

**CABINET SUPPORT OFFICE  
SWYDDFA CYMORTH Y CABINET**

My Ref / Fy Ref: CM30332  
Date / Dyddiad: 30th March 2015



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Cllr David Groves  
County Hall  
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Cardiff  
CF10 4UW

Dear / Annwyl David

**Community & Adult Services Scrutiny Committee (Cassc) - 4 March 2015 -  
Quarter 3 Performance, Supported Living Services, Tackling Human  
Trafficking**

Thank you for letter of 9<sup>th</sup> March 2015. I set out my responses below and will be sending a separate letter to Cllr McGarry (Acting Chair for a portion of the meeting) in respect of the Assessment & Care Management Business Process Review update.

**Health and Social Care Quarter Three Performance Report**

Thank you for expressing agreement with my comments at the meeting in respect of some areas of performance within Health & Social Care. It would be remiss of me, however, not to point out that whilst there are areas of performance which are not making progress as hoped, there is still an annual trend of improvement in performance in respect of Direct Payments and Carer Assessments. In addition, there are other areas of performance within the directorate which are doing well e.g. the Directorate has:

- delivered improvements in the numbers of working days from initial enquiry to care plan
- decreased the number of older people the LA places in care homes in accordance with expectations
- continued to increase the numbers of adults supported to live at home with telecare
- continued to improve on supporting numbers of people to live independently without the support of ongoing services through short-term interventions and has delivered the target

In respect of Direct Payments - there is a 5% increase in performance compared to Q2 (Q2 = 524 & Q3 = 550) and when Q3 is compared to Q3 last year the percentage increase is 15% (Q3 13/14 = 477 & Q3 14/15 = 550). In respect of completed Carer Assessments - there is a 45% increase in performance compared to Q2 (Q2 = 111 & Q3 = 161) and when Q3 is compared to Q3 last year the percentage increase is 50% (Q3 13/14 = 107 & Q3 14/15 = 161).

**PLEASE REPLY TO / ATEBWCH I :** Cabinet Support Office / Swyddfa Cymorth Y Cabinet,  
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The underperformance has been when the figures are compared to the stretch targets which we have acknowledged have been unrealistic.

In respect of delayed transfers of care (DToCs), with the exception of Quarter 3 when owing to winter pressures there were unprecedented admissions of people into local hospitals who required social care assessment, DToCs have also reduced in previous quarters.

I am aware that the exceptions reporting for Q2 drew similar conclusions in respect of non-achievement of targets (see above); and appreciate that whilst CASSC have again drawn attention to this the explanations given by the Director and her staff still apply in relation to the work to remedy performance improvements in Q3. I can assure you that I, and the Director and her senior team, take performance extremely seriously and I am assured that the appropriate management actions are being taken to address the issues about which CASSC continues to express concern.

### **Performance Reports**

The Directorate will ensure that your comments and suggestions in relation to Corporate Performance Reports are referred to Martin Hamilton (Chief Officer) for comment. The Director has met with Martin to discuss these matters.

Contract Award: Supported Living Services for Adults with a Learning Disability  
Thank you for your positive comments in relation to those officers who have worked well to deliver such a complex project on time. In addition, I want to place on record my thanks to the Director for providing leadership to her staff to make this happen.

Information on the proposed contract monitoring arrangements for this contract is appended to this letter at Appendix 1.

The Communication Plan and the Transition process will sent under separate cover as this will specifically relate to the companies who have been awarded the Tender and it is not public at this time.

### **Cabinet Response: Tackling Human Trafficking in Cardiff**

Thank you for setting out your views and whilst I agree that having a responsible senior officer and Cabinet Member is crucial to providing leadership on this item; the matter which does not seem to be acknowledged in your letter is the fact that CASSC had decided to assign responsibility to the Director Health & Social Care and none of the recommendations of the Task & Finish Group were assigned to Health & Social Care, specifically. I have emailed Cllr Groves recently to confirm the responsibility Cabinet Member is Councillor Dan De'Ath.

Yours sincerely  
Yn gwyir



**Councillor / Y Cynghorydd Susan Elsmore**  
**Cabinet Member for Health, Housing & Wellbeing**  
**Aelod Cabinet dros Iechyd, Tai a Lles**