



## 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 3A, Guildhall, Swansea

**On:** Tuesday, 17 December 2019

**Time:** 4.30 pm

**Acting  
Convenor:** Councillor Chris Holley

#### **Membership:**

Councillors: V M Evans, J A Hale, P M Black (Chair), 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

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### Agenda

### Page No.

- 1 Apologies for Absence.**
- 2 Disclosure of Personal and Prejudicial Interests.**  
[www.swansea.gov.uk/disclosuresofinterests](http://www.swansea.gov.uk/disclosuresofinterests)
- 3 Prohibition of Whipped Votes and Declaration of Party Whips**
- 4 (4.35pm) Minutes of Previous Meeting(s)** **1 - 3**  
To receive the minutes of the previous meeting(s) and agree as an accurate record.
- 5 (4.40pm) Public Question Time**  
Questions must relate to matters on the agenda and be dealt with in a 10 minute period.
- 6 (4.50pm) Briefing on Carers Assessments** **4 - 24**  
*Alex Williams, Head of Adult Services*  
*Peter Field, Principal Officer Prevention, Well-being and Commissioning*
- 7 (5.15pm) Update on Local Area Coordination** **25 - 30**  
*Alex Williams, Head of Adult Services*  
*Jon Franklin, Local Area Coordination Implementation Manager*

- |          |  |                |
|----------|--|----------------|
| <b>8</b> | <b>(5.40pm) Work Programme Timetable 2019/20</b>       | <b>31 - 33</b> |
| <b>9</b> | <b>(5.45pm) Letters</b>                                | <b>34 - 36</b> |
|          | a) Letter to Cabinet Member (19 November 2019 meeting) |                |

**Next Meeting:** Tuesday, 28 January 2020 at 4.00 pm

*Huw Evans*

**Huw Evans**  
**Head of Democratic Services**  
**Tuesday, 10 December 2019**

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**Contact: Liz Jordan 01792 637314**

# Agenda Item 4



City and County of Swansea

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

Committee Room 5, Guildhall, Swansea

Tuesday, 19 November 2019 at 4.00 pm

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

**Councillor(s)**  
J W Jones

**Councillor(s)**  
P R Hood-Williams

**Co-opted Member(s)**  
T Beddow

**Other Attendees**  
Mark Child

Cabinet Member - Care, Health & Ageing Well

**Officer(s)**  
Liz Jordan  
Deborah Reed

Scrutiny Officer  
Interim Head of Adult Services

### **Apologies for Absence**

Councillor(s): C A Holley, S M Jones and G J Tanner

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

No disclosures of interest were made.

#### **2 Prohibition of Whipped Votes and Declaration of Party Whips**

No declarations were made.

#### **3 Minutes of Previous Meeting(s)**

The Panel agreed the minutes of the meeting on 29 October 2019 as an accurate record of the meeting.

Convener informed Panel Members that Katrina Guntrip had stepped down from her position as co-optee on the Panel. Panel Members expressed their thanks for the contribution she had made and wished her well for the future.

#### **4 Public Question Time**

No members of the public were present at the meeting.

## **5 Telecare and Community Alarms Mini Commissioning Review**

Deborah Reed, Interim Head of Adult Services attended to brief the Panel on this project and the revised timescale and scope.

Discussion Points:

- Community alarms are cost neutral. Options appraisal will identify how assistive technology will be funded in future.
- Anyone can have a community alarm as it is paid for by the individual. However need is assessed to have assistive technology provided by the Authority.
- Options appraisal will look at options for need and options for providing it.
- Current contract with Carmarthen for community alarms finishes at the end of 2020. There is a possibility of a regional service with Neath Port Talbot in the future.
- There needs to be some joined up thinking between Social Services and Housing on the way forward.
- Convener's letter will ask the Head of Housing to engage with Social Services as two commissioning reviews are being undertaken which affect each area.
- The Authority needs to look at how assistive technology and community alarms are paid for
- Panel feels assistive technology would be a good subject for the integrated care fund.
- Cabinet Member confirmed there is an increasing desire to work more closely with the Health Board and Neath Port Talbot on this.
- Options appraisal should be completed by end of this financial year and will be brought to the Panel in the summer 2020.

Actions:

- Include in convener's letter to Cabinet Member, request for Head of Housing to engage with Social Services as two commissioning reviews are being undertaken which affect each area.
- Add to work programme for August 2020 – 'Options Appraisal for Assistive Technology and Community Alarms'.

## **6 Workforce Development Plan**

Deborah Reed briefed the Panel on this issue including the structure of Social Services Development and Training Unit, purpose and function of the project group and a briefing on the plan, and answered the Panel Member's questions.

## **7 Discussion Paper on Improving Performance Data**

Tony Beddow, co-optee on the Panel briefed Panel Members and Cabinet Member on this proposal for improving performance data for Social Services.

Discussion Points:

- Understood that Welsh Government may be willing to undertake work with some authorities to obtain this information.
- Cabinet Member confirmed he has no problem with the principle of it but the research would have to be fully funded, as it is a very large piece of work.
- Panel referred this formally to the Cabinet Member for him to have further discussion with the Director of Social Services and decide whether to take this forward and apply for funding from Welsh Government.

## **8 Work Programme Timetable 2019-20**

Work Programme received and considered by the Panel.

Panel Members informed Deborah Reed is finishing in the role in a couple of weeks and Alex Williams is returning to the post. Convener thanked Deborah on behalf of the Panel.

## **9 Letters**

Letters received and considered by the Panel.

The meeting ended at 5.15 pm.

# Agenda Item 6



## Report of the Cabinet Member for Care, Health and Aging Well

### Adult Services Scrutiny Performance Panel – 17<sup>th</sup> December 2019

#### BRIEFING ON CARERS ASSESSMENTS

<b>Purpose</b>	To provide a briefing requested by the Panel regarding Social Services obligations to carers and arrangements for meeting these duties.
<b>Content</b>	This report includes a summary of the legal duties under the SSWBA (Wales) 2014, a summary of services available to carers, and actions in place to improve services to carers. The report concludes that whilst there is a wide range of support and services available to carers, existing IT systems need to be improved to capture data necessary to demonstrate satisfactory performance and underpin effective decision making.
<b>Councillors are being asked to</b>	Not progress to date regarding the strengthening of arrangements for carers assessments, following the new requirements under the Act.
<b>Lead Councillor(s)</b>	Mark Child Cabinet Member for Care, Health and Ageing Well
<b>Lead Officer(s)</b>	Alex Williams Head of Adult Services
<b>Report Author</b>	Peter Field Principal Officer Prevention, Wellbeing and Commissioning <a href="mailto:peter.field@swansea.gov.uk">peter.field@swansea.gov.uk</a>

## **1. INTRODUCTION**

1.1 This report provides a summary of Social Services' obligations to carers and a description of arrangements for meeting these legal duties.

