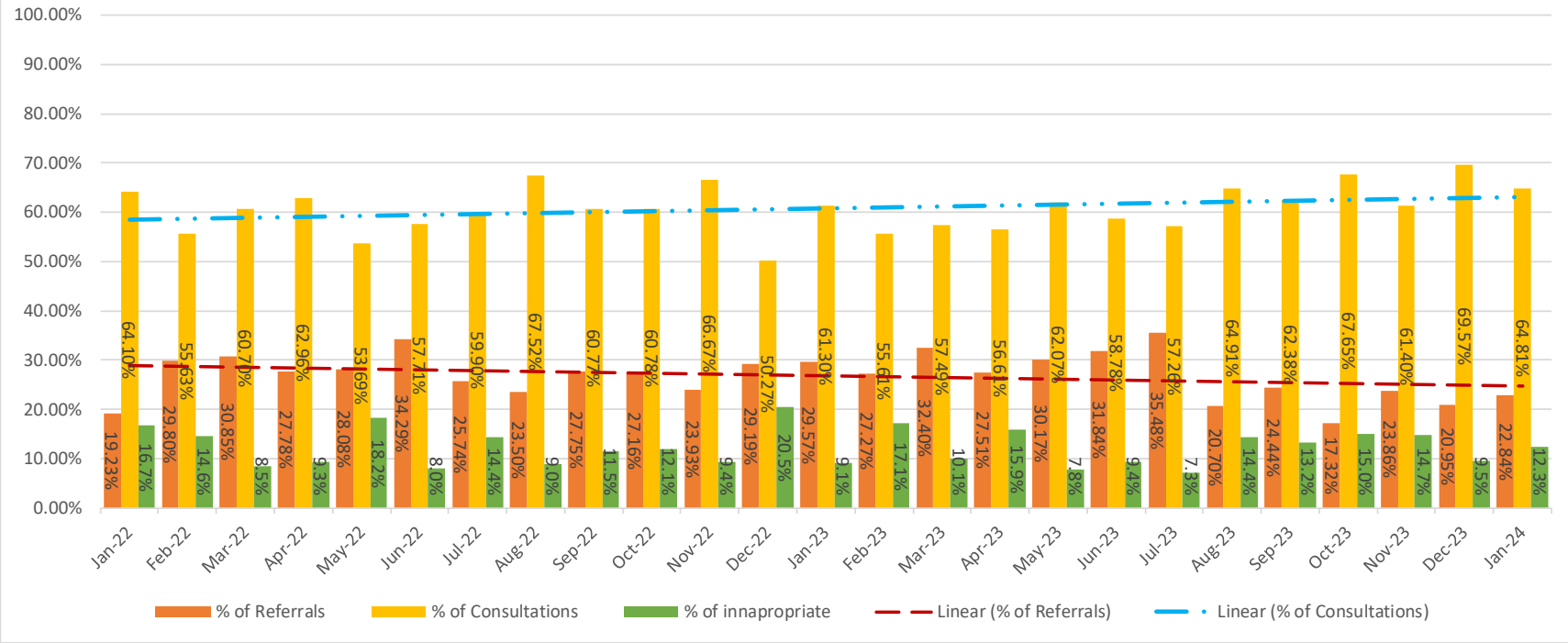
53 Reports received Dec 23

52 Determinations completed
 83% responded to within 7 days
 176 Consultations held
 24 inappropriate

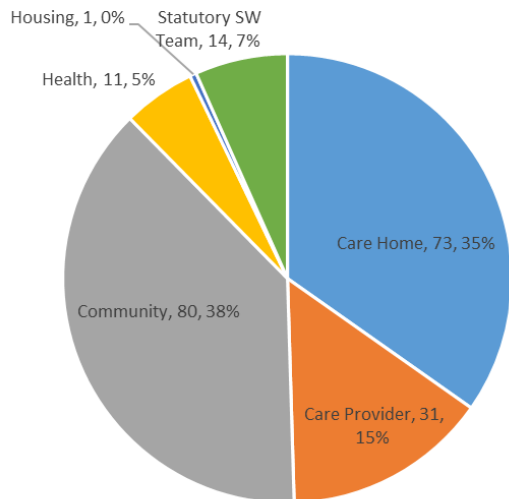
68 Reports received Nov 23

67 Determinations completed
 87% responded to within 7 days
 175 Consultations held
 42 inappropriate

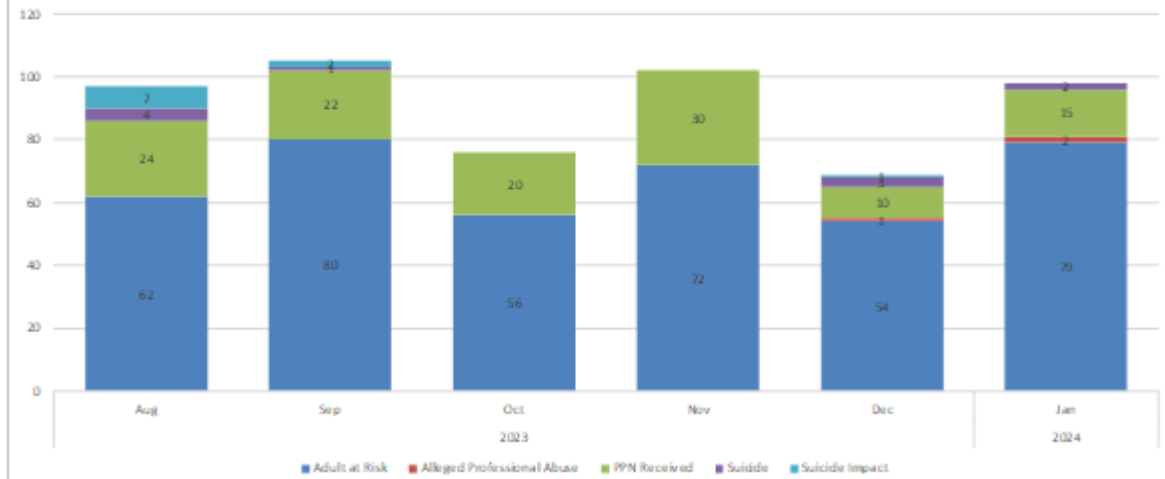
Referrals/Consultations % Breakdown

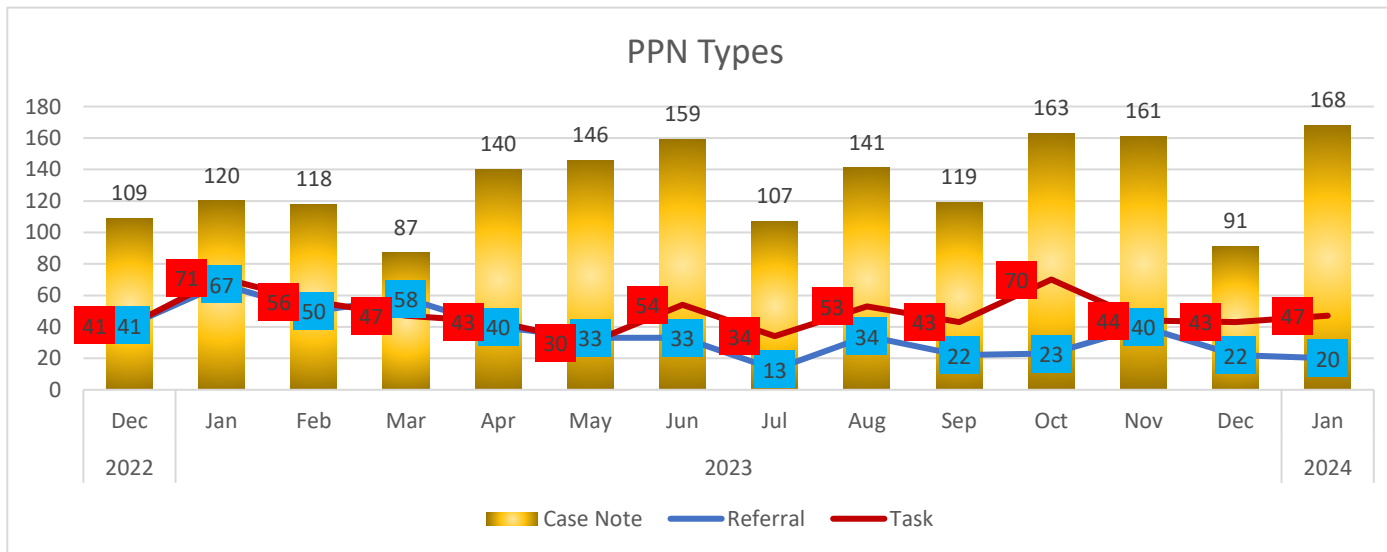
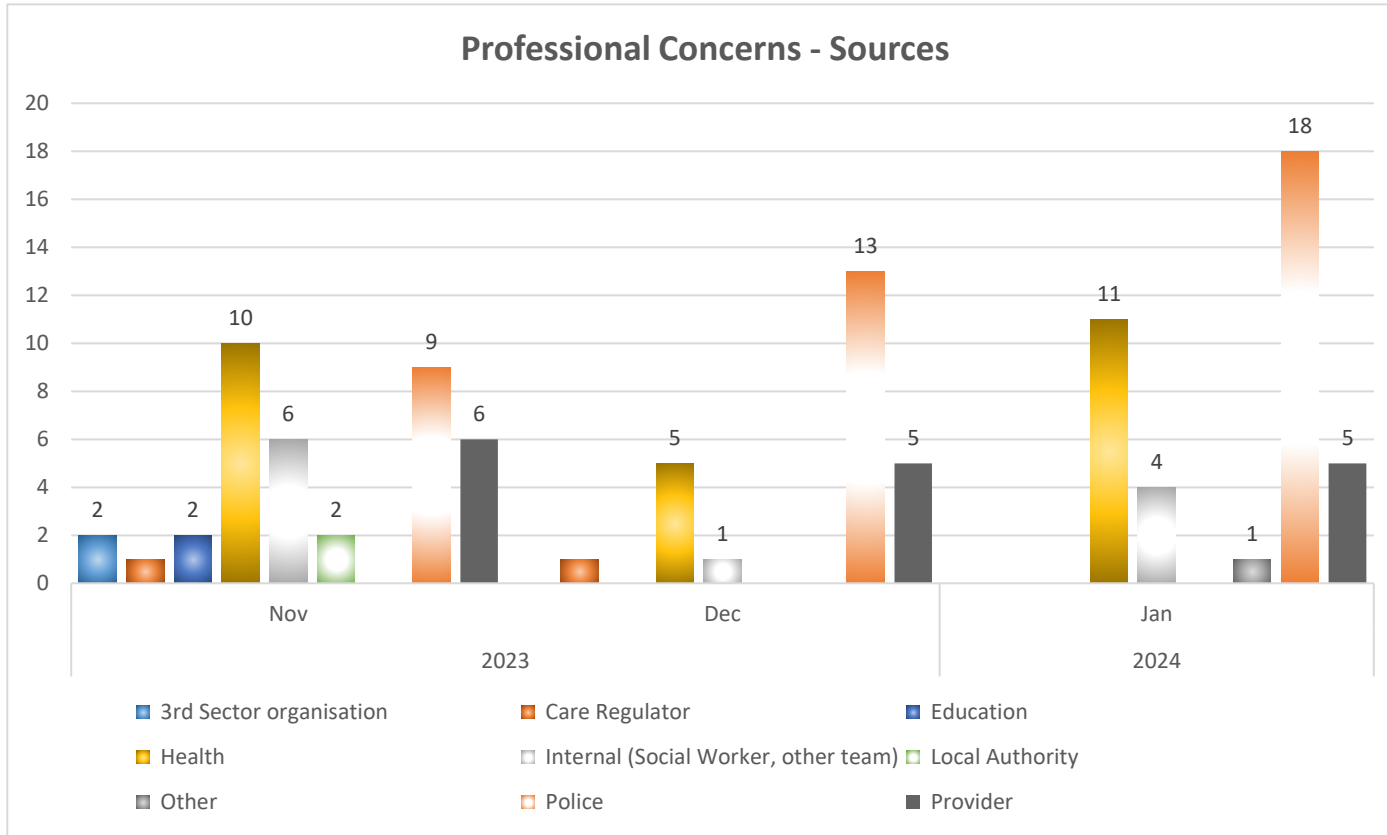


