

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

11 MAY 2016

Present: County Councillor McGarry(Chairperson)
County Councillors Ali Ahmed, Carter, Chris Davis, Lomax,
Magill and Sanders

83 : APOLOGIES FOR ABSENCE

Apologies were received from Councillor Ralph Cook.

84 : DECLARATIONS OF INTEREST

A declaration of interest was received from Councillor Lomax; who declared a personal interest as he lives in sheltered accommodation.

85 : MINUTES

The minutes of the meeting held on 2 March 2016 were agreed as a correct record and signed by the Chairperson subject to the following amendment:

Page 9 bullet point 3 – remove the words ‘WLGA Conference’.

86 : DIRECTORATE DELIVERY PLANS

Social Services

The Chairperson welcomed Councillor Susan Elsmore, Cabinet Member for Health, Housing and Wellbeing, Tony Young Director of Children's Services and Amanda Phillips Interim Assistant Director Adult Services to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she said that she wished to place on record the appointment of Amanda Phillips as Assistant Director for Adult Services, and noted the sterling work already undertaken whilst she was in an interim post. The Cabinet Member stated that she aspired to Cardiff to be the lead Authority in Social Services.

The Director of Social Services stated that this was a draft plan and a living document; he explained that page 6 of the plan outlined the Core Business which would shape the plan around outcomes; it was noted however that there may need to be a review of the plan next year due to the Act being in place. There was a focus on bringing two parts of the directorate together next year, to ensure the plan will be slicker and smarter and more outcome focussed.

Members were provided with a presentation on the Social Services Directorate Plan which included information on Line of Sight; Directorate Responsibilities; Key Corporate Indicators; Achievements and Draft Delivery Plan – Social Services and Adult Services.

The Chairperson thanked officers for the presentation and invited general questions and comments on the delivery plan from Members:

- Members asked how the Directorate is protecting itself to deal with the collapse of one or more providers. Officers explained that this was a Council wide issue, in fact a National issue; there were discussions regarding National Living Wage within procurement teams in regular forums and meetings; it was a significant challenge and although officers were forewarned of the risks, they were unable to provide assurances around this at the moment.

The Cabinet Member added that she had recently attended a National Round Table which had been convened at the behest of Mark Drakeford AM to get a feel of what the cost of the national living wage would be; stakeholders attended the meeting and it was considered that there would be significant impact for Cardiff. An Option paper was being written for the new Minister for Health and Social Services, the concentration was not on cost alone but also what each sectors contribution would be i.e. in kind; it was considered that this was one of the biggest issues facing Social Services in Wales. The Cabinet Member also added that she would shortly be meeting the Vice Chair of Care Forum Wales and the Vice Chair of Care Home Association for further discussions.

The Director added that that there had been a recent debate facilitated by the Institute of Public Care, the key priority being stabilisation of the market particularly in domiciliary care. He highlighted that the new Assistant Director for Integrated Services would be focusing on joint commissioning and using purchasing power in this area.

- Members noted that the Areas for Improvement from the CSSIW in relation to the quality element were not mentioned in the delivery plan. Officers stated that escalating concerns were robustly applied in Cardiff, financial viability was asked and quality needed to be measured with ongoing discussions with providers looking at quality at the review stage of the process.
- Members discussed the connections between Improvements and Action Plan sections of the delivery plan. Officers stated that there had been previous pleas for a better focus on outcomes, so the focus in the delivery plan was on the six core business priorities; the improvements included were those picked up by external providers and others; it was noted that there would be a change in the way delivery plans were structured and officers were happy to try to improve the thread/read across.
- Members considered it important to identify the top priority issues that would arise as a result of the impact of the national living wage.
- Members made reference to the Planning for the Future section of the plan, and noted the four bullet points, and asked if all would be picked up in the Action Plan. Officers explained that some would be more specific than others but they had tried to capture them all. Members considered that prioritisation would be helpful.

- Members were grateful for the inclusion of outcomes in the delivery plan and asked how these would be measured on a quarterly basis. Officers explained that this was new for the plan and officers were setting baselines; at the end of the first quarter there would be an expectation from the Government and some data/soft intelligence from user experiences; however how to capture this and get it right may be a challenge in the first year.
- Members were concerned about the responsibility and impact on staff especially managers and directors, noting that sickness levels were quite high and could get worse. Officers were also concerned about the delivery of the expectations of the Act and expectations of the public; they added there was a need to look at prevention, empower people to meet their own needs, signpost to services etc., it was noted that benefits may not be seen in the first year. The Director noted the obligation to staff and agreed that it was very pressured. The Cabinet Member added that there was a buzz and real enthusiasm in the teams, despite this pressure. Officers stated that as leaders they needed to communicate, motivate and engage with the workforce, who are committed and keen to step up to the challenges.

The Chairperson invited questions and comments from Members on Measurements and Targets.