## **2. GENERAL LEGAL DUTIES TO ASSESS AND MEET NEEDS**

2.1 The Social Services and Wellbeing Act (Wales) 2014 creates new rights for carers. Under the Act, carers are entitled to an assessment regardless of the amount or type of care provided, financial means, or level of support needed.

2.2 Prior to the Act, carers were required to ask for an assessment. Since the Act, Social Services is under a duty to offer an assessment as soon as it appears that a person may have need for support (section 24).

2.3 Under the Act carers are entitled to an assessment regardless of whether:

- They live with the cared for person
- They share caring responsibilities
- The cared for person is eligible or ineligible for statutory services.

### Needs for Support

2.4 Under section 24 (new duty to carers), sections 40-45 (eligibility of carers) and the Eligibility Regulations 2015, there is a legal duty to consider the following:

- Whether carers have needs for support or are likely to in the future
- The extent to which carers are able and willing to provide care
- What matters to carers and the personal outcomes they wish to achieve.
- Whether preventative and IAA services can help to achieve these outcomes
- Whether carers participate or wish to participate in work, education, training or leisure activities.

2.5 Social Services must ensure there is a named individual to co-ordinate and complete the assessment. The assessment must be recorded in writing, and the carer must be offered a copy.

2.6 The statutory eligibility rules under the Act provide that Social Services must:

- Identify how caring affects each carers' life and the outcomes they wish to achieve to maintain their own well-being
- Enable carers to participate fully in the decision making
- Balance the needs of the carer and the cared for
- Protect people from abuse or neglect

2.7 Under the statutory rules, eligibility will be met if: carers cannot meet their own needs:

- Alone
- With the support of others who are willing to help.
- With the assistance of accessible services in the community
- or, if the carer is unlikely to achieve their personal outcomes unless Social Services provides or arranges care and support

### Duty to Provide Services

2.8 Under the Act, the range support which Social Services have discretion to offer is varied. At a minimum, Social Services must provide:

- Advice on how to access care and support
- Care Providers and services that are accessible
- Information on how to get financial advice
- Information on preventative services which prevent carers needs from escalating
- Information on how to raise concerns about a person who has care needs or a carer
- Confirmation of the outcome of an assessment and details of any action that will be taken.

2.9 Where carers are eligible, Social Services has a duty to meet their needs. This may involve providing services directly or commissioning services from another Provider. Direct Payments may also be provided to enable carers to purchase services directly to meet eligible needs.

2.10 Under the Act, the council has discretion to charge for these services subject to a financial assessment.

2.11 A care plan must be created to specify how eligible needs will be met. This must describe the needs to be met and outcomes to be achieved, arrangements for monitoring progress and the date for undertaking a review. A copy must be provided to the carer.

### **3. Services to Carers in Swansea.**

3.1 Adult Services provides a range of internal and external services to Carers in Swansea. These services include help provided directly to people who are cared for in order to indirectly help carers. Examples include:



- Assistive technology services.
- Domiciliary care services to help provide care to people in their own homes. These services can significantly reduce the burden on people with caring responsibilities.
- Domiciliary care respite services (sitting at home services). These services do not provide a regular substitute for personal care, but are designed to enable carers to take a break as and when needed.
- Residential respite services at internal and externally commissioned care homes which offer temporary residential care for the cared for to enable carers to receive a break.
- Day Centres and other day opportunities for the cared for to relieve pressure on carers.
- Repair and adaptation services which can offer changes and improvements to the cared for, or carer's home to make it more suitable.
- Counselling and other therapeutic services aimed at relieving stress and improving wellbeing.
- Financial advice services, including welfare benefits advice to ensure carers are receiving their full entitlements and able to make best use of potential resources.

### 3.2 Examples of other services which are partially funded by Social Services via the Swansea Carers Centre include:

- Young Adult Carers (YACs) project for young people aged 16-25 who provide unpaid care for a loved one. The service offers one to one practical and emotional support, trips and activities as well as two youth clubs per month all to give the YACs a break from their caring roles.
- Mind, Body and Spirit programme which aims to improve the health and wellbeing of carers through a mix of feel-good and practical training sessions which include mindfulness, singing and yoga and creative sessions such as painting and drawing.
- Parent Carer Support – offering free support, information, advice and advocacy to parent carers of children with a disability or additional need. The service aims to ensure that parent carers are fully aware of their rights and entitlements, are supported to continue in their caring role, maintain their emotional and physical wellbeing and build relationships with others in similar situations.

- Provision of volunteering opportunities and volunteer services which enable people and carers to get work experience, training and job references, meet new people and stay active.
- Provision of holistic therapies which are offered every month to carers and former carers to reduce stress and promote wellbeing.
- Hospital worker to provide information and support directly to carers in hospital settings across Swansea; to promote access to carers services and promote carers participation in the hospital discharge process.
- GP outreach services which run community help desks and support GP surgeries to be carer friendly by offering staff training, information for carers via notice boards and referral forms and information for carers' services.
- Dementia worker who is able to offer support and advice to dementia carers (pre and post diagnosis) and access to a dementia support group and activities, and an emergency respite fund.
- Carers Cwtsh offering dedicated space for carers to meet, and attend various planned groups and activities including the dementia carer group, the carers' book club and the mental health carers group.

#### **4. Needs Mapping and Ongoing Service Development**

- 4.1 Understanding demand and ensuring a satisfactory range of responses to meet the needs of carers is a legal duty.
- 4.2 To assist in evaluating demand for carers' services Social Services has undertaken a population assessment, which included 'carers who need support'.
- 4.3 Other activities and events have also been undertaken to establish carers' needs. These include a Swansea 'Carers Rights' event in November 2017 where carers were asked to provide information to help develop a regional action plan for carers (attached as appendix one).
- 4.4 Earlier this year a Parent Carer workshop took place to explore potential to develop a new parent carer forum. This resulted in a tendering exercise to commission an organisation to facilitate an independent parent carer forum. The forum will have a vital role to play in developing our understanding of the needs of carers and helping to shape future services.
- 4.5 The Young Carers Project in Swansea has also received additional funding via the Integrated Care Fund to undertake work in schools to develop a better understanding of the needs of young carers in Swansea.

- 4.6. Each of these areas of work will make an important contribution to the development of a local and regional carers commissioning strategy for ensuring Carers' services are fit for purpose now and into the future.