Consultations January 2024



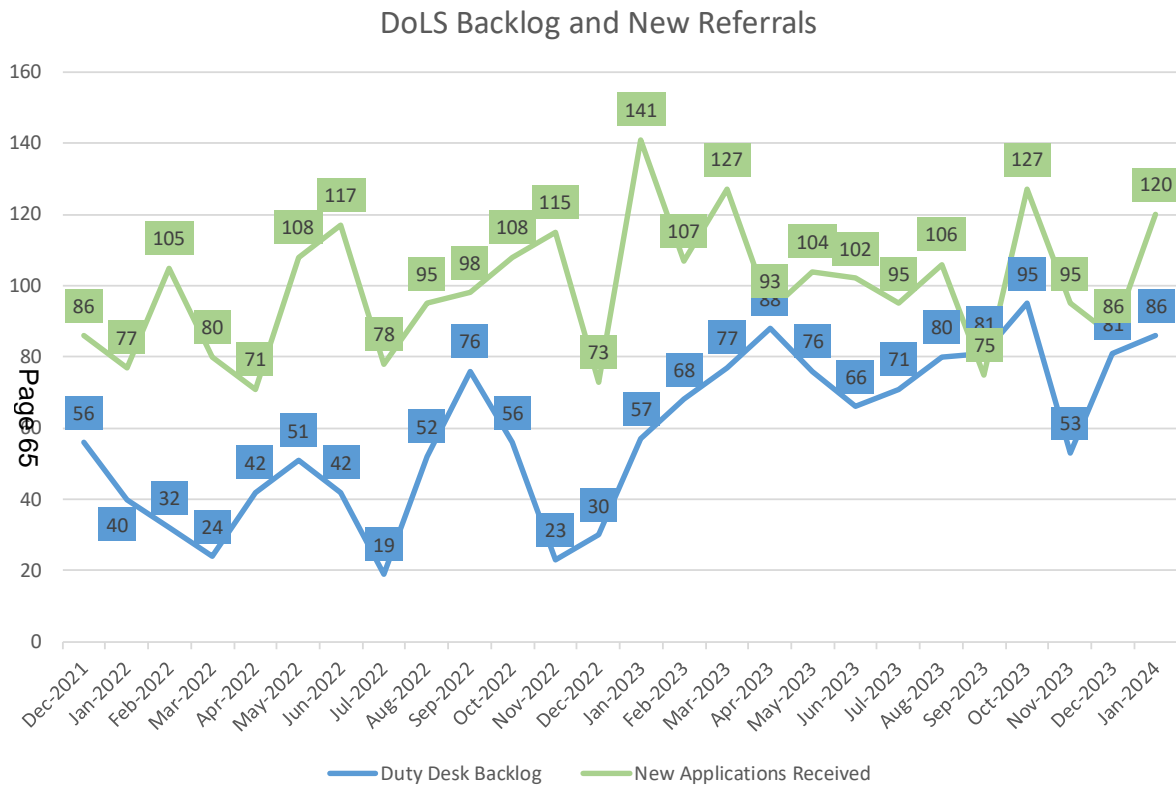
All Referrals Recorded in the Safeguarding Team with Reason for Referral



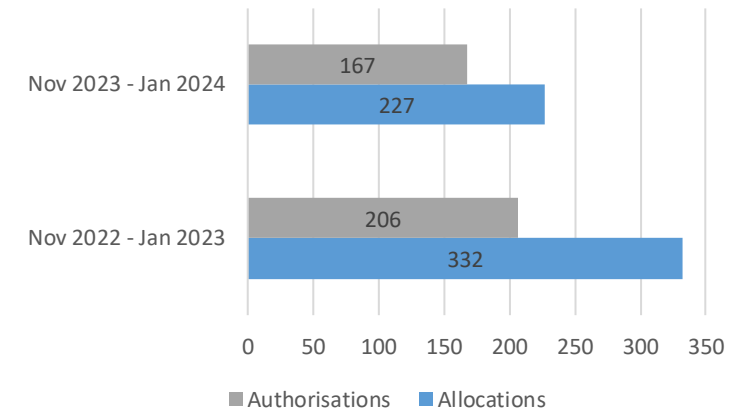


What is working well?	What are we worried about?	What we are going to do?
<ul style="list-style-type: none"> • Continue to develop meaningful links through partnership working with One Stop Shop. • Fully Staffed. • 210 Consultations held, demonstrating that we are being fully utilised for advice and guidance. • 89% AAR reports responded to within 7 days. 	<ul style="list-style-type: none"> • Demand on the team, team is very busy. • Incredibly high number of professional concerns, placing pressure on the Team Manager and taking away the ability to focus on development work. These are from all sectors, including NHS, Care Sector, University and Police. 	<ul style="list-style-type: none"> • Continue to prioritise the teams emotional well-being in order to manage the volume of work coming into the team. • Continue to develop meaningful links and work collaboratively with partner agencies and third sector in order to creatively address the safeguarding worries that are reported to the team, protecting the limited resources that we have within SS.

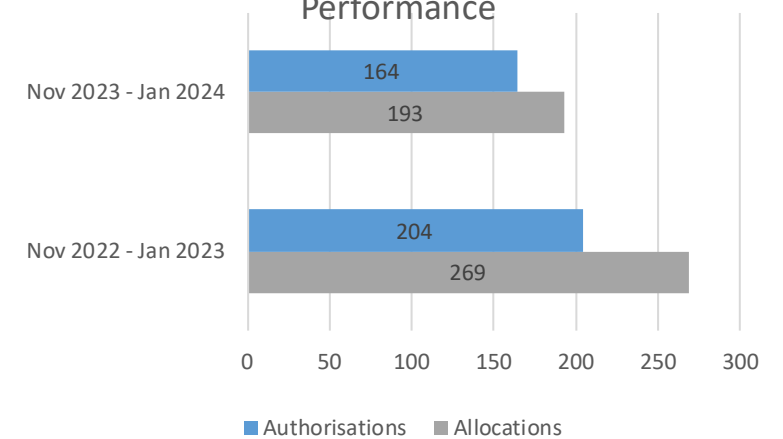
Timeliness of Deprivation of Liberty Assessments



Quarterly Best Interest Assessor Performance



Quarterly Signatory Body Performance



What is working well?	What are we worried about?	What we are going to do?
<p>Page 66</p> <ul style="list-style-type: none"> • Team continues to make use of ADASS Prioritisation Tool to identify applications where there is a greater time pressure in the need to undertake assessments. For e.g., person objecting. • IMCAs/39A, 39C and 39D: paid RPR/litigation friends. Excellent relationships with Mental Health Matters Wales monthly/quarterly meetings / COP section 21 a challenges • Active COP cases - there are a number supported by external legal team and several others supported by internal legal team. Daily contact with both external and internal solicitors /barristers-good relationships have been developed /active case data base is extremely useful in maintaining overview of cases. 	<ul style="list-style-type: none"> • Relentless pace of 4 assessments each week for the Best Interest Assessor's (BIA). One BIA 29-hour vacant post in dols team and 1 staff sickness in team also impacts on number of assessments completed per week. • Applications received each month continue to exceed the number receiving a decision; Impact increases the supervisory bodies' backlog. Screening demand on time due to incorrect/incomplete information received from care homes. Risk to person being deprived/COP challenges/Costs to LA. The Managing Authority do not always request further authorisation-impact person not safeguarded/challenges in COP. 	<ul style="list-style-type: none"> • To Continue to monitor performance in DOLS team using various performance measures. Including new reporting measures that we are currently considering. • Team manager and senior practitioners Continue to provide the support to the BIAs in a way that best suits them, on an individual basis/sickness absence monitoring in progress with HR and OH support. • As part of development plans for DoLS team -Team manager and Seniors to target care homes to visit in future to educate manager re applications/dols process/conditions. • Meetings ongoing with external and internal legal team to discuss/update current active COP cases/data base.

