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CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

Committee COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

Date and Time of Meeting WEDNESDAY, 7 OCTOBER 2015, 4.00 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

11 **Correspondence** (*Pages 1 - 14*)

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My Ref: Scrutiny/Correspondence/Cllr McGarry

9 October 2015

Councillor Daniel De'Ath
Cabinet Member (Skills, Safety Engagement and Democracy)
c/o Room 520
County Hall
Cardiff
CF10 4UW



Dear Daniel

Community & Adult Services Scrutiny Committee Meeting – 7 October 2015

Thank you to you, Andrew Gregory, Will Lane, Bethan Jones and Steve Tudball for attending the above committee for the Call-In of the Cabinet decision, CAB/15/34, regarding re-declaration of the additional licensing scheme in Cathays Ward.

Members decided not to refer the decision back to Cabinet. However, Members have the following comments, observations and recommendations which are aimed at improving future processes and service provision.

With regard to the consultation and engagement process, Members recognise the work undertaken but believe that the evidence heard at the Call-in highlighted the need to further improve the process.

In response to the evidence supplied at the meeting by Claire Blakeway, President of the Cardiff Students Union, Members recommend that the timing of future consultations aimed at the Cardiff student population be timed to occur between Mid-September – Early May, when the majority of students will be in Cardiff and sabbatical officers will be in post.

Members also recommend that the results of consultation exercises be reviewed by officers and, where a particularly low level of responses is received, officers seek to undertake further work to boost participation levels.

Members also recommend that where the results of consultation exercises indicate clear, majority opposition to a proposal by a particular segment of stakeholders, such as the Cardiff Landlords Forum, officers seek to undertake further engagement with the segment of stakeholders. This would help to ensure the Council is seen as actively responding to consultation responses.

Members also recommend that thought be given to how the consultation and engagement process can be used to boost partnership working with key stakeholders.

With regard to the discussion on pre-decision scrutiny, Members appreciate your statement that you are more than happy to work with the Committee on any aspects of your portfolio being scrutinised. We have an item scheduled for 2 March 2016 Committee meeting that covers private sector housing, including the Corporate Plan commitments with regard to additional licensing and Rent Smart Wales, as well as other aspects of the Housing (Wales) Act 2014, and we look forward to further exploring these with you and other witnesses.

Our other recommendations focus on related issues highlighted at the meeting. In response to the evidence supplied by Douglas Haig, Chair of the Cardiff Landlords Forum, Members recommend that the Council takes the lead in educating landlords on the various types of licensing and how the different schemes interact, in order to address the widespread confusion that Douglas noted he had found amongst landlords attending the Landlords and Letting Agents event at City Hall earlier in the day.

Members also recommend that officers reflect on the lessons emerging from the last five years of the additional licensing scheme operating in Cathays and use these to improve performance over the next five years.

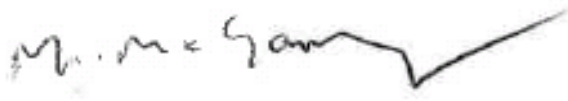
This letter requires a response, please, as it contains the following:

- Recommendation that the timing of future consultations aimed at the Cardiff student population be timed to occur between Mid-September – Early May.
- Recommendation that the results of consultation exercises be reviewed by officers and, where a particularly low level of responses is received, officers seek to undertake further work to boost participation levels.
- Recommendation that, where the results of consultation exercises indicate clear, majority opposition to a proposal by a particular segment of stakeholders, such as the Cardiff Landlords Forum, officers seek to undertake further engagement with the segment of stakeholders.
- Recommendation that thought be given to how the consultation and engagement process can be used to boost partnership working with key stakeholders.
- Recommendation that the Council takes the lead in educating landlords on the various types of licensing and how the different schemes interact.
- Recommendation that officers reflect on the lessons emerging from the last five years of the additional licensing scheme operating in Cathays and use these to improve performance over the next five years.

