



City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Scrutiny Performance Panel – Adult Services

At: Remotely via Microsoft Teams

On: Wednesday, 12 January 2022

Time: 4.00 pm

Convenor: Councillor Susan Jones

Membership:

Councillors: 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 and G J Tanner

Co-opted Members: T Beddow

Agenda		Page No.
1	Apologies for Absence	
2	Disclosure of Personal and Prejudicial Interests www.swansea.gov.uk/disclosuresofinterests	
3	Prohibition of Whipped Votes and Declaration of Party Whips	
4	Minutes of Previous Meeting(s) To receive the minutes of the previous meeting(s) and agree as an accurate record.	1 - 8
5	Public Question Time Questions must be submitted in writing, no later than noon on the working day prior to the meeting. Questions must relate to items on the agenda. Questions will be dealt with in a 10-minute period.	
6	Update on Management of Covid-19 Pandemic and Performance Monitoring <i>Mark Child, Cabinet Member for Adult Social Care and Community Health Services</i> <i>David Howes, Director of Social Services</i>	
7	Work Programme Timetable 2021-22	9 - 11

Next Meeting: Wednesday, 2 March 2022 at 3.30 pm

Huw Evans

Huw Evans
Head of Democratic Services
Wednesday, 5 January 2022

Contact: Liz Jordan 01792 637314

Agenda Item 4



City and County of Swansea

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

Remotely via Microsoft Teams

Tuesday, 30 November 2021 at 4.00 pm

Present: Councillor S M Jones (Chair) Presided

Councillor(s)

H M Morris
P R Hood-Williams

Councillor(s)

V M Evans
Y V Jardine

Councillor(s)

C A Holley
E T Kirchner

Other Attendees

Mark Child

Cabinet Member - Adult Social Care & Community Health Services

Officer(s)

David Howes
Liz Jordan

Director of Social Services
Scrutiny Officer

Apologies for Absence

Councillor(s): J W Jones and G J Tanner

Co-opted Member(s): T Beddow

1 Disclosure 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 20 October 2021 as an accurate record of the meeting.

Under matters arising the Panel raised a query about an article which appeared on Wales Online on 20 November 2021, as it appeared that the media did not report a response from the City and County of Swansea. Director of Social Services confirmed there was a response from City and County of Swansea, but it was hidden on the online link. Director agreed to circulate a copy of the response to the Panel for information and stated that the Authority was working with this individual and the family prior to the article. The intervention the family was looking for is now in place and the family is happy.

4 Public Question Time

No questions were submitted.

5 Update on Management of Covid-19 Pandemic and Performance Monitoring

Mark Child, Cabinet Member for Adult Social Care and Community Health Services and David Howes, Director of Social Services attended to brief the Panel on the current position.

Discussion Points:

- Infection rates are still at a high level locally but much lower than Welsh average. Not enough is known about the new Omicron variant yet. Not seeing an indication of other respiratory illnesses at the moment.
- Overall impact of Covid on workforce, across Health and Social Care, is often having to operate with 40% of the workforce missing on any one day, particularly in domiciliary care.
- Demands for community services are currently very high as the backlog of need has flowed back into the system.
- Providers do not have enough staff to fulfil their runs and the Authority is having to pick up packages for maintenance care and is having to use the reablement team to do this. Currently using residential care capacity to cover all demands.
- During Pandemic prioritised urgent work and some of the more routine work was put on hold. Did not have opportunity to catch up on the backlog which has got bigger and bigger. Authority has started to commission out some of this backlog to an external provider to catch up with work before Spring 2022.
- Started to see some pressures in mental health services due to limited capacity linked to staff absences in Health and Social Care. Directorate is able to give assurances around most urgent interventions.
- There has been national press around Care Inspectorate Wales review of the effectiveness of Local Authorities and Health Boards support to carers. It presented an honest picture, that it is not as good as it needs to be. In current climate not able to tackle fundamental structural weaknesses but have been able to come up with a range of alternative ways to support carers.
- Directorate has some level of difficulty in every area. Welsh Government are aware of the situation and are trying to do what they can. Having discussions on Social Services budget going forward and how this might be reflective of what we are going through and what we are learning now.

