

## **Panel Perfformiad Craffu - Gwasanaethau I Oedolion**

**Lleoliad:** Ystafell Bwyllgor 5 - Neuadd y Ddinas, Abertawe

**Dyddiad:** Dydd Mawrth, 20 Mawrth 2018

**Amser:** 3.30 pm

**SYLWER: Mae'r 10 munud gyntaf yn gyfarfod caeëdig ar gyfer aelodau'r panel yn unig**

**Cynullydd:** Y Cynghorydd Peter Black

**Aelodaeth:**

Cynghorwyr: V M Evans, C A Holley, P R Hood-Williams, S M Jones, J W Jones, A Pugh a/ac G J Tanner

Aelodau Cyfetholedig: Tony Beddow a/ac Katrina Guntrip

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### **Agenda**

### **Rhif y Dudalen.**

- 1 Ymddiheuriadau am absenoldeb.**
- 2 Datgeliadau o fuddiannau personol a rhagfarnol.**  
[www.abertawe.gov.uk/DatgeliadauBuddiannau](http://www.abertawe.gov.uk/DatgeliadauBuddiannau)
- 3 (3.45pm) Nodiadau'r cyfarfod ar 13 Chwefror 2018** **1 - 4**  
Derbyn nodiadau'r cyfarfod blaenorol a chytuno eu bod yn gofnod cywir.
- 4 (3.50pm) Cwestiynau'r Cyhoedd**  
Rhaid i gwestiynau fod yn berthnasol i faterion ar yr agenda ac ymdrinnir â nhw o fewn cyfnod o 10 munud.
- 5 (4.00pm) Adroddiad Blynyddol am Gwynion y Gwasanaethau i Oedolion 2016-17** **5 - 15**  
*Andrew Taylor, Rheolwr Cwynion Corfforaethol*
- 6 (4.25pm) Cyflwyniad Ateb gan Aelod y Cabinet a Sesiwn Holi ac**  
*Mark Child, Aelod y Cabinet dros lechyd a Lles*
- 7 (5.20pm) Amserlen Rhaglen Waith 2017-18** **16 - 17**

**8 (5.25pm) Llythyrau**

**18 - 25**

- a) Ymateb gan Aelod y Cabinet (cyfarfod 16 Ionawr 2018)
- b) Llythyr y cynullydd at Aelod y Cabinet (cyfarfod 13 Chwefror 2018)

**Cyfarfod nesaf:** Dydd Mawrth, 17 Ebrill 2018 ar 3.30 pm

*Huw Evans*

**Huw Evans**  
**Pennaeth Gwasanaethau Democrataidd**  
**Dydd Mawrth, 13 Mawrth 2018**

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**Cyswllt: Liz Jordan 01792 637314**



City and County of Swansea

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

Committee Room 3A - Guildhall, Swansea

Tuesday, 13 February 2018 at 3.15 pm

**Present:** Councillor P M Black (Chair) Presided

**Councillor(s)**

C A Holley  
J W Jones

**Councillor(s)**

P R Hood-Williams  
A Pugh

**Councillor(s)**

S M Jones

**Co-opted Member(s)**

Tony Beddow

**Other Attendees**

Mark Child

Cabinet Member - Health & Wellbeing

**Officer(s)**

David Howes  
Liz Jordan  
Mark Wade  
Alex Williams

Chief Social Services Officer  
Scrutiny Officer  
Business Manager, Housing  
Head of Adult Services

**Apologies for Absence**

Councillor(s): G J Tanner

Co-opted Member(s): Katrina Guntrip

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**1 Disclosure of Personal and Prejudicial Interests.**

Disclosure of interests – Chris Holley, Sue Jones and Alyson Pugh

**2 Notes of meeting on 16 January 2018**

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

**3 Public Question Time**

No public questions were asked

**4 Intermediate Care (including Disabled Facilities Grants)**

Alex Williams, Head of Adult Services went through the report highlighting the main issues and answering questions. Mark Wade, Housing also attended the meeting for the Disabled Facilities Grant item.

Discussion points:

- Much further forward with multi-disciplinary team triage function. All professionals are now sitting at the Front Door including district nurses.
- Anticipatory care being led by Health. Progress is dependent on the regional approach and funding
- Internal Homecare – new senior management structure put in place and this approach appears to be working. Issues with working rotas still to be addressed. Hope to pilot this during this year.
- Reablement Review is in progress. Still issues with recording of data.
- Pathways of people through hospital – on site social work support has reduced delayed transfers of care due to social work assessment issues. Panel would like information on how many hospital admissions have been avoided due to the acute clinical response service.
- Ombudsman case prompted full review of policy for stock control in Community Equipment Store and Telecare. Panel pleased there is a high recycling rate for community equipment store.
- Disabled Facilities Grants – There is one indicator for this area which is going down so progress is being made. In terms of occupational therapists, the waiting time has reduced for processing of the grants.
- 24 hour working – This is part of the Western Bay Optimum Model. Panel would like to see detailed analysis.
- Proposing to pilot 7 day working of occupational therapists. Some opposition to this. Going to do consultation on it.

Actions:

- Department to provide information to Panel on hospital admissions avoidance due to the acute clinical response service
- Department to provide Panel with a copy of the Western Bay Optimum Model

## **5 Presentation on Welsh Community Care Information System (WCCIS)**

Steve Davies, WCCIS Implementation Manager and Tracey Bell, Product Specialist attended to give a presentation on the workings of the system and to answer any questions.

