

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

4 MARCH 2015

Present: County Councillor Groves(Chairperson)
County Councillors Lomax, McGarry, Sanders and
Graham Thomas

77 : APOLOGIES FOR ABSENCE

Apologies were received from Councillors Carter and Goddard.

78 : DECLARATIONS OF INTEREST

Declarations of interest were received from:

Councillor Groves – Item 9 – He and his wife are in receipt of Domiciliary Care
Councillor Sanders – Items 7 & 9 – she is currently finalising a care package for a family member.

79 : MINUTES

The minutes of the meeting held on 4 February 2015 were agreed as a correct record and signed by the Chairperson.

80 : CARDIFF COUNCIL DESIGNATION AS A SINGLE LICENSING AUTHORITY FOR POWERS CONTAINED IN PART 1 OF THE HOUSING (WALES) ACT 2014 - WELSH AGENT AND LANDLORD LICENSING SCHEME: PRE-DECISION SCRUTINY

The Chairperson welcomed Councillor Bob Derbyshire, Cabinet Member for Environment, Tara King Assistant Director Environment and Bethan Jones, Operational Manager Regulatory and Commercial Services to Committee.

The Chairperson invited the Cabinet Member to make a statement in which he said that the report details the importance of what Cardiff needs to be doing in future with regards to the Housing Wales Act. Cardiff had been chosen as the authority to run the scheme; it has a large student/rented population compared to anywhere else in Wales. Cardiff has experience of licensing schemes in Cathays and Plasnewydd and this was another scheme. He emphasised the importance of being aware of the risks associated with any scheme, and the mitigation of these. It was noted that Cardiff had run a landlord accreditation scheme for the past 8 years; running this new scheme on behalf of the Welsh Government would also provide employment opportunities. Officers added that the scheme would help to regulate all the rented sector in the City, it would improve engagement with landlords but would also be a huge challenge as there are 70-100k landlords to engage with and provide training for across Wales. It was noted that Cardiff was well equipped to deliver such a scheme.

Members were provided with a brief overview of the report.

The Chairperson invited questions and comments from Members:

- Members enquired whether Welsh Government money would cover all costs of the scheme. Officers advised that the whole scheme had been costed out with detailed financial modelling. A grant from Welsh Government should cover costs that fees don't recover, the Council is awaiting confirmation from Welsh Government on this and should receive this shortly.
- Members asked whether landlords would get any extra support through the scheme to deal with difficult tenants. Officers advised that there would be no additional support provided through the scheme but the authority would be more equipped to deal with issues through training that the scheme provides.
- Members discussed reputational risk if some properties slipped under the net; and asked how the authority would ensure that all were licensed. Officers advised that Welsh Government were conscious of the issue and were taking the lead on a marketing strategy for the first 18 months of the scheme. All 22 local authorities would work together and get the communication out to the public. Initially there wouldn't be enforcement but in time enforcement would be part of the scheme.
- Members asked whether there would be a tight legal document between the other local authorities in Wales. Members were advised that legal advice stated that a legal document was not required; however all authorities wanted the scheme to be a success and there would be a shared set of expectations; funding would follow activity so there would be reviews or funding sanctions.
- With regard to financial risks, Members asked how assured officers were that the Model and Toolkit were as robust as it could be. Officers stated that the toolkit was developed following the Hemming's Case, which determined amongst other things what fees could be set with all 22 authorities. Officers considered it a prudent model. Officers noted that Cardiff has a 1:5 ratio of Landlord/property which was the highest in Wales.
- Members sought more information about the employment opportunities provided by the scheme. Officers advised that there would be 49 staff employed within Cardiff Council, initially these would be mainly administrative officers with housing experience. A big recruitment drive would be started with C2C soon in order for them to start in October.
- Members noted that enforcement fees would be kept within individual authorities and asked whether the enforcement fees from within Cardiff coupled with the Welsh Government money would be sufficient to fund the ongoing employment of 49 staff. Officers advised that detailed financial modelling had been undertaken based on the information held currently; the model take account of this activity and it would be reviews annually to ensure that it is.
- Members asked when the response from Welsh Government could be expected. Officers stated that the letter should be received prior to the next Cabinet meeting.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Bob Derbyshire Cabinet Member Environment thanking him and officers for attending the Community and Adult Services Scrutiny Committee on 4 March 2015 and to convey the observations of the Committee when discussing the way forward. (*letter attached*)

81 : COMMUNITY SAFETY PERFORMANCE MANAGEMENT INFORMATION - QUARTER 3 2014/15

The Chairperson welcomed Councillor De'Ath Cabinet Member for Safety Engagement and Democracy and Sarah McGill Director Communities Housing and Customer Services to the Committee.

