



Dinas a Sir Abertawe

Hysbysiad o Gyfarfod

Fe'ch gwahoddir i gyfarfod

Panel Perfformiad Craffu - Gwasanaethau I Oedolion

Lleoliad: O bell drwy Microsoft Teams

Dyddiad: Dydd Mercher, 2 Mehefin 2021

Amser: 4.00 pm

Cynullydd: Y Cynghorydd Susan Jones

Aelodaeth:

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

Aelodau Cyfetholedig: T Beddow

Agenda

Rhif y Dudalen.

1 Ymddiheuriadau am absenoldeb

2 Cadarnhau Cynullydd

3 Datgeliadau o fuddiannau personol a rhagfarnol
www.abertawe.gov.uk/DatgeluCysylltiadau

4 Gwahardd pleidleisiau Chwip a Datgan Chwipiau'r Pleidiau

5 Cofnodion y Cyfarfod(ydd) Blaenorol

1 - 4

Derbyn nodiadau'r cyfarfod(ydd) blaenorol a chytuno eu bod yn gofnod cywir.

6 Cwestiynau gan y cyhoedd

Rhaid cyflwyno cwestiynau'n ysgrifenedig, cyn hanner dydd ar y diwrnod gwaith cyn y cyfarfod fan bellaf. Rhaid i gwestiynau ymwneud ag eitemau ar yr agenda. Ymdrinnir â chwestiynau o fewn cyfnod 10 munud.

7 Diweddariad ar y Rhaglen Trawsnewid Gwasanaethau i Oedolion

5 - 15

Amy Hawkins, Pennaeth Dros Dro'r Gwasanaethau i Oedolion
Helen St John, Pennaeth Gwasanaethau Cymunedol Integredig Dros Dro
Lucy Friday, Prif Swyddog Trawsnewid

8 Camau gweithredu o adroddiad SAC - Drws ffrynt i Ofal Cymdeithasol i Oedolion - Argymhelliad: Effaith Gwasanaethau Ataliol **16 - 29**
Amy Hawkins, Pennaeth Dros Dro'r Gwasanaethau i Oedolion
Helen St John, Pennaeth Gwasanaethau Cymunedol Integredig Dros Dro
Lucy Friday, Prif Swyddog Trawsnewid

9 Adoygiad Blynyddol y Cyfarwyddwr o Daliadau (Gwasanaethau Cymdeithasol) 2020-21 **30 - 38**
Dave Howes, Cyfarwyddwr y Gwasanaethau Cymdeithasol

10 Amserlen y Rhaglen Waith ar gyfer

Eitemau ar gyfer y cyfarfod nesaf:

- Monitro Perfformiad
- Sesiwn Frifio ar Unigedd Pobl Hŷn
- Arfarniad o Opsiynau ar gyfer Technoleg Gynorthwyol a Larymau Cymunedol
- Rhaglen Waith Ddrafft 2021/22

Cyfarfod nesaf: Dydd Mercher, 14 Gorffennaf 2021 ar 3.30 pm

Huw Evans

Huw Evans
Pennaeth Gwasanaethau Democrataidd
Dydd Lau, 27 Mai 2021

Cyswllt: Liz Jordan 01792 637314

Agenda Item 5



City and County of Swansea

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

Remotely via Microsoft Teams

Tuesday, 20 April 2021 at 4.00 pm

Present: Councillor S M Jones (Chair) Presided

Councillor(s)

V M Evans
Y V Jardine

Councillor(s)

C A Holley
J W Jones

Councillor(s)

P R Hood-Williams
E T Kirchner

Co-opted Member(s)

T Beddow

Other Attendees

Clive Lloyd

Cabinet Member - Adult Social Care & Community Health Services

Officer(s)

Amy Hawkins
David Howes
Liz Jordan

Interim Head of Adult Services
Director of Social Services
Scrutiny Officer

Apologies for Absence

Councillor(s): J A Hale, H M Morris and G J Tanner

Officer(s): Helen St John

1 Disclosures of Personal and Prejudicial Interests

Chris Holley declared a personal interest.

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 9 March 2021 as an accurate record of the meeting.

4 Public Question Time

No questions were submitted.

5 Performance Monitoring

Amy Hawkins, Interim Head of Adult Services briefed the Panel on the performance monitoring report for February 2021 stating general position was beginning to improve overall in February 2021 and looking even better now.

Discussion Points:

- Common Access Point – slightly less enquiries received with safeguarding referrals going directly to safeguarding team. Cases are much more complex – approximately 50 per month more going to social work teams.
- Formal reviews - WCCIS System has gone live since middle of April. In months to come the information in the report around reviews will look different. Review information is good for Mental Health Team. More work to do on Learning Disabilities Team, focusing on this to ensure up to date.
- Carers Assessments – not seeing much difference in terms of statistics but more focused in this area. Work will develop in coming year. Panel felt Social Services do not provide same service as years ago; much more onus on people living independently with greater pressure on carers. There is an active group looking at support for carers, an action plan is being put in place and they will be proactively identifying carers. Panel will look at Carers in more depth at a future meeting.
- Care Home data much improved and position more stable. A number of vacancies across provision currently being advertised.
- Panel queried current provision for day services and how this compares with two years ago. Informed, in terms of residential, it is very much what the whole market looks like; the Authority has vacancies but so does everyone else. For day services, emergency provision is still being offered but numbers are limited due to social distancing; at 30% capacity. Generally, less people come in to the service now; there is some concern about this. Some of the preventative work has really increased and there are many more complex cases.
- Pathway between hospital and Bonymaen working really well. In February/March had 14 beds available; now up to 19.
- Big increase in February in amount of reablement hours being offered in terms of domiciliary care support. Taking six days on average to find support for people.
- Residential Reablement – Panel queried from report, an issue around in house medication process, which is going to be revised. Informed it is linked to complexity of need they are now seeing in terms of reablement beds. Ensuring right processes are in place and everything is linked.
- Brokerage figures currently – only two people waiting as of today. This is excellent.
- Deprivation of Liberty Safeguards – Beginning to see improvements in backlog.
- Panel queried how current position compares to last year and year before, in terms of data in the report. Informed comparative figures to last year and year before have been given where possible. Some information is not comparable.

- Council housing stock, particularly sheltered housing - Panel believes care support plans are produced for every resident who wants one, and queried if we know the number of plans already in place, as a starting point in terms of assessing needs. Officers will provide a response regarding care plans outside of the meeting.
- Integrated Care Fund and uncertainty about funding – Panel wanted to know what factors will influence this and when. Informed the Authority wants an understanding from Welsh Government of what new scheme or arrangement might be put in place to support regional working, as early this year as possible, to plan ongoing programmes for next year. This work cannot be absorbed within core funding.
- Panel raised the issue about the withdrawal of Health Board staff from managing Learning Disabilities. They queried how this was justified, how it was managed and who in the Health Board took this decision. Officers will look into it and provide a fuller response.

Actions:

- Briefing on Carers to be added to future work programme
- Information on care support plans in place for residents of Council's housing stock to be provided to Panel
- More information on Health Board staff being withdrawn from managing Learning Disabilities to be provided to Panel.

6 Update on how Council's Policy Commitments translate to Adult Services

Clive Lloyd, Cabinet Member for Adult Social Care and Community Health Services attended to update the Panel and answer questions. He informed the Panel that producing this report had acted as a reminder of how the policy commitments have become embedded in everything we do.

Discussion Points:

- Workforce at centre of everything they do in Social Services. There is a lot of planning to take place to ensure Social Services has a sustainable workforce going forward. Cabinet Member would like to bring a briefing on well-being to a future meeting.
- Director of Social Services stated commitments continue to inform Social Services adaptation and recovery going forward. They are embedded in service plans as headings to focus on. Director really pleased with process they can evidence.
- Panel queried how this fits in with commissioning review undertaken a few years ago and the procurement exercise they went through recently. Officers confirmed Council has signed off optimum model for Social Services and it is consistent with policy commitments. No change of direction. Always more work to be done but everything still fits and informs thinking going forward.
- Regarding commissioning review, Panel remembered issues surrounding domiciliary care and day services. Panel is expecting feedback on level of care and intervention rates, especially on day services. Informed this was

previously known as the Fourth Commissioning Review. It is being picked up and carried on as a review and will have to take account of everything that has happened in the last year. Level of care and intervention will be looked at.

