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# A Report of: Community & Adult Services Scrutiny Committee

Annual Report 2014 – 2015

May 2015



City & County of Cardiff Council

# COMMUNITY & ADULT SERVICES SCRUTINY

## COMMITTEE MEMBERSHIP<sup>1</sup>

(Chairperson)



[Councillor Ali Ahmed](#)



[Councillor David Groves](#)



[Councillor Patricia Burfoot](#)



[Councillor Joseph Carter](#)



[or Susan Goddard](#)

[Councillor](#)



[Councillor Chris Lomax](#)



[Councillor Mary McGarry](#)



[Councillor Eleanor Sanders](#)



[Councillor Graham Thomas](#)

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<sup>1</sup> Councillor Ali Ahmed was a member of the Committee for June and July 2014 and stepped down from the Committee to concentrate on his duties as Deputy Mayor. Councillor Burfoot was a member of the Committee for June and July 2014. Councillor Lomax has been a member of the Committee since July 2014.

## **Terms of Reference of the Community & Adult Services Scrutiny Committee**

To scrutinise, measure and actively promote improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of community and adult services, including:

- Public and Private Housing
- Disabled Facilities Grants
- Community Safety
- Neighbourhood Renewal and Communities Next
- Advice & Benefit
- Consumer Protection
- Older Persons Strategy
- Adult Social Care
- Community Care Services
- Mental Health & Physical Disabilities
- Commissioning Strategy
- Health Partnership
- Local Service Board

To assess the impact of partnerships with and resources and services provided by external organisations including the Welsh Government, Welsh Government-sponsored public bodies and quasi-departmental non-governmental bodies and health services on the effectiveness of Council service delivery.

To report to an appropriate Cabinet or Council meeting on its findings and to make recommendations on measures which may enhance the Authority's performance in this area.

To be the Council's Crime and Disorder Committee as required by the Police and Justice Act 2006 and any re-enactment or modification thereof; and as full delegate of the Council to exercise all the powers and functions permitted under that Act.

## CHAIR'S FOREWORD



**Councillor David Groves**  
**Chair, Community & Adult Services Scrutiny Committee**

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## OVERVIEW

The Community and Adult Services Scrutiny Committee plays an important role in assessing service performance and informing service and policy development across a range of Council services, including all aspects of housing, neighbourhood renewal and adult social care. The Committee is also the Council's crime and disorder scrutiny committee.

One of the main aims of this Committee is to look at things from a service user and citizen perspective and use this to inform our observations and recommendations to the Cabinet. We have invited contributions to our work from carers, advocates, service users, citizens, partners and the third sector as well as hearing from Council Members and officers and statutory organisations.

Between June 2014 and May 2015 the Committee scrutinised the following topics:

- **Inquiries** - Where the Committee has undertaken an examination of a topic over a period of time, resulting in a formal report to the Cabinet:
  - 'Tackling Human Trafficking in Cardiff'.
  - 'Information, Advice and Assistance Services for Mental Health Service Users in Cardiff'.
  - Cabinet Responses to previous Inquiries, namely:
    - 'The Impact of Under Occupation of Social Housing (Bedroom Tax) Welfare Reform changes in Cardiff';
    - 'The Provision of Services to Adult Carers of Adults in Cardiff';
    - 'The Provision of Adult Social Care Services to Minority Communities in Cardiff'; and
    - 'Tackling Human Trafficking in Cardiff'.
  
- **Policy Development and/or Review** - Where the Committee has contributed to the Council's policy development processes, for example by considering draft policy documents, and/or where the Committee has considered the implementation of policies, looking at whether this has happened in a timely manner and the impact of the policy, giving the Cabinet the opportunity to know Scrutiny Members' views about whether any changes are required:

