



City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Scrutiny Performance Panel – Adult Services

At: Committee Room 5, Guildhall, Swansea

On: Tuesday, 20 August 2019

Time: 4.00 pm

Convenor: Councillor Peter Black CBE

Membership:

Councillors: V M Evans, J A Hale, C A Holley, P R Hood-Williams, Y V Jardine, P K Jones, S M Jones, J W Jones, E T Kirchner, H M Morris and G J Tanner

Co-opted Members: T Beddow and Katrina Guntrip

Agenda

Page No.

- 1 **Apologies for Absence.**
- 2 **Disclosure of Personal and Prejudicial Interests.**
www.swansea.gov.uk/disclosuresofinterests
- 3 **Prohibition of Whipped Votes and Declaration of Party Whips**
- 4 **(4.05pm) Public Question Time**
Questions must relate to matters on the Agenda and be dealt with in a 10 minute period.
- 5 **(4.15pm) Outcomes of Re-Procurement Process - Domiciliary Care and Respite at Home** **1 - 14**
Deborah Reed, Interim Head of Adult Services
- 6 **(5.00pm) Work Programme Timetable 2019/20** **15 - 17**
- 7 **(5.05pm) Letters** **18 - 31**
 - a) Response from Cabinet Member Mark Child (20 June 2019 meeting)
 - b) Response from Cabinet Member Andrea Lewis (20 June 2019 meeting)

Next Meeting: Tuesday, 24 September 2019 at 4.00 pm

Huw Evans

Huw Evans
Head of Democratic Services
Tuesday, 13 August 2019

Contact: Liz Jordan 01792 637314

Agenda Item 5

Report of the Cabinet Member for Care, Health & Ageing Well

Scrutiny Panel Adult Services Meeting – 20th August 2019

Outcome of Re-procurement Process – Domiciliary Care and Respite at Home

Purpose	To provide a briefing requested by the board about the process and the outcome for the re-procurement of domiciliary care and respite at home services.
Content	This report includes a summary of the processes followed, information about who contracts have been awarded to, the potential cost increases, transition arrangements and potential cost and performance benefits arising.
Councillors are being asked to	Endorse the proposals
Lead Officer(s)	Interim Head of Adult Services: Deborah Reed
Report Author	Peter Field (Principal Officer Commissioning for Adult Services) & Lee Morgan (Category Manager)

1. Introduction

- 1.1 A procurement process has been undertaken to establish a Framework Agreement for the Provision of Domiciliary Care and Respite at Home Services for Older People and Younger Adults with Physical Disabilities and/or Sensory Impairment.
- 1.2 In line with the *Sustainable Swansea* approach, Adult Services undertook a Commissioning Review into Adult Services Domiciliary Care for Older People. This analysis commenced in 2014 with the Adult Services Domiciliary Care for Older People Commissioning Review being completed in 2016.
- 1.3 The Adult Services Domiciliary Care for Older People Commissioning Review completed options appraisal considered 31 options. During this process stakeholder workshops were held by the service with internal and external providers, care managers, support and inter-related services, service users, carers, representative groups and elected Members.
- 1.4 As part of the Commissioning Review an overarching Adult Services Service Model was developed in line with the Social Services and Wellbeing Act. This described what the optimum model for delivering integrated health and adult social care community services would look

like. With the departments strategy to reduce the number of Service Users going into long term residential Care by increasing the support available in order to assist Service Users to remain in their own homes and communities.

1.5 The outcome of this Domiciliary Care Commissioning Review identified the preferred future Older People Domiciliary Care model as : -

- Short Term Reablement will continue to be provided by the in-house domiciliary care team.
- Long term/Complex care will continue to be provided by the in-house domiciliary care team.
- Non- complex Domiciliary Care and Respite at home provision for Older People and Younger Adults with Physical Disabilities to be procured from external market.

1.7 A report was submitted to Corporate Management Team on 15th March 2017 confirming the outcome of Adult Services Commissioning Review consultation. This report proposed implementation of final recommendations that had emerged from the Domiciliary Care Commissioning Review, which was to commence the re-procurement of this service from the external market.

1.8 Recommissioning of these services will deliver the following objectives:

- Promote our vision for health, care and wellbeing in the future whilst meeting the requirements of the Social Services Wellbeing Act, Ethical Care Charter considerations, our Corporate Values and Sustainable Swansea requirements.
- Address the key elements of the agreed Service Model : -
 - Better Prevention
 - Better Early Help
 - New Approach to Assessment
 - Keeping People Safe
 - Working Together Better
 - Improved Cost Effectiveness
- Address specific Corporate Priorities :-
 - Safeguarding People from Harm

- Transformation and future council development so that we and the services that we provide are sustainable and fit for the future
 - Enable more effective use of resources and greater control over expenditure.
- 1.9 The new Framework Agreement aims to develop a more stable market and reduce overall risks. The new arrangements introduce geographically based services and allow for a more even distribution of market share across the sector. Updated contract specifications and service standards aim to deliver more person centred and outcomes focussed services. In developing a more robust service specification and monitoring arrangements the Council aims to improve quality, cost effectiveness and promote more innovative practice.

2. Co-production within the Procurement Process

- 2.1. In developing a service specification for domiciliary care and respite care at home services and assessing the suitability of potential providers the project was keen to adopt the good practice outcomes taken from local and national co-productive approaches.
- 2.2. A definition of co-production is 'Local authorities, older people and older people's organisations working together to design and deliver opportunities, support and services that improve wellbeing and quality of life'.
- 2.3 This involved analysing a range of previous consultation and engagement documentation including -
- Commissioning review consultations
 - Independent Sector workshops
 - Stakeholder workshops
 - Service users' questionnaires 2016
 - Carers' questionnaires 2016
 - Previous compliments and complaints
 - Reviews and Support Plans
- 2.4 By gathering and analysing information this gave an insight into people's experiences and expectations, including:
- What matters to people, through their views and experiences
 - What outcomes people want to achieve
 - What needs to change in the future commissioning
- 2.5 Direct face to face engagement with Individuals and Carers was also undertaken. Questions asked included:
- What is working well?

- What is not working so well?
- What changes would you like to see for any future domiciliary care service?
- How do you rate the service?

2.6 Key themes from consultation and engagement were used to help develop revised contract specifications and also the questions and model answers used to evaluate tender submissions.

