



City and County of Swansea

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

Remotely via Microsoft Teams

Tuesday, 2 May 2023 at 4.00 pm

**Present:** Councillor S M Jones (Chair) Presided

**Councillor(s)**

C L Philpott  
J W Jones

**Councillor(s)**

C A Holley  
E T Kirchner

**Councillor(s)**

A J Jeffery

**Other Attendees**

Louise Gibbard

Cabinet Member for Care Services

**Officer(s)**

Amy Hawkins  
David Howes  
Liz Jordan  
Sarah Lackenby

Head of Adult Services & Tackling Poverty  
Director of Social Services  
Scrutiny Officer  
Head of Digital and Customer Services

**Apologies for Absence**

Councillor(s): P R Hood-Williams and Y V Jardine

Co-opted Member(s): T Beddow

Officer(s): Helen St John

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**1 Disclosure of Personal and Prejudicial Interests**

Chris Holley 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 21 March 2023 as an accurate record of the meeting.

**4 Public Question Time**

No questions were received.

**5 Adult Services Complaints Annual Report 2021-22**

Louise Gibbard, Cabinet Member for Care Services and Sarah Lackenby, Head of Digital and Customer Services attended for this item and answered the Panel's questions.

Discussion Points:

- Cabinet Member stated the Report is for 2021/22 so impact of covid is very much evident, however, it did not lead to a significant increase in complaints. Also important to note compliments received.
- Panel queried how the complaints process works. Heard for Social Services is defined in legislation, so it is very specific and is quite a detailed and lengthy process.
- Panel queried why there is more of an effect from Covid on Adult Services (AS) than Child and Family Services (CFS). Heard capacity to deliver direct care and dramatic impacts on the workforce played out differently in AS to CFS. Also, AS much more impacted by pressure in the health service.

## **6 Update on how Council's Policy Commitments translate to Adult Services**

Cabinet Member for Care Services, Director of Social Services and Head of Adult Services and Tackling Poverty attended for this item.

Discussion Points:

- Panel noted in report there is a distinct absence of homelessness and those who may be suffering from drug or alcohol abuse and queried if anything is done to help homelessness problem. Informed homelessness comes under the portfolio of Service Transformation but there is overlap with Social Services and Adult Services. Heard the Commissioning Reviews Update item (8) talks about temporary accommodation pathway for homelessness support, which is part of Adult Services commissioned activity. Cabinet Member offered to circulate to the Panel, reports on housing and homelessness which have gone to other Committees.
- Panel asked if there are any plans to revisit the qualifying period and qualifying entry into respite and into residential care. Heard it is all part of the transformation programme, which will be looking at use of day services and recommissioning and looking at the approach being taken with day opportunities. Criteria will potentially be looked at but not anticipating any changes. Also, in terms of planned respite there are no changes planned.

Actions:

- Reports on housing and homelessness to be circulated to the Panel for information.

## **7 Commissioning Reviews Progress Update**

Amy Hawkins, Head of Adult Services and Tackling Poverty provided an update on this issue.

Discussion Points:

- Panel feels not all original commissioning reviews were successful and there is an opportunity now to revisit them, particularly respite and day care services. Informed things have changed and in terms of day services, they are hugely valuable but not everyone wants the traditional day service model. Looking at how the Service can deliver, use Local Area Coordinators and make use of things in the community.
- Officers confirmed they are not looking at it the same way as for previous commissioning reviews. It is through the transformation programme, improvement programme and commissioning cycle.
- Report states work on commissioning review of catering service was concluded in December 2019. Panel queried if this work was finished given the pandemic at the time, and if so, if it has been revised since. Received confirmation it was closed as a commissioning review and was embedded into business as usual in December 2019 and the efficiencies that were found were all implemented.
- Panel queried what capacity the Council has internally to support discharge through step up step down from hospital, and when capacity is reached if the private sector is used, or if it is used already. Informed there are approximately 150 beds across all services – a mixture of planned respite, long term complex, reablement and step up step down temporary placements. Currently temporary beds are used across all of residential services to provide support with pressures in hospital. Revisiting this now to see if this is a long term plan.

## **8 Panel Review of the Year 2022-23**

Panel Members reviewed the year 2022/23 on the Adult Services Panel and made the following comments:

What went well?

- Engagement with Social Services officers and Cabinet Members has been good. Cabinet Members and Director have attended most meetings.
- Social Services officers and Cabinet Member have been quite honest with the Panel.
- Quality of presentations has greatly improved over the year. This has made it easier for the Panel to get a fuller understanding of the principles it has been talking about.

What, if anything, could be done better?

- Need to have a more in depth look at some of the items that came up eg commissioning reviews
- Concerns around Social Services provision by the Authority for people. Onus on people providing more and more for themselves. Think the Panel needs to look in more depth at this issue.

Has the Panel's work focused on the right things?

- Think it has focused on the right things.
- Need to keep in mind the relationship between Health and Social Services and how this is working and whether there are any tensions.

What have we learnt that will help us to improve and develop future scrutiny?

- The role of the Panel is to see that the operation of the Council is fair and equal and for the benefit of the people of Swansea.
- As a Panel we listen to things, we debate things, and we understand what Social Services is about as opposed to relying on officers telling us what it is about.
- The benefit that has been gained by the introduction of Local Area Coordinators. It seems to be working well and that is good to hear.
- How Social Services manage through these difficult times. The Council cannot provide everything it would like but see officers seriously looking at issues, and it is not just about cost, but what is best for the individual.
- To improve scrutiny could do with some more members joining the Panel.

The meeting ended at 5.15 pm.