- Directorate Delivery Plans.
  - Supported Living Services for Adults with Learning Disabilities.
  - Domiciliary Care.
  - Out of Hours Noise Nuisance.
  - Preparation for implementation of Housing Act (Wales) 2014.
  - Strategy for Health & Social Care Directorate Older People's Services 2014-2017.
  - Cardiff Partnership Board Scrutiny arrangements.
  - Direct Payment Support Provider Update.
  - Social Services & Well Being (Wales) Act.
  - Assessment and Care Management Business Process Review.
  - Adult Carers of Adults.
- **Pre decision** - Where the Committee has evaluated and commented on policy proposals prior to Cabinet, giving Cabinet the opportunity to know Scrutiny Members' views prior to making their decision:
    - Regional Regulatory Services.
    - Domiciliary Care Commissioning.
    - Housing Subsidy Finance Reform.
    - Supported Living Services for Adults with Learning Disabilities – Contract Award.
    - Amendments to Housing Allocation Scheme.
    - Housing Revenue Account Business Plan 2014-15.
    - Adult Learning Disability Day Opportunity Strategy.
    - 150 Thornhill Road.
    - Supporting People Local Commissioning Plan.
    - Single Licensing Authority for Private Rented Sector Housing.
    - Housing Act (Wales) 2014: Homelessness aspects.
- **Monitoring Progress** - Where the Committee has undertaken monitoring of the Council's progress in implementing actions previously agreed:
    - 'The Structure and Approach of Cardiff Council in Tackling Anti-Social Behaviour'.
    - 'The Provision of Services to Adult Carers of Adults in Cardiff'.
    - 'Provision of Accommodation for Gypsy and Traveller Households in Cardiff'.

- **Monitoring Performance** - Where the Committee has undertaken monitoring of the Council's performance:
  - Corporate Plan and Budget.
  - CSSIW Evaluation of Social Services in Cardiff 2013-14.
  - Director of Social Services Annual Report 2013-14.
  - Quarterly Performance Reports – Health and Social Care.
  - Six Monthly Performance Reports - Communities and Community Safety.
  - Savings Progress Reports – Health and Social Care.
  - Quarterly Progress Reports for Health and Social Care Regional Collaboration Funded Projects.
  - Quarterly Progress Reports for Intermediate Care Funded Projects.
  - Protection of Vulnerable Adults – Draft Area Adult Protection Committee Annual Report 2013-14.
  
- **Briefing Papers**
  - City Centre Management changes.
  - Community Maintenance Services.
  - Residential & Nursing Care Homes Commissioning.
  - Deprivation of Liberty Standards.

Over the year the Scrutiny Committee held 14 committee meetings and wrote 28 letters to the Cabinet, officers and external partners, sharing their comments/ recommendations and concerns following the scrutiny of items at committee meetings. This included three joint meetings, one with the Environmental Scrutiny Committee, in order to carry out pre-decision scrutiny of the Regional Regulatory Services Collaboration proposals, and two joint meetings with the Children and Young People Scrutiny Committee, in order to consider the Director of Social Services Annual Report 2013-14 and the Care and Social Services Inspectorate Wales Annual Report on the Effectiveness of Social Care Services 2013-14.

Members from this Committee also formed a sub-committee which, along with sub-committees from the Economy and Culture and Policy Review and Performance Scrutiny Committees, met in September 2014 to scrutinise community provision in Cardiff East,

community hub proposals for the STAR area and the strategy for the future provision of community hubs.

Members have also attended a number of other scrutiny events including: forum meetings for work programming and for corporate plan and budget scrutiny; briefing sessions on Deprivation of Liberty Standards, Domiciliary Care contract monitoring and performance scrutiny; and training events on questioning skills and scrutinising risk.

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## INQUIRIES

### Tackling Human Trafficking in Cardiff

Members from this Committee undertook a joint Inquiry with the Children and Young People Scrutiny Committee to look at the work underway in Cardiff to tackle human trafficking and to make recommendations to improve this.

Members heard from local agencies involved in work to tackle human trafficking as well as from organisations that work across Wales, including statutory bodies, such as the Police and the Crown Prosecution Services, and third sector agencies such as Barnardos, Safer Wales and BAWSO. Members also met with the Deputy Police and Crime Commissioner, council officers and Cabinet Members covering social services, education and housing services and received written evidence from commissioning and procurement services and from the Wales Migration Partnership.

The report from the Inquiry contained sixteen recommendations and was presented to Cabinet in October 2014. A response was agreed at Cabinet in January 2015. Cabinet agreed in full to twelve recommendations, agreed partially to a further recommendation and did not accept three recommendations.

Members of the Committee have recommended that a progress report on the implementation of the agreed recommendations be included in the work programme for 2015-16 and preferably be received at a joint meeting with the Children and Young People Scrutiny Committee.

