

## APPENDIX A – CASSC Correspondence Schedule, as at 29 September 2016

Date Sent	Sent to	Topic	Comments and Recommendations Made	Date reply received	Response Received
27 July 2016	Cllr Elsmore & Cllr Lent	<b>Director of Social Services Annual Report</b>	<p><i>The Committee recommends that:</i></p> <ul style="list-style-type: none"> <li>• <i>the Governance and Accountability section (Appendix 9) of future reports must be strengthened by referencing the work of the Safeguarding Boards and external agencies;</i></li> <li>• <i>future reports identifies strengths and weaknesses, to provide a more balanced picture of service provision;</i></li> <li>• <i>future reports should highlight the gap between demand and supply of social care service, and the funding impact;</i></li> <li>• <i>future reports must include comprehensive benchmarking data, from all Welsh Local Authorities and Core Cities;</i></li> </ul>	<b>7 September 2016</b>	<ul style="list-style-type: none"> <li>• <b>Agreed and future reports will reflect the broader governance structure.</b></li> <li>• <b>Agreed that future reports should reflect strengths and weaknesses but we do not share the committee's views that the 2015-16 report demonstrates insufficient balance.</b></li> <li>• <b>The Director has advised that he can see the benefit of highlighting demand and supply issues more specifically, where relevant, in the future.</b></li> <li>• <b>The Director advises that he is unable to accept this recommendation as written...unachievable because of transitional year in Wales, data not available in time for 2016/17 report.</b></li> </ul>

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			<ul style="list-style-type: none"> <li>• <i>the Directorate develops additional Adult Care focused performance indicators.</i></li>   <li>• <i>future reports includes the actual number of young people Not in Education, Employment or Training (Page 9), and that the narrative makes clear that it will take time for the traineeships to have an impact on overall numbers;</i></li>   <li>• <i>future reports should expand the section on the joint working protocol “meeting the needs of looked after children” (Page 30) to reference the work with the Council’s Education and Lifelong Learning Directorate and other agencies;</i></li>   <li>• <i>future reports must include as an additional priority action, the work of Child Adolescent Mental Health Service, as highlighted on page 50.</i></li>   <li>• <i>future reports must reference the linkages with the Local Safeguarding Adults Board and its work around adult social care;</i></li>   <li>• <i>future reports must reference the lack of capacity to meet the needs of the adult care population in Cardiff, together with the challenge to meet the capacity gap between</i></li> </ul>		<ul style="list-style-type: none"> <li>• <b>The Director is not prepared to agree this albeit he may reconsider at the end of the transitional year.</b></li>   <li>• <b>Recommendation is agreed and future reports will cite numbers as well as percentages</b></li>   <li>• <b>The Director will consider whether this merits a section or fuller expansion for 2016/17 report</b></li>   <li>• <b>The Director will consider whether this merits a section or fuller expansion for 2016/17 report</b></li> </ul>

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			<p><i>demand and supply;</i></p> <ul style="list-style-type: none"> <li>• <i>future reports should also be made to the work being undertaken to tackling adult exploitation;</i></li>   <li>• <i>future reports must reference the areas of improvement that are required by the Care and Social Services Inspectorate Wales, as set out in their recent report, particularly in the 'key challenges' section of the report;</i></li>   <li>• <i>future reports should either include the Adult Services graphs as shown on page 38 of the report or make a reference to the graphs, in the section "How much and How well we do" in Outcome 1, Safeguarding; and</i></li>   <li>• <i>the Committees recommended that careful consideration is given to queries before people are signposted to alternative support to ensure that crucial intervention is not delayed.</i></li> </ul>		<ul style="list-style-type: none"> <li>• <b>The Director will consider whether this merits a section or fuller expansion during the drafting of 2016-17 report in consultation with the Safeguarding Adults Regional Board</b></li>   <li>• <b>These areas are always referenced in the Annual Report and play a key role in determining priorities and the Director will consider whether any or all of these merit direct inclusion in the Key Challenges section during the drafting of the 2016/17 report.</b></li>   <li>• <b>This recommendation is agreed.</b></li>   <li>• <b>This recommendation is puzzling.. it will remain a clear requirement that signposting enables timely assessment, care and support. It is for this</b></li> </ul>