- Currently do not have enough people and the Directorate is prioritising safeguarding and reducing within limits what the Authority provides to try and get over this.
- Panel commented in relation to carers, thanking the workforce and all families and friends who have stepped up and shown total commitment in such difficult times. Panel believes the true picture of the impact on carers will be seen in the next six months to a year as we recover from the pandemic.

6 For Information

The work programme was noted.

The meeting ended at 4.40 pm



To:
Councillor Mark Child
Cabinet Member for Adult Social Care and
Community Health Services

Please ask for: Scrutiny
Gofynnwch am:
Scrutiny Office 01792 637314
Line:
Llinell
Uniongyrochol:
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BY EMAIL

Date 20 December 2021
Dyddiad:

cc Cabinet Members

Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Adult Social Care and Community Health Services following the meeting of the Panel on 30 November 2021. It covers Matters Arising, Update on Management of Covid and Performance Monitoring.

Dear Cllr Child

The Panel met on 30 November to receive an update on Management of Covid and the Performance Monitoring Report.

We would like to thank you and Dave Howes 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 learned 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:

Minutes of Previous Meeting

Under matters arising we raised a query about an article published on Wales Online on 20 November 2021, as it appeared that the media did not report a response from the City and County of Swansea. We heard that there was a response from City and County of Swansea, but it was hidden on the online link. The Director of Social

OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU

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I dderbyn yr wybodaeth hon mewn fformat arall neu yn Gymraeg, cysylltwch â'r person uchod
To receive this information in alternative format, or in Welsh please contact the above

Services agreed to circulate a copy of the response to Panel Members for information and stated that the Authority was working with this individual and the family prior to the article and that the intervention the family was looking for is now in place and the family is happy.

The response was circulated to the Panel following the meeting.

Update on Management of Covid and Performance Monitoring

We heard that Covid infection rates are still at a high level locally but are much lower than the Welsh average and that you are not seeing an indication of other respiratory illnesses at the moment but it is still early in the winter period. We also heard that not enough is known about the new Omicron variant yet.

We heard that the overall impact of Covid, with a combination of community spread and a direct impact on workforce across Health and Social Care, is that you are often having to operate with 40% of the workforce missing on any one day, particularly in domiciliary care. We also heard that there is some residential care market fragility and an impact on acute clinical teams and health teams in the community. We were informed that demands for community services are currently very high as the backlog of need has flowed back into the system.

We heard that providers do not have enough staff to fulfil their runs and that the Authority is having to pick up packages for maintenance care but is having to use the reablement team to do this. We also heard that there is real pressure in the system and the Authority is having to use more bridging and temporary placement packages. On a regional basis, we were informed that together with the Health Board, the Directorate has moved to commissioning far more additional placements from the external market to bridge the gap for individuals who are stuck in hospital, unable to access domiciliary care and unable to access community reablement. We heard that you are currently using residential care capacity to cover all demands and that there is concern you will run out of places for individuals that would usually need residential care.

We heard that it was always the intention, during the Pandemic, to prioritise urgent work – safeguarding, risk of breakdown, pressure on hospitals etc – and for some of the more routine work to go on the back burner, with the intention to get back to it in early 2021. However, you have never had the opportunity to catch up on the backlog which has got bigger and bigger. We also heard that the Authority plans to commission out some of this backlog to catch up with work before Spring 2022 and that you have started to commission some of this work to an external provider.

We heard that you have started to see some pressures in mental health services due to limited capacity linked to staff absences in Health and Social Care but that you are able to give assurances around the most urgent interventions. We also heard that, alongside Health, you are trying to strengthen lower-level mental health support using regional grants and money recycled from core budgets into strengthening the Third Sector offer, however the community element is also under severe pressure.

We were informed that there has been national press around Care Inspectorate Wales review of the effectiveness of Local Authorities and Health Boards support to carers.

We heard that it presented an honest picture, that it is not as good as it needs to be and that it is far below the expectations we should all have but that it is not a surprise. We were informed that it is not good enough across Wales, locally or regionally. We also heard that in the current climate you are not able to tackle fundamental structural weaknesses but have, with input from the Carers Forum, been able to come up with a range of alternative ways to support carers. We understand that a lot more needs to be done and that there is a focus on this particular area locally and regionally.