### Information, Advice and Assistance Services regarding Adult Mental Health Services

Members are undertaking this Inquiry into the services available to people in Cardiff who seek information, advice and/or assistance regarding adult mental health services, both 18-65 year olds and older people. The Social Services and Well Being Act (Wales) 2014

requires local authorities to provide universal information, advice and assistance services on all social care services. Members have decided to focus on the information, advice and assistance available with regards to mental health services, in order to enable a more in depth exploration of the current provision and the implementation of the Act requirements.

As part of the Inquiry, Members commissioned Scrutiny Research to carry out a survey in order to hear from Cardiff citizens who have experience of using these services. The survey was undertaken in January 2015 using an on-line survey and hard copy survey forms available at various Council venues as well as at health services locations and at third sector organisations. The aim is to also hold focus groups to explore in more detail some of the issues identified by the survey. The results of the research will provide Members with evidence of service users' experiences and perceptions of the provision of information, advice and assistance services.

Members will also be hearing from other relevant stakeholders and will use all the information gathered to make evidence-based recommendations to the Cabinet to assist in the implementation of the Act and to identify how best to improve existing information, advice and assistance services.

## **POLICY DEVELOPMENT AND PRE-DECISION SCRUTINY**

Members have undertaken a significant amount of pre-decision scrutiny and policy development work in respect of Social Care and Housing issues as well as Community Safety and Crime and Disorder scrutiny. Details of some of these are provided below; a full list of the topics covered is provided earlier on page 6.

### **Domiciliary Care and Direct Payments in Cardiff**

Over recent years, Members have undertaken several scrutinies relating to the future commissioning of domiciliary care in Cardiff, including scrutiny of the Social Care Task Force proposals, the Expert Group report and proposals developed thereafter. In July 2014, Members carried out pre-decision scrutiny of a report to Cabinet which detailed the proposed new model for commissioning domiciliary care services, transition arrangements and consultation arrangements. The proposals covered all categories of service user groups in Cardiff, and therefore so did the scrutiny. Members recommended that the

Cabinet report be amended to include more details on the proposed timeline, cost envelope, cost of technology required, how outcomes would be evaluated and the interface between the proposed model and Direct Payments. These recommendations were accepted and additional information was provided. Members also requested further scrutiny focusing on the quality aspects of the proposed model and contract monitoring.

In September 2014, Members received a progress report on implementation of the new model and further details on the proposed Provider Quality Score, contract monitoring and financial risk monitoring, as requested. Following discussion at the meeting, Members remained concerned that the proposals did not provide sufficient controls for finance or quality. Members were also disappointed that their recommendation to amend the evaluation process was rejected and that the process remained as firstly 50% Provider Quality Score / 50% costs and secondly an analysis of a company's ability to help a service user to gain the outcomes required.

In January 2015, Members received an update report on progress in retendering the Direct Payment Support Provider service. One of the targets in the Corporate Plan 2014-17 was to increase the number of social care service users using Direct Payments. A critical aspect in achieving this target is the availability of appropriate support to service users to facilitate their uptake of Direct Payments. Members were aware that the existing contract for this service provision was due to expire 31<sup>st</sup> March 2015 and had been requesting an update report on work to address this matter for some time.

In January 2015, Members heard that the Council was considering its options in order to implement appropriate support services by 1<sup>st</sup> April 2015, taking account of the principles of best value and service user choice and ensuring a wider mix and match of Direct Payment support services. Members expressed their disquiet and concern about the delay in retendering for support provision for Direct Payments, leading to a short window of time to put in place appropriate mechanisms for 1<sup>st</sup> April 2015 onwards. Members asked to be updated on progress as soon as progress is made. The Director of Health and Social Care responded in writing that the Council would be negotiating with the provider to directly award a contract until April 2017, with an amended service specification and negotiated savings forming part of the new contract. The Council would then move towards a formal tender for the provision of the service based on a new model.

## **Adult Carers of Adults**

In November 2014 Members received the Cabinet Response to the Committee's earlier Inquiry into the Provision of Services to Adult Carers of Adults in Cardiff. Members were pleased that both the Cabinet Member and Director of Health & Social Care acknowledged that the Cabinet Response had slipped for various reasons, not least that neither of them were in post at the time the Inquiry Report was submitted to Cabinet. Members thanked the Director of Health & Social Care for her statement that she welcomed the leadership demonstrated by scrutiny in providing challenge on these issues and the consequent need for leadership from the Cabinet to shape their response.