- Panel felt Local Area Coordinators (LACs) changed their job profiles substantially during initial lockdown and what they did was excellent. Panel felt this should be acknowledged at some point in future, as well as people who stepped in from other services to help out; this should be celebrated.
- Panel queried how secure the Authority is about funding for LACs from housing associations etc; if there is any way they can be tied in for longer; and if there is any other external funding we can get to fund LACs. Officers confirmed that funding has been received from numerous sources this year. They will be looking at how they can diversify funding streams. An evaluation is being undertaken with Swansea University to identify financial and social impact of local area coordination. Officers will keep the Panel updated on funding for LACs.
- Panel raised three questions about Promoting Independent Living. They queried if the housing service in the Authority is as committed to this programme as Social Services. Cabinet Member confirmed that they would absolutely expect this.
- Panel queried if the extent of additional independent living achieved would be something the Department would link to outcome budgeting. Cabinet Member confirmed it is part of initial outcome strategy when setting budget but there is no methodology from finance for outcome budgeting that Social Services budget is built on. Panel felt that at some point they would have to have a list of draft outcomes to which resources are attached.
- Panel also queried if independent living has been included in University's evaluation of the impact of local area coordination. Officers confirmed there is still a lot of work to do in terms of fine-tuning what the evaluation will cover. As one of the objectives they are looking at specific challenges that have faced individuals and that LACs are focussing on and how local area coordination has responded to that.
- Panel queried how well the Assistive Technology Strategy is developed at this present time. Officers confirmed it is an item on a future panel agenda; delayed but not off agenda.

Actions:

- Add briefing on 'Well-being of Social Services Workforce' to a future meeting.

7 Work Programme Timetable 2020-21

Panel considered the work programme.

8 Letters

Letters received and considered by the Panel.

The meeting ended at 5.10 pm

Agenda Item 7



Report of the Cabinet Member for Adult Social Care and Community Health Services

Adult Services Scrutiny Performance Panel – 2nd June 2021

Adult Services Transformation Programme

Purpose	<ul style="list-style-type: none">• To provide an overview of the Adult Services Transformation Programme 21-22
Content	<ul style="list-style-type: none">• Overview of Service Priorities for 21 – 22• Transformation Programme and projects including progress to date
Councillors are being asked to	<ul style="list-style-type: none">• Approve the Service Priorities
Lead Councillor(s)	Councillor Clive Lloyd: Cabinet Member Adult Social Care & Community Health Services
Lead Officer(s)	Amy Hawkins, Interim Head of Adult Services Helen St John, Interim Head of Integrated Services Lucy Friday, Principal Officer – Transformation
Report Author	Lucy Friday, Principal Officer -Transformation Lucy.Friday@swansea.gov.uk

Adult Services Transformation Programme 2021-2022

1. Foundations of Transformation Programme

Reflecting on the Covid pandemic, the unprecedented challenges presented to Adult Services and our response to these challenges has provided a wealth of experience, information and highlighted opportunities for change. All have been used to inform our Transformation agenda for the year.

Our service plan and transformational ambition for 20/21 has also been revisited – how have these priorities changed in light of the pandemic? What have we learnt which re-confirms this focus or perhaps re-frames our original intentions. What parts have progressed and what has had to ‘pause’? How are we achieving against wider Council objectives and our policy commitments?

To pull all of this together existing communication channels established during 2020 including review groups and service wide meetings, regional work streams, citizen engagement channels, alongside team level SWOT analysis were all used to identify our priorities for the service.

(Please see Appendix 1 for the full Adult Services ‘Service Plan on a Page’ for 2021-22)

Our strategic vision and headline priorities referenced throughout offer a balance between **contingency, recovery and transformational ambition.**

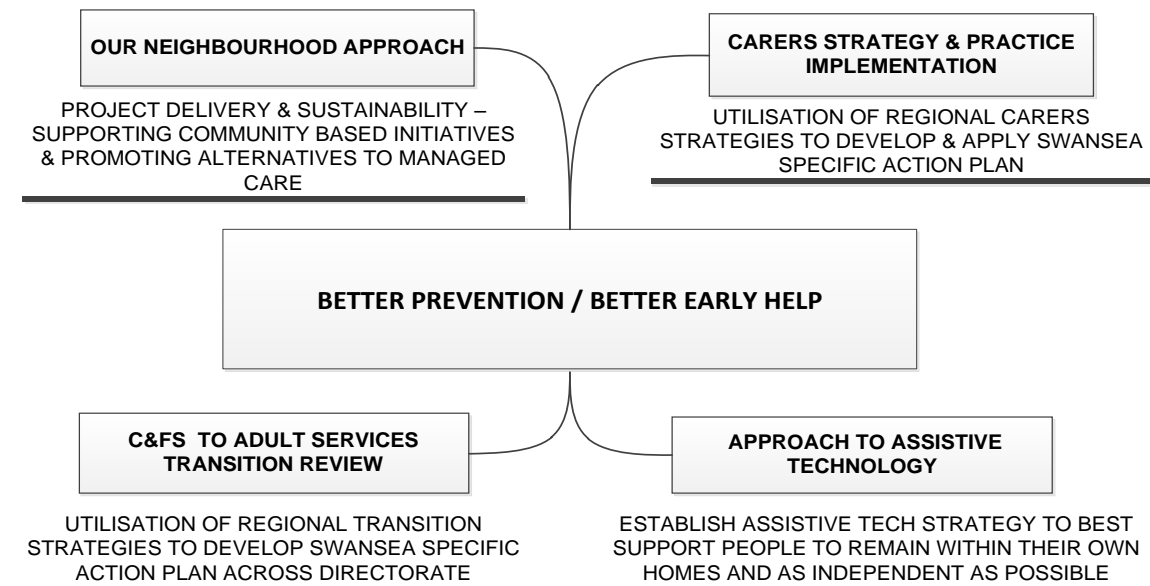
<p>Adult Services ‘Vision’ <i>People in Success</i></p>	<p>Agreed Service Objectives/Priorities for 2021/22:</p>	<p>Deli</p>
	<p>• Better Prevention & Better Early Help</p>	}
<ul style="list-style-type: none">• Keeping People Safe• Enabling & Promoting Independence• Integrated Services• Financial efficacy		

2. Transformation Programme

The transformation programme translates each of these priorities to specific programmes of work. A summary of these programmes and objectives/purpose are listed below;

2.1 Better Prevention / Better Early Help

Better Prevention and early help remains a priority - the work to sustain and expand our alternatives to traditional managed care routes through community based solutions have been at the forefront more than ever during the pandemic. Our community response working alongside Local Area Co-ordination and third sector has highlighted opportunities to expand even further. The programmes listed below will monitor the development of this objective.



Our Neighbourhood Approach (ONA) regional transformation programme utilises funding to pilot alternative modes of provision across integrated and third sector support, map and better understand gaps in provision to inform future commissioning opportunities and offer analysis of outcomes and impact of these preventative services.

Key outcome objectives include increased uptake in community based services, increased community engagement/volunteering/citizen led schemes and services, and a reduction in traditional long term managed care routes. It has also facilitated the establishment of necessary resource to ensure 'flow' through the system so that people receive timely interventions, review checkpoints and access to services such as Direct Payments.

