



To:
Councillor Mark Child
Cabinet Member for Health & Wellbeing

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Date 04 April 2018
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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 March 2018. It covers the Complaints Annual Report 2016/17 and the Cabinet Member Question and Answer session.

Dear Cllr Child

The Panel met on 20 March and looked at the Adult Services Complaints Annual Report for 2016/17 and held a Question and Answer session with you. We would like to thank you, Dave Howes and Andrew Taylor for attending to present the items and answering the Panel's questions. We appreciate your engagement and input.

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:

Adult Services Complaints Annual Report 2016/17

Andrew Taylor went through the report highlighting the main issues and answering questions.

- We were informed that it is a mandatory requirement for the Complaints Team to produce an annual report on its performance.
- We heard that the department feels it is positive that the rate of justified concerns has stayed steady.
- It was good to hear that there has been a huge drop in the last few years in complaints progressing to stage 2.

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- The Panel was pleased to hear that there has been significant learning this year from a complaint around community alarms. This highlighted a problem and has resulted in a lot of work to strengthen the process.
- We also heard that there is learning from the compliments received about what the department does well.
- We were pleased to hear that the Head of Service and Chief Officer write to every member of staff who has received a compliment to show appreciation of their efforts. And also that an awards event is held every year to recognise achievement.
- The Panel was concerned about the department's resilience to changes in structure in order to retain learning and knowledge which has been built up over many years. We were informed that there is a risk but the department has worked hard to create embedded systems in complaints and in social services, by for example, tracking record of complaints. We also asked if there is a process for updating manuals on a regular basis within the department to ensure processes and knowledge is retained. We were informed that this is a work in progress in Adult Services.

Cabinet Member presentation and Q&A session

You updated the Panel on what has been happening in Adult Services in the last year. You and Dave Howes then answered a number of questions from the Panel:

- Local Area Coordination (LAC) – Peter Black informed you that he has met his Local Area Coordinator and was very impressed. Last year we looked at potential benefits of LAC. The Panel wanted to know if the Department has been able to look at cash benefits. We were informed that information on this is not currently available. The Authority does not have an ongoing agreement with Swansea University to produce evidence of how effective LAC is. However at some point in the future information will be collated. We look forward to seeing this information when it is available.
- We requested performance indicators that would show the results of LAC. We were told that it would be difficult to show benefit but the Department will produce something to include in its performance reports to the Panel. We were pleased to hear this and hope to see it included in the near future.
- The Panel commented that there is a big difference for health if the Local Area Coordinator is good or not and that they need to get to know the community in their area as the more they embed themselves the better the results they get. The Panel felt that the ones in Swansea are very good.
- We were pleased to hear that Social Services regularly introduce / refer people to Local Area Coordinators. They are being referred to from a wide selection of professionals so are being well used.
- We heard that there are a number of reviews planned in Social Services. Regarding the advocacy service, there will not be a discreet review but the department will be reviewing its approach to advocacy. There is going to be a re-examination of the current process so there is ongoing work on this. We would like to be kept updated on progress.
- Accommodation Strategy for Older People – We thought this would detail the number of older people and their housing needs and were surprised to hear it will not be a formal review. We were told that it is something that needs to be looked at in more detail but currently commissioning reviews are taking

precedence for staff time. The Panel feels strongly that a cross cutting review of older people's needs across departments would be time well spent.

- We heard that there are examples in Europe of students and older people sharing accommodation and that this is something you are interested in pursuing. We would be interested to hear of any progress with this.
- We were interested to know what to expect in terms of funding for Supporting People. We heard that you think funding will continue to come to the Authority. There will be an opportunity for greater variance and targeting but the total pot will be less. However Welsh Government decides how to distribute the funding so it is something the Authority will need to keep an eye on. The Panel queried whether any work had been done on how to defend our position, given that Swansea is a potential loser in this. We heard that the Authority is trying to gather evidence on what it has done and what it has to deal with, for example, homelessness and that you feel it is positive that the Authority has a People Directorate and a lot of grants come within this. This enables an approach of looking at how the Authority can mobilise total grants for the outcomes it wants to achieve. We heard that this is a very difficult issue and is in the early stages of development, however, some work is happening. The Panel was very interested to hear about this and will want to check the progress on it. It will be added to the Panel's work programme for 3 to 6 months' time.

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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