As part of quarterly performance monitoring scrutiny, Members were aware of continuing performance issues in relation to the number of offers made for a Carer's Assessment, to Adult Carers of Adults. Members questioned whether the steps being taken were sufficient to improve performance significantly and decided to undertake more in-depth scrutiny on these issues. In April 2015, Members explored issues with regard to this performance and received a report detailing progress in implementing Inquiry recommendations that were accepted by Cabinet. Members also received details on the current and planned approach to respite care re service users with Learning Disabilities. Members had asked for an update regarding the progress with developing the service specification for a new Carers Service but heard that this work had slipped due to other work pressures but is due to be completed in Quarter One 2015-16.

Members were pleased with the progress made to date in many of the areas covered by the Inquiry recommendations, noted that the performance indicators still showed poor delivery in this area and noted that work was due to be completed soon to improve the Care First database, which is intended to lead to more accurate performance information. In order to assist with improving the take-up of offers for a carer's assessment, Members recommended that the reasons for declining an offer be recorded and analysed, in order to see if there are areas of concern that could be addressed, thus boosting performance.

Members were concerned to hear that there was an apparent lack of hospital discharge planning in some cases and that this had an impact on Adult Carers of Adults. Members sought clarification on discharge planning processes and on work planned or underway to address this.

Members were pleased that the Corporate Plan 2015-17 contained a commitment to support carers by ensuring that all carers are offered a Carer Assessment and by increasing the number of carer assessments undertaken by 2016. Members highlighted that they would be looking for evidence of improved performance in future reports and would like to receive details on the Carers Service specification.

## **Services for Adults with Learning Disabilities**

Members have committed a significant portion of time to undertaking scrutinies of changes to services for adults with learning disabilities, including Supported Living Services, Day Opportunities and Respite Services.

With regard to Supported Living Services, Members built on previous years' scrutinies and undertook policy development and pre-decision scrutiny over three separate committee meetings. Members invited a range of external stakeholders to contribute to these scrutinies, including service user, provider and parent representatives to hear their views on the proposed model, consultation and engagement processes.

In June 2014, Members received a report detailing progress made by the in-house project group in developing a proposed model for supported living services. Members had previously highlighted the need for a further report to Cabinet and for pre-decision scrutiny of this, which were agreed by the Cabinet Member. The pre-decision scrutiny took place in October 2014, following which Members made a series of recommendations aimed at enhancing the Cabinet Report as follows: include additional evidence on the pilot project, consultation events and supplier briefings, which had provided support for the rationale for the proposed changes to the model; state that the tender specification will detail the role of lead providers and their responsibilities with regard to ensuring the quality of sub-contractor organisations; clearly state the importance that the Council will place on effective and robust contract monitoring; state that the evaluation criteria is on a 50/50 split between cost/ quality; detail the criteria that will be used to determine quality; and explicitly state when the communications plan will be updated and implemented. Members also stated that they would wish to undertake pre-decision scrutiny of the final report to Cabinet to award the contracts.

The Cabinet Members responded stating that, whilst it was too late to change the Cabinet Report, the Committee's letter and her response (which contained the additional evidence requested) would be placed before Cabinet at the time of their deliberation. The Cabinet Member also stated that she would work with officers to review the tender specification so that it explicitly reflected the points raised by Committee with regard to the lead provider.

In March 2015, Members carried out pre-decision scrutiny of the Cabinet report on the award of contract to successful providers. Members commended the officers involved for delivering such a complex project on time and thanked them for their dedication and hard work. Members highlighted that effective contract monitoring will be essential to ensure that the commissioned service is being delivered. Members asked to receive information on the proposed contract monitoring arrangements for the contract; these were supplied in the Cabinet Member's response to the Chair's letter.