It was heartening to hear that all those attending the Call-In recognised the need to improve the private rented sector in Cardiff and were willing to work together to achieve this. There is therefore an opportunity to build on this and strengthen our partnership working. I trust that the recommendations above will help to achieve this.

Once again, many thanks for your attendance at Committee which was much appreciated by Members.

Yours sincerely,

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

COUNTY COUNCILLOR MARY M^CGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Andrew Gregory Will Lane Bethan Jones Steve Tudball
Douglas Haig Claire Blakeway Cllr Weaver Cllr Clark

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My Ref: Scrutiny/Correspondence/Cllr McGarry

9 October 2015

Councillor Susan Elsmore
Cabinet Member (Health, Housing and Well Being)
c/o Room 520
County Hall
Cardiff
CF10 4UW



Dear Susan

Community & Adult Services Scrutiny Committee Meeting – 7 October 2015

Members thank you, Tony Young, Sarah McGill and Amanda Phillips for your attendance at committee to discuss the Adult Social Care sections of the Month 4 budget monitoring report. This letter captures the agreed comments and observations of the Committee with regard to this item; a separate letter will be sent regarding the Street Homelessness item.

Members welcome the projected improvement in Adult Services overspend, which has reduced from £3.94 million at Month 1 (reported to us in July 2015) to £3.76 at Month 4. Members acknowledge the work that sits behind this improvement and are pleased to see that the robust budget monitoring processes implemented by Sarah McGill are yielding results.

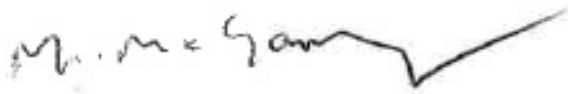
Similarly, Members are pleased that operational budgets are on target, with the only major overspend being £428,000 for nursing beds for older people. Members are reassured by Amanda Phillip's answer that Adult Services senior management team are focusing on addressing the market capacity, price issues and the use of Proactis regarding nursing beds for older people. We will be interested to see how this work helps in the management of this cost pressure going forward.

Members are also pleased to hear that Amanda is chairing a board to look at detailed plans for future savings, and that the board will require the savings to be tangible and evidence based in order to have confidence in their achievability.

Members look forward to receiving more information at the 4th November 2015 Committee meeting on Adult Services restructuring and the whole systems approach and locality approach you mentioned as underpinning future management of Adult Social Care budgets.

As this letter does not contain recommendations or requests for further information, it does not require a response.

Yours sincerely,

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

COUNTY COUNCILLOR MARY M^CGARRY
Chairperson - Community & Adult Services Scrutiny Committee

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

My Ref: Scrutiny/Correspondence/Cllr McGarry

9 October 2015

Councillor Susan Elsmore
Cabinet Member (Health, Housing and Well Being)
c/o Room 520
County Hall
Cardiff
CF10 4UW



Dear Susan

Community & Adult Services Scrutiny Committee Meeting – 7 October 2015

Members thank you, Sarah McGill, Jane Thomas, Kate Hustler and Ian Ephraim for your attendance at committee to discuss Street Homelessness in Cardiff. This letter captures the agreed comments and observations of the Committee with regard to this item; a separate letter will be sent regarding the Adult Social Care Month 4 budget monitoring report.

Members are grateful to all the witnesses who attended this scrutiny, including Chief Inspector Daniel Howe, Inspector Neil Jones, Kate Burke (Salvation Army), Richard Edwards (Huggard), Antony Kendall (Wallich) and Emma Paynter (Salvation Army), to share their views and experiences. We have found this scrutiny to be very helpful in building our understanding of the issues and challenges regarding Street Homelessness and of the partnership work in place to address these.

Members commend the street homelessness services being provided in Cardiff by the Council and partners and ask that you pass on our sincere thanks to all staff for their dedication and hard work. Members are pleased with the humane and supportive approach that is taken in Cardiff and were therefore pleased to hear Inspector Jones describe the success of this approach, with regards to recent issues at the National Museum of Wales, and to hear your commitment to not introduce a Public Spaces Protection Order, such as is being considered for Newport city centre.

