

My Ref: Scrutiny/Correspondence/Cllr McGarry  
11 April 2019



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**Councillor Lynda Thorne**

Cabinet Member Housing & Communities

**Councillor Susan Elsmore**

Cabinet Member Social Care, Health & Well-being

County Hall

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Appendix A

Dear Lynda & Susan,

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 3 APRIL 2019 –  
QUARTER 3 PERFORMANCE REPORT**

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee to present the Quarter Three Performance Report, for both the People & Communities Directorate and Adult Services, providing Members with the opportunity to analyse measures and provide feedback.

Members were pleased, overall, with the content of the Reports and appreciated the work that has been done, and will no doubt continue to be done, across the Directorates in a drive for continued improvement. Members of the Committee have requested that I feedback the following comments and observations to you.

**People & Communities**

Members noted that, following Cabinet's approval of the Older Persons' Housing Strategy 2019-2023, an Action Plan would be developed to monitor progress and aid implementation. Members have requested further details of when this Action Plan will become available.

Members raised concerns surrounding the lack of detail on implementation plans and the setting of targets within the Report. Members were advised that various strategies, such as the Corporate Plan and Service Delivery Plans, are drawn upon when determining targets. Members would suggest that going forward, further detail on implementation is captured within the Report.

With regard to the 'Housing First' pilot, Members noted and shared your concerns in terms of resource management and sustainability. It was highlighted that the pilot requires intensive officer support and feasibility in terms of resource management is an area which requires further investigation. Members would appreciate it if they could be updated on the findings and the next steps for the pilot as it develops.

**GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI**

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

**WORKING FOR CARDIFF, WORKING FOR YOU**

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



Members were disappointed in terms of the delay in implementing a regional service for male victims of domestic abuse. However they were pleased with the reassurance that a comprehensive plan will be in place in due course.

With regard to void properties: Members were pleased that a new Contractor is in place, and that there is increased in-house capacity, and that the performance will continue to be addressed.

Members noted and appreciated the various circumstances which need to be taken into account when understanding the Councils turnover of void properties. However, they do hold concerns that days to re-let currently stands at 89 calendar days and would appreciate confirmation of how this will be addressed, including what research methods will be used. Members believe it would be useful for comparative work to be undertaken against other Local Authorities along with possible best practice learning with Registered Social Landlords.

### **Adult Services**

Members queried the level of contact with voluntary organisations in terms of commissioning and service provision. They were content to hear that contact is drawn upon when deemed appropriate and in line with the Social Services and Well-being Act requirements of a 20% contribution. Members were also pleased to be informed of the positive working arrangements present within Learning Disabilities service development along with the roll out of Dementia Friendly Cardiff.

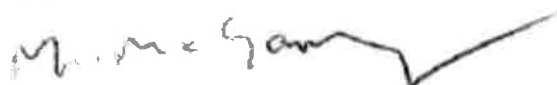
Questions were also raised in terms of the delay to setting fees and the potential legal challenges this may present. Members noted the acknowledgement that legal challenges have previously arisen and as a result relevant consultations and engagement will continue.

In terms of the number of care homes and domiciliary care providers currently in escalated concerns, Members noted your assurance that a certain number within escalated concerns is to be expected and that challenges arise if a provider remains within this remit for a prolonged period of time. Members were content to hear that an Action Plan will be drawn up to address any potential issues and offer a framework of regulation.

Thank you again to you and officers for attending. To confirm, I require a response on the following:

- Details on when the Older Persons Accommodation Strategy Action Plan will be available.
- Confirmation of how the present days to re-let figure will be addressed.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. M. Gann', followed by a long horizontal line that tapers to a point on the right side.

**COUNTY COUNCILLOR MARY M<sup>C</sup>GARRY**

**Chairperson - Community & Adult Services Scrutiny Committee**

Cc: Sarah McGill, Corporate Director.

Claire Marchant, Director Social Services.

Louise Barry, Assistant Director, Adult Services.

Ceri Tanti, Cabinet Office.

Heather Warren, Cabinet Office.

