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AGENDA

Committee COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

Date and Time of Meeting WEDNESDAY, 13 MAY 2015, 4.30 PM

Venue COMMITTEE ROOM 1 - COUNTY HALL

Membership Councillor Groves (Chair)
Councillors Carter, Goddard, Lomax, McGarry, Sanders and
Graham Thomas

*Time
approx.*

1 Apologies for Absence

To receive apologies for absence.

2 Declarations of Interest

To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.

3 Minutes (Pages 1 - 12)

To approve as a correct record the minutes of the previous meeting.

4 Progress Report re Gypsy & Traveller Inquiry (Pages 13 - 32)

4.30 pm

- a) Councillor Patel Cabinet Member Transport, Planning & Sustainability and Councillor Elsmore Cabinet Member Health Housing & Wellbeing will be in attendance and may wish to make a statement.
- b) Andrew Gregory Director Strategic Planning, Highways and Traffic and Transport, Sarah McGill Director Communities Housing and Customer Service, James Clemence Operational Manager - Planning Policy, Stuart Williams Group Leader – Policy and Jane Thomas Assistant Director Communities Housing and Customer Service , will be in attendance to provide a short presentation and to answer Members' questions.
- c) Members' question and answer session.

- 5** **Quarter 4 Performance Reports** (*Pages 33 - 76*) 5.00 pm
- a) Councillor Elsmore Cabinet Member Health Housing & Wellbeing will be in attendance and may wish to make a statement.
- b) Sarah McGill Director Communities Housing and Customer Service, Jane Thomas Assistant Director Communities Housing and Customer Service and Stuart Young Operational Manager, Resources and Performance will be in attendance to answer Members' questions.
- c) Members' question and answer session.
- 6** **Annual Report** (*Pages 77 - 104*) 6.15 pm
- 7** **Correspondence** (*Pages 105 - 148*) 6.25 pm
- 8** **Date of next meeting**

The next meeting is scheduled to take place on 3 June 2015 at 4.30pm.

Marie Rosenthal

County Clerk & Monitoring Officer

Date: 6 May 2015

Contact: Andrea Redmond, 029 2087 2434, a.redmond@cardiff.gov.uk

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

1 APRIL 2015

Present: County Councillor Groves(Chairperson)
County Councillors Carter, Goddard, Lomax, McGarry, Sanders
and Graham Thomas

89 : APOLOGIES FOR ABSENCE

There were no apologies received.

90 : DECLARATIONS OF INTEREST

Declarations of interest were received from:

Councillor Groves – he and his wife are in receipt of Domiciliary Care both through Direct Payments and traditional method.

Councillor Lomax – he lives in sheltered accommodation provided by Cardiff Council
Councillor Sanders – manages a family member's Domiciliary Care via Direct Payments

Councillor Carter – has represented organisation on The Wales Carers Alliance

91 : MINUTES

The minutes of the meeting held on 4 March 2014 were agreed as a correct record and signed by the Chairperson.

92 : ADULT CARERS OF ADULTS UPDATE REPORT

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member Health Housing and Wellbeing, Siân Walker Director Health and Social Care to the meeting and Sue Schelewa, Operational Manager Assessment and Care Management.

Members were provided with an outline of the report which included items that had been requested to cover and work to date; Members were also advised that reports and letters were appended to this report.

The Chairperson invited the Cabinet Member to make a statement in which she noted the importance of the work of the Committee's review and that there was a clear improvement wanted going forward.

Siân Walker provided Members with a statement in which she said:

The Health & Social Care Directorate purchases services to provide respite care for people with a learning disability who are assessed as having an eligible need. Respite care is also delivered as an outcome of a Carer Assessment.

Currently, respite care predominantly takes place in 3 settings within Cardiff and is supported by third sector organisations. However it can also occur through the

provision of domiciliary support in the person's own home or a day opportunity away from the home, so that the carer can receive a break.

- The service is due to be re-commissioned to deliver a more person centred flexible model of support within locations that are accessible to people with complex and challenging behaviours. As with the Supported Living Contract, people who use the service have had an opportunity to share their views through the Respite Steering Group which has been meeting for the last 6 months to draw up support & accommodation specifications, and set out plans to negotiate with the current providers for the Respite Provision and recommend a future direction for Respite provision. This will inform the re-commissioning process.
- The draft Respite Strategy has been collated via the Learning Disability Partnership Group which comprises service users and family Carers as well as third sector representatives and officers.
- Proposed service changes will be implemented at the end of Q3 2015/16

Details about the new service specification for the Carers' service

Work has slipped during 14/15 on this development because of prioritisation in connection with the Day Centres recommissioning programme. Work on the completion of the specification is now scheduled for Q1 15/16 – this will include:

- Access to a wider range of respite options for Carers
- Support to Carers providing a lower level of care
- Development of an early intervention protocol to enable us to work with Carers to avoid "carer crisis" where possible.

CASSC is aware (following comments from the Q3 Performance Report) that the directorate commissioned work during Q3 to identify reasons for underperformance on delivery of carer assessments. The outcome of this was a specification for making changes to the CareFirst social care records database – making it easier for staff to record. Additionally work has been ongoing to cleanse data on Carers recorded on the system.

The Chairperson thanked the Cabinet Member and Officers and invited questions and comments from Members:

- Members asked whether there was any data available on the use of Direct Payments for respite care. Officers advised that under the current guidance direct payments cannot be used for respite care, they had however grouped respite together to cover the carer and cared for and this would be funded from the same pot.
- Members sought information on why some people haven't taken the option of a carer's assessment when its been offered to them, whether the reasons for this are recorded at all. Officers explained that sometimes social workers are not clear what is available to carers when they offer a carers assessment and so may not fully explain the benefits that could come from completing a carer's assessment; it could be anything that is needed to support them in their role such as an extra washing machine, social opportunities etc., not always respite.

- Members noted the targets in the corporate plan were high at around 90%, whereas currently only 51% was being achieved and asked whether the target was attainable. Officers explained that increasingly they were offering more people opportunity for reablement and they have found that then carers can become invisible with offers for a carer's assessment not being made. There are approximately 250 people going through reablement at any one time so it was important that offers should be made. It was stated that there was an issue with where the data is recorded; there were 8 places on Care First where an offer could be recorded; data cleansing should help this.
- Members discussed respite care for people with learning disabilities and other service user groups and asked what the main priorities were. Officers stated that it was about scoping out what was needed; opportunities to widen horizons; day opportunities; sitting services; employment opportunities etc. and it was important to co-produce this work with advocates and parents; all within the financial envelope available. It was noted that by quarter 3 there will have been some gradual change and it will develop and evolve over time.
- Members discussed the provision of information through the Hubs; whether there would be a basic suite of information provided to carers and what plans were in place to provide information to people who currently use Marland House when it closes. Officers explained that they work closely with people who use the Hubs and create links with Hubs staff; some people will apply when the new centre opens; there will be an online portal for carers which will also be available in the Hubs. It was noted that when Marland House closes information will be available in the Central Library.
- It was noted that according to recent UK wide research, 61% of disabled people had access to the internet at home; Members asked whether any thought had been given to widening additional information offered when Marland House closes rather than relying solely on an on-line portal. Officers stated that mobile working and scheduling would assist as officers would be able to access online information at the point of a carer's assessment. There would also be carers newsletters produced quarterly and paper information would be provided.
- Members sought further information on the accuracy of data. Officers explained that the data was accurate but it had to be manually taken off the system and it was needed electronically; fields needed to be simplified in Care First in order to record data
- Members further discussed accuracy of carers information and it was noted that the Carers Policy Officer will be given dedicated time to progress this issue and to add known carers to the database and people who are no longer carers taken off the system. Siân Walker added that they had commissioned OLM in January and the work was finishing imminently; the result would be better access to data and the ability to produce records to show progress and results.
- Members expressed concerns that there were consistent issues regarding identification of carers and the database system.

- Members discussed the information centre at University Hospital of Wales closing due to the lack of footfall; sought assurances that Health Board Colleagues were on board and considered that it should be normal practice that offers are made for a carers assessment. Officers responded by saying that reablement is offered at the start; home care staff will note who is at home to help; the critical number was the offer, people needed to understand that they are entitled to an assessment. With regard to UHW, this closed as the footfall was not there, the facility at Velindre is doing very well with information being provided in waiting rooms. At UHW people tended to want to go home straight after being seen so it was difficult to engage with them about carer's needs, and then it was left to staff in community teams to follow up sometimes months later.
- Members noted that health care workers were often reluctant to discharge patients unless there was someone at home to care for them, therefore the need for an assessment will have already been identified and that this information should be passed on at this point. Officers stated that this information could not be relied upon; often people will say there is someone at home in order to go home themselves; the Carers Measure will be repealed by the Social Services Health and Wellbeing Act: Sue Schelewa stated that she had been assured that this would not lead to requirements for cares being watered down.

Members discussed this further noting that there was a missing point between discharging from hospital and visiting at home to undertake a carers assessment. Officers considered there was a broader issue of community and partner working with health colleagues, with issues such as turnover of staff and hospitals being full, all having to be taken into account. It was considered that there was a need to improve communication with ward staff so as to not have premature discharges and that it could be an opportunity for continual professional development training to build in heightened consciousness of carers needs which could link through to a carers plan. Siân Walker added that as part of the workforce development part of the Act, they were working with the Vale of Glamorgan and Health Colleagues to set out plans to ensure increased education and Continual Professional Development.

- Members discussed the decline on day and night sitting respite. Officers explained that there were 5 block booked beds including crisis beds for use by older people; these were underused but used regularly by specific groups of people; there were no unmet requests. Regarding sitting, the matrix was now used for all domiciliary care including sitting and respite and it may not be identified separately or explicitly identified.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Susan Elsmore Cabinet Member for Housing Health & Wellbeing thanking her and officers for attending the Community and Adult Services Scrutiny Committee on 1 April 2015 and to convey the observations of the Committee when discussing the way forward. (letter attached)

93 : HEALTH & SOCIAL CARE REGIONAL COLLABORATION FUND AND INTERMEDIATE CARE FUND PROJECTS; QUARTER 3 PROGRESS REPORT

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member Health Housing and Wellbeing, Siân Walker Director Health and Social Care, Sarah McGill Director Communities, Housing and Customer Services and Nichola Poole Programme Manager – Remodelling Social Care and Integration of Health across Cardiff and the Vale of Glamorgan to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she said that she had had the pleasure of visiting an ICF project at the University Hospital of Wales very recently and it had been very pleasing to hear about the project in a real life sense.

Members were provided with an outline of the salient points from the report including the quarter 3 updates for the RCF and ICF; work on day opportunities for people with learning disabilities and ICF funding.

The Chairperson invited questions and comments from Members.

- Members asked whether with so many aspects of the Social Services and Well Being Act requiring regional working, would they all migrate into this structure including line management and establishment etc. Officers stated that RCF money is top sliced from the social services budget and allocated to each region; after this year no more regional funding would be allocated, as supposed to have done the work needed on how to deliver the services going forward to comply with the Act. ICF provides a one off opportunity to use a pot of money to see how to reshape services, a second year of funding was not expected, but it came through the Health budgets and governed through internal Health and Social Care programme; there may be different ways of delivering services but the outcomes will be the same; Officers had been advised that the £20 million would be recurring funding.
- Members asked how projects would be made sustainable given the short term nature of the funding. Officers advised that the key thing was to test out new ways of working through integrated structures etc. and testing cost effectiveness to see if investment in the future is viable. Officers added that there had been a Mapping and Gapping exercise with Age Connect; money for ICF's was for over 65's; there were a number of projects that had been involved including Action for Hearing Loss and Age Alliance Wales, all able to get new services off the ground with this funding and working with local authorities, the money has enabled a focus on work with the third sector.

The Cabinet Member added that the sustainability aspect of this was that staff in organisations such as Action for Hearing Loss, were able to work alongside nursing staff, raise awareness of ward staff, upskilling people and also purchasing equipment.

- With reference to the RCF, Members noted that the Assisted Technology Project had closed and asked what had been learned from this regarding provision and how it would be moved on. Officers stated that they had looked

across the region, taken the learning and used it across the ICF projects, the example of Just Checking was given whereby a camera in the home can see if a person is using facilities in the kitchen for instance. A further example of a GPS watch for people with dementia was given – learning had been taken from RCF and applied to ICF projects. Siân Walker added that there were also links to the Smart House, where there is a pool of equipment for service users and carers to try out, it was about increasing reablement and decreasing intervention, making sure the equipment is appropriate to meet their needs. Further examples of Step Down Flat project and Alarm Receiving Centre were given, with the latter providing robust tracking and security services which add to the offer available.

- Members discussed Effective Community Resource Team and particularly the In reach home care teams, and asked whether knowing the difficulties that arise in discharge, as discussed in the previous item, they were completely silo'd into only offering re reablement and how it all ties together. Officers explained that it was important to put into practice what had been learned over the year; sufficient resources were needed and those resources needed to be protected. . It was important to link people to the right interventions and to link learning from the projects, so looking how to involve in reach team in home assessments, whether a visiting officer can carry out assessments etc.
- Members asked about the funding of the ICF and what would happen if Cardiff did not get a share of the £20m; also whether any projects had been identified that may benefit from the scheme. Officers advised that there was £17.5m across Wales and Cardiff would bid for a part of it for the types of projects discussed. £2.5m was held back until now, and the bidding arrangements had not yet been set out. Delivering projects would need to meet the aspiration of the Social Services and Well Being Act.
- Members were provided with more information on Just Checking and the use of Community Alarms, Fall Belt's and Motion watches and invited to visit the Smart House.
- Members asked what happened to equipment that was no longer needed such as Stair Lift's. Officers advised that they are looking into recycling, selling and where relevant referring to adapted properties via the Joint Equipment Scheme
- Members discussed colour coded doors and corridors in sheltered accommodation particularly with reference to dementia.
- Members asked whether there was a timescale for determination of the £17.5m. Officers stated that there wasn't but they knew it was coming in through the Health Boards, which had to get their medium term plan agreed by the Welsh Government before this money would be released to them.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Susan Elsmore Cabinet Member for Housing Health & Wellbeing thanking her and officers for attending the Community and Adult Services Scrutiny Committee on 1 April 2015 and to convey the observations of the Committee when discussing the way forward. (letter attached)

94 : IMPLEMENTING PART 2 OF THE HOUSING WALES ACT 2014: PRE-DECISION SCRUTINY

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

Members were provided with an overview of the report and it was noted that this was pre-decision scrutiny, with the report going to Cabinet the following day.

The Chairperson invited the Cabinet Member to make a statement in which she emphasised the importance she placed on the Council fulfilling its duties to homeless people – this report provided a new opportunity for supporting them.

Sarah McGill provided Members with a presentation on Implementing Part 2 of the Housing Wales Act 2014 (Homelessness).

The Chairperson invited questions and comments from Members:

- Members asked how Officers were going to encourage private landlords to rent out their properties. Officers explained that they were not sure how many properties they would have for the scheme, they have a good relationship with private sector landlords; it was important to have the right properties at the right price. The scheme could benefit the landlords as the application process is taken out from their part. Officers added that it was difficult to determine as it depended on the market and market prices etc.
- Members asked if there would be an impact on the Housing Allocation Policy. Officers advised that it wouldn't, quotas make sure that lists move; homeless people would be moved into the private rented sector and this should move people along the list faster than before, it would be kept under review.
- Members noted that prisoners would no longer be a priority unless they were considered vulnerable, and asked whether the Act provided a definition of Vulnerable. Officers advised that it did and it was the same that was applied to other potentially homeless people.
- With reference to 16 and 17 year olds, Members asked if there was any difference if they were Looked After Children or had come from other tenures. Officers stated that currently there were many routes into the provision of accommodation, the full range of options were not visible to all officers and therefore officers were bringing together a full range of accommodation and support options accessible through one key gateway.
- Members discussed the Housing Solutions Team and asked whether there was officer capacity and whether there would be an increase in their work. Officers stated that they would anticipate an increase in demand over time; the Welsh Government money would be a reserve to draw upon if needed; the situation would be monitored and it would be an issue for budget planning in future years.

- Members were concerned that there were no properties lined up and the short timescales involved and asked what incentives could be offered to landlords to come on board. Officers explained that the Act enables the Council to use the Private Rented Sector but doesn't require them to; it was important that offers were right and that the best solution to meet peoples needs are offered. Relationships with landlords would be built upon and there would be options of grants and loans; these would develop over time. Tenancies would be for 5 years and that is guaranteed rent for landlords, so not having properties lined up already was not considered a problem. The Cabinet Member added that it was not just about matching an individual with a property but also about matching to a landlord which was a key issue, she also added that incentives would be available.
- Members asked about homeless households who the Council moved into the private rented sector with 6 month tenancies and whether they would be granted points for insecurity of tenure and historical points for being homeless. Officers explained that they would not receive historical points but that insecurity of tenure would be reflected. Help would be available with applications and realising points, for some people the Private Rented Sector would be better as in the areas they wanted to live.
- Members asked if there had been any conceptual thinking with regards to Universal Credit and Discretionary Housing Policy with the Private Rented Sector for discharging Homelessness Duty. Officers stated that there had been r and that affordability and suitability assessments would take place of private rented sector properties to ensure they were right for the particular households proposed to move into them.
- Also in relation to Universal Credit, Members noted that there may be a delay in payments and timing of rent. Officers stated that there would be a 5 week wait for Universal Credit and therefore looking to set up a scheme to guarantee immediate payment to landlords, this offered them a financial incentive and a reduced risk.
- Members asked whether there was a mechanism to seek to achieve longer tenancy arrangements where both parties wanted it. Officers stated that they have the capacity to have the conversation with landlords and there were definitely mutual benefits to explore, they would look at suitability and assessments would be undertaken.
- Members sought clarification that work with Housing Associations was an option to lease from the Private Rented Sector and they were advised that this was the case.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Susan Elsmore Cabinet Member for Housing Health & Wellbeing thanking her and officers for attending the Community and Adult Services Scrutiny Committee on 1 April 2015 and to convey the observations of the Committee when discussing the way forward. (letter attached)

95 : PROGRESS REPORT: IMPLEMENTING AGREED RECOMMENDATIONS
RE 'THE STRUCTURE AND APPROACH OF CARDIFF COUNCIL IN
TACKLING ANTI-SOCIAL BEHAVIOUR' INQUIRY

The Chairperson welcomed Councillor Daniel De'Ath Cabinet Member Safety, Engagement and Democracy, Sarah McGill Director Communities Housing and Customer Services and Ellen Curtis Operational Manager Landlord Services to the meeting.

Members were provided with an outline of the key points from the report.

The Chairperson invited the Cabinet Member to make a statement in which he said that it was an excellent Inquiry report and he commended those involved; previously people had felt that there was no closure on actions when reported and this would end with the new CMS system.

The Chairperson invited questions and comments from Members:

- Members noted that there was a difference between Anti-Social Behaviour being tackled on local and city wide levels and asked whether the two issues dovetailed. The Cabinet Member considered that there was no conflict, he stated that they worked with partners on the ground and he sits on boards to highlight any issues. Officers added that there could be difficulties when trying to extract issues of community safety when reporting city wide, but they considered there to be no problem with regards to City Wide reporting, effective work needs to happen locally to have the wider impact.
- With reference to Dog Fouling, Members asked how measures to improve this had progressed. Councillor De'Ath stated that the Committee had agreed to support the recommendations of Environment Scrutiny Committee. Officers stated that they come a long way in community areas and the issue had been written into tenancies; caretakers were to note and people were encouraged to report incidents. Notices had been put up, waste management had produced leaflets regarding diseases and other effects and these were distributed across the city; the issue had also been highlighted in the tenant/lease holder times.
- Members discussed Anti Social Behaviour and Dangerous Dogs and that tenants could have guards on their letter boxes. Officers stated that they can assist with guards and encourage people to report dangerous dogs. Members asked if this could be enforced in the future and were advised that it may be considered.
- Members discussed anti social behaviour complaints regarding cooking smells/toilet flushes late at night etc. Officers advised that it was a difficult issue; people have very different lifestyles; neighbourhood officers were trained in restorative justice. When people clash in blocks of flats both parties are approached, differences are explained and they are encouraged to agree with each other, it was important to differentiate between anti social behaviour and differences in lifestyles.

- Members referred to Recommendation 7 and the timescale for implementation of CCTV and Concierge in each of the 9 high-rise blocks of flats in Cardiff. Officers advised that this was being addressed through the Alarm receiving centre and would be completed by the end of May/beginning of June. Members were invited to visit the ARC.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Daniel De’Ath Cabinet Member for Safety Engagement and Democracy thanking him and officers for attending the Community and Adult Services Scrutiny Committee on 1 April 2015 and to convey the observations of the Committee when discussing the way forward. (letter attached)

96 : IMPROVING SCRUTINY PROJECT

The Chairperson welcomed Councillor Daniel De’Ath Cabinet Member Safety, Engagement and Democracy and Marie Rosenthal, County Clerk and Monitoring Officer to the committee meeting.

The Chairperson invited the Cabinet Member to make a statement, Councillor De’Ath stated that Improving Scrutiny project was part of the Improving Governance strand, organisational change was a response to the WLGA Peer Review. He added that it was Member led, enhanced by Centre for Public Scrutiny project to support transformational change in times of austerity.

It was noted that a comprehensive desk based exercise had been conducted which would culminate with a Scrutiny Conference to draw together thoughts and feelings.

Marie Rosenthal stated that this was a very important project; the Council was facing unprecedented change and what was scrutiny’s role in change performance; could more be done with scrutiny in Cardiff; there was no real move to go away from 5 scrutiny committees and they give Members an in-depth knowledge; there was a need however to ensure that scrutiny committees are cross cutting; Estyn had noted the need to hold partnership arrangements to account.

A desk research exercise had been undertaken in April looking at core cities such as Edinburgh and London. The timeline was; A workshop with Members in June; Conference; Task & Finish; then Cabinet in September.

The Chairperson thanked the Cabinet Member and County Clerk and Monitoring Officer and invited questions and comments from Members:

- Members referred to 6c ‘ To address recommendations in the Local Government Measure (Wales) 2011, and subsequent recommendations in the Williams Review, to consider opportunities for improvement to current collaborative scrutiny arrangements with partners’ and asked whether this should be the first objective. Officers explained that it would be led by Scrutiny Chairs. The Cabinet Member stated that he understood if scrutineers were sceptical; it was about emphasising the role of scrutiny to make it more effective and increase the benefit to Members and not a Trojan horse for cuts.

- Members asked what would be the best way for scrutiny Members to engage in this process. Officers advised that there would be workshops, and if the timing of these were right then there would be an opportunity for Members to be heard; surveys were also being considered.
- Members stated that this Committee had a thematic dimension of profound importance for some of those most in need and that it was unthinkable that there would not be a committee with this reach and range of functions. Members suggested possibly meeting twice a month as there were heavy agenda's and this would enable more effective and shorter meetings. The Cabinet Member agreed that long meetings are hard for everyone involved and meant they didn't give their best to the process. Officers stated that they entirely supported this; time was spent between sitting in scrutiny committees and task and finish groups. She added that webcast cameras would be fitted in Committee Room 4 to webcast scrutiny meetings in future; it was important to look at how Members time is spent, with possibly more task and finish groups and less clerked meetings. The Cabinet Member added that more visits to teams and service users could be undertaken too.
- Members asked whether scrutiny officers were involved in the process and were advised that they were.
- Members again discussed the length of meetings and noted that if webcast it wouldn't look good if Members left before the end of the meeting due to other commitments; it was also noted that any meeting over 3 hours in length needed a break.
- Members noted that there was an opportunity for Scrutiny Members to put their views through various means in the process and they were invited to be creative and dynamic.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Daniel De'Ath Cabinet Member for Safety Engagement and Democracy thanking him and officers for attending the Community and Adult Services Scrutiny Committee on 1 April 2015 and to convey the observations of the Committee when discussing the way forward. (letter attached)

97 : CORRESPONDENCE REPORT - UPDATE REPORT

The Committee received copies of correspondence sent and received in relation to matters previously scrutinised by this Committee.

98 : DATE OF NEXT MEETING

The next meeting is scheduled for Wednesday 13 May 2015 at 4.30pm in Committee Room 1, County Hall.

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**CITY & COUNTY OF CARDIFF COUNCIL
DINAS A SIR CAERDYDD**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

13 May 2015

**PROGRESS REPORT - IMPLEMENTATION OF AGREED RECOMMENDATIONS RE
COMMITTEE REPORT: 'THE PROVISION OF ACCOMMODATION FOR GYPSY AND
TRAVELLER HOUSEHOLDS IN CARDIFF'**

Purpose of Report

1. To update Committee Members on progress with implementing the agreed recommendations of the previous Committee's report 'The provision of accommodation for Gypsy and Traveller households in Cardiff'.

Background

2. In 2010, the Community and Adult Services Scrutiny Committee undertook an inquiry into the provision of accommodation for Gypsy and Traveller households in Cardiff. The Inquiry heard that there are two main statutory duties for Welsh local authorities with regard to enabling the provision of accommodation for Gypsies and Travellers; preparing a Local Development Plan (LDP) and carrying out a Gypsy and Traveller Accommodation Assessment (GTAA). The Housing Legislative Competence Order (LCO) allows Welsh Ministers to place a duty on local authorities to provide Gypsy and Travellers sites; this is to provide a legislative safeguard in the event that a non-statutory approach does not deliver the aim of securing appropriate sites for the Gypsy and Traveller community.
3. Welsh Government guidance is clear that the local planning authority should work with the Gypsy and Traveller community to encourage them to put forward candidate sites, and that there should be representations from Gypsy and Traveller communities and stakeholders and their representatives at the LDP Deposit Stage.

4. In its Inquiry report, April 2011, the Committee made 18 recommendations. Three of these were directed at the Welsh Government, bringing the total recommendations to the Executive to 15. Two of these related to the existing Rover Way site, three related to assessing the need for Gypsy and Traveller accommodation, and 10 related to meeting the need for Gypsy and Traveller accommodation.

5. The Executive Response to this Inquiry report was agreed at their Business Meeting in October 2011; the Executive accepted 13 recommendations and partly accepted two. At the Committee Meeting in April 2013, Members received a progress report on work to implement the accepted recommendations. Following the meeting, Committee wrote to Councillor Ralph Cook and Councillor Thorne seeking assurance that this administration accepted the recommendations agreed by the previous Executive; this assurance was received via a letter from the Cabinet Members, which Members received with their papers for the Committee meeting on 21st May 2013, available at:

<https://www.cardiff.gov.uk/ENG/Your-Council/Councillors-and-meetings/CouncilMeetings/Pages/default.aspx#lists>

6. Following the Committee Meeting in April 2013, Members asked to receive a progress report, without witnesses, at the same time as the LDP Deposit Plan was available for scrutiny, in order to see how stages 2 and 3 are being implemented. This was provided as part of the papers for the Committee meeting on 23rd July 2013 and is available at:

<https://www.cardiff.gov.uk/ENG/Your-Council/Councillors-and-meetings/CouncilMeetings/Pages/default.aspx#lists>

Issues

7. At Members' request, officers have completed an updated progress report, which is attached at **Appendix A** and provides a position statement as at April 2015. The progress report shows the following:
 - a. The work by Atkins and Opinion Research Services/ Peter Brett Associates, previously reported to Committee, fed into the preparation of the LDP Deposit Plan and included an allocation for a new Gypsy & Traveller site of 65 pitches at Seawall Road. At the LDP Examination Hearing Session on Gypsies &

- Travellers, the Planning Inspectors recommended the deletion of the allocation at Seawall Road due to its location on a high flood risk zone.
- b. The LDP Examination Inspectors have asked the Council to prepare a position statement on how the Council will meet the need for new pitches, setting out clear mechanisms and timescales, including proposals to revisit the methodology for identifying sites as well as identifying funding sources. The Inspectors have also asked for an update/timetable for the preparation of Supplementary Planning Guidance.
 - c. The Housing (Wales) Act 2014 contains new provisions relating to the methodology to be followed when undertaking an assessment of need and requires local authorities to submit these to Welsh Government for approval, by February 2016. Officers are meeting Welsh Government officials to discuss further. It is proposed to work with the Gypsy & Traveller Group Wales as part of undertaking the new assessment.
 - d. Consultation plans for extending the footpath at the Shirenewton Site are being prepared and are due to be delivered to ward Councillors post election.
 - e. **Appendix A**, page 4, contains a hyperlink to an assessment report re a footpath on Rover Way. This concludes that implementation is unlikely at the present time as the scheme does not feature prominently on the priority list and so does not qualify for funding. The progress report provides details of other work that has been undertaken to improve signage to highlight to motorists the presence of pedestrians and horses.
 - f. There is a corporate approach in place to collectively manage the LDP process, as detailed on pages 7-8, **Appendix A**.
 - g. The Deposit LDP contained a criteria based policy for assessing any future proposed sites for future Gypsy & Traveller accommodation. The LDP Examination did not raise any significant concerns about the policy.
 - h. Council officers directly involved in managing the consultants undertaking the studies have attended a cultural awareness workshop. The Welsh Government is currently exploring providing training for Councillors across Wales on their duties in relation to Gypsies and Travellers.
8. The progress report states that, given the requirement to submit new Gypsy & Traveller Accommodation Assessments to the Welsh Government by February

2016, it is anticipated that the Welsh Government will undertake a role in collecting and storing this data across Wales.

Way Forward

9. Councillor Ramesh Patel, Cabinet Member Transport, Planning and Sustainability, and Councillor Susan Elsmore, Cabinet Member Health, Housing and Well Being, have been invited to give a statement and answer Members' questions. Sarah McGill, Director of Communities, Housing and Customer Services, and Andrew Gregory, Director of Strategic Planning, Highways, Traffic & Transportation, along with James Clemence, Operational Manager Planning Policy and Stuart Williams, Group Leader Policy, have been invited to answer questions from the Committee.
10. The progress report states that, at the meeting, officers will update Committee on:
 - a. the content of the position statement prepared to address the action points requested by the LDP Examination Inspectors;
 - b. the timetable for Supplementary Planning Guidance and whether there is a need for detailed guidance and advice re Gypsy & Traveller Accommodation.

Legal Implications

11. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

12. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATION

The Committee is recommended to note the information provided in **Appendix A** and consider whether it wishes to use information contained in the report to inform future scrutiny.