Members note that there is a rising trend in street homelessness in Cardiff, largely due to an increasing number of EEA nationals sleeping rough as they are not eligible for publically funded services, including housing benefit. Members were pleased to hear of work underway to liaise with relevant consulates and that schemes are being developed to reconnect EEA nationals with their home countries and provide support to them there.

Members note that witnesses from frontline hostels see a significant number of local authority care leavers amongst their clientele. Members were pleased to hear Jane Thomas describe the work underway between Housing and Childrens Services to map the accommodation needs of care leavers, address supply issues and ensure support services are provided to care leavers.

Members note that, as yet, there is no guidance available on proposed changes to housing benefit entitlement for under 25 year olds; Members wish to be kept informed of the impact of these changes and ask that a briefing on this be shared with committee as soon as these impacts are known.

Members note that work is underway to remodel the Gateway to introduce local connection criteria, except for the most vulnerable who are covered by the 'Falling through the net' procedure. Members wish to receive information on how officers will assess local connection and the criteria that will be used to determine local connection and ask that this be supplied in your response.

Members note that cold weather provision will re-commence in November but that there are not enough spaces to meet known demand. Members note an additional outreach worker has been temporarily employed, that additional units for rough sleepers are being considered and that hostel vacancies are being used to assist known rough sleepers.

Members note that you have written to Lesley Griffiths, AM, Minister for Communities and Tackling Poverty, regarding possible cuts in Supporting People funding and the impact this would have in Cardiff. Members are scheduled to look at the draft Supporting People Commissioning Plan at Committee on 6 January 2016 and look forward to receiving more information at that time.

Members were interested to understand the impact of street homelessness both on the individuals involved and on the surrounding communities. Members note that there is an increase in organised street begging and that there are concerns this is linked to exploitation of vulnerable Eastern European individuals. Members note that South Wales Police are working to address this and wonder whether contacts in ACPO would be able to provide advice on effective strategies to tackle this issue.

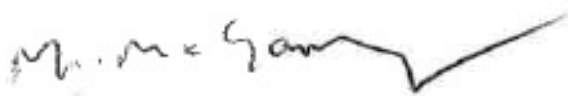
Members are due to consider housing and homelessness issues at Committee on 2 March 2016, including the use of the private rented sector and the impact of other measures in the Housing (Wales) Act 2014. At this meeting, Members would like to receive an update on the work to address street homelessness in Cardiff as detailed above, with regard to EEA nationals, care leavers, remodelling the Gateway and increasing resources.

Members would also like to receive details on the characteristics of known rough sleepers in Cardiff, including age, gender and ethnicity and factors affecting rough sleeping, such as ex-service personnel, care leaver, substance misuse, mental health, ex-offender etc. Members therefore ask that these details be collated for the 60 known rough sleepers in August 2015 and that these be provided in your response.

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

- Request for a briefing on the impact of changes to housing benefit entitlement for under 25 year olds, to be provided once these are known
- Request for information on how officers will assess local connection and the criteria that will be used to determine local connection, to be supplied in your response
- Request for details of the characteristics of 60 known rough sleepers in August 2015 in Cardiff, to be supplied in your response.

Yours sincerely,



COUNTY COUNCILLOR MARY M^CGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Sarah McGill Jane Thomas Kate Hustler Ian Ephraim
Chief Inspector Dan Howe Inspector Neil Jones
Kate Burke Richard Edwards Antony Kendall Emma Paynter
Claire Deguara Liz Patterson Nick Blake

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**SWYDDFA CYMORTH Y CABINET
CABINET SUPPORT OFFICE**



Fy Nghyf / My Ref: CM32473
Eich Cyf / Your Ref: Scrutiny/Correspondence/
Cllr McGarry

Dyddiad / Date: 06 November 2015

Councillor Mary McGarry
Chair, Community & Adult Scrutiny Committee
Scrutiny Services
Room 263
County Hall
Cardiff
CF10 4UW

Annwyl / Dear Councillor McGarry

**Community & Adult Services Scrutiny Committee Meeting – 07 October
2015**

I would like to thank you for the opportunity to present the information on street homelessness in Cardiff to the Committee and for your recognition of the hard work and dedication of the frontline staff, both from the Council and partner organisations. The importance of such appreciation cannot be underestimated and I will, of course, ensure that this is relayed to those staff.