In December 2014, Members carried out pre-decision scrutiny of the report to Cabinet on the draft Adult Learning Disability Day Opportunity Strategy 2014-2017. Following the scrutiny, the Chair wrote to the Director of Health & Social Care stating that, whilst Members support the direction of travel outlined in the draft Strategy, in terms of increasing choice and control and promoting Direct Payments, the support was tempered by various concerns, as follows: what the role will be for independent organisations and advocates in the assessment and planning process for existing and new service users; how the range of day opportunities will be increased in the short term; where the savings of £550,000 in this area will come from without a diminution in the scale of day opportunities available; whether Direct Payments will fully meet the costs of assessed needs; the impact of proposed changes on existing friendship groups; and how the transition from the existing service to the new service will be managed, particularly for those existing service users and/or their families and/or carers who may find the move challenging. The Director of Health & Social Care responded stating that the report to Cabinet had been updated to include the Committee's feedback as well as a copy of the Chair's letter. The Director's letter responded to each of the points detailed above and provided the additional information requested with regards to Direct Payments.

The scrutiny of respite services was included in a wider item on Carers, heard at Committee in April 2015 and detailed in the section above on Adult Carers of Adults.

## **Homelessness Services**

Members carried out policy development and review scrutiny of homelessness services in October 2014, followed by pre-decision scrutiny in April 2015 of proposed changes to homelessness provision required as part of the implementation of the Housing (Wales) Act 2014. Members put on record their sincere gratitude to all those who work with homeless citizens in Cardiff, for their hard work, commitment, care and compassion.

During scrutiny in October 2014, Members examined the proposed changes in homelessness duties contained in the Housing (Wales) Act 2014 and recommended that officers seek to work more closely with the Prison Service regarding homelessness and rehousing duties. The Cabinet Member responded to confirm that this would be taken forward. Members also raised concerns that, as has happened in England, there may not be as much private rented sector accommodation made available to homeless people as hoped for, despite officers' proactive work. Members also raised concerns about the length of tenure and stability of rent levels that may pertain and requested that these areas come back to Committee for scrutiny, along with the outcomes of the on-going review of the Bond Scheme. The Cabinet Member stated that she shared these concerns and would be happy to report back to a future committee about both the operational and policy issues related to these changes.

In April 2015, Members carried out pre-decision scrutiny of a report to Cabinet detailing proposals on how the Council will use the private rented sector in meeting homelessness duties and how it will apply the intentionality test during homelessness investigations. Members noted the proposals and were pleased to hear about the on-going work to build on positive relationships already in place with the Cardiff Landlords Forum. Members were pleased to hear that the Welsh Government funding of £520,714 is being used to find ways of sustainably implementing the legislative changes and asked to be kept informed of the implementation of the homelessness aspects of the Housing Wales Act 2014 and of any impacts arising from this.

## **Amendments to Housing Allocations Policy**

Members built on previous scrutiny by undertaking pre-decision scrutiny of proposed amendments to the way in which council housing is allocated in Cardiff. In 2013-14, this

Committee had recommended that effective indicators be put in place to monitor the impact of the new Housing Allocations Policy, in case there were unintended consequences. This recommendation was accepted, with the Cabinet Member stating that robust monitoring would take place. This had happened and had highlighted that further amendments to the Housing Allocations Policy were required, resulting in the creation of three sub-lists. The amended Policy was also being signed up to by other social housing landlords in Cardiff to enable a single approach to social housing allocations across Cardiff.

Members noted that key performance indicators will be put in place to enable data modelling of trends before targets are set for each of the three sub-lists. Members also note that further amendments may be required with regard to the use of the Private Rented Sector, following implementation of the Housing Act (Wales) 2014 and stated that they would wish to scrutinise these via pre-decision scrutiny at an appropriate time. The Cabinet Member confirmed that any further amendments relating to the Private Rented Sector and the Housing Act (Wales) 2014 will be presented to this Committee at the relevant time.

### **Housing Subsidy Finance Reform**

In July 2014, Members carried out pre-decision scrutiny of a report to Cabinet detailing the proposed response from the Council to the Welsh Government consultation on changes to the Housing Subsidy Finance system. The Cabinet Member stated that the scrutiny was crucial in ensuring a timely response to Welsh Government.

The Welsh Government had negotiated with the UK Treasury to agree proposals to enable the 11 Welsh local authorities that have retained their housing stock to 'buy-out' from the Housing Revenue Account Subsidy system. Having reached an agreement, the Welsh Government asked local authorities for their responses to the proposals, which included local authorities taking on additional borrowing from the Public Works Loan Board and put forward three options for the distribution of these borrowing amounts.

