



Dinas a Sir Abertawe

Nodiadau'r Panel Perfformiad Craffu - Gwasanaethau I Oedolion

Ystafell Bwyllgor 3A - Neuadd y Ddinas, Abertawe

Dydd Iau, 20 Mehefin 2019 am 4.00 pm

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

Y Cynghorwyr
E T Kirchner
P K Jones

Y Cynghorwyr
V M Evans
S M Jones

Y Cynghorwyr
C A Holley

Aelodau Cyfetholedig
T Beddow

Aelodau Cyfetholedig
K Guntrip

Hefyd yn bresennol

Mark Child
Andrea Lewis

Aelod y Cabinet - Gofal, Iechyd a Heneiddio'n Dda
Aelod y Cabinet - Cartrefi ac Ynni

Swyddogion

David Howes
Liz Jordan
Mark Wade
Darren Williams

Cyfarwyddwr y Gwasanaethau Cymdeithasol
Swyddog Craffu
Pennaeth Tai ac Iechyd y Cyhoedd
Rheolwr Rhaglen Cynllunio a Chyflwyno

Ymddiheuriadau am absenoldeb

Y Cynghorwyr: J A Hale, P R Hood-Williams, Y V Jardine, J W Jones, H M Morris
a/ac G J Tanner

1 Datgeliadau o fuddiannau personol a rhagfarnol.

Datgeliadau o gysylltiadau – Chris Holley.

2 Gwahardd pleidleisiau Chwip a Datgan Chwipiau'r Pleidiau

Ni wnaethpwyd unrhyw ddatganiadau.

3 Penodi/Cadarnhau Cynullydd y Panel a Chadarnhau Cyfetholedigion

Cadarnhawyd Peter Black fel Cynullydd y panel.
Cadarnhawyd Katrina Guntrip a Tony Beddow fel aelodau cyfetholedig y panel.

4 Nodiadau cyfarfod blaenorol

Derbyniodd y panel gofnodion y cyfarfod a gynhaliwyd ar 16 Ebrill 2019 a chytunwyd eu bod yn gofnod cywir.

5 Cwestiynau'r Cyhoedd

Gofynnwyd un cwestiwn gan aelod o'r cyhoedd:

- Ydych chi'n ymwybodol o'r sefyllfa ddiweddaraf ynghylch contract y cyngor â'r Sefydliad Cenedlaethol Brenhinol Pobl Ddall (RNIB)?

Cytunwyd i fynd i'r afael â'r cwestiwn hwn dan eitem 9 yr agenda.

6 Adroddiad Swyddfa Archwilio Cymru ar Addasiadau Tai

Roedd Andrea Lewis, Aelod y Cabinet dros Gartrefi ac Ynni, Marc Wade, Pennaeth Tai ac Iechyd y Cyhoedd a Darren Williams, Rheolwr Cynllunio a Chyflwyno Rhaglenni, Adnewyddu ac Addasu Tai yn bresennol i roi'r diweddaraf i'r panel ar Adolygiad SAC ynghylch Addasiadau Tai. Roedd hyn yn cynnwys y cefndir i'r adolygiad, argymhellion ar welliannau a'r cynnydd a wnaed yn genedlaethol ac yn lleol wrth roi'r argymhellion ar waith.

Pwyntiau trafod:

