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CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

Committee COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

Date and Time of Meeting WEDNESDAY, 18 APRIL 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

9 **Correspondence Following Committee Meeting** (Pages 3 - 14)

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My Ref: Scrutiny/Correspondence/Cllr McGarry

25 April 2018

Councillor Susan Elsmore
Cabinet Member Social Care, Health & Well-Being
County Hall
Cardiff
CF10 4UW



Dear Susan,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 18 APRIL 2018

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 the April meeting. Members of the Committee have requested that I feed back the following comments and observations to you:

People and Communities: Housing & Communities Delivery Plan 2018/19

The Committee was pleased to receive the Delivery Plan for Housing and Communities. They were encouraged by the update you gave on progress in relation to Independent Living Services and work to date on reducing hospital admissions, effective discharge systems and integration work with partners.

During the presentation and Q&A, all parties agreed that some of the performance targets set for 2018/19 could be more challenging, and Members would therefore recommend a review of Performance Measures across the Plan at the earliest opportunity. Members of this Committee's Performance Panel have agreed to pick up these issues when they consider Q1 Performance. Councillor Thorne has also been made aware of this in my letter to her.

Whilst much of the discussion on homelessness fell within Councillor Thorne's Portfolio, I felt it important to include you in the Committee's discussions on homeless people with complex needs, as these individuals may fall within your portfolio as they are identified and supported via health and social care. At our next meeting in May, we will receive a strategy development brief on the Homelessness & Housing Need Strategy. Members of the Scrutiny Committee have stated that, as part of this Item, they wish to hear about the

approach that will be proposed in dealing with people with complex needs and also what schemes/solutions are being developed to get people off the streets and into the community. Members discussed and agreed that it should be acknowledged that not all people who are currently homeless wish to live alone and may fear isolation and loneliness, and would encourage the consideration of supported, shared living as an option going forward in addressing this issue. Councillor Thorne has also been made aware of this in my letter to her.

Information, Advice and Assistance Update

The Committee commends the work done to date on developing the IAA Service and Members look forward to receiving further updates as the service continues to develop into mental health and children's services, as well as developments with Health. Members noted the work being done in preventing people getting into crisis and the strengths based working approach adopted by the Service.

Members were reassured to hear that Hubs were providing a good service and the system is an effective one for anyone seeking IAA under the Act. However, Members felt that there should be an acknowledgement that specialist advice services provide a critical service for vulnerable people (whether under the Act or outside of its scope) and this should be recognised. With this in mind, Members recommend that officers liaise, in the first instance, with Barbara at Riverside Advice to pick up on some of the points made in her presentation, particularly in relation to the flow of information between the Council and the Advice Centre.

Members were disappointed that recommendations arising from the Scrutiny Report on IAA were not used for further developing the service for mental health users. Members would encourage a review of the findings of the Inquiry to potentially inform further work with mental health users.

Members of the Committee stated that they would wish to receive a further update at a future meeting setting out what progress has been made in relation to identifying demand for the IAA service. Members were keen to ensure that it is advertised and promoted to encourage take-up of advice and services that many people may not currently be aware of; and to encourage those who do not currently engage in services to be made aware of what is available to them.

Members agreed that they would wish to hear from Social Workers at a future meeting to gauge their views on the culture change and changes to working practices, following the implementation of the Act. In addition, Members would also wish to hear from Service Users in relation to their experiences in using the IAA service. This will be scheduled into the 2018/19 Committee work programme and I will discuss this with you further at an appropriate juncture.

Extension of Contract in relation to the Supported Living Service for Adults with a Learning Disability

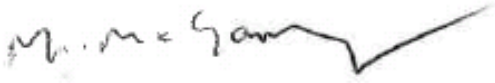
Members were very pleased to be updated by yourself and officers on the work done both in-house and by approved contractors in delivering this Service. Members were satisfied with the rigorous monitoring and review undertaken in ensuring that the service is delivered effectively with a particularly vulnerable group of people, and applaud the range of services offered across a wide range of need. The news that only 2 complaints out of around 320 service users was testimony to this, and the work undertaken by Denise and her team in planning for potential new users coming into the system was to be commended.