Discussion points:

- It is a national system but is implemented locally and can be tailored to meet local needs.
- The system is currently being used for community services only. It will be a number of years before it is used for primary care.
- Bridgend Council was the first organisation to go live with the system in Wales. It is not currently live in Swansea.
- Management of the system – there are local, regional and national administrators. Each 'live' organisation has administrators.

- Each organisation signs up to a data access agreement before going 'live'.
- Once all local authorities are 'live' will be able to compare data locally and across Wales.

## **6 Adult Services Draft Budget Proposals**

Mark Child, Cabinet Member for Health and Wellbeing, Dave Howes, Chief Social Services Officer and Alex Williams attended for this item and answered questions.

Discussion points:

- Current situation is very challenging. Initially £23 million of savings to be made in 2018/19, this has gone up.
- Adult Services £3m over budget last year. Projected to be £4m over budget next year. Adult Services has to change the service model. Panel feels overspend was not controlled last year.
- Panel is concerned over savings not being achieved this year despite being told they could be.
- Majority of increase to budget is made up of inflationary pressures particularly wages, overspend last year and investment to make savings.
- There is a discrepancy in the figures – Panel told budget for Adult Services next year had been increased by £3.5 million. However on page 118 on the budget proposals it says £2.7 million and on page 182 on the budget proposals it equates to £4.5 million. Need clarification of the correct figure.
- Panel was concerned that despite over 70% of consultees being opposed to the new charges for day centres, the recommendation is to go ahead and impose them.
- Panel grateful for information provided on the analysis of unit cost of day services requested at meeting on 16 January and for confirmation at today's meeting that there is no cross over of staff between residential and day services
- Safeguarding / wellbeing is the only line in proposed budget which reduces. Panel wants clarification of what this is

Based on its discussions the Panel agreed views and recommendations to make to Cabinet on the budget proposals in relation Adult Services.

Following on from this meeting:

The convener will feed in the views of this Panel, along with the conveners of the other panels to the Service Improvement and Finance Panel which meets on 14 February. The convener of the Service Improvement and Finance panel will then attend Cabinet on 15 February to feed in the collective views of the scrutiny performance panels and write a letter to the Cabinet member.

## **7 Work Programme Timetable 2017-2018**

Work programme received and considered by the Panel.

Actions:

- Move Commissioning Review - Domiciliary Care and Procurement Update from March meeting to January / February 2019
- Add Local Area Coordination Update to the future work programme (date to be arranged)
- Day Services Review and Residential Care Review, which are going to Cabinet in April, to be scheduled for pre decision scrutiny.
- Review of Community Alarms to be scheduled for pre decision scrutiny at a future date
- Scrutiny Research Officer to produce a brief for panel members for the Cabinet Member Question and Answer session in March.

**8 Letters**

Letters received and considered by the Panel.

The meeting ended at 5.50 pm



## Report of the Cabinet Member for Service Transformation and Business Operations

**Adult Services Scrutiny Performance Panel – 20 March 2018**

### Adult Services Complaints

<b>Purpose</b>	To provide an overview of the social services complaints procedure and the work of the complaints team in this regard
<b>Content</b>	This report includes a summary of the complaints received in respect of Adult Services during the financial year 2016/17
<b>Councillors are being asked to</b>	Consider the report as part of their review of Adult Services
<b>Lead Councillor(s)</b>	Cllr Clive Lloyd, Cabinet Member for Service Transformation and Business Operations
<b>Lead Officer(s)</b>	Tracey Meredith, Head of Legal Democratic Services and Business Intelligence
<b>Report Author</b>	Andrew Taylor, Complaints Manager Tel: 01792 637290 Email: <a href="mailto:andrew.taylor@swansea.gov.uk">andrew.taylor@swansea.gov.uk</a>

Report of the Cabinet Member for Service Transformation and Business Operations

Cabinet – 19 October 2017

**ADULT SERVICES COMPLAINTS  
ANNUAL REPORT 2016-2017**

<b>Purpose:</b>	To report on the operation of the Complaints Team in relation to Adult Services for the period 1 April 2016 to 31 March 2017.
<b>Report Author:</b>	Andrew Taylor
<b>Finance Officer:</b>	Julie Davies
<b>Legal Officer:</b>	Tracey Meredith
<b>Access to Services Officer:</b>	Sherill Hopkins
<b>FOR INFORMATION</b>	

**1.0 Introduction**

- 1.1 The City and County of Swansea (CCS) Social Services Complaints Procedure seeks to empower service users or those eligible to speak on their behalf to voice their concerns in relation to the exercise of Social Services functions.
- 1.2 With effect from 1 August 2014 revised legislation came into effect, bringing the Social Services complaints procedure into line with other complaints procedures across public services, in particular the process for NHS '*Putting Things Right*'. The Social Services Complaints Policy reflects the requirements of the new legislation and full details of the new policy can be viewed online at: [www.swansea.gov.uk/complaints](http://www.swansea.gov.uk/complaints) . The legislation requires the reporting of additional information which has been incorporated into this report.
- 1.3 CCS Adult Services are committed to ensuring that concerns raised are listened to and resolved quickly and efficiently. Lessons learned from this process are fed back to relevant teams and used wherever possible to improve future service delivery.
- 1.4 Our aim is to resolve complaints at the earliest opportunity and teams are encouraged to be proactive in achieving this goal.