- Adroddiad negyddol iawn yn rhwngwladol gyda'r un pethau'n cael eu hargymhell mewn tri adroddiad dros y 10 mlynedd diwethaf. Nid yw'r cyngor yn meddwl bod hyn yn berthnasol i Abertawe.
- Mae dangosydd y cyngor ar gyfer darparu Grantiau Cyfleusterau Anabl wedi gwella o 340 o ddiwrnodau yn 2015-16 i 235 o ddiwrnodau yn 2018-19. Y nod ar gyfer eleni yw 255 o ddiwrnodau. Mae hyn yn parhau i fod yn uwch na'r cyfartaledd amser aros cenedlaethol.
- Nid yw dangosyddion perfformiad yn fesur perffaith o berfformiad gan fod Awdurdodau'n ymchwilio iddo mewn ffyrdd gwahanol.
- Mae'r gwasanaeth therapi galwedigaethol wedi dod yn fewnol. Dylai bod asesiad unedig yn cael ei ddyblygu gyda Therapyddion Galwedigaethol o'r Gwasanaethau Iechyd a Chymdeithasol.
- Mae'n anodd gwneud unrhyw beth ar y broses addasiadau unedig rhwng Cymdeithasau Tai a'r cyngor gan eu bod yn cael eu hariannu'n wahanol. Ar hyn o bryd mae problem gydag anghysondeb. Mae angen i Lywodraeth Cymru datrys hwn a gweithredu adolygiad cenedlaethol.
- Mae'r cyngor wedi adrodd yn ôl i Lywodraeth Cymru ynghylch sicrhau bod yr holl waith Categoriiddio yng Nghymru'n cael ei wneud yn gywir.
- Yn rownd y gyllideb ddiwethaf penderfynodd y cyngor i beidio â thorri cyllideb addasiadau tai yn nhermau ei gadael ar y lefel bresennol, gan fod y galw wedi cynyddu. Bydd angen adolygu hyn fesul blwyddyn. Os bydd y galw'n fwy na'r gyllideb, bydd amserau aros yn cynyddu.
- Mae 'addasu' wedi bod yn llwyddiannus. Mae wedi helpu i beidio â gwastraffu arian cyfalaf trwy adael cyfarpar mewn eiddo ac uno tenantiaid newydd gyda chartrefi wedi'u haddasu.

- Hoffai'r panel weld lefel mwy cyflawn o ddyddiau aros ar gyfer addasiadau rhwng eiddo preifat ac eiddo'r cyngor.
- Mae'r panel yn bryderus ynghylch a yw'r cyngor yn gwneud y peth iawn trwy addasu eiddo penodol sy'n anodd neu'n ddrud i'w addasu ac ymholwyd a fyddai'n fwy cost effeithiol i'r cyngor symud tenantiaid i eiddo sy'n haws ei addasu. Hysbyswyd bod proses i benderfynu werthuso a fydd yr addasiad gwerth yr arian.
- £36,000 yw'r uchafswm y gellir ei dderbyn ar gyfer Grant Cyfleusterau i'r Anabl. Ar hyn o bryd, mae'r cyngor yn ychwanegu at hyn os oes angen, ond efallai bydd angen ystyried hyn yn y dyfodol.
- Gall unrhyw un wneud cais am addasiadau tai - unigolion ac arbenigwyr ar ran unigolyn.
- Mae'r cyngor yn rheoli Fframwaith Contractwyr. Os caiff contractwr ei gyflogi o fewn y fframwaith, mae dyletswydd ar y cyngor i ddatrys unrhyw broblemau perfformiad. Os bydd pobl yn cyflogi contractwyr eu hunain mae cosbau cyfyngedig y gall y cyngor eu rhoi os bydd unrhyw faterion yn codi.
- Mae asesiad gwerthuso perfformiad ar gyfer pob cynllun addasu a gwblhawyd gan ddefnyddio Fframwaith Contractwyr y Cyngor, a chânt eu sgorio dan nifer o benawdau perfformiad amrywiol.

Camau Gweithredu:

- Anfon llythyr at Andrea Lewis gan gynullydd y panel.
- Andrea Lewis i ddarparu cynigion i'r panel er mwyn cyflawni amserau anfon gwell ar gyfer tenantiaid y cyngor.

7 Adolygiad Panel y Flwyddyn 2018/19 a Rhaglen Waith Ddrafft 2019/20

Adolygodd aelodau'r panel eu blwyddyn ar y Panel Gwasanaethau i Oedolion gan gwblhau 4 cwestiwn:

1. Beth aeth yn dda?

- Mae lefel y safon ddadl wedi bod yn dda
- Mae lefel gefnogaeth gan staff wedi bod yn dda
- Mae'r cyngor a'r Bwrdd Iechyd wedi herio Aelodau'r Cabinet a swyddogion yn fawr
- Gwnaed ychydig o gynnydd ynghylch newid barn ar gyllideb
- Roedd y diweddaraf ar eitem ymrwymiadau'r polisi yn dda
- Comisiynu adolygiadau a sut rydym yn asesu contractau. Lefel ymrwymiad a dadl - da iawn.
- Data perfformiad - ennill dealltwriaeth gwell o hyn, mwy o ffocws ac yn fanylach
- Craffu ar y Bwrdd Iechyd. Roedd cael nhw o'n blaenau yn ein galluogi i ddatrys rhai o'r problemau.