## **5. Regional and Local Carers Commissioning Objectives**

- 5.1 The West Glamorgan Regional Carers Partnership Board has created an action plan to address the needs of carers more effectively at local and regional levels. The action plan sets out targets for improving the support offered to carers, under the following four headings (a copy of the detailed action plan is attached at appendix one):
1. Ensure work continues to promote early recognition of Carers and Young Carers so that they are signposted to information and support in a timely manner.
  2. Develop and continue to provide information, advice, assistance and support to Carers and Young Carers enabling them to make informed choices and maintain their own health and well-being.
  3. Work co-productively with the Carers on an individual and strategic basis so that their contribution is acknowledged and voice is heard.
  4. There is improved partnership working between funders and service providers (for Carers). This will result in Carers moving easily between partner organisations, Carers being able to access sustainable 3rd sector services which are funded on evidence of need and outcomes.
- 5.2 To help achieve the objectives described in the action plan, regional partners have agreed to work jointly to develop a regional commissioning strategy. This will be co-produced with carers and other relevant stakeholders during 2019, and will lead to the creation of a Swansea specific commissioning plan.
- 5.3 The absence of a regional or local commissioning strategy is not preventing implementation of the action plan however, and progress in each area is monitored by the Regional Carers Partnership Board.

## **6. Concerns Raised by Carers**

- 6.1 In keeping with our commitment to co-produce services, Social Services has regular ongoing discussion with carers who have raised various concerns (highlighted in bold) below. Our response is written under each comment.

### **50% of people referred for an assessment refuse one – why is this. What are they being told to discourage take up?**

This is an issue that we have identified through data analysis. Unfortunately at the moment our database has no way of capturing the reason why people refuse an assessment. We are introducing a new IT system which will enable

more meaningful information relating to carers' needs and carers assessments to be captured and analysed more effectively. These changes will be incremental and will begin taking effect from July 2020 but are unlikely to be fully completed until sometime in 2021. Often, however carers are family members and will not identify themselves as carers and this may be a significant reason why carers assessments are declined. The percentage of people that decline carers assessments in Swansea is consistent with other parts of Wales.

**Do we (or why don't we) capture % of people referred that are assessed?**

We are now able to capture information about the number of carers identified, offered an assessment and subsequently assessed. Historically this was a problem but changes were made to our PARIS computer system to enable this. However due to IT limitations we don't currently offer this specifically as a percentage (the problems lie in tracking the identification of a Carer from the Cared for persons Assessment). This is being explored as part of ongoing IT development and the development of CCIS.

**Do we (why don't we) capture whether services are provided to carers after assessment?**

We do attempt to capture this information however there is inconsistent practice regarding how social workers define the services provided. Some social workers define the service provided as being for the cared for. Some for the carer. There are other IT problems linked to information captured in formats that are not reportable. This is leading to less effective data capture and analysis. The new CCIS IT system will help to overcome some of these difficulties but this will take time to fine tune and is a medium to long term solution.

**Do we (why don't we) capture stats on the number of care and support plans in place for carers?**

The plans are part of the Assessment of Need and attached (as a Word Document) in to our current PARIS as a whole i.e. combined assessment and care & support plan. Therefore we are currently unable to identify if there is a care and support plan in place.

**Is there a legal duty under the SSWBA to review the needs of carers and at what intervals?**

The duty under the Act is 6 weeks after a service starts, then annually or at any time when we receive a request to review an assessment due to a change or potential change to a person's circumstances.

**Should everybody assessed under the former legislation automatically receive a carers assessment under the SSWBA given the eligibility criteria and legal duty has changed?**

No. Any carer receiving an existing service should have their needs considered in the context of obligations under the SSWBA at the point of review. The Act does not apply retrospectively so carers who may have previously been ineligible who re-present to social services will become eligible for assessment where it appears that they have a need for support.

**What are the qualifications needed to carry out a carers assessment, and why can't these be done at the carers centre by an impartial person / organisation? - NPT apparently do this? (if the person responsible for sharing the resources is making the decisions, the process is not objective).**

NPT commission this service via ICF funding. The service offers a limited "proportionate assessment" which means that carers are referred to Social Services if they require more formal services. The codes of practice state the person assessing should be overseen by a professional and that they should have a "level 2" qualification. This is not explained further within the codes. Swansea Social services did pilot an equivalent service with Swansea Carers Centre approximately three years ago, but a decision was made not to continue due to the low number of people assessed and the need to refer a large number of people to Social Services for more detailed assessments. It should also be noted that there is merit in the professional involved in an individual's case carrying out the assessment as they understand as much the needs of the cared for person as the carer themselves.

**Why is it that 12 400 care assessments were carried out last year (for people who are cared for) but only 689 carers assessments?**

There is significant difference between the number of cared for people and the number of carers who are assessed. The reasons for this are likely to be varied. Some examples might include:

- Formal help and support is provided to reduce the pressure on carers.
- The carer has received sufficient IAA and signposting to meet the needs.
- The timing of the offer is not conducive (during a crisis receiving a carers assessment is not a priority).
- Carers may not always appreciate the benefit of an assessment, and as previously stated not identify themselves as carers as they feel as family members a sense that it is part and parcel of the family relationship.
- The word 'assessment' may have a negative connotation (perhaps linked to capability or financial circumstances) and discourage some people.

**Why do carers not receive a carer's assessment at the point when children turn 18? The issues young people and carers face change at this point and therefore so do their caring responsibilities. Does the SSWBA require a carer's assessment at this point?**

The SSWBA does not require a carer to automatically receive a carer's assessment when their child reaches the age of 18 but under the Act a carer can request a carer's assessment in their own right at any point. This is also

something that is considered as part of transition arrangements from Child and Family Services.

**The SSWBA duty on social Services is to be pro-active - What more can be done by the council to promote knowledge and understanding of carers roles, rights and entitlements – eg through library services, GP services, Leisure Centres, Schools, Service Providers etc? (training for wider council and public sector employees so that they can make carers aware of their rights and entitlements including where to go to ask for an assessment)**

The regional carers' action plan includes a number of initiatives aimed at promoting carers rights and entitlements. Services commissioned from Swansea Carers Centre have a significant role to play in promoting knowledge and understanding (support to GP surgeries is an example). Further opportunities are being explored at a local and regional level and a training strategy for the wider workforce and regional partners is being explored.

**Practice across social work teams and service areas is inconsistent. Feedback from the Scrutiny consultation group suggested experience of being offered a carer's assessment and a service is better for people who care for Older People than people who care for people who are Learning Disabled.**

No work has been undertaken to date to evaluate whether differences in experience are occurring. Social Work teams have access to the same resources and are subject to the same legal duties and in practice carer's experiences should be similar across all service areas. Improved evaluation of data and ongoing training will contribute to developing more consistent practice where future analysis suggests this is required.