Working hand in hand with the objectives and outputs of the ONA programme is the regional and **Swansea Carers strategies**. The Swansea Implementation Action Plan, which will be led by Adult Services on behalf of the whole Council is

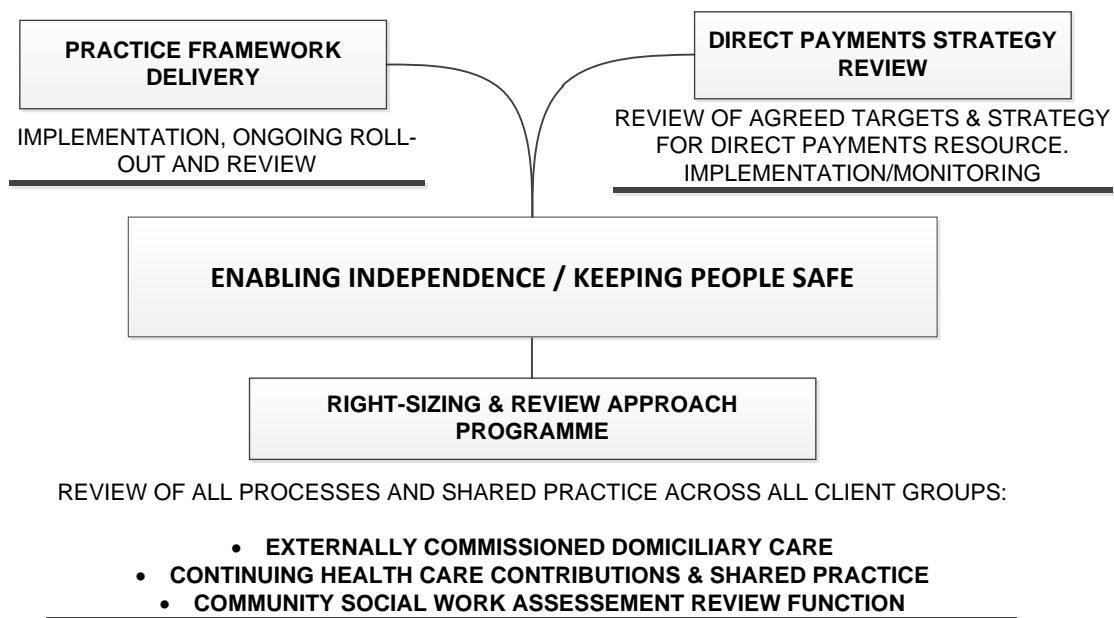
currently in development. The associated actions included within this plan is to improve Carer Awareness, information, training for staff and ultimately a measured increase in the number of Carers Assessments completed. It will also take a co-productive approach with partner organisations and carers to better understand commissioning opportunities.

Assistive Technology both type and process of provision is also essential to our preventative and early intervention model. Cutting across enabling independence the provision of technology to facilitate people to remain within their own homes for longer presents a wealth of opportunity.

Earlier intervention with regards to **Child and Family clients transitioning to Adult Services** will improve our ability to better understand client personal outcomes and the arrangements required to facilitate. Tied to the regional work underway the strategy for Swansea will continue to be developed and key objectives identified to ensure we are offering the best possible support to clients and carers.

2.2 Enabling Independence/ Keeping people Safe

The priorities of keeping people safe and independent within their own homes and communities remains at the forefront for people and the service. Essential to wellbeing and the sustainability of our services the programmes listed underpin much of the Adult Services model of delivery.



Our **Practice Framework** and collaborative communications approach to information, advice and assistance, assessment and review has been established in Adult Services for a number of years. The ongoing review and practice development continues for the year ahead and further improvement

opportunities continue to be developed with staff and in response to external audit recommendations.

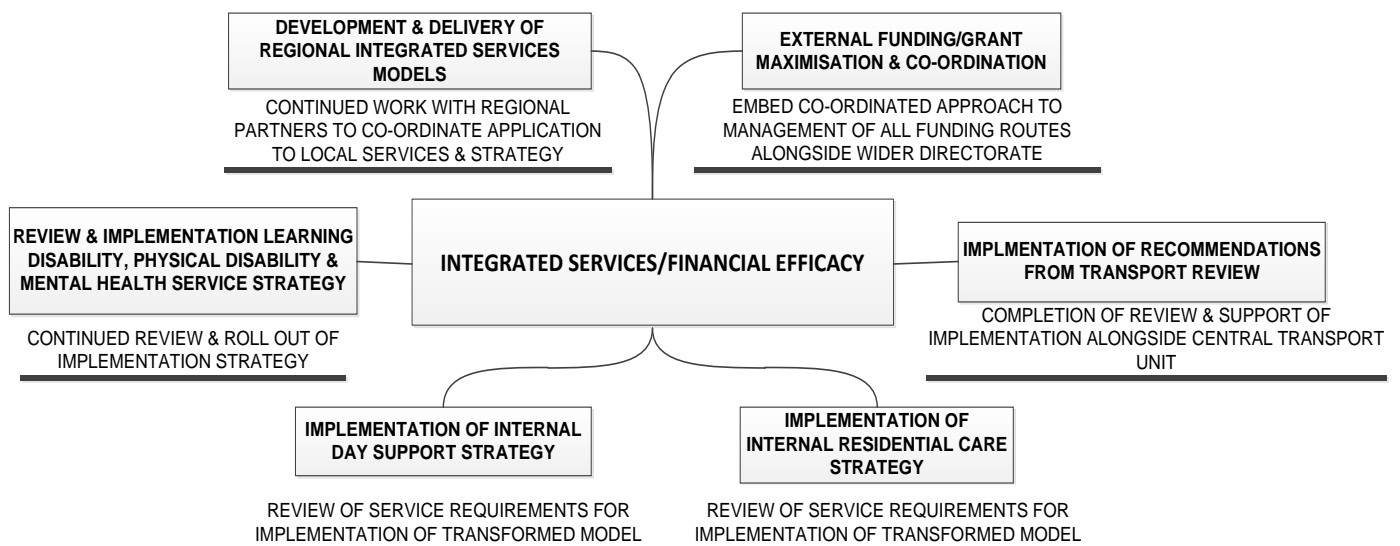
As part of this work stream the uptake of **Direct Payments** as an alternative to more traditional support models will be reviewed. Direct payment levels remain below our ambition and there is a drive to explore the current resource allocation, model of delivery, processes and monitoring to better understand the required changes and options for implementation.

To ensure 'flow' through and manage demand in both externally commissioned and internal services our **right-sizing and review** programme is essential. Our capacity to provide timely interventions to those when they need it is critical to enabling independence. The provision of resource and expectation on practice to complete regular assessment reviews alongside contract monitoring arrangements and financial arrangements for continuing health care will all be developed and monitored via the transformation programme.

2.3 Integrated Services/Financial Efficacy

Across Adult Services integrated working with partners locally and across the region has been strengthened further during the last year. Our close working on many regional programmes including the Hospital to Home/Rapid Discharge model, regional escalation tool, commissioned care monitoring and internal provision utilisation have provided focus on opportunities for change.

The regional programme will develop further in the year ahead with a revision to governance and re-alignment of regional delivery models. Adult Services will be helping to shape this work alongside partners.



The next phase of recovery into 21/22 will have a heavy focus upon financial efficacy; the transformation programme will support the Medium Term Financial

plan savings for Adult Services and monitor progress as part of governance arrangements.

Further to core budget savings as we transition to a recovery phase following Covid, Adult Services are presented with the significant challenge of mitigating the as yet unknown risks associated with the potential withdrawal of any funding received to manage Covid as well as expected changes to Welsh Government regional **grant funding streams**.

Externally commissioned services and internal service provision will be revisited in 21/22 with the resulting strategies for **residential, respite and day support a priority area of work**. The last year has provided a clear focus of the capacity of these services to be shaped to meet the needs of our communities and service priorities.

2.4 Cross Cutting

Working alongside our programmes listed, the cross cutting programmes of work support the delivery of all Service objectives, monitoring and development of our service Transformation agenda.

They include many of the important themes from staff and client engagement including :

- A review of existing and developing better internal and external communications.
- Expanding our co-productive approach to Service design and review.
- Quality assurance, improvement and customer service
- Ensuring our staffing structures, accommodation, training and development, well-being, processes and systems enable our workforce to achieve our collective goals.

Our improvements to internal **communications** during 20/21 will continue to be developed in the year ahead. Continuing to use our knowledgeable and experienced workforce to influence and shape our transformation agenda.