Having considered the evidence provided with regards to the various options and their implications, Members were content with the proposed consultation response and supported its submission to the Welsh Government. Members asked for clarification on



whether new-build council housing will be within the Housing Revenue Account ring-fence or not. The Cabinet Member responded stating that the introduction of self financing from April 2015 would give Councils the opportunity to provide high quality, well managed council homes, where the Council will be able to retain all income from any new properties.

Members also noted the consequent requirement to recast the Housing Revenue Account Business Plan 2015-16 to take into account the proposed changes, including the additional borrowing of £31 million. Members considered the draft Business Plan in December 2014 and noted that the repayment timeline for the borrowing required for the buy-out from the Housing Revenue Account Subsidy system is yet to be determined and will depend on negotiations with HM Treasury.

### **Supporting People Local Commissioning Plan**

In January 2015, Members carried out pre-decision scrutiny of the Supporting People Local Commissioning Plan, which outlined the approach for commissioning £16.3 million accommodation and housing-related support services and the proposals for managing a £1.8 million reduction in Supporting People Programme Grant funding for 2015/16. In order to inform the scrutiny, Members invited support provider and landlord representatives from the Supporting People Regional Collaborative Committee.

Members noted the difficulties facing the Council, other social landlords and providers in dealing with the reduction in available funding and noted that they have real concerns about this reduction. Members asked for information about the transitional funding the Council was proposing to use to assist affected providers whilst they adjust to the reduced funding, which the Cabinet Member agreed to provide once details were confirmed.

Members agreed with the proposal to hold a strategic review early in 2015/16 to inform the future direction of Supporting People in Cardiff and were pleased to hear that this review will actively involve service users. Members highlighted the need to avoid competitive tendering leading to a 'race to the bottom', by ensuring specifications are correct and avoid unintended consequences; the Cabinet Member agreed to this.

Members sought assurance that work was underway to address consequential risks that flowed from the Plan. The Cabinet Member responded stating that work was underway

with providers, Children's Services and other statutory partners to identify which aspects of services are essential to safe and appropriate service provision, with transitional funding being specifically targeted to mitigate risk.

Members requested timely pre-decision scrutiny by this Committee of the proposals flowing from the strategic review, which the Cabinet Member stated she would support by ensuring that time is built into the programme to allow for this.

### **Single Licensing Authority - Private Rented Housing**

In March 2015, Members carried out pre-decision scrutiny on a Cabinet Report that contained recommendations for Cardiff Council to become the single licensing authority for the whole of Wales, in terms of licensing landlords and agents operating in the private rented housing market in Wales. These proposals flowed from powers contained in the Housing (Wales) Act 2014 and were the culmination of working between Welsh Government and across all Welsh local authorities.

Members were supportive of the proposal as set out in the Cabinet Report, believing these would lead to an improved private rented sector from both a landlord and tenant perspective and that this would lead to benefits for Cardiff as a whole. During the meeting, Members explored the potential risks to Cardiff Council of becoming the single licensing authority. Members recommended that, to avoid financial risk to the Council, the Cabinet not make a decision on the matter before written confirmation had been received from the Welsh Government confirming their funding of costs that legally cannot be recouped via licensing.

The Cabinet Member responded stating that he agreed it was important to avoid risks and that he was pleased to be able to advise Committee that written confirmation had been received from the Welsh Government outlining its commitment to the project and the financial support available for 2015/16.

### **Regulatory Services Collaboration**

At their meeting on 29<sup>th</sup> July 2014 Members of the Community and Adult Services Scrutiny Committee and the Environmental Scrutiny Committee met jointly to carry out pre-decision

scrutiny of proposals to create a shared regulatory service between Bridgend, Cardiff and The Vale of Glamorgan Councils.

The proposals centred on establishing a single shared service across the three Councils for the Environmental Health, Trading Standards and Licensing functions, under a single management structure. The project was identified as an opportunity for the Councils to create a new and innovative service on a regional basis that could deal with changing customer demands at a time of reduced levels of funding. Funding had been secured from the Welsh Government's Regional Collaboration Fund (RCF) to develop proposals for the project.

