



Dinas a Sir Abertawe

Nodiadau'r Panel Perfformiad Craffu - Gwasanaethau I Oedolion

Ystafell Bwyllgor 5 - Neuadd y Ddinas, Abertawe

Dydd Mawrth, 16 Ionawr 2018 am 3.30 pm

Yn Bresennol: Y Cyngorydd P M Black (Cadeirydd) oedd yn llywyddu

Y Cyngorydd(wyr)
C A Holley
A Pugh

Y Cyngorydd(wyr)
P R Hood-Williams

Y Cyngorydd(wyr)
J W Jones

**Aelodau
Cyfetholedig(wyr)**
Tony Beddow

Swyddog(ion)

David Howes
Simon Jones

Liz Jordan
Alex Williams

Prif Swyddog y Gwasanaethau Cymdeithasol
Swyddog Perfformiad a Gwella, Gwasanaethau
Cymdeithasol
Scrutiny Officer
Pennaeth y Gwasanaethau i Oedolion

Ymddiheuriadau am absenoldeb

Y Cyngorydd(wy): V M Evans, S M Jones a/ac G J Tanner
Aelodau Cyfetholedig(wyr): Katrina Guntrip

1 Datgeliadau o fuddiannau personol a rhagfarnol.

Datgelu buddiannau - Chris Holley ac Alyson Pugh.

2 Nodiadau cyfarfod 19 Rhagfyr 2017

Cytunodd y panel ar un diwygiad i nodiadau'r cyfarfod blaenorol – Eitem 3, Pwyntiau Trafod, pwynt bwled olaf i ddarllen fel a ganlyn: *'Fel rhan o'r cynigion cyllidebol, mae'r Cabinet yn cynnig buddsoddiad ychwanegol gwerth £3.5 miliwn yn y Gwasanaethau Cymdeithasol er mwyn ystyried pwysau cyllidebol anochel. Croesewir hyn ond bydd yr adran yn parhau i gael anhawster wrth fodloni ei rwymedigaethau.'*

Cytunwyd bod y nodiadau'n gofnod cywir o'r cyfarfod.

Diweddariad gan yr adran am arian ychwanegol sydd ar gael i'r rhanbarth drwy'r Bwrdd Iechyd i fynd i'r afael â phwysau'r gaeaf (oddeutu £1.7 miliwn). Mae'r cynigion yn cael eu datblygu ar hyn o bryd, gyda chyfraniad y cyngor, i gael eu dychwelyd i Lywodraeth Cymru. Angen penderfynu ar symiau ar gyfer gofal cymdeithasol o hyd.

Camau gweithredu:

- Yr adran i roi cynnig terfynol i'r panel a fydd yn mynd gerbron Llywodraeth Cymru.

3 Cwestiynau'r Cyhoedd

Ymatebodd Dave Howes, Prif Swyddog y Gwasanaethau Cymdeithasol, ac Alex Williams, Pennaeth y Gwasanaethau i Oedolion, ar lafar i gwestiynau gan y cyhoedd a gaiff eu cynnwys yn llythyr y cynullydd at Aelod y Cabinet yn gofyn am ymateb ysgrifenedig i'w anfon yn uniongyrchol at aelod y cyhoedd.

Cwestiynau gan y cyhoedd:

1. Ydy'r awdurdod yn sylweddoli bod gwrthwynebiad eisoes yn cynyddu yn erbyn y taliadau gormodol sy'n cael eu cynnig?
2. Ydy'r cyngor yn sylweddoli er bod awdurdodau eraill wedi mabwysiadu strategaethau newydd, nid yw hynny'n ei wneud yn iawn?
3. Ydy nhw wedi holi defnyddwyr gwasanaeth a'r hyn sy'n addas ar gyfer eu hanghenion?
4. Ydy'r cyngor wedi ystyried y bydd y lleiafrif yn talu am y mwyafrif os yw'r mwyafrif am gael eu heithrio?
5. Ydy'r cyngor yn sylweddoli y bydd canolfannau dydd yn cau os bydd y fath daliadau, sef £40 y dydd a £70 fesul deuddydd (nid fesul wythnos), yn cael eu rhoi ar waith?
6. Ydy hyn er lles pennaf y cleientiaid sy'n defnyddio'r canolfannau dydd?
7. Mae'n anochel y bydd y canolfannau dydd yn cau – onid dyma sut bydd y cyngor yn osgoi ei gyfrifoldebau? Onid dyma yw ei fwriad?