Systems and processes will be fundamental to our ambition for the service, the recent implementation of WCCIS and its operational development will inform our monitoring framework and day to day management and review.

Co-production will feature throughout with the recently developed Swansea co-production strategy embedded within our programmes of work with specific co-produced outputs identified wherever appropriate.

Adult Services **Quality Assurance** group has been established with objectives including

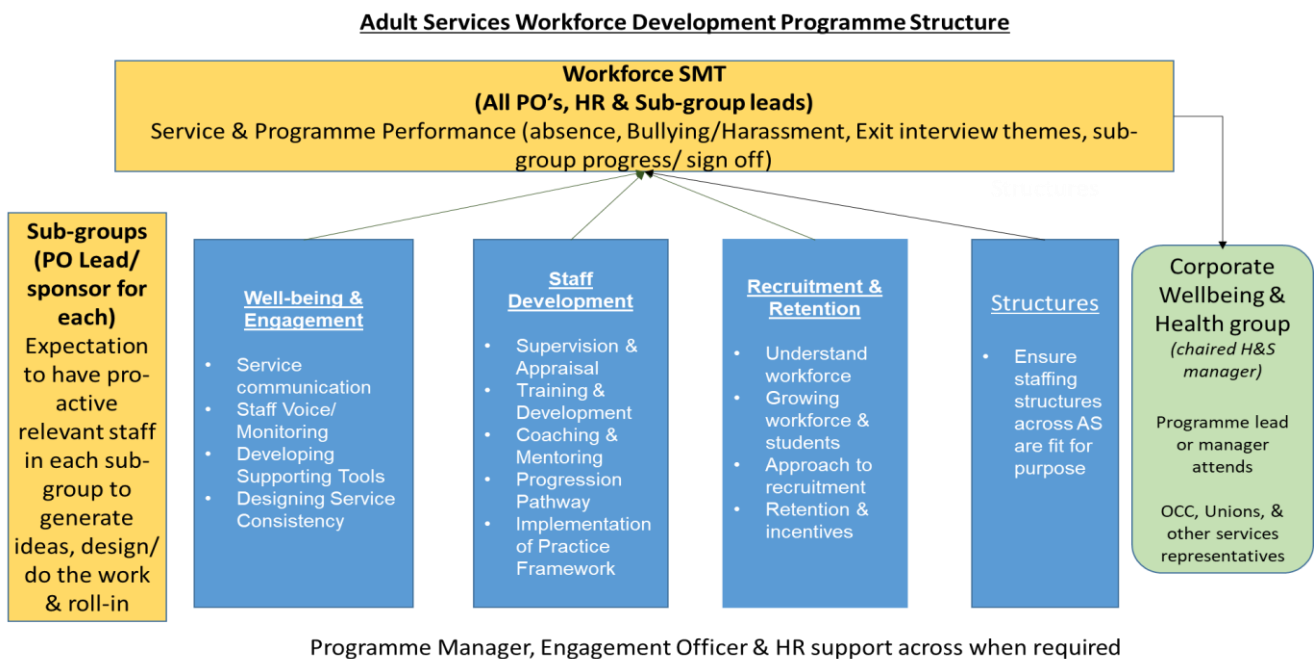
- Improving customer contact ensuring it supports outcomes.
- Ensuring customer complaints are dealt with fairly and effectively.

- Ensuring a collaborative and solution focussed approach to find the best resolution.
- Share learning from complaints
- To develop a clear action plan for how recommendations from complaints processes will be implemented and embedded in practice and culture.
- Identify improvements to decrease the escalation of complaints.
- To provide a forum for identifying service improvements.
- Monitor the impact of improvement actions.

The planned Care Inspectorate Wales Assurance visit for June 21 across the Directorate will also provide valuable insight and recommendations to be taken forward by this group and wider Transformation programme.

To support a number of these themes a revised approach to Workforce Development will be a priority for 21/22. Building upon training, recruitment and wellbeing programmes already in place, a revised governance structure and robust collaborative approach is in development to revisit and review/improve recruitment, retention, training and peer to peer support as well as wellbeing priorities for all staff.

Below outlines what this programme of work looks like



3. Transformation Programme Governance

As described in the example above, the Transformation Programme and the priority areas of Workforce Development Programme, Financial Monitoring and Performance Monitoring will be reviewed monthly as part of the Senior Management Team weekly agenda.

Outputs will in turn inform the Adult Services Performance & Financial monitoring meetings and MTFP updates.

ADULT SERVICES - SERVICE PLAN 2021/22

OUR VISION	OUR MISSION
<p><i>People in Swansea will have access to modern health and social care services which enable them to lead fulfilled lives with a sense of wellbeing within supportive families and resilient communities.</i></p>	<p><i>We will help people to keep safe and protected from harm and give opportunities to exercise voice, choice and control in all aspects of their lives.</i></p> <p><i>Our services will focus on prevention, early intervention and enablement and we will deliver better support for people making best use of the resources available supported by our highly skilled and valued workforce.</i></p>

Key Service Strengths

- Highly skilled, knowledgeable and experienced workforce
- Flexible and adaptable workforce who are committed to providing the best possible support and outcomes for our communities
- Workforce who support each other and have a 'one service' identity
- Embedded integrated working practice and communications approach with partners
- Adaptability and a drive to continually improve and explore innovative solutions / challenge historic practice and processes

Main Service Weaknesses

- Limitations and restrictions to practice that remote working can impose
- Forced delays as a result of pandemic to planned strategic planning and governance arrangements and resulting longer term impact
- Identified gaps in co-ordination of specific programmes (e.g Capital programme)
- Social work recruitment drive and management of resulting training needs gaps/capacity of newly qualified staff
- Limited communication and active review routes with stakeholders
- Limitations of data/performance information

Key Opportunities for the Service

- Utilising experience from 20/21 (challenges & our response) to inform and promote ongoing innovative practice and continuous review
- Continue to challenge historic practice/culture within Service
- Utilise experience to continue to drive preventative model
- Build upon technological and digital solutions to assist wider strategies inc. implementation and development of WCCIS
- Explore opportunities for specialisms and function specific models of working
- Further development of workforce wellbeing strategy with particular mental health focus
- Develop our workforce recruitment, retention, succession planning and training/skills development including maximising on the wealth of knowledge and experience of our current workforce to support.

Main Threats (Risks) to the Service

- Largely unknown longer term consequences of Covid contingency measures across citizens, internal workforce, external workforce
- Anticipated continued increased complexity of need across client groups and suitability of current models of care and support
- Legislative duties and our ability to fulfil
- External Market stability
- Overall impact of austerity
- Financial restrictions / limitations of national policy in achieving our strategic goals
- Impact of withdrawal of temporary funding /grant monies

OUR KEY PRIORITIES AND OBJECTIVES FOR 2021/22



KEY MEASURES / CRITERIA FOR SUCCESS

- 1) **The number of Care and Support plans that were due to be reviewed during the year that were completed within statutory timescales. (AD/017)**
- 2) **The number of Carers Assessments completed for adults during the year where (AD/005):**
 - a) Needs could be met with a carer's support plan or care and support plan.
 - b) Needs were able to be met by any other means.
 - c) There were no eligible needs to meet.
- 3) **The total number of packages of reablement completed during the year which (AD/011):**
 - a) Reduced the need for support
 - b) Maintained the need for support
 - c) Mitigated the need for support
 - d) Neither reduced, maintained nor mitigated the need for support
- 4) **The total number of Adult Safeguarding enquiries completed within 7 working days from the receipt of the reported alleged abuse (AD/024).**

Agenda Item 8



Report of the Cabinet Member for Adult Social Care and Community Health Services

Adult Services Scrutiny Performance Panel – 2nd June 2021

Actions from WAO report 'Front door to Adult Social Care' – Recommendation: Impact of Preventative Services. Adult Services Progress Update (March 2020 – May 2021)

Purpose	<ul style="list-style-type: none">To present progress update on actions taken by Adult Services to address recommendations from WAO report
Content	<ul style="list-style-type: none">Summary and context of WAO Report and the recommendations presentedAn update on Swansea performance against original action plan presented to panel March 2020.Overview of further improvement actions planned and in progress
Councillors are being asked to	For information
Lead Councillor(s)	Councillor Clive Lloyd: Cabinet Member Adult Social Care & Community Health Services
Lead Officer(s)	Amy Hawkins, Interim Head of Adult Services Helen St John, Interim Head of Integrated Services Lucy Friday, Principal Officer - Transformation
Report Author	Lucy Friday, Principal Officer -Transformation Lucy.Friday@swansea.gov.uk

1. Background

In September 2019 the Welsh Audit Office published a report “The ‘front door’ to adult social care”. The report followed a national review of the role of local authorities in considering adults’ well-being at the first point of contact and the subsequent assessment of need.