1.5 Where someone has been deemed 'not eligible' to utilise the social services complaint procedure in accordance with guidance/legislation, their complaints may be dealt with under the corporate complaint procedure. This ensures that everyone is able to voice their concerns and that a complaints mechanism is accessible to everyone.

1.6 Appendix 1 contains all tables referred to in this report.

## **2. Total Complaints received during the reporting period**

2.1 **Table 1** shows this year's total complaints received by the Complaint Team in respect of Adult Social Services with the previous two years' figures for comparison.

2.2 The total number of Stage 1 complaints received this year has increased by 14% in comparison with figures for the previous two years.

2.3 One anonymous complaint was received this year, which raised a safeguarding concern. The matter was therefore referred to the safeguarding team.

2.4 Under the Social Services complaints policy, both the old and new legislative framework allow complainants to immediately request a stage 2 investigation. Through efforts to resolve complaints internally wherever possible, the number of stage 2 complaints this year remains relatively low.

## **3. Analysis of Stage 1 Complaints**

3.1. A detailed breakdown of the Stage 1 Complaints received by Service Area is shown in **Table 2**. Complaints need to be acknowledged within 2 working days, and in 94% of cases where complaints proceeded to conclusion, discussions took place within 10 working days.

3.2 Complaints have been broken down by individual service team this year, in order to provide greater clarity on specific areas where complaints are being received. This will help with the identification of systemic issues and trends which can then be scrutinised more closely within those teams affected.

3.3 Due to continuing changes in the structure of Adult Social Services it is possible that the teams shown below have since been reorganised and may no longer exist as the teams set out below. Adjustments will be made to the team names year on year as required to reflect any such changes.

#### **4. Stage 2 Complaints**

- 4.1 Complaints are considered at Stage 2 of the complaints procedure either where we have not been able to resolve the issues to the complainant's satisfaction at stage 1, or the complainant has requested that the matter be immediately considered at Stage 2.
- 4.2 Both the old and new social services complaint regulations give an eligible complainant a statutory right to request Stage 2 of the process. Complainants are able to request that their complaint is dealt with directly at Stage 2 should they wish, and is not dependent on having been investigated at stage 1 or the outcome at stage 1.
- 4.3 An independent person is commissioned for a Stage 2 investigation. A formal report is produced which presents the facts and considers the feelings around the difficulties to suggest ways to move forward. Resolution and applying lessons learned is the prime objective of the complaints procedure.
- 4.4 **Table 3** provides a summary of the complaints handled at Stage 2 of the complaints process.
- 4.5 The Social Services Complaints Procedure has set criteria as to who can raise a complaint under that policy. Where an individual is not eligible to make a complaint under the Social Services complaints policy, their concerns will be handled through the Authority's Corporate Complaints Procedure.
- 4.6 The timeframe for dealing with Stage 2 complaints is 25 working days under the Social Services complaints policy, or within a reasonable time agreed with the complainant due to the complexity of a case or where enquiries could be extensive to provide a comprehensive review. For complaints made after the implementation of the new regulations, where an extension of time is sought this will normally only be granted with the permission of the Chief Social Services Officer or other delegated officer on their behalf. All investigations this year were subject to extended periods of time.
- 4.7 Whether the complaint is upheld or not, staff need to reinstate confidence in a good working relationship with the service user or their representatives, to move forward following the formal Stage 2 Process. There have been 4 complaints taken to Stage 2 in this reporting period.
- 4.8 **Summary of Stage 2 complaints**
- 4.9 **Case 1: Care Home Quality Team – 0 out of 5 complaints upheld**
- 4.9.1 This complaint had a two distinct elements. Firstly, concerns were raised relating to a safeguarding referral, which is considered under a different procedure (Protection of Vulnerable Adults). Secondly, the family were concerned about a lack of support from social services identifying a way

forward to meet their parents' needs jointly. The investigator did not uphold any of the complaints and made no recommendations.

#### **4.10 Case 2: Community Support Team - 3 out of 7 complaints upheld**

4.10.1 This complaint concerned a family complaining that their son's needs were not properly assessed prior to reducing support needs. The family didn't feel that the local authority gave a satisfactory explanation as to how the decision was made.

4.10.2 Recommendations were made in the investigator's report for a new, holistic assessment involving an OT and Speech and Language Therapist to be carried out as a matter of urgency to ensure that the care package would enable the service user to live independently at home. The Head of Service apologised for failings identified in the report and accepted the recommendations of the Independent Investigator. Officers were instructed to involve the parents in the reassessment process and that their needs were considered before coming to any conclusions.

#### **4.11 Case 3: North Hub - 1 out of 6 complaints upheld**

4.11.1 The complainant had concerns that the Local Authority did not properly explain the funding requirements of her husband's respite care and also expressed concerns that the family were not given copies of assessments / support plans at the outset of their involvement with social services.

4.11.2 Apologies were provided for the failure in providing the complainant and her husband with copies of the assessment or support plan at the time of assessments and reviews.

#### **4.12 Case 4: Community Alarms - 5 out of 7 complaints upheld**

4.12.1 A lifeline user was in receipt of an additional service whereby automated daily telephone reminders were made to the service user to take regular medication. Despite raising concerns regarding the effectiveness of the system, the family felt that the matter was not dealt with via the complaints procedure as quickly as it should have been.