- Members considered that the measures for the Dementia Friendly City action on page 23 of the plan was vague, officers agreed that it needed to be enhanced, there was lots of mapping going on currently and they would happy to illustrate this more in the plan. The Cabinet Member stated her commitment to Cardiff being a Dementia Friendly City as soon as possible; there would be a campaign in the next issue of Capital Times also.
- Members asked how Workforce development is funded, officers stated it was from a Grant but managed by local authority.
- Members asked how officers intend to work towards the performance framework, noting the responsibility towards service users, the Act and internal targets. The Director stated that the plan is the safety blanket, they would deliver on actions in the plan, certain levels of performance would be strengthened quarter by quarter; some measures are already included in staff PPDR's.
- Members noted that some performance measures in the plan say they are not applicable and sought clarification on this. Officers explained that Sickness and PPDR information would be included imminently; with reference to Action Plan information, some are difficult to measure against and the Director also stated that the template of the plan does not meet their needs and this has been fed to the Head of Performance.

It was noted that there is a Directorate Dashboard and issues are drilled down at monthly meetings. PPDR compliance was 95% for 2015/16.

- Members considered it important to see if the delivery performance indicators have made a difference to service users; there was a need to see qualitative work. The Director stated that he had discussion with Scrutiny about holding a

Joint Scrutiny Workshop to look at the 'so what' question; to work out what needs focus in a blizzard of data; and what Scrutiny Members need to scrutinise social services as a whole.

The Chairperson thanked the Cabinet Members and officers for attending and answering Members' questions.

Communities Housing and Customer Services

The Chairperson welcomed Councillor Susan Elsmore, Cabinet Member for Health, Housing and Wellbeing, Sarah McGill, Director Communities, Housing and Customer Services and Nick Blake (Business Support Manager) to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she noted the huge amount of work that was already being undertaken.

Members were provided with a presentation on the Communities, Housing and Customer Services Directorate Delivery Plan, which included information on Line of Sight; Directorate Responsibilities; Key Corporate Indicators; Areas for Scrutiny to Consider; key Achievements; Commitments and Performance Indicators.

The Chairperson thanked officers for the presentation and invited general questions and comments from Members.

- Members commended the huge amount of work already undertaken. Members found the read across on the presentation very easy to see and understand and asked if this could be done in the delivery plan document; Officers stated that the template that was used was one to be used across all service areas.
- Members liked the summary section of key aspirations and found the narrative useful.
- Members noted that the measures were mainly output rather than outcomes and asked what plans there were to show what has been achieved qualitatively. Officers explained that having to include the high level numbers meant that there was little room for the qualitative work that was being done; Officers explained that they have a good balance between hard and soft intelligence, input, output and outcome. It was how this information was presented that needed to be worked through with the Head of Performance
- Members noted that there was no mention of Community Cohesion/Safety in the plan; officers explained that this was now in the Resources Directorate plan along with Human Trafficking.
- Members asked if there was a review of Advice Services being undertaken as there appeared to be no mention of it in the Plan; officers stated there was. Members were advised that there had been a reduction in funding for external provider service, there was now a need to identify how sustainable the service is going forward. The DWP Grant will be reduced and Universal Credit was coming in, so there was lots of work to be done. Officers were working with Communities First as funding goes directly to them for advice services. There

was a need to map and plan for the reduction, work was in progress however it was not at the formal recommissioning process. The Chairperson sought assurance that if it did become a formal recommissioning process then the appropriate consultation with the sector and service users would take place; officers provided this assurance

The Chairperson invited questions and comments on Performance Indicators.

- Members discussed Disabled Facilities Grants and noted the time taken in some cases and asked what support is provided in the meantime. Officers explained that people are given the option to have any work done themselves, however this was not taken up very often; there were good support services, Cardiff were the best performing Local Authority in Wales a few years ago and are now number 11; a fast track approach was now being developed and further information on this would be brought to a future meeting.
- Members sought further information on the performance indicators in relation to Telecare/Ambulance. Officers stated that the Mobile Warden Service was a unique service whereby a warden can attend if someone falls for example, reducing the need for an ambulance to be called; this potentially saves money too.
- Members made reference to Homelessness and noted that 55% of cases were duty to prevent; officers stated that 45% move forward to the next stage; this was set by officers in the homelessness team and was a new indicator. An explanatory note on these new indicators would be provided to Members.
- Members asked how officers would be preparing people for further planned welfare reforms and advise on what services are available. Officers stated that with regard to the benefits cap they would write to people personally; officers were very proactive with regards to debt advice, they act quickly and refer people to Into Work services if appropriate. The Cabinet Member added that details of each case of rent arrears are provided to officers, there was a lot of communication with people and a long process to help people in difficulty including advocacy support.
- Members noted the reference to Communities First and asked why the target had been reduced. Officers needed to check this information and advise Members accordingly.

The Chairperson thanked Officers and Witnesses for attending the meeting and answering Members questions.