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: Tackling Poverty Service

Directorate: Adult 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

(b) Please name and fully describe initiative here:

This is an IIA Screening for the latest Adult Services Performance Report for Adult Services for the Adult Services Scrutiny Panel. The report outlines the key performance areas of Adult Services provision outlining how we're meeting our statutory obligations and requirements of relevant legislation and procedures we are required to follow e.g. Wales Safeguarding procedures.

The Adult Services Scrutiny Panel is being asked to consider the report and give its views / make recommendations to the relevant Cabinet Member.

There is no impact for the report itself. Recommendations made by the committee to inform future activity may require further investigation through the full IIA process which would be actioned at the appropriate time.

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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<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"/>
Gypsies & travellers	<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"/>
Religion or (non-)belief	<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

Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input checked="" type="checkbox"/>	<input 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"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Rights	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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

Co-productive approaches with residents, service users and partners continue to shape our strategic delivery across Adult Services. All Social Work assessments and care and support plans are co-produced with service users, applying a strength based approach. Specific workstreams are being co-produced including a revision of the (Unpaid) Carers Assessment.

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**

Integrated Impact Assessment Screening Form

The performance of Adult Services does impact on other areas of the Council including Revenues and Benefits in relation to social care charging and Housing in relation to people maintaining their tenancies.

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

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

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.)

There is no impact for the report itself.

Recommendations made by the committee to inform future activity may require further investigation through the IIA process which would be actioned at the appropriate time.

We recognise that the delivery of Adult Services impacts people and communities at different times and often when they are most vulnerable, and the scrutiny of the performance is a key aspect of ensuring maximum impact and quality of the services where they are needed.

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)**

This is an IIA Screening for the Report on the latest Adult Services Performance report.

The Adult Services Scrutiny Panel is being asked to consider the report and give its views / make recommendations to the Cabinet Member for Care Services.

(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

Integrated Impact Assessment Screening Form

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 and Tackling Poverty
Date: 08/03/24
Approval by Head of Service:
Name: Amy Hawkins
Position: Head of Adult Services and Tackling Poverty
Date: 08/03/24

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

Agenda Item 8



Report of the Cabinet Member for Care Services and Director of Social Services

Adult Services Scrutiny Performance Panel – 20 March 2024

BRIEFING ON ANNUAL REVIEW OF CHARGES (SOCIAL SERVICES) 2023/24

Purpose	To provide a briefing requested by the Board about the latest annual review of social services charging
Content	This covering report provides detail on the annual review of social services charges 2023/24, a summary of related work undertaken in year, and the list of charges (social services) to apply in 2024/25, as recently agreed by Cabinet.
Councillors are being asked to	<ul style="list-style-type: none">- Give their views,- Consider the report as part of their scrutiny function
Lead Councillor(s)	Cllr. Louise Gibbard, Cabinet Member for Care Services
Lead Officer(s)	David Howes, Director of Social Services
Report Author	Simon Jones, Social Services Strategic Performance & Improvement Officer
Legal Officer	Debbie Smith
Finance Officer	Chris Davies
Access to Services Officer	Rhian Millar

1. Background

- 1.1 Swansea Council's Charging (social services) policy sets out the arrangements for charging citizens for costs incurred when providing care and support services. The List of Charges, appended to the policy, details what services are chargeable and the level of charge for the year ahead.
- 1.2 Swansea's Charging (Social Services) policy aims to ensure that charging, where it occurs, is consistent fair, transparent and applied equally; that the charges are set out and published in a way that can be clearly understood. The policy also ensures individuals who are asked to pay a charge will only be required to pay what they can afford; this is ensured through the offer of a financial assessment.

- 1.3 Social Services and Well-being (Wales) Act 2014 (The Act) came into effect in April 2016 setting out the statutory requirements placed on each Local Authority, to publish their discretionary charges for social services.
- 1.4 In working a sustainable approach to social care, Welsh Local Authorities have some discretion in how charges for residential and non- residential and community-based social services can be applied. Under the Social Services and Well-being (Wales) Act 2014, a local authority can only charge:
- up to the cost of providing the service.
 - what the person can afford to pay for an assessed for service

2. Briefing/Main Body of Report

- 2.1 Swansea Council's seventh annual review of charges is a reflection on how current charges are working, considering the following:
- Statutory considerations- any changes to national policy.
 - How Current charging policy is working in practice.
 - Improvements made this year and changes planned.
 - Opportunities for any new charges.
 - What people are telling us.
 - How Swansea's list of charges compares to other Welsh Local Authorities.
 - Integrated Impact assessment.
- 2.2 The attached main report Appendix 'A' provides the detail on the annual review of charging in social services. It shows the methodology used, summarises the findings, in proposing a revised List of Charges to apply in 2024/25, alongside the integrated impact assessment.
- 2.3 The full report considers the impact of the cost-of-living crisis, projected social care inflation, and most importantly the impact on citizens, carers, and families.
- 2.4 Set alongside this impact is the context of increasing demand for social care and support, rising costs associated with social care (wages, energy, fuel/ transport, food and supplies) affecting the workforce and supply chain, all of which are impacting on the levels of income generated in the period. This report also provides Cabinet with an opportunity to consider the annual review, the charging policy, and to agree on the list of charges for social services to apply in 2024/25.

3. Conclusions/Key Points Summary

- 3.1 Cabinet accepted the findings of the annual review of changes, and the proposals that there are no **new** service charges to apply in 2024/25, and to the following recommendations:

- an inflationary increase of 6% to be applied to all social services charges to come into effect on 1st April 2024.
- the list of social services charges to apply from 1st April 2024, for the year 2024/25.
- permission to Adult Services for further work to be undertaken in 2024/25 on additional lifeline charging, to covering installation and replacement costs.
- revised List of social services charges 2024/25 (Main Report Appendix 1) to be published.

4. Additional

- 4.1 Welsh Government has recently launched a consultation: [***Raising the weekly maximum charge for adult non-residential care and support***](#)
- The consultation specifically seeks views on a proposed increase to the non-residential maximum weekly charge, currently set at £100 by Welsh Government. Also, that proposed change would ensure only individuals who have the financial means to pay an increased maximum weekly charge would do so, as currently applies.

5. Legal implications

- 5.1 The legal framework for setting charges for social services is set out in Appendix A, the review report.
- 5.2 A local authority must publish information about its charging arrangements and general fee levels for statutory and discretionary care and support services.
- 5.3 Local authorities are empowered (but not obliged) to charge for the care and support they provide or arrange to be provided to meet a person's needs. The charge can only relate to the cost that the local authority incurs in meeting the needs to which the charge applies.
- 5.4 The charge imposed must be no more than is 'reasonably practicable for the person to pay'. The Care and Support (Charging) (Wales) Regulations 2015 and Part 4 and 5 Code of Practice (Charging and Financial Assessment) set out the provisions relevant to charging and financial assessment.
- 5.5 The current regulations stipulate that the maximum charge for non-residential care and support is currently £100.00 per week. The capital limit for the purposes of residential care is presently £50,000 and the capital limit for the purposes of non-residential care charges is £24,000. These limits may change for the next financial year following the Welsh Government consultation (section 4.1).
- 5.6 The Care and Support (Financial Assessment) (Wales) Regulations 2015 makes provision about the way in which a local authority must

carry out a reasonable financial assessment of a person's financial resources.

5.7 There are no additional legal implications.

5. Finance Implications

5.1 Swansea's Charging (social services) policy applies the corporate principle of full cost recovery. Charges can only recover some or all of the costs of services from citizens, as there is a national framework of caps and thresholds set. Any decision to, or not to, charge for services, or to subsidise the costs of services should be based on detailed cost and demand analysis, encouraging fair access, and this annual review helps to support this process.

4.2 Income generation can reduce the costs of services to Council taxpayers or to provide care and support to more people in need. Overall, this work contributes towards Swansea Council's Corporate Plan strategic objective to safeguard our most vulnerable citizens.

4.3 Finance Officers have been fully involved in the work of the Social Services Finance & Charging group and the review process. The proposals set out by the review report support the Council's Medium Term Financial Plan objectives and assumes that any additional general fund income generated through the changes to charges proposed within this report will help to meet additional cost pressures within the service.

