

## **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 June 2019 and is currently meeting on a monthly basis. Since the last update to the SPC in February 2019, the Panel has looked at the following:

- a) Draft Budget Proposals for Adult Services (February)
- b) Performance Monitoring (February)
- c) Update on how Council's policy commitments translate to Adult Services (February)
- d) Adult Services Complaints Annual Report 2017-18 (February)
- e) Update on Commissioning Review - Domiciliary Care and Procurement (March)
- f) Safeguarding Arrangements update (March)
- g) Briefing on Safeguarding – Modern Slavery / Human Trafficking (is there a problem in Swansea? What is happening to prevent it?) (Referred from SPC) (March)
- h) Presentation and Q&A Session with Chairman and Chief Executive of ABMU (March)
- i) Update on Adult Services Improvement Plan (April)
- j) WAO report on Commissioning of Accommodation Services for People with Learning Disabilities - Follow up on recommendations (April)
- k) Wales Audit Office report on Housing Adaptions (June)
- l) Review of the year 2018/19 and draft Work Programme 2019/20 (June)
- m) Performance Monitoring (July)
- n) Update on West Glamorgan Transformation Programme arrangements following review (July)
- o) Review of Final Budget Outturn (July)
- p) CIW Local Authority Performance Review (July)
- q) Outcomes of Re-procurement Process - Domiciliary Care and Respite at Home (August)

### **3. Achievements / Impact**

We have sent 4 letters to the Cabinet Member for Health & Wellbeing since January 2019 and 1 letter to the Cabinet Member for Homes and Energy in order to give our views, raise concerns and make recommendations, for example:

Positives:

- Complaints Annual Report 2017/18 - Panel pleased to hear the Authority has a mechanism for recording complaints against third party providers and that if any trends are identified the Director/Head of Service is informed.
- Adult Services Improvement Plan – Panel pleased to hear a bid has been submitted to support another five Local Area Coordinators (LACs) and a deputy team leader and that three would be appointed as soon as possible and another two later in the year. However concerned about the uncertainty of future funding for these posts.
- Progress addressing WAO Recommendations relating to Strategic Commissioning of Accommodation Services for Adults with Learning Disabilities – Panel informed the Authority tried to involve 'hard to reach' service users in the consultation. All service

users were contacted and invited to participate in the consultation, and independent advocates were involved.

- Wales Audit Office report on Housing Adaptations – Council's indicator for delivering Disabled Facilities Grants has improved from 340 days in 2015-16 to 235 days in 2018-19 and the target for this year is 255 days. However, it is still above the national average waiting time and the Panel will be looking for further improvements.
- Council has fed back to Welsh Government that there is a need to ensure that the All Wales Categorisation is categorised properly. Panel pleased to hear this.
- Panel informed that 'Adapt' has been very successful. It has helped not to waste capital monies by leaving equipment in properties and matching new tenants to adapted homes.

#### Issues / Concerns:

- Complaints Annual Report 2017/18 - Panel concerned to see in the report that a high number of complaints have been upheld in community support teams. Panel informed by Director that this is a difficult area so it is not a surprise and that this is an area the Authority could learn from.
- Update on how Council's Policy Commitments translate to Adult Services – Panel concerned about consistency as many LACs are funded by partners so funding is not permanent and can be removed at any time. Panel queried why this commitment has been rated as green when CM does not think we will have full coverage of LACs.
- Performance Monitoring - Timeliness of response to safeguarding issues – Panel very concerned with these figures as they have drastically reduced. Panel wished to be informed about the reason for this.
- Performance Monitoring - Residential reablement – There is concern that there may be more capacity than demand for this service and the Panel will want to monitor this going forward.
- Correspondence received by Convener of the Panel - Regarding the Council's contract with RNIB, the Council's view and RNIB's view of what the contract is, is different. Panel informed a decision has been made to postpone the notice of termination of this contract for the time being until it has been reviewed, including speaking to RNIB. CM to keep Panel updated.