4.12.2 The investigation made recommendations that included:

- a review of equipment testing processes to ensure that all equipment is fully operational upon installation and at subsequent review periods thereafter;
- a review of the stock control system relating to lifeline equipment;
- a review of the contractual arrangements between the Authority and the equipment supplier;
- an apology to be provided for a lack of clarity in the stage 1 complaint response letter;
- an apology for the failure of the service department to notify the complainant of the complaints procedure at the outset.

## **5.0 Complaints made to the Public Services Ombudsman for Wales (PSOW)**

- 5.1 The remit of the Public Services Ombudsman for Wales is to identify whether a member of the public has suffered hardship or injustice through maladministration, or identify where services have fallen below a reasonable standard. There is an obligation for a report to be produced on any investigation the office accepts. The reports produced are defined under two separate headings. Section 16 (Public Interest) Reports, for which there is a requirement for the Authority to publish details and Section 21 Investigation Reports which do not need to be published. Further details of the role of the PSOW can be found at <http://www.ombudsman-wales.org.uk>
- 5.2 The PSOW has produced his Annual Report for 2016/17, containing details of cases where the Ombudsman has identified failures in service delivery by public bodies across Wales. There have been no findings of maladministration by the Ombudsman in relation to Swansea Adult Services this year. The Ombudsman's report can be seen online at <http://www.ombudsman-wales.org.uk/en/publications/Annual-reports.aspx>

## **6. Reasons for complaints and their outcome**

- 6.1 Further analysis of the reasons for complaints is shown in **Table 4**. Whilst service users have unique and complex individual circumstances, complaints have been grouped under 'best fit' generic headings for reporting purposes.
- 6.2 Wherever possible, lessons are learned and improvements are made to service delivery when a complaint is upheld. 32% of complaints were justified/partly justified this year, consistent with the equivalent figures for 2015/16 (also 32%).

## **7. Advocacy**

- 7.1 Advocacy services exist to represent service recipient's views and feelings when dealing with organisations. Social Services engage in statutory arrangements to ensure the welfare of clients with mental health and learning disability needs where capacity is compromised and provide signposting to other organisations providing such services for all clients.
- 7.2 The Complaints Officer will work with groups and organisations providing advocacy services, to address issues and promote the provision of assistance to service-users through the complaints process. Effective engagement with advocacy services empowers more individuals and groups to make use of the complaints process at the earliest opportunity.

## **8.0 Compliments**

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

## **9. Equality and Engagement Implications**

- 9.1 There are no direct equality and engagement implications arising from this report.

## **10. Financial Implications**

- 10.1 All costs incurred in dealing with complaints have to be covered within existing Budgets in Corporate Services.
- 10.2 External Independent Investigators and Independent Persons may be appointed to deal with some complaints in accordance with legislation. The cost to the Authority of providing this service in 2016/17 for Adult & Directorate Services was £18,540

## **11. Legal Implications**

- 11.1 Complaints should be administered in accordance with the regulations outlined in paragraph 1.2 above.

**Background papers:** None

**Appendices:** Appendix 1 – Statistical Data Tables

## **Appendix 1 – Statistical data in Tables**

<b>Table 1 - Total number of complaints received by Complaint Team</b>				
	<b>Year</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
Service Requests		5	6	29
Corporate		15	18	19
Stage 1		88	89	100
Stage 2		12	4	4
Stage 3		1	-	-
Ombudsman		3	4	5
<b>Totals</b>		<b>124</b>	<b>121</b>	<b>157</b>

<b>Table 2 – Stage 1 Social Services complaints by Service Area</b>	<b>Total</b>
Bonymaen Residential Home	1
Care Home & Quality Team	2
Central Hub	8
Commissioning	1
CMHT1	3
CMHT2	1
Community Services Hub	8
Community Support Team	3
Contracting	3
DCAS Central Hub	4
DCAS North Hub	8
DCAS West Hub	3
Financial Assessments	11
Gorseinon Community Service	1
Intake Team	2
Integrated Support / Care Planning	1
Mental Health & Adult Protection	7
Morrison Hospital SW Team	1
North Hub	11
Occupational Therapy Service	4
Safeguarding	4
Singleton Hospital SW Team	1
Townhill Team	1
Transition Team	2
The Hollies Residential Home	1
West Hub	6
Adult Services General	2
<b>Total number of Stage 1 SS complaints</b>	<b>100</b>

<b>Table 3 – Stage 2 Social Services complaints by Service Area</b>		<b>Total</b>
<b>Service</b>	<b>Outcome</b>	<b>ID</b>
Care Home Quality Team	0 out of 5 complaints upheld	Case 1
Community Support Team	3 out of 7 complaints upheld	Case 2
North Hub	1 out of 6 complaints upheld	Case 3
Community Alarms	5 out of 7 complaints upheld	Case 4

