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## CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

**Committee** COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

**Date and Time of Meeting** WEDNESDAY, 8 JUNE 2016, 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)

13 **Correspondence** (*Pages 1 - 6*)

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My Ref: Scrutiny/Correspondence/Cllr McGarry

10 June 2016

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



Dear Susan

### **Community & Adult Services Scrutiny Committee – 8 June 2016**

On behalf of the Members of the Community & Adult Services Scrutiny Committee, I would like to thank you and the officers for attending for Agenda Item 7, the Quarter 4 Performance report. A separate letter has been sent with regard to Agenda Item 8, the Cabinet Response to the Committee's Inquiry into Information, Advice and Assistance Services for mental health service users in Cardiff.

Members have asked that I reiterate their thanks to officers for providing the additional information requested prior to the meeting; I feel this usefully helped to focus the discussion at Committee.

With regard to the performance for Communities & Housing, Members are pleased with the continuing excellent performance regarding PPDR completion and several frontline services, including speed of processing new council tax and housing benefits claims, rent arrears and emergency repairs. Members note the work underway to improve performance in the main areas under-performing, namely disabled adaptations and void property turnaround. In future quarterly reports, Members wish to receive the following indicators to enable effective understanding of performance in these areas:

- the local indicator established to measure performance for discretionary disabled adaptation grants under £3,000.
- indicators that separate out short term voids, being dealt with by the Quick Turnaround process, and longer term voids.

With regard to emergency repairs, Members note that one of the reasons given at the meeting for the 4% non- completion within timescale (for 2015/16) centres on process issues, when staff or contractors do not close a job once it is 'made safe'. Members recommend that staff and contractors be reminded of their responsibility to follow the agreed process.

With regard to the performance for Social Services – Adults, Members are pleased with the excellent improvement in performance regarding PPDR completion and

several areas of service delivery, such as the number of carers' assessments completed (FCLI44) and the time taken between enquiry and completion of a care plan (SCA/005a). Members note the improvement in sickness absence and the proposed work on succession planning to address issues raised by an ageing workforce. Members were particularly pleased and interested to hear the improvement in performance for delayed transfers of care for social care reasons in Cardiff and note that the provisional figure for these, as at the end of May, is 9. Members note that these improvements are predicated on substantial improvements in the relationships between key partners, which are enabling an end-to-end, whole system approach to be explored and developed. Members also note that Andrew Cozens will be leading a workshop on governance arrangements to assist these improvements.

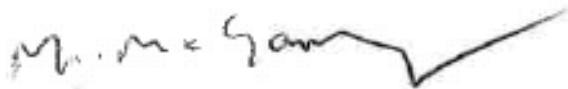
With regard to both Directorates, Members felt that there was scope to improve some of the narrative provided in the Quarter 4 performance report, in terms of being clear. Two examples of this, discussed at the meeting, were the narrative section for disabled adaptations and the narrative section for social services - adults unachieved savings/ budget pressures.

With regard to both Directorates, Members felt that the Quarter 4 performance report should not feature Amber ratings as either a target has materially been met or it has not been. As discussed at the meeting, Members would accept a slight under-achievement on the target as being rated Green, as long as the under-achievement is not materially significant. However, for indicators such as SCA/018a, which is 13.4% adrift of the stretch target set, Members feel this should be rated as Red, as otherwise, although the result shows a 12% improvement on previous performance, the RAG target system is not being used appropriately.

To summarise, I look forward to hearing back from you on the following:

- Recommendation - that staff and contractors be reminded of their responsibility to follow the agreed process.
- Provision of the local indicator established to measure performance for discretionary disabled adaptation grants under £3,000.
- Provision of indicators that separate out short term voids, being dealt with by the Quick Turnaround process, and longer term voids.

Yours sincerely,



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

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

Cc:	Sarah McGill	Director of Communities, Housing and Customer Services
	Jane Thomas	Assistant Director, Communities & Housing
	Tony Young	Director of Social Services
	Amanda Phillips	Assistant Director Adult Social Services
	Liz Patterson	Personal Assistant
	Paula Angel	Personal Assistant
	Matt Swindell	Cabinet Support Officer

**SWYDDFA CYMORTH Y CABINET  
CABINET SUPPORT OFFICE**



Fy Nghyf / My Ref: CM34927  
Eich Cyf / Your ref: Scrutiny/Correspondence/  
Cllr McGarry

Dyddiad / Date: 16 August 2016

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 - 8 June 2016  
Quarter 4 Performance Report**

Thank you for your letter of the 10<sup>th</sup> of June 2016. I was pleased to receive your feedback on the Quarter 4 Directorate Performance Report, and appreciate the Committee's recognition of the good performance included within the report.