MARIE ROSENTHAL

County Clerk and Monitoring Officer

30th April 2015

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RECOMMENDATION TRACKING SHEET – UPDATE REPORT as at APRIL 2015

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

Provision of Accommodation for Gypsy and Traveller Households in Cardiff

Response from Executive: 6th October 2011

Response submitted to Scrutiny Committee: 15th November 2011

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RECOMMENDATION	ACTION (Extracts from Executive Response)	Update as at APRIL 2015			
<p>R1. The Executive formally accept that the Rover Way Caravan Site is unsustainable and should close and therefore task Officers to:</p> <p>a. work with the Gypsy & Traveller communities to identify and agree suitable criteria for the relocation of the Rover Way Caravan Site, including testing out with the Gypsy & Traveller communities the previous criteria that referred to a two km radius for site location and utilising the Welsh Assembly Government guidance on site location</p> <p>b. use the agreed criteria to identify suitable sites</p> <p>c. undertake an option</p>	<p>Partly Accepted</p> <p>The Executive will set in motion a process of formal evaluation of the future of the site. This will lead to a formal recommendation to either close the site, improve it or amend its use. An action plan for taking forward this work will be produced. The action plan will respond to the recommendations and will be based on the following key areas of work:</p> <ul style="list-style-type: none"> • Developing site selection criteria and methodology for the identification of potential sites for Gypsy and Travellers, including a replacement site for the Rover Way Caravan Site if required. • Developing and applying criteria and methodology to evaluate the future of the Rover way site, producing an options report which would include the potential of either closure, improving or 	<p>The work identified below addresses the majority of these Action Points.</p> <p>In relation to options for the future of the existing Rover way site the Council commissioned Atkins to undertake a study of the sustainability of the Rover Way site and evaluate options for the future use of the site. This study was completed in June 2013 and identified a series of improvements that would need to be implemented in line with the key recommendations of the Welsh Government Good Practice Guide relating to the design of Gypsy and Traveller sites. The essential improvements relate to</p> <ul style="list-style-type: none"> • Provision of ‘Flooding and Coastal Erosion’ defences; and • Transport related infrastructure - to ensure a safe environment for residents / visitors within the site and to provide good connections to the surrounding transport network. <p>The study concluded that: <i>The ‘Flooding and Coastal Erosion’ defences would, in all likelihood, prove challenging to implement due to the financial costs associated with their provision and the potential need</i></p>			
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RECOMMENDATION	ACTION (Extracts from Executive Response)	Update as at APRIL 2015			
<p>appraisal of the deliverability of the identified suitable sites, assessing the funding and viability of sites, including utilising Welsh Assembly Government capital grants and Council assets and resources</p> <p>d. utilise the above information to nominate a suitable and deliverable site in the LDP Deposit Plan as a replacement site for Rover Way Caravan Site</p> <p>e. carry out a feasibility study into the future use of the existing Rover Way Caravan Site as a transit site.</p>	<p>converting the site for transit use.</p> <ul style="list-style-type: none"> • Applying the methodology and undertaking a Gypsy and Traveller Site Assessment to identify potential sites to meet both the need for new accommodation identified in the Gypsy and Traveller Accommodation Assessment and the potential need for a replacement site for the Rover Way Caravan Site. Such sites could then be included in the Local Development Plan (LDP). • Assessing and reviewing the appropriate need and demand for Gypsy and Traveller accommodation for the LDP period of 2006 to 2026. <p>It is anticipated that by undertaking a three-stage approach, this would allow issues raised at each stage to be fully considered before moving onto the next stage. A brief for this work is currently being prepared. It is envisaged that the tendering process for this work will start in the autumn 2011 with a draft consultants report produced in summer 2012.</p> <p>R1(a) Not accepted – Any previous criteria used such as a two km radius for site location was produced for the now</p>	<p><i>for additional land take.</i></p> <p><i>The proposed 'Transport and Access' improvements would also provide challenging to implement as they would necessitate a full re-design of the site and would significantly reduce the amount of land available for pitches. If the site were to be re-designed to provide pitches in accordance with Welsh Government recommendations (pitches of approximately 500m²) a maximum of 12 pitches could be constructed within the confines of the existing site. Furthermore, if the 3m clear boundary requirement (set out in the Good Practice Guide for fire precaution purposes) was also adhered to, the number of pitches within the site would need to be reduced even further.</i></p> <p>In relation to reviewing the need for Gypsy and Traveller accommodation up to 2026 and developing and applying a site selection criteria and methodology for the identification of potential sites, including a potential replacement for the Rover Way site the Council commissioned Opinion Research Services/Peter Brett Associates to undertake a Gypsy and Traveller Study. The needs assessment was completed in April 2013 and found a need for 108 permanent Gypsy and Traveller pitches and a regional M4 corridor related need for 10 transit pitches up to 2026 The second part of the study relating to the identification of sites was completed in July 2013 and identified a list of potential sites to meet this need.</p> <p>The recommendations of these studies fed into the preparation of the LDP Deposit Plan which was submitted for examination in August 2013. The Plan included an allocation for a new Gypsy and Traveller site of 65 pitches at Seawall</p>			
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RECOMMENDATION	ACTION (Extracts from Executive Response)	Update as at APRIL 2015			
	<p>withdrawn 2006-2021 LDP and is no longer applicable. New site selection criteria will be produced as part of the action plan and will be outlined in the tender brief.</p> <p>R1(b) Not accepted - A new site selection criteria will be developed as part of the action plan and will be outlined in the tender brief.</p> <p>R1(c) and (e) Accepted – These tasks are included in an action plan for taking forward this work. With regard to R1 (e), this will form part of the tender brief.</p> <p>R1(d) The need to replace the Rover Way Caravan Site is dependant on the outcome of the evaluation exercise outlined above. Given this it would not be appropriate to accept this recommendation in advance of this work.</p>	<p>Road near the existing Rover Way site.</p> <p>However, at the Examination Hearing Session on Gypsy and Travellers the Inspectors recommended the deletion of the allocation at Seawall Road from the Plan due to its location in a high flood risk zone which national guidance states is unsuitable to highly vulnerable development such as Gypsy and Traveller pitches.</p> <p>The LDP Examination Inspectors also asked the Council to prepare a position statement on how the Council will meet the need for new pitches setting out clear mechanisms and timescales for delivery, including proposals to revisit the methodology for identifying sites, as well as identifying funding sources. The Council has agreed to respond to this Action Point by the end of April. Clearly the response to this Action Point has an important bearing on how this matter is to be taken forward and Officers will update Committee on the content of the position statement sent to the Inspectors.</p>			
<p>R2. Given that the implementation of Recommendation One, if accepted, will take a significant period of time, the Executive task Officers to undertake a feasibility study as a matter of urgency to investigate the possibility of installing a pedestrian footpath from Rover Way Caravan Site to</p>	<p>Accepted</p> <p>The Executive response to R1 will still take a significant period of time. The Council’s City Development Service will be asked to undertake a feasibility study and then consider the allocation of resources.</p>	<p>Now confirmed that there is funding from a combination of Council GCF and S106 to extend the footpath on Wentloog Avenue to the Shirenewton Site in 2015/16 (providing safe pedestrian access to the bus stop).</p> <p>Consultation plans are currently being prepared and will be issued to the ward Councillors for approval after the election. An internal and resident consultation process will also be included.</p>			
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RECOMMENDATION	ACTION (Extracts from Executive Response)	Update as at APRIL 2015
local amenities and from Shirenewton Caravan Site to the existing footpath network.		<p>Consideration was given to additional safety measures and the installation of a crossing facility and footway at Rover Way. The scheme was fully investigated, weighted against other safety schemes and requests throughout the City and entered onto a priority list. However, although there have been changes to the priority list since the time of its formation, the scheme does not feature prominently and therefore its implementation is unlikely at the present time unless another funding source is made available. The attached report provides an in depth explanation for its position in the list, including traffic count data, pedestrian movement and accident statistics.</p> <div data-bbox="1339 746 1406 810" style="text-align: center;"> </div> <p style="text-align: center;">Rover Way assessment 15 04 14.</p> <p>In addition to this, a preliminary assessment of the speed limit on Rover Way, using the criteria set out in the Welsh Government document 'Guidelines for Setting Local Speed Limits in Wales' was undertaken. This concluded that a 40mph speed limit, established by analysing data for current traffic flows, speeds and injury related collisions, remained appropriate.</p> <p>Signs have been installed to advise that there is no footway and that pedestrians and horses are in the vicinity. There are specific guidelines about what signage can and cannot be put on the highway. The signage installed is the most appropriate for the location and road layout. In</p>

RECOMMENDATION	ACTION (Extracts from Executive Response)	Update as at APRIL 2015			
		<p>addition, the installation of further signage has been ordered that will assist in highlighting the presence of the Rover Way Residential Site and make people aware of the presence of the site entrance/exit location.</p>			
<p>R3. The Executive task officers to continue to follow the basic principles outlined in the Welsh Assembly Government guidance regarding GTAA's, including counting those Gypsies and Travellers in unsuitable bricks and mortar housing.</p>	<p>Accepted</p> <p>The review of the existing GTAA will be included in the action plan brief which the Council is currently preparing. It is envisaged that the tendering process for this work will start in the autumn 2011 with a draft consultants report produced in summer 2012. The methodology for reviewing the GTAA will follow the basic principles outlined in Assembly guidance and also consider the needs of Gypsies and Travellers in unsuitable accommodation.</p>	<p>As set out above the Council appointed Opinion Research Services/Peter Brett Associates to undertake a Gypsy and Traveller Study. This was in April 2013 and found a need for 108 permanent Gypsy and Traveller pitches and a regional M4 corridor related need for 10 transit pitches up to 2026 This assessment was undertaken in accordance with Welsh Government guidance on GTAA's, including looking at need for Gypsies and Travellers living in bricks and mortar housing.</p> <p>This Action Point can be taken forward in the new process to identify sites to meet the need for Gypsy and Travellers requested by the LDP Inspectors. This process will include production of a new GTAA and submission to Welsh Government for approval by February 2016 to meet new provisions introduced by Housing Act 2014. The Council will shortly be meeting with Welsh Government to discuss how this will be taken forward.</p>			
<p>R4. In order to ensure that the LDP Deposit Plan is seen as robust and defensible in terms of assessing Gypsy & Traveller accommodation needs, the Executive task relevant officers to undertake in parallel the following: a. Planning Officers to</p>	<p>R4(a) recommendation is not accepted</p> <p>It is considered that recommendation R4 (a) is not appropriate as it would not be relevant to test the existing GTAA study against the ten tests of soundness as these are designed to test the LDP as a whole. These tests of soundness are set out in <i>Local Development Plans</i></p>	<p>As set out above the Council appointed Opinion Research Services/Peter Brett Associates to undertake a Gypsy and Traveller Study. This was in April 2013 and found a need for 108 permanent Gypsy and Traveller pitches and a regional M4 corridor related need for 10 transit pitches up to 2026 This assessment was undertaken in accordance with Welsh Government guidance on GTAA's,</p> <p>This Action Point can be taken forward in the new process to</p>			
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<p>undertake testing of the existing GTAA, using the relevant tests of soundness detailed in Local Development Plans Wales (2005), notably CE2, and Circular 30/2007 as a starting point</p> <p>a. <i>(supported by KF28)</i></p> <p>b. Planning, Housing and other relevant officers to work together to undertake an up to date GTAA, that extends till 2026, using the basic principles outlined in the Welsh Assembly Government guidance regarding GTAA's</p>	<p><i>Wales</i> (2005) (Paragraph 4.35), not Circular 30/2007 quoted in the Report and tests the LDP for correct procedure, consistency, coherence and effectiveness. Only one of these tests is relevant to the GTAA that relating to the LDP being founded on a robust and credible evidence base.</p> <p>R4(b) recommendation is accepted The review of the existing GTAA will be included in the action plan brief which the Council is currently preparing. It is envisaged that the tendering process for this work will start in the autumn 2011 with a draft consultants report produced in summer 2012. The methodology for reviewing the GTAA will follow the basic principles outlined in Assembly guidance.</p>	<p>identify sites to meet the need for Gypsy and Travellers requested by the LDP Inspectors. This process will include production of a new GTAA and submission to Welsh Government for approval by February 2016 to meet new provisions introduced by Housing Act 2014. The Council will shortly be meeting with Welsh Government to discuss how this will be taken forward.</p>			
<p>R5. The Executive task officers to take steps to involve in the GTAA project group a wider range of RSLs that rent properties to Gypsies and Travellers in Cardiff</p>	<p>Accepted</p> <p>The review of the existing GTAA will be included in the action plan brief which the Council is currently preparing. It is envisaged that the tendering process for this work will start in the autumn 2011 with a draft consultants report produced in summer 2012. The brief will specifically request that steps are taken to involve in the review of the GTAA wider range of RSL's that rent properties to Gypsies and travellers.</p>	<p>As set out above the Council appointed Opinion Research Services/Peter Brett Associates to undertake a Gypsy and Traveller Study. This was in April 2013 and found a need for 108 permanent Gypsy and Traveller pitches and a regional M4 corridor related need for 10 transit pitches up to 2026 The views of a wide range of RSL's that rent properties to Gypsies and Travellers were sought in preparing this assessment..</p> <p>This Action Point can be taken forward in the new process to identify sites to meet the need for Gypsy and Travellers requested by the LDP Inspectors. This process will include production of a new GTAA and submission to Welsh Government for approval by February 2016 to meet new</p>			
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		<p>provisions introduced by Housing Act 2014. The Council will shortly be meeting with Welsh Government to discuss how this will be taken forward.</p> <p>In undertaking the GTAA it is proposed to work with Gypsy and Traveller Group Wales (formerly Cardiff Gypsy Site Project) looking at either individual consultation or consultation in small groups and also to explore all sectors with activity where records are material e.g. Education.</p>			
<p>R6. The Executive recognise that the needs of the Cardiff Gypsy & Traveller communities must be met within Cardiff and planned for in the LDP.</p>	<p>Accepted</p> <p>The review of the GTAA and assessment of sites form part of the wider action plan brief and will provide a robust evidence base for the LDP in terms of identifying unmet accommodation need for Gypsies and Travellers and potential sites to meet this need.</p>	<p>As set out above the LDP Examination Inspectors also asked the Council to prepare a position statement on how the Council will meet the need for new pitches setting out clear mechanisms and timescales for delivery, including proposals to revisit the methodology for identifying sites, as well as identifying funding sources. The Council has agreed to respond to this Action Point by the end of April. Clearly the response to this Action Point has an important bearing on how this matter is to be taken forward and Officers will update Committee on the content of the position statement sent to the Inspectors.</p>			
<p>R7. The Executive recognise that a corporate approach is needed to collectively manage the LDP process and mediate between competing views in order to reach an agreed conclusion and therefore put in place the mechanisms to enable this to happen in the</p>	<p>Accepted</p> <p>Ensuring appropriate mechanisms are in place to ensure a corporate approach to collectively manage the LDP process and mediate between competing views in order to reach agreed conclusions is recognised and has already been actioned. To ensure this the following</p>	<p>The following mechanisms are in place to ensure a corporate approach to collectively manage the LDP process and mediate between competing views:</p> <ul style="list-style-type: none"> Senior Officers meet weekly with the lead Cabinet Member to discuss the progress of the LDP and related issues. As part of this process the lead Cabinet Member has been fully briefed on Gypsy and Traveller 			
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<p>future and provide details of these mechanisms in the Executive response to this recommendation.</p>	<p>mechanisms are in place:</p> <ul style="list-style-type: none"> • The LDP Panel which comprises senior Officers and members of the Executive meets bi-monthly to consider progress on the plan. <p>The LDP corporate Officers Working Group which comprises officers from service areas across the Council meets bi-monthly again to consider progress on the plan.</p> <ul style="list-style-type: none"> • In addition to this regular liaison meetings will continue to take place between officers within strategic planning and the housing strategy section on Gypsy and Traveller issues. 	<p>issues and kept informed of progress with the on-going studies.</p> <ul style="list-style-type: none"> • The LDP Corporate Officers Working Group comprising officers from service areas across the Council meets regularly to consider the wider LDP work programme including issues relating to Gypsy and Travellers and the LDP. • There have been regular liaison meetings with Officers within strategic planning and the housing strategy section on Gypsy and Traveller issues. This has included working in partnership to set out the scope of the studies, produce tender packs, procure them and assess findings. This partnership working has continued through the LDP Examination process and in responding to the Action Points raised by the Inspectors.. 			
<p>R8. The Executive task Planning and Housing Officers to develop site selection criteria that pay due regard to the Welsh Assembly Government guidance on site location and is informed by consultation with the Gypsy & Traveller communities in Cardiff.</p>	<p>Accepted</p> <p>The task will be included in the action plan brief which the Council is currently preparing. It is envisaged that the tendering process for this work will start in the autumn 2011 with a draft consultants report produced in summer 2012. The brief will specify that in developing site selection criteria, the consultants pay regard to Assembly government guidance on site location and also consult with</p>	<p>As set out above the Council commissioned Opinion Research Services/Peter Brett Associates to undertake a Gypsy and Traveller Study. The second part of the study relating to the identification of sites was completed in July 2013 and identified a list of potential sites to meet this need. One of the key outputs of this study was to develop a site selection criteria. This assessment had regard to the Welsh Government guidance on site location and was informed by consultation with the Gypsy and Traveller communities in Cardiff.</p> <p>This Action Point can be taken forward in the new process to</p>			
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	the Gypsy and Traveller community before finalising it.	identify sites to meet the need for Gypsy and Travellers requested by the LDP Inspectors. This process will include a review of the methodology for identifying sites, including the site selection criteria. In developing the criteria it is proposed to work with Gypsy and Traveller Group Wales (formerly Cardiff Gypsy Site Project) looking at either individual consultation or consultation in small groups.			
R9. The Executive task Planning Officers to take further proactive steps to encourage Gypsy & Traveller communities to begin discussions about potential sites/ pieces of land, including information, support and pre-planning advice on planning issues.	<p>Accepted</p> <p>The task will be included in the action plan brief which the Council is currently preparing. It is envisaged that the tendering process for this work will start in the autumn 2011 with a draft consultants report produced in summer 2012. The brief will specify that in identifying potential sites for assessment the consultants gather the views of the Gypsy and traveller community regarding potential sites.</p>	<p>As set out above the Council have appointed Opinion Research Services/Peter Brett Associates to undertake a Gypsy and Traveller Study. The second part of the study relating to the identification of sites was completed in July 2013 and identified a list of potential sites to meet this need. As part of this study the consultants contacted the Gypsy and Traveller community to discuss potential sites for inclusion in the study.</p> <p>This Action Point can be taken forward in the new process to identify sites to meet the need for Gypsy and Travellers requested by the LDP Inspectors. This process will include a review of potential sites for inclusion in the study. In identifying potential sites it is proposed to work with Gypsy and Traveller Group Wales (formerly Cardiff Gypsy Site Project).</p>			
R10. The Executive task Planning Officers to ensure that the LDP contains a criteria based policy to select sites for future need arising and	<p>Accepted</p> <p>A criteria based policy is considered appropriate for inclusion at the LDP Deposit stage to select sites for future</p>	<p>The Deposit LDP submitted for examination in August 2014 contained the following criteria based policy for assessing any future proposals for Gypsy and Traveller accommodation.</p> <p>H8: SITES FOR GYPSY AND TRAVELLER CARAVANS</p>			
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<p>specific, named sites, selected using the criteria developed as per Recommendation 8 and allocated to meet unmet, existing need identified via the GTAA.</p>	<p>need arising. Also the recommendations contained in the work carried out in connection with the action plan brief will be taken forward and specific named sites identified in the plan to meet any unmet existing need identified in the GTAA.</p>	<p>New sites and extensions to existing sites will be permitted where:</p> <ul style="list-style-type: none"> i. Necessary physical, transport and social infrastructure are accessible or can be readily provided; ii. Environmental factors including flood risk, ground stability, contaminated land and proximity of hazardous installations do not make the site inappropriate for residential development; iii. The site is designed with reference to both the Welsh Government Good Practice Guide in Designing Gypsy Traveller Sites and the views of local Gypsies and Travellers; iv. There would be no unreasonable impact on the character and appearance of the surrounding areas including impact on residential amenity of neighbouring occupiers or the operating conditions of existing businesses; and v. In the case of a transit or touring site, it has good access to the primary highway network. <p>At the LDP Examination Hearing Session the Inspectors did not raise any significant concerns regarding the wording of the Policy and it is not envisaged that the LDP Inspectors report will raise any significant concerns regarding the Policy when published in the Autumn.</p>			
<p>R11. The Executive task officers to plan to meet the needs identified in the GTAA by:</p> <ul style="list-style-type: none"> a. Optimising the sources of land available by working 	<p>Accepted</p> <p>(a) The task will be included in the brief for the forthcoming action plan brief when identifying potential sites for assessment.</p>	<p>As set out above the Council commissioned Opinion Research Services/Peter Brett Associates to undertake a Gypsy and Traveller Study. The second part of the study relating to the identification of sites was completed in July 2013 and identified a list of potential sites to meet this need.</p>			
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RECOMMENDATION	ACTION (Extracts from Executive Response)	Update as at APRIL 2015			
<p>with Estates & Land Strategy, other relevant council sections, RSLs and the Gypsy & Traveller communities to identify, land bank and allocate sites that meet the criteria developed as a result of Recommendation 8</p> <p>b. Researching and taking forward alternative ways of providing sites, including RSL development and management of sites</p> <p>c. Researching and taking forward funding opportunities for new sites, including Welsh Assembly Government capital grants and council assets and resources</p> <p>d. Ensuring a mixed approach to provision with the bulk of planned provision being social rented to guarantee affordability and accessibility but with private sites being appropriately supported and facilitated</p> <p>e. Ensuring social rented sites are no larger than the</p>	<p>(b) - Work will be undertaken with all RSLs in Cardiff on development and management options following the identification of sites.</p> <p>(c) - All available funding opportunities will be looked at for the development of new sites.</p> <p>(d) Social rented means pitch and van being provided by a social landlord. This is not the case at present as the Council provide the pitches not the vans. The development of private sites is a Planning issue and the relationship, once a private site is established, becomes one of control rather than support.</p> <p>(e) Accepted – Current guidance supports the provision of smaller sites. The implementation of the action plan by the appointed independent experts will address this issue and make appropriate and evidenced recommendations..</p> <p>(f) Accepted – Current guidance supports this approach. The implementation of the action plan by the appointed independent experts will address this issue and make appropriate and evidenced recommendations.</p>	<p>This Action Point can be taken forward in the new process to identify sites to meet the need for Gypsy and Travellers requested by the LDP Inspectors outlined above. In identifying potential sites it is proposed to work with Gypsy and Traveller Group Wales (formerly Cardiff Gypsy Site Project).</p>			
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<p>existing local authority site at Shirenewton; Members sympathise with the views regarding small sites but accept the realities of economies of scale so see private sites as delivering the small, family sized sites</p> <p>f. Ensuring that sites are planned to enable one caravan per pitch.</p>					
<p>R12. The Executive task officers to investigate the usefulness of producing a Supplementary Planning Guidance note to cover Gypsy & Traveller accommodation provision pulling together all the relevant aspects, including guidance on site selection criteria, design, facilities, environmental issues, the process to follow and the advice and support available to potential developers.</p>	<p>Accepted</p> <p>Such SPG may be appropriate at LDP Deposit stage and as part of the drafting of policies relating to Gypsy and traveller sites we will also investigate the need to supplement these policies with appropriate SPG to provide more detailed guidance and advice.</p>	<p>The LDP Examination Inspectors have asked the Council to provide an update/timetable for the preparation of Supplementary Planning Guidance and in its response which will be submitted at the end of April the Council will set out whether there is a need for detailed guidance and advice on this matter. Officers will update Committee on the content of this response in relation to this matter.</p>			
<p>R13. The Executive look to promote choice and equity for Gypsy & Traveller communities by attempting regional working on this issue</p>	<p>Accepted</p> <p>The feasibility of regional working will be explored with neighbouring authorities, the WLGA and the Assembly.</p>	<p>It is anticipated that this Action Point can be taken forward in the new process to identify sites to meet the need for Gypsy and Travellers requested by the LDP Inspectors outlined above.</p>			
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RECOMMENDATION	ACTION (Extracts from Executive Response)	Update as at APRIL 2015
by raising it at the highest political level with neighbouring local authorities, the WLGA and the Welsh Assembly Government.		
R14. The Executive note the duties on elected members and tasks appropriate Officers to work with the WLGA to run a cultural awareness training programme for all councillors, Planning Committee members and planning officers in order to support them with knowledge and information about the needs of Gypsy & Traveller communities in Cardiff, this training to be provided between the LDP Preferred Strategy stage and LDP Deposit Stage	<p>Accepted</p> <p>A cultural awareness training programme for all Councillors, Planning Committee members and planning officers is proposed to be undertaken between the LDP preferred Strategy and LDP Deposit stage.</p>	<p>Council officers directly involved in managing the consultants undertaking the above studies have attended a cultural awareness workshop undertaken by the Cardiff Gypsy Sites Group.</p> <p>The Equality and Human Rights Commission (EHRC) has recently sent a legal briefing to all Local Authority Chief Executives to emphasise the responsibilities of Councillors in relation to disparaging comments about Gypsy and Traveller sites.</p> <p>The Welsh Government is currently exploring providing training for Councillors across Wales on their duties in relation to Gypsies and Travellers, with reference to the Equality Act 2010 and the Housing (Wales) Act 2014. I will share more details on this when they are available.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Legal Briefing on disparaging comment: </div> <div style="text-align: center;">  Legal Briefing on disparaging comment: </div> </div>
R15. The Executive champion the idea that SEWSPG play a coordinating role in annually collecting and storing data re GTAA's.	<p>Accepted</p> <p>This issue will be raised at SEWSPG with a view to agreeing a co-ordinating role in annually collecting and storing data relating to GTAA's.</p>	<p>The Housing Act 2014 introduces new requirements on local authorities to prepare and submit GTAA's to the Welsh Government for Ministerial approval at regular intervals. The first deadline for this is February 2016 and given this it is anticipated that Welsh Government will undertake this</p>

RECOMMENDATION	ACTION (Extracts from Executive Response)	Update as at APRIL 2015
		coordinating role in collecting and storing data relating to GTAA's across Wales..

CITY & COUNTY OF CARDIFF COUNCIL

DINAS SIR CAERDYDD

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

13 MAY 2015

**QUARTER FOUR - PERFORMANCE REPORT FOR 2014/15 (UNAUDITED):
HEALTH & SOCIAL CARE SERVICES; AND COMMUNITIES & HOUSING**

Purpose of Report

1. The Community and Adult Services Scrutiny Committee is responsible for scrutinising performance across the Health & Social Care and Communities & Housing Directorates in order to facilitate challenge and public discussion and drive improvement.
2. This report sets the context for Quarter Four performance for 2014-15. The performance management report is attached at **Appendix A**. For some indicators, the information provided for Quarter Four means that the outturn information for 2014-15 is provided whereas for other indicators, further information needs to be collated before the outturn can be finalised. In addition, there are a few Health & Social Care indicators, which are annual indicators, where the information is not yet available but is due by the end of May. The Quarter Four performance report states where the above are the case.
3. A summary of year-on-year Health & Social Care's performance is attached at **Appendix B**, which shows the overall direction of travel from 2007- 2015. Attached at **Appendix C** is a table showing comparator performance data for each Welsh local authority for each of the Health & Social Care national indicators, for the period 2013-14; the data for 2014-15 has not yet been released.

Structure of Scrutiny

4. To enable Members to focus on the relevant issues, the scrutiny will be split into two parts, by Directorate. This report is structured accordingly, with the issues section split by Directorate.

Background to Performance Report

5. At the Committee meeting on 4th March 2015, Members agreed to receive the Corporate Performance Quarterly Reports for Health & Social Care and Communities & Housing in future, rather than the bespoke reports that Members had previously developed with the Directorates. However, Members requested that the Corporate Reports be amended to include all the performance indicators which this Committee receive, to enable a good overview of service delivery for this area. It has not been possible to amend the reports for this quarter; however, officers have provided the information for the additional performance indicators and this is presented at the end of each Directorate's section of the Corporate Performance Report, in **Appendix A**.

6. The Quarter Four Corporate Performance Report, attached at **Appendix A**, starts with a corporate overview section covering:
 - Various staffing issues (Sickness absence, PPDR compliance, Return to Work compliance data).
 - Staff costs (including overtime and agency spend).
 - Customer contact.
 - FOI requests compliance with statutory timescales.
 - Summary of performance against the basket of measures included in the Welsh Government Outcome Agreement, successful delivery of which triggers release of the £3.3m Outcome Agreement Grant. The financial impact of performance in these measures is such that it is deemed appropriate to draw Members' attention specifically to this suite of indicators.

7. The Corporate Performance Report then provides information on the following, by Directorate:
 - Key performance indicators
 - Progress against Corporate Plan commitments
 - Management issues
 - Key challenges & risks.

8. Financial information has not been included in the Quarter Four Corporate Performance Report as the accounts for the end of year are to be finalised in time for the deadline of the end of May.
9. Performance reports for Quarter Four have been through 'Star Chamber' sessions where Cabinet Members and Directors will have reviewed and challenged performance and agreed actions that need to be taken to address issues raised in the report.

Communities and Housing Issues

10. Members are reminded that not all areas covered by the performance report fall within the terms of reference of this Committee. Members are therefore asked to refrain from asking questions re. Libraries, C2C, Adult Community Learning and the Council's website, as these come under the terms of reference of the Economy & Culture Scrutiny Committee and Policy Review and Performance Scrutiny Committee.
11. Members are asked to refer to **Appendix A** for the performance report. Progress against the Corporate Objectives shows that, out of the 38 objectives where Communities and Housing's contribution is measured, 35 are Green and 3 are Amber.
12. Progress against the Performance Indicators demonstrates that out of 10 performance indicators that fall within this Committee's terms of reference:
 - 10 are GREEN** – have met the annual target
 - 2 are AMBER** - may meet the annual target
 - 2 are RED** – have not meet the annual target.
13. The following indicators are **RED**:
 - **HHA/002** - The average number of working days between homeless presentation and discharge of duty for households found to be statutorily homeless
 - **HLS/014** – The average number of calendar days taken to let lettable units of permanent accommodation during the financial year.

14. With regard to sickness absence, the Communities, Housing and Customer Services Directorate had a target of reducing sickness absence to 9.0 days per full time equivalent employee. This target has been missed, with a result of 10.04 days per full time equivalent employee, as shown on page 7.
15. The table below provides a comparison of the RAG status, for Q4 2013-14 and Q4 2014/15, for the indicators which are Red this year:

Comparison of RAG status

	Q4 2013-14	Q4 2014-15
HHA/002	Red	Red
HLS/014	Red	Red

Health and Social Care Issues

16. Members are asked to refer to **Appendix A** for the performance report. Progress against the Corporate Objectives shows that, out of the 10 objectives where Health and Social Care's contribution is measured, 8 are Green and 2 are Red.
17. Progress against the Performance Indicators demonstrates that out of **25** performance indicators:

8 are GREEN – have met the annual target

1 is AMBER - may meet the annual target

8 are RED – have not met the annual target

5 have no RAG status - Where a target is not applicable/ no target set (SCA/019, SCAL17, SCA/018c, SCAL15b and SCAL15c)

3 have no RAG status currently – as further results are awaited (SCA/003(a), SCA/003(b) and SCA020).

18. The following indicators are **RED**:
- The rate of Delayed Transfers of Care for social care reasons per 1,000 population aged 75 or over (**SCA/001**)
 - Percentage of reviews due within the quarter that were received or reassessed within the quarter (**SCAL24**)

- The percentage of carers of adults who were offered an assessment in their own right during the year (**SCA/018a**)
- The percentage of carers of adults who had an assessment or review of their needs in their own right during the year (**SCA/018b**)
- Total number of adults using the Direct Payments scheme at the end of the quarter (**FCLi37**).
- The number of delayed transfers of care due to Social Care reasons (**SCAL2**)
- The average number of working days taken from completion of the care plan to provision and or installation of aids/equipment (**SCA/015**)
- The rate of older people (aged 65 or over) helped to live at home per 1,000 population aged 65 or over (**SCA/002a**).

19. The results for Q4 2014/15 show that there has been improved performance in the number of carers assessments completed in the quarter (**FCLi44**) and in the average number of working days between initial enquiry and completion of care plan, including specialist assessments (**SCA/005a**), compared to performance in Q4 2013/14 when indicators for these were Red; they are now both Green.

20. With regard to sickness absence, the Health & Social Care Directorate had a target of reducing sickness absence to 13.1 days per full time equivalent employee. This target has been missed, with a result of 15.87 days per full time equivalent employee, as shown on page 7.

21. The table below provides a comparison of the RAG status, for Q4 2013-14 and Q4 2014/15, for the indicators which are Red this year:

	Q4 2013-14	Q4 2014-15
SCA/001	Amber	Red
SCAL24	Green	Red
SCA/18a	Red	Red
SCA/018b	Red	Red
FCLi37	Red	Red
SCA/015	Red	Red
SCAL2	Red	Red
SCA/002a	Amber	Red

Year on Year Performance

22. At **Appendix B**, Members will find a summary of year on year Health & Social Care Services performance, to enable them to have an overview of performance over the last eight years. Members will see that a number of indicators have been introduced in 2010-11 and 2012-13, so it is not possible to show previous performance. The shaded rows in the summary indicate where the performance in 2014-15 has not met the target set for 2014-15.

Comparison with other local authorities

23. At **Appendix C**, Members will find a table detailing the national performance indicators for Adult Social Care services, by local authority, covering the period 2013-2014. The data for 2014/15 has not yet been released. However, this table enables Members to have an overview of the performance of Cardiff relative to other local authorities in Wales.

24. There are eleven national performance indicators for Adult Social Services in Wales. Of these, in 2013/14, Cardiff was:

- in the lower quartile for five indicators (SCA/001, SCA/002a, SCA/018a, SCA/018c and SCA/019).
- in the median quartiles for six indicators (SCA/002b, SCA/003a, SCA/003b, SCA/007, SCA/018b and SCA/020).