3. Procurement Process

3.1. The potential estimated value of the new Framework Agreement over the term of the Framework Agreement is certain to exceed the European Union threshold for social and other specified services under Schedule 3 of the Public Contract Regulations 2015. The current threshold for Schedule 3 services is £615,278.

3.2. The Council's intention was to enter into a Framework Agreement with up to five (5) Providers for Lots 1 – 5 (Domiciliary Care) and one (1) Provider for Lot 6 (Respite at Home).

3.3. The Lots are detailed as follows (please refer to Appendix 1 for further detail):

- Lot 1: Zone 1
- Lot 2: Zone 2
- Lot 3: Zone 3
- Lot 4: Zone 4
- Lot 5: Zone 5
- Lot 6: Respite at Home Services

3.4. Under the Public Contract Regulations 2015, the light-touch regime (LTR) is a specific set of rules for certain service contracts. Those service contracts include certain social, health and education services, defined by Common Procurement Vocabulary (CPV) codes. The services under this Framework Agreement was defined by these CPV codes therefore allowing more flexibility in the procurement process.

3.5. The Council may on or before each year of the anniversary of the commencement of the Framework Agreement undertake a refresh of the Framework (the "Refresh").

3.6. The refresh will provide for, inter alia, (i) providers of services similar to the Services to apply for appointment onto the Framework and (ii) current Framework Service Providers to apply for appointment onto the Framework in relation to different Framework Lots to those onto which they are currently appointed.

3.7. The opportunity was advertised in the Official Journal of the European Union (OJEU) via Sell2Wales.

3.8. The award criteria used for this process was 55% Quality and 45% Price and this criteria was stated in the OJEU notice. The 'open' procurement procedure was selected.

3.9. The Invitation to Tender (ITT) was issued on 1st March 2019 via the eTenderWales Portal.

4. Tenders Received

4.1. 18 Tenderers submitted tenders by the return date of 18th April 2019, as detailed below:

4.2. Lots 1 – 5 -

1. Abacare (Care Agency) Ltd
2. Adult Home Care Ltd t/a Right at Home Swansea
3. Aylecare Domiciliary Services
4. Cadog Homecare Ltd
5. Care Cymru Services Ltd
6. CDA Care Ltd
7. Crosshands Home Services Ltd
8. Deluxe Homecare Ltd
9. Heritage Healthcare Swansea
10. I Care Dom Care Ltd
11. L & R Buchanan Care Services Ltd trading as Kare Plus Swansea
12. MiHomecare Limited
13. Pegasus Homecare Ltd
14. RSD Social Care Limited
15. Swansea Bay Home Care Services Ltd

4.3. Lot 6 (Respite at Home) -

1. April Complete Care Solutions Ltd
2. Hafal
3. I Care Dom Care Ltd
4. Swansea Bay Home Care Services Ltd
5. Swansea Carers Centre

4.4. The tenders were opened by Commercial Services in accordance with Contract Procedure Rules and no tenders were disqualified at opening.

4.5. Tenderer 13 (Pegasus Homecare Ltd) after the opening of Tenders, withdrew themselves from the process which resulted in the Council being unable to consider their submission any further.

5. Tender Evaluation

- 5.1. Tenders were evaluated by Officers from Adult Services, Swansea Bay University Health board, HR and Beyond Bricks & Mortar with support from Officers of the Procurement Team.
- 5.2. Tender evaluation was undertaken in accordance with the criteria set out in the Invitation to Tender documents as a two stage process.
- 5.3. At stage one of the process; the Council undertook a suitability assessment. All Tenderers met the minimum standard and proceeded to stage two of the process.
- 5.4. Stage two of the process was the tender assessment stage, which comprised of two parts and had the following award criteria Quality 55% and Price 45%.
- 5.5. The Quality evaluation ensured tenderers were able to demonstrate a minimum understanding of key requirements. The Quality evaluation was based on the assessment of eight method statement questions on the following:
 - Communication
 - Service Principles and Objectives
 - Operational Procedures
 - Scenario - Business Planning and Contingency Measures
 - Implementation
 - Fair Working Practices
 - Community Benefits
 - Price
- 5.6. Tenderers were required to attain a minimum score of three for each of the Method Statement questions except question 7 relating to Community Benefits (described in section 7 below). This is because Community Benefits within social care contracts is a new requirement. The Council recognises that Providers currently have different capacity to address these expectations and would not wish to exclude competent care providers on these grounds. The council will continue to work with all organisations awarded contracts to review and develop their capacity to provide additional community benefits. Failure to attain a score of three for any other question resulted in tenders being rejected without further evaluation as per the Instructions to Tender.
- 5.7. 1 Tenderer was rejected without further evaluation at stage 2 for submitting an abnormally low bid and submitting additional prices after the closing date as this is not permitted as per the Instructions to Tenderers.
- 5.8. Tenderers who achieved the required score in the Quality evaluation proceeded to the Price evaluation.

5.9. The price evaluation for Lots 1 - 5 was based on Tenderers submitting hourly rates and evaluated based on the following weekly hours of domiciliary care for each Lot; the data below was used for evaluation purposes only and does not reflect the number of hours which will be commissioned from each Lot under this Framework Agreement.

Lot	Standard Hours	Rural Hours
1	2000	120
2	2500	
3	2700	
4	3200	100
5	3000	60

5.10. The price evaluation for Lot 6 was evaluated based on the submitted hourly rate breakdown.

5.11. The hourly rates submitted by Tenderers in their initial tenders shall remain fixed for a minimum period of twelve months from the commencement of the Framework Agreement. Any requests for changes to the hourly rates would need to be in accordance with the variations provision contained within the Framework terms and conditions.

5.12. The Council ranked tenderers for purposes of evaluation only and was based on Quality and Price scores for lots.

5.13. The successful tenderers which have been appointment onto the Framework Agreement for Lots 1- 5 are detailed in Appendix 2. The Council shall be appointing the following number of providers per Lot:

Lot	Number of Providers
1	3
2	4
3	5
4	5
5	5

5.14. The bidder recommended for appointment to the Framework Agreement for Lot 6 (Respite at Home) is Tenderer 2. (Hafal)

5.15. The Framework Agreement is due to commence on 1st October 2019 to 30th September 2023 with the option to extend for up to 48 months.

5.16. The Council will select the Service Provider to which a Call-Off Contract will be awarded, in accordance with Schedule 6 of the Framework Agreement.

