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## CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

**Committee**                    COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

**Date and Time  
of Meeting**                WEDNESDAY, 16 SEPTEMBER 2015, 5.00 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)

11            **Correspondence** (*Pages 1 - 12*)

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My Ref: Scrutiny/Correspondence/Cllr McGarry

17 September 2015

Councillors Susan Elsmore & Daniel De'Ath  
Cabinet Members  
c/o Room 520  
County Hall  
Cardiff  
CF10 4UW



Dear Susan and Dan

### **Community & Adult Services Scrutiny Committee Meeting – 16 September 2015**

Many thanks to both of you, Tony Young, Sarah McGill, Jane Thomas, Amanda Phillips and Paul Keeping for attending committee for the item scrutinising progress in delivering agreed commitments regarding Older People, including the pre-decision scrutiny of the Local Ageing Well Plan. Members found the discussion with yourselves and the external witnesses – Sarah Rochira (Older People's Commissioner for Wales), Jeff Hawkins (Chief Executive, Age Connects Cardiff & the Vale), Abigail Harris (Cardiff & Vale University Health Board) and Dr. Suzanne Wood (Public Health) – very interesting and helpful. This letter captures the Committee Members' agreed comments, observations and recommendations, split into the various elements considered, for ease of reference. However, there are some overarching themes that emerged in our discussion and these are captured at the end.

#### **Local Ageing Well Plan**

Members recognise that this is the first time a Local Ageing Well Plan has been drafted and that there was recognition of the need to view it as a working document to be reviewed and improved. Members concur with Sarah Rochira's comments that she felt the first part of the Plan was well written, with a clear narrative that enabled easy explanation of the Council's planned approach.

Our concerns rest largely on the Delivery Plan section; as we explored at the meeting, the Delivery Plan does not capture the range of work underway across the Council and with partners, there is a lack of measurable outcomes and a lack of clarity about the responsibilities borne by all partners. Members are particularly concerned about the need to ensure that the Local Ageing Well Plan enables the Council and partners to address health inequalities in Cardiff, ethnic minority inclusion in service up-take, and the requirements of the Social Services and Well Being Act 2014, many of which require a whole Council approach.

Members therefore recommend that a commitment be given at Cabinet to review the Delivery Plan in the next two months to ensure the Plan clearly addresses the following:

- The need to better reflect the range of work underway across the Council and partners, for example work re transport and planning, in order to better demonstrate how we are meeting the requirements of being an Age-Friendly city
- The need to tackle health inequalities in Cardiff
- The need to increase ethnic minority inclusion in service up-take
- The requirements of the Social Services and Well Being Act 2014
- The need to include clear and measurable outcomes, with appropriate targets that require services to 'step up' to the challenge of improving the lives of Older People in Cardiff
- The need to include details of those responsible for delivering the above, including the service areas responsible and partner organisations responsible.

Members request that the revised Local Ageing Well Plan be shared with this Committee, in December 2015, in order to inform our future scrutiny.

### **Older People's Housing Strategy**

Members were pleased to see the evidence provided by the DCA Local Housing Market Assessment – Older Persons Housing report 2015; as we stated at the meeting, this provides valuable support for officers when working with developers to ensure that future housing schemes in Cardiff meet the known and demonstrable needs of our population. Given that the 5 year plan referred to in the update report will only cover social housing, there is a pressing need for the Council to ensure that the evidence in this report is used by planning officers at all stages of the planning process.

Members therefore recommend that Councillor Elsmore and Councillor Patel task housing and planning officers to meet, as a matter of urgency, to scope the policy tools that are available to enhance the provision of older person's housing in the private sector in Cardiff. Members would like to receive a report from this meeting to inform our future scrutinies. Members would also like to refer officers to the 'Meeting Affordable Housing Need in Cardiff' Inquiry Report, completed by this Committee in 2013, which contains useful information on this topic.

### **150 Thornhill Road**

Members thank officers for the update on this scheme, which seems to be progressing well. Members are concerned about the issues regarding a lack of Cardiff Bus routes along this stretch of Thornhill Road and the impact this will have on future residents of the scheme, who will have to pay to use other bus services that do not participate in the free bus travel scheme for older people. Members note Councillor Elsmore's offer at Committee to meet with the Chair of Cardiff Bus to seek to understand the issue of bus passes not being accepted on other operators' vehicles.