Members were provided with a brief overview of the report.

The Chairperson invited questions and comments from Members:

- Members noted that neighbourhood partnerships have community safety information and take action locally; Members enquired how everyone comes together to address city wide issues and take actions. Officers stated that this was work in progress and that the issue was noted. An example was given of a neighbourhood partnership installing CCTV and an increase in anti social behaviour then being reported/captured. It was complicated to get various strands of activity but the cohesive board takes a strategic overview. The following quarter would include more narrative as well as figures and more examples would be brought to Committee.
- A Member asked the Cabinet Member what his priorities were to take action from the Q3 information. The Cabinet Member stated that he would look at issues on a Council Wide basis with particular emphasis on Domestic Violence and Child Sexual Exploitation.
- Members referred to Anti Social Behaviour-Action Taken and particularly 'Notice of intent to terminate introductory tenancy' and noted the figure of '0'. Officers stated that this was seen as a positive and that there was never a desire to evict or demote; quick action was being taken to prevent anti social behaviour and therefore reduce notices and evictions.
- Members noted 8 cases listed of Domestic Violence on the priority waiting list and asked how quickly these people would be housed. Officers stated that it would depend on each individual case; cases would be identified and prioritised where domestic violence is an issue. The list could include people who are already housed in temporary accommodation and are awaiting rehousing.
- More information was sought on the work being done on prostitution. Officers advised that there was significant joint working between the Council and the Police on both on and off street prostitution. There were significant drug and alcohol issues relating to prostitution. Joint working had produced some good results and was an issue for a task and finish group recently.
- Members noted that Cardiff has the highest Anti Social Behaviour rate per population in Wales and asked whether this was always the trend or whether it was new. Officers explained that it was the first time that Cardiff was top end

of the statistic; it was important to capture what was going on in Cardiff, there had been significant increases in reports of anti social behaviour which was positive however it was important to keep an eye on underlying trends and issues. A more in depth analysis of the detail of the Anti social behaviour figures was going to be done at the end of the year.

- With regard to Hate Crime, Members noted that the figures weren't high themselves but all show an upward trend and asked what was being done. Officers stated that people were being encouraged to report these crimes to get a better picture of what was happening in our communities; an upward trend isn't necessarily a cause for concern but what is done about it is.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Daniel De'Ath Cabinet Member for Safety Engagement and Democracy thanking him and officers for attending the Community and Adult Services Scrutiny Committee on 4 March 2015 and to convey the observations of the Committee when discussing the way forward. (letter attached)

82 : COMMUNITIES PERFORMANCE MANAGEMENT REPORT QUARTER 3 2014/15

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member for Housing Health & Wellbeing and Sarah McGill Director Communities Housing & Customer Service to the Committee.

The Chairperson invited the Cabinet Member to make a statement in which she explained she was pleased with the performance in quarter 3 particularly in the Housing Revenue Account; a key concern was the number of days taken to let Council homes; there had been an improvement in the quarter but the target for quarter 3 would not be met; the issues are understood but progress would need to be seen in quarter 1 and 2 2015/16. The allocations policy should help with this progress particularly with regard to high rise flats. Officers added that it was disappointing that the target would not be met as lots of work had been done on void lettings and this work would focus the ongoing work; it was important to get the properties back into use as soon as possible and with the new allocations policy in place there should be improvements in quarter 4.

Members were provided with a brief overview of the report.

The Chairperson invited questions and comments from Members:

- Members sought further information on who could be housed in high rise flats. Officers stated that they can allocate flats to families with children over 8 years of age. It is possible to allocate flats to people aged 16/17 years of age with support provided.
- Members enquired whether previous issues with contractors and void properties had now been resolved. Officers stated this was part of the action plan and it was being dealt with by building up an in house team and taking on apprentices; where contractors still needed to be used contracts would be tightened.