6. Transition to the New Model

- 6.1. Allocating successful providers to each of the designated zones has been organised so that 75% of all people receiving domiciliary care services can remain with their existing Provider.
- 6.2. A Business Transition Plan has been developed to manage a smooth phased transition for any individuals if their provider is to change.
- 6.3. An Individual Transition Plan will be developed for every person who will experience a change of service provider. These will capture information about the care needs of the Person and any other relevant issues to fully inform the handover process. The plans will capture information on 'what matters most' to that person in relation to how their care needs are met.
- 6.4. Existing domiciliary care and respite providers who will know the person and their family best will be asked to complete the template for all those individuals who will be affected, and make a recommendation on how that person's transition would be best managed to reduce anxiety and ensure a smooth move from one provider to another. This process, to be implemented with support from social work staff, may identify the need for a joint or longer handover period for example, or additional training for staff taking over the care.
- 6.5. Having a carefully managed and highly individualised transition plan for any Person affected by the recommissioning process will limit the impact of the change of provider.
- 6.6. It is envisaged that there will be minimal disruption to existing domiciliary care service users and that this will be closely monitored via Contracting, Care Management and the Common Access Point.
- 6.7. Transition arrangements will be closely monitored by the Adult Services Commissioning Team and Care Managers and the contract will contain provisions to ensure that disruption and risk to continuity of care is minimal.
- 6.8. An appropriate communication plan has also been established to help reduce disruption to Service Users and Carers affected by a change in Provider. Common Access Point (CAP) will be briefed on potential issues and made aware of the possible increase in calls. Scripts will be generated for CAP staff to ensure a clear and consistent message is delivered. A team from Care Management and CSU will be in place to contact service users during transition to ensure care visits have been provided.
- 6.9. Transition of existing domiciliary services to new providers will be managed on a phased approach from October 2019, where there is a change in domiciliary care provider. New packages of care are scheduled to be allocated to providers for the relevant geographical area from October 2019 but may occur sooner depending on individual Provider

capacity to provide services. These arrangements are in the process of being negotiated with each Provider.

7. Community Benefits

- 7.1. The Council's Community Benefits policy update in July 2016 required that consideration be given to putting community benefits clauses in all Council contracts. As a result community benefit clauses were included, for the first time, in a social care contract.
- 7.2. Working closely together, the Procurement and the Beyond Bricks and Mortar (BB&M) teams were able to ensure that the new Framework Agreement will have a focus on adding value and ensuring wider social and economic issues are taken into account when delivering services.
- 7.3. Each tenderer was required to produce a Community Benefits plan, outlining how they would achieve a range of community benefits, such as targeting unemployed people for jobs and training opportunities, taking on apprentices, working with schools and participating in community projects. Each service provider will be monitored by BB&M to ensure they are providing the required community benefits.

8. Financial Implications

- 8.1. There has been an awareness for some time that the rates paid by the Council for Domiciliary Care have been low in comparison to neighbouring Councils and the UKHCA rate for Care. At this time, it is not possible to make a precise comparison between the rates currently paid and the rates that will be paid following award. There will be multiple rates for each zone and until an exercise has been completed identifying the number of hours that will be undertaken by each provider in each zone, the future cost of the service can only be estimated.
- 8.2. As part of the contract evaluation, an estimate of hours per zone was produced. These figures have been used when considering the financial implications of award. The figures used in the evaluation are approximately 3.1% above the current domiciliary care hours being delivered.
- 8.3. When comparing the most recently calculated (June 2019) weighted average cost of domiciliary care to the rates tendered, it is clear that this procurement will result in significant additional cost to the Council. Additionally, service growth and general inflation will provide additional pressures in the coming years.
- 8.4. The most recently calculated weighted average cost of domiciliary care is £16.03 per hour with rates in the range of £15.00-£22.95. The mean average of current provider rates is £16.93 per hour. Rates

recommended for award are in the range £16.95-£19.22 for non-rural areas and £17.40-£24.06 for rural locations.

8.5. To estimate the value of increased costs after award the current weighted average has been compared to the minimum, maximum and average costs of those tenders recommended for award at the hours used within the evaluation model. This has been done on a per zone basis before being totalled.

8.6. Additional estimated costs at 13,680 hours of care per week are as per the below table

	Average	Max	Min
Per Week	25,145	39,865	14,228
Per Year	1,311,111	2,078,675	741,868
2019/20 (Oct Implementation)	655,556	1,039,338	370,934

8.7. For the respite at home element of the tender, the consequences of procurement are more forecastable as there is only one successful tenderer. Presuming current hours remain constant, there will be an increase in costs of £19,100 in the current year with a full year effect of £38,200.

8.8. It is clear that the above figures are significant, with a wide range of potential costs for the Domiciliary Care element of the tender. This procurement will add to the financial pressures faced by Social Services and the Council over the coming years and will accelerate the need to ensure packages of care are reduced where it is safe and possible to do so. The mapping of current clients to the new providers will have a fundamental effect on the costs faced by the service and it is essential that this exercise concludes swiftly to ensure the S151 Officer, CMT and Members can be given a more accurate view of the consequences of this procurement than can be given above.

8.9. The S151 Officer has retained a residual provision for inflationary costs (currently amounting to £900k) which has already been provisionally identified as predominantly being available to assist meeting these anticipated increased social care costs for the part year 19-20 implementation. The full year costs will need to be fully considered for the 2020-21 budget and will undoubtedly add to overall spending pressures and further increase the difficult choices that will need to be made by members in setting the 2020-21 budget at a realistic and affordable level for both social services and the whole Council.

8.10. As a result of the increased costs following this procurement exercise the following solutions have been created in relation to the ongoing management of costs and cost reduction for the duration of the framework agreement –

8.10.1. The solution to managing costs must be to find ways of reducing expenditure on avoidable missed calls and

undelivered services whilst minimising risks to continuity of care.

8.10.2. Understanding the reasons for under delivered care is key. This will allow for decisions to be made on whether packages of commissioned care can be reduced or payment withheld.

8.10.3. More effective use of electronic call monitoring (ECM) systems is essential to enable reductions in costs. This, when supported by other contractual changes offers potential for significant spend reductions. ECM data with corresponding contractual expectations will be used to reduce costs in the following ways:

- Not paying for undelivered hours where Provider is at fault.
- Not paying where the Service User has provided more than 24 hrs notice that service is not required
- Monitoring under delivery and reviewing packages of care to formally reduce commissioned hours where data suggest that less hours are required (a rightsizing approach).
- Providers are only paid for 3 days following an unplanned hospital or emergency respite admission.

