



Dinas a Sir Abertawe

Cofnodion Cyfarfod y Panel Perfformiad Craffu - Gwasanaethau I Oedolion

Ystafell Bwyllgor 5, Neuadd y Ddinas, Abertawe

Dydd Mawrth, 17 Mawrth 2020 am 4.00 pm

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

Y Cyngorydd(wyr)
E T Kirchner

Y Cyngorydd(wyr)
P R Hood-Williams

Y Cyngorydd(wyr)
J W Jones

Hefyd yn bresennol

Mark Child

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

Swyddog(ion)

Simon Jones

Swyddog Strategaeth a Gwella Perfformiad y
Gwasanaethau Cymdeithasol

Liz Jordan

Swyddog Craffu

Sarah Lackenby

Prif Swyddog Digidol a Thrawsnewid

Ymddiheuriadau am absenoldeb

Y Cyngorydd(wy): V M Evans, C A Holley, Y V Jardine, P K Jones, S M Jones a/ac
G J Tanner

Aelodau Cyfetholedig(wyr): T Beddow

1 Datgeliadau o fuddiannau personol a rhagfarnol.

Ni ddatgelwyd unrhyw fuddiannau.

2 Gwahardd pleidleisiau Chwip a Datgan Chwipiau'r Pleidiau

Ni wnaethpwyd unrhyw ddatganiadau.

3 Cofnodion y Cyfarfod(ydd) Blaenorol

Cytunodd y panel fod nodiadau'r cyfarfod a gynhaliwyd ar 17 Chwefror 2020 yn gofnod cywir o'r cyfarfod.

4 Cwestiynau gan y cyhoedd

Ni ofynnwyd unrhyw gwestiynau gan aelodau'r cyhoedd.

5 Cynnydd ar Argymhellion Swyddfa Archwilio Cymru sy'n ymwneud â Mynediad at Ofal Cymdeithasol i Oedolion

Roedd Simon Jones, Swyddog Strategaeth a Gwella Perfformiad y Gwasanaethau Cymdeithasol, yn bresennol i friffio'r panel ar adroddiad ac argymhellion SAC a sut mae Abertawe'n perfformio yn erbyn yr argymhellion.

Pwyntiau trafod:

- Nid oes gan SAC unrhyw bryderon trosgynnol ar gyfer Abertawe. Mae Aelod y Cabinet yn eithaf bodlon â'r adroddiad.
- Dewis Cymru - Mae'r adroddiad yn tynnu sylw at y gwahaniaethau ledled Cymru ynghylch sut y defnyddir y system. Mae gan Abertawe oddeutu 500 o adnoddau wedi'u nodi ar y system ar hyn o bryd. Mae gan yr uchaf 1200 o adnoddau wedi'u nodi. Mae Abertawe wedi mynd ar drywydd yr ymagwedd aros i weld. Mae angen cadarnhad cenedlaethol.
- Mae gan y cyngor strategaeth tymor hwy ar gyfer atal.
- Atodiad 1 - 3 cam gweithredu yn unig sydd â dyddiadau targed yn y tabl. Hoffai'r Panel ychwanegu'r rhain at y blaenraglen waith

Camau Gweithredu:

- Ychwanegu'r camau gweithredu â dyddiadau targed at y blaenraglen waith.

6 Adroddiad Blynyddol am Gwynion y Gwasanaethau i Oedolion 2018-19

Roedd Sarah Lackenby, Prif Swyddog Trawsnewid, yn bresennol i roi'r diweddaraf i'r Panel ar y mater hwn.

Roedd y panel yn falch o glywed y ganmoliaeth a dderbyniwyd. Mae'n dangos bod yr adran yn gwneud gwahaniaeth a bod y staff yn cael eu gwerthfawrogi.

Gofynnodd y panel nifer o gwestiynau sy'n gofyn am ymateb ysgrifenedig:

- Tabl 1 - Pam mae nifer y cwynion i'r Ombwdsmon wedi dyblu?
- Tabl 2 - Pam mae Hwb y Gogledd wedi derbyn nifer uchel o gwynion (28)?
- Tabl 2 - Pam ydym wedi derbyn 18 o gwynion ar gyfer lleoliad 'anhysbys'?

7 Sesiwn Friffio ar Salwch Staff yn y Gwasanaethau i Oedolion

Gohiriodd y Panel yr eitem hon tan y cyfarfod nesaf.

8 Amserlen Rhaglen Waith 2019-20

Derbyniwyd ac ystyriwyd y rhaglen waith gan y panel.

9 Llythyrau

Cafodd llythyrau eu derbyn a'u hystyried gan y panel.

Daeth y cyfarfod i ben am 4.45pm



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

Please ask for: Scrutiny
Gofynnwch am:
Scrutiny Office 01792 637314
Line:
Llinell
Uniongyrchol:
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e-Bost:
Date 26 March 2020
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 17 March 2020. It covers Progress on WAO Recommendations and Adult Services Complaints Annual Report.

Dear Cllr Child

The Panel met on 17 March to receive an update on progress on WAO recommendations relating to 'The Front Door to Adult Social Care' and to discuss the Adult Services Complaints Annual Report 2018-19. We would like to thank you, Simon Jones and Sarah Lackenby 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:

Progress on Wales Audit Office Recommendations relating to 'The Front Door to Adult Social Care'

Simon Jones, Social Services Strategy and Performance Improvement Officer attended to brief the Panel on how Swansea is performing against the recommendations.

We heard that WAO has no overarching concerns for Swansea and that you are relatively relaxed about the report.

OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU
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We were informed that the report highlights the difference across Wales in how the Dewis Cymru system is being used. We heard that Swansea currently has around 500 resources listed on the system and that the Council with the highest has 1200 resources listed. We also heard that Swansea has taken the wait and see approach and that there needs to be consolidation nationally.

We heard that the Council has a long term strategy for prevention.

We noted that in Appendix 1 there are only three actions with target dates in the table. We agreed that the actions with target dates be added to the forward work programme.

Adult Services Complaints Annual Report 2018-19

Sarah Lackenby, Chief Transformation Officer attended to update the Panel on this issue.

We were pleased about the compliments received. It shows the Department is making a difference and that staff are appreciated.

We asked the following questions which you agreed to provide a written response to:

Table 1

- Why have the number of complaints to the ombudsman doubled?

Table 2

- Why has the North Hub had a high level of complaints (28)?
- Why have we had 18 complaints for an 'unknown' location?

The item 'Briefing on Staff Sickness in Adult Services' was deferred to the next panel meeting.

We agreed that the Panel meeting scheduled for April would be cancelled.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please provide a response to the following by Thursday 30 April 2020:

1. Why have the number of complaints to the ombudsman doubled?
2. Why has the North Hub had a high level of complaints (28)?
3. Why have we had 18 complaints for an 'unknown' location?

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