2. Beth nad oedd wedi gweithio cystal?

- Ymweliadau - heb weithio cystal hyd yn hyn gan fod dau berson yn unig wedi dod i'r ymweliad cyntaf. Nid yw hyn yn rhoi argraff dda.
- Craffu ar y gyllideb - Ddim yn hapus gyda'r amser sydd gan y panel i wneud hyn. Mae angen i'r panel ddefnyddio'r broses hon i ddeall yr hyn y mae'r cyngor yn

ceisio ei wneud gyda'r arian. Mae angen i bapurau fod ar gael yn gynt fel bod ganddynt amser i fynd drwyddyt yn drylwyr cyn y cyfarfod craffu. Hefyd nid oes gan y swyddogion ar y rheng flaen gysylltiad â'r gyllideb.

- Nid oedd craffu ar Fae'r Gorllewin yn llwyddiannus. Angen ailystyried sut rydym yn rhwngweithio â nhw.

3. Ydy rhaglen waith y panel wedi canolbwytio ar y pethau iawn?

- Efallai y bydd yn help i ystyried morâl staff yn lleol, yn enwedig salwch staff yn y Gwasanaethau i Oedolion
- Ddim yn siarad â defnyddwyr y gwasanaeth digon. Gwahodd defnyddwyr i siarad am eu profiadau. Gall sefydliad o'r Trydydd Sector drefnu digwyddiad bwrdd crwn ar gyfer rhai o'r grwpiau defnyddwyr yn eu hardal nhw, er mwyn derbyn eu barn ar bwnc penodol (Canolfan Ofalwyr, fforymau defnyddwyr gwasanaeth).

4. Beth rydyn ni wedi'i ddysgu a fydd yn ein helpu ni i graffu ar y Gwasanaethau i Oedolion yn y dyfodol?

- Mae'r panel wedi dyfal barhau ac wedi amlygu pethau.

Cytunodd aelodau'r panel ar raglen waith 2019/20.

Camau Gweithredu:

- Ychwanegu 'Salwch staff yn y Gwasanaethau i Oedolion' at y rhaglen waith.
- Bydd aelodau'r panel yn rhoi gwybod i'r swyddog craffu os bydd pwnc yn codi mewn rhaglen waith a fyddai'n ddefnyddiol cynnal digwyddiad bwrdd crwn gyda defnyddwyr gwasanaeth ar ei gyfer. Gellir siarad â nhw cyn siarad gyda'r swyddogion yng nghyfarfod y panel.
- Bydd y Swyddog Craffu'n ymchwilio i'r posibilrwydd o gynnal digwyddiad bwrdd crwn gyda defnyddwyr gwasanaeth ar gyfer yr eitem 'Datblygiadau Byw â Chymorth ar gyfer Gwasanaethau lechyd Meddwl ac Anableddau Dysgu' a gynlluniwyd ar gyfer cyfarfod y panel ar 24 Medi.

8 Derbyniwyd gohebiaeth gan Gynullydd y Panel

Roedd Mark Child, Aelod y Cabinet dros Ofal, lechyd a Heneiddio'n Dda, a Dave Howes, Cyfarwyddwr y Gwasanaethau Cymdeithasol, yn bresennol er mwyn rhoi'r diweddaraf i'r panel ar y mater hwn.

Derbyniwyd gohebiaeth gan Gynullydd y Panel ynghylch dod â chontract y cyngor ag RNIB i ben.

Pwyntiau i'w trafod:

- Mae swyddogion a hysbysir gan y panel yn adolygu'r holl gontractwyr â darparwyr. Mae'r polisi cyngor hwn yn seiliedig ar gyllideb.
- Ynghylch contract y cyngor gydag RNIB - Mae barn y cyngor a barn RNIB ynghylch ystyr y 'contract' yn wahanol. Mae'r cyngor wedi penderfynu gohirio'r rhybudd

Minutes of the Panel Perfformiad Craffu - Gwasanaethau I Oedolion (Dydd Iau, 20 Mehefin
2019)
Cont'd

i derfynu'r cytundeb hwn am y tro tan y bydd yn cael ei adolygu, gan gynnwys siarad gyda'r RNIB. Yna bydd yn rhoi adborth.

- Nid oedd gan y cyngor ddarpariaeth amgen i'w rhoi ar waith pan ddaeth i'r penderfyniad i derfynu'r cytundeb gyda RNIB gan nad oedd unrhyw fwriad i osod gwasanaeth arall yn ei le. Roeddent am gomisiynu rhywbeth gwahanol a oedd yn cael ei ddarparu rhywle arall.