- With reference to Disability Facilities Grants, Members noted it was mentioned that clients had sometimes contributed to delays and sought clarification on whether this was usual. Officers explained that it was an occasional problem but it could have a big impact on the delay when a client disputes a resolution, an example was given of a client expecting an extension to be built rather than an adaptation to the property. It was added that Cardiff used to have the highest Disability Facilities Grant in Wales whereas now there were assessments, requirements and most practical way to meet them; Cardiff was now the best authority in responding in a timely manner and were now meeting needs rather than aspirations.
- A Member asked whether there had been any feedback from service users on the Disability Facilities Grant realignment. Officers explained that there is customer satisfaction information gathered for all DFG's and it had been excellent; it was important to look at what is reasonable and practical and now more people were receiving a good service.
- More information was sought on sickness levels. Officers explained that reductions had been seen year on year; the target was 9 days and currently the figure stood at 10.73 days. Sickness was being managed; actions within the policy were being carried out such as referrals to Occupational Health and return to work interviews; 17 members of staff were on long term sick; there was a growing awareness that long term sickness impacts on colleagues; all sickness was being kept under review.
- Members referred to Homelessness and asked of those where no decision had been made within the 33 day deadline, how long did they have to wait beyond the 33 days for a decision. Officers stated that they didn't have that information at the meeting but clarified that the 33 days is the time scale in which to make a decision regarding homelessness, time then spent in temporary accommodation is a very different matter and numbers of those in temporary accommodation and which type of accommodation were held separately.
- Members asked whether there was any service user feedback on the new allocations policy. Officers explained that there was a growing body of responses to letters sent out regarding putting those with the highest housing need at the top of the list; perhaps unsurprisingly those with lower needs were not happy and are letting the authority know that; all letters are being responded to; all allocations were now being done on the new policy. The joint allocation scheme with the Housing Associations will have great benefit and this would be kept under review. The Cabinet Member added that it was important politically that the Cabinet are supporting those with the greatest housing need; any change would be difficult for the others to accept but fair and equitable policies are needed.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Susan Elsmore Cabinet Member for Housing Health & Wellbeing thanking her and officers for attending the Community and Adult Services Scrutiny Committee on 4 March 2015 and to convey the observations of the Committee when discussing the way forward. (*letter attached*)

83 : HEALTH & SOCIAL CARE - QUARTER 3 PERFORMANCE 2014/15

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member for Housing Health and Wellbeing, Siân Walker Director of Health & Social Care and Stuart Young Operational Manager Resources and Performance to the Committee.

The Chairperson invited the Cabinet Member to make a statement in which she reiterated the pressures and challenges in Health and Social Care; extreme budget pressures exemplifies demand pressures. There had been improved performance in Direct Payments which was steady and slow; the target was stretched so it was difficult to meet but there are improvements being made quarter on quarter.

With regard to Carers Assessment, this has been ongoing since October last year; there have been problems with the ability to record carer assessment on the social care records database, solutions had been sourced, were now taking place that will see improvements from April.

With regard to Delayed Transfer of Care, there were critical pressures particularly in University Hospital of Wales. Health & Social Care are working closely with the Health Board on admission avoidance. Typically in an average week there are c. 30 referrals for social care assessment; in January in one week there were 60, this exemplifies the pressures and frailty of people being admitted to hospital during the winter period.

With regard to Sickness Performance, the Cabinet Member gave assurances that strong management controls were in place although she acknowledged there had been some drifting from targets. The Director added that she was disappointed that the target of 13.1 days would not be met. The directorate are following the Health and Wellbeing policy; though does have a number of very sick people with long term sickness. This impacted by the agen profile of staff; the fact that many work shift patterns and where staff are working with vulnerable people they are unable to turn up for work with a cold or D&V because of the impact on people supported. Managing sickness remains a priority for the directorate and this will continue to be managed over the coming months.

Members were provided with a brief overview of the report.

The Chairperson invited questions and comments from Members:

- Members sought further information on accelerated improvement meetings and actions flowing from these with regard to financial management. Officers explained that all expenditure in Health & Social Care has Operational Manager oversight; in Older Peoples Services due to the sheer volumes this duty is shared with Team Managers with parameters, and then on to Operational Manager for approval.
- Members asked what focus was being put into high expenditure care package reviews and domiciliary care. The Director advised that the prime focus was assessing need and eligibility; the target for delivering 1005 reviews within the

12 month period had been slipped this year as the service had prioritised those high cost packages for review where it was deemed likely that a review outcome would change the package

