



City and County of Swansea

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

Committee Room 5 - Guildhall, Swansea

Tuesday, 16 January 2018 at 3.30 pm

Present: Councillor P M Black (Chair) Presided

Councillor(s)
C A Holley
A Pugh

Councillor(s)
P R Hood-Williams

Councillor(s)
J W Jones

Co-opted Member(s)
Tony Beddow

Officer(s)

David Howes
Simon Jones
Liz Jordan
Alex Williams

Chief Social Services Officer
Performance and Improvement Officer, Social Services
Scrutiny Officer
Head of Adult Services

Apologies for Absence

Councillor(s): V M Evans, S M Jones and G J Tanner
Co-opted Member(s): Katrina Guntrip

1 Disclosure of Personal and Prejudicial Interests.

Disclosure of interests – Chris Holley and Alyson Pugh.

2 Notes of meeting on 19 December 2017

Panel agreed one amendment to the notes of the previous meeting – Item 3, Discussion Points, final bullet point to read: *‘As part of the 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.’*

Notes agreed as an accurate record of the meeting.

Update from Department about additional money available to the region through the Health Board to deal with winter pressures (£1.7million approximately). The proposals are being worked up currently, with Council involvement, to go back to the Welsh Government. Amounts for social care still to be decided.

Actions:

- Department to provide Panel with final proposal which goes to Welsh Government.

3 Public Question Time

Dave Howes, Chief Social Services Officer and Alex Williams, Head of Adult Services responded verbally to questions from the public which will be included in the convener's letter to the Cabinet Member requesting a written response provided directly to the member of the public.

Questions from 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?

4 Performance Monitoring Report

Alex Williams went through the reports highlighting a number of points. A number of comments were raised.

Discussion points:

- Summary report page 4 – Long term domiciliary care. 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. Number of people in care homes appears to be going up. Department confirmed total bed capacity is approximately 1600. Vacancy rate is not very high. It is a relatively stable sector in Swansea.
- Summary report page 5 – Delayed transfers of care. Delays due to Social Services reasons have significantly reduced. Panel pleased that real progress has been made.
- Summary report page 5 – Review of allocated clients. Issue with Learning Disability service reviewing its clients. Department has set targets for improvement. Panel would like to see the trends on this presented in the next performance monitoring report.
- Summary report page 6 – Residential reablement. Increase in the length of stay may reflect issues in the domiciliary care market. The Panel will monitor this going forward.

- Summary report page 7 – Timeliness of response to safeguarding issues. Percentage within 24 hours and 7 days is improving. Panel is pleased to see this. Department looking at changes to processes to improve consistency of approach in relation to thresholding. Need to ensure everything is recorded on PARIS to improve reporting.
- Summary report page 7 – Timeliness of Deprivation of Liberty Safeguard assessments. There is an issue with timeliness of assessments. Department is pressing ahead with setting up a dedicated team. Posts are out to advert.
- Main report page 10 – Local area coordination. Issues with recording of data. Work has commenced on a new system.
- Main report appendices page 48 – Performance indicators Measure 19: Delayed transfers per 1,000 people aged 75+. Panel concerned with the figure as the Department is far from meeting the target. However performance has improved during the year.

5 Arrangements for charging for Adult Social Care in Swansea

Dave Howes, went through the report, which is currently out for consultation as part of the wider budget proposals, highlighting the main points and answering questions.

Main proposals are:

- Introduction of a charge for day services for older people
- Introduction of a charge for day services for younger adults
- Introduction of a charge for respite care at home
- Increased charge for domiciliary care
- Inflationary uplift for all other social care charges.

Discussion points:

- Raft of changes within Social Services proposed as part of the budget with an overall target of £1million additional income to the Council.
- Setting of the charge for day services based on unit cost of providing the service. It bears no resemblance to what an individual will pay as this is capped by Welsh Government.
- 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.
- Department confirmed demand is not as high as it used to be for older peoples day services.
- Department expects the outcomes of the commissioning review will lead to a redesign of services. Panel feels that as part of the commissioning review it is important to look at loneliness and ensure people are not more isolated.
- Informal feedback from users of older peoples' day services suggests users would rather pay for the service than lose it.
- Department encourages public to respond to the formal consultation especially to include their views in the narrative.
- 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.
- Panel concerned charging for services could reduce use and eventually lead to day centre closures. Department thinks charging will have an impact on use but more important is remodelling of services to meet the needs of more complex individuals and to be fit for purpose for the future. The proposals are not about the closure of day services. Council will definitely need to have a day service for people with complex needs but don't know how big this offering will be in future.

6 Presentation on DEWIS Information System

Simon Jones, Performance and Improvement Manager attended to give a presentation, highlighting the main issues and answering questions.

Main points:

- The system is owned by the Local Government Data Unit
- National launch around July 2018
- It is a wellbeing information system for the Council not Social Services.
- There should be a direct access element to it.
- It has a built in review process and editorial control.
- Swansea has 100 resources on it currently. The aim is for it to be around 1000.
- There is a phased approach to its implementation in Swansea
- Work is being carried out on a national level to link the different information systems.

7 Work Programme Timetable 2017-2018

Work programme received and considered by the Panel.

Actions:

- Add 3 items to the future work programme:
 - 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)
- Send letter to the Cabinet Member following the meeting for information.

8 Letters

Comments in the convener's letter from 10 October 2017 meeting were considered when looking at the recent performance monitoring report.

Minutes of the Scrutiny Performance Panel – Adult Services (16.01.2018)
Cont'd

The meeting ended at 5.55 pm



To:
Councillor Mark Child
Cabinet Member for Health & Wellbeing

Please ask for: Scrutiny
Gofynnwch am:
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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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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