### **Health & Social Care Commissioning Strategy for Older People**

Members thank Amanda Phillips for her frank answers regarding the fact the update provided for Committee was her first assessment of progress and would need to be expanded and extended to develop into an appropriate monitoring tool. Members concur with this as we were expecting more information to be provided to give a clearer view on progress with delivering commitments e.g. the update provided on the Dementia 3 year Plan only covered the reablement training whereas Members were expecting it to cover the

actions due in Year 2 of the Plan. However, given the approach of officers at the meeting, Members are reassured that improvements to the monitoring of the Strategy will be put in place.

Members also raised at the meeting that a lot of new information was referenced in the update, without details being provided, for example 'new target operating model', 'Andrew Cousins report', 'budget build exercise' etc. Members appreciate the pace of change is fast, in response to the need to meet financial and service delivery challenges. However, Members would expect to be kept informed, as Scrutiny Members, of key changes planned for Adult Social Care. Members are therefore scheduling an item for the 7 October committee meeting, to cover proposals for Adult Social Care; I have asked the scrutiny officer to contact you to discuss further. As part of this, Members would like to receive the Andrew Cousins report and the terms of reference for his work.

### **Overarching comments**

Members agree with the comments of several participants at the meeting that there are a bewildering array of separate plans, policies, commitments and documents held jointly and separately by Cardiff Council and partner organisations. Members support Tony Young's statement of the need to slim these down by focusing on the vision and outcomes to be achieved and ensuring work aligns to these. We look forward to seeing the results of this thinking.

In summary, Members undertook this thematic scrutiny in order to judge progress in how Cardiff Council and partners are delivering agreed commitments. However, Members have found it hard to reach a definitive judgement on this, for the reasons stated above.

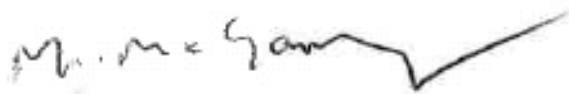
However, Members were pleased to hear Councillor De'Ath's clear statement of commitment to ensure that Cardiff Council works with partners to ensure that Older People in Cardiff have a good quality of life and that this requires a holistic approach across a range of services. Members were also pleased to hear Councillor Elsmore and others talk about the commitment to partnership working, to integrating health, housing and social care in line with the Corporate Plan commitment. Members felt the meeting gave them a good feel for the partnership working with Health and Third Sector colleagues, which seemed positive, aligned and based on mutual understanding and commitment to meeting the needs of the citizens of Cardiff. It is clear progress is being made in quantifying the housing needs of Older People.

Overall, Members feel there is a real willingness to address the needs of Older People and a real opportunity for the Council and partners to maximise the opportunities generated by the clear policy direction, goodwill, funding, evidence and reshaping of services. Our plea is that the words of the Older People's Commissioner for Wales are heeded – focus on making a positive difference to the lives of individual older people, recognise the benefits this will bring to the whole of society and unleash resources available across all sectors to design and implement creative solutions.

I hope you found the discussion at the meeting useful and that this letter assists; it requires a response, please, as it contains the following:

- Recommendation - that a commitment be given at Cabinet to review the Delivery Plan in the next two months to ensure the Plan clearly addresses the following:
  - The need to better reflect the range of work underway across the Council and partners, for example work re transport and planning, in order to better demonstrate how we are meeting the requirements of being an Age-Friendly city
  - The need to tackle health inequalities in Cardiff
  - The need to increase ethnic minority inclusion in service up-take
  - The requirements of the Social Services and Well Being Act 2014
  - The need to include clear and measurable outcomes, with appropriate targets that require services to 'step up' to the challenge of improving the lives of Older People in Cardiff
  - The need to include details of those responsible for delivering the above, including the service areas responsible and partner organisations responsible.
- Recommendation - that Councillor Elsmore and Councillor Patel task housing and planning officers to meet, as a matter of urgency, to scope the policy tools that are available to enhance the provision of older person's housing in the private sector in Cardiff.
- Request for information – the revised Local Ageing Well Plan be shared with this Committee, in December 2015
- Request for information – the Andrew Cousins report on Adult Social Care and the terms of reference for this work, for 7 October 2015 committee meeting.