<b>Table 4</b> <b>Reason for Complaints and their outcome</b>	No. of Complaints	Justified	Not Justified	Partially Justified	Not Pursued	Withdrawn	Not Eligible	Referred to NHS	Impasse	Local Resolution	Directed to another Forum	Referred to another Agency	For Information Only	Referred to POVA	Referred for New Assessment	Policy Matter	Department to action / monitor
Delay in assessment	1				1												
Delay in service after assessment	1											1					
Delayed hospital discharge	1				1												
Financial Errors	4	1		2	1												
Historical Matters	2						1							1			
Issues with direct payments	2		1	1													
Lack of carers	1												1				
Lack of resources	1		1														
Lack of support	4	1	2										1				
Not following procedure/policy	2							1	1								
Poor standard of care	1													1			
Request for information	3						1						2				
Safeguarding concerns	5													5			
Staff attitude	7	2	1	1						1				2			
Unhappy with action taken	21	4	4	4	1						1			6		1	
Unhappy with charges levied	9	2	3		2		1									1	
Unhappy with decision	6		5									1					
Unhappy with level of service	27	10	6	3	3			1		2			1	1			
Unhappy with response	1				1												
Withdrawal of service	1				1												
<b>TOTALS</b>	<b>100</b>	<b>20</b>	<b>23</b>	<b>11</b>	<b>11</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>16</b>	<b>0</b>	<b>2</b>	<b>0</b>

**Table 5 – Examples of Compliments Received**

Teams	Compliments Received
Central Integrated Hub	<p>Email from relative</p> <p>'I would like to express my thanks and gratitude to both social workers for their speedy response to my request for assistance and for the professional way they both dealt with the situation. This has meant that Mr &amp; Mrs X are now able to remain at home with the support arranged by the SW from the DCAS assessment team (who also provide an excellent service) from your department's Occupational Therapy service who has also provided an equally professional response, please extend my thanks to them also. One sometimes hears of negative stories about your Department, it's a pity that the public do not hear more about the tremendous work you all do in supporting Older People in Swansea to remain in their homes.</p>
Hospital Social Work Team	<p>Thank you email from a relative:</p> <p>'You have been such an amazing support. Thank you. You have gone above and beyond to help him, and I'm so grateful. It has given him a huge amount of confidence knowing that you believe him too. Thanks again for all your help. '</p>
Occupational Therapy	<p>Thank you, thank you, thank you. By suggesting the changes in my home you have given me my life back. Here's to you helping many more people who feel trapped in their homes. There was definitely someone looking down on you when you chose your career!</p>
DCAS West Hub	<p>A letter from a service user and his wife who initially completed 10 days care and support from the Dom care team. They were deeply impressed with the quality of support, the care received and the staff showed real understating of their situation. The staff were skilled, helpful and courteous at all times, which made a huge difference to their lives allowing them to get back on their feet.</p>
Bonymaen House	<p>A very big thank you to all the staff at Bonymaen House for the care and attention received during my stay. A relaxing and friendly atmosphere and encouragement from everyone who helped me recover.</p>
Intake Team	<p>Call to Intake to thank them for their assistance with family member</p>
Senior Management Team	<p>Thank you letter to Head of Adult Services in response to a complaint. My wife and I are completely satisfied with your commendable, thorough investigation into this matter and wish to thank you for the compassionate manner with which you have worded your response to my initial enquiry.</p>



Hospital Social Work team	Email from relative: I am writing now just to thank you for all the help you gave to us (and especially to me) during my mother's last weeks. I am immensely grateful to you for keeping me so well informed about what was going on in Swansea, and also for your great kindness, concern, and assistance in arranging practical matters. You really did help to make a very difficult time easier, and I am deeply grateful to you. Thank you very much indeed.
Ty Waunarlywydd	Thank you for your care and consideration given to our mother over the years she has lived at Ty Waunarlywdd. She was always happy and content.
North Hub	Thank you card from family members to the team thanking the team for their help, understanding and management of care of their mother.

## Work Programme

Meeting Date	Items to be discussed
<p><b>Meeting 1</b> Tues 8 August 2017  3.30pm</p>	<p><b>Overview of key priorities and challenges for Adult Services in Swansea</b> <i>Presentation by Alex Williams, Head of Adult Services</i></p> <p><b>Role of the Adult Services Scrutiny Performance Panel</b> including Terms of Reference and Work Programme</p> <p><b>Letters to / from Convener</b></p>
<p><b>Meeting 2</b> Wed 20 September 2017  3.00pm</p>	<p><b>Prevention</b> including (i) Update on Local Area Coordination (LAC) and (ii) Supporting People <i>Alex Williams, Head of Adult Services and Steve Porter / Jane Harries, Housing</i></p> <p><b>Overview of Western Bay Programme (postponed)</b> <i>Sara Harvey, Programme Director</i></p>
<p><b>Meeting 3</b> Tues 10 October 2017  3.30pm</p>	<p><b>Performance Monitoring</b></p> <p><b>Report on how Council's policy commitments translate to Adult Services</b> <i>Alex Williams, Head of Adult Services</i></p>
<p><b>Meeting 4</b> Tues 21 November 2017  3.30pm</p>	<p><b>Demand Management</b> including Deprivation of Liberty Safeguards (DoLS)</p> <p><b>Overview of Western Bay Programme</b> including Governance <i>Sara Harvey, Programme Director</i></p>
<p><b>Meeting 5</b> Tues 19 December 2017  3.30pm</p>	<p><b>Workforce Development</b></p> <p><b>Systems Support</b> <i>Alex Williams, Head of Adult Services</i></p>
<p><b>Meeting 6</b> Tues 16 January 2018  3.30pm</p>	<p><b>Performance Monitoring</b></p> <p><b>Presentation on DEWIS information system</b> <i>Alex Williams, Head of Adult Services</i> <i>Simon Jones, Performance and Improvement Officer</i></p> <p><b>Briefing on Social Services' Charging</b> <i>Dave Howes, Chief Social Services Officer</i></p>
<p><b>Meeting 7</b> Tues 13 February 2018</p>	<p><b>Intermediate Care</b> including DFGs <i>Alex Williams, Head of Adult Services</i> <i>Mark Wade, Housing</i></p>