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			<p><i>The Committee also requested the provision of additional briefing papers to the Committees namely:</i></p> <ul style="list-style-type: none"> <li>• <i>a briefing paper be provided to the CYP, on the reasons for the drop in the level of statutory visits to LAC (Page 8) and the management actions being undertaken to ensure that performance meets the target by the end of 2016/17;</i></li> <li>• <i>a briefing paper, be provided to the CYP, with additional data on the turnover of Children's Services social workers, early next year;</i></li> <li>• <i>a further briefing paper on this and the social worker degree programme to enable Members to fully understand the initiative and its impact;</i></li> <li>• <i>A copy of the presentation on the Gateway Project should be shared with the Members of CYP;</i></li> <li>• <i>a copy of the Safeguarding Action Plan, in respect of adult care, to be shared with Members of the Community and Adult Service Scrutiny Committee (CASSC); and</i></li> <li>• <i>a copy of the recent CSSIW report in relation to Adult Domestic Care.</i></li> </ul>		<p>reason that qualified social workers are embedded in the First Point of Contact.</p> <ul style="list-style-type: none"> <li>• <b>Briefing will be provided as requested</b></li> <li>• <b>Briefing will be provided as requested</b></li> <li>• <b>Briefing will be provided as requested as part of 2 above</b></li> <li>• <b>A presentation will be arranged as requested</b></li> <li>• <b>A copy of this report will be provided as requested</b></li> <li>• <b>A copy of this report will be provided as requested.</b></li> </ul>

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8 September 2016	Cllr De'Ath	<b>Pre-Decision Scrutiny of Cabinet Report re Advice &amp; Support Recommissioning</b>	<p><i>This letter contains views which Members felt were most urgent to be communicated to Cabinet given the imminent publication of your papers for the 15 September meeting, and we hope that these views may help inform any decisions you make then.</i></p> <p><b><i>The Packaging Of Proposals Through Procurement</i></b></p> <p><i>'.. there was a view expressed by various witnesses throughout the meeting that Cabinet might wish to consider as an alternative the simpler approach of a 'lead and supportive bidders' model, as currently in place, for instance, in the current advice contract with 'Cardiff Advice Services', which sees Citizen's Advice working in partnership with The Speakeasy Advice Centre.</i></p> <p><i>While we can see that – given enough time – a Consortium would be a desirable way of ensuring wide input into a resilient overall service – we are concerned about the timescale issues, and would <b>recommend</b> that your draft report makes reference to the possibility of commissioning a lead organisation with potentially several sub-contractors, before the concept of a Consortium becomes framed as the only possible partnership model for you to take forward for these proposals.</i></p>	9 September 2016	<p><b>Very much welcome the constructive and helpful comments set out in the letter.</b></p> <p><b>Each section of the report has been amended to include a statement that confirms that bids will be welcome from single providers, consortia or a lead provider with sub-contractors will be accepted. The possibility of the more informal approach of a lead provider in partnership with other organisations was made clear during the provider workshops and C3SC had organised a networking event on the Council's behalf to encourage providers to work together. This is a very helpful addition to the report and clarifies the intention of the Council to encourage joint working between providers.</b></p>

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			<p><b>The Balance Of Quality And Cost</b>  <i>This Committee has in the past commented on the prevalence of using the 50/50 quality and cost split in tender specification and evaluation. This may work well in many circumstances, but when procuring complex services for highly vulnerable service users we have a natural tendency to consider that quality should occupy a more significant focus. Committee heard evidence from Gwendolyn Sterk of Welsh Women's Aid, who referred to interesting developments in thinking at a Welsh Government level on this matter, and <b>recommend</b> that your draft report retains flexibility to allow officers to undertake further research with Welsh Government and other local authorities to see if there are other approaches to the percentage split that would be more appropriate to meet the needs of people requiring these services.</i></p> <p><b>The Delegation Of Arrangements For Procuring Gender Specific Services</b>  <i>Your draft Cabinet report makes clear that further thinking needed to be invested in considering the size, nature and cost of the commissioning package for Gender Specific Services before a specification could be developed, and that the commissioning specification and evaluation proposals were still developing. Sarah McGill made clear at the meeting that she would be content to return to</i></p>		<p>I note your comment on the cost/ quality ratio and also the comments of Welsh Women's Aid on this issue. There are no firm proposals as yet for the cost/ quality ratio for the Gender Specific tender, it is recognised that more time is needed for the complex commissioning exercise. The report has been amended to confirm that further research will be undertaken on this matter before proceeding with the recommissioning.</p> <p>I would be very happy for the Committee to have further involvement in the Gender specific proposals as the further detail is developed. The report has been amended to include this. Officers will also be happy to feed back to committee on progress with</p>