Members would be interested to receive more information on those people who are currently in out-of-county placements. Members are keen to understand the scale of this, including how many people are currently supported out-of-county and what types of support are offered in out-of-county settings that cannot be offered within Cardiff. Members felt that, whilst there is a desire to bring some people back into the area, they were concerned that doing so may be to the detriment of an individual's wellbeing. An anonymised breakdown of cases would be welcomed by Committee Members to enable them to better understand the out-of-county issue.

Finally, Members agreed that they supported the extension of the contract for SLS for another 2 years. **The Committee agreed that it was satisfied with the information supplied at the April meeting, and therefore would not wish to look at the Cabinet report at the 16th May meeting.** With this in mind, the Item will be removed from next month's Agenda, and the recommendation for the Cabinet to approve an extension of the contract be advocated by this Scrutiny Committee.

Thank you again to you and officers for attending. I hope you find the Committee's comments useful. The only issue I require a response on is in relation to an overview of out-of-county placements, which I look forward to receiving in due course.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mary McGarry', with a long, sweeping horizontal stroke extending to the right.

COUNTY COUNCILLOR MARY M^CGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Sarah McGill, Corporate Director People and Communities
Barbara Kerridge, Riverside Advice Centre
Jane Thomas (Assistant Director, Housing & Communities)
Carolyne Palmer (Operational Manager, Prevention Services)
Lisa Wood (Operational Manager Locality Services - First Contact & Assessment)
Denise Moriarty (Strategic Lead Planning Officer, Adult Services)
Nick Blake (Business Support Manager)

My Ref: Scrutiny/Correspondence/Cllr McGarry

25 April 2018

Councillor Lynda Thorne
Cabinet Member Communities & Housing
County Hall
Cardiff
CF10 4UW



Dear Lynda,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 18 APRIL 2018

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 the Housing & Communities Delivery Plan 2018/19 and to receive a Briefing on Information. Advice & Assistance. Members of the Committee have requested that I feed back the following comments and observations to you.

Housing & Communities Delivery Plan 2018/19

The Committee was pleased to receive the Delivery Plan for Housing and Communities. Members were encouraged by assurances from yourself that the proposals set out in the Plan were achievable, and would also wish to commend staff at all levels in their commitment to achieving it. On more specific issues, Member's comments are as follows:

Performance Measures

During the presentation and Q&A, all parties agreed that some of the performance targets set for 2018/19 could be more challenging, and Members would therefore recommend a review of Performance Measures across the Plan at the earliest opportunity. Members of this Committee's Performance Panel have agreed to pick up these issues when they consider Q1 Performance. Councillor Elsmore has also been made aware of this in my letter to her.

Homelessness

The Committee discussed, in some detail with you and officers, the complex issue of homelessness in Cardiff and look forward to receiving a strategy development briefing on homelessness at the May 2018 meeting, as set out in the Committee's Work Programme.

Members noted the work undertaken with the Police in identifying those people who are homeless and those who are begging (but not necessarily homeless) and would welcome further information on how this is to be further tackled in the future. It was noted that a "Five Step Approach" had been adopted and plans for this were currently being developed. Members would wish to receive any further information on this at the May meeting.

Members noted issues raised in relation to how the Council and its partners will be dealing with homeless people who have complex needs. Members acknowledged that this will be a complicated process, and support the view that tailored help and support is needed for individuals who fall within this category. Councillor Elsmore has also been made aware of this in my letter to her, as these individuals may fall within her portfolio if supported by health and social care.

At the May meeting, the Committee would be interested to hear about the approach that will be proposed in dealing with people with complex needs and also what schemes/solutions are being developed to get people off the streets and into the community. Members discussed and agreed that it should be acknowledged that not all people who are currently homeless wish to live alone and may fear isolation and loneliness, and would encourage the consideration of supported, shared living as an option going forward in addressing this issue.

Youth Hubs

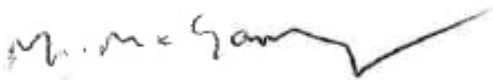
The Committee has previously stated its support in relation to the development of the Youth Hubs in Butetown and in the City Centre. However, Members were concerned about the response received regarding revenue funding for the development, implementation and the ongoing running of these hubs. Members have therefore requested further information on the revenue funding of the Youth Hubs and for this to be provided at the earliest opportunity.