Previous Scrutiny re Communities & Housing

25. Over the course of scrutinising performance in 2014-15, Members have focused on the following areas of concern:

Homelessness

'Members note that the target to make a decision within 33 days on the authority's duties regarding a homeless application is at 75% and that the reasons cited for this are: the increasing trend in homeless applications seen over recent months; and the anticipated additional increase in homeless applications and

*need to provide homelessness advice and information resulting from the implementation of the Housing Act 2014.*¹

'Members wish to receive details of how many applicants were waiting and for how long they were waiting, broken down into relevant time series i.e. 5- 10 days longer than 33 days, 10-20 days longer etc.' and *'details of the number of homeless applicants awaiting decision who were housed in temporary accommodation in Quarter Three.'*²

Voids

*'Members note that there are two main reasons for the dip in performance over recent months. First, there has been a circa. 10% increase in voids as a consequence of the Welfare Reform Under Occupation of Social Housing, which has led to a significant number of tenants needing to downsize and thus these properties have become vacant when they would not normally have been expected to. Secondly, there have been issues with the contracts let for dealing with void properties. Members are pleased to hear that the issues with the contracts are being dealt with and actively managed. We will look to see whether this leads to improved performance in future quarters.'*³

*'Members note that performance has been impacted by the reletting of long-term vacant properties, that these should all have been relet by the end of Quarter One 2015/16 and that performance is therefore anticipated to improve; we will be closely monitoring this.'*⁴

Customer Satisfaction

*'Members explored performance in relation to Disabled Facilities adaptations. Members wish to accept Sarah's offer to share customer satisfaction data regarding these with the Committee and ask that this be sent via Scrutiny Services.'*⁵

Allocations

*'Members intend to recommend to a future committee that they scrutinise the impact of the implementation of the new Allocations Policy and therefore request that the monitoring information and trend analysis being undertaken by the Directorate be made available to this Committee if this item is prioritised for scrutiny.'*⁶

¹ Letter from Councillor Groves, Chair CASSC, to Cllr Elsmore, Cabinet Member, dated 3rd October 2014

² Letter from Councillor Groves, Chair CASSC, to Cllr Elsmore, Cabinet Member, dated 9th March 2015

³ As footnote 1 above

⁴ As footnote 2 above

⁵ As above

⁶ As above

Sickness Absence

*'Members note that officers are working hard to ensure compliance with the Corporate Attendance and Wellbeing Policy but that Communities will not hit the sickness absence target for this year. Members are aware that a review of the Policy is scheduled to be taken to Cabinet in June 2015 and that this review aims to strengthen process to deliver improved performance. Again, this is an area that we will monitor.'*⁷

Previous Scrutiny re Health & Social Care

26. Over the course of scrutinising performance in 2014-15, Members have focused on a number of areas of concern, including direct payments, carers' assessments, care management and sickness absence. Members also raised concerns about the approach taken to target setting and, in Quarters Two and Three, that the approach being taken to manage performance did not appear to be delivering improvements:

Direct Payments and Carers Assessments

- *'Members asked about poor performance with regard to Carers Assessments and Direct Payments and were interested to learn that care packages will not be approved unless the officer can demonstrate that direct payments and a carer's assessment have been offered and that officer's performance on these factors will be monitored via the PPDR process.'*⁸

Care Management

- *'With regard to the review of care plans (SCA007), Members note that the target has not been stretched but that reviews are being targeted at the areas where they can potentially have the best impact. Members thank officers for providing the additional information requested following our scrutiny of Quarter Four performance but ask that the longest wait for a local case be provided rather than an out of county case.'*⁹

Sickness Absence

- *'With regard to sickness absence levels, Members note your statement that Health and Social Care traditionally has a higher rate due to the innate pressures and strains of working in this area but also that this is currently compounded by staff facing uncertainty about their job security.'*¹⁰

⁷ Letter from Councillor Groves, Chair CASSC, to Cllr Elsmore, Cabinet Member, dated 9th March 2015

⁸ Letter from Councillor Groves, Chair CASSC, to Cllr Elsmore, Cabinet Member, dated 8th September 2014

⁹ As above

¹⁰ Letter from Councillor Groves, Chair CASSC, to Sian Walker, Director of Health and Social Care, dated 3rd December 2014

Health and Social Care Overall Performance

*'Members recognise front line staff are working hard to deliver services within a climate of increasing demand and stretched resources and we commend them for their efforts. However, the same areas have been suffering from poor performance for the last eighteen months. These are areas that deal with service provision to some of the most vulnerable adults in our society who deserve better than this. What appears to be missing in improving the performance in these areas is management ownership to realistically deliver improved performance. Members recognise that wholesale system change is underway in Health and Social Care and that it takes time for these changes to deliver improved performance. Previously we have raised our concerns that the targets set were therefore not realistic and noted your response that you wished to set stretching targets to assist cultural change. However, other Directorates took a different view to this, adjusting performance targets where there were known pressures, whilst still achieving cultural change, system change and improved service delivery. Members are deeply concerned that there appears to be no other plan to improve performance and do not believe it is acceptable to simply continue with the current approach, hoping that this eventually delivers improved performance.'*¹¹

*'Overall, Members agree with your comments at the meeting that there are problems with performance in this area and challenges in addressing these. We note the Director's, Siân Walker, comments that she appreciates that the discussion on performance focuses on the same issues each quarter due to under-performance and that this is disappointing. Members feel that their comments following Quarter Two performance scrutiny still stand, as set out in my letter dated 9th December 2014, which in your absence was addressed to Siân Walker.'*¹²

27. The responses to the Chair's letters containing the above points have been shared with Members via the regular correspondence reports to Committee. The main points from these are provided below:

Homelessness – the information requested has been provided and can be seen in this month's correspondence report, attached as the last item in the papers for this Committee.

Customer Satisfaction - as above.

¹¹ Letter from Councillor Groves, Chair CASSC, to Sian Walker, Director of Health and Social Care, dated 3rd December 2014

¹² Letter from Councillor Groves, Chair CASSC, to Cllr Elsmore, Cabinet Member, dated 9th March 2015

Direct Payments and Carers Assessments – please see this month’s correspondence report, attached as the last item in the papers for this Committee, for information on performance in these areas.

Care Management – *‘the longest overdue review of a local case was from October 2011 to June 2014, 754 days arising because of a backlog during that period. This review has now taken place. For the next Quarter 3 performance report, we will also set out all the delays which go beyond 450 days and the reasons for the delays’*¹³

Health and Social Care Overall Performance – *‘The Directorate continues to work hard to deliver improved performance in Carer Assessment and Direct Payment numbers. Our work to improve performance will continue during the remainder of 2014/15 and through into the next year. We reject the assertion that there is no management ownership in these areas; on the contrary, these are areas where senior and middle managers have worked hard to bring about improvements which have been gradual and have not achieved the stretch targets initially set.’*¹⁴ Please also see this month’s correspondence report, attached as the last item in the papers for this Committee, which contains some opening comments about performance overall.

Way Forward

28. At the meeting, Councillor Susan Elsmore, (Cabinet Member Health, Housing & Wellbeing), Sarah McGill (Director of Communities, Housing and Customer Services with interim responsibility for Health & Social Care) and Stuart Young (Operational Manager Resources & Performance) will be present to answer questions that Members might have.

29. Members will have the opportunity to question the Directorates regarding performance in Quarter Four and the management actions being taken to address performance issues.

¹³ Letter from Councillor Elsmore, Cabinet Member, to Cllr Groves, Chair, dated 22nd September 2014

¹⁴ Letter from Sian Walker, Director of Health and Social Care, to Cllr Groves, Chair dated 24th December 2014

Legal Implications

30. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

31. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATION

The Committee is recommended to:

- a. Consider the contents of the report, appendices and evidence presented at the meeting
- b. Report any comments, observations or recommendations to the Cabinet.

MARIE ROSENTHAL

County Clerk and Monitoring Officer

30 April 2015

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Q4 Delivery and Performance Report 2014/15

Progress against actions in the Corporate Plan 2014/15

Q4 2014/15 – (254*)

Green 75.2% (191)	Amber 18.1% (46)	Red 5.1% (13)
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*Including N/A

Progress against relevant Performance Indicators

Q4 2014/15 – (272*)

Green 47.6% (129)	Amber 18.5% (50)	Red 14.8% (40)
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*Including Annual indicators and those with no results

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Q4 Customer Contact

Twitter followers
37,029 followers in English
1,553 followers in Welsh



Complaints	Q1	Q2	Q3	Q4
New Complaints Received	652	658	468	533
Corporate Complaints	652	656	467	532
Welsh Complaints	0	2	1	1
Acknowledgements not sent within 5 days	25	15	14	7
Response not sent within 20 days	54	36	33	22
Compliments Received	389	383	341	287

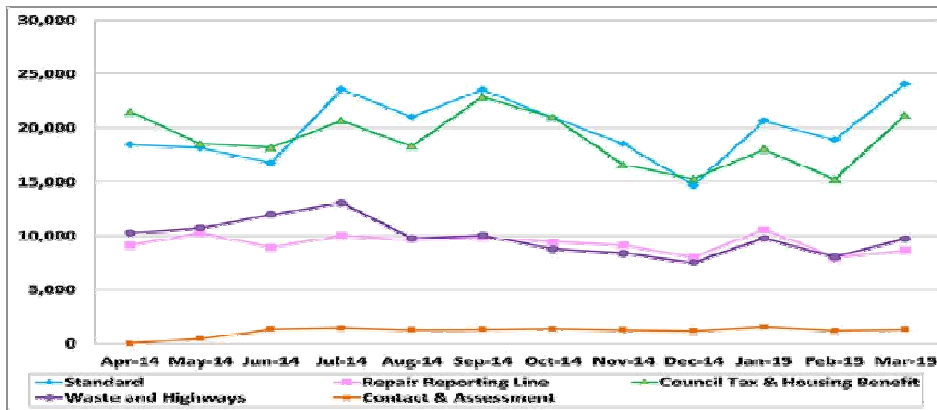
Members Enquiries

Directorate	Received				Responded on me	
	Q1	Q2	Q3	Q4	Q4	Q4 %
Childrens	1	1	2	1	1	100%
Communities	178	171	117	125	105	84%
Democratic	10	12	4	0	0	0%
Economic	6	8	4	2	2	100%
Education	9	12	3	8	6	75%
Environment	526	284	188	203	169	83%
Health & SC	4	3	3	6	5	83%
Resources	9	9	11	7	7	100%
Sport L&C	84	100	40	32	21	66%
SPHT&T	316	229	193	243	169	70%
Total	1143	829	558	627	485	77%

Members Central team have been working closely with IT to correct the reporting mechanism to capture enquiries that were actually requests for service. This has been corrected and a total of **31** cases were recorded on the member enquiry but were then deemed a request for service. Highways have seen an in-crease in enquiries covering a range of issues such as pot-holes and surfacing, problem parking and footpaths. Rubbish/fly tipping and street cleansing remain consistent.

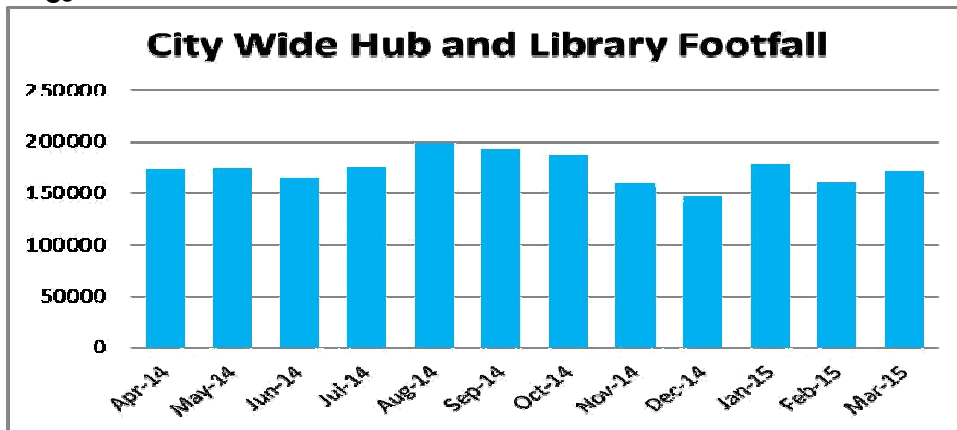
Customer Contact

Calls offered to C2C



Update: Council tax annual billing for the 2015/16 period officially launching on March 11th, As a result of those new bills going out, there was a rise in Direct Debit of enquiries by 136% from the month before.

Total Footfall in both Libraries & Hubs across the City.



Update: Q4 showed an improvement on the previous quarter, the temporary closure to the 5th Floor of Central, Roath Library and Grangetown have impacted on the results. Action plan was put in place by the Neighbourhood Development Librarians to increase take up of the Library Services in the Hubs and this has had positive impact of overall usage, through additional classes and outreach work to increase customer base.

Online

Since launching the website in a responsive template, access to www.cardiff.gov.uk by device has changed as follows

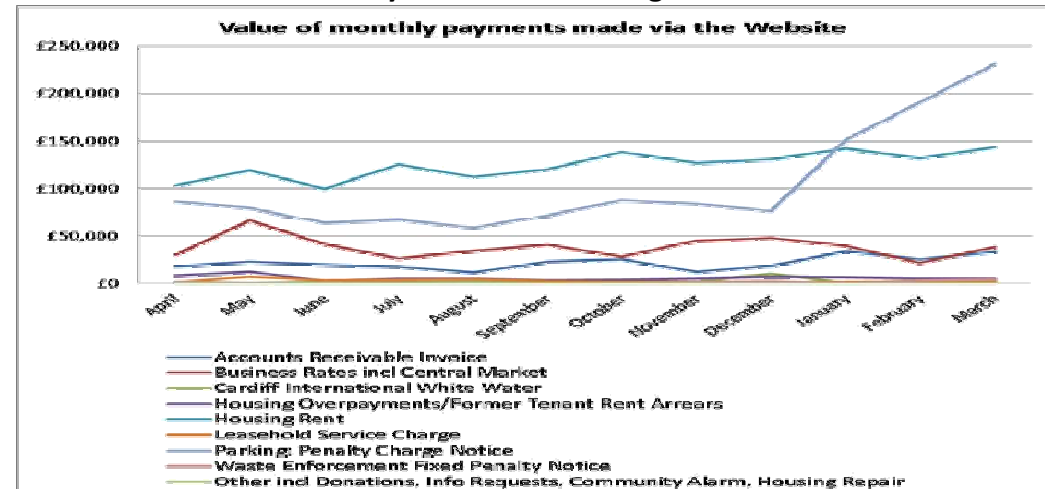


1,392 searches contained the word 'challenge' this is most likely linked to parking fines: Top search result on www.cardiff.gov.uk returns: **Challenge a Penalty Charge Notice**



Popular Tweets – “Spring is here, summer's on its way! Cardiff Summer Festival announcements coming soon for 2015 line-up #cdfestival”
 “Keep up to date with your Bank Holiday waste collection changes here bit.ly/1CTxeFX #greenercardiff”

The value of Payments made through the Website



Update: Income from Penalty Charge Notices during March (£230,487) again showed an increase online (£40,150) over the previous month (£189,977). This coincides with the introduction of fines for Moving Traffic Contraventions alongside the introduction of 2 additional Civil Enforcement Officers. 3125 payments were also made via C2C totalling £447,599.68

Total Staff Costs at Q4 £196,673,662

Total Agency Costs at Q4 £16,426,913

Total Overtime Costs at Q4 £4,528,736

The spend on agency may reflect an overspend against budget as there may be vacant posts where there is a budget but the staff are employed through an agency, so the permanent staff budget will show an underspend and the agency staff an overspend.

Staff Costs to End Q4	% of Annual Budget		% Spend Agency	% Spend Overme
£16,748,641	93.06%	Childrens Communities	22.91%	0.51%
£23,496,428	100.87%		5.66%	1.76%
£1,668,758	102.13%	Corporate Mgmt	2.92%	0.18%
£1,980,501	117.26%	County Clerk &	4.15%	0.63%
£4,651,478	100.08%	Economic	6.98%	3.92%
£29,113,994	106.48%	Education	3.48%	0.87%
£22,756,886	97.98%	Environment	16.12%	3.86%
£23,707,468	103.33%	Health & SC	5.72%	3.75%
£33,450,445	90.99%	Resources	3.85%	1.25%
£25,805,315	104.53%	Sport L&C	11.76%	3.72%
£13,293,718	100.76%	SPHT&T	3.36%	3.26%

**Agency
8.35%**

**Overtime
2.30%**

Staff Costs at Quarter 4

Directorate	Staff Budget £	Total Staff Costs to month 12 £	% Annual Budget spent	Overtime Budget £	Total Overtime spend £	Overtime Spend %	Total Agency Budget £	Total Agency Spend £	Agency Spend %
Children's Services	17,998,060	16,748,641	93.06%	0	85,323	0.51%	1,110,930	3,837,452	22.91%
Communities, Housing & Customer	23,293,120	23,496,428	100.87%	235,620	412,429	1.76%	367,500	1,330,332	5.66%
Corporate Management	1,633,930	1,668,758	102.13%	0	2,985	0.18%		48,764	2.92%
County Clerk & Monitoring Officer	1,689,050	1,980,501	117.26%	0	12,433	0.63%	2,500	82,095	4.15%
Economic Development	4,647,940	4,651,478	100.08%	82,100	182,296	3.92%	150,380	324,770	6.98%
Education	27,342,360	29,113,994	106.48%	0	253,383	0.87%	308,370	1,013,221	3.48%
Environment	23,225,430	22,756,886	97.98%	1,180,000	878,498	3.86%	1,439,850	3,667,647	16.12%
Health & Social Care	22,942,520	23,707,498	103.33%	139,420	889,965	3.75%	30,280	1,355,023	5.72%
Resources	36,763,031	33,450,445	90.99%	566,340	418,704	1.25%	337,010	1,287,372	3.85%
Sport, Leisure & Culture	24,687,000	25,805,315	104.53%	836,210	959,980	3.72%	2,058,920	3,033,994	11.76%
Strat Planning, Highways & Transport	13,193,950	13,293,718	100.76%	412,290	432,741	3.26%	99,690	446,242	3.36%
Total	197,416,391	196,673,662	99.62%	3,451,980	4,528,736	2.30%	5,905,430	16,426,913	8.35%

Sickness Absence Q4

FTE days
2014/15

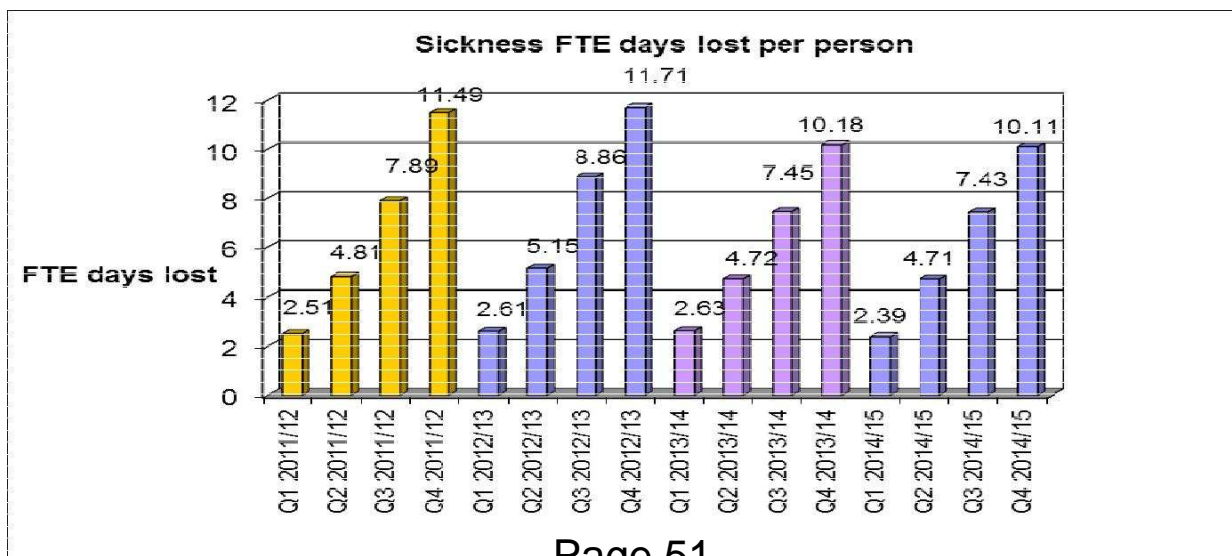
10.11

	Av FTE Numbers	FTE Target	2014/15 Days lost	Difference
Childrens	369	15.3	13.87	-1.43
Communities	1019	9.0	10.04	+1.04
Democratic	86	6.0	5.68	-0.32
Economic	118	6.0	4.22	-1.78
Education	1074	9.0	9.66	+0.66
Environment	632	18.2	15.99	-2.21
Health & SC	691	13.1	15.87	+2.77
Resources	833	7.3	10.36	+3.04
Sport L&C	728	12.1	13.94	+1.84
SPHT&T	375	7.2	8.61	+1.41
Total	*11,382	9.0	10.11	+1.11

*This figure includes schools based education staff.

The final sickness outturn figure for 2014/15 is **10.11 FTE days lost per person**. The Council wide target for 2014/15 was **9.00 FTE days lost per person**. This was a reduction of 11.6% on last years outturn figure of 10.18 days. Whilst the target was not reached, the figure is the lowest sickness level the Council has achieved.

The Attendance & Wellbeing policy which was implemented from 1st July 2013 is currently under review. Continued monitoring will take place, and which includes identifying missed returned to work interviews, missed triggers and long term absence cases.



Sickness – Return to Work
April 2014 to March 2015

Organisation	Return To Work Done (A)	Return To Work Pending (B)	Total (A+B)	Percentage Completed (%)
CHILDREN SERVICES	329	13	342	96.2
COMMUNITIES HOUSING & CUSTOMER SERVICES	886	4	890	99.6
DEMOCRATIC SERVICES	54	0	54	100.0
ECONOMIC DEVELOPMENT	64	4	68	94.1
EDUCATION - SCHOOLS	5,820	1,093	6,913	84.2
EDUCATION & LIFELONG LEARNING	929	17	946	98.2
ENVIRONMENT	511	11	522	97.9
HEALTH & SOCIAL CARE	907	5	912	99.5
RESOURCES	1,234	7	1,241	99.4
SPORT LEISURE & CULTURE	713	30	743	96.0
STRATEGIC PLANNING HIGHWAYS TRAFFIC&TRAN	215	6	221	97.3
TOTAL	11,662	1,190	12,852	90.7

Personal Performance and Development Review Compliance as at 21st April 2015

Organisation Name	Half Year Compliance		
	Total (Head Count)	Complete	Percentage (%)
CHILDRENS SERVICES	291	244	83.8%
COMMUNITIES HOUSING & CUSTOMER SERVICES	910	873	95.9%
DEMOCRATIC SERVICES	49	47	95.9%
ECONOMIC DEVELOPMENT	106	103	97.2%
EDUCATION & LIFELONG LEARNING (exc schools and central teachers)	980	780	79.6%
ENVIRONMENT	534	480	89.9%
HEALTH & SOCIAL CARE	734	633	86.2%
RESOURCES	1316	1211	92.0%
SPORT LEISURE & CULTURE	679	581	85.6%
STRATEGIC PLANNING HIGHWAYS TRAFFIC&TRAN	275	260	94.5%
Total	5874	5212	88.7%

Freedom of Information Requests Received 2014/15

Area	Q1		Q2		Q3		Q4		Annual Total	
	Rec'	Responses on time (%)	Rec'	Responses on time (%)	Rec	Responses on Time (%)	Rec'	Responses on Time (%)	Rec'	Responses on Time (%)
Childrens Services	9	79%	16	31%	17	56%	20	25%	62	47%
Consumer Affairs	35	85%	24	76%	18	85%	15	64%	92	80%
Crems & Cemeteries	1	100%	2	100%	4	100%	4	100%	11	100%
CTS	6	60%	1	100%	0	N/A	0	0	7	75%
Customer Services	2	100%	3	50%	22	95%	5	88%	32	90%
Democracy & Comms	14	85%	17	8%	13	84%	16	100%	60	86%
Econ & Major Projects	2	0%	1	100%	8	100%	4	100%	14	93%
Education	26	96%	18	73%	16	88%	33	83%	93	86%
Environment	9	70%	13	86%	14	75%	8	63%	44	75%
Facilities Management	3	100%	5	75%	2	100%	0	0	10	91%
Finance & Procurement	71	83%	60	83%	73	91%	61	89%	265	86%
Health & Safety	1	100%	0	N/A	2	100%	0	100%	3	100%
Health & Social Care	10	71%	10	50%	15	38%	21	63%	56	54%
Highways & Transport	46	93%	41	55%	41	90%	66	69%	194	77%
Housing	24	74%	20	75%	11	93%	20	93%	75	81%
HRPS	24	74%	21	91%	25	89%	44	75%	114	82%
ICT	15	88%	10	56%	11	67%	19	69%	55	72%
Improvement & Info	6	100%	8	71%	10	100%	6	86%	30	91%
Infrastructure	0	N/A	3	67%	3	100%	0	100%	6	83%
Legal Services	8	100%	5	75%	2	100%	2	100%	17	88%
Multi Function	12	31%	33	24%	27	52%	36	67%	108	47%
Sport L&C	16	95%	8	82%	11	100%	16	78%	51	84%
Planning	8	100%	19	57%	11	64%	11	55%	49	66%
Policy & Partnership	0	N/A	0	N/A	0	N/A	0	0	0	0
Reg & Support Serv	0	N/A	2	50%	6	100%	14	80%	22	79%
Registration & Coroners	2	100%	2	100%	0	100%	4	100%	8	100%
Traffic Network Man	5	50%	10	55%	9	56%	12	64%	36	58%
Waste Management	5	86%	13	56%	6	42%	10	60%	34	63%
Total	360	83%	365	52%	377	80%	455	75%	1548	76%

Requestor	Q3 2014/15		Q4 2014/15	
	Rec'	% of Total Requests	Rec'	% of Total Requests
AM/MP	9	2%	23	5%
Business/ Company	81	21%	74	17%
Campaign	13	3%	10	2%
Elected Member	2	1%	1	0%
Employee	2	1%	1	0%
Local Authority	1	0%	7	2%
Not known	60	16%	33	7%
Police	0	0%	0	0%
Press/Media	39	10%	64	14%
Public	140	37%	187	42%
Student	7	2%	21	5%
WDTK*	23	6%	26	6%
Total	377		447	

*whatdotheyknow.com

The volume of the FOI requests received by the Council over the year has continued to grow each quarter. During the year the Council has continued its regular review of its FOI processes and streamlined these taking the opportunities to exploit technology and systems. The table shows that compliance in Childrens (47%) and Health & Social Care (54%) are lagging behind other areas. Work to bring about improvement in these functions is ongoing. This includes a review of capacity and streamlining processes within these functions to deal with the volume of requests especially as the Council changes its organisational shape in these areas. Compliance with Multi Function Requests dipped in quarter 4 due to the significant increase in the volume of these (+ 72 from Qtr 3). Compliance will continue to be closely monitored.

Subject Access Requests are not included in the table

Outcome Agreement Measures for 2014/15 – Annual Result

Economic Development

Measure	2014/15 Target	Annual Result
Businesses supported	50	351
New & safeguarded jobs in businesses supported financially by the Council	500	1380
New & safeguarded jobs in businesses supported financially or otherwise by the Council	1000	2395
Grade A office space	100,000sqft	277,277sqft
Jobs 10% above average Wales salary	20%	TBC (based on Q3 target exceeded)
Grant aid and private sector finance to companies assisted by the Council	£2m	£3,816,513 (provisional)
Total employment in Cardiff (Aged 16-64) Jan – Dec 2014	198,300 (2012) +/- 1%	207,500

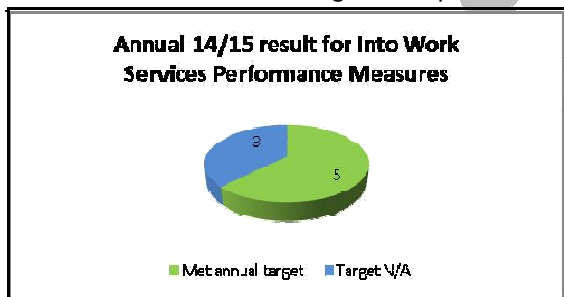
Education

Measure	Academic Year 13/14	Annual Target
Primary Attendance	94.9%	94.4%
Secondary Attendance	93.8%	93.6%
% of pupils achieving core subject indicator at Key Stage 2	84.5%	85.11%
The percentage of pupils aged 15 at the preceding 31 August, who achieved the Level 2 threshold	54.04%	55%
The percentage of pupils assessed at the end of Key Stage 3, achieving the Core Subject Indicator	81.5%	78.4%
The % of pupils achieving the Foundation Phase Indicator (FPI)	83.7%	83.7%
The number of local authority maintained schools who are placed in a formal category	2	1

Education, Employment & Training

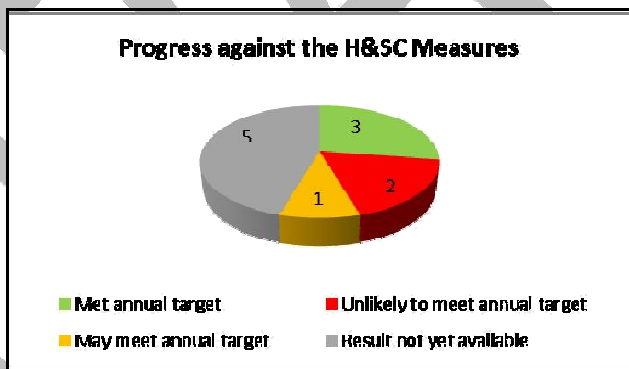
Measure	Annual result	Annual Target
Number of work experience placements	1078	1000

92% of Into Work Services Users gained a qualification



80% of Into Work Service Users felt more ready to enter employment as a result of accessing our services

Health & Social Care



*The results for H&SC are indicative only as the most accurate and up-to-date results will not be available until the end of May 2015

Housing

Measure	Annual 14/15 result	Target (Annual)
Boiler upgrades	1353	900
Roof replacements	65	40
Cladding of flats	76	60
% of Boilers that are 'A' rated	84%	84%
Solar panel installations	100	100
SAP rating	69	69

85% tenants satisfied with the condition of their property

Maintained Welsh Housing Quality Standard at **100%**

Directorate: Communities, Housing And Customer Services

Councillors: Graham Hinchey, Susan Elsmore, Peter Bradbury, Julia Magill, Daniel De’Ath

Director: Sarah McGill

Q4 2014/15

Number of Employees (FTE)	1019
Sickness Absence FTE Forecast	10.04
PPDR Compliance (Half Year Compliance)	95.9%

Budget	Projected Outturn	Variance	Variance (%)

Target Savings 14/15	Projected Savings	Variance	Variance (%)

Q4 Progress against Directorate Plan

Corporate Plan actions 2014/15 (38)

Green 92% (35)	Amber 8% (3)
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Q4 Progress against Performance Indicators (Total No: 66)

Green 64% (42)	Amber 9% (6)	Red 27% (18)
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Progress on Challenges Identified Q3

- **Implementation of the new Allocations Policy** – New allocations policy has been implemented since January 2015. All applicants on the waiting list have been written to, informing them of their new position within the new banding system. The new system will be closely monitored to identify the impact of the changes and regular review meetings are in place with registered local landlords.
- **Increased demand on the Contact Centre through increased calls, e-mails and web forms** – A range of actions have been implemented to address drop in performance, this includes targeted action on the backlog of e-mails, revised crib sheets for operators and additional lines for those in demand sections. During March this resulted in an answer rate of 96% which was the best performance for 12 months at a time when demand was highest (in part due to Council Tax annual billing). From April 1st the opening time for the contact centre will be extended to 8:30AM – 6PM Monday to Friday (previously 5PM close).