3.15pm	<p><b>Presentation (20 minutes) on Welsh Community Care Information System (WCCIS)</b>  <i>Sara Harvey, Programme Director, Western Bay</i>  <i>Steve Davies, WCCIS Implementation Manager</i>  <i>Tracey Bell, WCCIS Product Specialist</i></p> <p><b>Draft budget proposals for Adult Services</b></p>
<p><b>Meeting 8</b>  Tues 20 March 2018</p> <p>3.30pm</p>	<p><b>Adult Services Complaints Annual Report 2016-17</b>  <i>Andrew Taylor, Corporate Complaints Manager</i></p> <p><b>Cabinet Member presentation and Q and A Session</b>  <i>Mark Child, Cabinet Member for Health and Wellbeing</i></p>
<p><b>Meeting 9</b>  Tues 17 April 2018</p> <p>3.30pm</p>	<p><b>Pre decision scrutiny of Day Services and Residential Care Commissioning Reviews</b></p>

**2018/19**

<p><b>Meeting 1</b>  May 2018 (date tba)</p>	<p><b>Performance Monitoring</b></p> <p><b>Explanation of budget outputs</b></p> <p><b>End of year review</b></p>
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Future Work Programme items:

- Update on how the Council's policy commitments translate to Adult Services (October 2018)
- Commissioning Review – Domiciliary Care and Procurement Update move from March 2018 to January / February 2019
- Presentation on Social work practice framework (date to be arranged)
- Local Area Coordination Update (date to be arranged)
- Review of Community Alarms pre decision scrutiny (date to be arranged)
- Community Mental Health Team (Swansea Central) Inspection Report and Improvement Plan (date to be arranged)

Councillor Peter Black  
Convener  
Adult Services Scrutiny Panel

*Please ask for:* Councillor Mark Child  
*Direct Line:* 01792 63 7441  
*E-Mail:* [cllr.mark.child@swansea.gov.uk](mailto:cllr.mark.child@swansea.gov.uk)  
*Our Ref:* MC/JW  
*Your Ref:*  
*Date:* 13 February 2018

**BY EMAIL**

Dear Councillor Black

Thank you for your letter dated 29<sup>th</sup> January in relation to the Adult Services Scrutiny Panel that took place on 16<sup>th</sup> January.

In relation to your specific questions surrounding the unit cost for day services, I can confirm the following.

For Older People's Day Services, the average unit cost is £39.75 per day. This has been calculated on the following basis.

	Expenditure to Sep17	Inclusive of Oncosts	Attendances	Unit	Unit Cost
Total/Average	244,382	274,441	6,904	Day	39.75

Expenditure that has been considered is as follows:

Service	Employees	Premises	Transport	Supplies and Services	Third Party Payments	Internal Debits
Total	218,518	8,909	5,480	6,232	4,863	380

For Younger Adult Services, the average unit cost is £51.91 per day. This has been calculated on the following basis.

Service Type	Expenditure to Sep17	Inclusive of Oncosts	Attendances	Unit	Unit Cost
Total/Average	453,483	509,261	9,810	Day	51.91

Expenditure that has been considered is as follows:

	Employees	Premises	Transport	Supplies and Services	Third Party Payments	Internal Debits
Total	420,554	12,930	4,049	15,696	-	256

It should be noted that transport relates to staff travel costs. The cost of transport for service users no longer sits within the Social Services budget, and has not been accounted for in the calculation of unit cost as it would be unlawful to do so. Supplies and Services relate to items such as heating, lighting, telephones and catering.

Oncosts of 12.3% have been applied in line with previously agreed Council methodology for calculating oncosts. These oncosts account for an overall contribution to the cost of management and support services such as IT, Finance and HR.

It should be noted that no uplift has been accounted for in relation to these calculations in relation to staffing inflation in 2018/19 so the actual unit cost is likely to be greater, at the point that charges are applied.

The majority of costs are fixed or semi fixed, with the exclusion of some elements of transport and supplies and services such as catering and the purchasing of materials. A full spend analysis of each service highlighting all costs and whether they are considered fixed or not is enclosed with this response.

I hope this answers the Panel's queries surrounding how the unit costs have been calculated.

