

## APPENDIX A – CASSC Correspondence Schedule, as at 3 May 2016

| Date Sent    | Sent to         | Topic                           | Comments and Recommendations Made   | Date reply received | Response Received   |
|--------------|-----------------|---------------------------------|---|---------------------|---|
| 9 March 2016 | Cllr Derbyshire | <b>Rent Smart Wales</b>         | <p><i>‘Overall, Members are pleased with the progress made to date and reassured by the answers provided at the meeting’</i></p> <p><i>In order to assist Members understanding, Members would like to receive the following information:</i></p> <ul style="list-style-type: none"> <li>- <i>The milestones and metrics that are in place to measure progress in implementing Rent Smart Wales;</i></li> <li>- <i>The actual proportion of money that comes in from fees and goes out to each Local Authority to cover enforcement costs.</i></li> </ul> |                     | <b>Response Awaited</b>   |
| 9 March 2016 | Cllr Elsmore    | <b>Housing (Wales) Act 2014</b> | <ul style="list-style-type: none"> <li>• <i>Request for information - The number of landlords who have rented homes to homeless people, under the Housing Solutions package, as at 2 March 2016.</i></li> <li>• <i>Request for information - The number of properties that have been used to rent homes to homeless people, under the Housing Solutions package, as at 2 March 2016.</i></li> <li>• <i>Request for information - The length of tenancies secured via the Housing Solutions package.</i></li> </ul>  | 21 April 2016       | <ul style="list-style-type: none"> <li>• <b>71 landlords/ agents housed homeless people in the private rented sector</b></li> <li>• <b>6 residents in one HMO, the remainder were housed in individual units</b></li> <li>• <b>Minimum term of at least six months (legal requirement)</b></li> </ul> |

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|           |         | <p><b>Supporting People Local Commissioning Plan 2016/17</b></p> <p><b>Quarter Three Performance</b></p> | <ul style="list-style-type: none"> <li>• <i>Request for information - Feedback from private rented sector landlords at the official launch in March 2016 at City Hall.</i></li> <li>• <i>Request for information - a short briefing outlining the Autumn Statement Welfare Reform changes, the likely impact and the work proposed to mitigate the impact.</i></li> <li>• <i>Recommendation - that the height of fuse boxes be considered in refurbishments of sheltered housing.</i></li> <li>• <i>Recommendation - that officers look at some of the practical examples of work being undertaken to tackle delayed transfers of care in areas such as Kent.</i></li> <li>• <i>Members look forward to receiving the response to the voids deep dive.</i></li> </ul> |                     | <ul style="list-style-type: none"> <li>• <b>Feedback provided in appendix to letter – 68 attendees, 35 offered feedback</b></li> <li>• <b>Working with RSL partners, developing action plan and happy to brief Committee further once this is completed.</b></li> <li>• <b>Agreed – at Sandown Court, will be 1.2 metre height with easy access via store cupboard.</b></li> <li>• <b>Looked at many models of best practice.</b></li> <li>• <b>Appreciate the time and attention that the Performance Panel has given this issue – response attached – all recommendations agreed at least in part – has led to fundamental review of resources in place to deal with voids.</b></li> </ul> |

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| 9 March 2016  | Cllr De'Ath  | <b>Domestic Violence Re-commissioning</b> | <ul style="list-style-type: none"> <li>• <i>Recommendation - that a systematic gap analysis is carried out, building on the work in the SafeLives report, to inform re-commissioning.</i></li> <li>• <i>Recommendation - that the Crown Prosecution Service be invited to join the Cardiff and Vale sub regional strategic group.</i></li> <li>• <i>Recommendation - that officers look to see the lessons learnt from the recent Domestic Violence courts pilot.</i></li> <li>• <i>Request for information - a brief review of the relevant timescales pertaining to the re-commissioning process.</i></li> <li>• <i>Evident that more work is needed to ensure service users have a voice in the re-commissioning process. Members pleased that Cllr De'Ath spot lit this area as one to improve. Members highlighted the need to ensure under-represented groups regarding domestic abuse are heard from, such as (in this context) older people, LGBT service users and Ethnic Minorities service users.</i></li> </ul> |                     | <b>Response Awaited</b>  |
|               |              |   |   |                     |  |
| 16 March 2016 | Cllr Hinchey | <b>Research Reports</b>                   | <ul style="list-style-type: none"> <li>• <i>Our main concern focuses on the fact that important aspects of research strategies used and their various limitations are not detailed in recent work produced by Cardiff Research Centre.</i></li> </ul>   | 14 April 2016       | <ul style="list-style-type: none"> <li>• <b>Initial methodology was for users of day centres to complete survey with assistance from officers – this was adjusted to enable</b></li> </ul> |