The main question for the study was: **“Are local authority first point of contact assessment and processes better meeting the needs of service users and carers in line with the commitments of the Social Services and Wellbeing (Wales) Act?”** Their review sought to look at whether the changes introduced by all local authorities were addressing the new requirements of Act by looking into the following:

- “What Matters to you” assessments and whether they are comprehensive
- Ease of access to wellbeing services and care and support
- Where there has been a shift towards prevention in social care and non-social care services; and
- Impact of assessments on people’s wellbeing,
- **Across all areas there was a particular focus on carers**

Link to main WAO report: <https://www.audit.wales/publication/front-door-adult-social-care>

1.1 Conclusions and Recommendations

As reported to panel in March 2020, the WAO concluded that overall, across Wales, councils are preventing social care demand, however, information, advice and assistance are not consistently effective.

The report elaborated on this conclusion with 4 key areas of focus as summarised below:

- **Effective Information, Advice and Assistance (IAA)** is key to the successful implementation of the Act – providing people with information and advice, in a timely manner, that can help them to help themselves, prevent the escalation of need and reduce unnecessary recourse to managed care routes. WAO concluded that there was evidence of a more person centred approach, however, **there was still work to be done to promote access to the ‘front door’ to ensure all those who may benefit from IAA receive it.**
- Although Local Authorities increased their offer of preventative services there was a **wide variation in what is available across Wales. Understanding gaps in provision alongside improved co-ordination between organisations to maximise effectiveness** was noted as an area for improvement

- There was evidence of good systems to identify when individuals may require an assessment or more intensive support and help, however, they concluded that **carers were not getting the equal treatment envisaged by the Act and the provision of advocacy remained challenging.**
- Finally, **no local authorities had the balance on spend, assessments and IAA right at the time of the report.** Whilst social care assessments were showing a reduction, spend on adult social care was increasing and access to IAA was not meeting the rates equivalent to the fall in assessments.

In order to best address the general issues identified in their conclusions the following recommendations were made by WAO for local authorities across Wales:

a. Recommendation 1 - Improving Access to the Front Door

- Review current approaches, consider your audience, and ensure that good-quality information is made available in a timely manner to avoid needs deteriorating and people presenting for assistance in 'crisis';
- Work in partnership with public and third sector partners to help ensure people accessing via partner referrals, or other avenues are given the best information to help them;
- Ensure that advocacy services are commissioned and proactively offered to those who need them at first point of contact; and
- To lead on the co-ordination and editing of local information published via Dewis Cymru.

b. Recommendation 2 - Investing in prevention and understanding impact

- Map the availability of preventative services in area to better understand current levels of provision and identify gaps and duplication;
- Involve third sector partners in co-producing preventative solutions to meet people's needs and ensure people have equitable access to these services;
- Work with third sector partners to tailor and commission new services where gaps are identified; and
- Work with partners to improve data to evaluate the impact of preventative services on individuals and the population generally

2. Swansea Position and Progress against Recommendations (2020-21)

As outlined in the report presented to panel in March 2020 many of the issues raised as part of this national study had been addressed or were in development as part of the Adult Services Transformation programme alongside the Regional West Glamorgan Transformation programme.

As with the previous report, our focus for the following update will be to report on work completed and in development around the recommendations both in general terms and from the standpoint of carers.

In March 2020 we presented 9 specific actions for development* in Adult Services in line with the recommendations of the WAO report. These original actions have all been completed or progressed. In addition, further work to improve has continued over the last 12 months with many developments and changes in approach a result of our response and learning from the Covid pandemic.

***Panel report presented March 2020** ([Public Pack](#))[Agenda Document for Scrutiny Performance Panel – Adult Services, 17/03/2020 16:00 \(swansea.gov.uk\)](#)

2.1 Recommendation 1 : Improving access to the front door

Public information – our approach, partnership working and supporting systems

The 2020 COVID pandemic highlighted a greater importance on staying safe at home, the promotion of independent living, supporting people to stay local and utilising their own resources has been essential to maximising wellbeing and safety against the risk of viral contamination.

Collaborative Communication training of strength based outcomes has provided the workforce with a skilled approach to positive discussions with citizens at this difficult time. The COVID 19 restrictions and service delivery guidelines has diverted traditionally approached care solutions into smarter conversations to promote wellbeing at a distance.

The Common Access Point (CAP) in Adult Services has continued to be at the forefront of this approach – the team have been bolstered with additional resource during the pandemic and through close connections with third sector colleagues, Neighbourhood Development Officers alongside the Local Area Co-ordination Team have been able to expand and improve processes of referral to community based resources.

In addition to CAP, access to information on and referral routes to community based resources has been successfully extended to Swansea's Hospital discharge pathway.

Swansea Council for Voluntary Service (SCVS) working alongside Swansea Integrated teams have established a direct referral route for a range of services ranging from food delivery to befriending and financial advice support often volunteer led and community specific.

These referrals can be made at any point during a person or carers stay in hospital and following their discharge home. Therapists, nurses, Social

Workers and community care teams are all able to refer to these resources or signpost individuals to access the information themselves.

The changing nature and altered availability of community based resources during the pandemic has meant that more than ever the information shared with people and carers regarding alternative sources of support and referral routes has needed to be kept up to date. Public information available to all has been available online via Swansea's public website which also links to SCVS website with individual contacts and resources detailed for each ward within Swansea. This information was scaled up considerably to manage the demand during Covid and to reflect the range of community led support.

Dewis Cymru also provides an online library of community assets with contact information and organisational information maintained by the organisations as and when changes to provision occur. To ensure we are maximising this information the system is linked to **Infoengine**, also utilised by many third sector organisations to share information across both databases. There are currently 578 different organisations and groups listed across these platforms.

Independent Professional Advocacy Services were successfully commissioned by Swansea via Mental Health Matters Wales in 2019. The service is accessible to all eligible clients including unpaid carers. This service ensures an Independent Professional Advocacy Service is available to those entering into or already engaged with Social Services. This service is available when a person/carer can only overcome the barrier(s) to participate fully in the assessment, care & support planning, review & safeguarding processes with assistance from an appropriate individual, but there is no appropriate individual available.

Since commissioning the service in 2019, 28 parent carers have received advocacy support between October 2019 and September 2020.

Carer Specific Improvement Updates: In addition to the above there was an acknowledgment that there was a need to improve our front door arrangements for carers.

The improvements listed above have been extended to all enquiries received at both the front door and community teams in respect of carer's information. Alongside this improvement work, a West Glamorgan Regional Carers Strategy has been developed with carers, regional partners across both Swansea and Neath Port Talbot Local Authorities, Swansea Bay University Health Board and Swansea and Neath Port Talbot Councils for Voluntary Services/Third Sector over the last 12 months.

The West Glamorgan Regional Carers Strategy and the supporting Quick Reference Guide document can be found under **Appendix 1**. These

documents have been developed by the Regional Carers Partnership Board.

The Regional Carers Strategy defines a five-year strategy for carers in West Glamorgan and establishes a clear, concise vision statement and mission statement which will guide local plans and actions over the next five years.