Yours sincerely,



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

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

Cc: Cllr Ramesh Patel                      Matt Swindell                      Marie Rosenthal  
 Tony Young      Sarah McGill      Jane Thomas      Amanda Phillips              Paul Keeping  
 Claire Deguara      Cheryl Cornelius  
 Paula Angel      Liz Patterson      Nick Blake

My Ref: Scrutiny/Correspondence/Cllr McGarry

18 September 2015

Councillors Susan Elsmore  
Cabinet Member  
c/o Room 520  
County Hall  
Cardiff  
CF10 4UW



Dear Susan

**Community & Adult Services Scrutiny Committee Meeting – 16 September 2015: Pre-decision of the report to Cabinet titled ‘Future Provision of Substance Misuse Counselling Services**

Members pass on their thanks to you for ensuring this item was available for pre-decision scrutiny and thank you, Tony Young and Amanda Phillips for attending committee and answering our queries. This letter captures the agreed comments, observations and recommendations of the Committee with regard to this item; a separate letter has been sent for the other item within your portfolio.

As discussed at the meeting, Members biggest concern is the lack of detail in the report to Cabinet. Members therefore recommend that additional information is provided in the report to Cabinet as follows:

- Financial Implications – provide numerical details of the amount of savings generated by adopting the proposed approach, for 2015/16.
- Equality Impact Assessment – provide an updated version that reflects the proposed approach.
- Trades Union comments – include the comments received at the planned meeting scheduled to take place Friday 18 September 2015.
- Additional information to provide assurance on the statements made in the report regarding the new approach being welcomed by partners, including Health and the other Substance Misuse Area Planning Board members; for example to clarify whether the final sentence at point 13 of the report to Cabinet is a Council officer statement or a statement from a partner organisation.
- RBA outcomes framework – additional details on the measures to be used as part of this approach. At our Committee Meeting, officers stated that the framework measures would cover demand trends and capacity of the volunteer counselling service; it would be helpful to include this in the report to

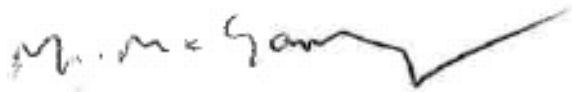
Cabinet. In addition, officers stated that the report cards generated by the framework would be considered by Health and the other Substance Misuse Area Planning Board members; again, it would be helpful for this to be included in the report to Cabinet.

On the basis of the evidence provided to the Committee, the above are the only comments Members feel qualified to give; we trust they will be of use.

This letter requires a response, please, as it contains the following:

- Recommendations to amend the report to Cabinet, as set out above.

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: Tony Young Amanda Phillips  
Claire Deguara Paula Angel Liz Patterson Nick Blake



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Fy Nghyf / My Ref : CM32204

Dyddiad / Date: 24th September 2015

Councillor Mary McGarry  
Cardiff County Council  
County Hall  
Atlantic Wharf  
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Cardiff  
CF10 4UW

Annwyl / Dear Mary

**Community & Adult Services Scrutiny Committee 16 September -  
Pre-Decision of the Report to Cabinet Entitled "Future Provision Of  
Substance Misuse Counselling Services"**

Thank you for your letter of 18 September regarding the above.

I can confirm that the report to Cabinet has been amended to reflect the Committee's comments and an updated Equality Impact Assessment and draft reporting framework have been included with the report as requested.

Yn gwyir  
Yours sincerely

**Councillor / Y Cynghorydd Susan Elsmore  
Cabinet Member for Health, Housing & Wellbeing  
Aelod Cabinet dros Iechyd, Tai a Lles**

**PLEASE REPLY TO / ATEBWCH I :** Cabinet Support Office / Swyddfa Cymorth Y Cabinet,  
Room 118, County Hall / Neuadd y Sir,  
Atlantic Wharf / Glanfa'r Iwerydd, Cardiff / Caerdydd,  
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My Ref: Scrutiny/Correspondence/Cllr McGarry

21 September 2015

Councillor Susan Elsmore  
Cabinet Member  
c/o Room 520  
County Hall  
Cardiff  
CF10 4UW



Dear Susan

**Community & Adult Services Scrutiny Committee Meeting – 16 September 2015: Performance Issues**

As you are aware, this Committee has established a performance monitoring panel to scrutinise the quarterly performance reports and undertake ‘deep dives’ as needed. This is in response to the WAO report to have more focused committee agendas where possible, whilst at the same time demonstrating to regulators that the Committee is undertaking appropriate performance scrutiny and driving service improvement for citizens.