9. Legal Implications

9.1. The Responsible Officer is satisfied that the tender process has been undertaken in compliance with the Public Contracts Regulations 2015 and the Council's Contract Procedure Rules, and recommends approval in accordance with those Rules.

9.2. Framework Agreements are to be prepared by the Chief Legal Officer. All contractual liabilities and obligations will be covered by the contract documentation, which will consist of the over-arching Framework Agreement together with any separate call-off contracts.

9.3. Following approval by Cabinet authority is delegated to the Responsible Officer to approve the terms of each call off contract in consultation with the Chief Legal Officer.

10. Conclusions

10.1 The outcome of the recommissioning exercise has been to create a framework for procuring services which in the longer term will help to develop a more stable market and reduce overall risks by:

- Paying rates which more accurately reflect the cost of providing care services
- Creating more geographically based services which can lead to efficiencies

- Enabling a more even distribution of market share across the sector.
 - Introducing updated contract specifications and service standards which aim to deliver more person centred and outcomes focussed services.
 - Providing more efficient use of resources by enabling greater scrutiny of undelivered hours, minimising avoidable expenditure and maximising use of available care hours to address waiting list pressures.
- 10.2 12 Providers have been appointed to the framework for longer term services (refer to appendix 2). 1 provider has been appointed for Respite Services (Hafal). Unsuccessful Providers will be invited to apply again to become an accredited framework provider under the Framework refresh which is likely to occur in 2020.
- 10.3 Contracts with unsuccessful Providers will continue where necessary (at less favourable terms offered to successful Providers under the Framework) to enable continuity of care for service users where this is necessary.
- 10.4 75% of service users will remain with their existing care provider appointed to the Framework. Transition options for the remaining 25% are being assessed. In some cases people already receiving services from Providers that were not appointed to the Framework, will remain with their existing care provider where this is necessary to ensure continuation of services. Where transfer to a new provider is possible or preferred this will occur after October and where necessary in a staged way to minimise risk of service disruptions.
- 10.5 New packages of care required after the 1st October will be awarded to successful tenderers appointed to the Framework.

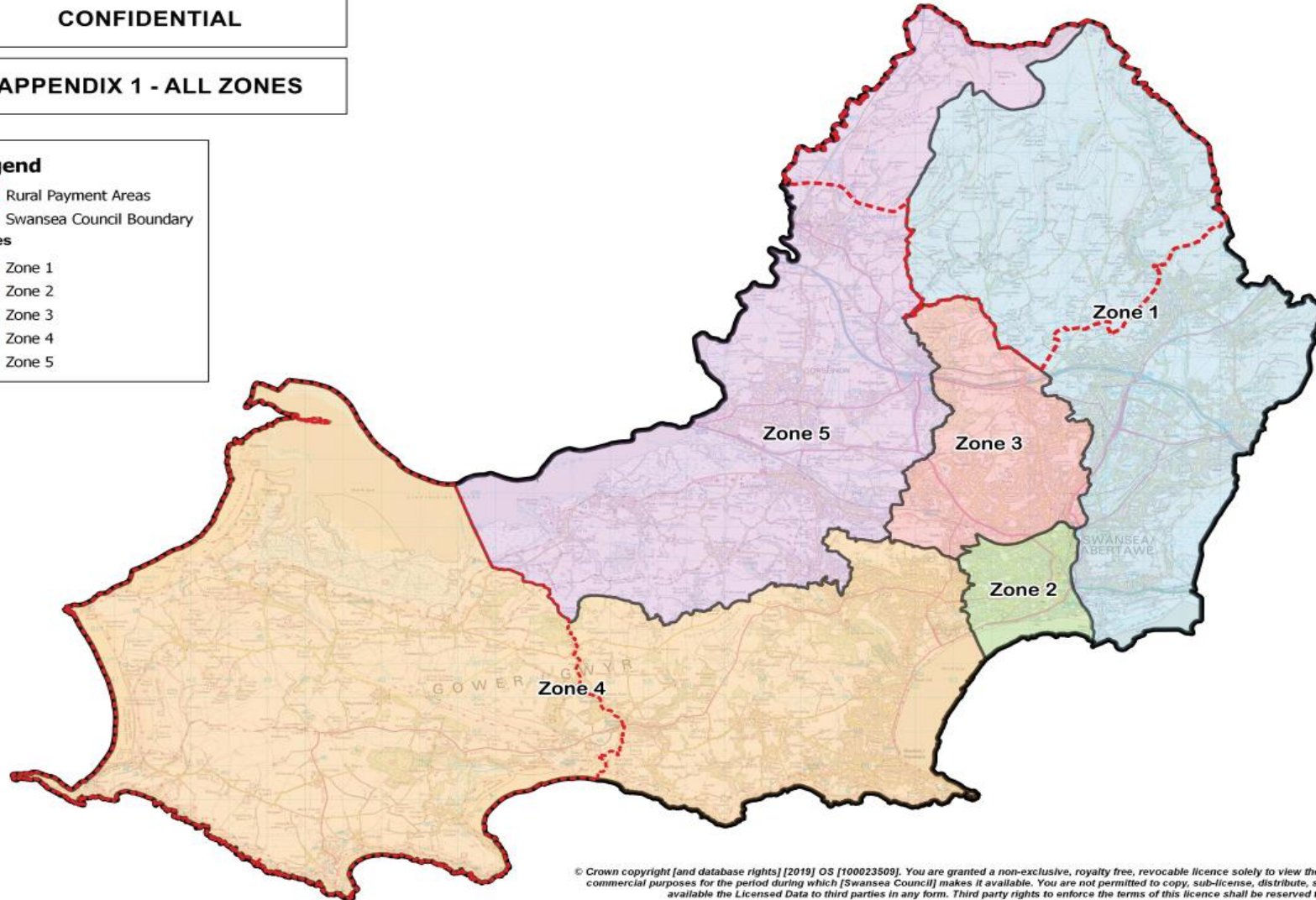
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APPENDIX 1 - ALL ZONES



Legend

- Rural Payment Areas
- Swansea Council Boundary
- Zones**
- Zone 1
- Zone 2
- Zone 3
- Zone 4
- Zone 5



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APPENDIX 2 TABLE OF SUCCESSFUL TENDERERS FOR LONG TERM DOM CARE SERVICES

