

APPENDIX A – CASSC Correspondence Schedule, as at 30 November 2016

Date Sent	Sent to	Topic	Comments and Recommendations Made	Date reply received	Response Received
27/10/16	Cllr De'Ath & Cllr Elsmore	Recommissioning of Advice and Support Services – Policy Development	<p>We welcomed the offer in Councillor De'Ath's response to my letter that officers will return to Committee at an appropriate point to provide feedback on progress with the recommissioning processes (especially the draft contract specifications). I will be grateful if Jane Thomas can liaise with Angela Holt to arrange this.</p> <p>OBSERVATIONS ON GENDER-SPECIFIC SUPPORT</p> <p>Members recommend that the new specification contains provision for close working and alignment between generic and specialist support services to enable target hardening in cases of domestic violence.</p> <p>Members recommend that the specification allows for people who experience domestic violence to maintain optimal contact with their children and pets.</p> <p>Members also recommend that the specification provides opportunities for people to self-refer and access support in ways that they can easily incorporate into their existing daily routines, without</p>	18/11/16	<p>Officers will be happy to involve scrutiny further at appropriate stages of the commissioning process and will keep Angela involved about the potential timing of this involvement.</p> <p>We welcome your recommendations regarding the Gender Specific Support, and all recommendations will be taken into account in the recommissioning process.</p> <p>We understand and share your concern that the recommissioning</p>

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			<p>creating suspicion in their partner's mind.</p> <p>Members were concerned to identify how, given ongoing pressure on resources, the Council would be able to avoid the "race to the bottom". They noted the officers' position that: the baseline would be the minimum number of units that need to be provided; clearly, the provider might be able to exceed this number; and there was an appetite within the Council for further thinking to go in to see how capacity could be maximised, with Children's Services and other partners wanting to shape arrangements creatively.</p> <p>Finally, Members received very helpful evidence from Gwendolyn Sterk of Welsh Women's Aid (WWA). To summarise, these were the main points contained within her evidence:</p> <ul style="list-style-type: none"> • Welsh Women's Aid have as their mission the development of "strength-based, needs-led services with results that last". • Cardiff was in a unique position in this area, with some excellent domestic, violence, sex work, black and minority ethnic and male focussed services. 		<p>process should not be a 'race to the bottom', and while there is a need to achieve value for money this should not be at the expense of quality of service. Therefore, essential quality standards will be written in to the specification of services as a requirement with minimum standards set for key performance indicators.</p> <p>I note the comments from Welsh Women's Aid that have been set out in the letter. A representative from Welsh Women's Aid sits on the council's Domestic Abuse Evidence Board and has also been invited to be involved in the commissioning process.</p> <p>The officers dealing with the detailed specification development have been made aware of all the comments set out in your letter and will take this into account in formulating the tender documents.</p>

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			<ul style="list-style-type: none"> • There are some gaps in local domestic violence service provision. • WWA would encourage a “consortium” to be developed and a co-production approach. • WWA would expect “quality” to feature more highly than “cost” in the commissioning criteria. • Commissioned services must secure a sufficiency of refuge places, which have been under great pressure across Wales. Similarly, there should be a sufficiency of gender responsive services, for both male and female victims. • Refuge is not just crisis support, but a holistic, needs-led provision that lasts as long as the victim needs support. • IDVA workloads are very high. Authorities need to work with agencies such as the CPS on target hardening. • Management costs for domestic violence services are already generally exceptionally low, as they have been cut back to focus on the front line. <p>OBSERVATIONS ON GENERIC AND</p>		<p>As your letter sets out, the Welsh Government has advised that sheltered housing wardens (or scheme managers as they known in council sheltered schemes) should only be funded on a needs basis which prevents services continuing to all residents because they live in a particular property type. Appreciating the concerns this has caused we have sought to maintain</p>

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			<p>OLDER PEOPLE'S SUPPORT</p> <p>A Member expressed concern that future arrangements might see a reduction in provision of wardens, which could lead to a reduction in good order, and timeliness of response, while potentially reducing control of bullying. Members recognise that new Welsh Government guidance prevents the Council from funding wardens through the Supporting People grant, but were pleased to hear Sarah and Jane affirming the need for wardens, and their commitment to seeking alternative funding mechanisms, for instance from rents.</p> <p>Another Member asked for details of the number of staff in place at Nelson House, and Jane kindly offered to provide this information. Please could she send this to Angela Holt for distribution to the Member?</p>		<p>these posts as far as possible. Most Council sheltered schemes have one scheme manager for every 2 schemes; they also have a housekeeper for each scheme. Nelson House which is much larger scheme has its own scheme manager and housekeeper. There is no proposal to reduce these staffing levels which are now funded from the rent/ service charge for the property. I'm pleased to inform you that a new post of Older Person's Accommodation Manager has recently been created which will be responsible for ensuring that the schemes are managed appropriately, and that residents receive the appropriate level of support.</p> <p>We note the comments made by witnesses at the hearing. As you</p>