The Community and Adult Services Scrutiny Committee and Environmental Scrutiny Committee of City of Cardiff Council wrote to the Leader of the Council to make several comments and observations aimed at enhancing the proposals. These included: acceptance that the best approach is to collaborate with neighbouring local authorities; stating that the Cabinet should receive a more informative and robust case regarding which local authority should act as the host authority; that Members do not wish for scrutiny to be carried out by existing separate Scrutiny Committees as they feel that the appropriate scrutiny mechanism is the establishment of a Joint Scrutiny Committee, which mirrors the proposed Joint Committee and has equal representation from each local authority.

Members also raised additional concerns regarding: terms and conditions for transferred staff; protection of existing levels of service delivery in Cardiff; proposed level of projected savings; that the level of proposed savings does not justify significant reductions in the level of regulatory services provided in Cardiff; the need to re-quantify the figures for Houses in Multiple Occupation in Cardiff; concerns about the harmonisation of the different ICT systems used by each Council and the subsequent systems in place to control the home-based working arrangements proposed for the shared services.

The Leader responded stating that he was extremely grateful for the Committee's general support for the proposals and their comments, which were considered prior to a decision being made. The response stated that: the report to Cabinet would be amended to provide additional information regarding case regarding which authority should act as the host authority; the Leader noted the points made about scrutiny of the new arrangements and that he would ask officers to arrange meetings with relevant scrutiny chairs to consider establishing a joint scrutiny panel; that significant work would be undertaken regarding

terms and conditions of transferring staff, which would be subject to consultation with staff and trades unions; that all three Councils have to make savings and therefore even if the collaborative proposal is not accepted, there is no guarantee about future service delivery but that the collaborative model proposed aims to provide as comprehensive a service as possible within the resource available to the Council; that the three year Business Plan for the new service will identify further savings for the short and medium term; that HMO figures would be revisited; that officers are learning from other collaborative approaches to avoid repeating mistakes with regard to ICT.

## **COMMUNITY SAFETY AND CRIME & DISORDER SCRUTINY**

During 2014-15, Members have undertaken the following scrutinies as part of their responsibilities for scrutinising the work of the crime and disorder partnership and community safety in Cardiff: implementation of reshaped out of hours noise nuisance service; changes to city centre management services; report on the progress made in implementing agreed changes to the Anti Social Behaviour service, following a detailed Inquiry last year; conclusion of in-depth Inquiry into Tackling Human Trafficking in Cardiff; and regular performance reports covering the work undertaken by crime and disorder partners, including via Neighbourhood Partnership, to tackle community safety issues. Members have requested amendments to the performance reports to include commentary to explain the impact of partnership activity on trends and a summary of the key issues facing Cardiff.

Members were also scheduled to undertake scrutiny of the proposed re-commissioning of Domestic Violence services; the timing for the re-commissioning has slipped and Members are recommending that a future Committee include scrutiny of this item in their work programme.

## **CORPORATE PLAN & BUDGET**

At its February 2015 meeting the Committee considered the Council's draft Corporate Plan and draft budgetary proposals for 2015 – 16. Members noted with concern the scale of

proposed savings for Health and Social Care, both in terms of the impact these could have and in terms of their achievability. Members raised particular concerns with regard to proposed savings from closing day centres for older people, reorganising meals on wheels and ceasing counselling services run by the Drug and Alcohol team. When the final budget was agreed at Full Council, changes were made to the day centres and counselling services proposals to ensure existing services would be funded until alternative arrangements were put in place.

Members stated their intention to recommend to a future Committee that it monitor the delivery of proposed Health and Social Care savings and requested a meeting with Cabinet Members and officers to discuss how best to approach this, which the Cabinet Member agreed to. Members also asked that mechanisms be put in place to capture the consequential impact of these savings, which was agreed to by the Cabinet Member.

Members also stated their concerns about the cumulative impact of proposed savings relating to corporate partnership working and neighbourhood partnership working. When the final budget was agreed at Full Council, changes were made to provide £10,000 to each of the six Neighbourhood Partnership areas in order to assist groups that are in the process of taking on services to support health and well being in these areas.

Members also requested briefings be arranged on the implementation of Universal Credit and preparations being made to manage this; the Cabinet Member agreed to this and has tasked officers to arrange.