Lot 1: Zone 1	Tenderer 7: Crosshands Home Services Ltd	Tenderer 10: I Care Dom Care Ltd	Tenderer 11: Kare Plus Swansea
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Lot 2: Zone 2	Tenderer 2: Adult Home Care Ltd t/a Right at Home Swansea	Tenderer 5: Care Cymru Services Ltd	Tenderer 8: Deluxe Homecare Ltd	Tenderer 12: MiHomecare Limited
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Lot 3: Zone 3	Tenderer 1: Abacare (Care Agency) Ltd	Tenderer 7: Crosshands Home Services Ltd	Tenderer 9: Heritage Healthcare Swansea (Jameela Healthcare PVT Limited)	Tenderer 10: I Care Dom Care Ltd	Tenderer 12: MiHomecare Limited
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Lot 4: Zone 4	Tenderer 2: Adult Home Care Ltd t/a Right at Home Swansea	Tenderer 3: Aylecare Domiciliary Services	Tenderer 5: Care Cymru Services Ltd	Tenderer 8: Deluxe Homecare Ltd	Tenderer 14: RSD Social Care Limited
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Lot 5: Zone 5	Tenderer 1: Abacare (Care Agency) Ltd	Tenderer 3: Aylecare Domiciliary Services	Tenderer 9: Heritage Healthcare Swansea (Jameela Healthcare PVT Limited)	Tenderer 11: Kare Plus Swansea	Tenderer 14: RSD Social Care Limited
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Agenda Item 6

ADULT SERVICES SCRUTINY PERFORMANCE PANEL WORK PROGRAMME 2019/20

Meeting Date	Items to be discussed
Meeting 1 Thursday 20 June 2019 4.00pm	Wales Audit Office report on Housing Adaptions <i>Andrea Lewis, Cabinet Member for Homes and Energy</i> Panel Review of the year 2018/19 and draft Work Programme 2019/20
Meeting 2 Tuesday 30 July 2019 4.00pm	Performance Monitoring <i>Deborah Reed, Interim Head of Adult Services</i> Update on West Glamorgan Transformation Programme arrangements following review <i>Nicola Trotman, Interim Director</i> Review of Final Budget Outturn <i>Deborah Reed, Interim Head of Adult Services</i> CIW Local Authority Performance Review <i>Dave Howes, Director of Social Services</i>
Meeting 3 Tuesday 20 August 2018 4.00pm	Outcomes of Re-procurement Process - Domiciliary Care and Respite at Home Workforce Development Plan
Meeting 4 Tuesday 24 September 2019 4.00pm	Supported Living Developments for Mental Health and Learning Disability Services Procurement Practice and Assurance in Social Care <i>Peter Field, Principal Officer Prevention, Well-being and Commissioning</i> Commissioning of Residential Care (quality of service/contracts; financial stability) (Referred from SPC)(TBC)
Meeting 5 Tuesday 29 October 2019 4.00pm	Performance Monitoring Update on Transformation Programme <i>Deborah Reed, Interim Head of Adult Services</i>
Meeting 6 Tuesday 19 November 2019 4.00pm	Telecare and Community Alarms mini commissioning review

Meeting 7 Tuesday 17 December 2019 4.00pm	Annual Review of Charges (Social Services) 2019-20 <i>Dave Howes, Director of Social Services</i> Update on Local Area Coordination
Meeting 8 Tuesday 28 January 2020 4.00pm	Performance Monitoring Update on how Council's Policy Commitments translate to Adult Services <i>Mark Child, Cabinet Member for Care, Health and Ageing Well</i> <i>Dave Howes, Director of Social Services</i>
Additional meeting ? February 2020	Draft budget proposals for Adult Services
Meeting 9 Tuesday 25 February 2020 4.00pm	West Glamorgan Transformation Programme – 3 case studies
Meeting 10 Tuesday 17 March 2020 4.00pm	Adult Services Complaints Annual Report 2018-19 Julie Nicholas-Humphreys, Corporate Complaints Manager Briefing on Sickness of Staff in Adult Services
Meeting 11 Tuesday 28 April 2020 4.00pm	
Meeting 12 Tuesday 19 May 2020 4.00pm	Performance Monitoring Update on Transformation Programme <i>Deborah Reed, Interim Head of Adult Services</i>

Future Work Programme items:

- Update on RNIB (keep on forward agenda – CM to update)
- West Glamorgan Transformation Programme (update on Citizen's Panel and stakeholder engagement) date tbc
- Wales Audit Office Reports (dates to be confirmed):
 - First Point of Contact Assessments under the Social Services and Well-being (Wales) Act 2014 (Joint Adult Services and CFS)
 - Integrated Care Fund (Joint Adult Services and CFS)
 - Tackling Violence Against Women, Domestic (includes fieldwork in Swansea amongst others) (check if Adult Services or CFS?)

Cllr 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
Our Ref: MC/HS
Your Ref: ref
Date: 26 July 2019

BY EMAIL

Dear Councillor Black

Adult Services Scrutiny Performance Panel – 20 June 2019

Thank you for your letter dated 8 July. Please find response to the question below.

Provide a list of grants awarded and now ceased

Following correspondence received by the convener of the panel and discussions at the meeting on the 20th June 2019 the following paper outlines the list of grants awarded and grants which have now ceased as requested.

We have undergone a substantial review of all Contracts, Service Level Agreements and Grants across the Directorate over the past 18 months to ensure we are compliant with CPRs and the Public Contract Regulations.

We have also undertaken a piece of work with procurement colleagues to understand the difference between a contract and a grant so we can be clear and understand when and where each should be utilised.

Outlined below in table 1.1 are the key characteristics and the difference between a grant and a contract.

Table 1.1

Grants:	Contracts:
The arrangement will comprise of a financial payment to support the recipient either generally or in respect of certain specific activities undertaken by the organisation.	A legally binding agreement between two parties
The recipient will be under no legal obligation to deliver any services.	The recipient will be legally obliged to deliver the specified services
The Council will be under no legal obligation to provide the grant monies to the recipient	The Council will be legally obliged to pay the recipient for the provision of the services.
The recipient will only be permitted to use the grant monies for the specific purposes for which they are made available. The Council will typically have a right to clawback the monies if not used or if misused.	Failure to meet the contract can result in a claim for damages worth more than the contract
Usually grants are for one off time limited projects	The price of the contract is based on what is outlined in the tender

The majority of services we commission are providing a service and therefore awarded a contract through a procurement exercise.