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			<p>Members were grateful that Ceri Meloy, Frances Beecher, Phillip Richardson and Mark Sheridan were able to attend Committee to give evidence on behalf of providers and Registered Social Landlords. The central points they made were incorporated into my previous letter, but I thought it might be helpful to detail some of the other key points they made:</p> <ul style="list-style-type: none"> • The representatives were grateful that the Council had responded positively to their suggestion that after some “ad hoc” cuts made previously, a more strategic review of provision could be undertaken. • They also expressed their genuine appreciation of the transparency of the consultation process, and the opportunity they had been afforded to raise their concerns openly. <p>They were concerned at:</p> <ul style="list-style-type: none"> • The proposed size of the financial reduction of £900,000, equating to 30%, which they felt would lead to staffing cuts, which they did not feel were always factored into specifications. • The proposal to reduce the number 		<p>confirmed in your letter, officers have undertaken extensive consultation with providers and given full consideration to the issues raised, thus consequently being able to respond to the issues raised at the meeting. We would like to thank Committee for their understanding in this regard and welcome their request for further involvement.</p> <p>With regard to the Older People’s support, it has been decided to extend the timescales for the recommissioning process to ensure that full account has been taken of the current and further needs of Extra Care Schemes. The Generic Floating Support process is proceeding as planned.</p>

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			<p>of providers from 14 to two. Their concern was centred on what would happen if one of the two went into administration, or special measures, and they questioned how easy it would be for the Council to manage underperformance of such a small number of providers.</p> <ul style="list-style-type: none"> • They supported the idea of a consortium, which they felt would support delivery of flexible, adaptable services, but which they did not feel would necessarily deliver efficiencies in its own right. • The proposed timescale, which they felt to be too short to allow for developing a consortium. <p>OBSERVATIONS ON ADVICE SERVICES</p> <p>Members noted that there had been a recent review of existing Advice Services and would be interested to have sight of this. Please can you arrange for a copy to be sent to Angela Holt, for distribution to the Committee?</p> <p>Officers recognised that some service users might prefer to seek advice from an independent source and that there were other projects to which service users can</p>		<p>I note that you have requested information about the review of Advice Services. This was summarised in the presentation given to providers and a copy of this will be provided separately.</p> <p>We note your comment regarding the availability of independent advice. This issue was taken on</p>

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			<p>be referred. However, Members were concerned that given funding pressures it might be difficult to rely upon some of these independent providers.</p> <p>The Committee valued the evidence provided by Sheila Hendrickson Brown of Cardiff Third Sector Council. Sheila acknowledged the great strides taken by the Council on this issue, and also that there had been gaps in the provision previously delivered. She also understood that with funding reducing, it was in some ways inevitable that services would be delivered increasingly in-house.</p> <p>There were, however, some risks to manage to avoid unintentionally losing the additional benefits provided through co-production with the third sector. In particular:</p> <ul style="list-style-type: none"> • The benefit of the specialist skills that smaller and larger voluntary groups had built up with service users, and the ease of access that they provided. • The added value of social interaction and volunteering delivered through the voluntary sector. 		<p>board following the consultation with providers and the proposed services to be commissioned were changed to reflect this requirement. All advice provided will be available through the contract and not solely through Council provision.</p> <p>Thank you for setting out the comments made by Sheila Hendrickson-Brown at the meeting, which have been noted. We very much recognise the work of the third sector; this is reflected in the decision to continue to provide advice through a partner organisation rather than to provide all Advice Services in-house.</p> <p>Officers are fully committed to meeting the needs of marginalised and hard to reach service users and much work is currently being undertaken to identify and reach those with the greatest needs, for example those vulnerable families affected by the Benefit Cap. This is being achieved by joint working with a wide range of council services, social and private landlords, Communities First and other third sector organisations.</p>