4 Adroddiad Monitro Perfformiad

Aeth Alex Williams drwy'r adroddiadau gan dynnu sylw at nifer o bwyntiau. Gwnaed nifer o sylwadau.

Pwyntiau trafod:

- Adroddiad Cryno tudalen 4 - Gofal cartref tymor hir. Mae newidiadau i'r Pwynt Mynediad Cyffredin a'r rhaglen barhaus o ailasesu pecynnau gofal wedi cael effaith sylweddol ar leihau oedi wrth drosglwyddo gofal.
- Adroddiad Cryno tudalen 4 – Gofal cartref. Mae'n ymddangos bod nifer y bobl mewn cartrefi gofal yn cynyddu. Mae'r adran wedi cadarnhau mai oddeutu 1,600 yw cyfanswm nifer y gwelyau sydd gennym. Nid yw'r gyfradd wacter yn uchel iawn. Mae'n sector cymharol sefydlog yn Abertawe.
- Adroddiad Cryno tudalen 5 - Oedi wrth drosglwyddo gofal. Mae oedi oherwydd rhesymau Gwasanaethau Cymdeithasol wedi lleihau'n sylweddol. Mae'r panel yn falch bod cynnydd go iawn wedi cael ei wneud.
- Adroddiad Cryno tudalen 5 – Adolygu cleientiaid a neilltuwyd. Problemau gyda'r gwasanaeth Anabledau Dysgu'n adolygu ei gleientiaid. Mae'r adran

wedi gosod targedau ar gyfer gwelliant. Hoffai'r panel weld y tueddiadau ar hyn yn cael eu cyflwyno yn yr adroddiad monitro perfformiad nesaf.

- Adroddiad Cryno tudalen 6 – Ailalluogi preswyl. Gall cynnydd yn hyd arhosiad adlewyrchu problemau yn y farchnad gofal cartref. Bydd y panel yn monitro hyn wrth fynd ymlaen.
- Adroddiad Cryno tudalen 7 – Amseroldeb ymateb i faterion diogelu. Mae'r canran mewn 24 awr a 7 niwrnod yn gwella. Mae'r panel yn falch o weld hyn. Mae'r adran yn ystyried newidiadau i brosesau i wella cysondeb yr ymagwedd o ran trothwyon. Mae angen sicrhau bod popeth yn cael ei gofnodi ar PARIS i wella prosesau adrodd.
- Adroddiad Cryno tudalen 7 – Amseroldeb asesiadau diogelu rhag colli rhyddid. Mae problem gydag amseroldeb asesiadau. Mae'r adran yn parhau gyda gwaith i sefydlu tîm penodol. Mae'r swyddi'n cael eu hysbysebu ar hyn o bryd.
- Prif Adroddiad tudalen 10 – Cydlynu Ardaloedd Lleol. Problemau gyda chofnodi data. Mae gwaith wedi dechrau ar system newydd.
- Atodiadau'r prif adroddiad, tudalen 48 – Dangosyddion perfformiad, Mesur 19: Oedi wrth drosglwyddo fesul 1,000 o bobl 75+ oed. Panel yn bryderus ynghylch y ffigur gan fod yr adran ymhell o allu bodloni'r targed. Serch hynny, mae perfformiad wedi gwella yn ystod y flwyddyn.

5 Trefniadau ar gyfer codi tâl am Ofal Cymdeithasol i Oedolion yn Abertawe

Aeth Alex Williams drwy'r adroddiadau gan dynnu sylw at nifer o bwyntiau. Gwnaed nifer o sylwadau.

Pwyntiau trafod:

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- Adroddiad Cryno tudalen 5 – Adolygu cleientiaid a neilltuwyd. Problemau gyda'r gwasanaeth Anableddau Dysgu'n adolygu ei gleientiaid. Mae'r adran wedi gosod targedau ar gyfer gwelliant. Hoffai'r panel weld y tueddiadau ar hyn yn cael eu cyflwyno yn yr adroddiad monitro perfformiad nesaf.
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6 Cyflwyniad ar System Rheoli Gwybodaeth DEWIS

Daeth Simon Jones, Rheolwr Perfformiad a Gwella, i'r cyfarfod i roi cyflwyniad, gan dynnu sylw at y prif faterion ac ateb cwestiynau.