Q4 Service Delivery

- Directorate Delivery Plan**
- **Solar Panel PV** – 100 PV systems were installed by 31st March 2015. Live web based updates are provided to monitor the system over the next 12 months.
 - **Alarm Receiving Centre** – The completion of the new ARC in Willcox House is due for completion in July. CCTV and door entry systems being upgraded in blocks of flats. Scoping of potential new clients is underway and discussions to offer services to other local authorities and registered local landlords are ongoing.
 - **Welfare Reform** – The full Discretionary Housing Payment fund of £1,175,868 has been awarded to support those most in need.
 - **Hubs** – Grangetown Hub on course for opening September/October, Rumney Partnership Hub detailed designs have been completed and Youth have moved out - on target for completion in September. Full planning application for the new STAR Hub submitted, construction planned to start from June 2015.
 - **Central Library** – Work is on target with the new Super Hub due to open in July, bid to CYMAL for a £150,000 grants was successful and will support the improvements to the 5th floor.
 - **Adult Community Learning** – In the 1st year of the new approach to ACL, the Learning for Life programme was delivered on at cost neutral to the council, the Learning for Work programme (grant funded) achieved a 72% success rate (the target in the Corporate Plan and up from 61% 12/13). Verified 82% success rate for term 1. Successful Estyn monitoring visit with all recommendations either reporting ‘strong or very good progress’.
 - **Regenerating Local Neighbourhoods** – Beechley Drive Redevelopment, existing shops and maisonettes have been demolished ahead of the commencement of phase 2. Clare Road/Penarth Road District Centre works have started on shop front refurbishment and junction improvements. Schemes completed at Claredon Road, Bedford Street and Pethybridge Road. Additional funding for the Maelfa Scheme has been approved.
 - **Cardiff.gov.uk** - SOCITM results published in March. Excellent result with Cardiff achieving the award of 4 stars. Cardiff is the only local authority in Wales to have achieved this. Only 34 Councils in the UK achieved 4 stars from a total of 439 reviewed.
 - **Cardiff Libraries** – Book issues are down (PI LCL/004), however despite Central Library reduced opening hours of 1 day per week, floor 5 not being accessible, the temporary closure of Roath Library and Grangetown closure for the Hub redevelopment works the physical visits to Cardiff Libraries has increased from 2,040,412 in 2013/14 to 2,094,124 in 2014/15. The number of new users to the library service is also up from 22,424 in 2013/14 to 23,240 in 2014/15. Computer usage is down, however all branches now have publically accessible Wi-Fi.

Management

- **Budget** – Communities, Housing and Customer Services is showing an overall underspend of £796,000. 2014/15 savings targets were all the full year effect and understandably the implementation of major staffing changes in Central Library and delivery of the Community Hubs could only be achieved part of the year.
- **PPDR Status** – New PPDR pack has been put together for all managers to use this includes; the line of sight from individual actions through to the partnership outcomes, business plan actions for their area, KPIs and core date and also employee charter.
- **Health & Safety** – The directorate H&S policy has been disturbed for consultation and year end review of H&S action plan has been distributed. Review of PACD (Persons to be Aware of Corporate Database) has taken place and new training documents written and to be rolled out in Q1.
- **Sickness** – Sickness in the directorate is closely monitored, with 98% of return to works completed. As at 15.04.15 the directorate has 18 employees on long term sick, and a case management approach is applied monthly at management teams meetings to ensure that the sickness procedure is correctly implemented. Work to commence in the next quarter to improve reporting and undertaking analyse on trends.

Directorate: Directorate: Communities, Housing and Customer Services

Key Performance Indicator Data – Q4 2014/15

Performance Indicator	13/14	Position Q1	Position Q2	Position Q3	Position Q4	Result end Year	14/15 Target	G.A.R
BNF/002 (a)CTR : Speed of processing: Average time for processing new Council Tax Reduction claims	17.2	19.6	19.5	19.4	17.1	18.9	21	G
BNF/002 (a)HB : Speed of processing: Average time for processing new Housing Benefit claims	19.8	21.7	21.5	21.5	21.41	21.3	21	A
Quarter 4 performance showed an improvement on the previous quarter particularly for Council Tax Reduction claims								
HHA/002 : The average number of working days between homeless presentation and discharge of duty for households found to be statutorily homeless	187	195	252	168	181	200	190	R
The fall in the average this quarter reflects the fact that 20% of those leaving temporary accommodation had been housed for more than 12 months, and this has resulted in the number of households in temporary accommodation for more than 12 months falling to a level last achieved 2 years ago. This reflects the success in targeting older cases for re-housing, these cases are often more complex and may have been excluded from re-housing for a period of time due to previous behaviour. (NB figures are an estimate and likely to be revised when all data received)								
HHA/008 : The percentage of homeless presentations decided within 33 working days	81%	78%	78%	71%	83%	77%	75%	G
HANR 01 : Vacant Local Authority stock as percentage of overall stock	2.5%	2.3%	2.4%	2.0%	1.6%	1.6%	2	G
HLS/014 : The average number of calendar days taken to let lettable units of permanent accommodation during the financial year	102	115	125	105	106	113	Q1-100 Q2-80 Q3-70 Q4-60	R
Lettings time is improving with the pilot projects involving allocation of high-rise flats to families with children and the introduction of the pilot 'quick turnaround' voids project which reduces both vacant maintenance costs and lettings turnaround time. The monthly result for March was down to 90 days, this is the lowest monthly result for 20 months.								
HHA/017 (b) : The average number of days that all homeless households spent in Other forms of temporary accommodation	206	233	192	191	214	207	200	A
The annual figure is marginally above our annual target. Roughly 20% of those leaving temporary accommodation in the quarter had been in occupation of such accommodation for more than 12 months, and this has resulted in the number of households in temporary accommodation for more than 12 months falling to a level last achieved 2 years ago. (NB figures are an estimate and likely to be revised when all data received)								
HLS/001 (a) : The total amount of rent arrears owed by current tenants as a percentage of the total rent collectable for the financial year	1.4%	1.5%	1.5%	1.5%	1.7%	1.7%	2%	G
STR001 : Combined number of new affordable rented housing	204	87	105	6	26	224	195	G

Performance Indicator	13/14 Res ult				Positi oning 4		14/15 Target	A.G. A.R.
units and new assisted home ownership units completed during the year								
HLS/010 (a): The average number of calendar days taken to complete Emergency repairs	0.79	0.75	0.43	0.28	0.18	0.36	1	G
CORKPI8 : Average time a call queues (seconds)	43	51	177	107	62	98	40	R
The wait for C2C customers reduced significantly in this quarter by an average of 45 seconds across the board. The return to 37 hour working for all staff in April combined with extended opening hours should benefit us in this area, giving greater flexibility in the rotating and spread of agents available to take calls across the day.								
LCL/004: The number of library materials issued, during the year, per 1,000 population	5,163	1186	2498	3624	4,600	4,600	5,163	R
There has been a decrease of 181,551 against 2013/14 figures. This is due to the continued closure of branch libraries 1 day a week. The 5th floor in central Library has remained closed since June 2014 due to Health and Safety reasons and since August 2014 there has been a reduction of the opening hours in Central Library. Roath Library has been closed temporarily since November due to Health & Safety considerations. All of these factors will make direct comparisons with last year's figures difficult but will have had a considerable effect on the overall figures.								

Q4 Challenges Identified

Q4 Actions being taken

<ul style="list-style-type: none"> - Central Library Closure – building will be temporarily close in two phases the 1st is from 18th April to 2nd May to allow for internal changes to take place. <p>Waste Restriction Programme there are some wards that will be affected by boundary changes</p> <p>Improving the speed of homelessness decision making</p>	<p>Contingency plans have been drawn up that include</p> <ul style="list-style-type: none"> - Communication plan, that includes media briefing - Pop up library in Marland House - Extra public access PC's in Canton & Marland House - Mobile Library to be positioned outside the library during opening hours <ul style="list-style-type: none"> - Communication plan in place and workforce planning has taken place. <ul style="list-style-type: none"> - Action plan is in place to address performance in Homelessness, impact on performance of these changes to be monitored in Q1.
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Directorate: Communities, Housing and Customer Services

Councillor: Graham Hinchey, Susan Elsmore, Peter Bradbury, Julia Magill, Daniel De'Ath Director: Sarah McGill

Q4 Risk Update

Corporate Risk				
Risk Description	Inherent Risk	Residual Risk	Mitigating actions	Risk Owner
Welfare Reform - That the Council cannot meet its statutory obligations with the increased demands and reduced budgets placed upon it by the Welfare Reform Bill 2011,	Red	Red	<ul style="list-style-type: none"> - Welfare Reform Group is working well in coordinating multi-agency activity - Discretionary Housing payments are being used to top up the benefit claims of those most affected - Tenants adversely affected are being supported to exchange properties , given tenant greater choice on new properties and reducing void rent loss 	Sarah McGill

Emerging Risks Identified this Quarter

Risk Description	Inherent Risk	Residual Risk	Mitigating actions	Risk Owner
Central Library Closure for refurbishment – Negative impact for service users and reputational damage from the building being closed if not properly managed.	Red	Yellow	Contingency plans have been drawn up that include <ul style="list-style-type: none"> - Communication plan, that includes media briefing - Pop up library in Marland House - Extra public access PC's in Canton & Marland House - Mobile Library to be positioned outside the library during opening hours 	Isabelle Bignall
	Red			
	Red			
	Red			

Update on Previous Quarters Emerging Risks

Risk Description	Inherent Risk	Residual Risk	Progress	Risk Owner
- Rover Way Gypsy & Traveller Site – limited life and the current site is no longer suitable for use, uncertainty on the proposed new site	Red	Amber	- Work is ongoing to procure an alternative site, with a process to be identified as part of the LDP Examination. - Site surveys to monitor any changes.	Jane Thomas
	Red			
	Red			
	Red			
Reduction in funding for Supporting People (due to distribution formula as well as annual reduction)	Red	Amber	Cabinet in January for approved in January. This has agreed the approach for next year. For future years it is acknowledged that further slicing of the budget will not be feasible and a new approach will be developed over the next 12 months. This will be based of the feedback from the consultation looking to work with partners on delivering specific outcomes with a focus on a pathway for clients to progress to living independently.	Jane Thomas
	Red			
	Red			
	Red			
Housing Wales Bill – major changes to the homeless legislation	Red	Amber	Meeting has taken place with private landlords on their greater use of the private rented sector. A new staffing structure is in place within the Housing Options Centre that is aligned to meet current and future challenges of Homelessness in Cardiff.	Jane Thomas
	Red			
	Red			
	Red			
Branch Libraries –some Branch Libraries require immediate essential maintenance	Red	Amber	Alternative temporary provision of a replacement static library has been investigated for the branch that is most at risk.	Isabelle Bignall
	Red			
	Red			
	Red			

Directorate: Health and Social Care

Director: Siân Walker

Councillor: Susan Elsmore

Q4 2014/15

Budget	Projected	Variance	Variance (%)

Number of Employees (FTE)	691
Sickness Absence YTD (Days Per Person)	15.87
PPDR Compliance (Half Year Compliance)	86.2%

Target Savings 14/15	Projected Savings	Projected Shortfall	Variance (%)

Q4 Progress against Directorate Plan / Corporate Plan actions 2014/15 (10)

Green 80% (8)

Red 20% (2)

Q4 Progress against Performance Indicators (8)

Green 50% (4)

Red 50% (4)

Progress on Challenges Identified Q3 (previous quarter)

- **Budget** -- The overspend has reflected continued growth in the number of residential placements for people with learning disabilities, particularly college placements; significant cost inflation in relation to nursing placements for older people; growth in the number of care hours delivered via Direct Payments plus the impact of Supreme Court ruling in respect of Deprivation of Liberty Safeguards. The position also reflects a projected shortfall of £2.7m against the £6.2m saving target set within the 2014/15 budget. Significant efforts have been made to minimise the projected overspend. A number of major commissioning and procurement exercises have been undertaken in 2014/15 with a view to controlling costs and an ongoing process of reviews implemented. A slowdown of growth has been evident in the second part of the year.
- **Improve take up of Direct Payments (DPs)** -- Overall take up has improved over the year increasing by 9.78% from 13/14; especially for people with learning disabilities where the increase for this group has been 35.71%. However, we have not met the stretch target of 800 as anticipated in this year. The target for 15/16 has been revised to 750.
- **Improve the number of Carer Assessment offers and completed Carer Assessments Reviews** – Following the Improvement Project in October 2014, a data cleansing exercise was completed in March 2015 to ensure that Carer information on CareFirst is accurate. The trend for Carer Assessments offered continues to show an increase in Q4, though still requires significant improvement. The number of completed assessments has improved in Q4 to 188 and the total for the year to date is 596. The percentage of carers known to social services who were offered an assessment or review of their needs is 64.4%. – this did not meet the target of 90%.
- **Delayed Transfers of Care (DToC)** - The Directorate performed well in the first two quarters of the year, continuing the downward trend from 2013/14, though this was not reflected in Q3 and Q4 which saw an increase in delays for social care reasons owing to winter pressures and unprecedented admissions of people into hospital, particularly those with greater complexity and dependence. The issue is not one which can be resolved by the Council alone as this is a whole system issue. Partners in the UHB acknowledge that their internal systems need revision and to that end all regional partners (VoG, Cardiff & UHB) are meeting at senior strategic level during April/ early May to progress plans to continue to deliver on admission avoidance and to agree process redesign so that faster discharge can be facilitated. The final result for DToC (for social care reasons) for March 2015 is not yet published, though does show a decrease. The figure is published at the end of April.
- **Sickness** - The H&SC target for 14/15 is 13.10 FTE days lost to sickness. Q4 cumulative result is 15.87 days. The directorate is pursuing the Health & Wellbeing policy rigorously and there are strong management controls in place. There has been an improvement in Return to Work interviews conducted in accordance with policy as well as other stage interviews in the process. Managing sickness remains a priority for the directorate and this will continue during 15/16.

Q4 Service Delivery

Budget Position

To be provided by the Corporate Performance Team

Directorate Delivery Plan 14/15

- **Re-ablement** - The Council will deliver a Dementia Reablement Training Programme (for health and social care professionals and domiciliary care staff) from April/May 2015 onwards. The 'Smart House' is completed and will positively impact on showcasing technology, aids and adaptations available to promote reablement. The co-location of 2 Community Resource Teams (CRTs) in partnership with the C&V UHB was achieved in

14/15 and work continues to improve the integration of services.

- **Supported Living** – Contract award in relation to the supported living provision for adults with a learning disability agreed at Cabinet 02/04/15. The handover of 2 properties in Quarter 4 has been completed which enables individuals to return to their own communities ('Closer to Home'). This will improve outcomes for citizens. Savings for this year have already been identified. H&SC has also appointed a provider for a Floating Support service for people with mental health needs, currently being implemented.
- **Commissioning Framework** – The 'Proactis' (Electronic Tendering System) was implemented in August 2014 to improve the care and nursing home market position for older people and will extend to offer similar services for those with mental health needs and learning disabilities next year. The 'Matrix' APL system has been delivered in November 2014 to improve the commissioning of Domiciliary Care, for all service user groups.
- **Integrated services with partners** - H&SC have implemented and delivered the Regional Collaboration Fund and Intermediate Care Fund projects. For further information and progress report please click on following link: <https://www.cardiff.gov.uk/ENG/Your-Council/Councillors-and-meetings/CouncilMeetings/Pages/default.aspx#lists> . Choose [Community & Adult Services Scrutiny](#) then 1st April 2015 and scroll down to relevant item.
- **Transitions** –We have made significant improvements to a more effective operational process for transition from Children’s Services to Health & Social Care.
- **Performance Management** –Integrated Assessment was implemented in April 2014. The system provider for the social care records database system (Care First) has been commissioned to work with the directorate to improve accessibility and performance outcome reporting. New monthly Assessment & Care Management (ACM) activity monitoring reports have aided a better understanding of the business and managing demand during 2014/15. A new quarterly activity report has also been developed for the Local Safeguarding Adults Board
- **Safeguarding** – We have delivered on the Regional Safeguarding Adults Board and the first Annual Report will be available at the end of Q1 (2015/16). The Council’s corporate safeguarding unit is now operational, including the successful transition of the adult social care POVA team to that unit. The impact of this is a cohesive and visible safeguarding provision in line with the national direction of travel outlined by the Deputy Minister in her vision for safeguarding in Wales.
- **The Social Services & Well-being (Wales) Act 2014** –Participation in consultation exercises with Welsh Government (WG) has been effective and awareness training has been ongoing throughout 14/15. The Regional Plan for the implementation of the Act was agreed/ signed off by the Integrated Health and Social Care Strategic Leadership Group in March 2014 for submission to Welsh Government. The plan will contain proposed milestones and these will be monitored/progressed reported during 15/16
- **Management**

PPDR – See above. Please note the date for completion of the 2014/15 PPDR process is 31st May 2015, therefore, as this data was produced on 14th April 2015 there is still 6 weeks remaining for the Service Area to complete the process

Sickness – see above

Health & Safety - Continued monitoring of 14/15 H&SC Health & Safety Action Plan. H&SC Directorate due to complete their annual H&S Report 2014/15, to be agreed by SMT before the June 2015 Health & Safety Forum.

Directorate: Health & Social Care

Key Performance Indicator Data – Q4 2014-15

Performance Indicator	14-13 Result	Position Q1	Position Q2	Position Q3	Position Q4	Target	R.A.G.
SCA/001 The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over (Cumulative result)	8.56	1.25	3.40	5.98	9.03*	6.52	R
*The result for Q4 contains January & February figures only – March figures are not available until late April. The final result for Q3 is 5.98 (in Q3 Delivery Report result was 5.07) H&SC continue to work closely with the UHB on admission avoidance and facilitating quicker discharge.							
SCAL 10 % of adults aged 18-64 supported with home care services during the quarter out of the total of adults aged 18-64 with home care or care home packages	85.29	84.81	84.89	84.82	85.09	85	G
Of 1449 service users, 1233 were supported in the community during the quarter aged 18-64							

SCAL11 % of adults aged 65 or over who are supported with home care services out of the total with home care or care home packages Of 3324 service users, 2402 were supported in the community during the quarter aged 65+	71.59	71.50	72.26	71.55	72.26	72	G
SCA/005(a) The average number of working days between initial enquiry and completion of the care plan, including specialist assessments	31	26	26	24.5	26	28	G
SCAL24 % of reviews due within the quarter that were reviewed or reassessed within the quarter	82.09	74.55	68.50	68.47	62.50	85	R
Total number of reviews completed during Q4 was 1526. The annual review indicator - the % of clients with a care plan at the 31 st March whose care plan should have been reviewed that were reviewed during the year is 81.27% (target 85%) included in the Outcome Agreement 14/15. This measures all reviews completed during the year. Final result for annual indicator will be available as part of the end of year submission to WG (29 th May) this will better inform us of our position of reviews completed throughout the year.							
SCA/018b % of Carers of adults who had an assessment or review of their needs in their own right during the year (Cumulative result) We are anticipating performance to improve in Q1 following the work undertaken to the social care records database and the data cleansing exercise completed in Q4 2014/15	32.90	22.72	23.3	24.4	26.3	58	R
SCA/019 % of protection of vulnerable adult (POVA) referrals completed where risk has been managed	91.98	Annual Indicator					
Annual Indicator. Result will be available as part of the Protection of Vulnerable Adults end of year submission to WG (due 29 th May 2015)							
FCLi37 Total number of Adults using Direct Payments at end of the quarter	501	513	524	550	550	800	R
Take up has been steadily increasing and we were aware that we would not hit the stretch target which is now more realistic for next year and continues to allow for month on month improvement							
SCAL 23 % of people helped back to independence without ongoing care services, through short term intervention	66.91	76.30	83.24	74.81	76.60	65	G
The result for Q4 contains January & February figures only – March figures are not available until mid to late April. The final result for Q3 is 74.81 (in Q3 Delivery Report result was 74.17)							

Q4 Challenges Identified

- Extreme budget and demand pressures
- Improved performance on DPs against target
- Improve Carer Assessments completed/ offers
- Improve Delayed Transfers of Care (DToC)
- Improve staff sickness performance

Q4 Actions being taken

- Major procurement exercises undertaken to achieve savings
- 15/16 target revised, service improvements to be agreed.
- Data cleansing exercise completed
- H&SC working closely with the UHB during winter pressures
- Review of long term sickness & DigiGOV monitoring

Directorate: Health & Social Care – Q4 Risk Update

Councillor: Susan Elsmore

Director: Siân Walker

Q4 Risk Update

Corporate Risk				
Risk Description	Inherent Risk	Residual Risk	Mitigating actions	Risk Owner
Health & Social Care The Social Services & Wellbeing (Wales) Act 2014 Implementation of the Act (Received	Red	Red	• Senior Managers continue to be engaged in national activity to influence the development of regulatory requirements with a view to promoting	Tony Young & Siân Walker

Royal Ascent in May 14) places new duties and responsibilities upon already pressured services			<ul style="list-style-type: none"> proportionality of expectations A Delivery Plan will be produced in July 2015 including the requirements for wider corporate engagement with delivery of the Act requirements 	
Health & Social Care Changing Demographics and increasing expectations of vulnerable people put more pressure on services, increasing the risk of budget overspend	Red	Red	<ul style="list-style-type: none"> Continued proactive engage with Health in relation to ensuring performance on DToC improves. We are progressing plans to develop a whole systems review of disabled children's and adults and to review our social care records database 	Siân Walker
Health and Social Care Failure to safeguard vulnerable people	Red	Red	<ul style="list-style-type: none"> The Regional Safeguarding Adults Board has been constituted for Council-wide safeguarding responsibility in preparation for delivering the requirements of the Act. A review of activity during its first year will be presented in Q2 15/16. A corporate Children's & Adults' Safeguarding tea has been established 	Siân Walker

Emerging Risks Identified this Quarter

Risk Description	Inherent Risk	Residual Risk	Mitigating actions	Risk Owner
None				

Update on Previous Quarters Emerging Risks

Risk Description	Inherent Risk	Residual Risk	Mitigating actions	Risk Owner
Emerging H&SC risk identified this quarter: Failure to correctly align resources with demand and priorities: Sleep in Judgement – Whittlestone & Esparon Employment Tribunal Cases The Sleep In Judgement will have a financial implication across H&SC Directorate.	Red	Red	<ul style="list-style-type: none"> Mitigation of sleep in judgement made within Supported Living Services for Learning Disability contract but further scoping exercise proposed – to be completed by Contracts Team – as Judgement impacts on a number of different providers across both adult and children's services. 	Siân Walker/ Amanda Phillips

Performance Indicators

The results columns are shaded to denote RAG status:

■ GREEN	exceeding target
■ AMBER	below target but above level for management intervention
■ RED	intervention required

Type: – N National Indicator, L Local Indicator, SID Service improvement Data, PAM Public Accountability Measure

PI Ref	Title	Type	2012-13 outturn	2013-14 outturn	Target 2014-15	Inter- vention level	Q1	Q2	Q3	Q4	Notes
Delayed Transfers of Care											
SCAL2	The number of delayed transfers of care due to Social care reasons.	L	264	198	150	194	29	50	60	115	Cumulative 254
For actions please see Key Performance Indicator Data Q4 2014-15											
SCAL17	Number of delayed transfers for choice reasons.	L	321	231			45	36	27	24	Cumulative 132
Carers											
FCLi44	Number of carers assessments completed in the quarter	L	505	469	550	479	97	111	161	188	
SCA/018 (a)	The percentage of carers of adults who were offered an assessment in their own right during the year.	PAM	61.55	50.2	90	78	19.40	35.8	51.1	64.4	Cumulative indicator. No. of carers known – 3229 No. of carers known who were offered assessment in their own right – 2079
For actions please see Key Performance Indicator Data Q4 2014-15											
SCA/018 (c)	The percentage of carers of adults who were assessed or re-assessed in their own right during the year who were provided with a service	SID	41.20	28.60			42.30	41.5	38.1	30.5	Cumulative indicator. No. of carers who had an assessment/review in their own right – 547 No. of carers who had an assessment/review in their own right who were provided with a service – 167

PI Ref	Title	Type	2012-13 outturn	2013-14 outturn	Target 2014-15	Inter- vention level	Q1	Q2	Q3	Q4	Notes
Care Management											
SCA/007	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year	PAM	76.29	85.63	85	76.5	-----	80.16	-----	81.27	
Early indicator result, final result will be available as part of the PM2 end of year submission to WG (submission date 29th May 2015)											
Service Delivery											
SCA/015	The average number of working days taken from completion of the care plan to provision and/or installation of aids/equipment.	L	4.21	4.85	4	4.88	5.03	4.71	4.80	5.08	Annual result - 4.90
Sickness during Q4 has impacted on number of days - priority given to delivering essential items											
SCA/002 (a)	The rate of older people (aged 65 or over) helped to live at home per 1,000 population aged 65 or over.	N	46.41	46.42	47	44.65	45.69	44.68	45.44	44.06	
Early indicator result, final result will be available as part of the PM2 end of year submission to WG (submission date 29th May 2015)											
SCA/002 (b)	The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over.	N	18.47	17.98	18.4	19.32	17.77	17.84	17.79	18.07	
SCA/003 (a)	The percentage of users who are supported in the community during the year: Aged 18-64.	SID	91.88	91.78	92	91.08	Annual Indicator				
Result will be available as part of the PM2 end of year submission to WG (submission date 29th May 2015)											

PI Ref	Title	Type	2012-13 outturn	2013-14 outturn	Target 2014-15	Inter- vention level	Q1	Q2	Q3	Q4	Notes
SCA/003(b)	The percentage of users who are supported in the community during the year: Aged 65+.	SID	83.70	84.36	86.81	84.21	Annual Indicator				
Result will be available as part of the PM2 end of year submission to WG (submission date 29th May 2015)											
SCA020	The percentage of adult clients supported in community during the year	PAM	86	86.41	86.5	84.77	Annual Indicator				
Result will be available as part of the PM2 end of year submission to WG (submission date 29th May 2015)											
SCAL15(a)	The number of nights of respite care provided or funded by the authority during the quarter.	L	6710	7440	6000	4560	1426	1691	1481		Awaiting information from provider
SCAL15(b)	The number of users/carers provided with night sitting during the quarter.	L	94	92			24	24	23	21	
SCAL15(c)	The number of users/carers provided with day sitting during the quarter	L	499	472			111	111	103	97	
SCAL18	Number of adults using Telecare equipment at the end of the quarter	L	320	335	320	256	328	343	349	337	

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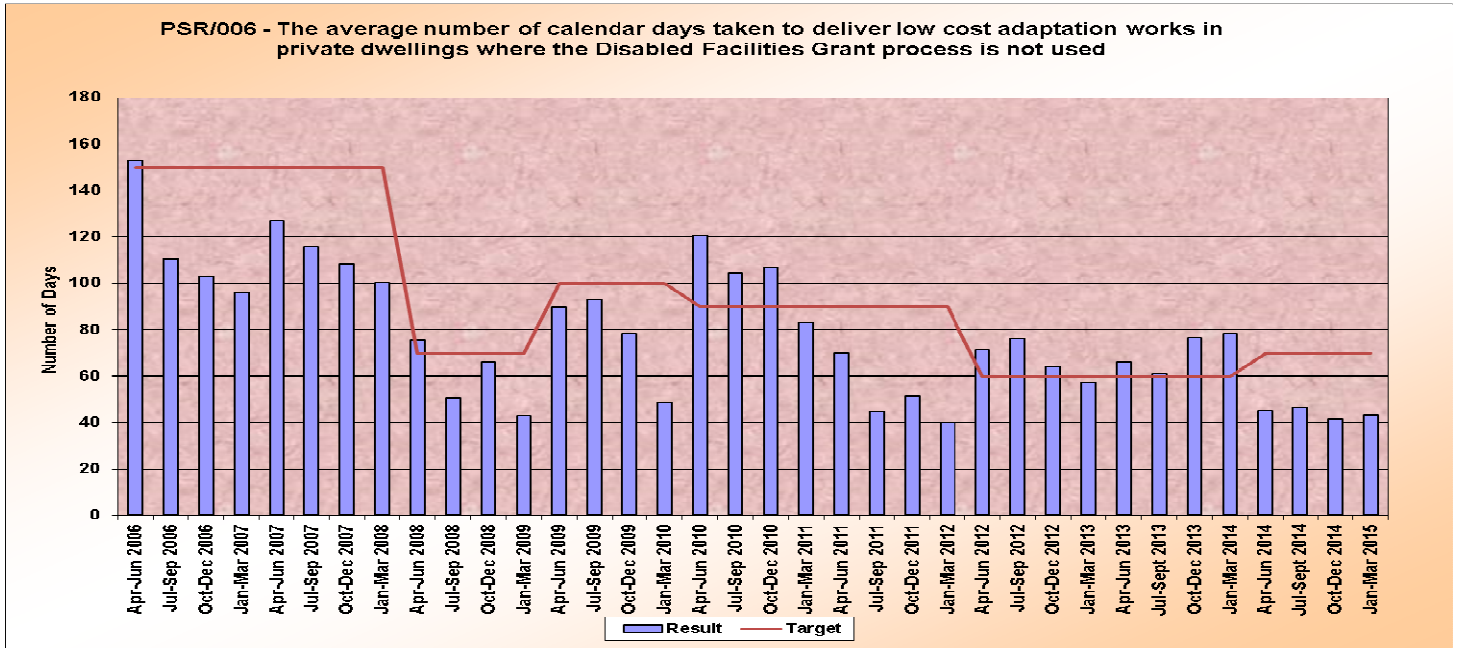
Sickness

Service Area/Division	Average FTE staff No.s	Result Period	FTE target	FTE days lost
Health and Social Care	691	2014-15	13.1	15.87

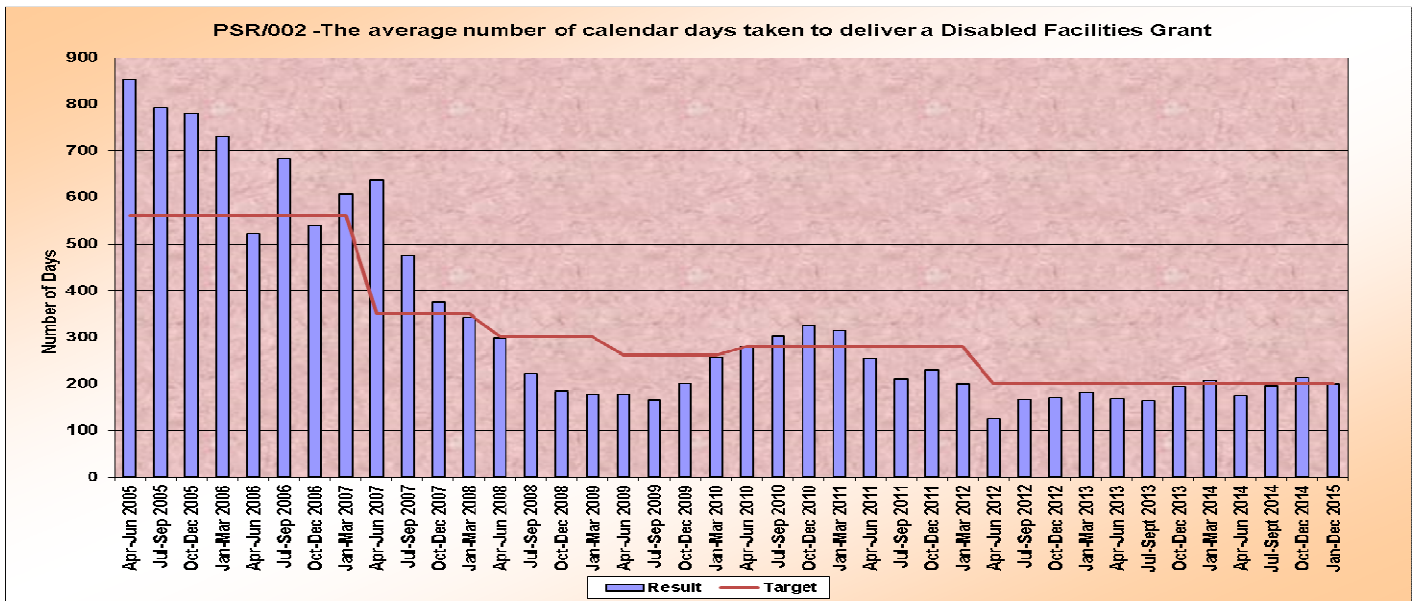
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1. Disabled Facilities Adaptations

Indicator Ref	Title	Outturn 13/14	Annual Target 14/15	Quarter 3 14/15 Result	Quarter 4 Result	Annual Result	Progress Against Target
PSR/006	The average number of calendar days taken to deliver low cost adaptation works in private dwellings where the Disabled Facilities Grant process is not used	68.18	70	41.6	43.25	44.33	
		This is a significant improvement on the previous years previous years result.					

