



City and County of Swansea

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

Multi-Location Meeting - Gloucester Room, Guildhall / MS Teams

Tuesday, 21 March 2023 at 4.00 pm

Present: Councillor S M Jones (Chair) Presided

Councillor(s)

C A Holley
J W Jones

Councillor(s)

Y V Jardine
E T Kirchner

Councillor(s)

A J Jeffery

Co-opted Member(s)

T Beddow

Other Attendees

Louise Gibbard
Hayley Gwilliam

Cabinet Member – Care Services
Cabinet Member - Community

Officer(s)

Lee Cambule
Jon Franklin
Kelly Gillings
David Howes
Liz Jordan
Helen St John

Tackling Poverty Service Manager
Local Area Coordination Manager
Programme Manager, West Glamorgan Partnership
Director of Social Services
Scrutiny Officer
Head of Integrated Community Services

Apologies for Absence

Councillor(s): P R Hood-Williams and C L Philpott

1 Disclosure of Personal and Prejudicial Interests

Chris Holley and Jeff Jones declared a personal interest.

2 Prohibition of Whipped Votes and Declaration of Party Whips

No declarations were made.

3 Minutes of Previous Meeting(s)

Panel agreed the Minutes of the meeting on 31 January 2023 as an accurate record of the meeting.

4 Public Question Time

No questions were received.

5 Update on West Glamorgan Transformation Programme

Kelly Gillings, Programme Manager attended to update to the Panel on progress including background, governance arrangements, West Glamorgan Area Plan 2023-27, engagement and co-production.

Discussion Points:

- Panel queried how the Partnership intends to encourage volunteers in the community. Heard staff within partner organisations already work with individuals who want to volunteer. In addition, Swansea Council for Voluntary Service and Neath Port Talbot Council for Voluntary Service are developing a framework with people who are already volunteers to try and encourage more people to do it.
- Panel asked if it is possible to predict what the shift from looking after people in hospitals to looking after people at home actually means in terms of cost. Informed that for the majority of individuals who need 24-hour care, the offer would still likely be a more institutionalised setting. However, currently looking for more opportunities to support more people, who could be better enabled with care at home.
- Panel sought clarification on what is meant by 'virtual wards'. Heard it is a Health Board development and it is not physical wards. They are a step to support people to come out of hospital who still have clinical needs and provide ongoing care at home.
- Report states additional capacity has been created in domiciliary care with 1000 hours credited but 600 hours subsumed. Panel queried what this means. Heard plans were in place to increase domiciliary care capacity in-house and with external providers. However, not all additional hours could be used to support new packages of care as some providers had to hand existing packages of care back to the Council, due to staff shortages, and they still had to be delivered.
- Panel concerned there is more and more onus on unpaid carers looking after people in their own home. Heard there is a drive towards supporting a greater level of independence, but Social Services is struggling to meet this need as quickly as it would like and, in those circumstances, often unpaid carers step in and bridge the gap.
- Panel noted a Dementia Plan for Wales is being developed and queried how this might differ from current arrangements. Heard Dementia Standards are being pulled together by lots of individuals caring for people with dementia and from what has been learnt in the past. The lessons from across Wales should produce a framework by which individuals can be supported more effectively. Panel felt it would be useful to have a discussion on dementia, including case studies at a future meeting.

Actions:

- Add briefing on Dementia to future work programme.

6 Performance Monitoring

Helen St John, Head of Integrated Community Services briefed the Panel on the performance report for January 2023 and provided an update on the current situation in March 2023.

Discussion Points:

- Panel queried if new Welsh Government Guidance on nursing care is beginning to make any difference to the way resources are brought together if one is free on the NHS and one is not. Heard that for integrated community services, collaborative arrangements between Health Board and Local Authority work well, establishing the most appropriate support and care and making sure the financial debates do not get in the way. Director does not believe the updated guidance will greatly improve arrangements and believes the real solution is a pooled fund arrangement.

7 Local Area Coordination Update

Hayley Gwilliam, Cabinet Member for Community and relevant officers attended to update the panel on this issue, highlighting performance of this approach in 2022.

Discussion Points:

- Panel pleased to hear there is full coverage of local area coordinators (LACs) across Swansea and the central LAC team works hard to provide resilience if there are any vacancies.
- Panel queried how LACs identify people who are isolated. Heard LACs spend time in community locations encouraging people to talk to them about individuals they may be concerned about, people on their own who are isolated and vulnerable. They are then able to make connections and provide support.
- A 'Local Area Coordination in Swansea Guide' has been produced to raise the profile and awareness of LAC. Panel queried the target audience and if there is a leaflet which can be posted through people's doors. Heard the primary audience for the Guide is elected members. There is a leaflet which is used by all LACs to get themselves know in their areas but building relationships with individuals and making connections is the vital part.

8 Briefing on Annual Review of Charges (Social Services) 2022/23

David Howes, Director of Social Services briefed the Panel on this and informed the Panel that the proposals have been signed off by Cabinet. The report did not propose any new charges be implemented by Council but did recommend it should maintain an inflationary uplift of around 10% overall.

9 Work Programme Timetable 2022-23

Panel considered the work programme and noted items for the next meeting.

Minutes of the Scrutiny Performance Panel – Adult Services (21.03.2023)
Cont'd

The meeting ended at 5.35 pm