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## CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

**Committee** COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

**Date and Time of Meeting** WEDNESDAY, 9 JANUARY 2019, 4.30 PM

Please find below correspondence sent 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)

12 **Correspondence Following Committee Meeting** (Pages 3 - 12)

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My Ref: Scrutiny/Correspondence/Cllr McGarry

23 January 2019

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



Dear Lynda,

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 9 JANUARY 2019  
– WAO REVIEW – WALES HOUSING QUALITY STANDARD INCLUDING  
TENANTS’ VIEWS.**

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 respond to the WAOs report on the Welsh Housing Quality Standard review including tenants’ views. Members of the Committee have requested that I feed back the following comments and observations to you.

The Committee commends the work of yourself and officers, in achieving the WHQS in 2012 and maintaining the standard since this date, and your plans for further improvements going forward. As a Committee, we will continue to monitor these improvements, including raising staff awareness of the Well-being of Future Generations Act.

We will also monitor commitments to continue to reduce the number of acceptable fails; issues in relation to tenants being able to heat their homes efficiently; and reducing reports of damp in homes.

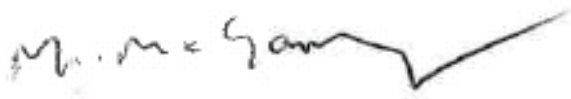
At the meeting, Members discussed the wellbeing of communities as a whole in relation to Anti-Social behaviour and noted that, whilst the review did not touch on this, exit interviews had uncovered ASB as an issue. Members agreed that it was important that this issue be considered as an improvement going forward to encourage reporting, but also to look at the offending tenants too as they are often vulnerable.

In relation to consultation, Members commended the commitment to undertake a review into more effective consultation with BME/disabled tenants, but would encourage the review to “look outside the box” in identifying ways in which you can more effectively engage with these (and other vulnerable) tenants.

For information, I attach a copy of my letter to the WAO.

Thank you again for attending. I hope you find the Committee’s comments useful. I do not require a response to this letter.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. McGarry', followed by a long, sweeping horizontal line that ends in a small upward hook.

**COUNTY COUNCILLOR MARY M<sup>C</sup>GARRY**

**Chairperson - Community & Adult Services Scrutiny Committee**

Cc: Councillor Lynda Thorne (Cabinet Member for Housing & Communities)  
Sarah McGill (Corporate Director, People and Communities)  
Jane Thomas (Assistant Director, Housing & Communities)  
Colin Blackmore (Operational Manager, Building Improvement & Safety)  
Cabinet Support Office

My Ref: Scrutiny/Correspondence/Cllr McGarry

23 January 2019

Sara-Jane Byrne  
Ron Price  
Wales Audit Office  
24 Cathedral Road  
Cardiff  
CF11 9LJ



**VIA EMAIL**

Dear Sara-Jane and Ron,

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 9 JANUARY 2019  
– WAO REVIEW – WALES HOUSING QUALITY STANDARD INCLUDING  
TENANTS' VIEWS.**

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you both for attending Committee and providing Members with an opportunity to consider your report in relation to the Welsh Housing Quality Standard review including tenants' views. Members of the Committee have requested that I feed back the following comments and observations to you.

The Committee echoes your praise of the Council in achieving the WHQS in 2012 and maintaining the standard since this date. We commend the commitment by the Cabinet Member and officers in presenting to Members further planned improvements going forward. As a Committee, we will continue to monitor these improvements, including raising staff awareness of the Well-being of Future Generations Act, and the proposed review into communication with tenants from BME background and disabled tenants.

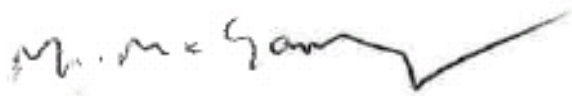
We will also monitor commitments to continue to reduce the number of acceptable fails; issues in relation to tenants being able to heat their homes efficiently; and reducing reports of damp in homes.

Members of the Committee wanted me to convey their observations in relation to consultation with tenants: Members accepted that, whilst 5% of tenants surveyed gave you an indication of opinion, they would encourage that a larger sample (along with other surveys supplied by the local authority) be taken.

In addition, whilst Members acknowledged issues in relation to gaining opinion from BME/Disabled tenants, and the avenues you explored to try and do this, Members stated that they felt that current routes were not working and that further work was required to address this. Whilst the Council has committed to undertake a review to address this, further work should also be undertaken by any organisations commissioned to undertake this work on your behalf, especially as, whilst very small in number, indications were that these tenants were feeling excluded from the process and would be less likely to engage.

Thank you again to you both for attending. I hope you find the Committee's comments useful. I do not require a response to this letter.

Yours sincerely,

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

**COUNTY COUNCILLOR MARY M<sup>c</sup>GARRY**

**Chairperson - Community & Adult Services Scrutiny Committee**

Cc: Councillor Lynda Thorne (Cabinet Member for Housing & Communities)  
Sarah McGill (Corporate Director, People and Communities)  
Jane Thomas (Assistant Director, Housing & Communities)  
Colin Blackmore (Operational Manager, Building Improvement & Safety)  
Cabinet Support Office

My Ref: Scrutiny/Correspondence/Cllr McGarry

15 January 2019

Councillor Chris Weaver  
Cabinet Member for Finance & Modernisation and Chair of the  
Corporate Safeguarding Board  
County Hall  
Cardiff  
CF10 4UW



Dear Chris,

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 9 JANUARY 2019  
– SAFEGUARING POLICY REVIEW AND PROGRESS REPORT**

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 draft proposals in relation to Safeguarding Policy Review and Progress Report, prior to its consideration by Cabinet on the 24<sup>th</sup> January 2019. Members of the Committee have requested that I feed back the following comments and observations to you.

