



To:
Councillor Mark Child
Cabinet Member for Care, Health & Ageing
Well

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Date 11 September 2018
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Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Care, Health and Ageing Well following the meeting of the Panel on 21 August 2018. It covers performance monitoring.

Dear Cllr Child

The Panel met on 21 August and looked at performance monitoring for May and June 2018. We would like to thank Alex Williams and Dave Howes for attending to present the item and answering the Panel's questions. We appreciate their 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:

Performance Monitoring

Alex Williams went through the Highlight Report focussing on a number of points and we made a number of comments, namely:

Page 7 - Common Access Point – We asked for a graph to be included in future Performance Reports so that fluctuations can be seen and this was agreed.

Page 7 - Carer identified and Carer Assessment – We heard that since the recording system has been changed, the data now shows a much higher percentage as being offered the assessment. The Panel was pleased to hear this.

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Page 8 - Long Term Domiciliary Care. – We were pleased to hear that this is currently in a much healthier position than it was 12 months ago.

The Panel was informed that the Council is currently looking at an overspend of approximately £4 million in Adult Social Care this financial year. We heard that Mental Health is beginning to look a bit better and that Learning Disabilities is now the greatest concern particularly supported living and residential care. Clearly the performance figures need to be seen in the context of a service that has a performance outcome that is consuming more financial resource than has been allocated and the Panel is keen to attempt some notional recalibration of the relevant service components to allow for this.

We expressed our concern about the Health Board passing on costs to the Council regarding people with learning disabilities, which has contributed to the overspend in that area. The Panel will want to monitor this going forward.

We were encouraged to hear that the Council and the Health Board are in discussions concerning continuing health care as a better collaborative arrangement is needed including pooled budgets.

Page 9 - Delayed Transfers of Care – We heard that Gorseinon Hospital is included in these figures and that it is Gorseinon and Cefn coed where most of the delays are currently. We also heard that a bid has been submitted to the Health Board to secure funding for another social worker to cover Gorseinon, and if agreed this will hopefully reduce delays.

Page 9 - Reviews of Allocated Clients – We were pleased to hear that there has been significant improvement in recent figures particularly in the Learning Disability Team which had previously been a concern.

Page 10 - Residential Reablement – We were informed that the criteria for reablement is being looked at, particularly in Bonymaen.

Page 11 - Timeliness of Response to Safeguarding Issues – The Panel was pleased to hear that the percentage for timely response has increased significantly.

Page 11 - Timeliness of Deprivation of Liberty Assessments – We were pleased to hear that we should see a real improvement in performance in the next quarterly performance report as new working arrangements have been put in place.

Page 58 - Planned Future Developments to the Report – We think it would be useful for a timeline for future developments to be included in the performance report and asked that it be included in the next one. We also feel it would be useful to have financial information included in the report and would like this added to the Wish List.

The discussions of the main service components and their separate use of financial resources, was useful in understanding how funds are being used and to what effect, and where financial pressures are most severe. Officers and members share an intent to refine the performance report so that it increasingly links financial resource use and service delivery outputs or outcomes within each of the main service areas and we would welcome your observations on this approach to scrutiny.

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.

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