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			<p><i>the Committee with draft proposals in the above areas, so that Committee could provide further advice before they are determined. We therefore <b>recommend</b> that part 4i of the recommendations in the draft Cabinet report be amended to include reference to the future role of scrutiny in shaping the emerging recommissioning proposals (specifically for ‘gender specific services’ but potentially for all aspects of the proposals).</i></p> <p><b>Maintaining Flexibility, And A “Learning Culture” Approach</b>  <i>Committee benefited from evidence from Sheila Hendrickson-Brown of C3SC. Her evidence related specifically to Advice Services, but Members felt it was equally applicable to all aspects of the recommissioning proposals. Sheila recognised that the Council was taking bold and difficult decisions in seeking to optimise a very unsatisfactory funding environment, and paid tribute to many aspects of the excellent work being delivered through Hubs and other Council services. However, the driving need for efficiencies was forcing the Council to amalgamate support arrangements into larger and larger units, and (as in the case of Advice Services) deliver more services in-house that had traditionally been delivered through grant-funded third sector organisations.</i></p> <p><i>This could naturally pose a specific threat to the</i></p>		<p><b>the other recommissioning processes; your oversight on these issues will be very welcome.</b></p> <p><b>I also note your comment about a learning culture and the need to learn from providers and sector organisations regarding the lessons from other commissioning arrangements. The consultation section of the report has been amended to reflect this commitment.</b></p>

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			<p><i>sustainability of local third sector organisations, and a more general dilution of third sector and social enterprise culture in the city. We would like to stress our appreciation of the good work developing in Hubs – for instance the development of volunteering and links with local communities – but <b>recommend</b> that, as there are so many uncertainties and concerns associated with charting a way forward with no clear blueprint of success to measure against, it would be helpful if your draft report could acknowledge the need to keep working closely with providers and third sector partners, to manage any unintended consequences and ensure that any lessons from recent and current commissioning arrangements could closely inform future proposals.</i></p>		<p><b>May I commend the Committee for the very thorough scrutiny of this issue and the constructive comments. I would also like to thank you as Chair on behalf of myself and the officers who attended for the very professional manner in which the meeting was conducted.</b></p>



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12 September 2016	Cllr De'Ath	<b>Cabinet Response to CASSC Inquiry re Crime &amp; Disorder Night Time Economy</b>	<p><i>Members were pleased to receive your positive response to the Committee's report, and your appreciative comments of the work undertaken by the Inquiry team.</i></p> <p><i>The Committee was disappointed that Neil Hanratty was not able to attend the meeting, especially given his co-ordinating Director role for implementing the report's recommendations. We will be grateful if in future Neil could let the scrutiny officer know if he is unable to attend a meeting, so that I can communicate this to Members and any other witnesses attending the meeting.</i></p> <p><i>Members were pleased to hear that you will be championing the Night Time Economy, with the Director of Economic Development taking the co-ordinating Director role. .</i></p> <p><i>Members were also pleased to hear of your plans to ask officers to develop packages of work within the Cardiff Public Services Board's Safer and Cohesive Communities Programme to govern the implementation of this work.</i></p> <p><i>Thank you for agreeing our recommendation to develop a partnership-based Night Time Economy Strategy with a clear action plan. Committee will be very interested to hear at a future meeting how the Strategy will identify future priorities and principles of service delivery. We note that you consider that it is</i></p>		<b>Response Not Required</b>

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			<p><i>essential to agree these overall principles first, before exploring more operational funding issues and timescales. But we are naturally keen to see these arrangements set out in writing, and were reassured to hear that although this was not a firm commitment, you hoped the Strategy could come forward towards the end of this calendar year. We also understand that efforts are being made to separately ensure availability of resources for the busy Christmas period.</i></p> <p><i>We were pleased for your confirmation that a pledge for resources of £250k per annum for managing Night Time Economy initiatives had been recommended for agreement by the Business Improvement District (BID) Board. Also, that the BID Board was representative of businesses committed to both the Day Time and Night Time Economies.</i></p> <p><i>Members noted your and Jonathan's reservations at the potential for a Late Night Levy to raise the sums discussed during the Inquiry, and recent mixed experiences in Liverpool and elsewhere. You wish the BID Board to bed in successfully and reach its potential before considering a Late Night Levy. We will not therefore be expecting to see any proposals for a Levy to be coming forward soon. However, please keep your mind open to the potential for a Levy to add further value to the BID, and we would consider it beneficial to</i></p>		

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			<i>review these matters in perhaps two years.</i>		