Table 1.2 on the attached document outlines the number of organisations who have been in receipt of funding via the Council which has either ceased, been funded via a different source or has been included in part of procurement exercise since 2017. The table outlines the funding stream, rationale and impact.

There are still Grant funding available to the sector via different schemes.

- Table 1.3 on the attached document outlines organisations who receive core funding from the Council. This will be reviewed in 19/20 to understand the contribution to the social care agenda and identify the most suitable funding source going forward and the type of agreement, for example fund as a grant or as part of a commissioned service
- Table 1.4 on the attached document outlines the number of organisations who received ICF funding from Western Bay (now West Glamorgan) in 18/19
- Table 1.5, 1.6 and 1.7 on the attached document outlines the number of organisations who have accessed small grants via the Out of School Childcare and Play Scheme, the Outdoor Play Grant and the Building Better Childcare Grant.

When reviewing providers we seek to understand what is being funded elsewhere and what funding streams are available for this type of provision to ascertain the most suitable source of funding, identifying potential efficiencies and understanding the wider contribution of the organisation.

Yours faithfully




Councillor Mark Child
CABINET MEMBER FOR CARE, HEALTH & AGEING WELL

Table 1.2 on the following page outlines the number of organisations who have been in receipt of funding via the Council which has either ceased, been funded via a different source or has been included in part of procurement exercise since 2017. The table outlines the funding stream, rationale and impact.

Table 1.2

Organisation	Amount	Funding Stream	When Ceased	Rationale	Impact
Age Cymru	£200,000 £37,000	Supporting People Grant Core Budget Code 60002	March 2017	Age Cymru terminated this agreement rather than a decision made by the Council	<ul style="list-style-type: none"> • Consultation with the organisation • Organisation have continued to exist through other funding sources
Family Group Conferencing	£25,000	Core – Part of the Prevention Funding	March 2017	Only temporary through the prevention fund to test out the approach	<ul style="list-style-type: none"> • Evidence of success was limited so not renewed
Care & Repair	£48,000	Core Funding	May 19	Duplication of service	<ul style="list-style-type: none"> • Continued through different Grant funding Scheme
Haven	£170,000	Supporting People Grant	January 2019	Safeguarding Concerns	SUs transferred to similar services
Eastgate Supported Living	£119,000	Supporting People Grant	February 2019	Provider terminated	SUs transferred to similar services
Ty Conway – respite at home	98, 000k	Core Funding	October 2019	Re-procurement	Transfer of services to new Provider under procurement framework
Alzheimer’s Society – respite at home	£183,000	40k is SP Grant, 143K Core Funding	October 2019	Re-procurement	Transfer of services to new Provider under procurement framework
Swansea Bay Regional Equality Council	£15,000	Core Budget Code 60002	Grant ceased March 2019	Part of the MTFP budget saving	<ul style="list-style-type: none"> • Consultation carried out as part of the budget consultation

Organisation	Amount	Funding Stream	When Ceased	Rationale	Impact
Swansea City of Sanctuary	£5,000	Core Budget Code 60002	Grant ceased March 2019	Part of the MTFP budget saving	<ul style="list-style-type: none"> Engagement events with 3rd sector through SCVS Full EIA completed Organisations have continued to exist through other funding sources  EIA_report_form Swansea Change Func
Swansea Women's Aid	£20,164	Core Budget Code 60002	Grant ceased March 2019	Part of the MTFP budget saving	
BAWSO	£12,350	Core Budget Code 60002	Grant ceased March 2019	Part of the MTFP budget saving	
Bikeability Wales	£10,000	Core Budget Code 60002	Grant ceased March 2019	Part of the MTFP budget saving	
Local Aid	£3,600	Core Budget Code 60002	Grant ceased March 2019	Part of the MTFP budget saving	
Coeden Fach Outdoor Activity Centre	£5,000	Core Budget Code 60002	Grant ceased March 2019	Part of the MTFP budget saving	
Swansea Community Farm	£10,000	Core Budget Code 60002	Grant ceased March 2019	Part of the MTFP budget saving	
Pontarddulais Partnership	£7,000	Core Budget Code 60002	Grant ceased March 2019	Part of the MTFP budget saving	
Cyfle I Dyfu	£13,000	Core Budget Code 60002	Grant ceased March 2019	Part of the MTFP budget saving	

Organisation	Amount	Funding Stream	When Ceased	Rationale	Impact
Hillside Animal Sanctuary	£17,000	Core Budget Code 60002	Grant ceased March 2019	Part of the MTFP budget saving	
Circus Eruption	£5,157	Core Budget Code 60002	Grant ceased March 2019	Part of the MTFP budget saving	
Druigaid	£70,000	Families First Grant Funding Budget Code 48201	Contract terminated June 2017	Changes in the Grant T&Cs, so ineligible	<ul style="list-style-type: none"> • Consultation with the organisations • Organisations have continued to exist through other funding sources
SCVS – Smart Steps	£50,000	Families First Grant Funding Budget Core 48201	Contract terminated June 2017	Reduction in Grant funding from WG Sufficient outcomes not realised in line with Grant T&Cs	<ul style="list-style-type: none"> • Consultation with the organisations • Organisations have continued to exist through other funding sources
SCVS – Contribution to core funding	£100,000	Core Budget Code 60002	SLA terminated Dec 2018	Length of agreement, overall value and issues with state aid	<ul style="list-style-type: none"> • Underwent a procurement process. • Now a contract provision in place from 2019
CAB – contribution to core funding	£150,000	Core Budget Code 60002	SLA terminated Dec 2018	Length of agreement, overall value and issues with state aid	<ul style="list-style-type: none"> • Underwent a procurement process. • Now a contract provision in place from 2019

Organisation	Amount	Funding Stream	When Ceased	Rationale	Impact
Environment Centre – contribution to core funding	£50,000	Core Budget Code 60002	SLA terminated Dec 2018	Length of agreement, overall value and issues with state aid	<ul style="list-style-type: none"> Underwent a procurement process. Now a contract provision in place from 2019

There are still Grant funding that available to the sector via different schemes.

- Table 1.3 outlines organisations who receive core funding from the Council. This will be reviewed in 19/20 to understand the contribution to the social care agenda and identify the most suitable funding source going forward and the type of agreement, for example fund as a grant or as part of a commissioned service
- Table 1.4 below outlines the number of organisations who received ICF funding from Western Bay (now West Glamorgan) in 18/19.
- Table 1.5, 1.6 and 1.7 outlines the number of organisations who have accessed small grants via the Out of School Childcare and Play Scheme, the Outdoor Play Grant and the Building Better Childcare Grant.