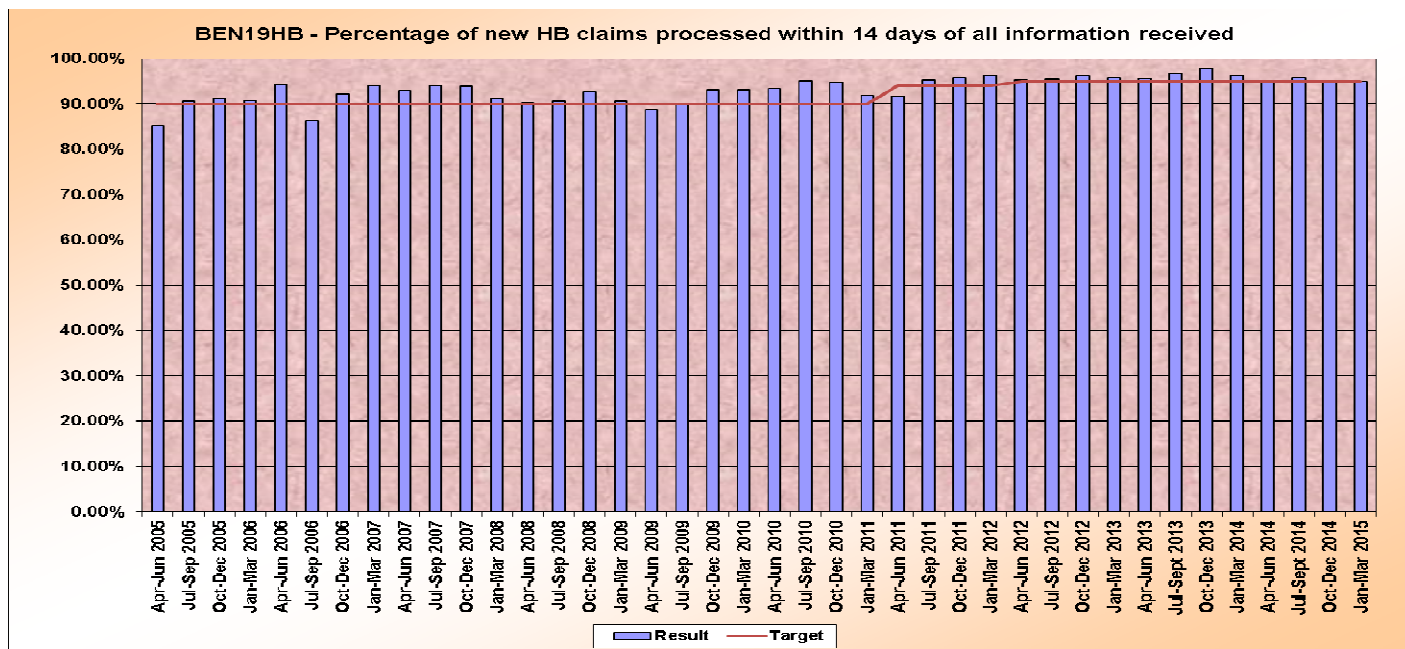


Indicator Ref	Title	Outturn 13/14	Annual Target 14/15	Quarter 3 14/15 Result	Quarter 4 Result	Annual Result	Progress Against Target
PSR/002	The average number of calendar days taken to deliver a Disabled Facilities Grant	189	200	212	198	193	
		Performance improved on previous quarter and met the annual target.					



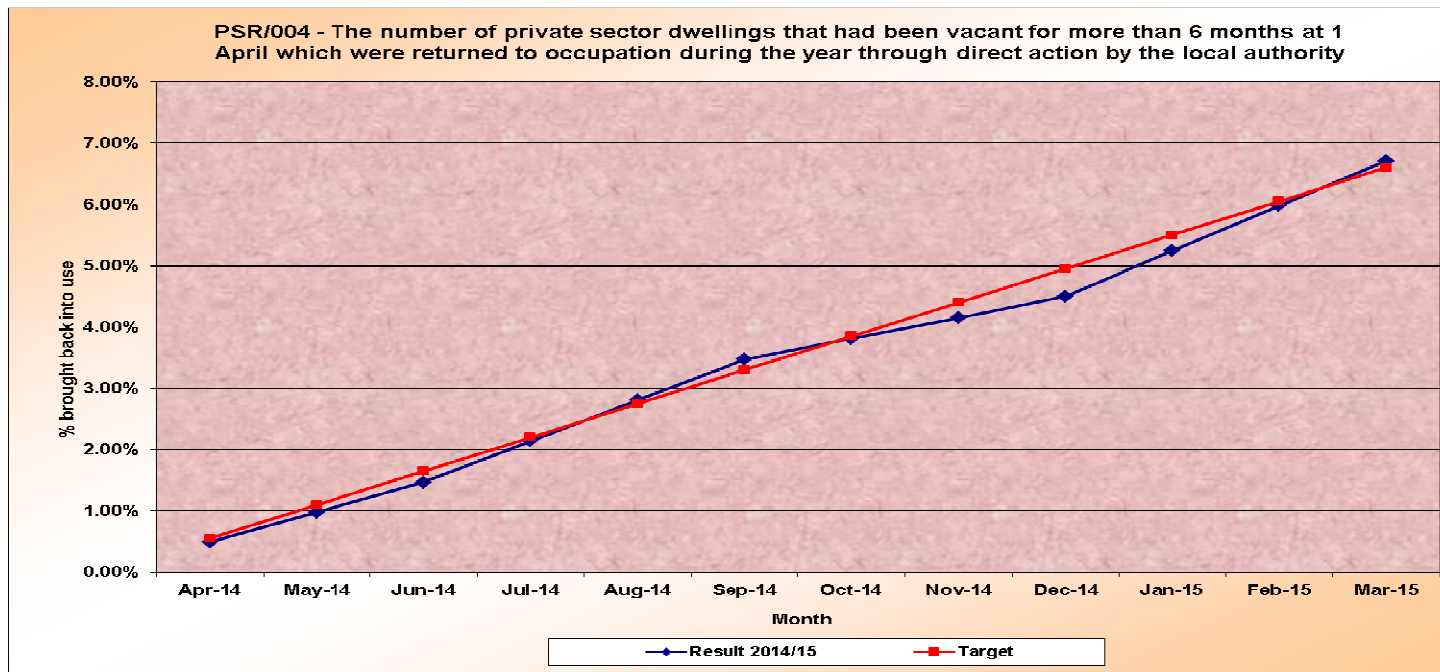
2. Benefits

Indicator Ref	Title	Outturn 13/14	Annual Target 14/15	Quarter 3 14/15 Result	Quarter 4 14/15 Result	Annual Result	Progress Against Target
BEN19HB	Percentage of new HB claims processed within 14 days of all information received	96.62%	95.00%	94.86%	94.86%	95.13%	
		Pleasing to see that performance has improved in quarter 4 and that the Annual target has been met.					



3. Empty Properties

Indicator Ref	Title	Outturn 13/14	Annual Target 14/15	Quarter 3 14/15 Result	Quarter 4 14/15 Result	Annual Result	Progress Against Target
PSR/004	The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority	5.49%	6.60%	4.50%	6.71%	6.71%	
		Work has been carried out consistently throughout the year and the target has been exceeded.					



APPENDIX B – shaded row indicates that did not meet the target set in 2014-15,

Indicator Ref	Indicator Title	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
SCA/001	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	8.69	7.47	6	7.12	11.28	11.53	8.56	9.03
SCAL2	Number of delayed transfers of care for social care reasons	194	168	135	161	257	264	196	254
SCA/005 (a) (new definition for 2009-10)	The average number of working days between initial enquiry and completion of the care plan, including specialist assessments	38	34	33	30	33	30.24	31	26
SCA/015	The average number of working days taken from completion of the care plan to provision and/or installation of aids/equipment.	N/A	4.29	6.59	4.63	4.93	4.21	5.91	4.90
FCL137	Total number of Adults using Direct Payments Scheme at the end of each quarter	131	145	165	183	312	404	501	550
SCA/002 (a)	The rate of older people (aged 65 or over) helped to live at home per 1,000 population aged 65 or over.	39.64	42.53	47.03	45.89	46.49	46.41	46.42	44.06

APPENDIX B – shaded row indicates that did not meet the target set in 2014-15,

Indicator Ref	Indicator Title	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
SCA/002 (b)	The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over.	20.71	20.36	19.57	20.05	19.35	18.47	17.98	18.07
SCA/003 a	The percentage of clients, in the following age groups, who are supported in the community during the year, aged 18-64	N/A	91.58%	92.5%	91.97%	91.49%	91.88%	91.78%	N/A
SCA/ 003 b	The percentage of clients, in the following age groups, who are supported in the community during the year, aged 65+	N/A	79.87%	83.2%	83.21%	82.66%	83.7%	84.36%	N/A
SCA020	The percentage of adult clients supported in community during the year	N/A	N/A	N/A	N/A	85.16	85.97	86.41%	N/A
SCAL10	Percentage of adults aged 18-64 supported with home care services during the quarter out of the total of adults aged 18-64 with home care or care home packages	N/A	83.4	84.77	84.56	84.60	84.86	85.29%	85.09%
SCAL 11	Percentage of adults aged 65 or over who are supported with home care services out of the total with home care or care home packages	N/A	61.94	65.3	69.53	70.01	70.87	71.59%	72.26%

APPENDIX B – shaded row indicates that did not meet the target set in 2014-15,

Indicator Ref	Indicator Title	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
SCA/007	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year	70.16 %	75.24%	76.18 %	79.98%	74.91	76.29	85.63%	81.27%
SCAL24	Percentage of reviews due within the quarter that were reviewed or reassessed within the quarter (new local indicator for 2012-13)	N/A	N/A	N/A	N/A	N/A	72.18%	82.09%	62.50%
SCAL18	Number of adults using Telecare equipment at the end of the quarter	N/A	N/A	N/A	360	343	320	335	337
SCAL23	Percentage of people helped back to independence without ongoing care services, through short term intervention (new local indicator for 2012-13)	N/A	N/A	N/A	N/A	N/A	65.68	66.91%	76.60%
FCL144	Number of carers assessments completed	61	187	300	366	305	505	469	188
SCA/018 (a)	The percentage of carers who were offered an assessment or review of their needs in their own right during the year	N/A	63	59.1	60.6	48.2	61.55	50.2%	64.4%

APPENDIX B – shaded row indicates that did not meet the target set in 2014-15,

Indicator Ref	Indicator Title	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
SCA/018 (b)	The percentage of carers of adults who had an assessment or review of their own needs in their own right during the year	N/A	47.6	49.1	52.3	47.20	36.57	32.90%	26.3%
SCA/018 (c)	The percentage of carers of adults who were assessed or re-assessed in their own right during the year who were provided with a service	N/A	77.4	31.5	39.9%	38.20	41.18	28.60%	30.5%
SCAL15 (a)	The number of nights of respite care in care homes arranged during the quarter	N/A	9194	11,121	8,842	6729	6814	7440	N/A
SCAL15 (b)	The number of users/carers provided with night sitting services during the quarter	N/A	23	36	178	106	94	92	92
SCAL15 (c)	The number of users/carers provided with day sitting during the quarter	N/A	76	83	356	506	499	472	422
SCA/019	Percentage of adult protection referrals completed where the risk has been managed	N/A	N/A	N/A	92.65%	90.57	94.21	91.98%	N/A

National Performance Indicators 2013 -14 - Adult Social Care

Appendix C

	SCA/001 - Delayed transfers of care, per 1,000 population 75+ (FY 2013-14)	SCA/002a - Older people helped to live at home, per 1,000 population 65+ (FY 2013-14)	SCA/002b - Older people in care homes, per 1,000 population 65+ (FY 2013-14)	SCA/003a - Clients supported in the community - aged 18-64 (%) (FY 2013-14)	SCA/003b - Clients supported in the community - aged 65+ (%) (FY 2013-14)	SCA/007 - Care plan reviews completed in time (%) (FY 2013-14)	SCA/018a - Carers offered an assessment in their own right (%) (FY 2013-14)	SCA/018b - Carers receiving an assessment in their own right (%) (FY 2013-14)	SCA/018c - Carers assessed/ reassessed provided with a service (%) (FY 2013-14)	SCA/019 - Adult Protection Referrals - risk managed (%) (FY 2013-14)	SCA/020 - Adult clients supported in the community (%) (FY 2013-14)
Isle of Anglesey	0.55	54.41	18.16	88.77	77.87	87.9	91.3	63.2	73.9	88.89	80.37
Gwynedd	1.55	46.21	25.59	88.99	77.42	85.3	60.3	100	78.5	95.72	79.27
Conwy	0.69	63.2	18.83	91.81	84.48	95.8	86.5	39.4	30.2	97.3	86.09
Denbighshire	0.54	50.34	20.85	92.22	83.1	93.8	89.4	30.5	95.5	100	85.4
Flintshire	2.59	65.15	15.92	95.23	81.02	98.5	90.7	83.9	85.1	98.91	85.1
Wrexham	1.79	72.53	19.75	92.65	84.89	61.8	100	89	82.3	91.2	86.81
Powys	9.17	71.16	20.95	89.18	81.08	67.2	87.4	51.5	11.8	93.5	82.86
Ceredigion	4.15	52.66	21.99	92.19	85.35	85	97.5	29.1	91	100	86.97
Pembrokeshire	0.24	72.08	16.74	93.39	89.89	83.8	87.1	46.1	45.6	100	90.75
Carmarthenshire	6.57	60.98	20.87	89.07	80.88	63.8	100	30.4	100	100	82.76
Swansea	2.85	73.51	21.5	97.38	78.21	81.1	97.3	37.6	68.3	93.29	83.99
Neath Port Talbot	3.49	107.8	23.86	92.45	81.98	81.7	100	20	66.7	100	84.96
Bridgend	0.88	83.18	18.47	96.27	85.55	83.1	96.9	23	48	100	88.34
The Vale of Glamorgan	8.17	47.49	14.74	90.51	81.12	78.3	100	100	100	100	83.85
Cardiff	8.56	46.42	17.98	91.78	84.36	85.6	50.2	32.9	28.6	91.98	86.41
Rhondda Cynon Taf	4.57	106.9	26.83	97.84	83.79	79	60.4	54.2	97.1	96.11	87.39
Merthyr Tydfil	6.38	109.02	21.8	94.72	88.99	74.8	100	36.4	77.7	99.25	90.39
Caerphilly	11.99	120.97	17.57	97.99	89.61	92.7	88.2	22.3	67.8	90.59	91.9
Blaenau Gwent	6.23	128.41	22.12	98.69	86.23	77.8	100	33.2	2.7	97.96	90.84
Torfaen	3.59	130.8	21.55	96.81	85.04	86.6	98.7	51	86.2	73.2	87.85
Monmouthshire	1.83	56.59	11.33	85.03	86.69	82.1	97.3	17	47	81.2	86.34
Newport	11.51	63.32	16.2	92.57	83.22	65	87.9	15.3	5.2	97.08	85.68
Wales	4.7	74.48	19.84	93.84	83.71	81.1	85.8	39.4	63.8	94.45	86.33
UPPER QUARTILE	1.61	100.97	17.67	96.01	85.5	86.4	99.7	53.5	85.9	100	87.74
MEDIAN	3.54	68.15	20.3	92.51	84.07	82.6	94.1	37	71.1	97.19	86.22
LOWER QUARTILE	6.53	54.96	21.74	90.83	81.09	77.9	87.5	29.5	46	92.3	84.23
Best	0.24	130.8	11.33			98.5	100			100	91.9
Worst	11.99	46.21	26.83			61.8	50.2			73.2	79.27

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**CITY & COUNTY OF CARDIFF COUNCIL
DINAS A SIR CAERDYDD**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE:

13 MAY 2015

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE ANNUAL REPORT
2014-15**

Background

1. The Cardiff Council Constitution requires all Scrutiny Committees to 'report annually to the Council on their workings and make recommendations for future work programmes and amended working methods if appropriate'.
2. A copy of the Community & Adult Services Scrutiny Committee's draft Annual Report 2014-15 is attached at **Appendix A**. This report outlines the Committee's activities from June 2014 through to May 2015, and provides examples of the various types of scrutiny undertaken. Where possible the report identifies the impact that the Committee has had, in terms of the Cabinet's responses to the Committee's comments and recommendations.
3. The report concludes by setting out topics that the Committee has indicated that it may like to include in its 2015-16 work programme as suitable priorities for future scrutiny examination. The Committee will be agreeing its work programme in the coming weeks and these items will be discussed as part of this process.

Legal Implications

4. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising

from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances

Financial Implications

5. There are no financial implications arising directly from this report.

RECOMMENDATION

The Committee is recommended to consider, if necessary amend, and approve the attached draft Community & Adult Services Scrutiny Committee Annual Report 2014-15 to be laid before Council.

MARIE ROSENTHAL
County Clerk and Monitoring Officer
30th April 2015

scrutiny



A Report of: Community & Adult Services Scrutiny Committee

Annual Report 2014 – 2015

May 2015



City & County of Cardiff Council

COMMUNITY & ADULT SERVICES SCRUTINY

COMMITTEE MEMBERSHIP¹

(Chairperson)



[Councillor Ali Ahmed](#)



[Councillor David Groves](#)



[Councillor Patricia Burfoot](#)



[Councillor Joseph Carter](#)



[Susan Goddard](#)

[Councillor](#)



[Councillor Chris Lomax](#)



[Councillor Mary McGarry](#)



[Councillor Eleanor Sanders](#)



[Councillor Graham Thomas](#)

¹ Councillor Ali Ahmed was a member of the Committee for June and July 2014 and stepped down from the Committee to concentrate on his duties as Deputy Mayor. Councillor Burfoot was a member of the Committee for June and July 2014. Councillor Lomax has been a member of the Committee since July 2014.

Terms of Reference of the Community & Adult Services Scrutiny Committee

To scrutinise, measure and actively promote improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of community and adult services, including:

- Public and Private Housing
- Disabled Facilities Grants
- Community Safety
- Neighbourhood Renewal and Communities Next
- Advice & Benefit
- Consumer Protection
- Older Persons Strategy
- Adult Social Care
- Community Care Services
- Mental Health & Physical Disabilities
- Commissioning Strategy
- Health Partnership
- Local Service Board

To assess the impact of partnerships with and resources and services provided by external organisations including the Welsh Government, Welsh Government-sponsored public bodies and quasi-departmental non-governmental bodies and health services on the effectiveness of Council service delivery.

To report to an appropriate Cabinet or Council meeting on its findings and to make recommendations on measures which may enhance the Authority's performance in this area.

To be the Council's Crime and Disorder Committee as required by the Police and Justice Act 2006 and any re-enactment or modification thereof; and as full delegate of the Council to exercise all the powers and functions permitted under that Act.

CHAIR'S FOREWORD



Councillor David Groves
Chair, Community & Adult Services Scrutiny Committee

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OVERVIEW

The Community and Adult Services Scrutiny Committee plays an important role in assessing service performance and informing service and policy development across a range of Council services, including all aspects of housing, neighbourhood renewal and adult social care. The Committee is also the Council's crime and disorder scrutiny committee.

One of the main aims of this Committee is to look at things from a service user and citizen perspective and use this to inform our observations and recommendations to the Cabinet. We have invited contributions to our work from carers, advocates, service users, citizens, partners and the third sector as well as hearing from Council Members and officers and statutory organisations.

Between June 2014 and May 2015 the Committee scrutinised the following topics:

- **Inquiries** - Where the Committee has undertaken an examination of a topic over a period of time, resulting in a formal report to the Cabinet:
 - 'Tackling Human Trafficking in Cardiff'.
 - 'Information, Advice and Assistance Services for Mental Health Service Users in Cardiff'.
 - Cabinet Responses to previous Inquiries, namely:
 - 'The Impact of Under Occupation of Social Housing (Bedroom Tax) Welfare Reform changes in Cardiff';
 - 'The Provision of Services to Adult Carers of Adults in Cardiff';
 - 'The Provision of Adult Social Care Services to Minority Communities in Cardiff'; and
 - 'Tackling Human Trafficking in Cardiff'.

- **Policy Development and/or Review** - Where the Committee has contributed to the Council's policy development processes, for example by considering draft policy documents, and/or where the Committee has considered the implementation of policies, looking at whether this has happened in a timely manner and the impact of

the policy, giving the Cabinet the opportunity to know Scrutiny Members' views about whether any changes are required:

- Directorate Delivery Plans.
 - Supported Living Services for Adults with Learning Disabilities.
 - Domiciliary Care.
 - Out of Hours Noise Nuisance.
 - Preparation for implementation of Housing Act (Wales) 2014.
 - Strategy for Health & Social Care Directorate Older People's Services 2014-2017.
 - Cardiff Partnership Board Scrutiny arrangements.
 - Direct Payment Support Provider Update.
 - Social Services & Well Being (Wales) Act.
 - Assessment and Care Management Business Process Review.
 - Adult Carers of Adults.
- **Pre decision** - Where the Committee has evaluated and commented on policy proposals prior to Cabinet, giving Cabinet the opportunity to know Scrutiny Members' views prior to making their decision:
- Regional Regulatory Services.
 - Domiciliary Care Commissioning.
 - Housing Subsidy Finance Reform.
 - Supported Living Services for Adults with Learning Disabilities – Contract Award.
 - Amendments to Housing Allocation Scheme.
 - Housing Revenue Account Business Plan 2014-15.
 - Adult Learning Disability Day Opportunity Strategy.
 - 150 Thornhill Road.
 - Supporting People Local Commissioning Plan.
 - Single Licensing Authority for Private Rented Sector Housing.
 - Housing Act (Wales) 2014: Homelessness aspects.
- **Monitoring Progress** - Where the Committee has undertaken monitoring of the Council's progress in implementing actions previously agreed:
- 'The Structure and Approach of Cardiff Council in Tackling Anti-Social Behaviour'.

- 'The Provision of Services to Adult Carers of Adults in Cardiff'.
- 'Provision of Accommodation for Gypsy and Traveller Households in Cardiff'.
- **Monitoring Performance** - Where the Committee has undertaken monitoring of the Council's performance:
 - Corporate Plan and Budget.
 - CSSIW Evaluation of Social Services in Cardiff 2013-14.
 - Director of Social Services Annual Report 2013-14.
 - Quarterly Performance Reports – Health and Social Care.
 - Six Monthly Performance Reports - Communities and Community Safety.
 - Savings Progress Reports – Health and Social Care.
 - Quarterly Progress Reports for Health and Social Care Regional Collaboration Funded Projects.
 - Quarterly Progress Reports for Intermediate Care Funded Projects.
 - Protection of Vulnerable Adults – Draft Area Adult Protection Committee Annual Report 2013-14.
- **Briefing Papers**
 - City Centre Management changes.
 - Community Maintenance Services.
 - Residential & Nursing Care Homes Commissioning.
 - Deprivation of Liberty Standards.

Over the year the Scrutiny Committee held 14 committee meetings and wrote 28 letters to the Cabinet, officers and external partners, sharing their comments/ recommendations and concerns following the scrutiny of items at committee meetings. This included three joint meetings, one with the Environmental Scrutiny Committee, in order to carry out pre-decision scrutiny of the Regional Regulatory Services Collaboration proposals, and two joint meetings with the Children and Young People Scrutiny Committee, in order to consider the Director of Social Services Annual Report 2013-14 and the Care and Social Services Inspectorate Wales Annual Report on the Effectiveness of Social Care Services 2013-14.

Members from this Committee also formed a sub-committee which, along with sub-committees from the Economy and Culture and Policy Review and Performance Scrutiny Committees, met in September 2014 to scrutinise community provision in Cardiff East, community hub proposals for the STAR area and the strategy for the future provision of community hubs.

Members have also attended a number of other scrutiny events including: forum meetings for work programming and for corporate plan and budget scrutiny; briefing sessions on Deprivation of Liberty Standards, Domiciliary Care contract monitoring and performance scrutiny; and training events on questioning skills and scrutinising risk.

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INQUIRIES

Tackling Human Trafficking in Cardiff

Members from this Committee undertook a joint Inquiry with the Children and Young People Scrutiny Committee to look at the work underway in Cardiff to tackle human trafficking and to make recommendations to improve this.

Members heard from local agencies involved in work to tackle human trafficking as well as from organisations that work across Wales, including statutory bodies, such as the Police and the Crown Prosecution Services, and third sector agencies such as Barnardos, Safer Wales and BAWSO. Members also met with the Deputy Police and Crime Commissioner, council officers and Cabinet Members covering social services, education and housing services and received written evidence from commissioning and procurement services and from the Wales Migration Partnership.

The report from the Inquiry contained sixteen recommendations and was presented to Cabinet in October 2014. A response was agreed at Cabinet in January 2015. Cabinet agreed in full to twelve recommendations, agreed partially to a further recommendation and did not accept three recommendations.

Members of the Committee have recommended that a progress report on the implementation of the agreed recommendations be included in the work programme for 2015-16 and preferably be received at a joint meeting with the Children and Young People Scrutiny Committee.

Information, Advice and Assistance Services regarding Adult Mental Health Services

Members are undertaking this Inquiry into the services available to people in Cardiff who seek information, advice and/or assistance regarding adult mental health services, both

18-65 year olds and older people. The Social Services and Well Being Act (Wales) 2014 requires local authorities to provide universal information, advice and assistance services on all social care services. Members have decided to focus on the information, advice and assistance available with regards to mental health services, in order to enable a more in depth exploration of the current provision and the implementation of the Act requirements.

As part of the Inquiry, Members commissioned Scrutiny Research to carry out a survey in order to hear from Cardiff citizens who have experience of using these services. The survey was undertaken in January 2015 using an on-line survey and hard copy survey forms available at various Council venues as well as at health services locations and at third sector organisations. The aim is to also hold focus groups to explore in more detail some of the issues identified by the survey. The results of the research will provide Members with evidence of service users' experiences and perceptions of the provision of information, advice and assistance services.

Members will also be hearing from other relevant stakeholders and will use all the information gathered to make evidence-based recommendations to the Cabinet to assist in the implementation of the Act and to identify how best to improve existing information, advice and assistance services.

POLICY DEVELOPMENT AND PRE-DECISION SCRUTINY

Members have undertaken a significant amount of pre-decision scrutiny and policy development work in respect of Social Care and Housing issues as well as Community Safety and Crime and Disorder scrutiny. Details of some of these are provided below; a full list of the topics covered is provided earlier on page 6.

Domiciliary Care and Direct Payments in Cardiff

Over recent years, Members have undertaken several scrutinies relating to the future commissioning of domiciliary care in Cardiff, including scrutiny of the Social Care Task Force proposals, the Expert Group report and proposals developed thereafter. In July 2014, Members carried out pre-decision scrutiny of a report to Cabinet which detailed the proposed new model for commissioning domiciliary care services, transition arrangements and consultation arrangements. The proposals covered all categories of service user

groups in Cardiff, and therefore so did the scrutiny. Members recommended that the Cabinet report be amended to include more details on the proposed timeline, cost envelope, cost of technology required, how outcomes would be evaluated and the interface between the proposed model and Direct Payments. These recommendations were accepted and additional information was provided. Members also requested further scrutiny focusing on the quality aspects of the proposed model and contract monitoring.

In September 2014, Members received a progress report on implementation of the new model and further details on the proposed Provider Quality Score, contract monitoring and financial risk monitoring, as requested. Following discussion at the meeting, Members remained concerned that the proposals did not provide sufficient controls for finance or quality. Members were also disappointed that their recommendation to amend the evaluation process was rejected and that the process remained as firstly 50% Provider Quality Score / 50% costs and secondly an analysis of a company's ability to help a service user to gain the outcomes required.

In January 2015, Members received an update report on progress in retendering the Direct Payment Support Provider service. One of the targets in the Corporate Plan 2014-17 was to increase the number of social care service users using Direct Payments. A critical aspect in achieving this target is the availability of appropriate support to service users to facilitate their uptake of Direct Payments. Members were aware that the existing contract for this service provision was due to expire 31st March 2015 and had been requesting an update report on work to address this matter for some time.

In January 2015, Members heard that the Council was considering its options in order to implement appropriate support services by 1st April 2015, taking account of the principles of best value and service user choice and ensuring a wider mix and match of Direct Payment support services. Members expressed their disquiet and concern about the delay in retendering for support provision for Direct Payments, leading to a short window of time to put in place appropriate mechanisms for 1st April 2015 onwards. Members asked to be updated on progress as soon as progress is made. The Director of Health and Social Care responded in writing that the Council would be negotiating with the provider to directly award a contract until April 2017, with an amended service specification and negotiated savings forming part of the new contract. The Council would then move towards a formal tender for the provision of the service based on a new model.

Adult Carers of Adults

In November 2014 Members received the Cabinet Response to the Committee's earlier Inquiry into the Provision of Services to Adult Carers of Adults in Cardiff. Members were pleased that both the Cabinet Member and Director of Health & Social Care acknowledged that the Cabinet Response had slipped for various reasons, not least that neither of them were in post at the time the Inquiry Report was submitted to Cabinet. Members thanked the Director of Health & Social Care for her statement that she welcomed the leadership demonstrated by scrutiny in providing challenge on these issues and the consequent need for leadership from the Cabinet to shape their response.

As part of quarterly performance monitoring scrutiny, Members were aware of continuing performance issues in relation to the number of offers made for a Carer's Assessment, to Adult Carers of Adults. Members questioned whether the steps being taken were sufficient to improve performance significantly and decided to undertake more in-depth scrutiny on these issues. In April 2015, Members explored issues with regard to this performance and received a report detailing progress in implementing Inquiry recommendations that were accepted by Cabinet. Members also received details on the current and planned approach to respite care re service users with Learning Disabilities. Members had asked for an update regarding the progress with developing the service specification for a new Carers Service but heard that this work had slipped due to other work pressures but is due to be completed in Quarter One 2015-16.

Members were pleased with the progress made to date in many of the areas covered by the Inquiry recommendations, noted that the performance indicators still showed poor delivery in this area and noted that work was due to be completed soon to improve the Care First database, which is intended to lead to more accurate performance information. In order to assist with improving the take-up of offers for a carer's assessment, Members recommended that the reasons for declining an offer be recorded and analysed, in order to see if there are areas of concern that could be addressed, thus boosting performance.

Members were concerned to hear that there was an apparent lack of hospital discharge planning in some cases and that this had an impact on Adult Carers of Adults. Members

sought clarification on discharge planning processes and on work planned or underway to address this.

Members were pleased that the Corporate Plan 2015-17 contained a commitment to support carers by ensuring that all carers are offered a Carer Assessment and by increasing the number of carer assessments undertaken by 2016. Members highlighted that they would be looking for evidence of improved performance in future reports and would like to receive details on the Carers Service specification.

Services for Adults with Learning Disabilities

Members have committed a significant portion of time to undertaking scrutinies of changes to services for adults with learning disabilities, including Supported Living Services, Day Opportunities and Respite Services.

With regard to Supported Living Services, Members built on previous years' scrutinies and undertook policy development and pre-decision scrutiny over three separate committee meetings. Members invited a range of external stakeholders to contribute to these scrutinies, including service user, provider and parent representatives to hear their views on the proposed model, consultation and engagement processes.

In June 2014, Members received a report detailing progress made by the in-house project group in developing a proposed model for supported living services. Members had previously highlighted the need for a further report to Cabinet and for pre-decision scrutiny of this, which were agreed by the Cabinet Member. The pre-decision scrutiny took place in October 2014, following which Members made a series of recommendations aimed at enhancing the Cabinet Report as follows: include additional evidence on the pilot project, consultation events and supplier briefings, which had provided support for the rationale for the proposed changes to the model; state that the tender specification will detail the role of lead providers and their responsibilities with regard to ensuring the quality of sub-contractor organisations; clearly state the importance that the Council will place on effective and robust contract monitoring; state that the evaluation criteria is on a 50/50 split between cost/ quality; detail the criteria that will be used to determine quality; and explicitly state when the communications plan will be updated and implemented. Members also stated that they would wish to undertake pre-decision scrutiny of the final report to Cabinet to award the contracts.

The Cabinet Members responded stating that, whilst it was too late to change the Cabinet Report, the Committee's letter and her response (which contained the additional evidence requested) would be placed before Cabinet at the time of their deliberation. The Cabinet Member also stated that she would work with officers to review the tender specification so that it explicitly reflected the points raised by Committee with regard to the lead provider.

In March 2015, Members carried out pre-decision scrutiny of the Cabinet report on the award of contract to successful providers. Members commended the officers involved for delivering such a complex project on time and thanked them for their dedication and hard work. Members highlighted that effective contract monitoring will be essential to ensure that the commissioned service is being delivered. Members asked to receive information on the proposed contract monitoring arrangements for the contract; these were supplied in the Cabinet Member's response to the Chair's letter.