Prif bwyntiau:

- Uned Ddata Llywodraeth Leol sy'n berchen ar y system
- Bydd y lansiad cenedlaethol o gwmpas mis Gorffennaf 2018.
- System gwybodaeth lles ar gyfer y cyngor ydy hi, nid y Gwasanaethau Cymdeithasol.
- Dylai gynnwys elfen mynediad uniongyrchol.
- Mae ganddi broses adolygu osodedig a rheolaeth olygyddol.
- Mae gan Abertawe 100 o adnoddau arni ar hyn o bryd. Y nod yw iddi gynnwys oddeutu 1000.
- Mae ymagwedd fesul cam at ei rhoi ar waith yn Abertawe.
- Mae gwaith yn cael ei wneud yn genedlaethol i gysylltu'r systemau gwybodaeth gwahanol.

7 Amserlen Rhaglen Waith 2017-2018

Derbyniwyd ac ystyriwyd y rhaglen waith gan y panel.

Camau Gweithredu:

- Ychwanegu 3 eitem i raglen waith y dyfodol:
 - Adroddiad Blynyddol ar Gwynion y Gwasanaethau i Oedolion 2016/17 (dyddiad i'w drefnu)
 - Cyflwyniad ar y Fframwaith Arfer Gwaith Cymdeithasol (dyddiad i'w drefnu)
 - Esbonio Allbynnau'r Gyllideb (Mai 2018)
- Anfon llythyr at Aelod y Cabinet yn dilyn y cyfarfod er gwybodaeth.

8 Llythyrau

Cafodd sylwadau yn llythyr y cynullydd o gyfarfod 10 Hydref 2017 eu hystyried wrth edrych ar yr adroddiad monitro perfformiad diweddar.

Daeth y cyfarfod i ben am 5.55 pm.



To:
Councillor Mark Child
Cabinet Member for Health & Wellbeing

Please ask for: Scrutiny
Gofynnwch am:
Scrutiny Office 01792 637314
Line:
Llinell
Uniongyrchol:
e-Mail scrutiny@swansea.gov.uk
e-Bost:
Date 29 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 16 January 2018. It covers Social Services charges and performance monitoring.

Dear Cllr Child

The Panel met on 16 January and looked at Social Services charges, performance monitoring and the DEWIS information system. We would like to thank Dave Howes, Alex Williams and Simon Jones for attending to present the items 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:

Notes from previous meeting on 19 December

We were updated about additional money being available to the region through the Health Board to deal with winter pressures (£1.7million approximately). Also that the proposals are being worked up currently with Council involvement to submit to the Welsh Government and that the amounts for social care are still to be decided. We would like to see a copy of the final proposal to the Welsh Government.

Public Question Time

Public question time has been introduced to Adult Service scrutiny panel meetings, starting from this meeting. A number of questions were asked and Dave Howes and

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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

Alex Williams responded verbally. The questions asked are noted below and we ask that you provide a written response directly to the member of the public:

1. Does the Authority realise already that opposition is mounting at the excessive charges being proposed?
2. Do the Council realise because other Authorities have adopted new strategies that it doesn't make it right?
3. Have they questioned service users and what suits their needs?
4. Have the Council thought that they minority will be paying for the majority. If the majority are going to be exempt?
5. Does the Council realise that day centres will close if such charges of £40 per day and £70 per 2 days (not per week) take place?
6. Is this in the best interests of the clients attending the day centres?
7. By default the day centres will close – isn't this how the Council will shelve their responsibilities, isn't this what they intend?

Performance Monitoring

Alex Williams went through the report highlighting a number of points and we made a number of comments.

Summary report page 4 – Long term domiciliary care. We heard that changes at the Common Access Point and the continuing programme of reassessing care packages have had a significant impact on reducing delayed transfers of care.

Summary report page 4 – Residential care. The Panel was informed that the number of people in care homes appears to be going up. The Department confirmed that the total bed capacity is approximately 1600 and that the vacancy rate is not very high. It is a relatively stable sector in Swansea.

Summary report page 5 – Delayed transfers of care. We heard that delays due to Social Services reasons have significantly reduced. The Panel is pleased that real progress has been made.