**It is very difficult to get an assessment. Assessments are not Act compliant. No practical support is offered / provided following an assessment. Social workers and carers have a different understanding of what the approach should be. Social workers don't understand the assessment process as it applies to carers. There needs to be guidance or greater standardisation to achieve more consistent practice.**

Carers assessments are available on request and a wide range of services, as described, are available to help meet needs. Some degree of difference in Social Worker understanding is possible given that some Social Workers are more experienced and practiced in certain service areas than others. Further training to develop Social Worker understanding of obligations to carers and processes to follow under the SSWBA is being explored.

**The Practice framework was described as weak in relation to carers assessments (and carers have questioned whether it is co-produced).**

We have taken some of the learning from a number of co-production events to develop and improve practice in relation to carers. For instance, removal of

jargon from assessments, information leaflets and the language that we use. Capturing the carer's voice, encouraging practitioners to capture "I statements." We are also in the process of developing a leaflet which has been fully co-produced, about what to expect when a social worker visits to undertake an assessment and what information will be required. This will explain the position in relation to carers. This helps to shape SW practice by clearly defining the standards that people should expect to receive and setting out a strengths based, person centred approach that applies to all people who receive social services including carers. The same is true of the Practice Framework which describes a combination of activities and responsibilities which all interlink to provide effective services. The Framework may not reference carers specifically but this is because carers should expect to benefit from the same ethos, process and services as other citizens.

### **Do social services have data relating to unmet need for carers?**

Not currently. There isn't a specific model for defining or capturing data relating to need so difficult to determine what is a need and what is an unmet need. We do capture information relating to the types of support people require and the types of help provided. This is captured within individual assessments and attached as a word document within our database, and therefore unreportable.

## **7. CONCLUSION**

- 7.1 The SSWBA strengthens carers' rights and confers a new obligation on Social Services to proactively address the needs of carers. This is compatible with Adults Services prevention agenda.
- 7.2 Data suggests that demand for carers' assessments is relatively low. However current IT systems are not configured to report on key demand and performance metrics relating to carers. This will improve as IT systems are developed in the months ahead.
- 7.3 In Swansea there are a wide range of Information, Advice and Assistance available to carers as well as a wide range of internally provided and externally commissioned services.
- 7.4 The Regional Carers Partnership Board has developed an action plan for improving services to carers and progress against these actions is monitored by the Board.
- 7.5 A Regional Commissioning Strategy is being developed to clarify and articulate our understanding of carers' needs and propose solutions for meeting carers' needs. This will lead to the creation of a Swansea specific plan for carers.
- 7.6 Carers are encouraged to raise their concerns and observations with us. A culture of co-production is being developed and ongoing discussion with key

stakeholders is central to ensuring that future services to carers are fit for purpose.



APPENDIX ONE

WESTERN BAY CARERS PARTNERSHIP  
VALUING CARERS PLAN  
2018-2019

Outcome:

**1. Ensure work continues to promote early recognition of Carers and Young Carers so that they are signposted to information and support in a timely manner**

	<b>ACTION</b>	<b>SPECIFIC ACTIVITIES</b>	<b>RESPONSIBILITY / LEAD ORGANISATIONS</b>	<b>MONITORING</b>	<b>RESOURCES/ FUNDING</b>	<b>WELSH GOVERNMENT PRIORITY</b>	<b>PROGRESS</b>
1a	Partner agencies make Carers e-learning programme available to staff	<i>Include information about e-learning in staff newsletters</i> <i>Arrange a launch event in each locality.</i>	ABMU Local Authorities 3 <sup>rd</sup> Sector Organisations	No. of staff members who complete the e-learning programme (annual)	Social Care Wales e-learning package  £ Staff development Western Bay	Identifying and recognising Carers	
1b	Schools projects identify Young Carers in primary, secondary and tertiary education	All Young Carers Workers working with education providers should work towards reaching the same outcomes. There should be a common core of information which can be used by the Young Carers in schools/ colleges projects.	<b>Bridgend</b> – Carers Centre/ Action for Children Schools project  <b>Swansea</b> – Swansea YMCA -I Care Do You?  <b>NPT</b> – NPT CBC Youth Service	Bridgend Swansea ICF reporting template  Neath Port Talbot Performance and Finance subgroup reporting template	Integrated Care Fund Bridgend (ICF 6G) Swansea (ICF G33)  Neath Port Talbot ( WG Carers Funding 18-19)	Identifying and recognising Carers	
1c	Maintain Carers Centre/ Service support to Hospitals. Hospital Carers' workers focus on raising awareness amongst hospital staff, providing advice/ support to Carers and assist more formally in discharge planning.	Promote Carer awareness and e-learning with Hospital staff. Make contact and provide info on wards & depts. Take referrals from wards to support Carers on patient discharge	<b>ABMU Hospitals</b> <b>Bridgend</b> - Integrated Carers Support Worker <b>Swansea</b> -Parent Carer Hospital Project <b>NPT</b> - TOCAL Part of Hospital discharge MDT Team at NPT/ Morryston Hospital IAA and offer of Carers Assessment	Bridgend Swansea NPT ICF reporting template	Integrated Care Fund Bridgend (ICF 30G) Swansea ( ICF8G) 1 day <i>Changing for the Better</i> NPT (ICF35G)	Identifying and recognising Carers	
	<b>ACTION</b>	<b>SPECIFIC ACTIVITIES</b>	<b>RESPONSIBILITY / LEAD ORGANISATIONS</b>	<b>MONITORING</b>	<b>RESOURCES/ FUNDING</b>	<b>WELSH GOVERNMENT PRIORITY</b>	<b>PROGRESS</b>
1d	Maintain Carers Centre/ service support to Primary	Devise a framework on how GP practices will be	Cluster Development Managers	<b>WG require specific and measurable actions</b>	Bridgend – Changing for	Identifying and recognising Carers	

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	<p>Care</p> <p>A standardised Carers Awareness approach and materials should be used with all Primary Care Practices across ABMU.</p>	<p>supported to increase Carer awareness.</p>	<p>Working Group on Primary Care</p> <p>Swansea – Carers help desk ( ICF small grant) GP project –(Big Lottery Fund)</p>	<p>No. of primary care practices engaged with carers aware programme</p> <p>No of primary care staff completing e-learning</p> <p>Swansea ICF reporting template</p>	<p>the better funding</p> <p>Swansea – ICF and Lottery funded projects</p> <p>NPT – funding to March 19</p>	<p><i>Priority WG Carer Friendly Wales funding = GP engagement and quality standard</i></p>	
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Outcome:

**2. Develop and continue to provide information, advice, assistance and support to Carers and Young Carers enabling them to make informed choices and maintain their own health and well-being**

