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## CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

**Committee** ECONOMY & CULTURE SCRUTINY COMMITTEE

**Date and Time of Meeting** THURSDAY, 10 MAY 2018, 4.30 PM

Please find below correspondence send by the Committee Chair following the meeting, together with any responses received.

For any further details, please contact [scrutinyviewpoints@cardiff.gov.uk](mailto:scrutinyviewpoints@cardiff.gov.uk)

9 **Correspondence Following the Committee Meeting** (Pages 3 - 8)

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My Ref: T: Scrutiny/Correspondence/Cllr NH

Date: 11 May 2018

Councillor Sarah Merry & Councillor Lynda Thorne  
Cabinet Member, Housing and Communities  
Cardiff Council,  
County Hall  
Cardiff  
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Dear Councillor Merry and Councillor Thorne,

**Economy & Culture Scrutiny Committee: 10 May 2018**

Thank you for attending Committee for scrutiny of the People & Communities: Housing and Communities Directorate Delivery Plan. Committee Members have asked that I pass on the following comments.

Overall, Members are content with the Plan and the actions detailed and can see how these will help citizens of Cardiff to be able to share in the growth of Cardiff, across the areas that fall within our terms of reference, namely hubs, libraries, employment services, into work, adult community learning and regeneration actions.

At the meeting, Members asked several questions regarding targets, including how they are set and whether they are suitably challenging. Members recognise that quite a few of the performance indicators are new and it is therefore difficult to be certain that a target is set at the right level. Members were therefore reassured to hear that managers will closely monitor performance to see if targets need adjusting. We will also keep an eye on these via the quarterly performance reports.

Members were particularly interested in the rationale for the 95% target set for '*The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/ I got what I needed'*'. Members noted that the Directorate has exceeded this target for the last 2 years. However, Members take on board your

explanation that, with the increased number of Hubs and scope of work undertaken, maintaining satisfaction to this high level will be challenging.

With regard to the Employment Services, Members are pleased to accept the offer from Sarah McGill, Corporate Director – People & Communities, to bring a progress report to our December 2018 committee meeting. Members would also like to receive a list of the sites across Cardiff that Into Work services operate from, as per the offer from Jane Thomas, Assistant Director – Housing & Communities.

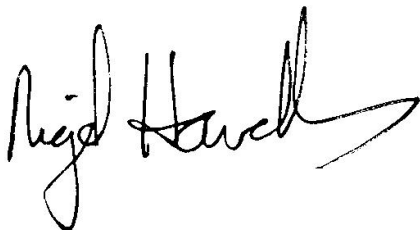
For your information, the Volunteer portal link has been circulated to Committee Members and I will forward any feedback received on this to you.

Finally, as raised at the meeting, Members understand the Plan follows a corporate template. As such, I would be grateful if you could pass on, to the relevant team, that some Members found the Plan difficult to read, particularly the front end that is very text-heavy. In addition, the graphics showing Golden Thread (Part 1.1) are very difficult to read.

To recap:

- *Members would like to receive an Employment Services progress report at their committee meeting December 2018*
- *Members would like to receive a list of the sites across Cardiff where Into Work services are offered.*

Yours sincerely,



**COUNCILLOR NIGEL HOWELLS**  
**CHAIR, ECONOMY & CULTURE SCRUTINY COMMITTEE**

cc Members of the Economy & Culture Scrutiny Committee  
Sarah McGill  
Jane Thomas  
Nick Blake  
Elizabeth Patterson  
Cabinet Support Office

Date: 11 May 2018

Councillor Lynda Thorne  
Cabinet Member, Housing and Communities  
Cardiff Council,  
County Hall  
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Dear Councillor Thorne,

**Economy & Culture Scrutiny Committee: 10 May 2018**

On behalf of the Members of the Economy & Culture Scrutiny Committee, thank you for attending Committee for pre-decision scrutiny of the report to Cabinet '*Building Resilient Communities through the further development of Community Hubs*'. This letter captures our observations and comments.

Members note the report to Cabinet and, at this stage, have no major issues with it. We will be interested in carrying out further scrutiny as proposals develop and, in particular, it becomes clearer where capital funding will be sourced. Members are concerned that the current report to Cabinet is a little vague in this regard but accept that further reports will be brought to Cabinet as and when specific proposals require significant change to current buildings.

Members share your view that the proposals outlined provide an exciting opportunity to protect and enhance library services and the library offer to citizens of Cardiff. Members value our library services and the role they play in improving people's lives, as was aptly demonstrated at our scrutiny of library services earlier this year.

Members note that no formal assessment has been undertaken on the likely impact of proposed changes on Cardiff Council's ability to meet the Welsh Library Standards. However, Members were pleased to hear assurances from Nicola Pitman, Central Library Services Manager, that the changes should have a positive impact on our performance vs. these standards, in particular with regard to

WPLSQ13 - the number of library staff per capita. I am sure that this is something a future Committee will wish to keep an eye on.

Members also note that the proposed changes will realise savings in the region of £200,000, from employee costs, due to management savings and savings from other staff. We note that consultation with staff and trades unions is on-going and that any savings will form part of the Directorate's savings proposals for 2019/20. Further, we note that no decision has been made yet on the size of the proposed Library Strategy & Development team.

With regard to the proposed Library Strategy & Development team, Members are pleased to hear that part of their role will be to take library services out into communities across Cardiff, building on the excellent work to date in this area, and expanding the number of events held to raise awareness of, and access to, library services.

Members note that the next stage will be to undertake area reviews, with these then shaping the future provision of services in the area. As discussed at the meeting, Members recommend that these area reviews take into account public transport linkages, such as branch train lines and bus routes, to ensure that the area boundaries are appropriate. The example cited at Committee was that the bus routes for Creigiau & Pentyrch feed into Whitchurch, rather than Radyr, and therefore their needs would need to be included in the area review covering Whitchurch.

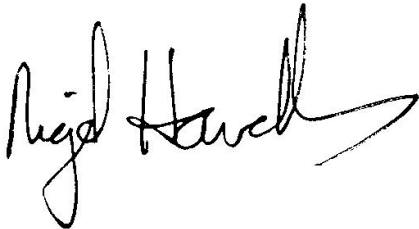
With regard to area reviews, Members discussed the need to work with local communities to ensure that they are clear that library services are not under threat, are being protected from cuts and will be enhanced. Members also discussed the need to ensure a flexible approach is taken to community-based groups that already exist that may not wish to be included in the new approach.

Finally, Members would like to receive a map illustrating the areas covered by each of the 4 Inclusion Officers.

To recap:

- Members wish to carry out further scrutiny as proposals develop, in particular re capital funding and significant changes to current buildings
- Members will recommend that a future Committee scrutinise performance against Welsh Library Standards
- Members recommend that area reviews take into account public transport linkages and that the review boundaries are drawn appropriately to take these into account
- Members would like to receive a map of the areas covered by the 4 inclusion officers.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Nigel Howells', with a stylized flourish at the end.

**COUNCILLOR NIGEL HOWELLS**  
**CHAIR, ECONOMY & CULTURE SCRUTINY COMMITTEE**

cc Members of the Economy & Culture Scrutiny Committee  
Sarah McGill  
Jane Thomas  
Nicola Pitman  
Elizabeth Patterson  
Cabinet Support Office

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