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|           |         |       | <ul style="list-style-type: none"> <li>• <i>Recent surveys were methodologically on completely different bases, but this was not made clear in the way that results were reported. It is accepted good practice to explain, in the final research report, the strengths and weaknesses of the research methods used, thus enabling those who use the research reports to bear these in mind when making decisions.</i></li> <li>• <i>With regard to the Day Opportunities Strategy survey, in reporting the views of those who responded, it should be made clear that decision makers should not assume that their views are representative of the community of current service users as a whole and certainly not of those not currently using day services but who might need care packages in the future.</i></li> </ul> |                     | <p><b>consultation to target significantly larger proportion of those in receipt of a care package but the research team did not revisit the methodology or advise them sufficiently.</b></p> <ul style="list-style-type: none"> <li>• <b>Accept that the report methodology needed more detail of the strengths and weaknesses of the approach, for the benefit of Members to enable them to make an informed decision.</b></li> <li>• <b>Re Day Opportunities Strategy, timescale of 3 days for data entry, analysis and report writing, which meant internal proof reading reduced.</b></li> </ul> |

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|              |             |  | <ul style="list-style-type: none"> <li>Members would be grateful if these points were raised with Cardiff Research Centre officers and subsequent consultation research reports designed accordingly, in order to ensure those using and reading the research are appropriately informed.</li> </ul>   |                      | <ul style="list-style-type: none"> <li>Thank you for raising the issues with us and we hope that you can see how we will look to prevent them happening again as we move forward.</li> </ul>   |
| 6 April 2016 | Cllr De'Ath | <b>Shared Regulatory Services – Joint Scrutiny</b> | <ul style="list-style-type: none"> <li>Concerned that the service is failing to meet two food safety performance indicators (PPN/001(ii) and PPN/008(ii)) – will monitor and hope to see significant improvement in results</li> <li>Seeking assurance that there were no unnecessary voluntary severance payments during formation of SRS</li> <li>Request for information – breakdown of implementation costs for 2014/15 – 2017/18 per year, with specific reference to ICT spend and value added of new systems</li> <li>Committee will monitor impact accommodation rationalisation has on staff and service delivery</li> <li>Request for information – single point of contact telephone number for use by Councillors from all three local authorities</li> <li>Request for information – detailed plan for income generation showing how plan to achieve target and which new opportunities have been created as a result of SRS</li> </ul> | <b>29 April 2016</b> | <ul style="list-style-type: none"> <li>Updated information provided, showing better results of 82.5% and 98.4% respectively</li> <li>Mechanism explained</li> <li>Partial response with offer to share further details when accounts finalised</li> <li>Single number provided – 0300 123 6696</li> <li>Details provided – indicates some are no longer achievable and alternative sources to be identified</li> </ul> |

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|           |         |       | <ul style="list-style-type: none"> <li>• <i>Performance Management – Members would like to review new indicators and provide feedback on draft dashboard approach before arrangements are finalised</i></li> <li>• <i>Urge Cllr De’Ath to lobby Courts to raise profile of court costs recovery problems</i></li> <li>• <i>Risk Register of Business Plan – Members ask that risk hierarchy section be included so that most significant risks obvious and their scale, context and potential impact is clear</i></li> <li>• <i>Members would like local authority specific service plans appended to the SRS Business Plan, indicating how overarching plan relates specifically to each area</i></li> <li>• <i>SRS Business Plan – amend to include section on how will support staff welfare.</i></li> </ul> |                     | <ul style="list-style-type: none"> <li>• <b>Will ensure Committee apprised of progress and opportunity to provide feedback</b></li> <li>• <b>Will consider writing to Courts</b></li> <li>• <b>Plan modified – more robust hierarchy</b></li> <li>• <b>Can see Cardiff actions in Plan – Annual Report will also show this</b></li> <li>• <b>Plan updated accordingly.</b></li> </ul> |