When reviewing providers we seek to understand what is being funded elsewhere and what funding streams are available for this type of provision to ascertain the most suitable source of funding, identifying potential efficiencies and understanding the wider contribution of the organisation.

Table 1.3

The table below lists the areas which will be reviewed in 19/20

Description	Organisation	Annual Value
Swansea Carers Centre Core Funding/Welfare Benefits Officer/Counselling Service	Swansea Carers Centre	£ 155,100
Communicator Guide Service	Sense	£ 30,000
Careers Support Service	Hafal	£ 34,080
Hearing Loss Support Worker	Action on Hearing Loss	£ 10,000
RNIB Swansea	RNIB	£ 34,840
Child care act duties - welsh medium development	Mudiad Meithrin	£ 7,800
Child care act duties- Out of school child care development	PACEY	£ 13,000
Child care act duties- Childcare Development	Wales PPA	£ 12,800

Description	Organisation	Annual Value
CRUISE Bereavement Service	CRUISE	£ 5,000
Play Disability Opportunities - Day Time	Interplay	£ 67,500
Play Disability Opportunities - School Holidays	Pen-y-Bryn	£ 10,000
Play Disability Opportunities - School Holidays	Play & Leisure Opps Library	£ 19,500

TOTAL £ 399,620

Table 1.4 – ICF Funding 18/19

ICF Scheme No	Funding Allocation 18/19	ICF Scheme Name	Organisation
32G LD	£ 12,066	YOLO Project NPT and Swansea	Your Voice Advocacy Service
20GCN	£ 40,266	Interplay Wellbeing and Early Intervention Project -Western Bay	Interplay
4G MH	£ 25,056	Future Minds Project - Pilot Swansea	MIND Swansea
8G CARERS	£ 15,000	Swansea Parent Carer Hospital Project Swansea	Swansea Carers Centre
33G CARERS	£ 10,495	I Care Do You? Swansea	YMCA Swansea
17G	£ 111,054	Home from Hospital - Swansea/NPT	British Red Cross
1D	£ 6,000	Dementia Arts (ACTIVITY)	Dementia Arts
23D	£ 4,000	Dementia services mapping and evaluation (RESEARCH)	Region
5DA	£ 13,998	Extending the reach of Cruse Bereavement Care (ROLE)	CBCC
4D	£ 16,030	Swansea carers worker (ROLE)	Swansea Carers Centre
6D	£ 25,720	Dial dementia (SCHEME)	Canolfan Maerdy
19D	£ 7,800	Tea and memories (SCHEME)	Dragon Arts & Learning
1DA	£ 14,165	Carers weekly drop in pilot and emergency respite for carers (SERVICE)	Swansea Carers Centre
6DA	£ 21,513	Cwmtawe Dementia Support Project (SERVICE)	SCVS

ICF Scheme No	Funding Allocation 18/19	ICF Scheme Name	Organisation
7DA	£ 46,901	Visibly Better (TRAINING)	RNIB
3rd Sector	£ 8,000	Third Sector Small Grant	CISS
3rd Sector	£ 2,000	Third Sector Small Grant	The Food Shed
3rd Sector	£ 4,946	Third Sector Small Grant	Discovery
3rd Sector	£ 7,853	Third Sector Small Grant	SCVS
3rd Sector	£ 12,550	Third Sector Small Grant	Vale and Valley Arts
3rd Sector	£ 14,669	Third Sector Small Grant	Interplay
3rd Sector	£ 14,962	Third Sector Small Grant	Mental Health Matters talking therapy
3rd Sector	£ 7,982	Third Sector Small Grant Schemes for Carers	Swansea Carers Centre
3rd Sector	£ 5,000	Third Sector Small Grant Schemes for Carers	Swansea Autism Movement
3rd Sector	£ 4,849	Third Sector Small Grant Schemes for Carers	Circus Eruption
3rd Sector	£ 15,000	Third Sector Small Grant Schemes for Carers	CIWA
3rd Sector	£ 10,477	Third Sector Small Grant Schemes for Carers	Shine Cymru
3rd Sector	£ 552	Third Sector Small Grant Schemes for Carers	Swansea Carers Centre - Carers Coffee and Chat Drop in
TOTAL	£ 478,904		

Table 1.5 Out of School Childcare and Play Small Grant Scheme (Including former RSG Core Funding)

Area	Organisation	Grant Awarded in 18/19
Day Care	Oaktree	£ 2,200
Day Care	Paradise Day Nursery	£ 5,400
Day Care	Station House Day Nursery	£ 3,000
Day Care	Wishes Day Care	£ 1,250
Sessional Child Care	Brynmill Playgroup	£ 2,750
Sessional Child Care	Clase Comm Cwtch	£ 3,900

Area	Organisation	£	Grant Awarded in 18/19
Sessional Child Care	Cylch Chwarae Pontarddulais	£	3,250
Sessional Child Care	Teilo's Comm Cwtch	£	1,900
Sessional Child Care	Cylch Treboeth	£	950
Sessional Child Care	Cylch Meithrin Y Mwmbwls	£	1,000
Sessional Child Care	Terrace Road	£	1,500
After School/Out of School	All seasons Round	£	3,300
After School/Out of School	Cadle Primary ASC	£	2,800
After School/Out of School	Childsplay@Grange	£	2,000
After School/Out of School	Childsplay@Whitestone	£	2,400
After School/Out of School	Clase Comm Cwtch	£	3,500
After School/Out of School	Crwys Primary ASC	£	2,000
After School/Out of School	Gorseinon Sunbeams ASC	£	2,500
After School/Out of School	Llangyfelach Primary School	£	2,500
After School/Out of School	Mayals Wraparound	£	900
After School/Out of School	Mes Enfants	£	2,500
After School/Out of School	Oystermouth Fun Club	£	6,300
After School/Out of School	Sunshine Out of School	£	2,000
After School/Out of School	Tre Uchaf Kids Club	£	2,050
Holiday Care	Childsplay@grange	£	1,400
Holiday Care	DVLA Day Nursery	£	1,000
Holiday Care	Singleton DN Schoolhouse	£	1,000
Holiday Care	XL Wales	£	2,800
Holiday Care	Hendrefoilan Wrap around	£	600
Holiday Care	Ysgol Crug Glas	£	10,000
Holiday Care	Highgate (Uplands)	£	900
Holiday Care	Highgate (Morrison)	£	900
Open Access Play	Bishopston Playscheme	£	2,000
Open Access Play	Clase Family Centre	£	3,500
Open Access Play	Bonymaen Family Centre	£	3,800

