



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

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Date 04 December 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 20 November 2018. It covers Performance Monitoring, Wales Audit Office report and the annual review of charges (social services).

Dear Cllr Child

The Panel met on 20 November and discussed the performance monitoring report for August/September 2018 and the Wales Audit Office report on Strategic Commissioning of Accommodation for People with Learning Difficulties and received a briefing on the Director's annual review of charges for Social Services 2018/19. We would like to thank you, Dave Howes and Deb Reed for attending to present the items and answer 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:

Performance Monitoring Report

We were pleased to hear that as requested by the Panel at its meeting in August 2018 a timeline for planned future developments is now included in the report.

With regards to the timeliness of response to safeguarding issues, we expressed our concern that in August targets were not met as a number of staff were on holiday. We suggested the Department look at introducing a rota for leave to ensure safeguarding percentages do not fall at this time of year. We were reassured to hear that urgent

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responses are dealt with on the same day. We also heard that there may be a move to one safeguarding team in the future which could help alleviate these issues.

We were concerned that in respect of Local Area Coordination the report states that there has been 'a suspension of introductions in one area'. We were informed that this statement is historical as a member of staff is off work but arrangements have been put in place. We were pleased to hear that.

The Panel was informed that the Gowerton Local Area Coordinator had been seconded from the Fire Service. However due to financial pressures this secondment is being cancelled. The Panel expressed their dismay at this news.

We observed from the graph 'Main Presenting Issues - Local Area Coordination' that isolation is by far the largest issue. This is a frightening figure.

With regards to delayed transfers of care we noted that there was a significant worsening in numbers of individuals delayed due to waiting for package of home care with notable deterioration in August and September. This is a concern for the Panel and we feel the Service is not getting on top of this.

We were informed that Allied has withdrawn from the home care market in Carmarthen and that the company will cease to exist, across the UK, after 14 December 2018. The company currently provides over 700 hours of care in Swansea. We heard that the Authority is in discussions with them and that one of the options is that existing companies that work with the Authority will take over the work, as well as the staff responsible for the work. However it is likely to cost more so there will be more pressure on the budget. We also heard that recruitment and retention in this area is very difficult. The Panel feels this is a serious concern and we would like an update on this issue at the next meeting.

Wales Audit Office Report on Strategic Commissioning of Accommodation Services for People with Learning Disabilities

We heard that the Authority was not asked by Wales Audit Office to provide any information for the audit or to participate in the audit.

We also heard that the Department will be working towards the recommendations over the next 15 to 16 months and propose to provide a written response now for the Panel on the current position with the recommendations, then to do a follow up in March/April 2019 showing how they are improving. We were happy with this proposal and look forward to receiving a briefing on the current position shortly and a follow up item has been added to the work programme for April 2019.

We were pleased to hear that there is some evidence that the service is starting to reduce spending in this area this year, and getting more control over its budget.

Director's Annual Review of Charges (Social Services) 2018-19

We were briefed on the recommendations made to Cabinet to inform a new list of social services charges for 2019/20 and informed that Cabinet has agreed the recommendations. We heard that there will be an inflationary increase of 5% for all

social services charges and that there are no new service charges to apply for 2019/20.

We heard that invoices for residential care and day care services following last year's review of charges have only just been sent out so it is too early to judge the impact yet. The Panel will want to monitor this.

Work Programme Timetable 2018/19

We discussed the Panel's work programme and in particular the attendance of the Chairman and Chief Executive of Abertawe Bro Morgannwg University Health Board at the Panel meeting on 15 January 2019. You are welcome to attend this meeting to participate in the discussion.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised, and in this instance, ask that you provide a written response by Monday 7 January 2019.

Yours sincerely

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

PETER BLACK
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