Information, Advice & Assistance Briefing

Whilst this Item mainly fell within Councillor Elsmore's Portfolio, I felt it appropriate to let you know that Members were reassured to hear that Hubs are providing a good service and the system is an effective one for anyone seeking IAA. However, Members felt that there should be an acknowledgement that specialist advice services provide a critical service for vulnerable people (whether under the Act or outside of its scope) and this should be recognised. With this in mind, Members recommend that officers liaise, in the first instance, with Barbara at Riverside Advice to pick up on some of the points made in her presentation, particularly in relation to the flow of information between the Council and the Advice Centre.

Thank you again to you and officers for attending. The only issue with which I require a response is in relation to revenue funding for Youth Hubs. I hope you find the Committee's comments useful.

Yours sincerely,



COUNTY COUNCILLOR MARY M^CGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Sarah McGill, Corporate Director People and Communities
Jane Thomas, Assistant Director Communities & Housing
Nick Blake, Business Support Manager
Carolyne Palmer (Operational Manager, Prevention Services)
Lisa Wood (Operational Manager Locality Services - First Contact & Assessment)
Barbara Kerridge, Riverside Advice Centre

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Fy Nghyf / My Ref: CM39551

Dyddiad / Date: 24th May 2018

Councillor Mary McGarry
E-Mail

Annwyl/Dear Cllr McGarry,

CASC Scrutiny, 18 April 2018

Thank you for the recent opportunity to present to Committee, and your letter dated the 25th of April, I have set out this letter in response to the Committee's consideration of the below items.

People & Communities: Housing & Communities Delivery Plan 2018/19

Thank you for your consideration of the Delivery Plan, and the positive response to the ambitious plans for the coming year.

Performance Measures

Thank you for your feedback. As agreed at Committee, following the receipt of year end results, the targets have been reviewed and the updated information is included for your consideration in Appendix 1, ahead of the submission of the Quarter 1 performance information.

Homelessness

The detailed discussions in Committee were very helpful, and as agreed a strategy development briefing on homelessness was taken to the May 2018 meeting. I trust the Committee found this useful. More information on the five step approach, working with those who are homeless and those who are begging, was also included in the presentation to the May meeting.

I welcome the Committee's views in relation to the way the Council and Partners will be dealing with homeless people who have complex needs. Details of the approach proposed to deal with people who have complex needs presented at the May meeting.

ATEBWCH I / PLEASE REPLY TO :

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall
Glanfa'r Iwerydd / Atlantic Wharf, Caerdydd/Cardiff, CF10 4UW
Ffon / Tel: (029) 2087

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu gohebiaeth 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.

WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.

Youth Hubs


I note the Committee's concerns regarding revenue funding for the development of Youth Hubs. This work is currently ongoing, with existing budgets. The approach currently is to align existing funding activity with the Youth Hubs but we will be developing our future vision for Youth Hubs more generally and will look to a range of funding sources to enable the delivery of the programme. I am excited by the early discussions we have had and would welcome the opportunity to present to the Committee on the future development of these proposals.

Information, Advice and Assistance Update

Thank you for noting that Hubs are providing a good service that is effective for anyone seeking Information, Advice and Assistance. I also acknowledge that specialist advice services can provide critical services for vulnerable people, and I have asked officers to liaise, as advised, with Barbara at Riverside Advice.

Thank you once again for your letter and the time that the Committee took to review these items.

Yn gywir
Yours sincerely,


Councillor / Y Cynghorydd Lynda Thorne
Cabinet Member for Housing & Communities
Aelod Cabinet dros Dai a Chymunedau

Appendix 1:

People & Communities: Housing & Communities Delivery Plan 2018/19

Changes to Performance Measure Targets:

Key Performance Indicators	2016-2017 Result	2017-2018 Result	2018-2019 Target	2019-2020 Target
The average number of calendar days taken to deliver a Disabled Facilities Grant (from first contact to payment date)	200	179	Was 190 Now 185	Was 285 Now 180
Percentage of households threatened with homelessness successfully prevented from becoming homeless	New	71%	Was 60% Now 70%	Was 67% Now 70%
The number of employers that have been assisted by the council's employment support service	100	118	Was 80 Now 125	Was 90 Now 140
Additional weekly benefit identified for clients of the City Centre Advice Team	£11,995,475	£15,259,881 *This result was initially reported incorrectly	Was £13,000,000 Now £16,000,000	Was £14,000,000 Now £16,500,000