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			<ul style="list-style-type: none"> The impact on the capacity and funding of third sector organisations. <p>Sheila hoped that the resultant services would listen to the voices of marginalised service users and support their needs, and that lessons could continue to be learnt to develop a truly inclusive service.</p>		<p>Thank you once again for your helpful comments and for the constructive and positive Scrutiny process.</p>
12/10/16	Cllr Elsmore	Dementia 3 Year Plan 2014/17- Progress Report	<ul style="list-style-type: none"> Members would like to be informed about the likely timescales for recommissioning and retendering of accommodation for learning disabilities and mental health. 	11/11/16	<p>Response Received</p> <p>Timescales for the recommissioning and retendering of accommodation for mental health are as follows:</p> <ul style="list-style-type: none"> Project Implementation Documents/ Project Plan December 2016 Scoping of Services across Health & Social Care December 2016 Project Groups to secure services via Procurement and Tender exercise from January to July 2017 <p>There are also plans to develop a Respite Accommodation Scheme for Adults with Learning Disabilities and Complex Needs across Cardiff and the Vale. Intermediate Care Funding has been secured for this project,</p>

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			<ul style="list-style-type: none"> • Members are pleased that work is underway re Dementia Friendly Communities and wish to receive a briefing in March 2017 with regard to the progress made in completing the Action Plans by each Neighbourhood Partnership. • Members are particularly interested to understand how the Good Work Framework, referenced at the meeting, is being used in rolling out Dementia Friendly Communities. • Members ask that the following recommendations be put forward by Cardiff Council as part of our partnership input into the final progress report: <ul style="list-style-type: none"> ○ the current structure of a Task Group and Sub Groups and the current level of representation on these be retained; ○ the Care Council for Wales training guidance be embedded 		<p>and discussions have commenced with the Vale of Glamorgan Council to deliver a regional respite facility by 2018.</p> <p>The 'Good Work' Dementia Learning and Development Framework can be found at: http://www.ccwales.org.uk/dementia-care/. You will notice that there are three categories of learners - informed, skilled and influencers. The dementia friendly community principles are aligned to the informed component, through the role out of Dementia Friends sessions.</p> <p>In terms of delivery of the new Plan, it is anticipated that to ensure success there will be an implementation group and sub-groups. The Care Council for Wales Training and Development Framework will be utilised to up-skill health and social care staff, and this is currently undergoing a process of gap analysis for existing courses. We would be happy to share the</p>

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			<p>into the new Plan;</p> <ul style="list-style-type: none"> ○ more work be planned to increase the feedback received from carers, families and advocates and actions taken as a result of feedback; ○ more work be planned to ensure under-represented groups regarding dementia are heard from, such as people who are LGBT and people who are from an Ethnic Minority. <ul style="list-style-type: none"> ● Members will be interested to receive a copy of the Year Three Progress Report. As part of this, Members recommend that reference is made to the role of day centres in the provision of dementia services. Members also think that it would be helpful for carers' stories to be included in the Year Three report; it may be that the work Helen Joy referenced regarding the collation of Nexus consultation findings may be of use in this. 		<p>end Report on the current Dementia Plan, which should include more carer feedback and day centre references. There will importantly be consultation on the refreshed Dementia Plan with key groups, including service users and carers as previously. Furthermore, we will ensure that seldom-heard groups such as BME and LGBT groups will also be engaged during the process.</p>
3/11/16	Cllr Elsmore	Recommissioning of Building Maintenance Framework	<ul style="list-style-type: none"> ● Having considered the draft Cabinet Report, its' appendices and the evidence presented at the meeting, Members are content with the proposals which seem well thought out and designed to improve customer care, contract monitoring and capacity. 		Response Not Required

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			<p>Members are particularly pleased that there will be better information available regarding sub-contractors and stronger mechanisms to ensure that the services delivered meet contractual requirements.</p> <ul style="list-style-type: none"> • Members are interested in carrying out further scrutiny of the specifications and ask that officers liaise with Scrutiny Services to enable this to happen in a timely manner. • Members note that the three geographical areas have been worked out by considering access routes around the city and the number of properties in each area. • Members were also reassured by the answers given that the risks were being appropriately managed. • Finally, as discussed at the meeting, the draft report needs amending at point 17 to remove 'painting' from the list of works that would be procured outside the framework. 		
7/11/16	Cllr De'Ath	Community Safety	<ul style="list-style-type: none"> • Members note that the new PSB/ CSP arrangements are at an early stage and that further refinements may be required. Members request that they 	30/11/16	<ul style="list-style-type: none"> - I agree that these arrangements are at an early stage and I will ensure that the Committee is kept abreast of any significant refinements in this area.

