



City and County of Swansea

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

Committee Room 5, Guildhall, Swansea

Tuesday, 20 August 2019 at 4.00 pm

**Present:** Councillor P M Black (Chair) Presided

**Councillor(s)**

J W Jones  
P K Jones

**Councillor(s)**

P R Hood-Williams  
S M Jones

**Councillor(s)**

Y V Jardine

**Co-opted Member(s)**

T Beddow

**Other Attendees**

Mark Child

Cabinet Member - Care, Health & Ageing Well

**Officer(s)**

Liz Jordan  
Deborah Reed

Scrutiny Officer  
Interim Head of Adult Services

**Apologies for Absence**

Councillor(s): C A Holley, E T Kirchner and G J Tanner

Co-opted Member(s): Katrina Guntrip

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**1 Disclosure of Personal and Prejudicial Interests.**

No disclosures of interest were made.

**2 Prohibition of Whipped Votes and Declaration of Party Whips**

No declarations were made.

**3 Public Question Time**

No members of the public were present at the meeting.

**4 Outcomes of Re-Procurement Process - Domiciliary Care and Respite at Home**

Mark Child, Cabinet Member for Care, Health and Ageing Well and Deborah Reed, Interim Head of Adult Services attended to brief the Panel on the outcomes of the re-procurement process.

Discussion points:

- Point 8.9 of report – Panel queried how much of the £900k the Department expects to use this year, and in future years.
- Council putting social care as a top priority and is proud to have ethical care charter that ensures people are paid better and treated fairer in order to attract people into this sector.
- Panel queried how the meeting of criteria by providers is tested, such as training of staff and staff turnover, as one of the key elements of quality is consistency of staff provided to users (continuity of care). Panel informed quality of providers is tested through regular monitoring of performance by monitoring officers. Also providers have to be registered with Care Inspectorate Wales. Panel to be advised what metrics of quality are being applied and how these are to be monitored as the contracts proceed.
- Department trying to get providers to meet ethical charter by including community benefits in contract specifications.
- Following re-procurement, 75% of providers are current providers. Continuity of care was not considered in contract evaluation as the Department wanted to bring in new providers.
- Panel concerned that contracts will roll over from year to year. In the past contracts rolled over for many years. Department confirmed roll over is not ideal but providers will have the option to extend the contract for up to 48 months. It is at the Authority's discretion if contracts are rolled over.
- Authority has started using some of the new providers. This has started to help reduce delayed transfers of care.
- Panel requested that when it looks at performance data next it shows difference made from change in care provision to delayed transfers of care.

Actions:

- Panel to receive information on the metrics of quality that are being applied and how these are to be monitored as the contracts proceed.
- Performance data to show difference made from change in care provision to delayed transfers of care.

## **5 Work Programme Timetable 2019/20**

Work Programme received and considered by the Panel.

Actions:

- Director of Social Services to be asked to bring an item on budget process to a future Panel meeting. Tony Beddow to provide detail of what is required.

## **6 Letters**

Letters received and considered by the Panel.

The meeting ended at 5.05 pm.

Minutes of the Scrutiny Performance Panel – Adult Services (20.08.2019)  
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