

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 this municipal year in July and is currently meeting on a monthly basis. Since the last update to the Committee in January 2018, the panel has looked at the following:

- a) Performance Monitoring Report (January)
- b) Arrangements for Charging for Adult Social Care in Swansea (January)
- c) DEWIS Information System (January)
- d) Intermediate Care (including Disability Facilities Grant) (February)
- e) Welsh Community Care Information System (February)
- f) Adult Services Draft Budget Proposals (February)
- g) Adult Services Complaints Annual Report 2016-17 (March)
- h) Cabinet Member Q&A Session (March)
- i) Outcome of Residential Care and Day Services for Older People Commissioning Reviews (April)
- j) Performance Monitoring Report (May)
- k) Community Mental Health Team (Swansea Central) Inspection Report and Improvement Plan (June)
- l) Update on Local Area Coordination (July)
- m) Performance Monitoring (August).

3. Achievements / Impact

We have sent 5 letters to the Cabinet Member for Health & Wellbeing since January in order to give our views, raise concerns and make recommendations, for example:

Positives:

- Long term domiciliary care - changes at the Common Access Point and the continuing programme of reassessing care packages have had a significant impact on reducing delayed transfers of care. Delays due to Social Services reasons have significantly reduced. The Panel is pleased that real progress has been made.
- Timeliness of response to safeguarding issues - the percentage within 24 hours and 7 days is improving and the Department is looking at changing processes in order to improve consistency of approach in relation to thresholding.
- Intermediate care - we are now much further forward with the multi-disciplinary team triage function and all professionals are now sitting at the Front Door including district nurses.
- Disabled Facilities Grants - there is one indicator for this area which is going down so progress is being made. In terms of occupational therapists, the waiting time has reduced for processing of the grants.

Issues / Concerns:

- Review of allocated clients - there is an issue with the Learning Disability service reviewing its clients and the Department has now set targets for improvement.
- Performance indicators Measure 19: Delayed transfers per 1,000 people aged 75+ - concerned with this figure as the Department is far from meeting the target.

Performance earlier in the year meant that the target could not be achieved. However, the Panel was assured that performance has improved during the year.

- Social Services Charges - concern expressed at the fact that the only way those affected by day centre charges could respond to the consultation was via the online method. Many of the elderly clients affected do not have access to a computer and could be potentially disenfranchised by this process. The council need to take this criticism on board in future.
- Social Services Charges - concern that charging for services could reduce use and eventually lead to day centre closures. Department thinks that charging will have an impact on use but more important is the remodelling of services to meet the needs of more complex individuals and to be fit for purpose for the future.
- Accommodation Strategy for Older People – Panel thought this would detail the number of older people and their housing needs and were surprised to hear it will not be a formal review. Panel told that it is something that needs to be looked at in more detail but currently commissioning reviews are taking precedence for staff time. The Panel feels strongly that a cross cutting review of older people’s needs across departments would be time well spent.

Action Recommended / Agreed:

- In relation to the proposed closure of the Parkway site, the Panel felt there was no clarity about what will happen to the site if it does close. It is noted that the value of this site was taken into account in assessing the decision to close it but witnesses were unable to provide any detail as to what that valuation was based on, and whether it was consistent with proposals in the report to retain it for private residential care nor who and how that ambition would be delivered.
Cabinet Member response: We cannot pre-empt any final decision on the way forward. Therefore, there are no firm proposals at this stage for the future use of this site should it close in the future. However, the Cabinet paper sets out some options that could be considered. As with all sites should they become surplus to need there is a process to go through to maximise the asset value and the Council currently has a capital programme that currently prioritises school buildings. As Cabinet Member, if the proposals are agreed following the consultation, I will attempt to influence decisions surrounding the disposal of the site to the benefit of Social Services. In terms of the evaluation exercise, the value of all sites was calculated using exactly the same criteria so there was a fair comparison.

4. Future Work Programme

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

Meeting date	Item to be discussed
Additional meeting 17 Sept 2018	<ul style="list-style-type: none"> • Pre decision scrutiny on Outcomes of Residential Care and Day Services for Older People Consultation
Meeting 4 25 Sept 2018	<ul style="list-style-type: none"> • Overview of Supporting People • Overview of Western Bay Programme
Meeting 5 23 Oct 2018	<ul style="list-style-type: none"> • Update on how Council’s policy commitments translate to Adult Services • Deprivation of Liberty Safeguards (DoLS)
Meeting 6 20 Nov 2018	<ul style="list-style-type: none"> • Performance Monitoring • Wales Audit Office Report on Strategic Commissioning of Accommodation Services for People with Learning Difficulties

Meeting 7 11 Dec 2018	<ul style="list-style-type: none"> • Update on Social Work Practice Framework (presentation)
Meeting 8 15 Jan 2019	<ul style="list-style-type: none"> • Chief Executive and Chairman of ABMU attending to inform the Panel of their vision for Swansea once the number of authorities in ABMU is reduced to two
Additional meeting ? Feb 2019	<ul style="list-style-type: none"> • Draft budget proposals for Adult Services
Meeting 9 19 Feb 2019	<ul style="list-style-type: none"> • Performance Monitoring • Adult Services Complaints Annual Report 2017-18
Meeting 10 19 Mar 2019	<ul style="list-style-type: none"> • Update on Commissioning Review - Domiciliary Care and Procurement • Safeguarding Arrangements update • Briefing on Safeguarding – Modern Slavery / Human Trafficking • (Referred from SPC)
Meeting 11 16 Apr 2019	<ul style="list-style-type: none"> • Update on Adult Services Improvement Plan
Meeting 12 ? May 2019	<ul style="list-style-type: none"> • End of year review

5. Action for the Scrutiny Programme Committee

None.