



City and County of Swansea

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

Committee Room 5 - Guildhall, Swansea

Tuesday, 19 December 2017 at 3.30 pm

Present: Councillor P M Black (Chair) Presided

Councillor(s)
C A Holley

Councillor(s)
P R Hood-Williams

Councillor(s)
J W Jones

Co-opted Member(s)
Katrina Guntrip

Officer(s)

David Howes
Liz Jordan
Alex Williams

Chief Social Services Officer
Scrutiny Officer
Head of Adult Services

Apologies for Absence

Councillor(s): S M Jones, A Pugh and G J Tanner
Co-opted Member(s): Tony Beddow

1 Disclosure of Personal and Prejudicial Interests.

Disclosure of interests – Chris Holley.

2 Notes of meeting on 21 November 2017

The Panel agreed the notes as an accurate record of the meeting.

3 Workforce Development and Systems Support

Alex Williams, Head of Adult Services went through the report highlighting a number of points and answering questions. Dave Howes also attended the meeting and answered questions.

Discussion points:

- The whole of Social Services and integrated workforce have received high level training on the Act. Workforce development is a focus of CSSIW regular inspection activity.
- CSSIW recently inspected a Community Mental Health Team. Informal feedback is good. The formal report is expected in January 2018.

- Adult Services is developing an overarching Practice Framework 'Doing What Matters'. This is focussed intervention looking at outcomes the individual wants to achieve. To be shared with the Panel when finalised.
- Recruitment to certain areas such as occupational therapists and social workers is no longer a big problem for the Authority. The department supports apprenticeships. It also sponsors some individuals to undertake a social services degree. This has currently been scaled right back but can be increased if needed.
- Department thinks there is room for improvement in how we organise safeguarding and are proposing a more centralised approach. The department is developing standards around completion of safeguarding investigations and this will be included in the performance monitoring reports provided to the Panel. The Panel supports this idea.
- WCCIS development and implementation – this will involve practitioner time which the department thinks is manageable with the additional posts being taken on.
- Department is looking to support direct payments and a pre-paid card system will be up and running early in 2018. This may present opportunities for other areas of the Authority. Panel raised risks associated with direct payments and individuals not using them for the right reasons.
- As part of the draft budget proposals, Cabinet is proposing an additional investment of £3.5million in Social Services to take account of inevitable budget pressures. This is welcomed but the department will still struggle to meet its obligations.

Actions:

- CSSIW inspection report to be circulated to Panel when available
- Social Work Practice Framework to be shared with the Panel when available plus case studies. Presentation to be given at a future Panel meeting.

4 Work Programme Timetable 2017-2018

Work programme received and considered by the Panel.

Actions:

- Send letter to the Cabinet Member following the meeting for information.

5 Letters

Letter received and considered by the Panel.

The meeting ended at 4.45 pm



To:
Councillor Mark Child
Cabinet Member for Health & Wellbeing

Please ask for: Scrutiny
Gofynnwch am:
Scrutiny Office 01792 637314
Line:
Llinell
Uniongyrochol:
e-Mail scrutiny@swansea.gov.uk
e-Bost:
Date 15 January 2018
Dyddiad:

Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Health and Wellbeing following the meeting of the Panel on 19 December 2017. It covers Workforce Development and Systems Support.

Dear Cllr Child

The Panel met on 19 December and looked at Workforce Development and Systems Support. We would like to thank Alex Williams and Dave Howes for attending to go through the report and answering the Panel's questions. We appreciate their engagement and input.

We are writing to you to reflect on what we learnt from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response. The main issues discussed are summarised below:

We heard that from a budgetary perspective, the internal workforce in Adult Services is the highest area of spend after commissioned services.

We were informed that the whole of Social Services and integrated workforce have received high level training on the Social Services and Wellbeing (Wales) Act which came into force in April 2016 and that workforce development is a focus of the Care and Social Services Inspectorate Wales (CSSIW) regular inspection activity.

We heard that CSSIW recently inspected a Community Mental Health Team and were pleased to hear that informal feedback was good. The Department has agreed to circulate the formal report to the Panel once it becomes available in early 2018.

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

I dderbyn yr wybodaeth hon mewn fformat arall neu yn Gymraeg, cysylltwch â'r person uchod
To receive this information in alternative format, or in Welsh please contact the above

We also heard that Adult Services is developing an overarching Practice Framework 'Doing What Matters'. This is focussed intervention looking at outcomes the individual wants to achieve. The Panel would like to receive this when it is finalised together with some case studies and also receive a presentation to a future Panel meeting.

We were pleased to hear that recruitment to certain areas such as occupational therapists and social workers is no longer a big problem for the Authority. We heard that the department supports apprenticeships and also sponsor some individuals to undertake a social services degree, although this has currently been scaled right back but can be increased if needed.

In relation to safeguarding, we heard that the Department thinks there is room for improvement in how we organise safeguarding and are proposing a more centralised approach. It is developing standards around completion of safeguarding investigations and this will be included in the performance monitoring reports provided to the Panel. The Panel supports this idea.

We also discussed Welsh Community Care Information System (WCCIS) development and implementation and heard that this will involve practitioner time which the department thinks is manageable with the additional posts being taken on.

We heard that the Department is looking to support direct payments and a pre-paid card system will be up and running early in 2018 and that this may present opportunities for other areas of the Authority. We raised our concern about the risks associated with direct payments and individuals not using them for the right reasons.

We were informed that as part of the draft budget proposals, Cabinet is proposing an additional investment of £3.5million in Social Services to take account of inevitable budget pressures. This is welcomed but the Department will still struggle to meet its obligations.

Your Response

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

Yours sincerely



PETER BLACK
CONVENER, ADULT SERVICES SCRUTINY PANEL
CLLR.PETER.BLACK@SWANSEA.GOV.UK