In line with this approach, our performance panel reported to the whole Committee at the last meeting, with their report attached at Item 7, Appendix A. This covered the work the panel has undertaken to date, in looking at trends in performance in Adult Social Care and the sections of the Communities Directorate that fall within our terms of reference. It also included the panel’s comments regarding the Corporate Quarter One performance report.

At Committee, Members agreed the following comments, observations and recommendations regarding the above:

- Recommend that information on PPDR’s and Savings be available for Adult Social Care and Children’s Services separately, from Quarter 2, rather than being shown together as Social Services; this is to enable transparency in understanding performance in these different sections and enable year on year comparison.
- Recommend that the Communities Directorate include performance indicators for Council Housing Repairs from Quarter 2 onwards; this would enable Members to scrutinise performance in an area of key importance for council tenants.

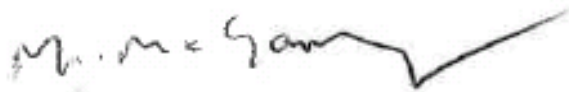
- Request a written explanation of the target setting process for SCA/018(b) - The percentage of carers of adults who had an assessment or review of their needs in their own right during the year - given that the target set for 2015/16 is 58% whereas the outturn for 2014/15 was 26.3%.

Members have decided to undertake their first 'deep dive' on the management of voids (empty council housing properties), having considered performance trends, Quarter One performance results, discussions with relevant Directors and work taking place elsewhere to drive improvement. I have asked the Scrutiny Officer to begin scoping this work with a view to undertaking the deep dive in October. Members have decided to await the Quarter Two performance results before determining the next area to scrutinise in-depth; I will ensure that you are kept informed of our thinking in this area.

This letter requires a response, please, as it contains the following:

- Recommendations to amend the Corporate Performance Report from Quarter 2 onwards, as set out above.
- A request to receive a written explanation of the target setting process for SCA/018(b).

Yours sincerely,



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

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

Cc: Tony Young Sarah McGill Amanda Phillips  
Claire Deguara Paula Angel Liz Patterson Nick Blake

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Fy Nghyf / My Ref : CM32216

Eich Cyf / Your Ref : Scrutiny/Correspondence/Cllr McGarry

Dyddiad / Date: 29th October 2015

Councillor Mary McGarry  
Cardiff County Council – Community & Adult Services Scrutiny Committee  
County Hall  
Atlantic Wharf  
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Cardiff  
CF10 4UW

Annwyl / Dear Councillor McGarry

**Community & Adult Services Scrutiny Committee Meeting – 16<sup>th</sup> September 2015: Performance Issues**

Thank you for your letter of the 21<sup>st</sup> September 2015 regarding performance issues. We welcome your observations and recommendations.

Regarding the Corporate Performance Reports and amendments requested from Quarter 2, I will ensure that officers make these changes for the next report, to include the information in relation to PPDR's and Savings separately for both Adults and Children's Services.

In line with the new way of working in Council Housing Repairs and the newly purchased performance monitoring software, we will be creating a range of new performance indicators to monitor success. This includes information on first time fixes and appointments being met. This information is currently being audited for accuracy and will be available in time for the Quarter 3 performance report.

The target of 58% for the performance indicator *SCA/018(b) - The percentage of carers of adults who had an assessment or review of their needs in their own right during the year* has been set at 58% for the past 3 years. I accept that this looks a very challenging target given the performance in previous years; however, this is a key area for improvement. This is why I have recently approved the recruitment of 4 temporary Carer Assessment workers for the remainder of this financial year. For the purpose of clarity, once a carer has been

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offered an assessment they are included in this performance measure and remain included regardless of whether they want an assessment. We need to be clear on what we want to achieve, that is that ALL carers known to us are offered an assessment; and then those that want one are assessed.

I welcome Scrutiny taking these 'deep dives' into the performance measures as only through us having this full picture can you be truly informed in order to understand the issues.

I hope that you and Committee Members have found all the information requested in the response, and I would like to thank you for your comments.

Yn gwyir  
Yours sincerely

A handwritten signature in black ink that reads "S Elsmore". The signature is written in a cursive, slightly slanted style.

**Councillor / Y Cyngorydd Susan Elsmore**  
**Cabinet Member for Health, Housing & Wellbeing**  
**Aelod Cabinet dros Iechyd, Tai a Lles**