The regional strategy will be endorsed by all partners through their own processes and for Swansea will go through Cabinet in June 2021

The agreed vision we are all working to is that;

Carers are identified, recognised and supported to care. They have a life alongside caring and have a feeling of well-being throughout their caring journey.

The regional work has informed a Swansea Implementation Action Plan, which will be led by Adult Services on behalf of the whole Council and is currently in development.

The priorities in the Swansea Carers Implementation Action plan are;

- Identifying and recognising carers – all carers deserve to be recognised and supported to continue to care.
- Supporting life alongside caring – all carers must have reasonable breaks from their caring role to enable them to maintain their capacity to care and have a life beyond caring.
- Providing information, advice and assistance – it is important that all carers receive the right information and advice when needed.
- Supporting carers in education and the workplace – employers and educational / training setting should be supported to adapt their policies and practices enabling carers to work and learn alongside their caring role.
- Development of the National Charter for Carers.

The associated actions included within this plan is to improve Carer Awareness, information, training for staff and ultimately a measured increase in the number of Carers Assessments completed.

Information available to staff, partners and public around Carers guidance originally intended for completion in 20/21 utilising Intermediate Care Funding was unfortunately suspended due to Covid, however, the project will be revisited as part of the planned work for 21/22 locally. This will include mapping all current routes to IAA for carers and an update to existing Carer information online working closely with carers to develop meaningful content and appropriate approaches.

There has however already begun a targeted approach to promote 'carers conversations' across the whole Adult Services workforce.

Carers Awareness training facilitated by Carers Wales to all staff groups has commenced. Phase 1 of this training has been completed in May 21 with Phase 2 aimed at Social Work Practitioners specifically to increase confidence in completing carers wellbeing needs assessments due to commence in July 21.

In addition to the above the local action plan also aims to re-establish Carers Champion roles across the Adult Services workforce to support and continue the work of the local action plan and priorities.

2.2 Recommendation 2 : Investing in Prevention and understanding impact

The Adult Services Service model continues to focus upon wellbeing and building resilient communities through a commitment to early intervention, prevention and enablement.

We have an established Local Area Coordination (LAC) team which has been expanded further in the last 12 months to a total of 22 members of staff. The Local Area Coordinators endorse our preventative approach which recognises and cultivates the many strengths in communities and individuals. People are supported both before and at our front door with the offer of early help which can delay or prevent the need for statutory services.

The team have continued to work closely with third sector colleagues and as mentioned in response to recommendation 1 the joint working across LAC and Neighbourhood Development officers (SCVS) as well as access to the wider resources across the Third Sector have increased during the pandemic period. This has been supported by both the Regional Rapid Discharge model and the Transformation programme – Our Neighbourhood Approach (ONA). Funding available through both programmes from Welsh Government has enabled the expansion of resources and further development of the model.

For 21/22 the focus for the ONA programme will shift heavily on understanding the impact of these interventions so that we are able to best inform our exit strategy.

To assist in this work an evaluation of the work of Local Area Coordination is being carried out during 2021, building on the initial evaluation from 2016 to critically examine the evidence-base of characteristics, activities and outcomes of Area Coordination in Swansea and measure its effectiveness.

SCVS and NPT CVS have also used funding available to invest in Charity Log an online system designed for volunteer management which also

lends itself to capturing both qualitative and quantitative outcomes within the ONA programme.

Carer Specific Improvement Updates: As previously referenced the Swansea Carers Action plan has interpreted the regional strategy to Swansea specific improvements. Elements of information and of provision / specific support for carers have already progressed as mentioned but the group recognises the longer term strategic work required to understand future commissioning opportunities.

Utilising the information gleaned from the community based work of LAC and ONA programmes outcome measures will also help to inform this work.

The approach of the Swansea Carers strategy will be co-production to develop future models for service delivery and commissioning plans – building on links already established via regional work streams with the Regional Carers Forum as well as local groups such as Swansea Parent Carer Forum, Swansea Carers centre and YMCA young carers group, representatives will work together with the third sector and integrated teams to progress the regional strategy for Swansea.

3. Conclusions

Work around all areas highlighted to panel in March 2020 have progressed significantly or been completed. Above and beyond the actions presented further development of preventative services and access to our own 'front door' have been expanded in response to the Covid pandemic. This has presented further opportunities for change and improvement particularly in respect of our carer's information, access and support.

These opportunities will be taken forward by the Swansea carer's action plan and regional carer's strategy.

The ongoing work of regional programmes and local projects under the Adult Services Transformation programme will ensure delivery against the Swansea action plan for Carers.

This progress will be monitored under the governance structure of both the Regional work streams and Adult Services transformation programme for 21/22.

Regional Carers Strategy Quick Reference Guide









Our Mission

We will work together to improve the wellbeing of carers in West Glamorgan by listening, being supportive and delivering changes through the Regional Partnership that meet the rights and needs of carers.

Our Vision

Unpaid Carers are identified, recognised and supported to care. They have a life alongside caring and have a feeling of well-being, throughout their caring journey.

Our Values

-  Carers are treated with kindness, dignity and respect.
-  Working with carers will be built on a foundation of honesty and integrity to foster trusting relationships.
-  Carers are empowered to speak up for themselves and the person they care for if/when needed.
-  Carers are respected as experts by experience and specialists in the wellbeing of the person they care for.
-  Carers are equal partners in discussions about their needs.
-  Carers are supported to achieve equity to enable them to make informed decisions and enhance their well-being.
-  Carers' rights are upheld by making consistent, reliable, fair and just decisions.
-  Carers and organisations/services learn together through experience, empathy and partnership.

How we understand caring situations

Caring scenarios are based on...						
Your age group <i>What stage of life?</i>	Child	Young Person	Adult	Older Adult		
Your relationship <i>Who are you caring for?</i>	Parent / Grandparent	Sibling	Child / Grandchild	Spouse / partner	Unrelated (e.g. neighbour)	
Your situation <i>What is your life like?</i>	Caring for multiple individuals	Working	Unemployed / retired	In education	Living separately to cared-for individual	Living with a disability or illness

The Social Services and

WV 11 1 1

How we understand the caring journey



age 25
The caring journey can be difficult and

Our themes

Theme	Carers View	What does this mean?	Outcomes	Regional Objectives
Balancing priorities	<i>Carers value having a break from caring</i>	<ul style="list-style-type: none"> Better range and quality of services to meet carers' needs for a break e.g. respite More flexibility and choice More support to enable carers to 	<ul style="list-style-type: none"> Carers have flexible and responsive respite opportunities. Carers have support with developing contingency plans. Carers have access to 	<ul style="list-style-type: none"> Map existing respite provision and innovation opportunities to agree regional approach/principles to respite

Theme	Carers View	What does this mean?	Outcomes	Regional Objectives
		<p>access social and leisure opportunities</p> <ul style="list-style-type: none"> • More opportunities to ‘take a break’ • Support to enable carers to access work, education or volunteering 	<p>wellbeing workshops</p> <ul style="list-style-type: none"> • Carers have workplace and educational support 	<p>and short breaks.</p> <ul style="list-style-type: none"> • Identify key areas where representation is needed on Carers Partnership Board e.g. education. • Establish processes for connecting the Carers Liaison Forum to governance structures e.g. representatives on CPB and RPB. • Support the introduction of contingency planning tools and support for completion. • Prioritise and promote initiatives that support carer wellbeing.
<p>Supporting each other</p>	<p><i>Carers value support from other carers</i></p>	<ul style="list-style-type: none"> • More networking and interaction • More peer support and community-based or local services • Better channels for engagement • Raised awareness of carers’ issues/stories • Enabling digital inclusion for carers 	<ul style="list-style-type: none"> • Carers have opportunities to meet each other • Carer led groups are commonplace 	<p>Establish a Carers Liaison Forum and grow membership of individuals and carer groups. Establish carer groups for staff in all statutory partner organisations and encourage employers across the region to do the same.</p> <ul style="list-style-type: none"> • Map carers support groups and networks across the region.