	<b>ACTION</b>	<b>SPECIFIC ACTIVITIES</b>	<b>RESPONSIBILITY / LEAD ORGANISATIONS</b>	<b>MONITORING</b>	<b>RESOURCES/ FUNDING</b>	<b>WELSH GOVERNMENT PRIORITY</b>	<b>PROGRESS</b>
2a	Carers Centres/ Service provide a pre-assessment or triage service and are a source of information, advice, support and activities for carers.	<b>Bridgend</b> - Carers Centre Welfare Benefits Advisor (ICF) Carers Centre Integrated Carers Assessment Worker <b>Swansea</b> Carers Centre Carers Information Post <b>NPT</b> - Carers Service Single Point of Contact Carers Triage. Screening all new Carers/ or via Social Services Gateway.	<i>Carers Centres/ Service</i>	Bridgend NPT <i>ICF reporting template</i>  Swansea <i>Performance and Finance subgroup reporting template</i>	Integrated Care Fund Bridgend (ICF 15G) NPT (ICF34)  Swansea WG Carers Funding 18-19	Supporting life alongside caring  Information, advice and assistance	
2b	Continue Carers Centre/ Service Info at ABM Hospitals	<i>As 1c</i>	<i>As 1c</i>	<i>As 1c</i>	<i>As 1c</i>	<i>As 1c</i>	
2c	Produce and distribute Information for Carers ( e.g. Hospital Pack ) and Young Carers	Update pack if required Agree number to be printed Translate hosp pack to other community languages – link to 2e	Carers Co-ordinator  Strategy group  Young Carers Subgroup	No. of Hospital packs distributed ( annual)  No. of Young Carers Information leaflets distributed ( annual)	WG Carers Funding 18-19	Information, advice and assistance	
	<b>ACTION</b>	<b>SPECIFIC ACTIVITIES</b>	<b>RESPONSIBILITY / LEAD ORGANISATIONS</b>	<b>MONITORING</b>	<b>RESOURCES/ FUNDING</b>	<b>WELSH GOVERNMENT PRIORITY</b>	<b>PROGRESS</b>
2d	Promote Young Carers Projects as a source of information, advice and support including activities for Young Carers		Neath Port Talbot NPT Youth Service (NPTCBC) Carers Information Worker	Neath Port Talbot <i>Performance and Finance subgroup reporting template</i>	NPT WG Carers Funding 18-19	Supporting life alongside caring  Information, advice and assistance	

			<p>Swansea <i>Swansea YMCA – core activity</i></p> <p>Bridgend <i>Action for Children – core activity</i></p>	<p>Swansea <i>Swansea YMCA – core activity</i></p> <p>Bridgend <i>Action for Children – core activity</i></p>			
2e	<p>Work proactively to identify and support harder to reach Carers for example Parent Carers, MH Carers, BME Carers in the Western Bay area</p> <p>Page 19</p>	<p>Produce a communication plan outlining the work of the Carers Partnership Board. Agreeing messaging and planned targeting different groups could be useful in finding hard to reach and engage carers.</p>	<p>Strategy Subgroup</p>	<p>Number of contacts with 'harder to reach' Carers provided with information and or support</p>		<p>Identifying and recognising Carers</p> <p>Information, advice and assistance</p>	

Outcome:

**3. Work co-productively with the Carers on an individual and strategic basis so that their contribution is acknowledged and voice is heard.**

	<b>ACTION</b>	<b>SPECIFIC ACTIVITIES</b>	<b>RESPONSIBILITY / LEAD ORGANISATIONS</b>	<b>MONITORING</b>	<b>RESOURCES/ FUNDING</b>	<b>WELSH GOVERNMENT PRIORITY</b>	
3a	Continue to raise awareness of Carers rights (including Carers Assessment) arising from the SSWB (Wales) Act 2014	Information available On line Printed material –Hospital Pack YC booklet Dewis events	<i>ABMU Local Authorities Carers Centres/ Service Young Carers Projects 3rd Sector Organisations</i>	Feedback from Carers and Young Carers ( Annual)	WG Carers Funding 18-19	Identifying and recognising Carers Information, advice and assistance	
3b	Young Carers will be able to access an age appropriate Carers Assessment	Young Carers are offered Young Carers Assessments	<i>Local Authorities</i>	Number of Young Carers Assessments completed ( Annual)	Local Authority activity	Identifying and recognising Carers Information, advice and assistance	
3c	Provide opportunities for Carers and Young Carers to meet at Engagement Events	Arrange local and regional events	<i>ABMU Local Authorities Carers Centres/ Service Young Carers Projects 3rd Sector Organisations</i>	Number of participants ( annual)	WG Carers Funding 18-19	Identifying and recognising Carers	
3d	Promote opportunities for Co-production. Carers participant at strategic level with health, local authority and 3rd sector organisations	Map current opportunities Identify and promote opportunities for Carer participation Offer Carers awareness raising and training on Co-production	<i>ABMU Local Authorities Carers Centres/ Service Young Carers Projects 3rd Sector Organisations</i>	Number of Opportunities ( annual)	Expenses/ replacement care Training on co-production	Identifying and recognising Carers	

	<b>ACTION</b>	<b>SPECIFIC ACTIVITIES</b>	<b>RESPONSIBILITY / LEAD ORGANISATIONS</b>	<b>MONITORING</b>	<b>RESOURCES/ FUNDING</b>	<b>WELSH GOVERNMENT PRIORITY</b>	<b>PROGRESS</b>
3e	Recognising the roles/ potential roles played by volunteers in supporting carers. Recognition of the skills of Carers and former Carers who wish to volunteer.	Where appropriate, include volunteering roles when planning Carers' services.	All partners	Number of volunteers (annual)  Number of carer/ former carer volunteers (annual)	Recruitment, training and management costs of employing volunteers included in funding proposals for new services	Supporting life alongside caring	

Outcome:

**4. There is improved partnership working between funders and service providers (for Carers). This will result in Carers moving easily between partner organisations, Carers being able to access sustainable 3<sup>rd</sup> sector services which are funded on evidence of need and outcomes**

