

Adult Services Scrutiny Performance Panel Update

1. Remit of the Panel

The overarching purpose of the panel is to: provide ongoing challenge to adult social services performance to ensure that as the service is undergoing major change performance is maintained and that further improvements are made across all areas of the service.

2. Key Activities

The Panel discussed and agreed their work plan for the year in August and is currently meeting on a monthly basis. Since then the panel has looked at the following:

- a) Overview of the priorities and challenges for this service area (August)
- b) Prevention including an update on Local Area Coordination and Supporting People (September)
- c) Performance Monitoring report (October)
- d) How the Council's policy objectives translate to Adult Services (October)
- e) Demand Management including the Deprivation of Liberty Safeguards (November)
- f) Overview of the Western Bay Programme (November)
- g) Workforce Development and Systems Support (December)

3. Achievements / Impact

We have sent three letters to the Cabinet Member for Health & Wellbeing since August in order to give our views, raise concerns and make recommendations, for example:

Positives:

- Information, Advice and Assistance Strategy – the front-door into Adult Services has been redesigned to offer advice and facilitate self-support, including a telephone service for information and signposting to appropriate services. Information on the Adult Services webpages is clear.
- Indications of a positive CSSIW inspection on compliance with the Social Services Act.
- Local Area Coordination - significant developments in terms of expansion of Local Area Coordination to a further four areas and partnership support in terms of funding.
- Adult Family Group Conferencing - this initiative has been refocussed to target referrals from GPs and Primary Care and Swansea Carers Centre has been appointed to provide the mediation function. The Panel has asked for more detail from the department on this change in approach and how it works including some scenarios to help understand it.
- Integrated Long Term Care - it is a statutory requirement for the Local Authority and Health Board to pool funds surrounding care homes on a regional basis. Integrated care could potentially lead to efficiencies.
- Residential Care - a panel has been set up for residential care admissions and this should lead to a reduction in the number of placements. It has also helped to challenge Health more in terms of funding cases and consideration of placements.

- Deprivation of Liberty Safeguards (DoLS) - a dedicated team is being created to deal with the process and will be in place in early 2018. The risks in terms of challenge to the Authority are currently acceptable. The Panel has been reassured about legal capacity to deal with this.
- Domiciliary Care - an action plan has been put in place and is being regularly monitored and performance indicators are being developed for the budget and operationally to monitor this. The department feels that the monitoring of performance will now be much clearer.

Issues / Concerns:

- Information - the visibility of Social Services information from the Council website home page
- Local Area Coordination - risk to the sustainability of the approach given time limited partnership funding for everything over six coordinators and one team manager. There is a need to develop performance data to show the contribution of Local Area Coordinators to help evaluate overall benefits. The Panel is going to monitor this going forward.
- Integrated Long Term Care - an external consultant is being used to agree each partner's financial contribution to the pooled budget. The Panel feels that partners should be able to agree this amongst themselves.
- Older People's Continuing Health Care and Mental Health and Learning Disability Continuing Healthcare - the number of people receiving this has significantly decreased over recent years. Funding is dependent on whether an individual has a primary health care need or not. If they do, the Health Authority funds it and if they do not, the Local Authority funds it. The Local Authority is challenging cases where it is clear there is a primary health need. The Panel has concerns about continuing health care and will continue to monitor the issues closely.
- Domiciliary Care - the number of care hours has increased to unprecedented levels. The department believes that delivery of approximately 67,000 hours of care is sustainable. It is currently approximately 70,000.

Action Recommended / Agreed:

- How the Council's policy commitments translate to Adult Services - The Panel felt that if 'RAG' status was going to be used then more context was needed so as to be able to assess how appropriate each status is particularly with regards to timescales and to give a sense of progress on each project. The Panel also felt that the objectives of key officers should be set out in more precise, timed terms and that any RAG status comparisons should be linked to the objectives of key officers across all departments involved. The Panel has asked for a report to be brought back in a year's time and for it to be developed in more detail and include more structure around how the objectives will be achieved including timelines. The Cabinet Member appreciates that the RAG rating needs reviewing in how it is applied to the Policy Commitments, which also need more work on structure and assessing their progress.

4. Future Work Programme

The programme for the remainder of this municipal year is as follows:

Meeting date	Item to be discussed
Meeting 6 16 Jan 2018	<ul style="list-style-type: none">• Performance Monitoring• Presentation on DEWIS System• Briefing on Social Services' Charges
Additional meeting 5 Feb 2018	<ul style="list-style-type: none">• Annual budget as it relates to adult services matters
Meeting 7 13 Feb 2018	<ul style="list-style-type: none">• Intermediate Care including DFGs• Presentation on Welsh Community Care Integration System• Deprivation of Liberty Safeguards update
Meeting 8 20 Mar 2018	<ul style="list-style-type: none">• Update on Commissioning Reviews – Domiciliary Care and Procurement• Cabinet Member presentation and Questions and Answer session
Meeting 9 17 Apr 2018	<ul style="list-style-type: none">• Performance Monitoring• Evaluate year and discuss possible topics for new municipal year

5. Action for the Scrutiny Programme Committee

None.