



CITY AND COUNTY OF SWANSEA

Dinas A Sir Abertawe

Councillor Jane Harris
Cabinet Member, Adults
& Vulnerable People

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**Overview &
Scrutiny**

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Adult Services/06

27/03/2017

Summary: This is a letter from the Adult Services Scrutiny Performance Panel to The Cabinet Member for Services for Adults and Vulnerable People following the meeting of the Panel on 8 March 2017. The panel discussed objective setting for senior officers and the Adult Services Performance Management Report.

Dear Councillor Harris,

This letter is about the Adult Services Scrutiny Performance Panel meeting held on 8 March 2017.

Objective Setting for Senior Officers

Thank you for your letter of 9 February in response to my letter of 9 January.

The Panel discussed how best to take this issue forward and agreed to ask the Chief Executive to speak to us about how his performance objectives relate to the objectives for the Chief Social Services Officer and the Head of Adult Services. I have written to him about this.

Adult Services Performance Management Report

The panel would like to thank Dave Howes and John Grenfell for presenting this report and answering our questions.

Overall we were impressed by the report and felt it to be a very positive piece of work. Please could you pass on our congratulations to everyone in the Department who has contributed. We also look forward to seeing the report develop as it is shared with scrutiny in future.

There are a number of issues that we would like to highlight arising from the report:

1. The Panel believes that social enterprises could play an important role in home care provision in future and we would like to learn more about what you expect the Council to be doing in future to promote this? As you know, the requirement for Local Authorities to instigate the creation of social enterprises, co-operatives and mutuals in the care provider third sector is also a requirement of the Social Services and Wellbeing Act (Wales) 2014.
2. We understand that you have been working with the Cabinet member for Housing to see how alternatives to residential and domiciliary care (e.g. Extra Care) might be promoted. We would be keen to find out more about this.
3. For your awareness, in our discussion with Dave Howes we identified the following indicators that we feel need to be carefully monitored going forward:
 - percentage of adult protection referrals where decision is taken within 24 hours
 - compliance with meeting DOLS timescales
 - performance in relation to completion of reviews

Impact Report: Social Care at Home Scrutiny Inquiry

Thank you for your response to our letter dated 10 January 2017.

As a final comment on this we would like to particularly support your statements regarding recommendation 12 (Unison ethical charter) and recommendation 14 (zero hours contracts).

Closing Comments

As a final point I would like to take this opportunity to thank everyone in adult services who have been working so hard to turn the service around.

In my view Adult Social Services were heading for special measures. The most enormous effort by managers and staff in a particularly difficult situation (a perfect storm: the two most senior managers no longer in post, reorganisation of teams into hubs and two provider failures) achieved turning the service round. I believe that the diligence of Scrutiny who highlighted many shortcomings also played a part.

Please could you make sure our thanks are passed on to the staff in the department.

Your Response

We welcome your comments on any matter raised in this letter but we would specifically welcome your comments on points 1, and 2 above. The panel would be grateful for your response by 17 April 2017.

Yours sincerely

A handwritten signature in black ink that reads "Uta Clay". The signature is written in a cursive style with a large initial 'U' and a long, sweeping tail on the 'y'.

**UTA CLAY
CONVENER
ADULT SERVICES SCRUTINY PANEL
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