4.4 There are no additional financial implications.

6. Integrated Assessment Implications

6.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - Foster good relations between people who share a protected characteristic and those who do not.
 - Deliver better outcomes for those people who experience socio-economic disadvantage.
 - Consider opportunities for people to use the Welsh language.
 - Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

- 6.2 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the ‘well-being goals’.
- 6.3 The Integrated Impact Assessment (IIA) process ensures the Council has paid due regard to the above. It also considers other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.
- 6.4 There IAA screening (Main Report: Appendix 3) reflects that no changes proposed to the Council’s Charging (social services) policy at this time.
- 6.5 The covering report and main annual review report, including the appended List of Charges (social services) for 2023/24, were presented to the Cabinet meeting held on 15th February 2024:

Glossary of terms:

IIA – Integrated Impact Assessments are a legal requirement within both the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being and Future Generation Act 2015 Welsh Language (Wales) Measure. The legal obligations put a specific requirement on the Local Authority to undertake integrated impact assessments (IIA) as a way of examining whether a new or existing function, service, policy, procedure, strategy, plan or project affects any person or group of persons adversely.

‘The Act’ – Social Services & Wellbeing (Wales) Act 2014 provides the statutory, legal framework for local authority social services functions.

Background papers: *None*

Appendices:

Appendix A– Annual Review of Charges (Social Services) 2023/24

- Appendix 1 (to main report) – List of Charges to apply in 2024/25
- Appendix 2 (to main report) – Comparison table- other Welsh LAs
- Appendix 3 (to main report) – Integrated Impact Assessment Screening



Annual Review of Swansea Council's Charging Policy (Social Services)

2023/24

**Summary report on work carried out on behalf of the Council,
by the Social Services Finance and Charging Policy Working Group**

December 2023 v5

1. Introduction

1.1 Annual Review report- sets out the finding and recommendation arising from Swansea Council's seventh annual review of social services charges to inform council policy and a revised list of charges, **due to come into effect from 1st April 2024**. This report builds on work undertaken in previous years to keep Swansea's charging fair and equal, and in line with the rest of Wales.

1.2 Purpose and Scope of review - the annual review is part of a programme of work undertaken during the year by the Social Services Finance and Charging group.

The annual review considers the following:

- how current arrangements are working
- whether there have been any changes in the policy context,
- operational issues in applying council policy,
- whether charges impacting on demand for social care
- what people are telling us,
- whether there are equalities impacts linked to the proposals.

The scope for the review is:

- To consider the level of inflationary uplift and minimum charging levels that should be applied to non- residential care charges in the 2024/25
- To consider whether any changes are needed to Council Policy
- To identify any next steps for year ahead

1.3 Social Services Finance & Charging Group

The Social Services Finance and Charging group is chaired by the Director of Social Services to oversee how the Council's social services manages financial process and income generation, in our work with partners and citizens. This leadership group ensures effective implementation of the Council's charging (social services) policy, taking any decisions on changes to policy and through implementing the list of charges, agreed by Cabinet. This group also monitors the

impact of the Council's charging (Social Services) policy on citizens and carers, as well as on managing the resources available to the Council.

1.4 **Swansea's approach to the Annual Review of Social Services Charges** is based on Audit Wales best practice for reviewing charging (2016), to help ensure that Swansea's charging policy continues to be based on strong principles of fairness and equality. [Charging for services and generating income by local authorities | Audit Wales](#)

The approach taken continues to embed Council's approach to achieve full cost recovery and transparency in how charges are applied and evaluated. Also, in support of the "Five Ways of working" as set out by the Wellbeing of Future Generations (Wales) Act 2016:

- Long Term
- Collaborative
- Preventative
- Integrated
- Involvement

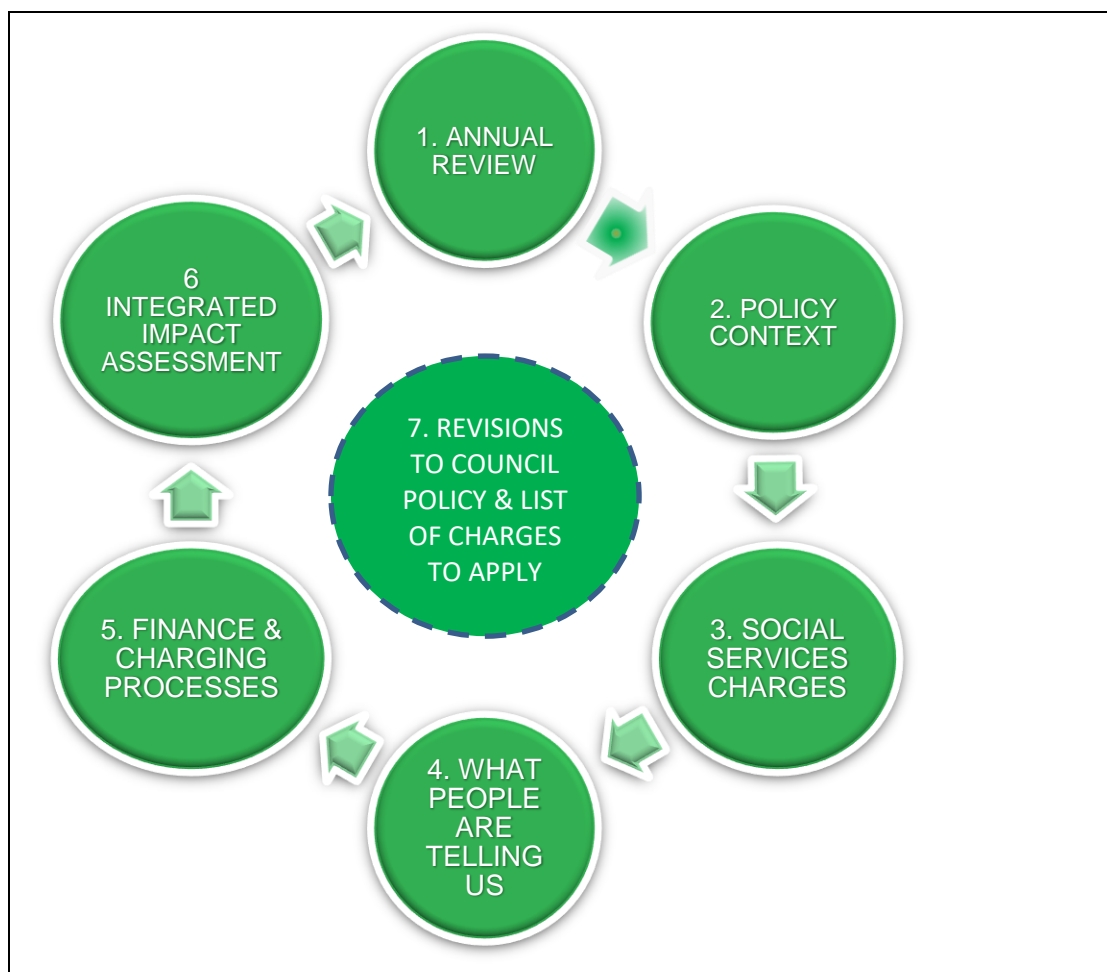


Figure 1 Swansea's approach to annual review of social services charging

1.5 **Integrated Impact Assessment** -this review applies an integrated impact assessment to consider whether the list of social services charges as proposed by the Social Services Finance and Charging group are fully taking into account the broader range of impacts on the people we serve, our communities in particular those groups with protected characteristics.

1.6 **Proposed List of Charges** - This annual review carried out on behalf of the Social Services Finance and Charging Group proposes a revised List of Charges to come into effect in 2024/25 and which are then appended to the Swansea Council's Charging Policy (Social Services) on the public website.

2. Policy Context

2.1 Social Services and Well-being (Wales) Act 2014 (Part Five)

Local authorities are empowered to charge for the care and support they provide / arrange to be provided (under sections 35 – 45 of the 2014 Act) to meet a person's needs. The charge can only relate to the 'cost that the local authority incurs in meeting the needs to which the charge applies' (s59(2)).

('the Act'), determines that a local authority can only charge individuals:

- Up to the cost of providing the service
- What the person can afford to pay for an assessed for service

These conditions are designed to ensure that local authorities do not charge for the actual assessment process – even if the person in need is a 'self-funder'.

2.2 **Statutory requirements.** Under section 59 of the Act, there are recently (amended) Care and Support (Charging) (Wales) Regulations 2015 [2], version 5 of the Part 4 and 5 Code of Practice (Charging and Financial Assessment, updated April 2020). These all determine that Welsh Local Authorities must publish their own interpretation of the relevant Social Services and Well-being (Wales) Act Code of Practice, how any discretionary powers conferred by the Welsh Government will be exercised in the year ahead and a list of charges to apply.

2.3 **Discretionary powers-** Where a council decides to charge for the care a person receives, it must do so in accordance with the regulations and codes of practice, as above. Welsh Councils retain considerable discretion on which social services are charged for, and the level of charge. The Welsh Government's social services charging policy framework requires Councils to show citizens how they intend to apply discretionary powers on charges for social services, within a charging policy.

2.4 **Statutory limits and thresholds.** The Act also states that any charges for social care cannot be set at a level higher than the cost of providing the service. That charges can only relate to the 'cost that the local authority incurs in meeting the assessed, eligible needs for managed care and support, to which the charges may apply (section 59-2).