In December 2014, Members carried out pre-decision scrutiny of the report to Cabinet on the draft Adult Learning Disability Day Opportunity Strategy 2014-2017. Following the scrutiny, the Chair wrote to the Director of Health & Social Care stating that, whilst Members support the direction of travel outlined in the draft Strategy, in terms of increasing choice and control and promoting Direct Payments, the support was tempered by various concerns, as follows: what the role will be for independent organisations and advocates in the assessment and planning process for existing and new service users; how the range of day opportunities will be increased in the short term; where the savings of £550,000 in this area will come from without a diminution in the scale of day opportunities available; whether Direct Payments will fully meet the costs of assessed needs; the impact of proposed changes on existing friendship groups; and how the transition from the existing service to the new service will be managed, particularly for those existing service users and/or their families and/or carers who may find the move challenging. The Director of Health & Social Care responded stating that the report to Cabinet had been updated to include the Committee's feedback as well as a copy of the Chair's letter. The Director's letter responded to each of the points detailed above and provided the additional information requested with regards to Direct Payments.

The scrutiny of respite services was included in a wider item on Carers, heard at Committee in April 2015 and detailed in the section above on Adult Carers of Adults.

Homelessness Services

Members carried out policy development and review scrutiny of homelessness services in October 2014, followed by pre-decision scrutiny in April 2015 of proposed changes to homelessness provision required as part of the implementation of the Housing (Wales) Act 2014. Members put on record their sincere gratitude to all those who work with homeless citizens in Cardiff, for their hard work, commitment, care and compassion.

During scrutiny in October 2014, Members examined the proposed changes in homelessness duties contained in the Housing (Wales) Act 2014 and recommended that officers seek to work more closely with the Prison Service regarding homelessness and rehousing duties. The Cabinet Member responded to confirm that this would be taken forward. Members also raised concerns that, as has happened in England, there may not be as much private rented sector accommodation made available to homeless people as hoped for, despite officers' proactive work. Members also raised concerns about the length of tenure and stability of rent levels that may pertain and requested that these areas come back to Committee for scrutiny, along with the outcomes of the on-going review of the Bond Scheme. The Cabinet Member stated that she shared these concerns and would be happy to report back to a future committee about both the operational and policy issues related to these changes.

In April 2015, Members carried out pre-decision scrutiny of a report to Cabinet detailing proposals on how the Council will use the private rented sector in meeting homelessness duties and how it will apply the intentionality test during homelessness investigations. Members noted the proposals and were pleased to hear about the on-going work to build on positive relationships already in place with the Cardiff Landlords Forum. Members were pleased to hear that the Welsh Government funding of £520,714 is being used to find ways of sustainably implementing the legislative changes and asked to be kept informed of the implementation of the homelessness aspects of the Housing Wales Act 2014 and of any impacts arising from this.

Amendments to Housing Allocations Policy

Members built on previous scrutiny by undertaking pre-decision scrutiny of proposed amendments to the way in which council housing is allocated in Cardiff. In 2013-14, this Committee had recommended that effective indicators be put in place to monitor the impact of the new Housing Allocations Policy, in case there were unintended consequences. This recommendation was accepted, with the Cabinet Member stating that robust monitoring would take place. This had happened and had highlighted that further amendments to the Housing Allocations Policy were required, resulting in the creation of three sub-lists. The amended Policy was also being signed up to by other social housing landlords in Cardiff to enable a single approach to social housing allocations across Cardiff.

Members noted that key performance indicators will be put in place to enable data modelling of trends before targets are set for each of the three sub-lists. Members also note that further amendments may be required with regard to the use of the Private Rented Sector, following implementation of the Housing Act (Wales) 2014 and stated that they would wish to scrutinise these via pre-decision scrutiny at an appropriate time. The Cabinet Member confirmed that any further amendments relating to the Private Rented Sector and the Housing Act (Wales) 2014 will be presented to this Committee at the relevant time.

Housing Subsidy Finance Reform

In July 2014, Members carried out pre-decision scrutiny of a report to Cabinet detailing the proposed response from the Council to the Welsh Government consultation on changes to the Housing Subsidy Finance system. The Cabinet Member stated that the scrutiny was crucial in ensuring a timely response to Welsh Government.

The Welsh Government had negotiated with the UK Treasury to agree proposals to enable the 11 Welsh local authorities that have retained their housing stock to 'buy-out' from the Housing Revenue Account Subsidy system. Having reached an agreement, the Welsh Government asked local authorities for their responses to the proposals, which included local authorities taking on additional borrowing from the Public Works Loan Board and put forward three options for the distribution of these borrowing amounts.

Having considered the evidence provided with regards to the various options and their implications, Members were content with the proposed consultation response and supported its submission to the Welsh Government. Members asked for clarification on whether new-build council housing will be within the Housing Revenue Account ring-fence or not. The Cabinet Member responded stating that the introduction of self financing from April 2015 would give Councils the opportunity to provide high quality, well managed council homes, where the Council will be able to retain all income from any new properties.

Members also noted the consequent requirement to recast the Housing Revenue Account Business Plan 2015-16 to take into account the proposed changes, including the additional borrowing of £31 million. Members considered the draft Business Plan in December 2014 and noted that the repayment timeline for the borrowing required for the buy-out from the Housing Revenue Account Subsidy system is yet to be determined and will depend on negotiations with HM Treasury.

Supporting People Local Commissioning Plan

In January 2015, Members carried out pre-decision scrutiny of the Supporting People Local Commissioning Plan, which outlined the approach for commissioning £16.3 million accommodation and housing-related support services and the proposals for managing a £1.8 million reduction in Supporting People Programme Grant funding for 2015/16. In order to inform the scrutiny, Members invited support provider and landlord representatives from the Supporting People Regional Collaborative Committee.

Members noted the difficulties facing the Council, other social landlords and providers in dealing with the reduction in available funding and noted that they have real concerns about this reduction. Members asked for information about the transitional funding the Council was proposing to use to assist affected providers whilst they adjust to the reduced funding, which the Cabinet Member agreed to provide once details were confirmed.

Members agreed with the proposal to hold a strategic review early in 2015/16 to inform the future direction of Supporting People in Cardiff and were pleased to hear that this review will actively involve service users. Members highlighted the need to avoid competitive tendering leading to a 'race to the bottom', by ensuring specifications are correct and avoid unintended consequences; the Cabinet Member agreed to this.

Members sought assurance that work was underway to address consequential risks that flowed from the Plan. The Cabinet Member responded stating that work was underway with providers, Children's Services and other statutory partners to identify which aspects of services are essential to safe and appropriate service provision, with transitional funding being specifically targeted to mitigate risk.

Members requested timely pre-decision scrutiny by this Committee of the proposals flowing from the strategic review, which the Cabinet Member stated she would support by ensuring that time is built into the programme to allow for this.

Single Licensing Authority - Private Rented Housing

In March 2015, Members carried out pre-decision scrutiny on a Cabinet Report that contained recommendations for Cardiff Council to become the single licensing authority for the whole of Wales, in terms of licensing landlords and agents operating in the private rented housing market in Wales. These proposals flowed from powers contained in the Housing (Wales) Act 2014 and were the culmination of working between Welsh Government and across all Welsh local authorities.

Members were supportive of the proposal as set out in the Cabinet Report, believing these would lead to an improved private rented sector from both a landlord and tenant perspective and that this would lead to benefits for Cardiff as a whole. During the meeting, Members explored the potential risks to Cardiff Council of becoming the single licensing authority. Members recommended that, to avoid financial risk to the Council, the Cabinet not make a decision on the matter before written confirmation had been received from the Welsh Government confirming their funding of costs that legally cannot be recouped via licensing.

The Cabinet Member responded stating that he agreed it was important to avoid risks and that he was pleased to be able to advise Committee that written confirmation had been received from the Welsh Government outlining its commitment to the project and the financial support available for 2015/16.

Regulatory Services Collaboration

At their meeting on 29th July 2014 Members of the Community and Adult Services Scrutiny Committee and the Environmental Scrutiny Committee met jointly to carry out pre-decision scrutiny of proposals to create a shared regulatory service between Bridgend, Cardiff and The Vale of Glamorgan Councils.

The proposals centred on establishing a single shared service across the three Councils for the Environmental Health, Trading Standards and Licensing functions, under a single management structure. The project was identified as an opportunity for the Councils to create a new and innovative service on a regional basis that could deal with changing customer demands at a time of reduced levels of funding. Funding had been secured from the Welsh Government's Regional Collaboration Fund (RCF) to develop proposals for the project.

The Community and Adult Services Scrutiny Committee and Environmental Scrutiny Committee of City of Cardiff Council wrote to the Leader of the Council to make several comments and observations aimed at enhancing the proposals. These included: acceptance that the best approach is to collaborate with neighbouring local authorities; stating that the Cabinet should receive a more informative and robust case regarding which local authority should act as the host authority; that Members do not wish for scrutiny to be carried out by existing separate Scrutiny Committees as they feel that the appropriate scrutiny mechanism is the establishment of a Joint Scrutiny Committee, which mirrors the proposed Joint Committee and has equal representation from each local authority.

Members also raised additional concerns regarding: terms and conditions for transferred staff; protection of existing levels of service delivery in Cardiff; proposed level of projected savings; that the level of proposed savings does not justify significant reductions in the level of regulatory services provided in Cardiff; the need to re-quantify the figures for Houses in Multiple Occupation in Cardiff; concerns about the harmonisation of the different ICT systems used by each Council and the subsequent systems in place to control the home-based working arrangements proposed for the shared services.

The Leader responded stating that he was extremely grateful for the Committee's general support for the proposals and their comments, which were considered prior to a decision being made. The response stated that: the report to Cabinet would be amended to provide additional information regarding case regarding which authority should act as the host authority; the Leader noted the points made about scrutiny of the new arrangements and

that he would ask officers to arrange meetings with relevant scrutiny chairs to consider establishing a joint scrutiny panel; that significant work would be undertaken regarding terms and conditions of transferring staff, which would be subject to consultation with staff and trades unions; that all three Councils have to make savings and therefore even if the collaborative proposal is not accepted, there is no guarantee about future service delivery but that the collaborative model proposed aims to provide as comprehensive a service as possible within the resource available to the Council; that the three year Business Plan for the new service will identify further savings for the short and medium term; that HMO figures would be revisited; that officers are learning from other collaborative approaches to avoid repeating mistakes with regard to ICT.

COMMUNITY SAFETY AND CRIME & DISORDER SCRUTINY

During 2014-15, Members have undertaken the following scrutinies as part of their responsibilities for scrutinising the work of the crime and disorder partnership and community safety in Cardiff: implementation of reshaped out of hours noise nuisance service; changes to city centre management services; report on the progress made in implementing agreed changes to the Anti Social Behaviour service, following a detailed Inquiry last year; conclusion of in-depth Inquiry into Tackling Human Trafficking in Cardiff; and regular performance reports covering the work undertaken by crime and disorder partners, including via Neighbourhood Partnership, to tackle community safety issues. Members have requested amendments to the performance reports to include commentary to explain the impact of partnership activity on trends and a summary of the key issues facing Cardiff.

Members were also scheduled to undertake scrutiny of the proposed re-commissioning of Domestic Violence services; the timing for the re-commissioning has slipped and Members are recommending that a future Committee include scrutiny of this item in their work programme.

CORPORATE PLAN & BUDGET

At its February 2015 meeting the Committee considered the Council's draft Corporate Plan and draft budgetary proposals for 2015 – 16. Members noted with concern the scale of proposed savings for Health and Social Care, both in terms of the impact these could have and in terms of their achievability. Members raised particular concerns with regard to proposed savings from closing day centres for older people, reorganising meals on wheels and ceasing counselling services run by the Drug and Alcohol team. When the final budget was agreed at Full Council, changes were made to the day centres and counselling services proposals to ensure existing services would be funded until alternative arrangements were put in place.

Members stated their intention to recommend to a future Committee that it monitor the delivery of proposed Health and Social Care savings and requested a meeting with Cabinet Members and officers to discuss how best to approach this, which the Cabinet Member agreed to. Members also asked that mechanisms be put in place to capture the consequential impact of these savings, which was agreed to by the Cabinet Member.

Members also stated their concerns about the cumulative impact of proposed savings relating to corporate partnership working and neighbourhood partnership working. When the final budget was agreed at Full Council, changes were made to provide £10,000 to each of the six Neighbourhood Partnership areas in order to assist groups that are in the process of taking on services to support health and well being in these areas.

Members also requested briefings be arranged on the implementation of Universal Credit and preparations being made to manage this; the Cabinet Member agreed to this and has tasked officers to arrange.

MONITORING PROGRESS

Members received progress reports on the implementation of agreed recommendations for three previous Inquiries: 'The Structure and Approach of Cardiff Council in Tackling Anti-Social Behaviour'; 'The Provision of Services to Adult Carers of Adults in Cardiff'; and 'The Provision of Accommodation for Gypsy and Traveller Households in Cardiff.

Members also received Cabinet Responses to the following previous Inquiries:

- ‘The Impact of Under Occupation of Social Housing (Bedroom Tax) Welfare Reform changes in Cardiff’; 8 out of 10 recommendations were fully accepted, with the other 2 partially accepted and the response detailed the actions taken to date and planned.
- ‘The Provision of Services to Adult Carers of Adults in Cardiff’; 9 recommendations were fully accepted and 6 were partially accepted out of 18 recommendations and the response detailed the actions taken to date and planned.
- ‘The Provision of Adult Social Care Services to Minority Communities in Cardiff’; 7 recommendations were fully accepted and 6 were partially accepted out of 15 recommendations and the response detailed the actions taken to date and planned.
- ‘Tackling Human Trafficking in Cardiff’; 12 recommendations were fully accepted and 1 was partially accepted out of 16 recommendations and the response detailed the actions taken to date and planned.

MONITORING PERFORMANCE

Members have received a range of reports to facilitate monitoring of service delivery and customer satisfaction. These have included: regular performance reports for adult social care, community safety and housing services; quarterly progress reports with regard to health and social care projects funded by Welsh Government Regional Collaboration Funding; quarterly progress reports with regard to projects funded by Welsh Government Intermediate Care Funding; progress reports on the delivery of accepted savings; scrutiny of the Directorate Delivery Plans; annual customer satisfaction survey reports; and the Area Adult Protection Committee Annual Report 2013-14.

Members have particularly focused on challenging target setting, partnership working to deliver improved services, exploring concerns with regard to performance in Health and Social Care, notably regarding the level of Carer’s Assessments, Direct Payments, review of care plans and sickness absence level, and monitoring both the delivery of savings and the impact of this.

Members also received reports from relevant Inspectors, including the Care and Social Services Inspectorate for Wales. This Committee held joint meetings with the Children and Young People Scrutiny Committee to scrutinise the Director of Social Services Annual Report and to receive the CSSIW Evaluation of Social Services in Cardiff 2013-14 report.

Finally, Members received the draft Area Adult Protection Committee Annual Report 2013-14, which details work by the Council and Health Board in respect of the Protection of Vulnerable Adults.

WORK PROGRAMME FOR 2015 - 16

Members of the Committee will soon be invited to consider items for possible inclusion in the Committee's work programme during 2015-16. Work is currently in progress to draw together issues for the new Committee to consider. A draft work programme will then be developed and brought to Committee for approval and implementation. The Committee would welcome suggestions for scrutiny items from other Members.

FUTURE SCRUTINY WORK

Over the course of its deliberations this year, the Committee has recommended that the following items be considered for inclusion in the Committee's 2015-16 work programme:

- ❖ Regional Collaboration – Regulatory and Health & Social Care – Year 3.
- ❖ Intermediate Care Fund – Year 2.
- ❖ Social Services & Well Being (Wales) Act 2014 implementation.
- ❖ Carers - service specification and performance.
- ❖ Impact of review of Assessment and Care Management.
- ❖ Domiciliary Care – quality and impact re new commissioning process.
- ❖ Integrating Health and Social Care.
- ❖ Health & Social Care Older People Services Commissioning Strategy.
- ❖ Housing (Wales) Act 2014 implementation.
- ❖ Supporting People Strategic Review and Local Commissioning Plan 2016-17.
- ❖ Housing Allocations.
- ❖ Universal Credit implementation.
- ❖ Anti Social Behaviour.
- ❖ Prostitution/ Sex Work.
- ❖ Noise Nuisance.
- ❖ Domestic Violence recommissioning.
- ❖ Taxi Marshalls.
- ❖ Mobility buggies.
- ❖ Performance Reports.
- ❖ Savings Reports.
- ❖ Relevant Audit, Inspection and Regulatory Reports.
- ❖ Cabinet Responses to previous Inquiries.

❖ Implementation of agreed
recommendations from previous

Inquiries.

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**CITY & COUNTY OF CARDIFF COUNCIL
DINAS A SIR CAERDYDD**

COMMUNITY AND ADULT SERVICES SCRUTINY COMMITTEE

13 May 2015

CORRESPONDENCE UPDATE – INFORMATION REPORT

Background

1. Following most Committee meetings the Chair writes a letter to the relevant Cabinet Member or officer, summing up the Committee's comments and recommendations regarding the issues considered during that meeting. At the Committee meeting on 1 April 2015 Members received a report detailing the Committee-related correspondence sent by, and received by, the Committee relating to committee meetings held on 3 December 2014, 4 February and 4 March 2015. This report provides an update since then.

2. Members will find copies of the following letters attached in full in

Appendix A:

- i. Letter from Councillor Groves, Chair, to Councillor De'Ath, regarding the Quarter Three Community Safety performance report considered at Committee on 4 March 2015 – response awaited.
- ii. Letter from Councillor Groves, Chair, to Councillor Elsmore, regarding items that fall within her portfolio considered at Committee on 4 March 2015 - responses received and attached, with Health and Social Care issues being addressed in the letter dated 23 March 2015 and Communities issues being addressed in the letter dated 23 April 2015.
- iii. Letter from Councillor McGarry, Acting Chair, to Councillor Elsmore, regarding the Assessment and Care Management Business Process Review item considered at Committee on 4 March 2015 – response received and attached.

- iv. Letter from Councillor Groves, Chair, to Councillor Elsmore, regarding Health and Social Care issues, dated 15 April 2015 – response received and attached.

Way Forward

3. During their meeting, Members may wish to reflect on the letters sent and received by the Chair. In particular, they may wish to consider how far the recipients have responded to the Committee's letters.

Legal Implications

4. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

5. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with

recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

The Committee is recommended to note the content of the letters contained in the appendices.

Marie Rosenthal

County Clerk and Monitoring Officer

30 April 2015

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APPENDIX 1

City of Cardiff Council Response to Community & Adult Service Scrutiny Committee 4th Mar 15 in respect of Supported Living Services Contract monitoring arrangements

Health & Social Care Directorate
Report of Director of Health & Social Care -

Response Date 13th March 2015

CONTRACT AWARD IN RELATION TO THE SUPPORTED LIVING PROVISION FOR ADULTS WITH A LEARNING DISABILITY

**Please see contract monitoring arrangements outlined in the
specification:**

39. Service Monitoring and Review Process

39.1 The purpose of the monitoring and review process is to ensure that the service users living in supported living have efficient and effective services that meet their individual needs, outcomes and identify any problems at an early stage

39.2 The service provider will participate in the ongoing monitoring and evaluation of services in a consultative manner with The City of Cardiff Council's representatives and will be expected to comply with the collection of organisational, service and service user information and other data as required by The City of Cardiff Council.

39.3 Information will be collected and collated regularly. This will enable effective monitoring of the impact on the supported living service in terms of the outcomes for service users (as identified in care plans), best value and contract compliance. The approach will:

- a) Enable and empower input from service users.
- b) Enable and empower families/partners/friends and carers to be involved in monitoring both service delivery and progress.
- c) Share information on activity and costs for the purposes of benchmarking.
- d) Request that providers share information on any existing quality assurance audits and other internal monitoring programmes that provide evidence of quality standards.
- e) Continually review the service profile against the current and projected need for services in Cardiff, in order to build capacity
- f) Utilise monitoring information for continual learning across the sector, and for informing the continual development of the strategic planning process.
- g) Ensure that information from individuals, services and providers contributes to the

refinement of the Strategy and to contracts.

39.4 The service provider will work with the **service area** in its commitment to involving service users in a meaningful way in the planning, delivery, monitoring and organisation of its services. Service users must be confident that their concerns and complaints will be taken seriously investigated and responded to.

39.5 Service providers will ensure that service users are fully involved in monitoring by:

- a) treating service users as experts about themselves and their own needs
- b) making all communication accessible
- c) support service users to express their opinions
- d) taking the views of service users into account when making decisions about the service
- e) informing service users about future commissioning arrangements and involve them

40. Meetings

40.1 The service provider will send staff representation of an appropriate level to the following meetings:

- a) **Six Monthly Project Review** –The service provider will participate in this review to enable The City of Cardiff Council to gain an overview of the service provision and to ensure that the outcomes and needs of the service users are being met. Providers and all support parties will be expected to participate in this review. The review will cover all service users within the supported living property. A record of the meeting will be distributed by The City of Cardiff Council's Monitoring and Review Team and the service provider will be expected to address any actions attributed to their organisation at the meeting and agreed in the minutes. Evidence of work to complete and address the actions by the service provider will be available to present at the agreed dates.
- b) **Annual Review** - The service provider will be expected to complete an annual review self assessment monitoring form prior to meeting with the MDT to review each supported living house. Monitoring forms will also be distributed to family members, service users, advocates and professionals. Review forms will be sent with at least 2 weeks notice of completion. It is expected that service providers will have systems in place to ensure that service users are enabled to be fully involved in the review process. Actions agreed in review meetings will need to be carried out by the service provider or wider MDT. The purpose of the annual review is to ensure all elements of the service providers are meeting needs and the correct processes are in place in which to do this. The annual review will also enable The City of Cardiff Council to gain an overview of the service provision and ensure that needs and outcomes for service users are being met. Providers and other professionals involved will be expected to participate. A record of the meeting (with all actions required) will be distributed by the

monitoring and review team.

c) Six Monthly and 3 Monthly Project Reviews (as required)

Additional project reviews will generally be held on a six monthly basis (more often if required) alongside the annual review if agreed by the MDT that further reviews and action planning required. The focus of these reviews is to ensure that service provision is meeting the needs and outcomes for service users. Project reviews will not be carried out for all developments but will be agreed by the MDT as required. Factors that will identify the need for a project review will include:

- a. Project reviews after move on process has been completed (within 3 months)
- b. Actions identified in Annual review to be reviewed through project review with further actions as required
- c. High MDT involvement requiring more regular reviews
- d. Complex needs or issues within a house that warrant more regular reviews.
- e. Project reviews could be arranged at short notice if situations arise that require a timely MDT review and action plan. Service providers will be expected to prioritise this.

d) Multi Disciplinary Meetings (MDT) (as required)

MDT meetings will be arranged as required when specific pieces of work are needed to be carried out by the MDT to ensure the changing needs of an individual is discussed and actions agreed. Service providers will be expected to attend these, which may be arranged at short notice.

- e) **Spot visits** - such visits will be undertaken by an officer in the Monitoring and Review Team and Multi Agency Team. . Spot visits will be unannounced at a supported living property and the service providers will not refuse access providing that a Council ID card is presented for identification. The service provider will ensure that staff and service users are made aware of the spot visit process and their rights and responsibilities in terms of this monitoring activity. It is expected that the provider's staff will provide any documentation as requested, enable general observation of service provision to take place and engage in discussion with the monitoring officer. Support should be provided to the service user to engage in discussion with the monitoring officer should they choose to do so.

The Contract Monitoring Officer will provide written feedback from this spot visit including actions required.

f) Quarterly Reviews with Service Providers.

The service providers senior management team will be asked to meet 4 times a year with The City of Cardiff Councils Monitoring and Review team to provide an overview of all developments and to agree action plans required to ensure needs continue to be met.

40.2 If there are any concerns regarding poor practice and/or instances of immediate concern these will be noted and action taken immediately by the monitoring and review team. This will be reported to the Contract and Review Team which will consider, where appropriate, the implementation of the Escalating Concerns policy. The service provider will respond to any issue raised through spot visits and work to address and resolve the issue as directed by The City of Cardiff Council and within the set timescales and parameters given.

40.3 Supported living service provider forum quarterly meetings between the representatives of The City of Cardiff Council and all contracted supported living providers. Providers will prepare before the meeting and be fully involved in discussions about the contract, issues relating to the service delivery, issues of concerns for the service provider and Council, new developments and/or good practices.

40.4 The service provider should attend any service provider or partnership forum arranged by The City of Cardiff Council with regard to support and accommodation issues relating to people with learning disabilities.

40.5 Quarterly service provider meeting - the service provider will attend a meeting with relevant officers of The City of Cardiff Council and will be expected to discuss the organisation's service delivery and to address any issues concerning the Provider's Supported Living contract and service outcomes.

41. Outcome requirements

41.1 The City of Cardiff Council aims to establish a collaborative approach to the monitoring of the supported living service. The City of Cardiff Council will work along side the service provider to ensure that the service meets the requirements of the specification, that service users are involved in evaluation the service and that any opportunity for improvement is considered.

41.2 The City of Cardiff Council retains the right to monitor and evaluate the standards of the service provided in the following ways:

- a) consultation and feedback from people who use the service, their carers or representatives.
- b) feedback from care managers.
- c) examination of records/returns supplied by the service provider.
- d) systematic inspection of the service which may include an audit of the finances of people who use the service.

41.3 The service provider will retain the following records:

- a) occupancy figures for the property
- b) a daily record of each person using the service.
- c) activities undertaken.

- d) user/carer feedback from service provider surveys.
- e) financial records relevant to the scheme.
- f) staffing levels (rotas) and training provided to workers
- g) complaints and representations made about the service from users and carers.
- h) a summary of the information recorded for the above will be included in the contract reviewing process

41.4 The contract monitoring meetings will consider:

- a) any operational difficulties which either party has identified
- b) any matters which may necessitate changes to the contract, either immediately or on renewal

41.5 The service provider will co-operate with any reasonable activities undertaken by The City of Cardiff Council which are designed to monitor compliance with this contract, whether of a reactive (i.e. complaint or cause for concern) or pro-active (i.e. project) nature.

41.6 The service provider will work with The City of Cardiff Council's Move On policy and Process to identify the most suitable service user for a void in a supported living scheme.

41.7 Submit such documents, records and information as is required and allow The City of Cardiff Council to consult directly with any employees or staff in connection with the provision of the Services as is considered necessary, subject to the requirements of the Data Protection Act.

41.8 Detail expectation to use Telecare within each scheme that will be reviewed on an ongoing basis .

41.9 If there are any noted performance or quality assurance issues The City of Cardiff Council expects the service providers where appropriate to engage in the relevant stage of the Escalating Concerns Policy.

42. Quality Assurance Systems

42.1 The service provider will be a 'learning organisation' that aspires to continuous improvement and collaboration. The service provider shall implement and adhere to an appropriate quality assurance system, agreed with The City of Cardiff Council. This will form part of the monitoring process required by The City of Cardiff Council. The system shall include the provision of clear documentation relating to the following areas:

- a) Health and Safety
- b) Complaints
- c) Communication Systems e.g. team meetings, message taking etc
- d) Recording and communicating management decisions to staff and service users

- e) Clear statements of purpose, aims and objectives for the service
- f) Training including maintenance of records of training
- g) Supervision
- h) Recruitment and employment of staff and volunteers
- i) Consumer liaison
- j) Performance specification
- k) Measurement criteria
- l) Monitoring performance
- m) Equality and Diversity
- n) Safeguarding
- o) Risk assessment
- p) Business Plan
- q) Disciplinary procedures
- r) Financial Management of service users' affairs
- s) Administrative tasks
- t) Management Information
- u) Evaluation of outcome based support system
- v) Requirements of Supporting People Guidance and grant conditions

My Ref: Scrutiny/Correspondence/Cllr Groves

9 March 2015

Councillor Daniel De'Ath
Cabinet Member (Safety, Engagement and Democracy)
County Hall
Cardiff
CF10 4UW



Dear Dan

Community & Adult Services Scrutiny Committee Meeting – 4 March 2015

Thank you to you and Sarah McGill for attending the above meeting to discuss the Quarter Three Performance Report on Community Safety issues. Members wish to pass on their thanks to officers for enhancing the report as requested following our discussion at Committee on 1st October 2014.

At this meeting, as at our meeting in October, we discussed how these reports are used by crime and disorder partners, how they inform partnership activity and how best to receive information on the partnership activity taken in response to performance trends and issues identified by these performance reports. Members thank Sarah for her explanation of the difficulties in undertaking analysis of the performance reports and partnership activity, due to the inter-relationship between captured performance information, trends and issues and partnership activity. This was clear in the example she cited - the spike in ASB issues in South East Cardiff being caused by pro-active work to capture and identify ASB following local intelligence about specific issues in one location.

Following this discussion, Members wish to accept Sarah's suggestion that her team undertake the analysis and then the key findings from this analysis are included in the performance report that Members receive. Members also request that the performance report include trend analysis and an introductory section to the report that summarises key issues for Members. Members ask that these changes be made for the Quarter One 2015-16

With regard to suggestions at the meeting to undertake more detailed scrutiny, Members will recommend that a future committee consider more detailed scrutiny of Anti Social Behaviour for inclusion in their work programme for 2015/16, which would include receiving the results of the detailed analysis Sarah stated the Partnership Analyst, Peter King, would be undertaking. Scrutiny officers will liaise with officers about this as part of the work programming process in May 2015.

At the meeting we also discussed the upward trend for reported hate crime and the reasons for this, including work that has been undertaken to improve reporting rates. Members were pleased to hear recognition that it was important to address hate crime and that actions are being taken to tackle hate crime. Members wish to receive details of these and ask that these be included in the response to this letter.

Finally, a Member raised the issue of prostitution/ sex-work, on and off street. Members wish to accept Sarah's offer to provide a briefing of the Council and partnership work underway to address this; please send this to scrutiny services.

This letter contains a request for information re hate crime and, as such, a response is required please.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'D Groves', is placed on a light blue rectangular background.

COUNTY COUNCILLOR DAVID GROVES

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Sarah McGill Liz Patterson Nick Blake
Alison Taylor Cheryl Cornelius

My Ref: Scrutiny/Correspondence/Cllr Groves

9 March 2015

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



Dear Susan

Community & Adult Services Scrutiny Committee Meeting – 4 March 2015

Thank you for attending the above committee. This letter captures the agreed comments, observations and recommendations of the Committee with regard to all the items considered at this meeting that fall within your portfolio, apart from Assessment and Care Management Business Process Review where I declared a prejudicial interest and vacated the Chair. A letter on this item will be sent to you from the Acting Chair for this item, Councillor McGarry.

Communities Quarter Three Performance Report

Overall, Members are generally content with performance in this area and are pleased that the service continues to deliver to target.

With regard to relet times for empty council properties (HLS/014), Members note that performance has been impacted by the reletting of long-term vacant properties, that these should all have been relet by the end of Quarter One 2015/16 and that performance is therefore anticipated to improve; we will be closely monitoring this.

At the meeting, Members explored performance in relation to Disabled Facilities adaptations. Members wish to accept Sarah's offer to share customer satisfaction data regarding these with the Committee and ask that this be sent via Scrutiny Services.

Further to the discussions regarding homelessness information, Members confirm that they wish to receive the following information:

- With regard to HHA/008 and the 28% of homeless applicants who are waiting longer than 33 days for a decision on their application in Quarter Three, Members wish to receive details of how many applicants were waiting and for

how long they were waiting, broken down into relevant time series i.e. 5- 10 days longer than 33 days, 10-20 days longer etc.

- Details of the number of homeless applicants awaiting decision who were housed in temporary accommodation in Quarter Three.

Members note that officers are working hard to ensure compliance with the Corporate Attendance and Wellbeing Policy but that Communities will not hit the sickness absence target for this year. Members are aware that a review of the Policy is scheduled to be taken to Cabinet in June 2015 and that this review aims to strengthen process to deliver improved performance. Again, this is an area that we will monitor.

Finally, Members intend to recommend to a future committee that they scrutinise the impact of the implementation of the new Allocations Policy and therefore request that the monitoring information and trend analysis being undertaken by the Directorate be made available to this Committee if this item is prioritised for scrutiny.

Health and Social Care Quarter Three Performance Report

Overall, Members agree with your comments at the meeting that there are problems with performance in this area and challenges in addressing these. We note the Director's, Siân Walker, comments that she appreciates that the discussion on performance focuses on the same issues each quarter due to under-performance and that this is disappointing.

Members feel that their comments following Quarter Two performance scrutiny still stand, as set out in my letter dated 9th December 2014, which in your absence was addressed to Siân Walker.