Yours sincerely



**COUNCILLOR MARK CHILD**  
**CABINET MEMBER FOR HEALTH & WELLBEING**

**Older People Day Services – Spend Analysis by Natural Account April 2017-  
September 2017**

		Nrtn Lodge	Rose Cross	St Johns	Hollies	Ty W
000001 Salaries	Semi Fixed	42,130	22,253	49,727	2,499	42,857
000002 NI	Semi Fixed	3,190	1,646	3,778	310	2,697
000003 Pension	Semi Fixed	10,359	5,455	8,858	165	9,294
000005 Salaries Sick	Semi Fixed	2,032	914	1,509	657	378
000008 Additional Hours	Semi Fixed	2,103	1,493	897	0	632
000009 Holiday Average Pay	Semi Fixed	719	163	355	0	170
000011 Salaries Protected	Semi Fixed	342	0	684	0	0
000201 Long Service Awards	Semi Fixed	0	0	0	252	0
EMPLOYEES		60,875	31,923	65,809	3,883	56,028
100021 Ground Maintenance	Fixed	19	0	0	0	0
100044 Premises Security	Fixed	763	0	430	29	0
100045 Cleaning Contractors	Fixed	20	0	0	0	0
100065 Electricity	Fixed	1,056	0	0	0	0
100066 Gas	Fixed	1,243	663	666	662	820
100091 Water & Sewerage	Fixed	0	955	0	451	1,131
PREMISES		3,101	1,618	1,096	1,142	1,952
200070 Car Allowances	Variable	25	0	0	0	0
200071 Staff Transport Other	Variable	463	0	4,992	0	0
TRANSPORT		488	0	4,992	0	0
300002 Catering Provisions	Variable	1,259	0	1,563	0	0
300021 Client Support	Variable	155	0	164	0	0
300099 Telephones	Fixed	321	0	67	0	0
300109 Postage & Carriage	Variable	7	0	0	0	0
300171 Stationery	Variable	56	0	51	0	0
300234 Equipment Mntenance	Fixed	498	0	0	0	0
300235 Equipment Purchase	Fixed	134	0	356	0	0
300256 Materials Purchase	Variable	586	0	145	0	99
300311 Waste Disposal	Fixed	51	0	36	0	0
300321 Other Services	Variable	241	0	0	248	120
300433 Misc Expenses	Variable	0	0	78	0	0
SUPPLIES & SERVICES		3,307	0	2,458	248	219
400111 Voluntary Orgs	Fixed	4,863	0	0	0	0
THIRD PARTY PAYMENTS		4,863	0	0	0	0
700001 Inter Service Debits	Semi Fixed	380	0	0	0	0
INTERNAL DEBITS		380	0	0	0	0
GROSS EXPENDITURE		73,014	33,541	74,355	5,273	58,199
Oncosts	Oncosts	8,981	4,126	9,146	649	7,158
All Inclusive		81,995	37,667	83,501	5,922	65,357

## Younger Adults Day Services - Spend Analysis by Natural Account April 2017-September 2017

NA	Cost Type	Glandwr	West Cross	Abergelli	Trewarren	Maesglas
000001 Salaries	Semi Fixed	52,530	62,972	60,940	66,527	61,686
000002 NI	Semi Fixed	3,973	5,228	4,681	6,311	4,442
000003 Pension	Semi Fixed	8,804	15,099	15,160	17,210	12,352
000004 Salaries Overtime	Semi Fixed	-	-	-	15	-
000005 Salaries Sick	Semi Fixed	847	1,506	366	8,973	3,647
000006 Salaries Maternity	Semi Fixed	-	855	-	1,443	-
000008 Additional Hours	Semi Fixed	-	-	2,860	739	-
000011 Salaries Protected	Semi Fixed	-	-	1,388	-	-
<b>EMPLOYEES</b>		<b>66,154</b>	<b>85,660</b>	<b>85,395</b>	<b>101,218</b>	<b>82,127</b>
100001 Fixtures & Fittings	Fixed	218	-	-	-	-
100023 Premises Maint	Fixed	348	-	-	-	-
100044 Premises Security	Fixed	-	983	466	615	-
100065 Electricity	Fixed	335	574	11	442	-
100066 Gas	Fixed	463	734	290	244	-
100090 Rent & Leases	Fixed	-	-	-	-	4,452
100091 Water & Sewerage	Fixed	339	539	32	368	-
190021 Grounds Maint	Fixed	450	240	-	-	-
190023 CBS Recharges	Fixed	783	-	-	-	-
<b>PREMISES</b>		<b>2,936</b>	<b>3,070</b>	<b>799</b>	<b>1,669</b>	<b>4,452</b>
200067 Client Transport	Variable	1,788	393	-	-	-
200070 Car Allowances	Variable	58	446	127	84	-
290022 Vehicle Hire	Fixed	-	-	-	-	1,153
<b>TRANSPORT</b>		<b>1,846</b>	<b>839</b>	<b>127</b>	<b>84</b>	<b>1,153</b>
300002 Catering Provisions	Variable	1,389	210	-	1,956	1,909
300021 Client Support	Variable	481	1,609	330	68	-342
300097 Copyright Fees	Fixed	147	-	-	-	-
300099 Telephones	Fixed	29	69	125	196	41
300171 Stationery	Variable	342	1	-	-	13
300234 Equipment Maint	Fixed	-	73	-	47	-
300235 Equipment	Fixed	361	564	-	465	260
300256 Materials Purchase	Variable	807	219	1,474	613	278
300311 Waste Disposal	Fixed	78	9	-	-	-
300321 Other Services	Variable	265	-	-	320	810
300433 Misc Expenses	Variable	125	5	350	-	-
<b>SUPPLIES &amp; SERVICES</b>		<b>4,024</b>	<b>2,759</b>	<b>2,279</b>	<b>3,665</b>	<b>2,969</b>
700001 Inter Service Debits	Semi Fixed	224	-	-	-	32
<b>INTER SERVICE DEBITS</b>		<b>224</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>32</b>
Oncosts	Oncosts	9,248	11,356	10,898	13,116	11,160
<b>All Inclusive</b>		<b>84,432</b>	<b>103,684</b>	<b>99,498</b>	<b>119,752</b>	<b>101,893</b>



**To:**  
**Councillor Mark Child**  
**Cabinet Member for Health & Wellbeing**

*Please ask for:* Scrutiny  
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*e-Bost:*  
*Date* 12 March 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 13 February 2018. It covers Intermediate Care, the Welsh Community Care Information System, Adult Services Draft Budget Proposals and the future work programme of the Panel.