Camau Gweithredu:

- Bydd aelodau'r cabinet yn rhoi'r diweddaraf yn ystod y cyfarfod nesaf.
- Bydd y panel yn derbyn rhestr o grantiau a dyfarnwyd sydd bellach wedi dod i ben.

9

Lythyrau

Llythyrau a dderbyniwyd ac a ystyriwyd gan y panel.

Camau Gweithredu:

- Bydd y cynullydd yn ymateb i Aelod y Cabinet am Gydlyn Ardaloedd Lleol - mae'r panel eisoes wedi gweld yr adroddiad a ddarparwyd gydag ymateb gan Aelod y Cabinet. Hoffai'r panel weld mwy am ddata perfformiad a bydd yn aros tan y bydd hyn ar gael i'w ddychwelyd i'r panel. Mae'r panel yn edrych am gynnydd tuag at ddangosyddion perfformiad.

Daeth y cyfarfod i ben am 5.45 pm



To:
Councillor Andrea Lewis
Cabinet Member for Homes and Energy

*Please ask for:
Gofynnwch am:* Scrutiny
*Scrutiny Office
Line:
Llinell
Uniongyrochol:* 01792 637314
*e-Mail
e-Bost:* scrutiny@swansea.gov.uk
*Date
Dyddiad:* 08 July 2019

Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Homes and Energy following the meeting of the Panel on 20 June 2019. It covers the Wales Audit Report on Housing Adaptations.

Dear Cllr Lewis

The Panel met on 20 June to discuss the Wales Audit Office Report on Housing Adaptations and follow up on progress with recommendations. We would like to thank you, Mark Wade and Darren Williams for attending to present the item and answer 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:

Wales Audit Office Report on Housing Adaptations

The Panel felt this was a very negative report nationally with the same things having been recommended in three reports over the last 10 years, showing that progress has not been made. You informed us that you do not think this applies to Swansea.

We were pleased to hear that the Council's indicator for delivering Disabled Facilities Grants has improved from 340 days in 2015-16 to 235 days in 2018-19 and that the target for this year is 255 days. However, it is still above the national average waiting time and the Panel will be looking for further improvements.

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We heard that PIs are not a perfect measure of performance as Authorities look at them in different ways.

The Panel was pleased to hear that the Occupational Therapy service has been brought in house. We feel there should be a unified assessment as there is duplication with Occupational Therapists from Health and Social Services.

We were informed that it is difficult to do anything on a unified adaptations process between Housing Associations and the Council as they are funded differently. The Panel felt there is currently a problem of inconsistency. We heard that the Welsh Government needs to sort this out and undertake a national review. Panel feels anything that can be done locally would help.

We heard that the Council has fed back to Welsh Government that there is a need to ensure that the All Wales Categorisation is categorised properly. We were pleased to hear this.

You informed us that the Council made a decision in the last budget round not to cut the housing adaptations budget, in terms of leaving it at the current level, given that demand had increased but that this will need to be reviewed year-on-year. We heard that if demand exceeds budget, waiting times will go up.

You also informed us that 'Adapt' has been very successful. It has helped not to waste capital monies by leaving equipment in properties and matching new tenants to adapted homes.

The Panel expressed its concern about whether the Council is doing the right thing by adapting certain properties that are difficult or expensive to adapt and queried whether it would be more cost effective for the Council to move tenants to more easily adapted properties. We were informed that there is a process for evaluating if an adaptation is value for money.

We heard that £36,000 is the maximum that can be received for a Disabled Facilities Grant and that the Council currently tops this up if needed but may need to look at this in the future.

We asked if anyone can make an application for housing adaptations and heard that individuals can and professionals on behalf of an individual.

We heard that the Council manages a Framework of Contractors. If a contractor is employed within the framework, the Council are obliged to resolve performance issues. However, if people employ contractors themselves there are limited sanctions the Council can take if any issues arise.

We were informed that there is a performance evaluation assessment for every scheme of adaptations completed using the Council's Framework of Contractors, scored under various performance headings. The scoring mechanism includes the possibility of a warning for a contractor for performance that needs improvement, or where there is an instance of serious poor performance or continued need to improve performance on successive jobs, there is a possible sanction of removing contractors from the framework.