Performance Reports

During the way forward discussions, Members discussed the performance information the Committee receives, prompted by an email from Martin Hamilton, Chief Officer Change and Improvement, received just before Committee. Members understand the need to ensure the Committee receives focused information. However, Members are also cognisant of the need to receive the breadth of information that enables the Committee to understand service delivery and any issues there may be regarding this for citizens in Cardiff.

With this in mind, Members have suggested that the Corporate Performance Reports be amended to include the range of performance indicators that the bespoke Communities and Health & Social Care performance reports currently provide, albeit that there will not be the level of detail regarding these that the Committee currently receives. Members will instead seek this information at the Committee meeting as

part of their challenge process. We await the outcome of this suggestion and I have asked the Scrutiny Officer to keep officers informed as to whether or not the bespoke reports will be required for the next quarter.

Contract Award: Supported Living Services for Adults with a Learning Disability

Thank you for ensuring that the draft Cabinet Report was available for pre-decision scrutiny. We commend officers, particularly Amanda Phillips, Denise Moriarty and the corporate officers involved, for delivering such a complex project on time and thank them all for their dedication and hard work.

Overall, Members support the principles underpinning this commissioning and procurement of Supported Living Services, namely choice, control, independence and empowerment. As mentioned following our scrutiny in October 2014, effective contract monitoring will be essential to ensure that the commissioned service is being delivered. Members wish to receive information on the proposed contract monitoring arrangements for this contract and request that these be supplied in the response to this letter.

As discussed at the meeting, Members recognise the importance of effective communication and transition in ensuring service users, carers, families and advocates are supported during the change situation. Members therefore wish to accept Amanda Phillip's offer to share with them the Communication Plan and the Transition process and ask that these be supplied in the response to this letter.

Cabinet Response: Tackling Human Trafficking in Cardiff.

Members thank the Cabinet for their response to this joint committee scrutiny report. Members were surprised and disquieted to learn at the meeting that you felt that you were not the responsible Cabinet Member for Human Trafficking and that, likewise, Siân Walker felt that she was not the responsible Director for Human Trafficking. It is therefore unclear to this Committee who are the responsible Cabinet Member and Director. It is clear to Members that having a responsible Cabinet Member and Director will be critical in championing the cause of tackling human trafficking and in providing leadership on the delivery of the recommendations agreed in this Cabinet Response and the actions that flow from this.

Therefore, Members request that the Cabinet and Chief Executive please determine the responsible Cabinet Member and Director and inform this Committee as a matter of urgency. Members intend to recommend to a future committee that they receive a progress report on this item in June or July 2015; we will also liaise with the Children and Young People Scrutiny Committee regarding their receipt of the Cabinet

Response and the possibility of holding a joint meeting to receive the progress report in June or July 2015 and whether to combine this joint meeting with receiving the draft Director of Social Services Annual Report 2014/15.

This letter contains a recommendation and requests for further information and please therefore provide a response.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'D. Groves', is displayed on a light blue rectangular background.

COUNTY COUNCILLOR DAVID GROVES

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Sarah McGill Jane Thomas
Sian Walker Stuart Young Amanda Phillips
Claire Deguara Liz Patterson Michelle Davies
Cheryl Cornelius Nick Blake

**CABINET SUPPORT OFFICE
SWYDDFA CYMORTH Y CABINET**

My Ref / Fy Ref: CM30332
Date / Dyddiad: 30th March 2015



County Hall
Cardiff,
CF10 4UW
Tel: (029) 2087 2087

Neuadd y Sir
Caerdydd,
CF10 4UW
Ffôn: (029) 2087 2088

Cllr David Groves
County Hall
Atlantic Wharf
Butetown
Cardiff
CF10 4UW

Dear / Annwyl David

**Community & Adult Services Scrutiny Committee (Cassc) - 4 March 2015 -
Quarter 3 Performance, Supported Living Services, Tackling Human
Trafficking**

Thank you for letter of 9th March 2015. I set out my responses below and will be sending a separate letter to Cllr McGarry (Acting Chair for a portion of the meeting) in respect of the Assessment & Care Management Business Process Review update.

Health and Social Care Quarter Three Performance Report

Thank you for expressing agreement with my comments at the meeting in respect of some areas of performance within Health & Social Care. It would be remiss of me, however, not to point out that whilst there are areas of performance which are not making progress as hoped, there is still an annual trend of improvement in performance in respect of Direct Payments and Carer Assessments. In addition, there are other areas of performance within the directorate which are doing well e.g. the Directorate has:

- delivered improvements in the numbers of working days from initial enquiry to care plan
- decreased the number of older people the LA places in care homes in accordance with expectations
- continued to increase the numbers of adults supported to live at home with telecare
- continued to improve on supporting numbers of people to live independently without the support of ongoing services through short-term interventions and has delivered the target

In respect of Direct Payments - there is a 5% increase in performance compared to Q2 (Q2 = 524 & Q3 = 550) and when Q3 is compared to Q3 last year the percentage increase is 15% (Q3 13/14 = 477 & Q3 14/15 = 550). In respect of completed Carer Assessments - there is a 45% increase in performance compared to Q2 (Q2 = 111 & Q3 = 161) and when Q3 is compared to Q3 last year the percentage increase is 50% (Q3 13/14 = 107 & Q3 14/15 = 161).

PLEASE REPLY TO / ATEBWCH I : Cabinet Support Office / Swyddfa Cymorth Y Cabinet,
Room / Ysfaell 518, County Hall / Neuadd y Sir,
Atlantic Wharf / Glanfa'r Iwerydd, Cardiff / Caerdydd
CF10 4UW



The underperformance has been when the figures are compared to the stretch targets which we have acknowledged have been unrealistic.

In respect of delayed transfers of care (DTocS), with the exception of Quarter 3 when owing to winter pressures there were unprecedented admissions of people into local hospitals who required social care assessment, DTocS have also reduced in previous quarters.

I am aware that the exceptions reporting for Q2 drew similar conclusions in respect of non-achievement of targets (see above); and appreciate that whilst CASSC have again drawn attention to this the explanations given by the Director and her staff still apply in relation to the work to remedy performance improvements in Q3. I can assure you that I, and the Director and her senior team, take performance extremely seriously and I am assured that the appropriate management actions are being taken to address the issues about which CASSC continues to express concern.

Performance Reports

The Directorate will ensure that your comments and suggestions in relation to Corporate Performance Reports are referred to Martin Hamilton (Chief Officer) for comment. The Director has met with Martin to discuss these matters.

Contract Award: Supported Living Services for Adults with a Learning Disability
Thank you for your positive comments in relation to those officers who have worked well to deliver such a complex project on time. In addition, I want to place on record my thanks to the Director for providing leadership to her staff to make this happen.

Information on the proposed contract monitoring arrangements for this contract is appended to this letter at Appendix 1.

The Communication Plan and the Transition process will sent under separate cover as this will specifically relate to the companies who have been awarded the Tender and it is not public at this time.

Cabinet Response: Tackling Human Trafficking in Cardiff

Thank you for setting out your views and whilst I agree that having a responsible senior officer and Cabinet Member is crucial to providing leadership on this item; the matter which does not seem to be acknowledged in your letter is the fact that CASSC had decided to assign responsibility to the Director Health & Social Care and none of the recommendations of the Task & Finish Group were assigned to Health & Social Care, specifically. I have emailed Cllr Groves recently to confirm the responsibility Cabinet Member is Councillor Dan De'Ath.

Yours sincerely
Yn gwyir



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

**CABINET SUPPORT OFFICE
SWYDDFA CYMORTH Y CABINET**

My Ref / Fy Ref: CM30332

Date / Dyddiad: 23rd April 2015

Cllr David Groves
County Hall
Atlantic Wharf
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Tel: (029) 2087 2087

Neuadd y Sir
Caerdydd,
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Ffôn: (029) 2087 2088

Dear / Annwyl David

Community & Adult Services Scrutiny Committee - 4 March 2015

Thank you for the opportunity to present the Communities' Quarter Three Performance Report: we are grateful for the committee's continued input to the development of the report and welcome the feedback you provide.

Disabled Adaptations

As discussed in the meeting please see attached to this letter customer satisfaction information in relation to Disabled Facilities Adaptations. This information is collected from a review visit with a minimum 10% of clients who had the service. This information is used to establish how the services could be improved and whether the adaptation has improved their quality of life.

Homeless Decisions

With regard to the additional information requested relating to performance indicator HHA/008, I can confirm the following:

811 decisions were made during the third quarter of 2014/15. Of these, 578 were made within 33 working days, and 233 took longer.

The following table summarises how many working days the decisions took to make:

Days Taken	Number of decisions
1-33	578
34-43	27
44-53	47
54-63	34
64-73	28
74-93	15
94-113	12
114-163	32
164-213	17
214-263	8
264-313	5
314+	8

PLEASE REPLY TO / ATEBWCH I : Cabinet Support Office / Swyddfa Cymorth Y Cabinet,
Room / Ystafell 518, County Hall / Neuadd y Sir,
Atlantic Wharf / Glanfa'r Iwerydd, Cardiff / Caerdydd,
CF10 4UW



There were 168 households in Temporary Accommodation that were awaiting a decision at the end of quarter 3. The breakdown of these is in the table below.

Days in TA awaiting decision	Number of Households	Of those, number of household still awaiting decision
0-32	68	0
33-52	27	0
53-72	14	0
73-102	27	2
103-137	12	1
138-172	3	1
173-207	4	0
208-242	6	0
243-312	3	0
Decisions withdrawn	4	N/A
Total	168	4

I appreciate that the performance on homeless decision making is in need of improvement and work is currently underway to improve the speed of homeless decision making. This work includes:

Management and Staff Restructure

The restructure of the team at the Housing Options Centre is intended to give clear lines of management and to enhance the role of front line staff empowering them to make decisions. Previously, files were passed to a separate team to make the decision; leading to duplication and the risk that the information would not be sufficient to make the decision. Under the new arrangements the same officer will see cases through from initial interview to final decision, and the case is only passed to another officer if the customer appeals the decision. The structure is now in place with only a few posts left to be recruited to.

Improved processes and training

New procedures have been developed and process maps written within the Comino document management system. These maps lead officers through the correct decision making process to ensure that all the relevant information is gathered and that added value prevention work is undertaken. Training on these processes has taken place recently and this has significantly increased the number of officers who are competent to make homeless decisions. As the whole process is recorded it will be possible to quality check all stages of the interview and decision making process. This should significantly improve the consistency and quality of the service delivered.

Performance monitoring

Additional performance monitoring has been put in place; and management are now receiving weekly updates on the individual households who are currently awaiting decisions and their wait times.

These changes are only now starting to have an impact on the services. The total cases awaiting a decision had reduced to 112 on 10 April 2015. Also, the average length of time in Temporary Accommodation has reduced from 174 in January 2015, to 162 days at the end of March 2015.

I would be very happy to bring information on the effect of the new Allocations Policy to a future scrutiny committee. I would also be happy to include a full review of homelessness performance at that time so that the Committee can review the impact of the changes we have made.

Performance Reports

In relation to the Communities, Housing and Customer Services bespoke scrutiny report: as requested scrutiny can still receive this in addition to the quarterly corporate performance report. All the information contained within this report is held on the CIS system that is accessible by all Members and officers can put this information together for Scrutiny.

Cabinet Response: Tackling Human Trafficking in Cardiff

Firstly let me apologise for the confusion that took place at the meeting over where responsibilities at Cabinet and Director Level for Human Trafficking. I can confirm that my colleague Councillor De'Ath and Director Sarah McGill are the responsible Cabinet Member and Officer.

Yours sincerely
Yn gwyir

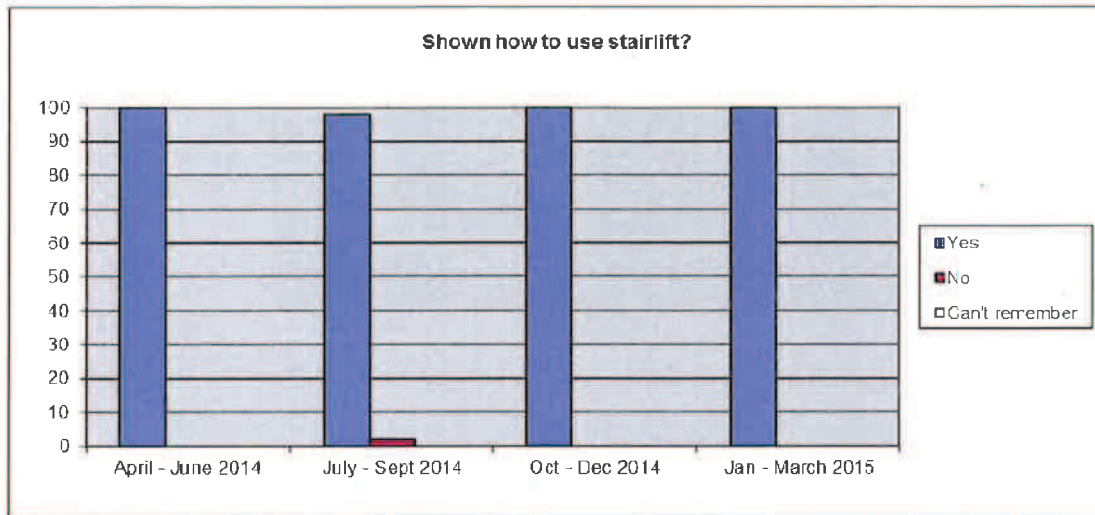


Councillor / Y Cynghorydd Susan Elsmore
Cabinet Member for Health, Housing & Wellbeing
Aelod Cabinet dros Iechyd, Tai a Lles

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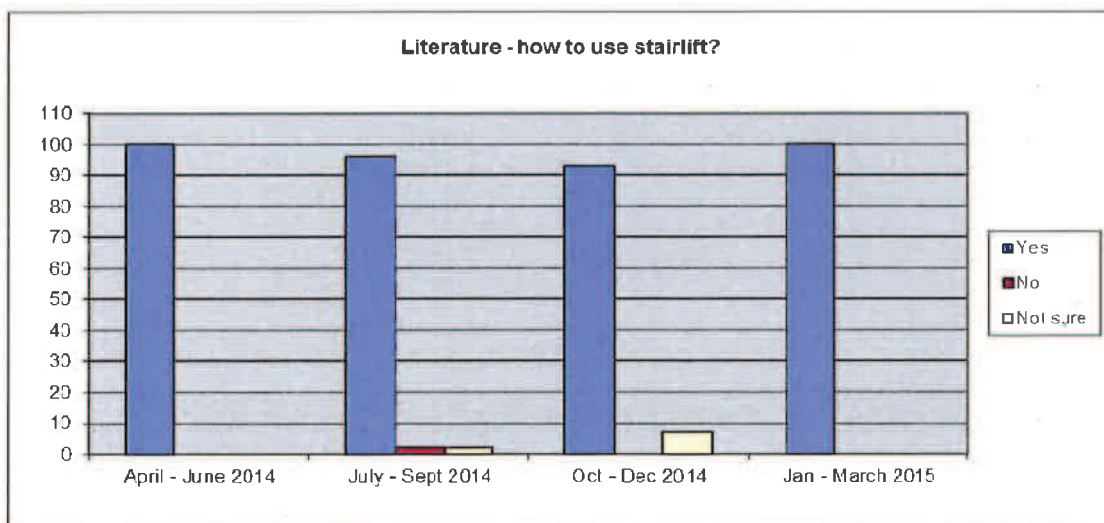
Stairlift customer interface survey

Have you been shown how to use the stair lift?



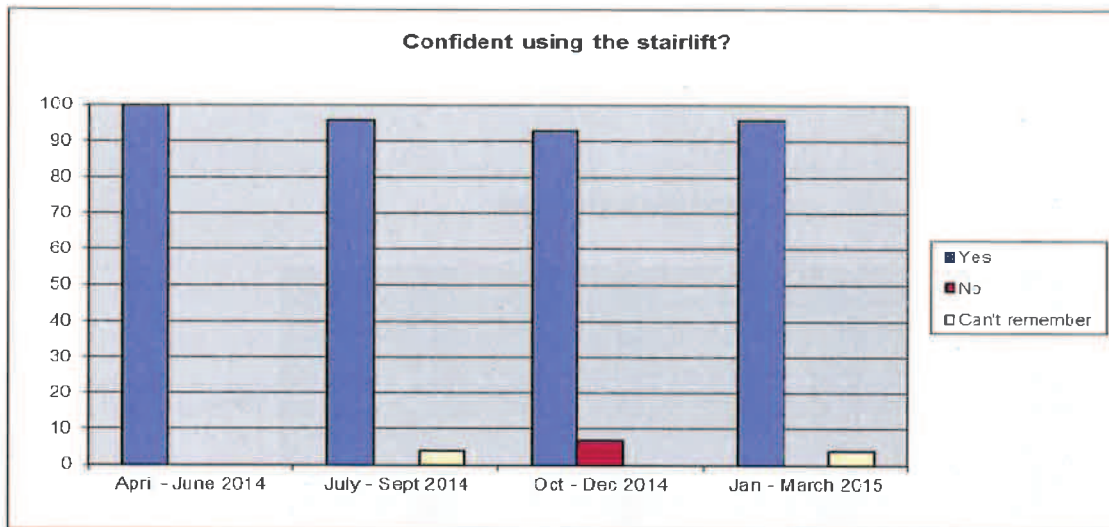
Clients contacted	Shown how to use stairlift?		
	Yes	No	Can't remember
April - June 2014	100	0	0
July - Sept 2014	98	2	0
Oct - Dec 2014	100	0	0
Jan - March 2015	100	0	0

Have you been provided with literature on how to use the stair lift?



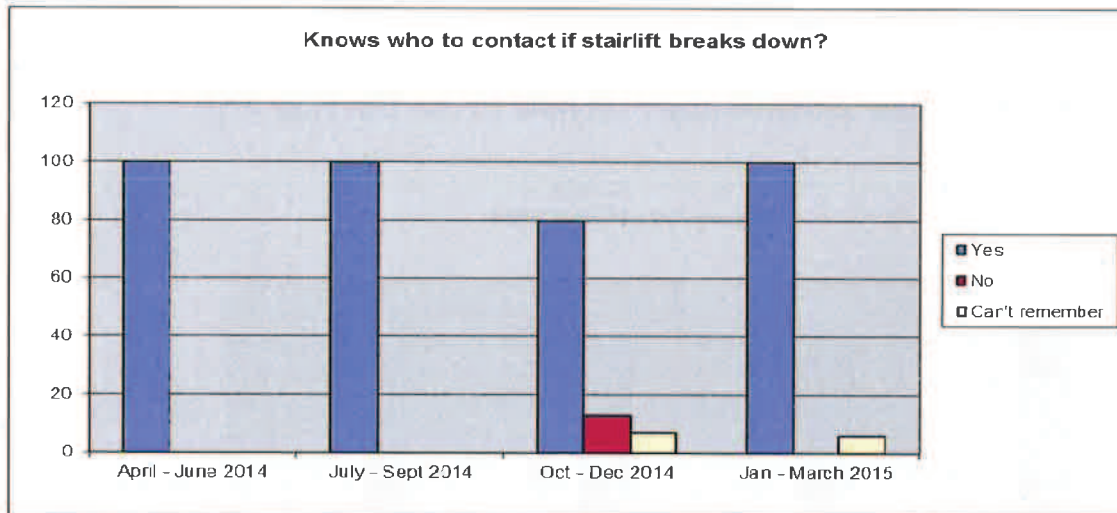
Clients contacted	Literature - how to use the stairlift?		
	Yes	No	Not sure
April - June 2014	100	0	0
July - Sept 2014	96	2	2
Oct - Dec 2014	93	0	7
Jan - March 2015	100	0	0

Do you feel confident using the stair lift?



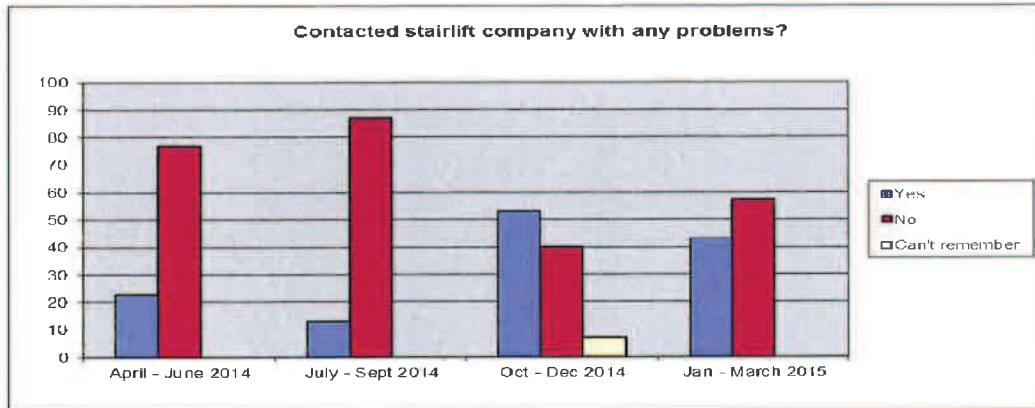
Clients contacted	Confident using the stairlift?		
	Yes	No	Can't remember
April - June 2014	100	0	0
July - Sept 2014	96	0	4
Oct - Dec 2014	93	7	0
Jan - March 2015	96	0	4

Do you know who to contact if the stair lift were to break down?



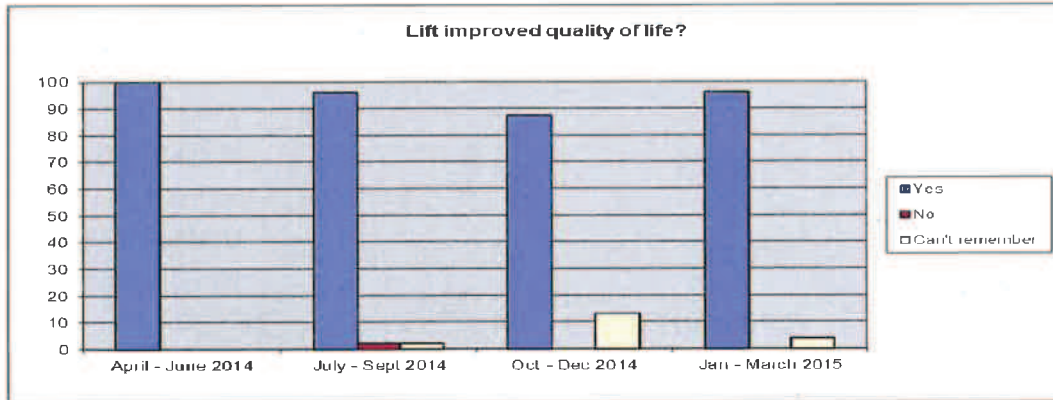
Clients contacted	Knows who to contact if stairlift breaks down?		
	Yes	No	Can't remember
April - June 2014	100	0	0
July - Sept 2014	100	0	0
Oct - Dec 2014	80	13	7
Jan - March 2015	100	0	6

Have you had to contact the stair lift company with any problems?



Clients contacted	Contacted stairlift company with any problems?		
	Yes	No	Can't remember
April - June 2014	23	77	0
July - Sept 2014	13	87	0
Oct - Dec 2014	53	40	7
Jan - March 2015	43	57	0

Has the lift improved your quality of life?



Clients contacted	Lift improved quality of life?		
	Yes	No	Can't remember
April - June 2014	100	0	0
July - Sept 2014	96	2	2
Oct - Dec 2014	87	0	13
Jan - March 2015	96	0	4

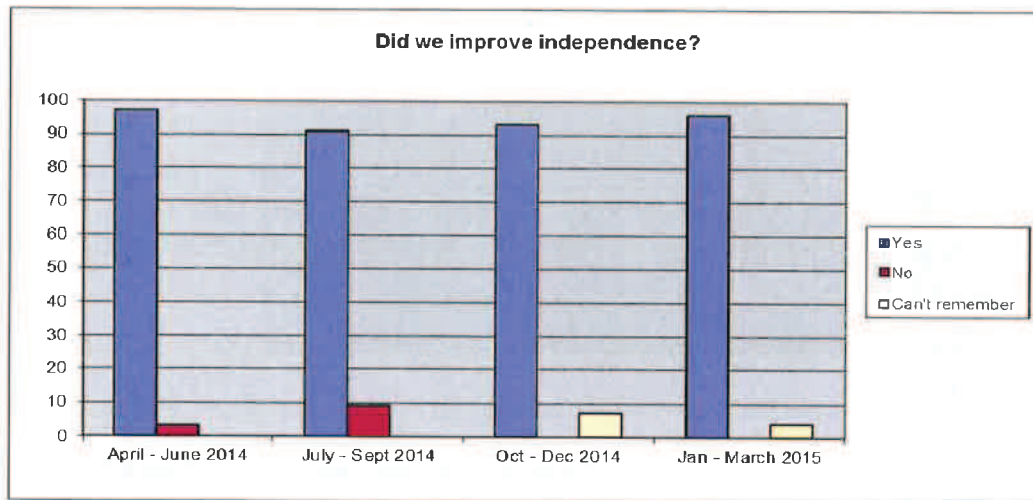
Improved in what respect?

It's been a real godsend!

The lift has been a great help

Over the moon, so pleased!

Did we improve your independence?



Clients contacted	Did we improve independence ?		
	Yes	No	Can't remember
April - June 2014	97	3	0
July - Sept 2014	91	9	0
Oct - Dec 2014	93	0	7
Jan - March 2015	96	0	4

Further comments

Attitude & workmanship was excellent, he was polite, clean & tidy.

It's made a world of difference

Really please with the service & only took 3 hours

Son says peace of mind for the family

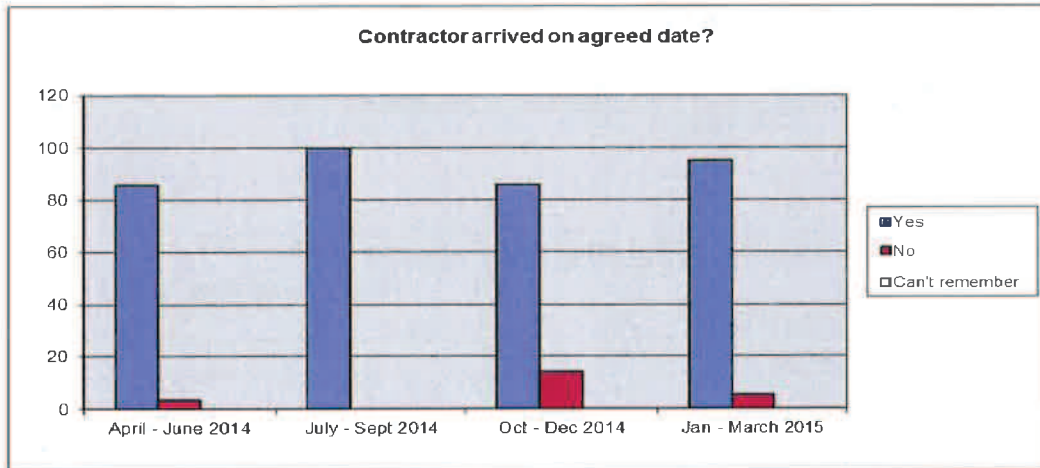
Spoke to son who is over the moon how much of a god send the lift has made to his mums life. She is happy and so is he!

very poorly lady and needed this so much

Still need the carers to help use the lift but now don't have to struggle with the last 2 steps. It's a godsend!!

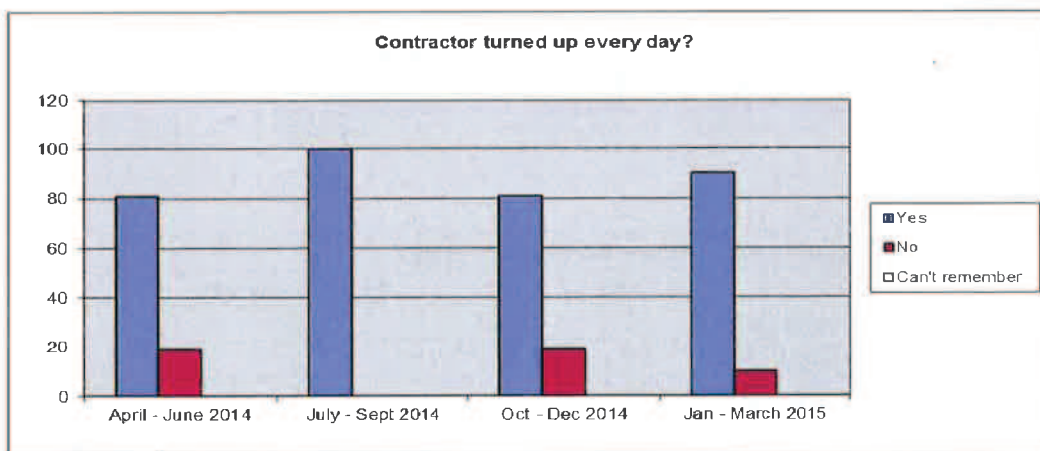
Adaptation customer interface survey

Did the contractor arrive on the agreed date?



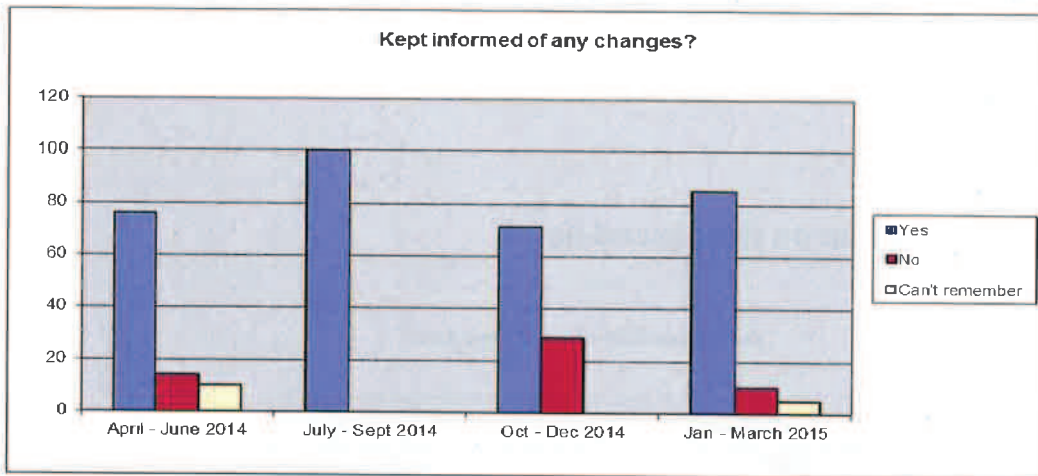
Clients contacted	Contractor arrived on agreed date?		
	Yes	No	Can't remember
April - June 2014	86	3	0
July - Sept 2014	100	0	0
Oct - Dec 2014	86	14	0
Jan - March 2015	95	5	0

Did they turn up every day?



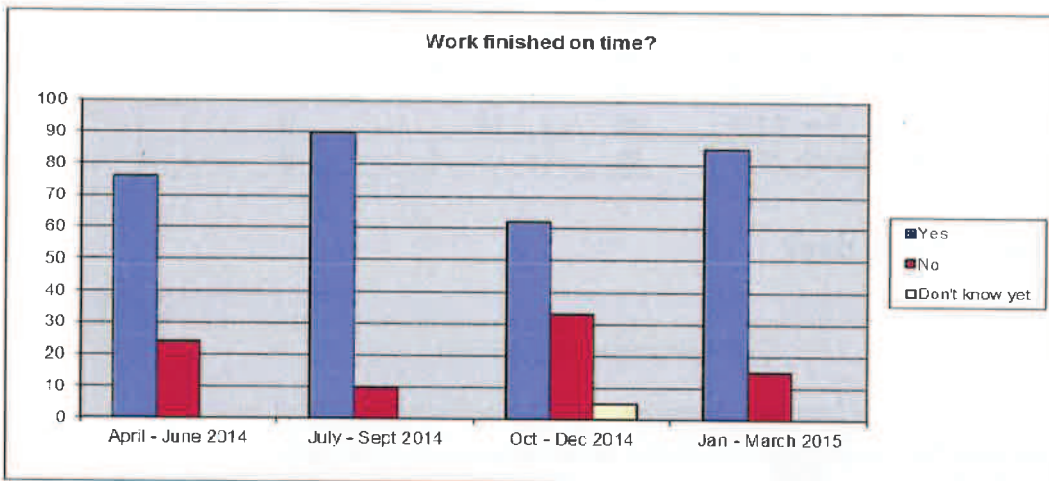
Clients contacted	Contractor turned up every day?		
	Yes	No	Can't remember
April - June 2014	81	19	0
July - Sept 2014	100	0	0
Oct - Dec 2014	81	19	0
Jan - March 2015	90	10	0

If not did they keep you informed of any changes?