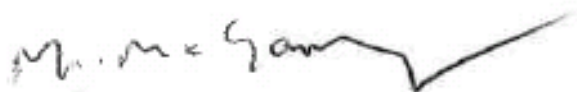
The Committee considered the Cabinet Proposal and concluded that it supports the proposals and commends the report to Cabinet. Other issues raised by Members included:

- Members noted that the Social Services and Well-being Act had brought about significant changes in legislative terms, including strengthening the position regarding vulnerable adults and the duty to report. Members acknowledged that there had been increased recognition that Safeguarding needed to be strengthened; there had been serious incidents that had occurred nationally and incremental escalation over many years; and the Act consolidated all previous legislation and made the position regarding Safeguarding clear.
- Members were assured, by responses from yourself and officers, that Safeguarding has been given the recognition and priority required and that you had stated that you are committed to ensuring that this remains the case, particularly in terms of ensuring the sustainability and effective operation of the Corporate Safeguarding Board.

- Members were concerned with issues relating to ensuring that incidents were reported and recorded centrally within the Council as this had not been the information provided to them previously. Members noted, from the report, that there was a recognition for everyone to fully understand their duty to report, so would recommend, as a matter of priority, an audit of sources of referrals and also work with Communications to generate further publicity, across the Council and schools, about it being everyone's duty to report, and who they should report to.
- At the meeting, Members asked whether there was a central database where all referrals were recorded and, if so, how this was managed. Members noted that, currently, a spreadsheet of referrals is in operation, but would recommend that a system that is fit for purpose is introduced as a matter of priority.
- At the meeting, Members were advised that Audit Committee had proved very useful in this area and would strongly urge that you and officers continue to work with Scrutiny on this issue to assist you in your work.

Thank you again to you and officers for attending. I hope you find the Committee's comments useful. I do not require a response to this letter.

Yours sincerely,



**COUNTY COUNCILLOR MARY M<sup>c</sup>GARRY**

**Chairperson - Community & Adult Services Scrutiny Committee**

Cc: Claire Marchant (Director of Social Services)  
Alys Jones (Operational Manager, Safeguarding)  
Cabinet Support Office



My Ref: Scrutiny/Correspondence/Cllr McGarry

14 January 2019

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



Dear Susan,

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 9 JANUARY 2019  
– SUPPORTED LIVING SERVICE FOR ADULTS WITH A LEARNING DISABILITY**

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 draft proposals in relation to the Supported Living Service for Adults with a Learning Disability, prior to its consideration by Cabinet on the 24<sup>th</sup> January 2019. Members of the Committee have requested that I feed back the following comments and observations to you.

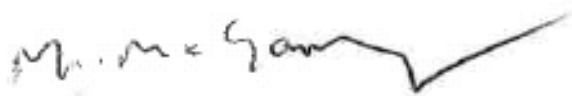
The Committee considered the Cabinet Proposal and concluded that it supports the proposals and commends the report to Cabinet but wanted to make the following comments and recommendations:

- Members were pleased to see a detailed timeline in place for the procurement process.
- Members noted that providers could apply for up to 2 areas, but acknowledged that this issue was still being debated on how it could work in practice.
- At the meeting, Members sought clarification on what would happen if a provider pulls out of delivering a service and were advised that what was awarded in the tender process would be considered and a second provider would be awarded, but this needed to be built in to the process. Members were also advised that there would be an opportunity for small organisations/consortiums/cooperatives to bid.

- Members referred to the 60/40 split proposed and asked what this meant in monetary terms. Officers explained that the banding would not change. It was more about increasing the rating on the demonstration of quality. Members supported this, but would recommend that this be implicitly referred to in the Cabinet Proposal.
- Members raised issues in relation to out of county placements and agreed to look at some of these as part of the forthcoming Task & Finish Group on “Closer to Home”, which will meet for the first time on the 7<sup>th</sup> February.
- Members noted the recommendation that referred to delegating authority to the Director of Social Services for all aspects of the process, but concluded that, as this was a substantial delegation, the decision to award the contracts should be made by Cabinet.
- Members also agreed that the Cabinet Proposal should contain more detailed information, as set out in the presentation to the Committee. Therefore, they recommend that it include information relating to:
  - The extended contract term
  - The Care & Support needs bandings
  - Tender Evaluation Criteria and Weightings (as already detailed above)
- Members also requested that, when presenting service user views, both positive and negative views be presented, even if they are very small in number.

Thank you again to you and officers for attending. I hope you find the Committee's comments useful.

Yours sincerely,



**COUNTY COUNCILLOR MARY M<sup>C</sup>GARRY**  
**Chairperson - Community & Adult Services Scrutiny Committee**

Cc: Claire Marchant (Director of Social Services)  
Emma Mulinder (Operational Manager - Learning Disabilities)  
Denise Moriarty (Strategic Lead Planning Officer, Social Services)  
Cabinet Support Office

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