	<b>ACTION</b>	<b>SPECIFIC ACTIVITIES</b>	<b>RESPONSIBILITY / LEAD ORGANISATIONS</b>	<b>MONITORING</b>	<b>RESOURCES/ FUNDING</b>	<b>WELSH GOVERNMENT PRIORITY</b>	<b>PROGRESS</b>
4a	Funder organisations recognise the demands on 3rd sector orgs in balancing delivering services to carers and sustaining funding streams.	Discuss extending commissioning cycles beyond 12 months.  Carers Partnership Board to raise issue at Western Bay Regional Partnership Board and request feedback	Carers Partnership Board		Nil	Supporting life alongside caring  Information, advice and assistance  Identifying and recognising Carers	
4b	Ensure that all organisations that deliver services for Carers use a standard outcomes framework	Explore outcomes frameworks.(18/19)  Agree which outcome framework is most suitable (18/19)  Pilot outcomes framework (19/20)	Strategy Subgroup	Notes Strategy Subgroup	Potential cost of licences/ training etc.	Identifying and recognising Carers	
4c	Explore further opportunities to integrate Carers Centres/ Service with statutory services through co-location at appropriate venues	Operational Managers, Commissioners and commissioned services discuss opportunities at contract meetings and or service review	Funders and commissioned services for Carers	Contracts /Service level agreements	Part of contract or SLA	Identifying and recognising Carers  <i>Collaborative working with all partners to enhance the lives of Carers in line with national priorities ~ WG letter AH 14.03.18</i>	
	<b>ACTION</b>	<b>SPECIFIC ACTIVITIES</b>	<b>RESPONSIBILITY / LEAD ORGANISATIONS</b>	<b>MONITORING</b>	<b>RESOURCES/ FUNDING</b>	<b>WELSH GOVERNMENT PRIORITY</b>	<b>PROGRESS</b>
4d	Investigate information sharing in line with the new General Data Protection Regulation (GDPR) and the Welsh Community Care	Watching brief with quarterly update from Western Bay WCCIS project to Strategy Subgroup( formerly Transition subgroup)	Strategy Subgroup ( formerly Transition subgroup)	Notes Strategy Subgroup	Nil	<i>Collaborative working with all partners to enhance the lives of Carers in line with national priorities ~ WG letter AH 14.03.18</i>	



	Information System (WCCIS) Project.						
4e	All commissioned services should take a consistent approach to risk management, particularly with reference to lone working in the community.	funders discuss lone working procedures at contract meetings and or service review (18/19) Make commissioned organisations aware of ABMU third sector framework; provide lone working support to commissioned organisations through existing Health Board and / or Local Authority systems.	Commissioners and commissioned services	Contracts /Service level agreements	Part of contract or SLA	n/a	
4f	Create formal links between Specialist Services for carers of people with different diagnoses, for example mental ill-health and dementia, and mainstream carers services.	funders discuss means of creating formal links between Specialist 3 <sup>rd</sup> sector organisations and Carers Centre/ Services at contract meetings and or service review (18/19)	Commissioners and commissioned services	Contracts /Service level agreements	Part of contract or SLA	<i>Collaborative working with all partners to enhance the lives of Carers in line with national priorities ~ WG letter AH 14.03.18</i>	
	<b>ACTION</b>	<b>SPECIFIC ACTIVITIES</b>	<b>RESPONSIBILITY / LEAD ORGANISATIONS</b>	<b>MONITORING</b>	<b>RESOURCES/ FUNDING</b>	<b>WELSH GOVERNMENT PRIORITY</b>	<b>PROGRESS</b>
4g	Consider co-ordinated and complementary commissioning of carers services between health and local authorities	Health and Local Authority Managers and commissioners to discuss if/ how joint commissioning of Carers Services can be further developed.	Health and Local Authority Managers and service commissioners	No of examples of jointly commissioned services for Carers	Nil	<i>Collaborative working with all partners to enhance the lives of Carers in line with national priorities ~ WG letter AH 14.03.18</i>	



# Agenda Item 7



## Report of the Cabinet Member for Care, Health and Ageing Well

### Adult Services Scrutiny Performance Panel – 17<sup>th</sup> December 2019

#### **LOCAL AREA COORDINATION UPDATE**

<b>Purpose</b>	To provide an overview of Local Area Coordination in Swansea
<b>Content</b>	This report is an update on the current position with the Local Area Coordination Team.
<b>Councillors are being asked to</b>	Councillors are being asked to consider the information contained in the report and the impact that Local Area Coordination is having in Swansea
<b>Lead Councillor(s)</b>	Councillor Mark Child Cabinet Member for Care, Health and Ageing Well
<b>Lead Officer(s)</b>	Alex Williams Head of Adult Services
<b>Report Author</b>	Jon Franklin, Local Area Coordination Implementation Manager Jon.franklin@swansea.gov.uk

## **1. BACKGROUND**

- 1.1 Local Area Coordination is a long-term, evidence based approach to supporting people (children and adults, families and carers) who may be isolated, excluded or who face challenges due to age, disability, physical or mental health difficulties to;
- Stay strong, safe and connected as contributing citizens
  - Build more welcoming, inclusive and supportive communities
  - Build partnerships with local people, communities, organisations and services.
- 1.2 Research and evaluation studies show that where implemented correctly, Local Area Coordination supports:
- The building of community capacity and resilience.
  - The prevention of, or reduced demand for, costly services.
  - Service reform and integration (leading to high quality services becoming a valued back up to local solutions).
- 1.3 These outcomes reflect the direction of travel in the Social Services and Well-Being Act (Wales) 2014 and the Well-Being of Future Generations (Wales) Act 2015 and will support Swansea to meet the requirements of the new legislation.
- 1.4 Each Coordinator works in a specific community with a maximum population of between 10 and 12K, and can work with anyone of any age with no criteria limiting number of visits. The way the coordinators work is to walk alongside the citizens they are introduced to and support them to become more confident and connected, through identifying strengths and encouraging contribution. Local Area Coordination is probably the only model in social care which focuses on strengths and links contribution and participation in community with wellbeing.

## **2. DEVELOPMENT IN SWANSEA**

- 2.1 Local Area Coordination started in Swansea in June 2015, with three coordinators and an Implementation Manager. By the time of the last Scrutiny Committee report in July 2018 the team had expanded to ten Coordinators and a Manager.
- 2.2 In November 2018 the Fire Service withdrew from a secondment agreement a year early and the Gowerton, Loughor post was vacated. However, also in November 2018, two new posts were established in Blaenymaes and in Llansamlet. Both posts are funded through external partners; the Blaenymaes post is funded by Pobl Housing and the Llansamlet post is funded by Cwm Tawe GP cluster.
- 2.3 This brought the team up to eleven coordinators plus the Manager. The need for supervision support was identified and in October 2019 two of the current team were promoted to Senior LACs, and now hold a part-time coordinator and part-time supervisor role.

2.4 In November 2019, five new posts were advertised. All five are financed through the Welsh Government Transformation 'Our neighbourhood approach' fund and as such all are located in the Llŵchwr and Cwm Tawe GP cluster areas in the north of the county.