#### Action Recommended / Agreed:

- The waiting time for improvements for council housing is marginally longer than that for private sector housing. As the obstacles to improving a council home are significantly fewer than a similar adaptation in the private sector, we would have expected this position to be reversed. We would like to hear proposals to achieve better delivery times for council tenants.
- Cabinet Member Response: CM advised that other than some minor exceptions, the application and delivery processes for DFGs and Council House adaptations are designed to be as close as possible to one another and both follow the same fundamental principles. Continual improvement is strived for and the overall aim is to promote equity in terms of waiting times. However this cannot be guaranteed in every case. DFGs and Council House adaptations are required to be monitored separately for reporting purposes. Each case is tracked from initial enquiry through to completion and several hundred are processed every year. This means waiting times can and do fluctuate between tenures depending on the number, nature and complexity of the adaptation applications received by the Council in any one year. Whilst every effort is made to ensure the experience and waiting times for customers is the same regardless of tenure, complete equity of waiting time will rarely if ever be achieved in reality. In 2018/19 however the average waiting times for all cases were within 17 days of each other.

- Update on West Glamorgan Transformation Programme Arrangements Following Review - Panel queried whether there is a problem with scrutiny of regional partnerships.  
Cabinet Member Response: CM felt that Swansea officers would have no problem with this and he would encourage West Glamorgan Partnership board members to attend scrutiny if asked. CM informed Panel that the principle should be that things are done regionally when you benefit from doing it regionally or done locally if it is better to do it locally.
- Update on West Glamorgan Transformation Programme Arrangements Following Review - Panel felt that in terms of transparency, the minutes of transformational boards should be available on the Partnership website.  
Cabinet Member Response: Informed that currently they are not but the minutes of the Executive Board are available. The Website is being re-designed so they could be included in future.

#### 4. Future Work Programme

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

Meeting date	Item to be discussed
<b>Meeting 4</b> 24 September 2019	<ul style="list-style-type: none"> <li>• <b>Supported Living Developments for Mental Health and Learning Disability Services</b></li> <li>• <b>Procurement Practice and Assurance in Social Care</b></li> </ul>
<b>Meeting 5</b> 29 October 2019	<ul style="list-style-type: none"> <li>• <b>Performance Monitoring</b></li> <li>• <b>Update on Transformation Programme</b></li> <li>• <b>Commissioning of Residential Care (quality of service/contracts; financial stability) (Referred from SPC)</b></li> </ul>
<b>Meeting 6</b> 19 November 2019	<ul style="list-style-type: none"> <li>• <b>Telecare and Community Alarms mini commissioning review</b></li> <li>• <b>Workforce Development Plan</b></li> </ul>
<b>Meeting 7</b> 17 December 2019	<ul style="list-style-type: none"> <li>• <b>Annual Review of Charges (Social Services) 2019-20</b></li> <li>• <b>Update on Local Area Coordination</b></li> </ul>
<b>Meeting 8</b> 28 January 2020	<ul style="list-style-type: none"> <li>• <b>Performance Monitoring</b></li> <li>• <b>Update on how Council's Policy Commitments translate to Adult Services</b></li> </ul>
<b>Additional Meeting</b> ? February 2020	<ul style="list-style-type: none"> <li>• <b>Draft Budget proposals for Adult Services</b></li> </ul>
<b>Meeting 9</b> 25 February 2020	<ul style="list-style-type: none"> <li>• <b>West Glamorgan Transformation Programme – 3 case studies</b></li> </ul>
<b>Meeting 10</b> 17 March 2020	<ul style="list-style-type: none"> <li>• <b>Adult Services Complaints Annual Report 2018-19</b></li> <li>• <b>Briefing on Staff Sickness in Adult Services</b></li> </ul>
<b>Meeting 11</b> 28 April 2020	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Meeting 12</b> 19 May 2020	<ul style="list-style-type: none"> <li>• <b>Performance Monitoring</b></li> <li>• <b>Update on Transformation Programme</b></li> </ul>

#### 5. Action for the Scrutiny Programme Committee

None.