

My Ref: Scrutiny/Correspondence/Cllr Jenkins
25 September 2019

Councillor Susan Elsmore
Cabinet Member Social Care, Health & Well-being
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Dear Susan,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 11 SEP 2019

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee and providing Members with an opportunity to consider a range of items on the agenda at its September meeting. To offer completeness, this letter includes the Committee's feedback on both the Cardiff & Vale of Glamorgan Regional Safeguarding Board's Annual Report 18-19 (Adults Board) and Quarter One Performance Report for Adult Social Services 2019-20.

Cardiff & Vale Regional Safeguarding Board Annual Report 2018-19

Within the meeting questions were raised regarding the performance data on safeguarding Adults in the region, and the lack of context and insight into trends the data set out in the report currently provides. Members have noted that the data currently being collected is significantly different, and going forward, will offer a much higher level of detail with an additional reference to previous years. However, in order to better inform Members on the trend of adult safeguarding in the region and how the Cardiff & Vale Regional Safeguarding Adults Board is managing referrals, Members would like to request the following:

- The performance data captured in previous years;
- A greater breakdown of the figures; where the referrals have come from and average times taken to investigate inquiries;

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu goheblaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

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- Members would appreciate if this information could be provided for the years' 2015-2019.

In terms of strategic leadership, Members wish to highlight that there are some members of the Regional Safeguarding Adult Board that have not attended a Board meeting at any point throughout 18-19. As such, Members would like to recommend a review to the Board membership to ensure that it is both relevant and adequate.

With regard to the Child and Adult Practice Review Sub Group, the report states that the group has faced significant challenges in dealing with adult practice review referrals'. The report further states that one reason for the delays in these reviews was due to difficulties in the board reaching consensus. Within Committee, Members were assured that difficulties in obtaining consensus is historic, and were only present prior to the establishment of a 'robust business management framework' which is now provided by the Business Unit. Although the answer provided was somewhat detailed, Members would appreciate if clarity could be provided on exactly how these delays in practice reviews have specifically been addressed.

Quarter One Performance Report 2019-20

As discussed during Committee, Members wish to reiterate their concern that the capacity issues present in the directorate must be adequately addressed. Members also wish to highlight their apprehension that the directorate's current 'programme of transformation' does not contribute to this challenge, adding weight and pressure to a possibly over-stretched, and under resourced workforce. Members are of course aware that this 'programme of transformation' is being resourced through Integrated Care Transformation Fund (along with other funding streams) however, wish to reiterate the importance of ensuring that the directorate's ambitions are carefully aligned with allocated funding; preventing disproportionate expectations and ensuring that only realistic, sustainable targets are formed.

As detailed within the report, sickness rates appear to have risen; possibly indicating the start of a concerning trend. Members note the comments that greater investment is being directed into this area in order to better understand the root cause of this challenge, and as mentioned at Committee, Members will continue to closely monitor this area of work.

With regard to the current annual figure set for delayed transfers of care 2019-20 (2.33), given the capacity challenges mentioned in this letter, Members would recommend this be revisited in order to provide a more realistic figure.

In terms of the recruitment of approved mental health practitioners, Members noted the comments on the challenges faced in this area and were pleased to be informed of the training programme, professional leadership, and wider approach based focus currently being deployed within the directorate in order to solve this challenge.

Lastly, the formatting errors present in the report does deliver a degree of limitation for the recipient, hindering the ability for the document to be easily read and information being easily transferred. Members would therefore request that, going forward, the layout could be structured to ensure axes and table titles are all encompassed together on one page, comparable data from either previous years or quarters is provided, and when accumulative data and targets are present, these are explained accordingly. Such information would ensure the document can more greatly claim to be clear, transparent and open.

Thank you again for attending Committee, for ease of reference, the requests and recommendations set out within this letter are as follows:

Cardiff & Vale Regional Safeguarding Board Annual Report 2018-19

- A briefing note to include the performance data on adult safeguarding captured between the years 2015-2019, and if known, a breakdown of where the referrals' have come from and the average time taken to investigate inquires.

- A recommendation that Board membership is reviewed to ensure that it is both relevant and adequate.
- Specific detail on how the delays in adult practice review referrals' have been addressed.

Quarter One Performance Report 2019-20

- With regard to the current annual figure set for delayed transfers of care 2019-20 (2.33), given the capacity challenges mentioned in this letter, Members would recommend this be revisited in order to provide a more realistic figure.

We look forward to receiving the information requested within this letter.

Yours sincerely,



COUNCILLOR SHAUN JENKINS

Chairman - Community & Adult Services Scrutiny Committee

Cc: Claire Marchant, Director, Social Services

Louise Barry, Assistant Director, Adult Services

Kate Bishop, Cardiff & Vale of Glamorgan Regional Safeguarding Boards Business Unit

Kim Brown, Service Manager, Policy & Performance

Cabinet Office