- Members noted the Red targets in relation to Direct Payments and Carers Assessments and asked whether Personal Performance Development Reviews (PPDR's) had helped as staff were being monitored on their performance in these areas via PPDR's. Siân Walker stated that PPDR's have happened for all staff, though there was a delay in inputting data onto digiGOV for one service area where the manager had been sick for a significant period. Improvements in the system were needed to look at performance data for individuals and what they have offered in terms of Direct Payments etc. It was also noted that data cleansing was currently happening on the Care First system so next year there would be a position to performance manage staff more effectively; staff are clear on the expectations.
- Members discussed inaccurate information being on the system and how long officers had known about it. Officers explained that they became aware when the Director joined the authority. The Cabinet Member added that improvements should be seen quarters 1 and 2 next year the required changes necessitated a full tender so work had only recently commenced.
- With regards to Red Targets, Members asked what measures were being put in place to ensure that the same issues were not apparent next year. Officers explained that there had been improvements month on month with direct payments; The stretch target of 800 was unachievable though the current upward trend projected achievement of 650 in 2015/16. Therefore a stretch target had been proposed for next year of 700. Reductions were seen in delayed transfers of care for most months last year; more plans were in place this year with mobile working and scheduling starting in June which would release capacity in the reablement service to effect better hospital discharges.
- Members asked whether RCF funding was assured for the third year. Officers said it was although less than originally anticipated; and noted that this year's sum would be £533k for Cardiff and the Vale of Glamorgan. Further information would be brought to a future committee meeting.
- Members discussed the 'progress challenges' for future years with regards to direct payments. Officers would bring further information to a future committee meeting.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Susan Elsmore Cabinet Member for Housing Health & Wellbeing thanking her and officers for attending the Community and Adult Services Scrutiny Committee on 4 March 2015 and to convey the observations of the Committee when discussing the way forward. (*letter attached*)

84 : CONTRACT AWARD FOR SUPPORTED LIVING SERVICES FOR ADULTS WITH LEARNING DISABILITIES: PRE DECISION SCRUTINY

Appendix 1a and Appendix 1b to Appendix A of this report were not for publication, as they contain exempt information of the description in Paragraph 14 of Part 4 and Paragraph 21 of Part 5 of Schedule 12A of the Local Government Act 1972.

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member for Housing Health and Wellbeing, Sian Walker Director Health and Social Care and Amanda Phillips Operational Manager Learning Disabilities to the Committee.

Members were reminded that this item contains confidential information in Appendices 1a and 1b of Appendix A to this report. As such, this item would be split into two sections, a public portion where Members can ask questions on the information contained in the draft Cabinet Report and Appendix 2 of this report, followed by a closed portion where members of the public will leave the room so that Members can ask questions on the confidential information in the appendices. Members must not refer to or ask questions on Appendices 1a and 1b during the public portion of this item.

The Chairperson invited the Cabinet Member to make a statement in which she said she was delighted to present the report for pre decision scrutiny; the issue had been before committee in October last year and this report updates and advises Members on the outcome of the procurement process. Officers had done a thorough process; Health, 3rd Sector, Parents and Cardiff Council Staff worked with Cardiff People First Advocacy Service; Bid were evaluated on 50/50 quality and price and it had been an excellent example of partnership working.

Members were provided with a brief overview of the report.

The Chairperson invited questions and comments from Members:

- Members asked how the transition process would be managed particularly with respect to the vulnerable service users. Officers explained that there would be a detailed plan of engagement events for families to take part in and the detailed timetable of events would be widely communicated, dependent on the outcome of Cabinet.
- Members sought clarification on the evaluation criteria and staff/management arrangements. Officers explained that it had been important to have 50/50 quality and price; within the quality aspect would be quality service and person centred services. With regards to staff/management this was procedural information, there would be proper governance and safeguarding would be an important part of this, which would need to be clearly evidenced.
- Members asked if the evaluation criteria was Cardiff-specific or whether the weighting etc. was a standard approach. Officers stated that it was quite bespoke to the service, they had wanted quality which was robust and person specific and they considered it had worked very well. The Cabinet Member added that she had been deeply impressed with the nuance and she had never seen such a high quality process before.
- Members noted that there was lots of information on the Equality Impact Assessments (EIA's) and sought assurance that the communication strategy would reach people and in the right way. Members asked if there had been any issues with the new model or how it had been consulted. Officers

explained that they had consulted with families, people had been anxious about the tender outcome and concern over consistency of support workers. There had been TUPE consideration so staff have the option to transfer which would help with consistency. Officers reassured Members that they already had in diary appointments with families to ease any fears and that there had been communication throughout the process.

The meeting went into closed session to discuss matters on the confidential papers.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Susan Elsmore Cabinet Member for Housing Health & Wellbeing thanking her and officers for attending the Community and Adult Services Scrutiny Committee on 4 March 2015 and to convey the observations of the Committee when discussing the way forward. (*letter attached*)

85 : ASSESSMENT & CARE MANAGEMENT BUSINESS PROCESS REVIEW: UPDATE

The Chairperson stated that it was his judgement that he had a financial/ prejudicial interest in this item as his wife is a traditional domiciliary care recipient and he is a Direct Payment domiciliary care recipient. In consequence, he stated that he would vacate the Chair and leave the room for the entire duration of the item, and for the way forward section for this item. (Councillor Groves left the meeting)

The Scrutiny Officer sought nominations for a Chairperson for the item. Councillor Sanders nominated Councillor McGarry, this was seconded by Councillor Lomax.