AGREED – That the Chairperson on behalf of the Committee writes to relevant Cabinet Members, Directors and officers thanking them for attending the Community and Adult Services Scrutiny Committee on 11 May 2016 and to convey the observations of the Committee when discussing the way forward. [View Letter](#)

The Chairperson welcomed Councillor Susan Elsmore, Cabinet Member for Health, Housing and Wellbeing and Sarah McGill Director Communities Housing and Customer Services to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she said that this was a very important issue both politically and morally; she was pleased with the result of the work of the Regional Leadership Group and Operational Group.

Members were provided with a presentation on the Syrian Resettlement Scheme which included information on Context; Governance; Progress and Next Steps of the Scheme.

The Chairperson thanked officers for the presentation and invited questions and comments from Members:

- Members asked in terms of which refugees come to Cardiff and the properties that are available, how would the two be matched. Officers explained that Taff Housing would manage that part of the process, houses would have to be in areas where there are school places and information on the size of the property would be loaded into a database and the Home Office would find a match family; other needs would also have to be considered such as Health needs and if these could not be met here then the family could be refused.
- Members were concerned that there may be a feeling of a two tier approach and also that help and support would only be available during certain hours. Officers noted the feeling of the two tier approach and this had been raised nationally. It was added that in Cardiff any help and support for the Syrian Resettlement Scheme would be 24 hours and in the right language, resources would be made available for this.
- Members expressed concerns about infrastructure such as schools and health service already being stretched. The Cabinet Member stated that there needed to be joined up work, Education and Health were involved and would assist in plotting where families would be placed; it was anticipated that around 60 people would be placed between Cardiff and the Vale of Glamorgan; with a 60/40 split to Cardiff.
- Members asked if only private houses would be rented and were told that yes they would be. Members also asked what rent level would be paid. Officers explained that properties used would be local housing allowance level in order to be sustainable although there may be a top up needed in some areas.
- Members asked if the support provided would be for one year or ongoing. Officers explained that the support would be provided for the first year then afterwards on a reducing level up to four years.
- The Cabinet Member stated she hoped that communities would welcome and assist people to integrate, and thanked Members for their offers of help from their local community centres; help was being coordinated and Members would be put in touch with this team.

- The Chairperson asked for an update of the Afghan Scheme; officers stated that the Syrian Scheme was the Home Office's priority but they were committed to move forward with the Afghan Scheme when required.

The Chairperson thanked Officers and Witnesses for attending the meeting and answering Members questions.

AGREED – That the Chairperson on behalf of the Committee writes to relevant Cabinet Members, Directors and officers thanking them for attending the Community and Adult Services Scrutiny Committee on 11 May 2016 and to convey the observations of the Committee when discussing the way forward. [View Letter](#)

88 : COMMITTEE BUSINESS REPORT

At the Committee meeting on 16 September 2015 Members discussed how they wished to deal with future reports concerning committee business, such as correspondence reports and work programme reports. Members decided to combine these within an overarching Committee Business report.

This report provided the Committee with the latest update on correspondence. The Committee received copies of correspondence sent and received in relation to matters previously scrutinised by this Committee.

It was noted that a response was still outstanding for Domestic Violence Re-commissioning Item.

The Principal Scrutiny Officer outlined the Research Reports and the Shared Regulatory Services report to Members.

With regards to the Draft Annual Report, the Principal Scrutiny Officer stated that the report was shorter than had been in previous years as they had been asked to be more focussed. The Draft report highlighted that lots of work had been done by the Committee including lots of reaching out to Citizens.

Members were asked if there were any changes required to the draft report; it was noted that the work on the Community Infrastructure Levy was yet to be included.

With regards to the Work Programme, the Principal Scrutiny Officer advised that most outstanding items were now proposed to be scheduled in June and July, including: quarter 4 performance, HMO additional licensing scheme, housing strategy, communities first annual review, gypsy & traveller site and safeguarding.

The Chair had received a request from a Councillor regarding the Advice Services Review, Members considered that the Principal Scrutiny Officer is tasked with contacting officers and arranging timescales for this.

Quarter 4 performance report; Members considered that this should be presented to the performance panel prior to full Committee.

Anti-Social Behaviour Inquiry; Members considered that the Principal Scrutiny Officer is tasked to seek Members' views as to when to start.

The Chairperson thanked Officers and Witnesses for attending the meeting and answering Members questions.

AGREED – That the draft Annual Report be submitted to Council and that, the Chairperson on behalf of the Committee writes to relevant Cabinet Members, Directors and officers thanking them for attending the Community and Adult Services Scrutiny Committee on 11 May 2016 and to convey the observations of the Committee when discussing the way forward.

89 : DATE OF NEXT MEETING

The next meeting of the Community and Adult Services Scrutiny Committee is scheduled for 8 June 2016 at 5.00pm in Committee Room 4 County Hall, Cardiff.