

My Ref: Scrutiny/Correspondence/Cllr McGarry

9 December 2016

Councillor Susan Elsmore
Cabinet Member
c/o Room 520
County Hall
Cardiff
CF10 4UW



Dear Susan

Community & Adult Services Scrutiny Committee – 7 December 2016

On behalf of the Members of the Community & Adult Services Scrutiny Committee, I would like to thank you and officers for attending for Agenda Item 4, Direct Payments.

Members were interested to learn more about the work to review arrangements and develop options for the future. 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.

Members have re-arranged our work programme to accommodate pre-decision scrutiny of the Cabinet report on Direct Payments. The 18th January 2017 committee meeting will include this and an item on Adult Safeguarding. Our 8th March 2017 committee meeting will include scrutiny of the draft Housing Revenue Account Business Plan and Regional Partnership Board.

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 information on:

- 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.

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.

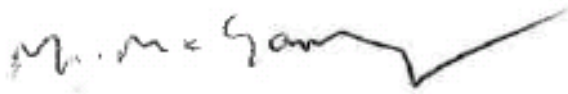
Members recognise that there is a real opportunity to make a difference for service users and carers by ensuring the direct payment system works for them. Members also

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 '93% of respondents felt that their social worker was helpful during the process.' 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.

Once again, thank you for bringing progress in this area to our attention. This letter has requested information be supplied in time to go out with our committee papers for 18 January 2017 meeting. However, other than that information, it does not require a response.

Yours sincerely,



COUNTY COUNCILLOR MARY M^cGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc:	Sarah McGill	Director of Communities, Housing and Customer Services		
	Tony Young	Director of Social Services		
	Amanda Phillips	Assistant Director of Social Services - Adults		
	Denise Moriarty	Strategic Lead Planning Officer – Learning Disabilities		
	Liz Patterson	Personal Assistant	Matt Swindell	Cabinet Office

**SWYDDFA CYMORTH Y CABINET
CABINET SUPPORT OFFICE**



Fy Nghyf / My Ref: CM36639
Eich Cyf / Your ref: Scrutiny/Correspondence/
Cllr McGarry

Dyddiad / Date: 10 January 2017

Annwyl / Dear Mary

Community and Adult Scrutiny Committee meeting – 7th December 2016

Thank you for your letter of 9th December 2016 in relation to Direct Payments for Vulnerable People.

As part of pre-decision scrutiny of Direct Payments, members have requested the following information and I intend to address each point individually:

The respective roles of Social Services and Preventative Services in the new pathway

The Social Service Directorate will remain responsible for assessing a person's needs and determining if they are eligible for direct payments. Within the new model of the direct payment service, when a person has been assessed as eligible they will receive comprehensive information on direct payments and the full range of independent living services.

The Social Services Directorate will work closely with First Point of Contact/ Independent Living Services who will offer advice regarding holistic approaches for preventative services such as home adaptation, occupational therapy input/Joint Equipment Service, home safety, benefit entitlement and housing support.

The monitoring requirements built into the specification

The monitoring will encompass:

- Social Services & Wellbeing (Wales) Act 2014: Outcome Measures Framework
- Key Performance Indicators against the Service Specification
- Monitoring Measures against the Contract Terms & Conditions, and
- Customer satisfaction

**ATEBWCH I / PLEASE
REPLY TO:** Swyddfa Cymorth Y Cabinet / Cabinet Support Office,
Ystafell / Room 514, Neuadd y Sir / County Hall,
Glanfa'r Iwerydd / Atlantic Wharf, Caerdydd / Cardiff,
CF10 4UW Ffon / Tel (029) 2087 2479

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn sicrhau ein bod yn cyfathrebu â chi yn eich dewis iaith boed yn Gymraeg, yn Saesneg neu'n ddwyieithog dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.

The Council welcomes correspondence in English and Welsh and we will ensure that we communicate with you in the language of your choice, whether that's English, Welsh or bilingual as long as you let us know which you prefer. Corresponding in Welsh will not lead to any delay.

The monitoring will be analysed along with quarterly, bi-annual and annual contract review meetings.

The Provider and the Council will meet on a monthly basis to discuss and resolve any issues and review performance. The Provider's Contract Representative and the Council's Contract Manager will attend the operational meeting.

Formal quarterly review meetings will be held with senior managers and any ongoing issues with performance will be escalated to this meeting. Depending on the level and severity, the Council may issue a default notice but this will be in accordance with the provisions of the contract terms and conditions.

The evaluation criteria and weighting:

The evaluation is based on an overall quality/price ratio. Submissions will be evaluated on the 'most economically advantageous tender' (known as MEAT) using the quality and price criteria. The overall evaluation weighting will be a 50% on quality and 50% on price. This will be developed with a clear understanding of the price/value elements.

The indicative criteria for evaluating the quality of the tender will cover:

- Service Delivery
- Person Centred Outcomes
- Safeguarding
- Performance Management
- Quality Assurance
- Presentation on delivering Person Centred Outcomes.

The criteria weightings are yet to be finalised.

The Transition arrangements to ensure continuity and no detriment to service users.

Social Service officers will continue to work closely with the incumbent provider to ensure continuity of planning and service delivery. All stakeholders will ensure that disruption to individuals is minimised. A consideration remains any potential change from the incumbent provider, as the organisation may not be successful in the tender. The Transfer of Undertakings (Protection of Employment) Regulations may apply between the current and awarded provider for those staff working in the service.

Tight timescale – assurance should be approved

The Direct Payment Project is following the Project Quality Assurance process to ensure planning, risk assessment and mitigation actions to manage the project. While the Directorate recognises it is working to a tight timescale, transition and contingency arrangements are in place and will be administered by Social Services for a period leading up to the new contract. All parties involved in the project have been briefed and are ready to respond as and when necessary.

Comparative Data

In addition, please see attached the comparator information on Direct Payment rates.

I appreciate your comments and your commendations have been passed onto the social workers. Meanwhile, I hope that the above responses address the further information requested, but please don't hesitate to contact me if I can be of any further assistance.

Yn gwyir,
Yours sincerely,

A handwritten signature in black ink, appearing to read 'S. Elsmore'.

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

Enclosures

Cc Members of the Community and Adult Scrutiny Committee