2.5 These posts were recruited to last week, using an established co-produced process involving community members and five candidates were appointed to new posts in the following areas, bringing the team strength to sixteen:

1. Penclawdd, Gowerton & Loughor
2. Treboeth, Clase & Llangyfelach
3. Clydach & Birchgrove
4. Morryston North
5. Landore, Hafod, Plasmarl & Morryston centre

### **3. FUNDING**

3.1 While the majority of the eleven posts are funded by the Council there is significant investment from external partners who include;

- Coastal Housing Association
- Family Housing Association
- Pobl Housing Group
- Swansea University
- City GP Network.

3.2 There is ongoing work to identify future partners who may also invest. A link has been established with final year Marketing and Business students at Swansea University, and a group of students are currently working with us on developing a marketing strategy to attract funding from new external organisations.

### **4. LEADERSHIP GROUP**

4.1 Since the establishment of Local Area Coordination in Swansea, a Leadership Group has been in place to help develop the model across Swansea. The Leadership Group is responsible for the effective and timely design, development and implementation of Local Area Coordination in Swansea and should comprise local Councillors and senior decision makers from Social Services, SCVS, Health, the PSB, and Housing Associations, some of whom have become financial investors in the development of Local Area Coordination.

4.2 We realised the group had become unwieldy and was not operating effectively so in August 2019 it was discontinued with a plan to start a new, leaner and more focussed group in the Autumn. An initial meeting took place recently which the Director attended and further work is planned to establish the terms of reference for the group so that it has a true partnership and development focus. There are several key partners who are committed to attending and participating.

## 5. NATIONAL LAC NETWORK

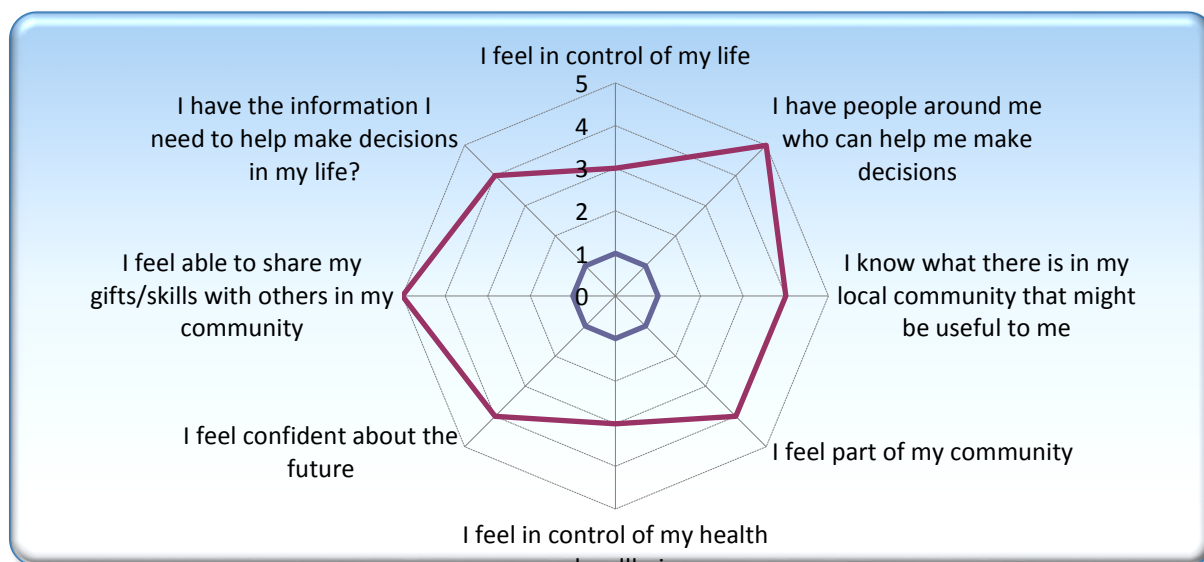
5.2 We are members of the National LAC network and receive training, advice and support from them as well as the opportunity to discuss and share good practice with other teams around the UK. There are twelve other Local Authorities operating Local Area Coordination and this number is increasing as more areas adopt the model. In 2018 the leadership of the network changed and this has led to improved communication, support and an enhanced membership offer

## 6. MEASURING THE IMPACT

6.1 The Coordinators record their introductions with individuals on a database and also record the number of informal interactions they have daily onto a spreadsheet. Also recorded are outcomes that relate directly to the Social Services and Wellbeing Act. The statistics can, however, only show a fraction of the effect of a coordinator's intervention and it is the stories which show the wide ranging impact on people's lives. Written stories are produced regularly and the team have produced several video stories which are very powerful.

### Video Stories:

- First is Pete's story. He is interviewed by Pete Russell, the Coordinator for Blaenymaes.
- The second video story is Hub on The Hill, from Mount Pleasant. Claire McCarthy Reed is the Coordinator for the area.



6.2 The stories which the team produce include a distance travelled tool which is illustrated below: The tool is used at one of the first meetings with a person, and then revisited at a later date, regularly improvements are seen in each – or many - of the question scores.

### ***Swansea Star Journey Travelled***

Question	Answer	Review	Journey
I feel in control of my life	1	3	2
I have people around me who can help me make decisions	1	5	4
I know what there is in my local community that might be useful to me	1	4	3
I feel part of my community	1	4	3
I feel in control of my health and wellbeing	1	3	2
I feel confident about the future	1	4	3
I feel able to share my gifts/skills with others in my community	1	5	4
I have the information I need to help make decisions in my life?	1	4	3
			24

## 7. EVALUATION

- 7.1 A formative academic evaluation was carried out by Swansea University in 2016 which showed the positive results of the impact of the team in the early days. A further evaluation has been proposed, and researchers at Southampton University are planning a multi-site evaluation which will study the effect of Local Area Coordination in three different locations. Swansea has been chosen as one of the sites and we are awaiting further news about funding for the research. This evaluation will focus in part on measuring the impact of preventative interventions.

## 8. COMPLIMENTS AND GOOD PRACTICE

- 8.1 The Local Area Coordination team regularly receive compliments and thanks from people they work with and also other professionals. Just one example is a letter which was received from the Sandfields Resident's Association commending Dan Garnell. They described him as a "huge benefit to the Sandfields area" and went on to say that the community had "adopted him and they felt he had adopted them".
- 8.2 Two colleagues have been nominated for the annual ABMU Patients Choice Award – Claire McCarthy-Reed in 2018 and Emma Shears in 2019.
- 8.3 A particularly encouraging letter from a community member is attached at Appendix A. While this refers to a specific coordinator, the comments could apply across the whole team, and show the wide ranging impact that the team are having in our communities.
- 8.4 There are regularly requests from professional colleagues, both within the Council and externally, for Local Area Coordination support in areas where we don't currently operate. We're not able to support people outside the areas we cover, but there is high demand for the kind of alongside support which the team offers, and its continued expansion across the county would be hugely beneficial.