You stated that the Directorate has some level of difficulty in every area, that the Welsh Government is aware of the situation and is trying to do what it can. You also informed us discussions are being had on the Social Services budget going forward and how this might be reflective of what we are going through and what we are learning now.

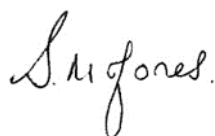
You told us that, at the moment, you do not have enough people and the Directorate is prioritising safeguarding and reducing within limits what the Authority provides to try and get over this. You stated that you have admiration for staff who are continuing to maintain a level of service which is phenomenal in these circumstances.

We commented in relation to carers, thanking the workforce, who are very much frontline, for all the work they are doing. We also paid tribute to all families and friends who have stepped up and shown total commitment in such difficult times. We believe the true picture of the impact on carers will be seen in the next six months to a year as we recover from the pandemic. We are thankful for all the work that has been done but there is a need to keep going and continue to provide this service.

Your Response

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

Yours sincerely



SUSAN JONES
CONVENER, ADULT SERVICES SCRUTINY PANEL
CLLR.SUSAN.JONES@SWANSEA.GOV.UK



Councillor Susan Jones
Convener, Adult Services Scrutiny Services
Panel

By E-mail

Please ask for: Councillor Mark Child
Direct Line: 01792 63 7441
E-Mail: cllr.mark.child@swansea.gov.uk
Our Ref: MC/WN
Your Ref:
Date: 20th December 2021

Dear Councillor Jones,

Adult Services Scrutiny Performance Panel

Thank you for your letter following the Scrutiny meeting of 30th November. Whilst you haven't requested a reply, as the situation is changing rapidly, and it will be a while before our next meeting, I thought it worth updating you in the interim.

Significantly more is known now of the Omicron variant of Covid, and what we are expecting is that although its effects on individuals is little different to the Delta variant, it will spread through the population at a very rapid pace, as fast if not faster than the first 2 waves. In Wales we are a little behind other parts of the UK in its spread, but we are certain it will affect us, probably around the middle of January.

This will mean significant staff absence alongside an increase in pressures on services. This will be felt most acutely in hospitals, but pressure on the whole care system will rise, and you are already aware that it significant right now. We are advising all staff to take their booster jabs, and those who haven't had one or two of their first batch are being urged to get them. This will bolster staff resilience. We have spoken to Trade Union's, so they are fully aware of the scenario we are facing, and have spoken at large staff meetings (virtual), asking that they stay safe, observe the rules and guidance about wearing PPE, keeping 2m, washing hands, and all the other recommendations, and do so both at work and in their private lives. Alongside this staff are being encouraged to take the leave they are entitled to, so that the breaks refresh them and reduce the burn-out effect over work can cause.



Page 2

Visiting is being reduced at Care Homes, and all news and decisions from Welsh Government are being passed on so they are clearly understood by all. The combined effect of all measures announced now and anticipated in the near future are designed to reduce the absolute peak of Omicron infections, reducing the possibility of system failure and services being over-run, and the catastrophic effect that would have, even if it only lasted a couple of weeks.

We will of course give a much fuller update at our next scheduled meeting.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Child', written in a cursive style.

**Y CYNGHORYDD/COUNCILLOR MARK CHILD
AELOD CABINET DROS GOFAL CYMDEITHASOL I OEDOLION A
GWASANAETHAU IECHYD CYMUNEDOL
CABINET MEMBER FOR ADULT SOCIAL CARE & COMMUNITY HEALTH
SERVICES**

