



City and County of Swansea

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

Committee Room 3A, Guildhall, Swansea

Tuesday, 24 September 2019 at 4.00 pm

Present: Councillor P M Black (Chair) Presided

Councillor(s)

E T Kirchner
S M Jones

Councillor(s)

P R Hood-Williams
J W Jones

Councillor(s)

P K Jones

Co-opted Member(s)

Tony Beddow

Other Attendees

Mark Child

Cabinet Member - Care, Health & Ageing Well

Officer(s)

Peter Field

Principal Officer Prevention, Wellbeing and
Commissioning

Liz Jordan

Scrutiny Officer

Deborah Reed

Interim Head of Adult Services

Apologies for Absence

Councillor(s): J A Hale, C A Holley, H M Morris and G J Tanner

Co-opted Member(s): Katrina Guntrip

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 Minutes of meeting on 30 July 2019 and 20 August 2019

The Panel agreed the notes of the meetings on 30 July 2019 and 20 August 2019 as an accurate record of the meeting.

4 Public Question Time

No members of the public were present at the meeting.

5 Supported Living Developments for Mental Health and Learning Disability Services

Deborah Reed, Interim Head of Adult Services attended to brief the Panel on this issue and answer the Panel's questions.

Discussion points:

- Panel Members held two informal events with parents of adults with mental health issues and parents of adults with learning disabilities prior to the meeting to get their feedback on supported living arrangements.
- Biggest concern for parents in terms of re-tendering of the service was how transition was going to be handled. Need to ensure stability for service users. Department confirmed there will be continuity for the majority of service users.
- Tenancy arrangements were discussed. Panel queried whether descriptors of 'independence' were expanded upon in tenancy agreements. Informed they are not included in tenancy agreements, as they are to do with support they would be included in care support agreements.
- Co-production and role of parents in commissioning review discussed. Parents gave impression they did not have as much say over their child's life when they went into supported living. Informed parents were actively encouraged to get involved.
- At informal events, panel members got impression there did not appear to be independent advocacy services available for service users. Informed these services are available to service users with learning disabilities and mental health issues.
- Issue of waiting lists was raised by parents at informal meetings. Informed there is no formal waiting list for Learning Disability Services. There is a formal waiting list for mental health services but there are less than 20 individuals on it at a particular time. There may be supported living vacancies but they may not be appropriate for the individuals on the waiting list.
- Cabinet Member confirmed there is a lack of single bed accommodation for individuals with mental health issues to move on to and this is an issue the Authority may have to look at further.
- The Authority has contract with the provider of the service and has regular feedback from them. Authority is currently producing its own performance assurance framework.
- Authority does not prescribe that individual providers meet with parents regularly but would expect them to in order to meet their outcomes.
- Some parents at the informal meetings did not feel there was an obvious point of contact to go to in the Authority if they are having issues with the provider. Informed two changes have been introduced to improve this contact.
- Panel queried the Department's understanding of efficiencies and was informed it is a reduction in commissioning hours (cost savings).
- Department relies on care managers (social workers) to ensure care and support plans are being delivered as determined.
- In terms of staff in supported living accommodation, parents had concerns about training, experience, age of staff and use of agency workers. Panel not sure Authority can do anything about this. Informed staff turnover of providers

is looked at annually and they should provide data on this. Also, staff employed by providers can access some of social services training and access some independent training courses.

Actions:

- Cabinet Member and offices to provide comments on briefing note produced following two informal events with parents.
- Panel to see a blank copy of two documents - a tenancy agreement and a care support agreement, and the descriptors of 'independence' used.
- Presentation given at event with parents to be circulated to Panel for information.
- Panel to receive further information on the situation with waiting lists for supported living accommodation.

6 Procurement Practice and Assurance in Social Care

Peter Field, Principal Officer Prevention, Well-being and Commissioning attended to brief the Panel and answer their questions.

Discussion points:

- Panel queried how well service user feedback is fed into the assurance process and was informed it is not as good as it could be but arrangements will improve as time goes on.
- There have been regular opportunities for service users to feed back on existing services in Learning Disability Services, by completing a survey and face to face. Informed for Mental Health Services this has been undertaken by Supported People Services but officers unsure how frequently this has been done.
- There is an assumption by the Department that providers provide information/welcome packs to service users when they go into supported living accommodation.
- The procurement process does not go through internal audit process.
- Consultation with carers is an area the Department needs to improve on and will be looking at this (carers plan) over next 12 to 18 months.

7 Work Programme Timetable 2019-20

Work Programme received and considered by the Panel.

8 Letters

Letters received and considered by the Panel.

The meeting ended at 5.30 pm.