## **Appendix A**

Thank you for recalling our recent conversation.

I am honoured to feedback here on my experiences of the work Emma Shears - Local Area Co-ordinator produces across: Gendros, Manselton, Cwmbwrla, Cwmdu.

I think Emma's (and her colleagues) work is the 'glue' that enables vulnerable/marginalised individuals and groups to grow and develop as contributors rather than being mere recipients of services and opportunities. Key to this success is her unique way of being in the world. Emma's positive energy and enthusiasm for all people is evident. Her mode of working is based in openness, listening, hearing, reflection, followed by collaborative action. She is a great asset engendering empowerment in these communities. I feel privileged to know of her handiwork.

Emma embodies the pillars of positive psychology in the day-to-day delivery of this project: through facilitation of positive experiences, modelling and promotion of positive individual traits, and development of positive inclusive local experiences and institutions. I believe Emma demonstrates true understanding of the role positive emotions plays regarding; contentment with the past, happiness in the present, and hope for the future. She sets this at the centre of her work.

At a practical level Emma is the human face of a local hub linking people in need to health and social support. Each generation of my family has benefitted from her work. Examples include; assisting older members to organise a peer group day out; and linking voluntary groups to a community fun day for families in a local park.

When I reflect on Local Government in 2019, I am minded of a range of functions/services that can appear autocratic, especially in periods of austerity. I think the work undertaken by Local Area Co-ordination is key to helping people with vulnerabilities to link to those with power. Expansion and continuation of the work of this unique group of workers is paramount to the health and wellbeing of communities across the City of Swansea.



# Agenda Item 8

## ADULT SERVICES SCRUTINY PERFORMANCE PANEL WORK PROGRAMME 2019/20

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

4.00pm	<b>Discussion Paper on Improving Performance Data</b> <i>Tony Beddow</i>
<b>Meeting 7</b> Tuesday 17 December 2019 4.00pm	<b>Briefing on Carers Assessments</b>  <b>Update on Local Area Coordination</b>
<b>Meeting 8</b> Tuesday 28 January 2020 4.00pm	<b>Performance Monitoring</b>  <b>Update on how Council's Policy Commitments translate to Adult Services</b> <i>Mark Child, Cabinet Member for Care, Health and Ageing Well</i> <i>Dave Howes, Director of Social Services</i>  <b>Annual Review of Charges (Social Services) 2019-20</b> <i>Dave Howes, Director of Social Services</i>
<b>Meeting 9</b> Tuesday 25 February 2020 4.00pm	<b>Draft budget proposals for Adult Services</b> (last year's report to be provided too, to see what has been achieved)  <b>West Glamorgan Transformation Programme – 3 case studies</b>
<b>Meeting 10</b> Tuesday 17 March 2020 4.00pm	<b>WAO Report - First Point of Contact Assessments under the Social Services and Well-being (Wales) Act 2014</b>  <b>Adult Services Complaints Annual Report 2018-19</b> <i>Julie Nicholas-Humphreys, Corporate Complaints Manager</i>  <b>Briefing on Sickness of Staff in Adult Services</b>
<b>Meeting 11</b> Tuesday 28 April 2020 4.00pm	
<b>Meeting 12</b> Tuesday 19 May 2020 4.00pm	<b>Performance Monitoring</b>  <b>Update on Transformation Programme</b> <i>Deborah Reed, Interim Head of Adult Services</i>

Future Work Programme items:

- Update on RNIB (keep on forward agenda – CM to update)
- Options Appraisal for Assistive Technology and Community Alarms (August 2020)
- West Glamorgan Transformation Programme (update on Citizen’s Panel and stakeholder engagement) date tbc
- Wales Audit Office Reports (dates to be confirmed):
  - Integrated Care Fund (Joint Adult Services and CFS)

# Agenda Item 9



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

*Please ask for:* Scrutiny  
*Gofynnwch am:*  
*Scrutiny Office* 01792 637314  
*Line:*  
*Llinell*  
*Uniongyrochol:*  
*e-Mail* [scrutiny@swansea.gov.uk](mailto:scrutiny@swansea.gov.uk)  
*e-Bost:*  
*Date* 09 December 2019  
*Dyddiad:*

**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 19 November 2019. It covers Assistive Technology, Workforce Development Plan and Improving Performance Data.

Dear Cllr Child

The Panel met on 19 November to discuss the Assistive Technology and Community Alarms mini commissioning review and the Workforce Development Plan and to discuss a paper on Improving Performance Data. We would like to thank you and Deborah Reed 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:

## **Telecare and Community Alarms Mini Commissioning Review**

Deborah Reed briefed the Panel on this project and the revised timescale and scope.

We were informed that Community alarms are cost neutral and that the options appraisal will identify how assistive technology will be funded in the future. We were pleased to hear that the options appraisal will look at options for need and well as the options for providing it.

**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

**SWANSEA COUNCIL / CYNGOR ABERTAWE**

**GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE**

**[www.swansea.gov.uk](http://www.swansea.gov.uk) / [www.abertawe.gov.uk](http://www.abertawe.gov.uk)**

We heard that anyone can have a community alarm as it is paid for by the individual. However need is assessed to have assistive technology provided by the Authority.

We were informed that the current contract with Carmarthen for community alarms finishes at the end of 2020 and that there is a possibility of a regional service with Neath Port Talbot in the future.

We heard that Housing and Social Services are both undertaking commissioning reviews which affect each area. We stated that there needs to be some joined up thinking between Social Services and Housing on the way forward. We will copying the Head of Housing into this letter so that he is aware of our request for him to engage with Social Services on this.

We expressed our view that the Authority needs to look at how assistive technology and community alarms are paid for. The Panel feels assistive technology would be a good subject for the integrated care fund and you confirmed that there is an increasing desire to work more closely with the Health Board and Neath Port Talbot on this.

We were informed that the options appraisal should be completed by the end of this financial year and will be brought to the Panel in the summer 2020.

### **Workforce Development Plan**

The Panel was briefed on this issue including the structure of the Social Services Development and Training Unit, the purpose and function of the project group and a briefing on the plan. We asked a number of questions on this and were satisfied with the response.

### **Discussion paper on Improving Performance Data**

Tony Beddow briefed you and Panel Members on this proposal for improving our understanding of the agreed range of adult care services and of the performance and budgeting data.

We told you that it is understood that Welsh Government may be willing to undertake work with some authorities to obtain this information.


You confirmed that you have no problem with the principle of it but the research would have to be fully funded, as it is a very large piece of work.

We referred this formally to you for you to have further discussions with the Director of Social Services and to decide whether to take this forward and apply for funding from Welsh Government.

### **Your Response**

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please note that in this instance a formal response is not required.

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**