Agenda Item 7

ADULT SERVICES PERFORMANCE PANEL WORK PROGRAMME 2021/22

Meeting Date	Items to be discussed
<p>Meeting 1 Wednesday 2 June 2021</p> <p>4pm</p>	<p>Confirmation of Convener</p> <p>Update on Adult Services Transformation Programme <i>Amy Hawkins, Interim Head of Adult Services</i> <i>Helen St John, Interim Head of Integrated Community Services</i> <i>Lucy Friday, Principal Officer Transformation</i></p> <p>Briefing on Annual Review of Charges (Social Services) 2020/21 <i>Dave Howes, Director of Social Services</i></p> <p>Actions from WAO report ‘Front door to Adult Social Care’– Recommendation: Impact of Preventative Services (specific action: to use feedback from the study and whether any additional improvement actions needed) (Agreed at March 2020 meeting) <i>Amy Hawkins / Helen StJohn</i> <i>Lucy Friday</i></p>
<p>Meeting 2 Wednesday 14 July 2021</p> <p>3.30pm</p>	<p>Performance Monitoring <i>Amy Hawkins / Helen St John</i></p> <p>Initial Feedback from CIW Assurance Visit - verbal <i>Dave Howes / Amy Hawkins / Helen St John</i></p> <p>Review of the Year and draft Work Programme 2021-22</p>
<p>Meeting 3 Wednesday 8 September 2021</p>	<p>CANCELLED</p>
<p>Meeting 4 Wednesday 20 October 2021</p> <p>3.30pm</p>	<p>Workforce Support Programme – Support for Health and Social Care Staff <i>Deborah Reed, Principal Officer Resources</i></p> <p>Update on Management of Covid-19 Pandemic <i>Mark Child, Cabinet Member for Adult Social Care and Community Health Services</i> <i>Dave Howes, Director of Social Services</i></p> <p>Performance Monitoring (shorter item with Covid focus) <i>Mark Child / Dave Howes</i></p>
<p>Meeting 5</p>	<p>Update on Management of Covid-19 Pandemic <i>Mark Child / Dave Howes</i></p>

Tuesday 30 November 2021 4pm	Performance Monitoring (shorter item with Covid focus) <i>Mark Child / Dave Howes</i>
Meeting 6 Wednesday 12 January 2022 4pm	Update on Management of Covid-19 Pandemic <i>Mark Child / Dave Howes</i> Performance Monitoring (shorter item with Covid focus) <i>Mark Child / Dave Howes</i>
BUDGET MEETING 14 February 2022 1pm JOINT SOCIAL SERVICES MEETING	Draft Budget Proposals for Adult Services / Child and Family Services <i>Mark Child / Elliott King / Dave Howes</i> Update on Management of Covid-19 Pandemic <i>Mark Child / Dave Howes</i> Performance Highlight Report and Emergency Staffing Plan (Child and Family Services) <i>Julie Davies</i>
Meeting 7 Wednesday 2 March 2022 3.30pm	Performance Monitoring TBC <i>Amy Hawkins / Helen St John</i> Update on West Glamorgan Transformation Programme TBC <i>Kelly Gillings, Programme Director</i>

Future Work Programme items:

- Update on how Council's policy commitments translate to Adult Services. (Mark Child / Dave Howes) **Moved from 12 January 2022 meeting**
- Local Area Coordination Update **Moved from 12 January 2022 meeting**
- Options Appraisal for Assistive Technology and Community Alarms (Agreed pre March 2020). (Helen St John / Peter Field / Lucy Friday(Jess Fitzpatrick)). **Moved from 30 November 2021 meeting**
- Commissioning Reviews Progress Update. (Amy Hawkins? Helen St John?) **Moved from 30 November 2021 meeting**
- Social Services Budget Monitoring (including update on this year's budget, income streams and discussion about 'service descriptors' etc). (Dave Howes / Jane Whitmore) **Moved from 20 October 2021 meeting (CFS Panel Members to be invited for this item)**
- CIW Assurance Visit Full Report (Dave Howes / Amy Hawkins / Helen St John) **Moved from 20 October 2021 meeting**
- Swansea Bay Health Board plans for change (presentation by Health Board; presentation by Social Services on the impact of the plan) Date TBC

- Update on Support for Carers (including Assessments) **Moved from CFS Panel meeting on 13 December 2021. AS Panel Members to be invited.**
- Complaints Annual Report 2020/21 for Adult Services / Child and Family Services (Sarah Lackenby, Chief Transformation Officer) **Moved from CFS Panel meeting on 13 December 2021. AS Panel Members to be invited.**
- WG report: Rebalancing care and support - A consultation on improving social care arrangements and strengthening partnership working to better support people's well-being (Date TBC) **(CFS Panel Members to be invited for this item)**
- Progress update on Outcomes Budgeting TBC
- Wales Audit Office Reports (dates to be confirmed)