Theme	Carers View	What does this mean?	Outcomes	Regional Objectives
Information and advice	<i>Carers value the right information and advice</i>	<ul style="list-style-type: none"> • Guidance is easy to access and understand (clear & concise) • Different organisations “on the same page” • Guidance is signposted/easily accessible • A single point of contact for information on what help is available 	<ul style="list-style-type: none"> • Carers are informed of their rights. • Carers have dedicated and tailored information and advice portals/places across all statutory providers. • Carers have information and advice about contingency planning • Carers are informed about Assessments and how they can be of benefit. • Easy read options and minority languages are catered for. 	<ul style="list-style-type: none"> • Develop regional information and advice initiatives e.g. rights, carers assessments, direct payments, etc. • All regional carers document to be available in Welsh, Easy read and other minority languages common in West Glamorgan communities. • Establish a “one stop shop” of digital information sources.
Identified and recognised	<i>Carers value being recognised for being a carer</i>	<ul style="list-style-type: none"> • Professionals (e.g. Doctors, pharmacists, front line staff) are more aware of carers and their rights • New carers understand what it means to be a carer • Promotion of statutory services for carers to all parties • Carers are encouraged to self-identify as a carer. • Carers are valued as expert partners in care and included in conversations and decision 	<ul style="list-style-type: none"> • Carers are recognised even if they don't self-identify • Carers are actively identified by organisations and staff supporting them. • There is shared responsibility across and within organisations for identifying carers. 	<ul style="list-style-type: none"> • Develop and maintain regional data set on the demography of carers in West Glamorgan • Identify key points of contact where carers can be identified and establish regional approach for signposting to information, advice and support. • Support the introduction of Carer Aware training schemes.

Theme	Carers View	What does this mean?	Outcomes	Regional Objectives
Dignity and Respect	<i>Carers value being treated appropriately for being a carer</i>	<p>making.</p> <ul style="list-style-type: none"> • Behaviours from staff include empathy • Attitudes from staff include respect • Actions include meaningful listening • Aligned with United Nations Conventions and Principles • Partnerships means consistency in how carers are treated across professions and the region. 	<ul style="list-style-type: none"> • Carers are recognised as experts by experience • Awareness of Carers is commonplace • Standard approaches across department's e.g. schools, IAA services, hospital discharge. • There are consistent approaches across and within organisations 	<ul style="list-style-type: none"> • Develop a carers' charter for organisations to sign up to across the region. • Develop and promote rights awareness information. • Develop a library of carers' stories that support engagement and promotion of carers services and support.
Support services	<i>Carers value help in understanding their rights and</i>	<ul style="list-style-type: none"> • Timely access to Carers Needs Assessment / Carers Support Plan • Responsive Housing support (e.g. adaption of homes) • Consistent and timely Education support (e.g. for young carers struggling at school or adult learners) • Timely and accessible Transport support (e.g. carers who live in a different location to the cared-for person) 	<ul style="list-style-type: none"> • New developments and changes are co-produced with carers. • Carers services are funded sustainably • Carers are actively offered direct payments • Carers positive and negative experiences are used to inform service improvement • Carers have responsive and flexible access to mental health and well-being services. 	<ul style="list-style-type: none"> • Commission Carers Services in line with themes and priorities. • Refresh carers services mapping and identify potential gaps or opportunities. • Define and implement a regional approach to direct payments for carers. • Promote the Carer Liaison Forum as an established group for partners to involve in their co-production opportunities. • Develop a regional approach to

Theme	Carers View	What does this mean?	Outcomes	Regional Objectives
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learning from common challenges faced by carers in accessing and using services.

Agenda Item 9



Report of the Cabinet Member for Adult Social Care and Community Health Services

Adult Services Scrutiny Performance Panel – 2 June 2021

BRIEFING ON ANNUAL REVIEW OF CHARGES (SOCIAL SERVICES) 2020/21

Purpose	<ul style="list-style-type: none">To provide a briefing on the annual review Swansea Council's charging policy (social services) 2020/21
Content	<p>This briefing report presents a summary of this year's annual review of social services charging (2020/21) as well as:</p> <ul style="list-style-type: none">additional background on how the annual review takes place and the role of the Social Services Finance & Charging groupchanges to social charges in 2021/22, following decisions taken at Cabinet,update on national policy development, with reference to the recent Norfolk case judgementlinks to the most recent annual review of charges reportAppended List of Charges (social Services) to apply in 2021/22):
Councillors are being asked to	<p>To give their views about Swansea Council's social services charging policy and the annual review process.</p>
Lead Councillor(s)	<p>Cllr Clive Lloyd, Cabinet Member for Adult Social Care & Community Health Services</p>
Lead Officer(s)	<p>Dave Howes, Director of Social Services</p>
Report Author	<p>Simon Jones, Social Services Performance & Improvement Officer</p>

1. Background

1.1 This report will cover the outcomes of the fourth annual review of social services charges, as reported to Cabinet in March 2021.

1.2 Welsh Local Authorities are granted, by Welsh Government, some discretion in how charges for residential and non- residential and community-based social services to adults are applied through a statutory local policy.

1.3. Within these regulations, a local authority can only charge:

- up to the cost of providing the service
- what the person can afford to pay for an assessed for service

1.4 Charges for social care services relating to children, and carers have yet to be considered.

2. Annual Review of Charging (social services)

2.1 Swansea Council's Charging Policy (social services) was approved by Cabinet in April 2016. The policy and list of charges have been reviewed every year since.

2.2 By reviewing our approach to charging for social care on an annual basis, Swansea Council is following Audit Wales model of good practice.

2.2 A Social Services Finance and Charging (SSF&C) group, chaired by the Director of Social Services, supports the implementation of the policy and work to improve a range of financial / business processes.

2.3 There are several task groups reporting into the main SSF&C group, and currently working in the following areas:

- WCCIS implementation- linked to financial systems interfaces
- Process Improvements
- Fees
- New Charges
- Annual Review

2.4 Social Services Finance and Charging group has driven improvements in the Council's invoicing, debt management and debt recovery processes.

2.5 Although Swansea Council' has adopted the principle of full cost recovery to service delivery, within social care, charges can only recover some or all of the costs of services from citizens.

2.6 Any income generated by charges can reduce the costs of services to Council taxpayers, and can help safeguard our most vulnerable citizens.

2.7 It is our belief that any proposals to charge for, or indeed to subsidise, the costs of services should be based on detailed analysis, thereby encouraging

transparency, fair access, and the annual review helps to support this process.

2.8 In 2020-21, Swansea Council generated **£16.8m** related to social services. (£18.58m in 2019/20) The following table shows the income generated by service category on behalf of individual contributions, over the last four years. Clearly the pandemic has impacted on how we are delivering a number of social care services.

Service Category	2017/18	2018/19	2019/20	2020/21
Community Alarms	476,322	487,686	450,380	395,850
Day Services	283,698	433,814	559,804	241,030
Direct Payments	680,232	886,157	1,371,828	1,341,393
Domiciliary Care	2,047,926	2,790,267	2,803,476	2,823,830
Other/Administration	332,493	392,490	545,833	378,394
Residential Care	11,235,249	11,579,594	12,845,876	11,628,620
Totals	15,055,919	16,570,007	18,577,198	16,809,117

NB. 2020/21 these are provisional figures, ahead of end of year budget report

3. Main Changes this year

3.1 The full Annual Review of Charges report (Background Papers) provides a clear analysis of how current charges are being applied.

3.2 Cabinet accepted the main findings and recommendations of the full annual review report, which means that changes are set to come into effect on 1 April 2021/22.

3.3 The main changes agreed by Cabinet (March 2021) are as follows:

- No new service charges will be applied in 2021/22.
- An inflationary increase of 1.75% be applied to all social services charges
- Charges for community alarm services remain the same, and are to be considered as part of a corporate commissioning review.
- List of social services charges to apply from 1 April 2021, for the year 2021/22.
- The new List of charges 2021/22 as set out in Appendix A of the annual review report be agreed, and appended to the Council's Charging Policy (Social Services).