Area	Organisation	Grant Awarded in 18/19
Open Access Play	Brynmill Playscheme	£ 2,000
Open Access Play	Linden Church/Red Café	£ 1,000
Open Access Play	Play in Penclawdd	£ 750
Open Access Play	Menter Iaith (Gellionen)	£ 3,100
Open Access Play	Menter Iaith (Pontybrenin)	£ 3,100
Open Access Play	Townhill	£ 2,000
Open Access Play	Townhill	£ 1,500
Open Access Play	Morrison Play scheme	£ 3,500
Open Access Play	Gorseinon Play Club	£ 250
Open Access Play	St Teilos	£ 1,250
Open Access Play	Community Farm	£ 4,950
Play - Closed Access	Bonymaen Family Centre	£ 3,500
Play - Closed Access	Clase Family Centre	£ 3,500
Play - Closed Access	Forest School SNPT	£ 3,000
Play - Closed Access	St Teilos	£ 3,250
Play - Closed Access	MAWR	£ 1,400
Play - Closed Access	EYST	£ 1,000
Play - Closed Access	EYST	£ 1,500
Play - Closed Access	Montana	£ 2,000
Total		£ 132,300

Table 1.6 Outdoor Play Grant

Area	Organisation	Grant Awarded in 18/19
Day Care	All Seasons Round	£ 250
Day Care	Craigfelen Alphotots	£500
Childminder	Claire Evans	£300
Day Care	Forest School	£400
Day Care	YGG Llwynderw	£500

Area	Organisation	Grant Awarded in 18/19
Day Care	Mes Enfants	£250
Sessional	Parc y Werin Play Club	£400
Day Care	Flowers Day Nursery	£250
After School	Sketty Kids Club	£ 250
Day Care	Forgefach Day Nursery	£500
Day Care	Aspire Day Nursery	£400
Day Care	Dunvant Primary Wraparound	£500
ASC	Cadle Primary	£300
Day Care	Little Cherubs	£500
Childminder	Mayals Wraparound	£250
Sessional	Oaktree Playgroup	£250
Day Care	Pitter Pitter	£400
Day Care	Paradise Day Nursery	£400
Holiday Care	XL Wales Holiday Club	£500
Day Care	Trusting Hands	£250
ASC	Gorseinon Primary	£400
Sessional	Childsplay@Whitestone	£250
Day Care	Childsplay@Grange	£250
Day Care	Abacus	£250

TOTAL £8,500

Table 1.7 Building Better Childcare Grant

Area	Organisation	Grant Awarded in 18/19
Day Care	Waunarlwydd	£ 1,500
Day Care	Lilly's Day Nursery	£ 3,000
Day Care	City School of Languages	£ 3,000
	TOTAL	£ 7,500

Councillor Peter Black
Convener – Adult Services Scrutiny Panel

BY EMAIL

Please ask for: Councillor Andrea Lewis
Direct Line: 01792 63 7442
E-Mail: cllr.andrea.lewis@swansea.gov.uk
Our Ref: AL/KH
Your Ref:
Date: 29 July 2019

Dear Councillor Black

Thank you for your letter dated 8th July 2019 requesting my comments and response to the matters raised from the Adult Services Scrutiny Performance panel of the 20th June regarding the Wales Audit Office Report on Housing Adaptations.

Just to clarify, the Occupational Therapy (OT) service has not been ‘brought in-house’ as such. The Housing Renewals and Adaptations service has however employed its own OTs dedicated to Adaptations to ensure sufficient resources are in place to provide recommendations specifically for the purposes of housing adaptations within the Disabled Facilities Grant (DFG) and Council House Adaptations programmes. Social Services OTs continue to provide assessments for disabled adaptations but the arrangement with Housing now having dedicated OT resource means Social services are also able to continue to complete various other assessments not linked to adaptations. There is no duplication between Housing Social Services OTs and Social Services OTs on the services they provide. Both Housing OTs and Social Services OTs undertake the same assessment protocols for the purpose of providing Disabled Adaptations recommendations that follow set procedures / professional guidelines.

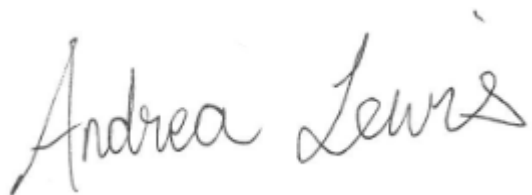
With regard the panel expecting the waiting times for adaptations to Council Housing to be less than private sector housing, we advise that other than some minor exceptions, the application and delivery processes for DFGs and Council House adaptations are designed to be as close as possible to one another and both follow the same fundamental principles. Continual improvement is strived for of course and the overall aim is to promote equity in terms of waiting times. However this cannot be guaranteed in every case. DFGs and Council House adaptations are required to be monitored separately for reporting purposes. Each case is tracked from initial enquiry through to completion and several hundred are processed every year. This means waiting times can and do fluctuate between tenures depending on the number, nature and complexity of the adaptation applications received by the Council in any one year. Whilst every effort is made to ensure the experience and waiting times for customers is the same regardless of tenure, complete equity of waiting time will rarely if ever be achieved in reality. In 2018/19 however the average waiting times for all cases were within 17 days of each other.

The waiting times for both DFGs and Council House adaptations in Swansea have reduced year on year. The service will continue efforts to look at ways of reducing timescales for application and delivery processes to try and achieve, and then surpass, the national average waiting time for all tenures. These efforts will include working with the Council's Building Services teams and external contractors from our framework to deliver schemes more effectively including fast tracking administration of schemes to get jobs started sooner, looking at levels of resources employed to deliver schemes and response times to certify completion of works.

The service eagerly awaits guidance from the Welsh Government National Adaptations steering group on unified adaptations processes, application paperwork and sharing of resources between all public bodies delivering adaptations. We will also be keen to support proposals for Regional Programme Boards to take the lead on improving the strategic focus of adaptations locally and regionally.

I trust this is of use. Please contact me if you require further information.

Yours sincerely

A handwritten signature in cursive script that reads "Andrea Lewis".

COUNCILLOR ANDREA LEWIS
CABINET MEMBER FOR HOMES & ENERGY