

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 September 2019, the Panel has looked at the following:

- a) Supported Living Developments for Mental Health and Learning Disability Services (September)
- b) Procurement Practice and Assurance in Social Care (September)
- c) Performance Monitoring (October)
- d) Update on Transformation Programme (October)
- e) Commissioning of Residential Care (quality of service/contracts; financial stability) (October)
- f) Telecare and Community Alarms Mini Commissioning Review (November)
- g) Workforce Development Plan (November)
- h) Improving Performance Data (November)
- i) Briefing on Carers Assessments (December)
- j) Update on Local Area Coordination (December)
- k) Performance Monitoring (January)
- l) Update on how Council's Policy Commitments translate to Adult Services (January)
- m) Briefing on Annual Review of Charges (Social Services) 2019-20 (January)

3. Achievements / Impact

We have sent 5 letters to the Cabinet Member for Health & Wellbeing since September 2019 in order to give our views, raise concerns and make recommendations, for example:

Positives:

- Supported Living Developments for Mental Health and Learning Disability Services - Discussed how some parents at the informal events did not feel there was an obvious point of contact to go to in the Authority if they are having issues with the provider. Panel pleased to hear that two changes have been introduced to improve this contact.
- Procurement Practice and Assurance in Social Care - Panel heard that 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. And that for Mental Health Services this has been undertaken by Supported People Services but officers are unsure how frequently this has been done.
- Panel informed consultation with carers is an area the Department needs to improve on, and will be looking at, and the development of a carers plan over the next 12 to 18 months. Panel very pleased to hear this, particularly as it was a recommendation from the recent Equalities Scrutiny Inquiry. The carers plan will come to the Panel in the future.
- Delayed Transfers of Care – Panel pleased to hear that there has been a substantial improvement. In September 2019, only 20 people were waiting for a package of care.

- Assistive Technology Mini Commissioning Review - Panel informed Community alarms are cost neutral and that the options appraisal will identify how assistive technology will be funded in the future. Panel pleased to hear that the options appraisal will look at options for need and well as the options for providing it.
- Carers Assessments - Panel queried how effective the Western Bay Valuing Carers Plan is and what outcomes are coming out of it. Informed that the Regional Carers Partnership Board, of which we are a member, is satisfied that progress is being achieved in all areas. A written update on this Plan be provided to the Panel for information.
- Local Area Coordination - An evaluation was undertaken in 2016 by Swansea University. A further evaluation has been proposed, and Southampton University is planning that it will be a multi-site evaluation, to study the effect of LAC in three different locations including Swansea. Further news is awaited about funding for the research, and the scope, but it will focus in part on measuring the impact of preventative interventions. Agreed Panel be kept updated on progress regarding the proposed evaluation.

Issues / Concerns:

- Supported Living Developments for Mental Health and Learning Disability Services - Discussed how the biggest concern for parents in terms of the re-tendering of the service was how transition was going to be handled. All agreed the need to ensure stability for service users. Officers confirmed that there will be continuity for the majority of service users, particularly as most of the providers will remain the same.
- Issue raised by parents at the events was that of waiting lists. 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. Officers agreed to provide further information on the situation with waiting lists to the Panel.
- Procurement Practice and Assurance in Social Care - Panel queried how well service user feedback is fed into the assurance process and were informed it is not as good as it could be but arrangements will improve as time goes on.
- Commissioning of Residential Care - Panel queried what the 'pressures' are which prevent the target being reached and were informed that two things have contributed to not being able to complete audits to timescale. The Department relies on district nurses to undertake the evaluation of some aspects of the audit but that the Health Board has lack of capacity to undertake this. Secondly, there is a person from the Department on long term sick which has added to the problem. Panel informed that the process may not work like this in the future.
- Adult Services Transformation Programme - Panel raised the issue that the forecast year savings for 2019/20 is approximately £640,000 short of meeting the aligned savings total of £4,078,000 and this is a concern. Informed the Department is trying to find savings in other ways.
- Carers Assessments - Panel informed that of the 12,400 care assessments undertaken last year, the Department is unable to determine how many individuals this would be, as data is limited and they are not sure if data is accurate on the PARIS system. However Social Services is moving over to the new WCCIS system so recording should improve.
- Panel stated that the Authority has a legal duty to undertake carer's assessments and that it should not be based on judgement. Panel informed that the Department wants to get to the standard position of asking if a carer is involved, so that it is not based on judgement.
- Local Area Coordination – Discussed the issue that not all areas have Local Area Coordinators. It is going to take a long time to have them in all areas but that an incremental approach is useful for learning.

- Panel informed the Authority does not know if it is seeing benefits from savings in the budget, as it is difficult to make a direct link.

Action Recommended / Agreed:

- Assistive Technology Mini Commissioning Review – Panel expressed the view that the Authority needs to look at how assistive technology and community alarms are paid for. The Panel feels assistive technology would be a good subject for the integrated care fund.

CM Response: CM confirmed that there is an increasing desire to work more closely with the Health Board and Neath Port Talbot on this.

- CM was briefed on a proposal for improving the understanding of the agreed range of adult care services and of the performance and budgeting data. It is understood that Welsh Government may be willing to undertake work with some authorities to obtain this information.

CM Response: CM confirmed no problem with the principle of it but the research would have to be fully funded, as it is a very large piece of work. Panel referred this formally to CM to have further discussions with the Director of Social Services and to decide whether to take this forward and apply for funding from Welsh Government.

4. Future Work Programme

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

Meeting date	Item to be discussed
Meeting 9 17 February 2020	<ul style="list-style-type: none"> Draft Budget proposals for Adult Services West Glamorgan Transformation Programme – 3 case studies
Meeting 10 17 March 2020	<ul style="list-style-type: none"> Adult Services Complaints Annual Report 2018-19 Briefing on Staff Sickness in Adult Services
Meeting 11 28 April 2020	<ul style="list-style-type: none"> tbc
Meeting 12 19 May 2020	<ul style="list-style-type: none"> Performance Monitoring Update on Transformation Programme Review of the year on the Adult Services Panel

5. Action for the Scrutiny Programme Committee

None.