## **MONITORING PROGRESS**

Members received progress reports on the implementation of agreed recommendations for three previous Inquiries: 'The Structure and Approach of Cardiff Council in Tackling Anti-Social Behaviour'; 'The Provision of Services to Adult Carers of Adults in Cardiff'; and 'The Provision of Accommodation for Gypsy and Traveller Households in Cardiff'.

Members also received Cabinet Responses to the following previous Inquiries:

- 'The Impact of Under Occupation of Social Housing (Bedroom Tax) Welfare Reform changes in Cardiff'; 8 out of 10 recommendations were fully accepted, with the

other 2 partially accepted and the response detailed the actions taken to date and planned.

- ‘The Provision of Services to Adult Carers of Adults in Cardiff’; 9 recommendations were fully accepted and 6 were partially accepted out of 18 recommendations and the response detailed the actions taken to date and planned.
- ‘The Provision of Adult Social Care Services to Minority Communities in Cardiff’; 7 recommendations were fully accepted and 6 were partially accepted out of 15 recommendations and the response detailed the actions taken to date and planned.
- ‘Tackling Human Trafficking in Cardiff’; 12 recommendations were fully accepted and 1 was partially accepted out of 16 recommendations and the response detailed the actions taken to date and planned.

## MONITORING PERFORMANCE

Members have received a range of reports to facilitate monitoring of service delivery and customer satisfaction. These have included: regular performance reports for adult social care, community safety and housing services; quarterly progress reports with regard to health and social care projects funded by Welsh Government Regional Collaboration Funding; quarterly progress reports with regard to projects funded by Welsh Government Intermediate Care Funding; progress reports on the delivery of accepted savings; scrutiny of the Directorate Delivery Plans; annual customer satisfaction survey reports; and the Area Adult Protection Committee Annual Report 2013-14.

Members have particularly focused on challenging target setting, partnership working to deliver improved services, exploring concerns with regard to performance in Health and Social Care, notably regarding the level of Carer’s Assessments, Direct Payments, review of care plans and sickness absence level, and monitoring both the delivery of savings and the impact of this.

Members also received reports from relevant Inspectors, including the Care and Social Services Inspectorate for Wales. This Committee held joint meetings with the Children and Young People Scrutiny Committee to scrutinise the Director of Social Services Annual Report and to receive the CSSIW Evaluation of Social Services in Cardiff 2013-14 report.

Finally, Members received the draft Area Adult Protection Committee Annual Report 2013-14, which details work by the Council and Health Board in respect of the Protection of Vulnerable Adults.

## WORK PROGRAMME FOR 2015 - 16

Members of the Committee will soon be invited to consider items for possible inclusion in the Committee's work programme during 2015-16. Work is currently in progress to draw together issues for the new Committee to consider. A draft work programme will then be developed and brought to Committee for approval and implementation. The Committee would welcome suggestions for scrutiny items from other Members.

## FUTURE SCRUTINY WORK

Over the course of its deliberations this year, the Committee has recommended that the following items be considered for inclusion in the Committee's 2015-16 work programme:

- ❖ Regional Collaboration – Regulatory and Health & Social Care – Year 3.
- ❖ Intermediate Care Fund – Year 2.
- ❖ Social Services & Well Being (Wales) Act 2014 implementation.
- ❖ Carers - service specification and performance.
- ❖ Impact of review of Assessment and Care Management.
- ❖ Domiciliary Care – quality and impact re new commissioning process.
- ❖ Integrating Health and Social Care.
- ❖ Health & Social Care Older People Services Commissioning Strategy.
- ❖ Housing (Wales) Act 2014 implementation.
- ❖ Supporting People Strategic Review and Local Commissioning Plan 2016-17.
- ❖ Housing Allocations.
- ❖ Universal Credit implementation.
- ❖ Anti Social Behaviour.
- ❖ Prostitution/ Sex Work.
- ❖ Noise Nuisance.
- ❖ Domestic Violence recommissioning.
- ❖ Taxi Marshalls.
- ❖ Mobility buggies.
- ❖ Performance Reports.
- ❖ Savings Reports.
- ❖ Relevant Audit, Inspection and Regulatory Reports.
- ❖ Cabinet Responses to previous Inquiries.
- ❖ Implementation of agreed recommendations from previous Inquiries.

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