Summary report page 5 – Review of allocated clients. We heard that there is an issue with the Learning Disability service reviewing its clients and that the Department has now set targets for improvement. The Panel would like to see the trends on this presented in the next performance monitoring report.

Summary report page 6 – Residential reablement. The Panel heard that the increase in the length of stay may reflect issues in the domiciliary care market. The Panel will want to monitor this going forward.

Summary report page 7 – Timeliness of response to safeguarding issues. The Panel were pleased to see that the percentage within 24 hours and 7 days is improving and that the Department is looking at changing processes in order to improve consistency of approach in relation to thresholding. There is a need to ensure everything is recorded on PARIS to improve reporting.

Summary report page 7 – Timeliness of Deprivation of Liberty Safeguard assessments. We heard that there is an issue with timeliness of assessments but that

the Department is pressing ahead with setting up a dedicated team and posts are out to advert.

Main report page 10 – Local area coordination. We were informed that there are issues with recording of data. We were pleased to hear that work has commenced on a new system. We will want to monitor this going forward.

Main report appendices page 48 – Performance indicators Measure 19: Delayed transfers per 1,000 people aged 75+. The Panel was concerned with this figure as the Department is far from meeting the target. The Panel heard that unfortunately performance earlier in the year meant that the target could not be achieved. However, the Panel was assured that performance has improved during the year.

Social Services Charges

Dave Howes went through the Social Services Charges report highlighting the proposals which are currently out for consultation as part of the Council's wider budget proposals. The Panel commented on a number of issues.

We heard that a raft of changes are proposed within Social Services as part of the budget with an overall target of £1million additional income to the Council.

The Panel was informed that the setting of the charge for day services was based on the unit cost of providing the service and that it bears no resemblance to what an individual will pay as this is capped by Welsh Government. We also heard that individuals will be means tested to confirm their ability to pay the charges. This is based purely on an individual financial assessment and is prescribed by Welsh Government.

We asked if demand for day services has reduced and the Department confirmed that demand is not as high as it used to be for older peoples day services and that it is expected that the outcomes of the commissioning review will lead to a redesign of services. The Panel feels that as part of the commissioning review it is important to look at loneliness and ensure people are not more isolated.

We heard that informal feedback from users of older peoples' day services suggests users would rather pay for the service than lose it.

We were told that the Department encourages the public to respond to the formal consultation especially to include their views in the narrative and that information packs have been handed out to day centre users to encourage them to participate in the consultation and feed in their views.

In terms of budget consultation with hard to reach groups, the Panel would like there to be more face-to-face consultation with users of day centres etc.

The Panel was concerned that charging for services could reduce use and eventually lead to day centre closures. We were informed that the Department thinks that charging will have an impact on use but more important is the remodelling of services to meet the needs of more complex individuals and to be fit for purpose for the future.

We heard that the proposals are not about the closure of day services and that the Council will definitely need to have a day service for people with complex needs but that it is not yet know how big this offering will be in future.

No details were shown, as to how the proposed £40 charge, for a visit to a Day Service, was arrived at. Please provide a complete breakdown of the unit cost (cost per person per visit) of providing this service, detailing a breakdown of the costs into the variable and fixed costs elements. Please also provide a breakdown of each category of cost, for example, for the variable costs, the cost of catering, transport, etc., and, for the fixed costs, staff costs, building maintenance costs, overhead costs, etc.

At the end of the meeting there was unanimous concern expressed at the fact that the only way those affected by day centre charges could respond to the consultation was via the online method. Many of the elderly clients affected do not have access to a computer and could be potentially disenfranchised by this process. The council need to take this criticism on board in future.

Work Programme Timetable 2017-2018

We agreed three items to add to the future work programme of the Panel which you may wish to note:

- Adult Services complaints annual report 2016/17 (date to be arranged)
- Presentation on Social work practice framework (date to be arranged)
- Explanation of budget outputs (May 2018)

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but would ask that you respond to the following issues by 19 February 2018:

- In relation to the proposed £40 charge for a visit to a day service, please provide a complete breakdown of the unit cost (cost per person per visit) of providing this service, detailing a breakdown of the costs into the variable and fixed costs elements.
- Please also provide a breakdown of each category of cost, for example, for the variable costs, the cost of catering, transport, etc., and, for the fixed costs, staff costs, building maintenance costs, overhead costs, etc.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter Black', written in a cursive style.

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