Please find below a response to the issues raised in your letter:

**Emergency Repairs Compliance**

With regards to the comments relating to the 4% non compliance rate for Emergency Repairs, I would like to stress that our target of 90% is frequently surpassed and we achieved a 96% compliance rate for the 2015/16 period. The 90% target acts as a mechanism against which we can measure our performance. Anything below 90% would be deemed as an underachievement by the service but anything over and above 90% falls within our allowable fail rate and would be deemed acceptable. We of course aim for the highest possible compliance at all times but accept that 100% is not always possible.

**ATEBWCH I /  
PLEASE REPLY TO:**

Swyddfa Cymorth Y Cabinet / Cabinet Support Office,  
Ystafell / Room 514, Neuadd y Sir / County Hall,  
Glanfa'r Iwerydd / Atlantic Wharf, Caerdydd / Cardiff,  
CF10 4UW Ffon / Tel (029) 2087 2479

*Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn sicrhau ein bod yn cyfathrebu â chi yn eich dewis iaith boed yn Gymraeg, yn Saesneg neu'n ddwyieithog dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.*

*The Council welcomes correspondence in English and Welsh and we will ensure that we communicate with you in the language of your choice, whether that's English, Welsh or bilingual as long as you let us know which you prefer. Corresponding in Welsh will not lead to any delay.*

**Recommendation - that staff and contractors be reminded of their responsibility to follow the agreed process.**

Please be assured that Staff and Contractors are fully aware of their responsibilities in following the correct process. Regular meetings take place with our Contractors and accurate recording and reporting of repair works is high on the agenda at all times.

**Provision of the local indicator established to measure performance for discretionary disabled adaptation grants under £3,000.**

A local indicator to measure performance for discretionary disabled adaptations grants under £3,000 is in the process of being set up by officers and will be made available in future performance reports.

**Provision of indicators that separate out short term voids, being dealt with by the Quick Turnaround process, and longer term voids.**

Information breaking down the type of voids, including those managed within the Quick Turnaround process will be made available on future performance reports. Officers are currently reviewing the classification of types for voids to allow more informed monitoring of void turnaround times.

We look forward to presenting new information in the Directorate Performance Report for Quarter 1 2016/17.

I trust this information is of assistance.

Yn gwyir,  
Yours sincerely,



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

Cc: Members of the Community & Adult Services Scrutiny Committee  
Sarah McGill Director of Communities, Housing and Customer Services  
Jane Thomas Assistant Director, Communities & Housing  
Tony Young Director of Social Services  
Amanda Phillips Assistant Director Adult Social Services

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Dear Susan

**Community & Adult Services Scrutiny Committee – 8 June 2016**

On behalf of the Members of the Community & Adult Services Scrutiny Committee, I would like to thank you and the officers for attending for Agenda Item 8, the Cabinet Response to the Committee's Inquiry into Information, Advice and Assistance Services for mental health service users in Cardiff. A separate letter has been sent with regard to Agenda Item 7, the Quarter 4 Performance report.

As expressed at the meeting, Members are disappointed in the tone of the Cabinet Response. Members feel a more constructive tone could have been taken, giving credit where there has been learning from the Inquiry.

Members note that the Director of Social Services stated that he takes two things from the Inquiry: the need to move from a medical model of mental health; and the finding of the survey that many respondents were unclear how to access information, advice and assistance services.


I welcome your statement that there is a need to re-establish regular meetings between myself, as Chair, and you to discuss relevant issues and I look forward to these meetings being set up.

Members are shortly to decide their work programme for the forthcoming municipal year and I have asked the scrutiny officer to email Cabinet colleagues and Directors to offer the opportunity for you to suggest areas where you feel scrutiny would be of value. This offers the opportunity to join up the work that scrutiny undertakes and the work elsewhere in the Council, for example policy development and policy review. As a Committee, we are committed to operating scrutiny in a constructive manner, offering added value whenever possible.

To summarise, I look forward to hearing back from you on the following:

- Meeting arrangements with regard to our liaison meetings.

Yours sincerely,



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

Cc:	Tony Young	Director of Social Services
	Amanda Phillips	Assistant Director Adult Social Services
	Paula Angel	Personal Assistant
	Matt Swindell	Cabinet Support Officer