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Fy Nghyf / My Ref : CM38489  
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Dyddiad / Date: 3rd October 2017

Cllr Mary McGarry  
E-Mail

Annwyl / Dear Cllr McGarry,

**CASC, Quarter 1 Performance**

Thank you for the recent opportunity to present our Quarter 1 performance. As always, I value the input provided by the Community & Adult Services Committee.

**COMMUNITIES, HOUSING & CUSTOMER SERVICES DIRECTORATE**

**Telecare Services**

I would welcome the Community & Adult Services Committee scheduling this item in their Work Programme. In relation to the target for connections to the service I do accept that this is a stretch target set to help drive the service forward. The service has a comprehensive marketing plan and attracts 60-85 new customers per month, which maintains overall numbers at around the current level. There are no budget implications for the service should the additional 5% target not be achieved, as the budget is based on the current level of customers. So anything over and above the current level will enable reinvestment into the service. To update, as of 18th September, there were 4,439 customers, which is a net increase of 46 since the Committee meeting.

**Disabled Facilities Grants**

In response to the Committees request for more information on the numbers of people completing the process, I can advise as follows:

For 2016/17:

- Requests for Service

Assistance Type	Number Received	Number of Successful Applications	% Of Successful Applications	Cases still Progressing through to Approval
Mandatory	1148	917	80	42
Low Cost	1184	1045	88	14
Total	2332	1962	84	56

- Reasons Why the Applications Were Unsuccessful

Assistance Type	Client Deceased	Client Withdrew	Contribution Exceeded Cost of Work or Mandatory Grant Limit	Other
Mandatory	12	123	24	30
Low Cost	11	52	0	62
Total	23	175	24	92

Of unsuccessful applications therefore only 2% relate to the clients' concern about the financial contribution they would be required to make.

Of the Requests Received 80% of the work is for Stair lifts, Level Access Showers & Bathroom Adaptations, along with works to improve Access to the property and within the property.

The remaining 20% of work is to re-configure the existing dwelling, undertaking structural works, and in some instances constructing an extension.

In addition to the Mandatory and Low Cost Adaptation Requests received, a further 1,326 refurbishment of previous adaptations requests were received within the period. The majority of these are stair lifts or electromechanical adaptations.

Once again, we would welcome the opportunity for the entire Older Persons' Preventative Services agenda to be brought to a future meeting. This area is very broad but will give the Committee the opportunity to identify, in more detail, the areas they wish to explore further.

Yn gywir / Yours sincerely



**Cllr Susan Elsmore**

Aelod Cabinet dros Ofal Cymdeithasol, Iechyd a Lles

**Cabinet Member for Social Care, Health and Well-being**