Any changes to allowances that may apply in 2024/25, are not yet confirmed by Welsh Government, here is link to current guidance:

[Charging for social care | GOV.WALES](#)

2.5 Policy Changes within Wales

Social Care is devolved to the Welsh Government, and yet dependent on the UK Government for any additional funding to sustain the current charging and funding model.

2.5a Senedd Committee report: “Paying for care and support services (adult social care) - a guide for constituents” was published in January 2022.

[paying-for-care-a-guide-for-constituents-english.pdf \(senedd.wales\)](#)

2.5b Rebalancing Care and Support- consultation

Welsh Government’s recent public consultation on ‘Rebalancing care and support’, followed the publication of a White Paper (2021) which set out a number of proposals to “reduce complexity, increase sustainability, and strengthen integration”.

It proposed focussing on three areas for improvement:

- refocussing the fundamentals of the care market,
- reorientation of commissioning practices; and
- evolution of integration mechanisms.

2.6 Policy changes in UK

In some ways the England direction of travel is mirroring that which is already in place in Wales. Anyone who requests public funded social care must undergo a needs assessment and a means test, and only those with highest needs and the lowest financial assets are likely to receive support. Anyone with assets or capital of more than £23,250 must pay for all social care themselves.

2.7 Legal Challenges

If a person believes that the charge is ‘more than reasonably practicable’ for them to pay, they have the right to complain to the Council or to the Public Ombudsman and they are entitled to ask the Council for charges to be reconsidered. In Wales the charges for non-residential, community-based care and support are part of the national charging framework as outlined above and a person’s contribution is capped nationally at £100 per week. There have not been any successful legal challenges of social care charging policy reported in Wales this year.

[Challenging adult social care decisions in England and Wales \(equalityhumanrights.com\)](#)

3. Social Services Charges

3.1 Swansea Council's Charging (social services) policy. All charges relating to social care are covered by Swansea Council's Charging Policy (Social Services) – version 5. [Charging Policy \(Social Services\) - Swansea](#)

3.2 **Key Principles** Swansea Council aims to be clear, fair and transparent in what we charge for, and we do this by publishing an annual schedule/ list of charges, as set out in a Swansea Council Charging Policy. There are some 'fairness' issues in applying this national charging policy, which in effect imposes a charging ceiling, which can mean everyone may be charged the same regardless of wealth or amount of service received, over a certain amount. The financial assessment is carried out, to means test this approach, though still this will clearly have greatest impact on those people with less income.

3.3 **Swansea Council's financial rules** expect that paid officers work within the principle of full cost recovery, and we are continually working to improve our understanding of the costs of delivering services to the public, and the factors which cause variations in costs over a period of time, such as occupancy rates, staffing costs and inflationary pressures.

3.4 **Opportunities for Potential/ New Charges** - Welsh Government's current charging framework allows for certain discretion in charging adults for Care and Support services. In exercising this discretion, the Council must consider carefully whether any additional care and support services should to be added to the list of charges; whether within the community-based category, or by applying a flat rate, and the cost/ benefits of doing so.

3.5 List of Social Care Services not subject to charges

The following table sets out a list of Council's social care services not subject to charge, i.e. social care services not referred to in Appendix 1 List of Social Services Charges to apply in 2024/25. Many of these services have been actively considered during the past few years, and the current position of the Social Services Finance & Charging group is shown but subject to review.

Council service subject to discretion	Latest position:
Commissioning support – partners including administration cost	Via recharging
Carers support services	Not currently applied
Community Alarm Service Charges	see paragraph 3.6
Deferred Payments- administration	see paragraph 3.7
Self-funders - administration	Not currently applied
Local Area Coordination	Not currently applied
Occupational Therapy –assessment for provision of equipment & assistance	Not currently applied
Employment related services	Not currently applied
Other- Preventative	Not currently applied
Social Development Services	Not a calculated fee
Care and Housing Support	Not a calculated fee

Services to Children, Young People & Families, including Supervised Contact Foster Care, Family Support, Special Guardianship	Not currently applied
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3.6 Deferred Payments

The Council offers a deferred payment agreement to offset the bill of charges for social care, with a timetable for resolution, which may be achieved through the sale of property. The timetable is often complicated by factors such as probate, housing and the housing market. It has been the view that charging additional administration or interest costs adds more financial cost, more work for the Council and additional complications in a relatively small number of cases, for what would be a limited revenue source. The Council is considering a set-up fee to administer the deferred payment agreement, and feasibility work, including consultation will take place this year.

3.7 Community Alarms

There are **2538** Swansea Lifeline community customers (October 2023). Approximately 300 of these are connections linked to an assessed service i.e. Telecare

3.7.1 The inflationary uplift proposed for all social services changes to be applied to the Lifeline annual rental cost – to all lifeline customers (see Appendix 1 Swansea Council List of Charges (to apply in 2024/25)).

3.7.2 As part of a comprehensive service review, the proposal is to undertake consultation on the following new charges for Community Alarms (Lifeline):

- **One-off charge for installation of new alarms** for new customers
- **Replacement charging** - changes in Terms & Conditions of service to apply a charge for any replacement pendants as a result of damage or loss by the customer.

3.7.3 One-off charge for installation of new alarms for new customers

Currently no charge for installation of equipment. Actual cost of installation for all new lifeline clients is **£46** (inclusive of on-costs). A charge for installation of an alarm is standard practice for Lifeline services. There are approximately **600** new installations per year in Swansea.

3.7.4 **Replacement charging**- all customers to whom terms and conditions apply. Currently there is no charge to clients for supply of replacement pendants where existing equipment has been lost or damaged. The number of pendant replacements for loss or damage has risen year on year – in 2023 up to and including the month of October these totalled **280**.

3.7.5 Integrated Impact Assessment- Lifelines

As part of the service review, a separate Integrated Impact Assessment has been undertaken, and if consultation on these proposals is approved (see recommendations), Adult Services will report on the outcome.

3.8 **Benchmarking** - this annual review of charges has also looked at the 2023/24 charging schedules of other Welsh Local Authorities (where published) and there are several examples of Welsh Council's discretionary approaches to social services charging summarised at the end of the table in **Appendix 2**.

4. What people are telling us

4.1 Public consultation- there has been no formal public consultation undertaken this year in relation to charges, as the Council's charging (social services) policy has not changed.

4.2 Complaints/ Compliments

Social Services and Adult Services received more complaints in 2022/23, only a small proportion relate to the statement of charges, charging policy and financial assessments.

Some complaints from individuals, their carers or relatives, are directly in relation to the costs of the cared for person's care and support. Annual Reports summarising the Complaints and Compliments received relating to Adult and Child and Family Services, are reported to Governance & Audit Committee. Work is currently underway on the latest reports.

Complaints received by Corporate Complaints Team relating specifically to social services charging (e.g. unhappy with charges levied) in year			
Outcome/ Year	2020/21	2021/22	2022/23
Stage One - Justified	7	4	TBC
Stage One -Partially Justified	2	1	TBC
Stage One - Not Justified/	1	-	TBC
Stage One - Local Resolution /Other	1	-	TBC
Stage One - Not Pursued/ Informal	-	-	TBC
Stage Two - Partially Justified	1	-	TBC
Stage Two - Not Pursued/ On-going	1	2	TBC
Totals (relevant to charges)	Stage 1 = 11 Stage 2 = 2	Stage 1 = 4 Stage 2 = 3	TBC

There are also a high number of compliments praising the professional support provided, and the skills of the help given to people in accessing a range of social services.

4.3 Public Ombudsman

The Public Ombudsman cannot assess an individual's ability to pay for the cost of their care and support services, they sometimes receive complaints about related matters, which are summarised in a casebook (most recent case book 2021).

<https://www.ombudsman.wales/case-books/>

5. Finance & Charging Processes

5.1 Financial Assessment

It is important that the financial assessment is offered to the person being charged for the care and support they actually receive, and that this assessment is carried out fairly, and accurately, based on the information provided. The financial assessment takes full account of a person's income and personal expenses, and it is also important that this assessment is reviewed as the person's circumstances change, and annually.

5.2 Social Care Income and Finance Team

The Social Care Finance Team is part of the Revenues and Benefits Service within the Financial Services Department and is responsible for:

- Undertaking financial assessments of clients' contributions towards the cost of their care
- Collection of those client contributions
- Scrutiny of claims for re-imburement from care providers
- Payments to care providers for residential and non-residential care
- Payments of Fostering and Adoption allowances including the means test that determines the allowance paid to an adopting parent
- Payment of Special Guardianship Allowances
- Payment of Direct Payments

In 2022/23, the SCIF Team completed a total of **4,865** financial assessments for both new assessments and changes in circumstances (5,011 financial assessments were undertaken in 2021/22).

Below are some highlights of the Team's activities, which are central to a sustainable adult social care model in Swansea.

- a) Community based care
 - **837** care packages were amended due to changes in the care and support plan or a change of provider.
 - **832** care packages have ended for a variety of reasons. These include changes residential care placement by service user choice, where a person, is admitted to hospital or deceased.
 - The team processed **199** respite stays in the year.
 - The team actioned **175** new Direct Payments in 22/23, **218** changes in Direct Payment P packages have been actioned and **180** Direct payments have been ended for a variety of reasons.