Dear Cllr Child

The Panel met on 13 February and looked at Intermediate Care, the Welsh Community Care Information System, the draft budget proposals in relation to Adult Services and the future Work Programme. We would like to thank you, Dave Howes, Alex Williams, Mark Wade, Steve Davies and Tracey Bell for attending to present the items and answering the Panel's questions. We appreciate your 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:

### **Intermediate Care**

Alex Williams went through the report highlighting the main issues and answering questions. Mark Wade from Housing also attended the meeting for the Disabled Facilities Grant item.

We noted that we are now much further forward with the multi-disciplinary team triage function and that all professionals are now sitting at the Front Door including district nurses.

#### **OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

SWANSEA COUNCIL / CYNGOR ABERTAWE

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In relation to Anticipatory Care we were informed that this is being led by Health and that progress is dependent on the approach being taken regionally and on funding.

We heard that in terms of Internal Homecare a new senior management structure has been put in place and that this approach appears to be working. However issues with working rotas are still to be addressed but it is hoped to pilot a new system during this year.

We were informed that the Reablement Review is in progress. However there are still issues with recording of data.

We discussed the pathways of people through hospital and heard that on site social work support has reduced delayed transfers of care due to social work assessment issues. The Panel would like information on how many hospital admissions have been avoided due to the acute clinical response service. We are particularly interested in the increased investment in both social work cover in A&E, in the wards for planned discharge and in the community to prevent admissions or hospital attendances in the first place. Therefore can you provide a “before and after” picture of what numbers we cared for in the community before the response service, and now, and what the numbers of social work interventions were (before and after) in both A&E and on the wards before we reversed the decision to put them in the hubs and after we moved them back. We are keen to try and understand to what extent we have been able to alter the old patient pathways so that we either avoid “admission” or blocked beds, and indeed even going to hospital in the first place.

We were interested to hear that an Ombudsman case has prompted a full review of policy for stock control in Community Equipment Store and Telecare. The Panel was pleased that there is a high recycling rate for community equipment store.

In relation to the Disabled Facilities Grants it was confirmed that there is one indicator for this area which is going down so progress is being made. We were pleased to hear that in terms of occupational therapists, the waiting time has reduced for processing of the grants.

We discussed the possibility of 24 hour working and were informed that this is part of the Western Bay Optimum Model. Panel would like to see a copy of this.

We heard about the proposal to pilot 7 day working of occupational therapists and that there is some opposition to this and that the Department plans to consult on it.

### **Welsh Community Care Information System**

Steve Davies, WCCIS Implementation Manager and Tracey Bell, Product Specialist attended to give a presentation on the workings of the system and to answer any questions.

The panel found this item very interesting and informative and look forward to it going ‘live’ in Swansea.

### **Adult Services Draft Budget Proposals**

The Panel heard that the current situation is very challenging. Initially £23 million of savings had to be made in 2018/19, this has gone up.

We were also informed that Adult Services was £3 million over budget last year and is projected to be £4 million over budget next year. You told us that Adult Services has to change the service model. The Panel feels that the overspend was not controlled last year. The Panel is concerned over savings not being achieved this year despite being told they could be.

We also heard that the majority of the increase to the budget is made up of inflationary pressures particularly wages, overspend last year and investment to make savings.

The Panel informed you of a discrepancy in the figures. We were told that the budget for Adult Services next year had been increased by £3.5 million. However on page 118 of the budget proposals it says £2.7 million and on page 182 on the budget proposals it equates to £4.5 million. The Panel requires clarification of the correct figure.

The Panel was concerned that despite over 70% of consultees being opposed to the new charges for day centres, the recommendation is to go ahead and impose them.

The Panel was grateful for information provided on the analysis of unit cost of day services requested at the meeting on 16 January and for confirmation at the February meeting that there is no cross over of staff between residential and day services.

In relation to Safeguarding / wellbeing we noted that this was the only line in the proposed budget which reduces. The Panel wants clarification of what this is.

Based on its discussions the Panel agreed its views and recommendations to make to Cabinet on the budget proposals in relation Adult Services. I will feed in these views to the Service Improvement and Finance Panel on 14 February. The convener of the Service Improvement and Finance panel will then attend Cabinet on 15 February to feed in the collective views of the scrutiny performance panels and write a letter to the relevant Cabinet members.

### **Work Programme Timetable 2017-2018**

We agreed the following in relation to the future Work programme which you may wish to note:

- Commissioning Review - Domiciliary Care and Procurement Update to move from March 2018 meeting to January / February 2019
- Local Area Coordination Update to be added to the future work programme (date to be arranged)
- Day Services Review and Residential Care Review, which are going to Cabinet in April, to be scheduled for pre decision scrutiny.
- Review of Community Alarms to be scheduled for pre decision scrutiny at a future date
- Scrutiny Research Officer to produce a brief for panel members for the Cabinet Member Question and Answer session in March.

## 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 issues raised on the proposed budget in relation to Adult Services in your response to the letter from the convener of the Service Improvement and Finance Scrutiny Panel held on 14 February.

Respond directly to me on the issue of Hospital Admissions avoidance and any other issues by 2 April 2018:

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**