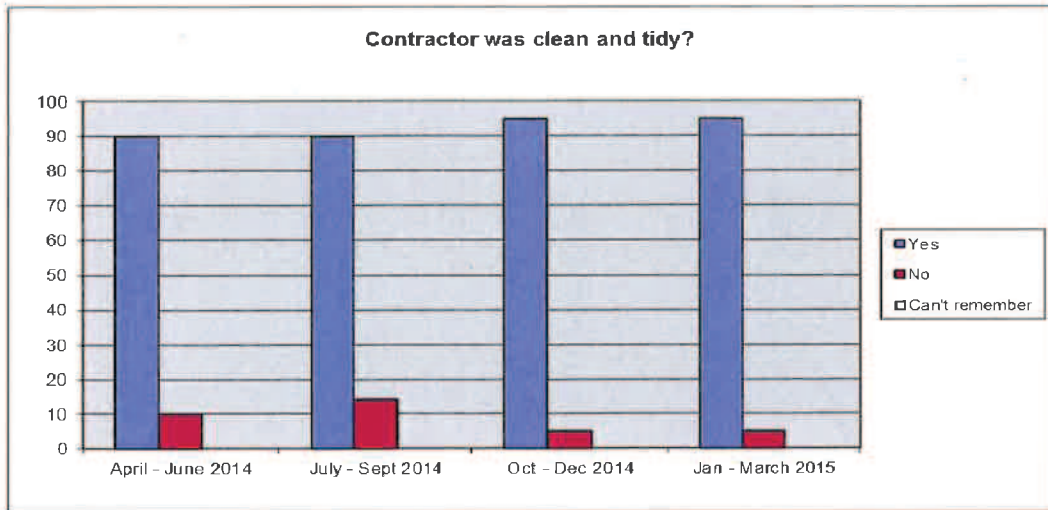
Clients contacted	Kept informed of any changes?		
	Yes	No	Can't remember
April - June 2014	76	14	10
July - Sept 2014	100	0	0
Oct - Dec 2014	71	29	0
Jan - March 2015	85	10	5

Did they finish the work on time?



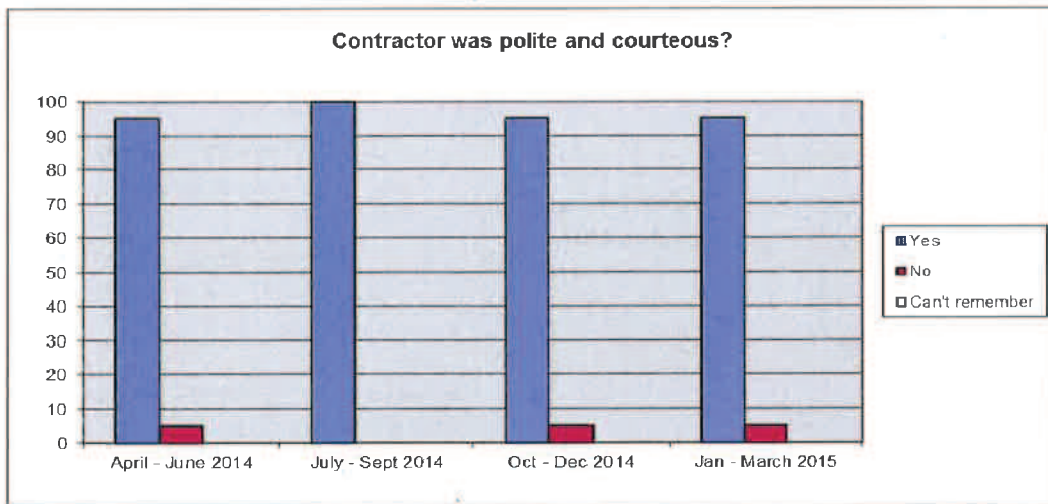
Clients contacted	Work finished on time?		
	Yes	No	Don't know yet
April - June 2014	76	24	0
July - Sept 2014	90	10	0
Oct - Dec 2014	62	33	5
Jan - March 2015	85	15	0

Was the contractor/sub contractors clean and tidy?



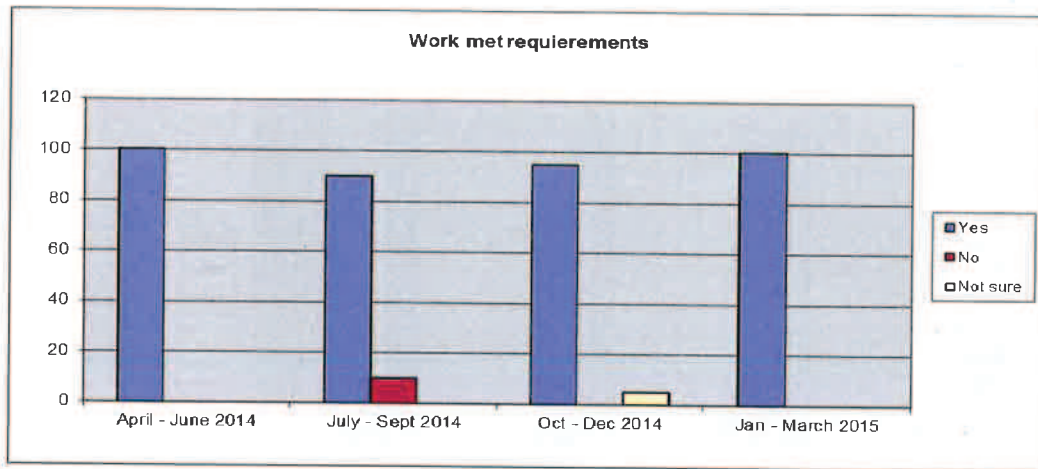
Clients contacted	Contractor was clean and tidy?		
	Yes	No	Can't remember
April - June 2014	90	10	0
July - Sept 2014	90	14	0
Oct - Dec 2014	95	5	0
Jan - March 2015	95	5	0

Was the contractor/sub contractors polite and courteous?



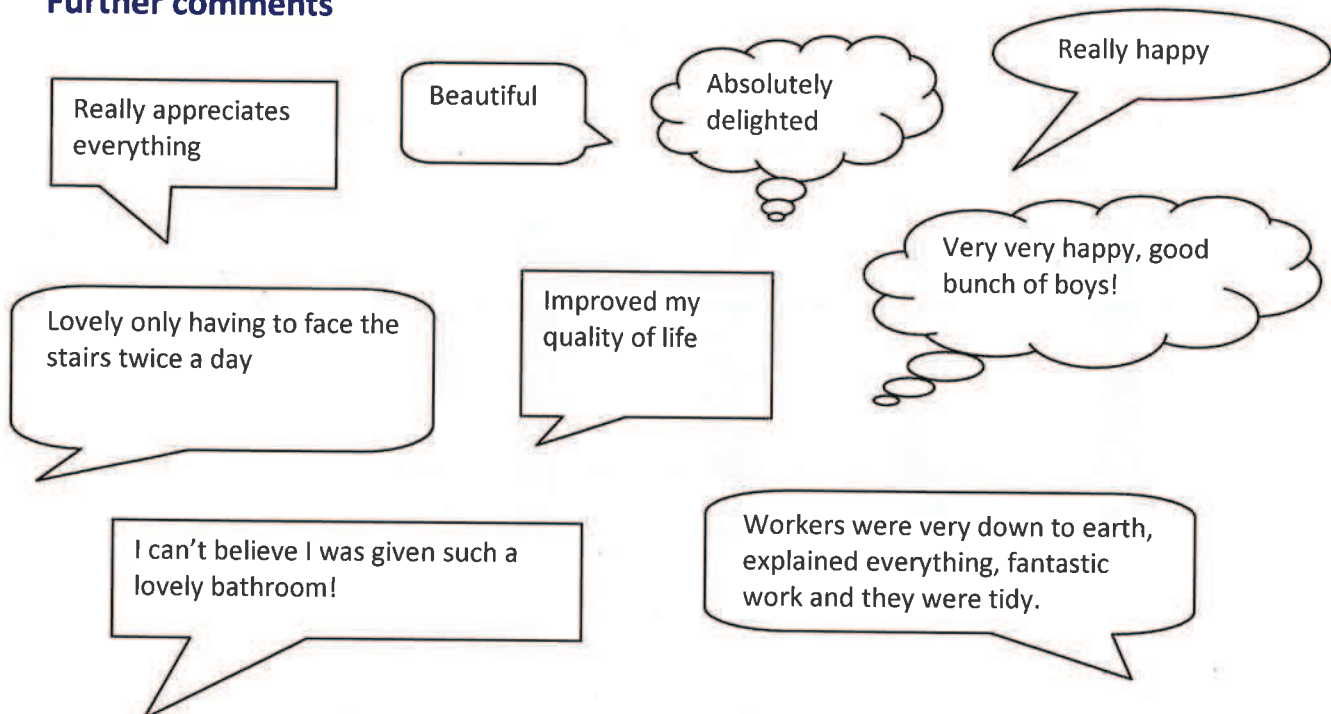
Clients contacted	Contractor was polite and courteous?		
	Yes	No	Can't remember
April - June 2014	95	5	0
July - Sept 2014	100	0	0
Oct - Dec 2014	95	5	0
Jan - March 2015	95	5	0

Did the work meet your requirements?

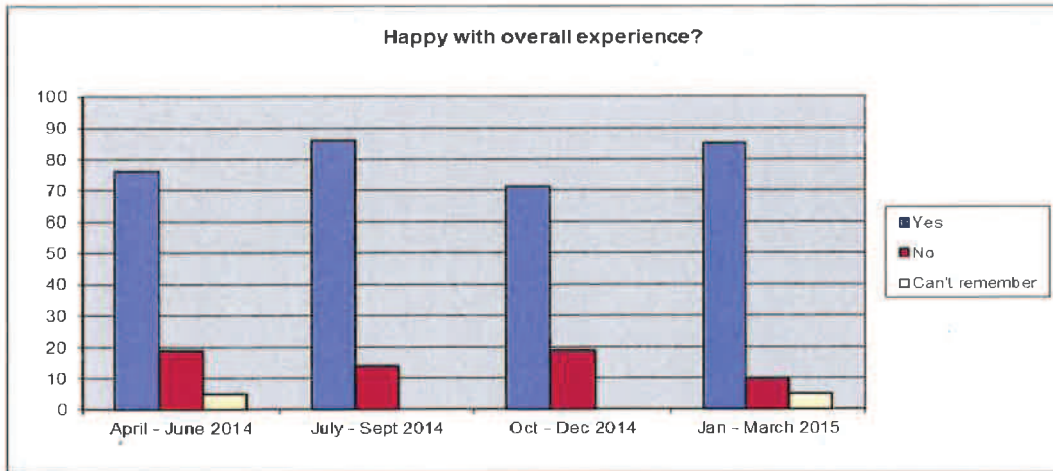


Clients contacted	Work met requirements?		
	Yes	No	Not sure
April - June 2014	100	0	0
July - Sept 2014	90	10	0
Oct - Dec 2014	95	0	5
Jan - March 2015	100	0	0

Further comments

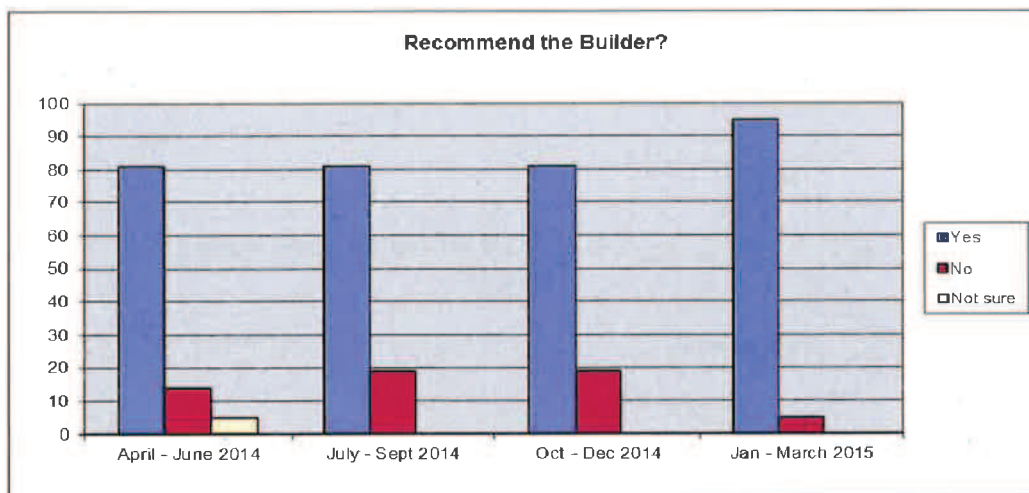


Were you happy with the overall experience?



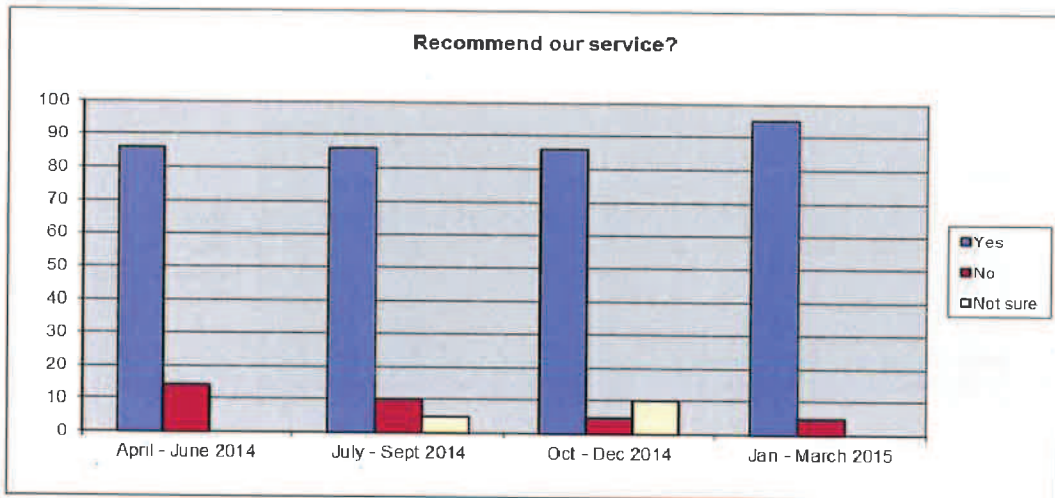
Clients contacted	Happy with overall experience?		
	Yes	No	Can't remember
April - June 2014	76	19	5
July - Sept 2014	86	14	0
Oct - Dec 2014	71	19	0
Jan - March 2015	85	10	5

Would you recommend the Builder?



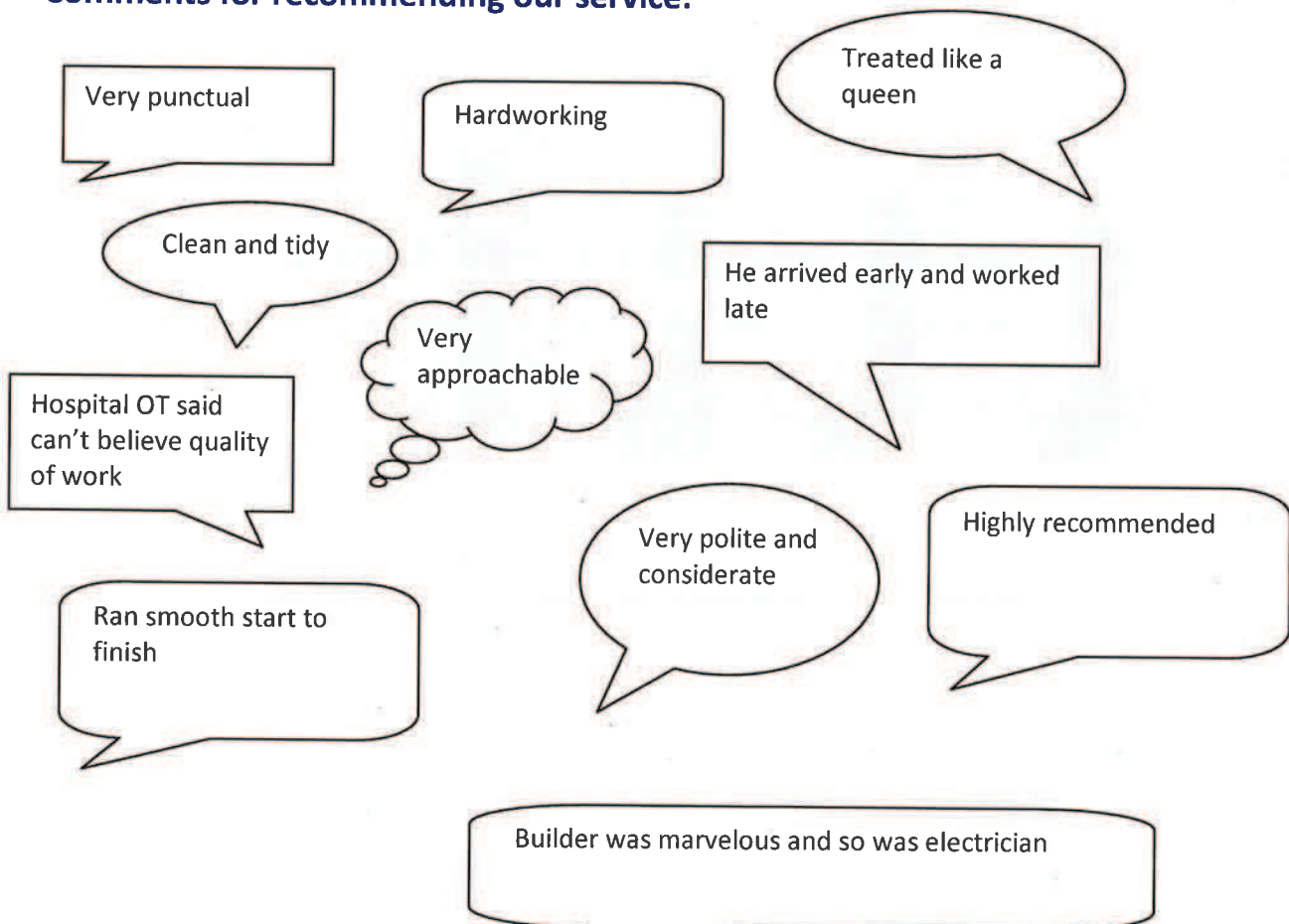
Clients contacted	Recommend the Builder?		
	Yes	No	Not sure
April - June 2014	81	14	5
July - Sept 2014	81	19	0
Oct - Dec 2014	81	19	0
Jan - March 2015	95	5	0

Would you recommend our service?

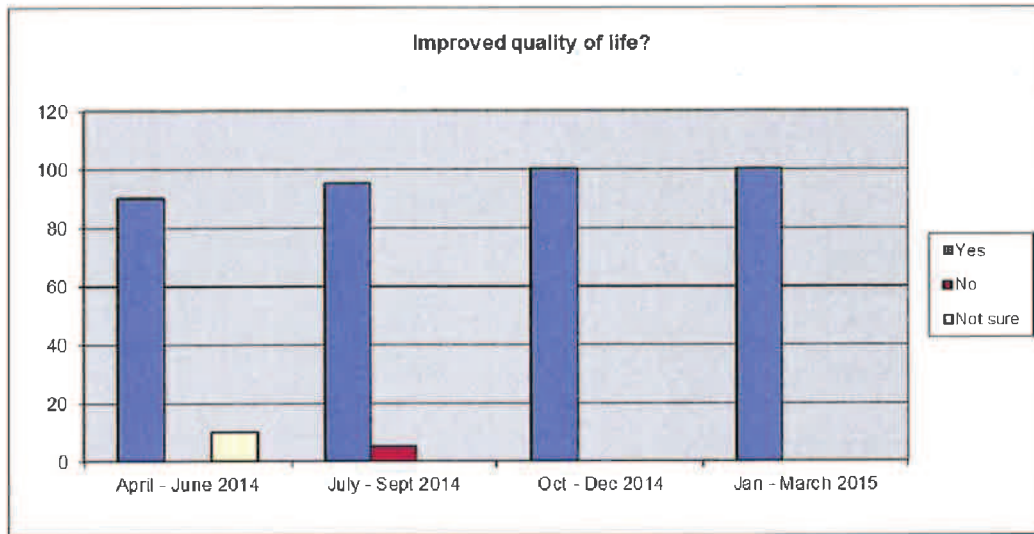


Clients contacted	Recommend our service?		
	Yes	No	Not sure
April - June 2014	86	14	0
July - Sept 2014	86	10	5
Oct - Dec 2014	86	5	10
Jan - March 2015	95	5	0

Comments for recommending our service:

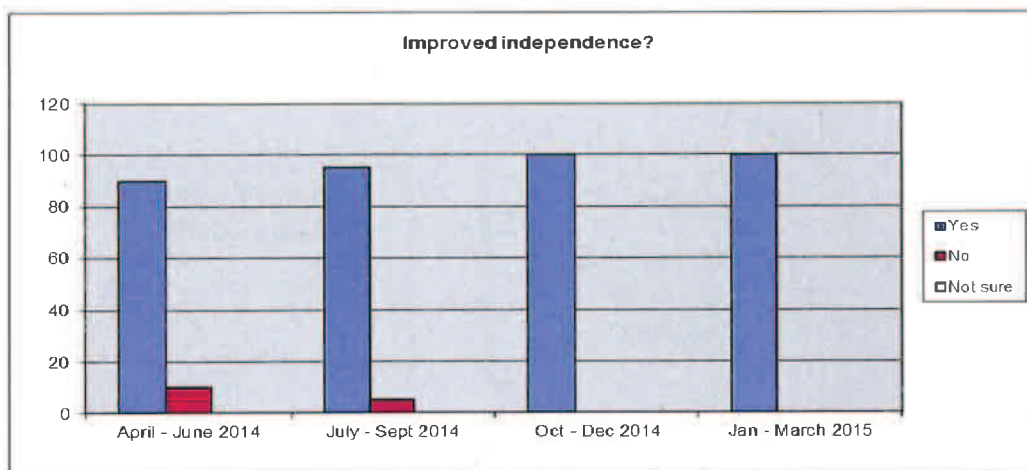


Has this improved the quality of life?



Clients contacted	Improved quality of life?		
	Yes	No	Not sure
April - June 2014	90	0	10
July - Sept 2014	95	5	0
Oct - Dec 2014	100	0	0
Jan - March 2015	100	0	0

Did we improve your independence?



Clients contacted	Improved independence?		
	Yes	No	Not sure
April - June 2014	90	10	0
July - Sept 2014	95	5	0
Oct - Dec 2014	100	0	0
Jan - March 2015	100	0	0

Further comments

Now able to go outside which couldn't do before. Work looks lovely.

Still need carers to shower but made life easier too

Man did great job. Has told everyone about our service!

Helped with independence

Spoke to daughter also who said having this shower has improved mums quality of life and independence. Helps to 2 daughter as well as they don't need to be there first thing every morning.

Very happy with the work cant fault the builder at all. Made a huge difference

Just wants to thank us

Unable to shower for 2yrs now Thanks the lord every morning being able to shower and heat on her muscles makes a huge difference to her life

Thank you

Client unsteady on her feet but so much safer now

Nothing was too much trouble

So happy with result as wasn't sure what to expect

So so pleased

Now able to go outside which couldn't do before. Work looks lovely.

My Ref: Scrutiny/Correspondence/Cllr McGarry

9 March 2015

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



Dear Susan

Community & Adult Services Scrutiny Committee Meeting – 4th March 2015

Thank you for attending the above committee. This letter captures the agreed comments, observations and recommendations of the Committee with regard to the Assessment and Care Management Business Process Review item, which I chaired as Councillor Groves had declared a prejudicial interest and left the room.

Members wish to thank officers for providing the information on the project, which we found useful. We note the progress to date, as follows:

- Contact and Assessment being reshaped and renamed as Adult Assessment, in order to improve customer experience and throughput
- Improvements to Care First database and Assessment process resulting in an increase in outputs
- Amalgamated community teams to avoid service users having to change teams when they reach 65 years old
- Achievement of this year's savings of £150,000 with 13 staff leaving via voluntary severance.

With regard to future work, Members note that further work is planned on Care First, that mobile working and scheduling will be going live, hopefully in June 2015, and that further work is proposed on enhancing reablement.

Members are also aware that the Budget 2015/16 includes approximately £800,000 savings assigned to this project, namely £761,000 at HSC9 and a proportion of £50,000 at HSC13. Members note that officers are confident of achieving these savings. We will be monitoring progress of this, as part of our budget monitoring role. However, Members are concerned that this level of saving will have a negative

impact on service delivery and on service users; we seek reassurance from you that this is not the case and details of the mechanisms in place to prevent this.

This letter contains a request for reassurance and further information and, as such, requires a response, please.

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

Acting Chairperson - Community & Adult Services Scrutiny Committee

Cc: Sian Walker

Sue Schelewa

Claire Deguara

Michelle Davies

Cheryl Cornelius

**CABINET SUPPORT OFFICE
SWYDDFA CYMORTH Y CABINET**



County Hall
Cardiff,
CF10 4UW
Tel: (029) 2087 2087

Neuadd y Sir
Caerdydd,
CF10 4UW
Ffôn: (029) 2087 2088

My Ref / Fy Ref: CM30333

Date / Dyddiad: 23rd March 2015

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

Dear / Annwyl Mary

**Scrutiny - Community & Adult Services Scrutiny Committee, 4 March 2015 -
Assessment And Care Management Business Process Review**

Thank you for letter of 9th March 2015 with regard to the Assessment & Care Management (ACM) Business Process Review, which was before the committee on 4th March.

With regard to the 2015/16 savings expectations for ACM; of the £761k, £340k will be achieved through the full year effect of the social workers who left via VS during 2014/15. And, in addition, there are a number of vacant posts that will be offered up, which could constitute an additional figure of £430,000.

The measures reported to the committee in terms of ongoing CareFirst improvements, coupled with the beneficial impact of the implementation of the Proactis system on case manager time, will continue to offer mitigation of any potential impact on service delivery. At the same time, the configuration of care management teams will be closely monitored to ensure we have the right people in the right places to maintain an effective and efficient service.

Yours sincerely
Yn gwyir

**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 114, County Hall / Neuadd y Sir,
Atlantic Wharf / Glanfa'r Iwerydd, Cardiff / Caerdydd,
CF10 4UW

Page 14.1

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My Ref: Scrutiny/Correspondence/Cllr Groves

15 April 2015

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



Dear Susan

Community & Adult Services Scrutiny Committee Meeting – 1 April 2015

Thank you for attending the above committee. This letter captures the agreed recommendations, comments and observations of the Committee with regard to the items in your portfolio apart from the report to Cabinet on the implementation of the homelessness aspects of the Housing Wales Act, which has been dealt with in a separate letter.

Adult Carers of Adults Inquiry Progress Report

Members wish to thank officers for completing the proforma showing the progress made on those recommendations that were agreed by the Cabinet. Members are pleased with the progress made to date in many of the areas covered by the recommendations. However, as acknowledged at the meeting, the performance indicators still show poor delivery in this area. Members note the answers given with regards to needing to improve the Care First database in terms of recording and extracting information and that it is envisaged work to improve this will be completed in the next few weeks, leading to more accurate performance information. Members look forward to seeing the evidence of this in future performance reports.

With regard to the performance targets in the Corporate Plan 2015-2017, Members note that there is a huge challenge in bridging the gap between current performance and the targets set. Members note your belief that it should be possible to achieve these and that what is most critical is to ensure that carers are offered a carer's assessment. In order to assist with improving the take-up of offers for a carer's assessment, Members recommend that the reasons for declining an offer be recorded and analysed, in order to see if there are areas of concern that could be addressed, thus boosting performance.

With regard to the proposed new specification for the carers services, Members note that work on this has slipped due to other work pressures but that the new specification is due to be completed in Quarter One 2015-16 and that this will make it easier for social workers to be aware of the menu of services available for carers in Cardiff at all times, not just when there is a crisis.

With regard to hospital discharges, Members were highly concerned to hear officers talk about an apparent lack of discharge planning. Members are aware that it is a duty of care for the Health Board to have a discharge plan for every patient. Members therefore seek clarification on this and the work that is planned or underway to address this, including possible joint discharge planning. It is Members view that safe discharge should always trump swift discharge. Members were pleased to hear that awareness-raising courses on the needs of carers will be undertaken in preparation for the implementation of the Social Services and Well Being Act and that these will cover hospital staff as well as social care staff.

RCF/ ICF Quarter Three Progress Report

Members wish to thank officers for their work in preparing the progress reports for Quarter Three considered at this meeting.

With regard to the RCF, Members note that £533,000 has been awarded for 2015/16. Members would like to receive clarification as to what this will be used for and ask that this be provided as soon as possible.

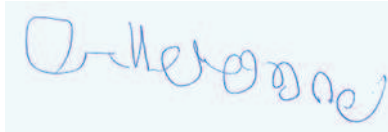
Similarly, with regard to the ICF, Members note that the Welsh Government has passed the funding for this to local health boards and that councils will then submit bids to these. Members note that, in Cardiff and the Vale, the Integrated Health and Social Care Programme will provide governance for the ICF projects. Members would like to receive clarification as to what bids will be made and ask that this be provided as soon as possible.

Members agree with the point made at the meeting that it is essential to learn the lessons arising from the pilot projects in order to improve services in a sustainable way. Members also think that it is critical to continue with joined up working between Health, Social Care and Housing, particularly in light of proposed senior management changes.

Finally, Members would like to accept the offer to visit the Smart House; please liaise with Scrutiny Services to arrange a mutually convenient time.

This letter contains a recommendation and therefore requires a response, please.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'D. Groves', is displayed on a light blue rectangular background.

COUNTY COUNCILLOR DAVID GROVES

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Sian Walker Sarah McGill Sue Schelewa Nichola Poole
Claire Deguara Liz Patterson Nick Blake

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My Ref / Fy Ref: CM30721

Date / Dyddiad: 28th April 2015

David Groves
County Hall
Atlantic Wharf
Butetown
Cardiff
CF10 4UW

Dear / Annwyl David

Community & Adult Services Scrutiny Committee - 1 April 2015

Thank you for letter of 15th April 2015. I set out my responses below.

Adult Carers of Adults Inquiry Progress Report

I am delighted that you are pleased with progress to date. Alongside officers I look forward to sharing with scrutiny members the progress made on delivering both the offer of and numbers of carer assessments when we present the first quarterly Performance Report of 2015/16. Officers are working to ensure that the reasons for citizens declining a Carer Assessment are recorded and analysed.

RCF/ICF Quarter 3 Progress Report

In respect of the £533k awarded for RCF to Cardiff and the Vale of Glamorgan for 2015/2016, plans are to focus on 2 projects:

Enhanced Reablement Services – will incorporate the Effective Community Resource Team (CRT) and the Enhanced Occupational Therapy (OT) projects from 2014/15 and will ensure that additional resources are available to deliver the principle of “Discharge to Assess” so that people can be more effectively assessed post-hospital in their own homes.

Enhanced services for people with learning disabilities - continuing the good work delivered in 2014/15 which enabled additional resources within the community teams to ensure effective reviews which deliver improved outcomes for people. In particular this will impact on supporting people who wish to move closer to home and provision of more effective day time support, following the direction set out in the Day Opportunities Strategy.

PLEASE REPLY TO / ATEBWCH I : Cabinet Support Office / Swyddfa Cymorth Y Cabinet,
Room / Ystafell 518, County Hall / Neuadd y Sir,
Atlantic Wharf / Glanfa'r Iwerydd, Cardiff / Caerdydd,
CF10 4UW



In respect of the Intermediate Care Fund, the Welsh Government has only just announced the award of the funding (no longer a grant) on 17th April 2015 which will be made via the Health Boards. Clarification on the bids against this grant will be made at a future scrutiny meeting, following discussions with UHB and Vale of Glamorgan partners. Officers will liaise with the Scrutiny officer to ensure progress can be scheduled into the CASSC Meeting plans.

Arrangements will be made in the coming weeks for an invitation for CASSC Members to visit the SMART House.

Yours sincerely
Yn gwyir

A handwritten signature in black ink, appearing to read 'S Elsmore', written in a cursive style.

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