- b) Residential / nursing care:
 - **351** placements were terminated for a variety of reasons (for example deceased, admitted to hospital, discharged to the community or assessed as self-funding)
 - **90** placements were reassessed due to a change in circumstances (for example, upgraded to nursing or moved to an alternative home)

5.3 Income Generation

A significant amount of income is generated on behalf of Swansea Council by applying national social services charging framework within Adult Services. The following table shows trends in Income Generated over the past five years. The table does not include 'technical income' attributable to changes in the Direct Payment provider in both 21/22 and 22/23. This is not client income so should be excluded. Also excluded in this version of the income table is recovery of excess Direct Payment balances, as relates to a recovery of excess expenditure.

Service Category	2018/19	2019/20	2020/21	2021/22	2022/23
Community Alarms	487,686	450,380	395,850	494,843	483,117
Day Services	433,814	559,804	241,030	272,057	337,442
Direct Payments	310,536	726,901	762,551	770,769	759,874
Domiciliary Care	2,790,267	2,803,476	2,823,830	2,738,092	2,380,097
Other/Admin.	392,490	545,833	378,394	300,569	441,193
Residential Care	11,579,594	12,845,876	11,628,620	11,007,404	12,663,394
Grand Total	15,994,386	17,932,271	16,230,274	15,583,734	17,065,117

Table 3. Adult Services Yearly Analysis of income/ income related to charging by type - figures based on information within the Council's financial ledger

Main Points from previous table:

- Significant amount of income is generated by applying national social services charging framework within Adult Services
- Actual income has increased by approx. **9.5%**, when compared with the previous year.
- This is the first increase in actual income since 2019/20.
- There is likely some residual impact on income levels arising from the pandemic, as income remains **4.8%** below that achieved in the last pre-covid year.
- There is a small reduction in income from community alarms.
- Day service income has increased as would have been expected.
- Slight reduction in Direct Payments client contributions.
- 13% reduction in domiciliary care-related income.
- Other income has increased following a drop in the previous year.
- Significant increase (£1,656k) in residential care- related income

5.4 Any projection of income expected within 2023/24 is not an exact science due to the number of variables involved, for example demand for service, changes in household incomes, and the impact on thresholds. The Social Service Performance and Financial Monitoring meeting continue monitor internal and external income as part of the budget reporting, and action taken is accordingly.

5.5 Debt Recovery / Invoicing

Considerable work has been undertaken through the year to reduce outstanding debt in social services. We are continually working with citizens, partner organisations, representatives and social services colleagues to recover these debts and make appropriate resolutions.

Effective joint working between SCIFT, Corporate Commercial and Procurement teams and the Social Services Finance officers continues to ensure that all our invoicing and debt recovery processes are working effectively.

5.6 Personal Debt / recovery

5.61 The Council recognises that a significant proportion of Council services are funded through service charges. If income is not collected effectively, then the authority will be unable to properly fund the vital services it provides for the citizens of Swansea or it will simply mean costs fall to others to pay more to make up the shortfall.

5.62 Swansea Council also recognises that early engagement from those at risk of debt or in debt, can prevent debts from escalating, reduce indebtedness and increase the ability of citizens to meet their financial responsibilities. We know that anyone can experience financial difficulties at any time and that money problems do not just affect the person in debt. Families and communities thrive when people can afford healthy lives and avoid the stress of money worries.

5.63 Swansea Councils aims to take a consistent approach to the collection of debt and supporting those who are in debt, to help reduce outstanding debts to the Council and provide the revenue to deliver services.

6. Integrated Impact Assessment

6.1 The current economic situation, as the world continues to respond to the pandemic, remains one of uncertainty, stories of personal and family struggle and public facing agencies responding quickly to each set of circumstances as they arise. This period, with the additional challenges of changes to welfare benefits, universal credit, inflation rises, specifically food, energy and fuel prices, and the costs of Brexit are having a devastating impact on some individuals, families, communities and businesses. Government support to ease these impacts during the pandemic has largely tailed off for businesses, and the fiscal priority again seems to be on reducing the public sector borrowing requirement. Additional investment in Health and Social Care was due to be funded by increases in

national insurance, and these changes have been put back. Overall, the financial outlook for all public services in Wales is likely to be extremely challenging over the next decade.

A more detailed analysis is set out in the Council's Medium Term Financial Plan.

6.2 Deprivation is an important consideration when looking at imposing charges on the care and support of our most vulnerable citizens and in support of their carers. The Wales Index of Multiple Deprivation (WIMD) is updated every 4 to 5 years. The most recent index was published in 2019, **17 (11.5%)** of Swansea's 148 LSOAs are in the most deprived 10 per cent in Wales (similar to the overall proportion in 2014). Swansea also has 8 Lower-layer Super Output Areas (LSOAs) in what is termed Deep-Rooted Deprivation; those that have remained within the top 50 most deprived – roughly equal to the top 2.6% – small areas in Wales for the last five publications of WIMD ranks. The current economic situation is likely to have greatest impact in these areas.

6.3 Overall the financial outlook coupled with high demand for social care and population changes mean that the Council continues to apply the Welsh Government's framework for local authority social services charging to ensuring the continued sustainability of our services. Swansea's corporate financial policy on setting charges still sets out an expectation on all services to aim for Full Cost recovery where possible, and to operate within the key principles set out in the Council's Transformation programme, and through objectives in the Corporate Plan 2023-28.

Actions to be taken:

- Further work to be undertaken in 2024/25 on additional lifeline charging, to covering installation and replacement costs following a full-service review.
- Any proposed changes will be subject to a separate Integrated Impact Assessment public consultation and reported on separately to Cabinet

7. Revisions to Council Charging Policy and the List of Charges to apply in 2024/25

7.1 Swansea Council Charging Policy (Social Services)

The Council's policy and this annual review process, as reflected in this report, aims to ensure that charging, where it occurs, is consistent, fair and clearly understood. Individuals when asked to pay a charge will only be required to pay what they can afford.

The current policy considers the principles set out in the charging and financial assessment framework introduced by the Act, and the relevant codes of practice.

Public Information and advice about charging is available on the council website, and leaflet, taking account of individual communication needs, on request.

Swansea Council are committed to giving people a stronger voice and real control over the care and support they need, to achieve their own well-being outcomes.

Actions to be taken:

- Social Services Finance and Charging group ensures that up to date public information is available on the Council's website.
- The Charging (social services) policy is reviewed and updated regularly by the Social Services Finance and Charging group to reflect national policy and local guidance.

7.2 Changes within the List of Charges as published prior to the start of the financial year should reflect the many inflationary pressures impacting on the social care sector. The costs of providing social care services are subject to inflationary pressures. Significant changes have been made in previous years to ensure that Swansea's charging policy is consistent with most other local authorities in Wales, and that this policy is applied with fairness and equity. Unless Swansea keeps pace with inflationary increase put into place by other Welsh Local Authorities, then the gaps will reappear. Inflation (CPI) currently stands at 4.6% (to October 2023), down from 6.7% in September 2023, and having previously been as high as 10% in 2022. Whilst the Office for Budget Responsibility is forecasting a fall to 2% later this year, the impact of in year and past inflation is still being felt. Many of the household impact items, and costs associated with delivering social care, will have already increased in price.

The current inflation pressures will remain with their impact on households, providers and services through energy costs, food costs, travel cost, interest rates and higher taxation/ national insurance.

These higher costs of providing care coupled with higher social care wages to meet the real living wage, will continue to impact on the delivery of social services in 2023/24, and beyond, with a disproportionate impact on Adult Services.

Swansea Council Link: [Medium Term Financial Planning 2024/25 – 2026/27](#)

Office for Budget Responsibility: Economic and fiscal outlook – November 2023: [EFOs - Office for Budget Responsibility \(obr.uk\)](#)

Actions to be taken:

- Proposal to Cabinet, on behalf of the Social Services Finance & Charging group, is to increase all charges by **6%** to apply to all set out in the List of Charges to apply in 2024/25.
- An Integrated Impact Assessment screening has been undertaken, and this proposal is still considered to be low impact on the basis that everyone who is the subject of social services charges is offered a fair financial assessment, and then can expect to be charged within the protection of the thresholds set under the Welsh Government national charging framework.

8. Conclusions

In summary Swansea Council's annual review of social services has taken into account the following:

- Policy Annual review approach
- Social Services charging framework.
- What people are telling us.
- Continuous process improvements
- Integrated Impact.
- Comparisons with some other Welsh LAs.
- Any revisions needed.

Within the current context, it is not deemed necessary or appropriate to consult upon making any changes to the current charging policy.

9. Recommendations

Cabinet is asked to accept the findings of the annual review of changes, and that there are no new service charges **to apply in 2024/25**:

- To approve an inflationary increase of **6%** to be applied to all social services charges to come into effect on 1st April 2024.
- Cabinet to approve the list of social services charges to apply from 1st April 2024, for the year 2024/25.
- Grant permission to Adult Services for further work to be undertaken in 2024/25 on additional lifeline charging, to covering installation and replacement costs.
- The revised List of social services charges 2024/25 (Appendix 1), once agreed, is appended to the Council's Charging (social services) policy.

Appendix 1 Swansea Council List of Charges (to apply in 2024/25) v1

These are the amount clients will be charged for social care services, subject to any limits on the maximum charge specified by Welsh Government.

1. Residential Care and Support Services (Local Authority)

Council's in-house residential care service delivers a high-quality service for individuals with complex needs, and also offer placements for residential reablement and respite care.

The charges shown below are for the council-run care homes only and are only indicative of the average weekly costs of care and support, as some individuals may have additional needs to be identified and charged accordingly.