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			<p>be kept informed of any further changes.</p> <ul style="list-style-type: none"> • Members recommend that further work be undertaken to clearly and transparently articulate in the PSB/ CSP terms of reference the requirement of each PSB/ CSP member to go back to their respective organisation's decision making bodies when formal decisions are required of these bodies. • Members recommend that the PSB/ CSP schematics be amended to reflect the requirements regarding decision making. • Members request information on the timescales anticipated for the production of an outcome based report. • Members observe that it is important to not only have the incident and crime numbers, as currently shown, but also to have measures that show how these are dealt with, for example sanction/ detection rates, prosecution rates, conviction rates and victim satisfaction rates. Members recognise that it will take time to put these in place for all categories and therefore, Members recommend that the Domestic Abuse and Human Exploitation categories are selected as the categories to commence this additional reporting; in 		<ul style="list-style-type: none"> - An addition to the terms of reference making this explicit will be drafted for consideration by a future meeting of the Public Services Board. - The key outcomes and associated performance indicators will be agreed by the Safer and Cohesive Communities Programme Board by the end of Quarter 4 and these will then be used as the focus of the Community Safety reports from Quarter 1 onwards. - From Quarter 1 2017/18 performance reports will also include additional information identified in the Exploitation work stream that will demonstrate the impact the work of the Safer And Cohesive Programme Board is having in relation to the support to victims and the sanctions and deterrents to perpetrators.

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			<p>your response, if you agree this recommendation, Members would be grateful of an indication of the proposed timescale for this.</p> <ul style="list-style-type: none"> • Members note the comment that it is hoped that the Welsh Government will shortly issue a three year plan on Community Cohesion; Members request that they be kept informed on this. • Members recommend that the CSP consider how to ensure partnership working to tackle anti-social behaviour in the owner occupied or private rented sectors, where social housing tenants are not involved. • Members recommend that the CSP consider how to ensure a proactive strategic approach is taken to tackling the causes of anti-social behaviour across the city. 		<ul style="list-style-type: none"> - It has now been confirmed that Welsh Government have secured an additional year's finance to fund the posts of Regional Community Cohesion Coordinators from March 2017 to March 2018; It is anticipated that work will begin on a refresh of the National Cohesion Actions Plan shortly. - The response to Anti-Social Behaviour in private properties is led by the Police and supported by the Local Authority and partners via the Quality of Life meetings, where referrals are discussed and action plans put in place. These meetings are attended by Neighbourhood Partnership Officers amongst others and actions are attributed to a range of services such as noise nuisance and Closed Circuit Television. CCTV cameras have become an important element to crime prevention and the recently launched ARC has identified incidents and gathered evidence that has led to numerous arrests and has addressed instances of low level ASB. - Furthermore, a new priority workstream .. to support the development of Resilient Communities .. will continue to strengthen and add value to the

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					<p>partnership approach to anti-social behaviour.... The policy initiatives such as early intervention in regard to Adverse Childhood Experiences .. have the potential to have a significant impact on the cause of anti-social behaviour in the longer term. In addition, the Resilient Communities group will map current activity and identify good practice that can be rolled out as required in order to support a preventative approach to tackle anti-social behaviour.</p>
9/11/16	Cllr Elsmore	Domiciliary Care	<ul style="list-style-type: none"> Members were pleased to hear that the Regional Partnership Board is working on these issues and therefore Members request that more information on this is supplied with our committee papers for the planned scrutiny of the regional integration work, currently scheduled for consideration at Committee in January 2017. Members note that there is now agreement from all providers to assess the 10% regarding outcomes after 4-6 weeks as part of the review process. Members have some concerns about this and therefore Members request a briefing note on this element that 		Response Awaited

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			<p>particularly answers the following: if the providers approach to delivering desired outcomes is not assessed until the 4-6 week review, how can the Council be assured that the provider will meet the needs of the client in the first 4-6 weeks? What mechanisms will be in place to ensure the assessment of outcomes?</p> <ul style="list-style-type: none"> • Members would like to know how many clients receive visits that are scheduled to be less than 30 minutes; therefore Members request that this information be provided for 2016/17 thus far, along with the overall number of clients receiving visits. • Members note that discussions are underway with providers about whether to amend the <i>adam</i> system to allow providers to make one bid per care package. Members request that they be provided with an update on this if the current system of multiple bids is amended. • Members recommend that parents and carers are brought into the conversation about future models at an early stage to ensure that their views, experiences and expertise can inform the development of an appropriate model for Cardiff. • Members request a copy of the action plan developed to respond to the 		

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			issues raised by the CSSIW in relation to Cardiff inn their recent Review of Domiciliary Care in Cardiff.		

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