



To:
Councillor Mark Child
Cabinet Member for Health & Wellbeing

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Date 02 October 2017
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Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Health and Wellbeing following the meeting of the Panel on 20 September 2017. It covers an update on the approach to Prevention in Adult Services.

Dear Cllr Child

The Panel met on 20 September and looked at the approach to Prevention in Adult Services in line with obligations set out in the Social Services and Wellbeing (Wales) Act and the Adult Services Improvement Plan.

We are writing to you to reflect on what we learnt from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response. The main issues discussed are summarised below:

Prevention

The Panel would like to thank Alex Williams for attending to outline the approach to Prevention and answering the Panel's questions and Steve Porter for attending to answer questions on the Supporting People initiative. The Panel appreciates their engagement and input.

Information, Advice and Assistance Strategy

The Panel heard that the front door into Adult Services, the Common Access Point, has been redesigned to offer advice so people can self-support rather than be referred in for assistance. They look forward to seeing the available data on calls closed at the Common Access Point included in the Performance Report at the next meeting. They were pleased to hear that staff are able to offer information on the telephone related to

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social care issues and to signpost to appropriate services. They were also pleased to hear that Adult Services pages on the Council's website are clear about where to go for information.

However, the Panel was concerned to hear that it is not obvious from the front page of the Council website how to access Social Services pages and that upon raising this issue with officers the department was told that the Council's front page cannot be changed from the current format. The Panel will be writing to Clive Lloyd Cabinet Member for Service Transformation and Business Operations separately for clarification and will copy you in.

The Panel was pleased to hear that feedback from last week's CSSIW inspection on compliance with the Social Services Act was good.

The Panel would like to know more about the DEWIS information platform, where information in relation to what services/support is available, will be captured going forward. A presentation on this platform will be added to the future work programme of the Panel.

Local Area Coordination (LAC)

The Panel was pleased to hear about the significant developments in terms of expansion of Local Area Coordination to a further four areas and about partnership support in terms of funding. However the Panel felt that there is a risk to the sustainability of the approach given time limited partnership funding for everything over six coordinators and one team manager. The Panel will monitor this going forward.

The Panel understands that evaluating the contribution of Local Area Coordinators is very difficult and that direct savings cannot be shown. However they heard that the department plans to develop performance data to show the contribution of Local Area Coordinators to help evaluate overall benefits. The Panel would like to be kept informed on progress in developing performance data.

Adult Family Group Conferencing

The Panel heard that this initiative has been refocussed to target referrals from GPs and Primary Care and that Swansea Carers Centre has been appointed to provide the mediation function. The Panel would like more detail from the department on this change in approach and how it works including some scenarios to help understand it.

Commissioning Strategy supporting early intervention in Adult Services

The Panel was pleased to hear that a Commissioning Strategy outlining the Adult Services offer to prevention and early intervention is going to be developed with partners once the Prevention Strategy has been agreed, and that work on the Commissioning Strategy will commence in the new year. The Panel look forward to receiving updates on progress at its meetings.

Supporting People

The Panel heard that Supporting People is a government initiative which funds accommodation related support services. The Panel also heard that funding for next year has not yet been confirmed by the Welsh Government. The Panel would like to be updated on this at a future meeting.

Financial Implications

The Panel was informed that as Adult Services moves to a more prevention/early intervention approach, there is an expectation that greater resource will be invested in this element of the approach and disinvested in more formal forms of care. The Panel felt that it would be useful to use a pilot approach when shifting this resource. The Panel would welcome your views on this suggestion.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please note that in this instance, a formal response is not required.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter Black', with a stylized, cursive script.

PETER BLACK
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