All charges for residential care are means tested. Residents may only be required to pay a contribution towards the total weekly cost. In certain circumstances, residents may be required to pay the full cost of residential care.

a) Long Term Residential Care (Local Authority)

Charges for Services by category of care	Weekly charges in 2023/24	Weekly charges in 2024/25	% Increase/ Comment
Residential Care			
/ Council-run only			
Elderly Care	£708.02	£750.50	6%
Dementia Care	£708.02	£750.50	6%
Mental Health	£1,855.24	£1,966.55	6%
Learning Disabilities	£1,855.24	£1,966.55	6%
Younger Adults	£1,855.24	£1,966.55	6%

b) Short Term Residential Care: respite care (Local Authority)

Charges for Services by category of care	Weekly charges in 2023/24	Weekly charges in 2024/25	% Increase/ Comment
All adults short term residential care: respite care	£100	TBC by Welsh Government	Continue to reflect Max. weekly charge set by Welsh Government

2. Non-residential, community-based care and support Services

- Domiciliary Care – is care in the client’s home provided by a private sector provider
 - Home Care – is care in the client’s home provided by the Local Authority
- All charges are means tested up to the maximum standard charge as outlined below

Charges for Services per category of care	Charges in 2023/24	Charges in 2024/25	% Increase/ Comment
All adults Non-residential, community-based care and support Services			
Domiciliary Care or Home Care, including respite at home, supported living	£21.87 per hour	£23.18 per hour	6%
Older Persons Day Services	£50.82 per day	£53.87 per day	6%
Day Services Younger Adults /Special Needs Day Services	£63.56 /day	£67.37 per day	6%

3. Flat rate charges for other services provided by Swansea Council

These social care charges for Council run services are discretionary, and are **not** subject to a means test, or a maximum weekly charge.

Charges for Services per category of care	Charges in 2023/24	Charges in 2024/25	% Increase/ Comment
Adult social care charges for Council run services			
Community Alarms (Lifelines)	£165.88 exclusive of VAT £199.00 inclusive VAT (Annual)	£175.83 exclusive of VAT £210.94 inclusive VAT (Annual)	6% https://www.swansea.gov.uk/communityalarms
Meals (within community-based, day services)	£4.46/ day	£4.73/ day	6%
Court of Protection Deputyship	Court of Protection Deputyship charges as set in law by the Ministry of Justice	Court of Protection Deputyship charges as set in law by the Ministry of Justice	
Pre-Deputy support charge	£5 per week	TBC	6%

APPENDIX 2: COMPARISON WITH OTHER WELSH LOCAL AUTHORITIES

- a) Table showing latest available information about how Swansea's social services charges compare to selected other Welsh Local Authorities. This year due to Covid, information has been collated and updated following a web search for the following service areas:

Local Authority Social Services Charges to 2023/24	Home Care (subject to weekly charge)	Day Care (subject to weekly charge)	Direct Payments	Residential Care Long Term /Temp Elderly/ week	Residential Care Short Term/ Respite (Telecare/ Lifeline (per week)	Other (per day)
Swansea (2023/24) <u>Updated</u>	£21.87 per hour	£50.82/ day- older people £63.56/ day- adults	Variable	£708.02- older people £1,855.24 - learning disability £739.85- Nursing	£100 (Max weekly charge applies to respite only)	Lifelines: flat rate annual charge £165.88 exclusive of VAT or £199.00 inclusive of VAT	Meal £4.46 Pre-Deputy Support = £5 per week
NPT <u>Updated but no figures available</u>	£20 per hour	£36 per attendance	Value of direct payment	£459 Adult Family Placement £882.76 (Pobl charges to new residents)	£100 (Max weekly charge applies)	£5.70 (LL- Extra)	
Bridgend CC <u>Updated- published list of charges is for 2022/23: CPI may have applied to these rates</u>	£20.92	£37.29 / day £70.26/ day	Variable	Remodelling	£100 (Max weekly charge applies)	£6.55/ week (one person in household)	Meal - £5.66 Tea/snacks £1.69

Local Authority Social Services Charges to 2023/24	Home Care (subject to weekly charge)	Day Care (subject to weekly charge)	Direct Payments	Residential Care Long Term /Temp Elderly/ week	Residential Care Short Term/ Respite (Telecare/ Lifeline (per week)	Other (per day)
Carmarthenshire CC Updated	£20.00 per hour (community support)	£19.55 per session	PA rates £14.50 per hour/£110.80 per night	N/a	£100 (Max weekly charge applies)	Telecare £4.20 per week £18.77 per quarter (lifeline only) £53.70 per quarter (monitor & pendant)	Meals/ snacks £8.50 in day service Community Meals £6.00 Laundry £3.10 per load
Powys CC Updated	£23.50 per hour	£15.00 per day Attendance at day and employment services: £15.00 per day	£12.85 per hour PA rate £17.26 per hour Micro enterprise £19.70 per Hour agency rate	N/a	£100 (Max weekly charge applies)	Careline Programming & Installation = £48	Meal £7.50 24-hour support (supported tenancy): £100 per week
Pembrokeshire CC Updated	£21.12	£32.49 (PPC-run)	Home and Community Services rate = £15.71 Day Opportunities= £53.55/day	In house residential = TBC (£722.11) In house residential EMI = TBC (£786.21)	£100 (Max weekly charge applies)	£2.24- with Disablement Exemption Certificate £2.69 -without Disablement	Meal- TBC Appointeeship Administration Charges = £10 Deferred Payment

Local Authority Social Services Charges to 2023/24	Home Care (subject to weekly charge)	Day Care (subject to weekly charge)	Direct Payments	Residential Care Long Term /Temp Elderly/ week	Residential Care Short Term/ Respite (Telecare/ Lifeline (per week)	Other (per day)
						Exemption Certificate	Administration Set-up Cost (One-off charge)= £500
<u>RCT</u> <u>Updated- public information still showing 2022/23 rates</u>	£17.00/ hour	£17 per day	£10.00 per hour	Determined on individual basis	£100 (Max weekly charge applies)	£143.98 p.a	Minimum weekly charge = £4.05 per week

APPENDIX 3. 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: Swansea Council

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

(b) Please name and fully describe initiative here:

Annual Review of Swansea Council's charging (social services) policy 2023/24, and list of charges to apply in 2024/25.

This the seventh annual review of social services charging was carried out on behalf of the Social Services Finance and Charging group, chaired by the Director of Social Services.

This IIA screening covers both the Annual Review of Charges (Social Services) report which sets out any changes within Swansea Council's Charging Policy (Social Services), and the proposed List Of Charges to be applied in 2024/25.

The main change to take effect from 1st April 2024 is that all social services charges are to be increased in line with current inflation and forecasts; this represents an uplift of 6% There are no new charges proposed by this annual review.

Clearly there are some impacts arising from applying an inflationary uplift within the Council's charges (on social care) However all social service non -residential charges are set within a national legislative framework, and in compliance to regulations and code of practice as set by Welsh Governments, namely within Parts 4 and 5 of the Social Services and Well-being (Wales) Act 2014, henceforth 'the Act'.

Under the Act, citizens to whom the charges apply are protected by some important policy entitlements:

- right to be offered a financial assessment to consider whether they have the means to pay a contribution to the costs of their social care and support
- there are clear principles that a person's ability to pay should not precluding access to care and support or that the charges for care and support should not exceed the costs of provision
- there are personal thresholds set by the Welsh Government: namely a maximum weekly charge to be set at £100 per week,
- Capital and Personal income allowances are also set for people who are subject to charges in relation to residential care.

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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<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"/>
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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<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"/>
Gypsies & travellers	<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"/>
Religion or (non-)belief	<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"/>
Sex	<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"/>
Sexual Orientation	<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"/>
Gender reassignment	<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"/>
Welsh Language	<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"/>
Poverty/social exclusion	<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"/>
Carers (inc. young carers)	<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"/>
Community cohesion	<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"/>
Marriage & civil partnership	<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"/>
Pregnancy and maternity	<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"/>
Human Rights	<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"/>

The evidence for a low impact would be the local implementation of a national statutory framework which was equalities impact assessed prior to implementation in 2026. Swansea Council in carrying out an annual review of its own social services charging policy is demonstrating best practice. The policy is implemented within a clear set of principles, and the offer of a financial assessment to all social services clients. The annual review process considers any feedback including any relevant social services complaints received within the past year. Swansea Council implements a fair and compassionate approach to debt recovery in relation to charges.

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

Swansea Council is complying with its duties under the Social Services & Wellbeing (Wales) Act 2014 which allows local authorities to exercise discretion and to work within the principles of fairness, transparency and equality. It is a

statutory requirement under Parts 4 & 5 of the Social Services & Well-being (Wales) Act 2014 for local authorities to reflect and update these charges in a clear and transparent way, demonstrating fairness and equity to Swansea citizens.

All charging thresholds/ limits to the Councils charges are set by the Welsh Government, and these are in place to protect citizens against poverty and social exclusion. Welsh Government undertook a full EIA of the Charging framework (December 2016):

[equality-impact-assessment-part-5-the-social-services-and-well-being-wales-act-2014.pdf \(gov.wales\)](#)

There have been no significant changes to the national charging framework or local social services policy since the implementation of the Act. However due to the unprecedented national rate of inflation, and its impact on social care, there are wider questions about the funding of social care in Wales to be considered nationally,

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

Q7 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 Council's Charging policy (social services) was agreed by Council in March 2016, following a full Equalities Impact Assessment, which was carried out to consider and consult on how the policy is applied to all client groups that are able to access residential and non-residential community care services.