4. Framework for Social Services Charging

4.1 There is a national framework for social services charges set by Welsh Government with caps of weekly charges and thresholds for capital and personal allowances. <https://gov.wales/charging-social-care>

4.2 Welsh Government regularly updates national regulations, codes of practice and guidance, and an annual statement by the Cabinet Minister publishes any changes to national thresholds for charging and personal allowance for citizens

4.3 Swansea's main charging policy was last amended in March 2018, at which time a full EIA was completed. At this time, actions were taken to bring Swansea's charging more in line with rest of Wales, for example introducing charges for adult day services and respite care.

4.5 Work being undertaken this year, on behalf of the Social Services Finance and Charging group includes:

- Interface between Wales Community Care Information System WCCIS (care management) system and Abacus financial system to improve service provision records
- Joint funding agreements
- Paying for care and support on behalf of individuals for people with complex needs (linked to regional work)
- Social Care Workforce costs (see Section 7)

5. Recent Policy Developments

5.1 The current regulations are that the maximum charge for non-residential care and support is currently £100.00 per week. The capital limit for the purposes of residential care is presently £50,000 and the capital limit for the purposes of non-residential care charges is £24,000. These limits may be subject to change by the new Welsh Government.

5.2 In December 2020, there was a landmark high court judgement in favour of a 24-year-old woman with Down Syndrome, over the decision by Norfolk county council to change the basis on which it calculated the charges made to her for council-provided care.

5.3 **Case:** SH, R (On the Application Of) v Norfolk County Council & Anor [2020] EWHC 3436. In passing judgement, Mr Justice Griffiths noted that the Council had "exercised its discretion to charge SH the maximum permissible (disregarding only those elements it is required to disregard by law), and, at the same time, has lowered the overall cap on her charges by reducing the council's minimum income guarantee".

5.4 The Court held that the Norfolk charging policy was unfair, perverse and discriminatory. In that the policy had a disparate impact on people who had more severe impairments (who had high care needs and significant barriers to paid work) compared to people with less severe impairments who were able to supplement their income with earnings from employment or self-employment (which is ignored for charging purposes).

5.5 It has been noted ([Luke Clements](#)) that the £100 weekly charge limit in Wales has the perverse effect of reducing the charges for wealthy people but

not for the poorest. Also that poverty is the greatest barrier that disabled people face in their struggle to 'live independently'.

5.8 The Head of Adult Services is consulting with the Council's legal team to consider whether any additional guidance and public information is needed on how financial assessments are carried out within the Council. It is the belief of the Social Services Finance and Charges group that Swansea is taking already reasonable steps to mitigate any inequality or unfairness, when applying discretionary charges by carrying a fair and robust financial assessment focused on each individual's own circumstances..

6. Financial Implications

6.1 The Council's Medium Term Financial Plan objectives assumes that any additional general fund income generated through social services charging are to help to meet additional cost pressures within the service.

6.2 There are no financial implications arising from this briefing report.

7. Workforce Impact

7.1 Each year, there are additional challenges for Council's in ensuring we have high quality social services staffed by a professional, motivated and rewarded workforce.

7.2 The Social Care Workforce Grant for 2021-22 has an additional criteria this year to focus on applying the Real Living wage (foundational). Councils are expected to consider how all or part of this funding can be used to support payment of the Real Living Wage in Social Care, or for taking steps towards payment of the Real Living Wage within the wider social care sector.

7.3 The Social Services Finance & Charging group has a task group looking at whether implementing and funding this development across the wider social care workforce may require changes in how services are costed, and charged for.

For example, two areas of consideration by the Task group may be:

- Swansea are one of only two councils in Wales that do not have an additional rate for EMI Residential (i.e. residents with dementia).
- Swansea are currently at the bottom of a recently published All Wales list of fees for Residential Care, and towards the lower end for nursing care fees.

7.4 There are no specific workforce implications arising from this briefing report.

8. Equality and Engagement Implications

8.1 This annual review report recommended no changes to the main charging policy, with an update to the current list of charges to apply a modest inflationary increase (1.75%) to apply from April 2021. An updated Equalities

Impact Assessment screening form was undertaken, with the agreed outcome a full EIA assessment was not required this year.

9. Legal Implications

9.1 There may be additional work needed at a national and local level to understand the full implications of the recent judgement for citizens and on local authorities.

10. Risk Management

10.1 There is an increased risk of future legal challenge to Council Charging policies.

11. Background Papers:

11.1 Link to the full report: [Annual Review of Swansea Council's Charging Policy \(Social Services\) 2020-21](#)

Appendix A: List of Charges

Appendix A. Swansea Council List of Charges (to apply in 2021/22) v6

These are the amount clients will be charged for social care services, subject to any limits on the maximum charge specified by Welsh Government.

1. Residential Care and Support Services (Local Authority)

Council's in-house residential care service delivers a high quality service for individuals with complex needs, and also offer placements for residential reablement and respite care.

The charges shown below are for the council-run care homes only and are only indicative of the average weekly costs of care and support, as some individuals may have additional needs to be identified and charged accordingly.

All charges for residential care are means tested. Residents may only be required to pay a contribution towards the total weekly cost. In certain circumstances, residents may be required to pay the full cost of residential care.

a) Long Term Residential Care (Local Authority)

Charges for Services by category of care	Weekly charges in 2020/21	Weekly charges in 2021/22	% Increase/ Comment
Residential Care			
/ Council run only			
Elderly Care	£614.15	£624.90	1.75%
Dementia Care	£614.15	£624.90	1.75%
Mental Health	£1,609.30	£1,637.46	1.75%
Learning Disabilities	£1,609.30	£1,637.46	1.75%
Younger Adults	£1,609.30	£1,637.46	1.75%
Nursing care*			
Adults	£640	£651.20	1.75%

As part of a planned response to the current crisis, Adult Services are currently offering nursing placements within In-House Services. These nursing placements are viewed as temporary.

The charge (fee) is set at a rate in line with external nursing placement

b) Short Term Residential Care (Local Authority)			
Charges for Services by category of care	Weekly charges in 2020/21	Weekly charges in 2021/22	% Increase/ Comment
All adults short term residential, up to 8 weeks (known as Respite care, residential reablement (from week 6 and up to week 8) or temporary short-term emergency or planned placement)	£100	TBC by Welsh Government	To reflect Max. weekly charge set by Welsh Government

2. Non-residential, community-based care and support Services

- Domiciliary Care – is care in the client’s home provided by a private sector provider
 - Home Care – is care in the client’s home provided by the Local Authority
- All charges are means tested up to the maximum standard charge as outlined below

Charges for Services per category of care	Weekly charges in 2020/21	Weekly charges in 2021/22	% Increase/ Comment
All adults Non-residential, community-based care and support Services			
Domiciliary Care or Home Care, including respite at home, supported living	£19.00 per hour	£19.32 per hour	1.75%
Older Persons Day Services	£44.10 per day	£44.86 per day	1.75%
Day Services Younger Adults /Special Needs Day Services	£55.13/day	£56.10/day	1.75%

3. Flat rate charges for other services provided by Swansea Council

These social care charges for Council run services are discretionary, and are **not** subject to a means test, or a maximum weekly charge.

Charges for Services per category of care	Weekly charges in 2020/21	Weekly charges in 2021/22	% Increase/ Comment
Adult social care charges for Council run services			
Community Alarms (Lifelines)	£150.80 exclusive VAT (four quarterly instalments of £37.70)	£150.80 exclusive VAT (four quarterly instalments of £37.70)	To remain same https://www.swansea.gov.uk/communityalarms
	£180.96 inclusive VAT (four quarterly instalments of £45.24) -	£180.96 inclusive VAT (four quarterly instalments of £45.24)	
Meals (within community-based, day services)	£3.86 /day	£3.93	1.75%
Court of Protection Deputyship	Court of Protection Deputyship charges as set in law by the Ministry of Justice	Court of Protection Deputyship charges as set in law by the Ministry of Justice	
Pre Deputy support charge	£5 per week	£5 per week	No change proposed