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member for Housing Health and Wellbeing, Siân Walker Director Health & Social Care and Sue Schelewa Operational Manager Assessment and Care Management to the Committee.

The Chairperson invited the Cabinet Member to make a statement in which she explained that the CSSIW executive summary 13/14 reported progress. She added that it was important to be achieving effectiveness in processes and also enhancing the service user experience.

Members were provided with a brief overview of the report.

The Chairperson invited questions and comments from Members:

- Members noted that there would be a review of the business processes undertaken by staff and that savings would be made by restructure etc. and asked what changes there may be to service delivery after the business review. Officers explained that it was about staffing but also about systems, for example the overhaul of the care first system. Officers also explained that a saving of £150k had been in 2014/15 through voluntary severance and that there would be a full-year effect of this next year. This was compensated for by restructuring the teams that were already there such as by amalgamated community teams and also one assessment team. The Consolidated review team were still undertaking work on the hospital discharge process and it was important to enhance reablement for more people to benefit from the pathway.

- Members asked if the technology was already in place for mobile working. Officers stated that it was, CMS had introduced it last year and equipment had been purchased; staff were being trained in using the handsets and they would also receive refresher training. Staff had positively embraced the changes.
- Members asked what the perceived risks were at the moment of any potential delays. Officers stated that a lot of the work was being done on top of existing work but that there had been some project support from a corporate team. The review would lead to less team managers; 13 posts had been deleted this year, with more due in 2015/16.
- Members asked whether performance targets for next year would need to be balanced with increased efficiency but less staff. Officers explained that they still needed to manage demand and the performance targets were still appropriate. The Business Process Review enables smoothing out of the process and simplifying it to allow people to concentrate on delivering services and allocating staff via a customer approach.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Susan Elsmore Cabinet Member for Housing Health & Wellbeing thanking her and officers for attending the Community and Adult Services Scrutiny Committee on 4 March 2015 and to convey the observations of the Committee when discussing the way forward. (*letter attached*)

(Councillor Groves returned to the meeting)

86 : CABINET RESPONSE TO REPORT OF COMMITTEE RE: 'TACKLING HUMAN TRAFFICKING IN CARDIFF'

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member for Housing Health and Wellbeing and Siân Walker Director Health & Social Care to the Committee.

The Chairperson invited the Cabinet Member to make a statement in which she said that it was important that the accepted recommendations in this cross portfolio report are worked to and implemented. She added that as the report is so broad and covers many various portfolios she would be unable to answer fully some questions outside of her own portfolio.

Members were provided with a brief overview of the report.

The Chairperson invited questions and comments from Members:

- Members noted the problem with prostitution in Cardiff particularly with women from outside the UK who were particularly vulnerable to gangmasters etc. and asked what the Council/Police/Home Office are doing to eradicate this. The Cabinet Member requested this question be directed to Councillor De'Ath Cabinet Member for Safety, Engagement & Democracy.
- A Member referred to recommendation 8b where the response was 'unclear' and asked for further information. The Cabinet Member requested this question be referred to the Director Education.

- Members referred to Recommendation 13 and asked what support was available to male victims of human trafficking from when it is first suspected through to when it becomes a crime. Officers advised that Adult Social Care could intervene if there was a safeguarding issue such as the person did not have the capacity to consent; otherwise it would be a police matter.
- The Cabinet Member noted that in some responses to recommendations in the report some things are tasked to officers and it was considered that each recommendation should be ascribed to the appropriate Director, or if cross portfolio/corporate then to the Chief Executive. Members highlighted that the recommendations were made to Cabinet and that they were aware the issues raised were often cross-portfolio and therefore expected the Cabinet Response to indicate who would take lead responsibility.

A discussion followed regarding who was the responsible Cabinet Member and Director. The Cabinet Member agreed but noted that it was important to get a grip of the issue and she pleaded that there was a clear recommendation from Committee that Directors with responsibility are named.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Susan Elsmore Cabinet Member for Housing Health & Wellbeing thanking her and officers for attending the Community and Adult Services Scrutiny Committee on 4 March 2015 and to convey the observations of the Committee when discussing the way forward. (*letter attached*)

87 : CORRESPONDENCE UPDATE - INFORMATION REPORT

The Committee received copies of correspondence sent and received in relation to matters previously scrutinised by this Committee.

88 : DATE OF NEXT MEETING

The next meeting of the Community & Adult Services Scrutiny Committee is scheduled to be held on 1 April 2015 at 4.30pm.