Finally, we noted that the waiting time for improvements for council housing is marginally longer than that for private sector housing. As the obstacles to improving a council home are significantly fewer than a similar adaptation in the private sector, we would have expected this position to be reversed. We would like to hear proposals to achieve better delivery times for council tenants.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please provide a written response by Monday 29 July 2019 to the following:

1. We would have expected the waiting time for improvements to council housing to be less than that for private sector housing. We would like to hear proposals to achieve better delivery times for council tenants.

Yours sincerely

A handwritten signature in black ink, appearing to read "Peter Black".

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



To:
Councillor Mark Child
Cabinet Member for Care, Health and Ageing Well

*Please ask for:
Gofynnwch am:* Scrutiny
*Scrutiny Office
Line:
Llinell
Uniongyrochol:* 01792 637314
*e-Mail
e-Bost:* scrutiny@swansea.gov.uk
*Date
Dyddiad:* 08 July 2019

Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Care, Health and Ageing Well following the meeting of the Panel on 20 June 2019. It covers the Wales Audit Office Report on Housing Adaptations, Review of the year and draft Work Programme and correspondence received by Convener of the Panel.

Dear Cllr Child

The Panel met on 20 June to discuss the Wales Audit Office Report on Housing Adaptations and follow up on progress with recommendations, Panel Review of the Year 2018/19 and draft Work Programme 2019/20 and Correspondence received by the Convener of the Panel. We would like to thank you, Andrea Lewis, Dave Howes, Mark Wade and Darren Williams 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 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:

Wales Audit Office Report on Housing Adaptations

A letter has been sent to Cllr Andrea Lewis on this item and is attached for your information.

Panel Review of the Year 2018/19 and draft Work Programme 2019/20

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Panel Members reviewed their year on the Adult Services Panel and completed four questions. Their thoughts are shown below for your information:

1. What has gone well?

- The level of quality of debate has been good
- Level of support from staff has been good
- There has been real challenge to Cabinet Members and officers from Council and Health Board
- Some progress in respect of changing thinking on budget
- Update on policy commitments item was good
- Commissioning reviews and how we assess contracts. Level of commitment and debate – very good.
- Performance data – getting better understanding of this, more focus and more detailed
- Scrutiny of Health Board. Getting them in front of us managed to unblock some of the issues.

2. What has not gone so well?

- Visits – not gone too well so far as only two people turned up for first visit. This does not give a good impression.
- Scrutiny of the budget - Not happy with amount of time Panel has to do this. The Panel needs to use this process to understand what the Council is trying to do with the money. Need papers to be available sooner so have time to go through it properly before the scrutiny meeting. Also officers on the front line appear to have no link to the budget.
- Scrutiny of Western Bay did not go well. Need to rethink how we interact with them.

3. Has the Panels work programme been focussed on the right things?

- May help to look at morale of staff locally particularly sickness of staff in Adult Services
- Not talking to users of service enough. Invite some users to tell us their experiences. Third Sector organisation could arrange a round table event for some service user groups on their home ground, to get their views on a certain subject (Carers Centre, service user forums).

4. What have we learned that will help us with future Adult Services scrutiny?

- The Panel has been persistent and brought things out into the open.

We agreed the Work Programme for 2019/20 and this is attached for your information.

Correspondence received by Convener of the Panel

Correspondence has been received by the Convener of the Panel concerning the termination of the Council's contract with RNIB. You and Dave Howes attended to brief the Panel on this issue.

We were informed that officers are reviewing all contracts with providers. This is Council policy based on budget.

We heard that with regard to the Council's contract with RNIB, the Council's view and RNIB's view of what the contract is, is different. We also heard that a decision has been made to postpone the notice of termination of this contract for the time being until it has been reviewed, including speaking to RNIB and that you will provide an update on this at the next meeting of the Panel.

We were informed that the Council did not have alternative provision to put in place when it came to the decision to cancel the contract with RNIB, as there was no intention to replace it with another service, as you thought you were commissioning something different that was being provided elsewhere.

You agreed to provide a list of grants awarded and now ceased.

Letters

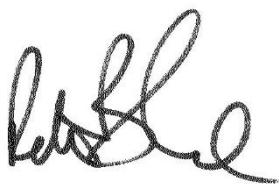
Thank you for your response to the Convener's letter dated 13 May 2019 and the report on LACs attached. We have already seen this report and would like to see more on local performance data. We are happy to wait until this is available to bring back. We are looking for progress towards Performance Indictors.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please provide a written response by Monday 29 July 2019 to the following:

1. Provide a list of grants awarded and now ceased.

Yours sincerely



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