I am pleased to be able to respond to each of the requests made in your letter:

Impact of changes to Housing Benefit for under 25's

With regard to the removal of automatic entitlement to Housing Benefit for 18 to 21 year old young people, the Welfare Reform and Work Bill 2015 will legislate for the changes proposed from April 2016. However the changes for young people are not due to come into effect until April 2017 and therefore information about this is not yet available. I will provide further information as soon as this is available.

Local Connection Assessment (for non-priority need)

In determining local connection in this instance the same guidance for priority need cases as contained in the Housing Act (Wales) 2014, will be followed. This is set out below:

- The person is, or in the past was, normally resident in Cardiff. This is measured as 6 months of the last 12 months or 3 years of the last 5 years in settled independent accommodation. It will not include detention in Cardiff Prison, hospital stay, recent sofa surfing, hostel or other supported accommodation, night shelter accommodation and rough sleeping.

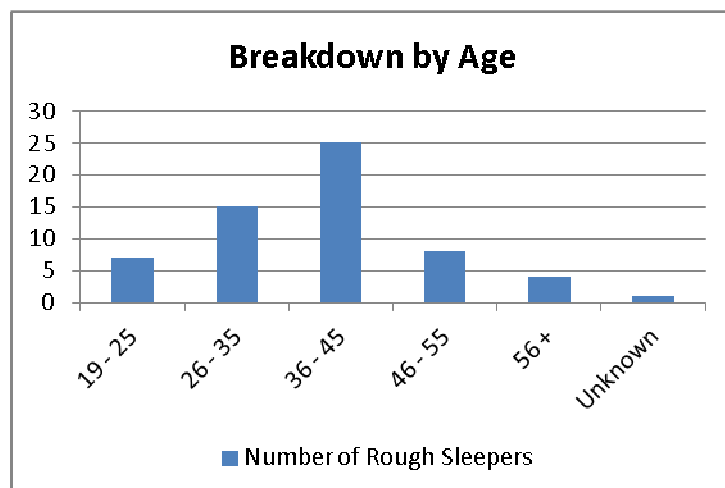
- The person can show that their only local connection is Cardiff having only ever been located here although they may have no recent history of living in independent settled accommodation.
- The person is currently employed in Cardiff. The employment must be genuine and effective (which will exclude unpaid, casual and undeclared work) and where not being housed in Cardiff will jeopardise their ability to retain their employment.
- The person has very close family associations in Cardiff. This is regarded as the applicant being able to prove a primary, meaningful and supportive relationship with a grandparent, mother, father, sister, brother or adult child who has resided in Cardiff for a minimum of 5 years uninterrupted and has stated that they wish to be near the applicant. The applicant must be able to show that regular contact has been ongoing and is still in place and that there are exceptional circumstances surrounding the support that cannot be maintained if they were accommodated outside the area.
- The person was (at any time) provided with accommodation in Cardiff under the Immigration and Asylum Act 1999 (support for asylum seekers) who also meets one of the above conditions.

If the person does not have local connection they will be referred to the Reconnection Team who will assist them to return in a safe and planned way to their own local authority. Support will be provided to help them access the Council's housing advice service in that area, developing connections to be able to offer other advice and assistance with finding accommodation there and linking them in with appropriate statutory and non-statutory support services as required. Emergency Overnight Stay accommodation will be provided during their period of engagement.

As referenced in your letter, the process to waiver local connection will be in place to safeguard the most vulnerable service users, this could be a temporary waiver so that they may access supported accommodation in Cardiff with an agreement that they engage with the reconnection process at the appropriate time or a permanent decision that provides the full access given to those with local connection.

