

APPENDIX A – CASSC Correspondence Schedule, as at 10 January 2017

Date Sent	Sent to	Topic	Comments and Recommendations Made	Date reply received	Response Received
9/11/16	Cllr Elsmore	Domiciliary Care	<ul style="list-style-type: none"> • Members were pleased to hear that the Regional Partnership Board is working on these issues and therefore Members request that more information on this is supplied with our committee papers for the planned scrutiny of the regional integration work, currently scheduled for consideration at Committee in January 2017. • Members note that there is now agreement from all providers to assess the 10% regarding outcomes after 4-6 weeks as part of the review process. Members have some concerns about this and therefore Members request a briefing note on this element that particularly answers the following: if the providers approach to delivering desired outcomes is not assessed until the 4-6 week review, how can the Council be assured that the provider will meet the needs of the client in the first 4-6 weeks? What mechanisms will be in place to ensure the assessment of outcomes? • Members would like to know how many clients receive visits that are scheduled to be less than 30 minutes; therefore, 	2/12/16	<p>‘Regional Partnership Board has developed a joint commissioning project to develop this work as part of the whole system redesign’ .. ‘an update can be provided for Committee .. in January 2017.’</p> <p>‘Case Managers and providers will be undertaking a continual assessment of the delivery of the desired outcomes of the care package throughout the initial 4-6 weeks of the commencement of the care package. Case managers monitor the case package very closely at this point in time. Providers can undertake a more meaningful review at the 4-6 week stage as they have more knowledge of the client.’</p> <p>‘The proportion of calls scheduled to be less than 30 minutes is 6% of calls (2573</p>

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			<p>Members request that this information be provided for 2016/17 thus far, along with the overall number of clients receiving visits.</p> <ul style="list-style-type: none"> • Members note that discussions are underway with providers about whether to amend the <i>adam</i> system to allow providers to make one bid per care package. Members request that they be provided with an update on this if the current system of multiple bids is amended. • Members recommend that parents and carers are brought into the conversation about future models at an early stage to ensure that their views, experiences and expertise can inform the development of an appropriate model for Cardiff. • Members request a copy of the action plan developed to respond to the issues raised by the CSSIW in relation to Cardiff inn their recent Review of Domiciliary Care in Cardiff. 		<p>out of 40,988 calls). Calls of less than 30 minutes are usually scheduled as a part of a much larger care package. For example, a client can receive a number of scheduled calls of different durations each day, which may include a call of less than 30 minutes, as a check call for health and safety reasons or for a commode to be emptied.'</p> <p>'Consultation is still ongoing regarding the implementation of the single bidder process via provider workshops. Legal advice has also been sought regarding the implementation of this process.'</p> <p>'As part of the new arrangements for domiciliary care project, consultation and engagement will be undertaken with all relevant stakeholders, where appropriate, as part of the new commissioning process.'</p> <p>Please find attached action plan (<i>attached as Appendix B for this item</i>)</p>

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9/12/16	Cllr Derbyshire	Council commitments re Private Rented Sector Housing	<ul style="list-style-type: none"> <li data-bbox="880 352 1507 786">• Members note that Shared Regulatory Services is responsible for returning empty properties to use. Members note the target is to return 20 empty properties to use in 2016/17. Members accept that this is a realistic target, given that work has taken place for part of the year only. However, Members would expect there to be a more stretching target for 2017/18, given the need to boost available housing. Members look forward to receiving the 'empty properties roadmap for Councillors', which will assist us in our role. <li data-bbox="880 826 1507 1094">• Members note that establishing Shared Regulatory Services resulted in 23% decrease in resources over the three local authorities. Members are therefore concerned that there may be pressure on existing staff, particularly with the addition of empty properties work. Members would appreciate your views on this. <li data-bbox="880 1134 1507 1369">• Members note officers' comments that Cardiff Council is an exemplar concerning student engagement. Members wish to understand the percentage of private rented sector properties occupied by students. The papers for this item cited the Census 2011 result for households solely occupied by 	14/12/16	

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			<p>students (point 7). However, Members would appreciate further information on this.</p> <ul style="list-style-type: none"> • Members would be glad to see mechanisms in place to capture the benefits of Rent Smart Wales. Members note the independent evaluation will be repeated in 2 or 3 years' time and compared against the baseline. Members also note that house condition surveys should demonstrate improvements in the private rented sector. In the meantime, Members agree that Shared Regulatory Services should report the number of Category 1 hazards addressed by their actions. Members accept that using tenant complaints as a measure is not straightforward as there may be an increase due to awareness raising. • Members thank officers for agreeing to provide answers to the questions posed by Councillor Clark in her submission. Members agree that it would be useful to provide comparator information to place Cardiff's performance in context. 		<p>Answers provided to 3 of the questions put by Cllr Clark:</p> <p>'The list of Rent Smart Lettings Agents is available on the Rent Smart Wales website. Members of the public can search by property address, name of the landlord or agent and reference number. The information available has been specified in legislation.'</p> <p>'We are currently not able to provide the properties included as part of a registration at ward level,</p>

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					<p>although we will work towards achieving this in due course.'</p> <p>'Marketing activity will continue to make sure that Rent Smart Wales obligations are understood... Rent Smart Wales' enforcement team is working with local authority partners across Wales... on 'seek and find' projects to identify landlords and agents who are not complying with the legislation.'</p>
9/12/16	Cllr Elsmore	Direct Payments	<ul style="list-style-type: none"> Members note the objectives of improving arrangements for those using Direct Payments by simplifying the referral pathway and increasing choices. Members also note the aim of achieving value for money for the Council whilst ensuring quality of provision. Underpinning these is the need to increase the numbers of personal assistants available to provide care and support. Members support these goals, which will help us to meet our legal duties. As part of our pre-decision scrutiny of Direct Payments, Members would like to receive more information about what the arrangements will look like in practice. In particular, Members would like more 	10/01/17	<p>Information requested supplied within the letter, attached as Appendix C to the Direct Payments item, Agenda Item 5 of this meeting.</p>

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			<p>information on:</p> <ul style="list-style-type: none"> - The respective roles of Social Services and Preventative Services in the new pathway; - The monitoring requirements built into the specification; - The evaluation criteria and weighting; - The transition arrangements, to ensure continuity and no detriment to service users. <ul style="list-style-type: none"> • Members accept the offer to receive comparator information on Direct Payments rates. Please send this to Scrutiny Services for inclusion in our committee papers in January 2017. • Members recognise that there is a real opportunity to make a difference for service users and carers by ensuring the direct payment system works for them. Members also recognise the need to ensure value for money for the Council. However, Members are concerned about the tight timescales outlined at the meeting. Members recognise that officers are working hard to deliver to these timescales. However, Members would like assurance that more time will be taken if it is needed to ensure that the best possible scheme is developed. • Finally, Members noted the consultation finding that <i>'93% of respondents felt that</i> 		<p>Information requested supplied within the letter, attached as Appendix C to the Direct Payments item, Agenda Item 5 of this meeting.</p> <p>Please see the letter, attached as Appendix C to the Direct Payments item, Agenda Item 5 of this meeting.</p>

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			<p><i>their social worker was helpful during the process.</i> Members ask that you pass on our commendations and thanks to social workers for their hard work assisting clients positively. Their efforts are recognised and appreciated.</p>		

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