A full EIA was completed in 2016/17 to support the introduction of new charges to Day Services and Respite Care in Swansea Council, to bring the Council in line with other Welsh Local Authorities. Also last year (2022/23), a full EIA was completed to reflect the high inflationary impact (10%) on all citizens and populations groups.

Any impact on individual or population groups with protected characteristics is mitigated by the Welsh Government's national charging framework which sets out the minimum income allowances, capital thresholds and weekly charging caps.

No new charges for social services to existing clients have been introduced in 2023/24, or proposed charges for 2024/25. The main report recommends that Adult Services are given permission to undertake further work in 2024/25 on additional lifeline charging, to covering installation and replacement costs, reflecting the Council's financial principle of full cost recovery. Also, to impose a replacement cost to all clients for lost/ damaged equipment. These proposed changes, following a full-service review, will be subject to a separate Integrated Impact Assessment public consultation and reported on separately to Cabinet.

This year the annual review of charges carried out this year is proposing a 6% inflationary increase to charges, to reflect increasing costs of social care, to come into effect on 1st April 2024, in line with other Council charges.

Swansea Council's Charging (Social Services) policy has only been updated to reflect the current national policy/ links, with no changes proposed to the local approach or discretionary areas.

Outcome of Screening

Q8 Please describe the outcome of your screening below:

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

• **Summary of Impacts (Q2)** Impacts are low on specific groups, due to the nature and purpose of the annual review of charging report, in that there are no new or additional charges. No specific direct negative impact has been identified, during this annual review of Charging policy.

The mitigation of the burden of charges is controlled by Welsh Government who set thresholds for personal allowances and caps on the maximum weekly charge. If service users are charged too much for their services, there is always the risk that they or their carers may decide they can no longer attend. There is little evidence that there has been a significant number of people leaving community-based support services due to charges being applied. Swansea Council has a complaints process which allows citizens to communicate their views about the service and any unhappiness they may have about their experiences, and recourse to this channel has been considered in this report. If citizens are charged too little, then this could impact on the service offer and the availability of social care in future years.

• **Summary of involvement (Q3)** Involvement with citizens takes place on an individual basis, through their social worker, their care and support assessment, and their individual financial assessment processes. Each of these activities are person-centred, and delivered through collaborative communication. Council managed activities such as financial assessment help to reduce any lack of fairness in how charging is being applied or between different forms of care and support which a charge may apply.

Social Services also work closely with other departments (Finance, Legal and complaints) in the Council with our Health partners and with social care providers.

The Council's Charging policy aims to promote fairness, consistency, and transparency in how a person is made aware, via a statement of a charge, how they are financially assessed for the charges, and how a request for payment is made. This clear policy has helped to promote a more informed and clearer relationship between local authority and people who are charged for their care and support.

The Annual Review of Charges considers whether any further improvements are needed to the management of the care and support assessment and financial assessment process to support the implementation of the Council's Charging policy. This work is overseen by the Social Services Finance & Charging group, which meets monthly.

• **WFG considerations (Q4)** Well-being of Future Generation support a sustainable approach to the planning and delivery of adult social care. By applying the Welsh Government's national charging framework, and threshold with fairness and transparency, the Council is ensuring resources are available for care and support services to promote the wellbeing of individuals, carers and families in the present, and for the future.

• **Any risks identified (Q5)**

The risk to the Council would be a through legal challenge or complaints, though this risk is reduced by minimising changes to the current social services charging policy. Social Services Finance and Charging group continually monitors and improves current arrangements in applying Charging policy, and the risks to the Council, taking action to apply any changes needed to current policy or processes, through its work programme.

We aim to ensure that sufficient, up to date public information is made available on charging for social care in a suitable format, and in the Welsh Language, that service users can access. This information, and the List of Charges to apply, is updated following consideration of the annual review of charging report by Cabinet.

• **Cumulative impact (Q7).**

Charging for social care may add to the financial burden of individuals, families and un-paid carers. We apply a set of core principles within the Councils Charging – social services policy to ensure that individual circumstances are fully taken into account.

Tackling Poverty service is part of the Council’s Social Services directorate and their vital work in areas such as Welfare rights, Benefits training, Poverty and Prevention strategies and targeting financial advice is having a positive impact. A report on the Tackling Poverty team’s activity and performance is considered by the monthly Social Services Performance & Financial Monitoring meeting.


(NB: This summary paragraph should be used in the relevant 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: Simon Jones
Job title: Social Service Strategic Performance & Improvement Officer
Date: 4th January 2024

Approval by Head of Service:

Name: David Howes
Position: Director of Social Services
Date: 4th January 2024

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

Agenda Item 9

ADULT SERVICES PERFORMANCE PANEL WORK PLAN 2023-24

Meeting Date	Items to be discussed
<p>Meeting 1 28 June 2023</p> <p>4.30pm</p>	<p>Confirm Convener of the Panel and Co-optee</p> <p>Performance Monitoring <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Helen St John, Head of Integrated Community Services</i></p> <p>Briefing on Recent CIW Care Home Inspection Reports <i>Amy Hawkins</i></p> <p>Draft Work Plan 2023-24</p>
<p>Meeting 2 7 August 2023</p> <p>4pm</p>	<p>WAO Report 'Together we Can' – Community Resilience and Self-reliance <i>Invited to attend:</i> <i>Hayley Gwilliam, Cabinet Member for Community (Support)</i> <i>Alyson Pugh, Cabinet Member for Wellbeing</i> <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Lee Cambule, Tackling Poverty Service Manager</i></p> <p>Tackling Poverty Service Grants 2022-23: Impact Report <i>Invited to attend:</i> <i>Alyson Pugh, Cabinet Member for Wellbeing</i> <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Lee Cambule, Tackling Poverty Service Manager</i> <i>Anthony Richards, Poverty and Prevention Strategy and Development Manager</i></p> <p>Additional Direct Payments Information <i>Amy Hawkins</i> <i>Richard Davies, Strategic Manager Direct Payments Team</i></p>
<p>Meeting 3 5 September 2023</p> <p>4.30pm</p>	<p>Performance Monitoring <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Helen St John, Head of Integrated Community Services</i></p> <p>Wales Audit Office Report 'A Missed Opportunity' Social Enterprises <i>Alyson Pugh, Cabinet Member for Wellbeing</i> <i>Lee Cambule, Tackling Poverty Service Manager</i> <i>Peter Field, Principal Officer Prevention, Wellbeing and Commissioning</i></p>

<p>Meeting 4 31 October 2023</p> <p>4.30pm</p>	<p>Director of Social Services Annual Report 2022/23 <i>David Howes, Director of Social Services</i></p> <p>Briefing on Deprivation of Liberty Safeguards (DoLS) <i>Louise Gibbard, Cabinet Member for Care Services</i> <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Helen St John, Head of Integrated Community Services</i></p>
<p>Meeting 5 12 December 2023</p> <p>4.30pm</p>	<p>Performance Monitoring <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Helen St John, Head of Integrated Community Services</i></p> <p>Briefing on Dementia (including case studies) <i>Amy Hawkins / Helen St John</i></p>
<p>Meeting 6 30 January 2024</p> <p>4pm</p>	<p>Update on Adult Services Transformation and Improvement Programme <i>Amy Hawkins / Helen St John</i> <i>Lucy Friday, Principal Officer Transformation</i></p> <p>Presentation – Local Area Coordination Update <i>Invited to attend:</i> <i>Hayley Gwilliam, Cabinet Member for Community</i> <i>Lee Cambule, Tackling Poverty Service Manager</i> <i>Jon Franklin, Local Area Coordination Manager</i></p>
<p>BUDGET MEETING 12 February 2024</p> <p>JOINT SOCIAL SERVICES MEETING</p> <p>2pm</p>	<p>Draft Budget Proposals for Adult Services / Child and Family Services <i>Louise Gibbard, Cabinet Member for Care Services</i> <i>David Howes, Director of Social Services</i></p>
<p>Meeting 7 20 March 2024</p> <p>4pm</p>	<p>Update on West Glamorgan Transformation Programme <i>Kelly Gillings, Regional Director of Transformation</i></p> <p>Performance Monitoring <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Helen St John, Head of Integrated Community Services</i></p> <p>Briefing on Annual Review of Charges (Social Services) 2023-24 <i>David Howes, Director of Social Services</i></p>
<p>Meeting 8</p>	

<p>7 May 2024</p> <p>4pm</p>	<p>Briefing on Llais <i>Sue Evans, Llais Cymru</i></p> <p>Update on how Council’s Policy Commitments translate to Adult Services <i>Louise Gibbard, Cabinet Member for Care Services</i> <i>David Howes, Director of Social Services</i></p> <p>Update on Adult Services Transformation and Improvement Programme – including progress on Reviews <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Helen St John, Head of Integrated Community Services</i> <i>Lucy Friday, Principal Officer Transformation</i></p> <p>End of Year Review</p>
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Future Work Programme items:

- Local Area Coordination Impact Report 2023-24 (Hayley Gwilliam/ Lee Cambule) Date tbc
- Update on Progress with WAO Report ‘A Missed Opportunity’ Social Enterprises (Alyson Anthony/ Amy Hawkins / Lee Cambule) Moved from January 2024 meeting - Date to be rearranged
- Update on Wellbeing Strategies for Social Services Workforce (date tbc on work plan 2024-25)
- Recruitment and Retention of Care Staff (dates tbc once new policies developed)
- Wales Audit Office Reports (dates to be confirmed):