Characteristics of the 60 known rough sleepers in August 2015

The age of those that were rough sleeping ranged from the youngest at 19 years to the oldest at 84 years, with the average age being 38 years. The table below shows the full breakdown.



19 – 25 yrs	7
26 – 35 yrs	15
36 – 45 yrs	25
46 – 55 yrs	8
56 yrs +	4
Unknown	1

Of the 60 known rough sleepers, 56 were male and 4 were female. The breakdown of ethnicity is shown in the table below.

Black British	2
White British	40
White European	18

All rough sleepers are assessed to identify their individual support needs to ensure we provide the most appropriate intervention and support. The below table provides a breakdown of the 3 key support needs you have enquired about.

Mental Health	29
Alcohol	25
Drug	28

Many service users have multiple support needs, where this is a combination of 2 or 3 of the above mentioned. These service users would be regarded as presenting with complex support needs.

Mental Health/ Alcohol	3
Mental Health / Drug	11
Alcohol / Drug	2
Mental Health / Drug	9

The support needs of this client group is, of course, not limited to the three mentioned above (Mental Health, Alcohol and Drugs). Many service users present with a range of different support needs. For those sleeping rough at this time the support needs are highlighted below.

Fleeing Domestic Abuse	2
Learning Difficulties	8
Mobility/Sensory Impairment	6
Ex-Offender/Criminal Justice	24
Chronic Illness	12
Older Person with support Needs	2

Of the 60 known rough sleepers in the August 2015 period, 4 were identified as care leavers. However, the actual figure is probably higher. Those who have left the care system more recently will be more likely to disclose this information because it is a current issue for them. Those who have left for a longer period are less likely to raise it because there are intervening issues and support needs that are more prominent for them by the time they are accessing our services. The early intervention being developed through the Young Persons Gateway service is essential to try to prevent the development of entrenched homelessness.

Of the 60 known rough sleepers none were identified as ex-forces though there have been known situations where service users have not disclosed this information to services even though it is a question that is asked in the assessment. It is something that may only be disclosed at a later stage when a relationship has been established with support staff. It should be noted that

shortly after the snapshot period, a new rough sleeper who was ex-forces was housed after outreach staff helped link him in with the Change Step charity that work directly to support and accommodate veterans who have become homeless.

I can report that for those individuals sleeping rough in the snapshot figure, 14 service users were assisted to access accommodation, 1 service user was assisted with reconnection to Poland and 3 will be moving into the Rough Sleeper Project in the very near future. The whereabouts of 7 are unknown and 1 person has received a prison sentence. 37 are still sleeping rough, mostly in Cardiff though some have moved on elsewhere. 12 of these are EEA nationals who cannot access accommodation because of their ineligibility to welfare and housing. These figures show both the positive outcomes that can be achieved by the support being provided to rough sleepers but also the chaotic nature of many of those who find themselves sleeping rough and the requirement for extended intervention.

In the last 2 weeks, as part of the plan presented to the committee, we have held empty properties in hostels and successfully targeted and moved 6 people into our hostel provision and one other person into the Rough Sleeper Project. As a result of the activity above the total number has reduced from 60 to 50.

Finally, I can confirm that arrangements are now in place for the Cold Weather Provision to begin on 01 November 2015 and the Church Night Shelter will be operational from 01 December 2015. We are also still exploring some additional provision and staff will be actively encouraging people to access these services to try to ensure that nobody needs to sleep rough during the winter.

Thank you again for your kind commendation of the services in Cardiff and we will as requested provide a further update on the homelessness situation to the meeting of the Committee in March.

Yn gwyr,
Yours sincerely,



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

Cc: Sarah McGill
Jane Thomas
Kate Hustler
Ian Ephraim
Chief Inspector Dan Howe
Inspector Neil Jones
Kate Burke
Richard Edwards
Antony Kendall
Emma Paynter
Nick Blake