

My Ref: Scrutiny/Correspondence/Cllr Groves

9 March 2015

Councillor Susan Elsmore
Cabinet Member (Health, Housing and Wellbeing)
c/o Room 520
County Hall
Cardiff
CF10 4UW



Dear Susan

Community & Adult Services Scrutiny Committee Meeting – 4 March 2015

Thank you for attending the above committee. This letter captures the agreed comments, observations and recommendations of the Committee with regard to all the items considered at this meeting that fall within your portfolio, apart from Assessment and Care Management Business Process Review where I declared a prejudicial interest and vacated the Chair. A letter on this item will be sent to you from the Acting Chair for this item, Councillor McGarry.

Communities Quarter Three Performance Report

Overall, Members are generally content with performance in this area and are pleased that the service continues to deliver to target.

With regard to relet times for empty council properties (HLS/014), Members note that performance has been impacted by the reletting of long-term vacant properties, that these should all have been relet by the end of Quarter One 2015/16 and that performance is therefore anticipated to improve; we will be closely monitoring this.

At the meeting, Members explored performance in relation to Disabled Facilities adaptations. Members wish to accept Sarah's offer to share customer satisfaction data regarding these with the Committee and ask that this be sent via Scrutiny Services.

Further to the discussions regarding homelessness information, Members confirm that they wish to receive the following information:

- With regard to HHA/008 and the 28% of homeless applicants who are waiting longer than 33 days for a decision on their application in Quarter Three, Members wish to receive details of how many applicants were waiting and for

how long they were waiting, broken down into relevant time series i.e. 5- 10 days longer than 33 days, 10-20 days longer etc.

- Details of the number of homeless applicants awaiting decision who were housed in temporary accommodation in Quarter Three.

Members note that officers are working hard to ensure compliance with the Corporate Attendance and Wellbeing Policy but that Communities will not hit the sickness absence target for this year. Members are aware that a review of the Policy is scheduled to be taken to Cabinet in June 2015 and that this review aims to strengthen process to deliver improved performance. Again, this is an area that we will monitor.

Finally, Members intend to recommend to a future committee that they scrutinise the impact of the implementation of the new Allocations Policy and therefore request that the monitoring information and trend analysis being undertaken by the Directorate be made available to this Committee if this item is prioritised for scrutiny.

Health and Social Care Quarter Three Performance Report

Overall, Members agree with your comments at the meeting that there are problems with performance in this area and challenges in addressing these. We note the Director's, Siân Walker, comments that she appreciates that the discussion on performance focuses on the same issues each quarter due to under-performance and that this is disappointing.

Members feel that their comments following Quarter Two performance scrutiny still stand, as set out in my letter dated 9th December 2014, which in your absence was addressed to Siân Walker.

Performance Reports

During the way forward discussions, Members discussed the performance information the Committee receives, prompted by an email from Martin Hamilton, Chief Officer Change and Improvement, received just before Committee. Members understand the need to ensure the Committee receives focused information. However, Members are also cognisant of the need to receive the breadth of information that enables the Committee to understand service delivery and any issues there may be regarding this for citizens in Cardiff.

With this in mind, Members have suggested that the Corporate Performance Reports be amended to include the range of performance indicators that the bespoke Communities and Health & Social Care performance reports currently provide, albeit that there will not be the level of detail regarding these that the Committee currently receives. Members will instead seek this information at the Committee meeting as

part of their challenge process. We await the outcome of this suggestion and I have asked the Scrutiny Officer to keep officers informed as to whether or not the bespoke reports will be required for the next quarter.

Contract Award: Supported Living Services for Adults with a Learning Disability

Thank you for ensuring that the draft Cabinet Report was available for pre-decision scrutiny. We commend officers, particularly Amanda Phillips, Denise Moriarty and the corporate officers involved, for delivering such a complex project on time and thank them all for their dedication and hard work.

Overall, Members support the principles underpinning this commissioning and procurement of Supported Living Services, namely choice, control, independence and empowerment. As mentioned following our scrutiny in October 2014, effective contract monitoring will be essential to ensure that the commissioned service is being delivered. Members wish to receive information on the proposed contract monitoring arrangements for this contract and request that these be supplied in the response to this letter.

As discussed at the meeting, Members recognise the importance of effective communication and transition in ensuring service users, carers, families and advocates are supported during the change situation. Members therefore wish to accept Amanda Phillip's offer to share with them the Communication Plan and the Transition process and ask that these be supplied in the response to this letter.

Cabinet Response: Tackling Human Trafficking in Cardiff.

Members thank the Cabinet for their response to this joint committee scrutiny report. Members were surprised and disquieted to learn at the meeting that you felt that you were not the responsible Cabinet Member for Human Trafficking and that, likewise, Siân Walker felt that she was not the responsible Director for Human Trafficking. It is therefore unclear to this Committee who are the responsible Cabinet Member and Director. It is clear to Members that having a responsible Cabinet Member and Director will be critical in championing the cause of tackling human trafficking and in providing leadership on the delivery of the recommendations agreed in this Cabinet Response and the actions that flow from this.

Therefore, Members request that the Cabinet and Chief Executive please determine the responsible Cabinet Member and Director and inform this Committee as a matter of urgency. Members intend to recommend to a future committee that they receive a progress report on this item in June or July 2015; we will also liaise with the Children and Young People Scrutiny Committee regarding their receipt of the Cabinet

Response and the possibility of holding a joint meeting to receive the progress report in June or July 2015 and whether to combine this joint meeting with receiving the draft Director of Social Services Annual Report 2014/15.

This letter contains a recommendation and requests for further information and please therefore provide a response.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'D. Groves', is set against a light blue rectangular background.

COUNTY COUNCILLOR DAVID GROVES

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Sarah McGill Jane Thomas
Sian Walker Stuart Young Amanda Phillips
Claire Deguara Liz Patterson Michelle Davies
Cheryl Cornelius Nick Blake