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ADULTS, HOUSING & COMMUNITIES QUARTER FOUR 2022/23  
PERFORMANCE REPORTS

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**Purpose of the Report**

1. To present the Adult Social Services, and Housing & Communities, Performance Reports for the Quarter 4 period (*January - March 2023*).
2. Information relating to performance for **Adult Social Services** is attached at **Appendix A & B**; and information relating to performance for **Housing & Communities** is attached at **Appendix C and D**.
3. Committee Members are to note that following this Committee's request for performance reporting to be presented through a more visual, dashboard approach, each service area has provided:
  - a dashboard of their performance on the corporate KPIs that are detailed in the Directorate Delivery Plan (**Appendix A** for Adult Social Services, and **Appendix C** for Housing & Communities)
  - a narrative based update on performance across all the steps detailed in the Directorate Delivery Plans (**Appendix B** for Adult Services, and **Appendix D** for Housing & Communities).

## Scope of Scrutiny

4. This item will begin with each Cabinet Member being offered the opportunity to provide a brief opening statement (should they wish). Following any opening statements provided by the Cabinet Members, the Committee will then have the opportunity to explore the performance of services for either Adult Services, or Housing & Communities.
5. Scrutiny of performance provides the opportunity to challenge and explore past and current performance levels, and through this, drive service improvement. In addition, it also helps the Council to reprioritise efforts to secure the delivery of the Council's priorities and targets.
6. During this scrutiny, Members will have the opportunity to:
  - Explore past performance levels.
  - Assess why targets may not have been achieved or over-achieved.
  - Investigate any concerns.
7. Following Scrutiny Members' review of performance levels, they will decide what comments, observations, or recommendations they wish to pass on to the Cabinet for their consideration.

## Background – The Council's Performance Management Framework

8. The Council's Performance Management Framework includes the production of quarterly Performance Reports, designed to provide an overview of directorate performance.
9. The Council has four high-level **priorities** that form the basis for the Corporate Plan 2023-26, and they are:
  - **Working for Cardiff**
  - **Working for Wales**
  - **Working for the Future**
  - **Working for Public Services**

10. Each of the priorities, bullet pointed above, are also aligned to Well-being Objectives (as required by the Future Generations Act).

11. The 7 Well-being Objectives that support the 4 priorities are:

- Cardiff is a great place to grow up (aligned to the priority **Working for Cardiff**)
- Cardiff is a great place to grow older (aligned to the priority **Working for Cardiff**)
- Supporting people out of poverty (aligned to the priority **Working for Cardiff**)
- Safe, confident, and empowered communities (aligned to the priority **Working for Cardiff**)
- A capital city that works for Wales (aligned to the priority **Working for Wales**)
- Cardiff's population growth is managed in a resilient way (aligned to the priority **Working for the Future**)
- Modernising and integrating our public services (aligned to the priority **Working for Public Services**)

12. For each Well-being Objective, a number of high level “steps” and Key Performance Indicators (KPIs) have been identified to measure progress.

13. The information provided in the Performance Reports attached to this report, are in line with the service areas Key Performance Indicators, and Steps, as detailed in the Council's Corporate Plan and Directorate Delivery Plans.

### **Previous Scrutiny on Performance Reports**

14. During this, and the previous Committee's consideration of Performance Reports, comments raised by the Committee included:

## **Adult Services**

- Assurance that the quality of care provided to service users would be upheld, regardless of challenges the services' faced.
- If capacity issues will be adequately addressed through the proposed measures – Committee Members were informed to address capacity issues, non-qualified staff may be assigned certain tasks however from their questioning, Committee Members felt assured that if this is deployed, there will be clear understanding among staff about what task requires qualified staff, and where tasks may be re-directed safely.
- Concern regarding measures in place to ensure staff retention, particularly in the care sector – Committee Members questioned if the service areas are looking to enlist 'Occupational Therapy Assistants' and apprenticeship courses to help lessen the pressure and demand on staff, and were pleased to note work is ongoing in deploying both initiatives.
- The notable, and continued level of sickness rates and staff vacancies – Committee Members emphasised the need for the service area to seek specific feedback from staff regarding any specific sickness related support they have received.
- Need to ensure an increase in the take-up of safeguarding related training modules to ensure corporate safeguarding issues do not arise.
- Explored how council staff will be trained on a "strengths-based approach to mental capacity", and how it aligns with the Mental Capacity Act.
- Concern around the national suspension of data relating to delayed transfer of care. In response, Members were informed the reporting of delayed transfers of care needs to be improved to better inform why delay has occurred and a new, national mechanism across Wales is currently in development.

## **Housing & Communities**

- Assurance that the target to build 1,000 new council homes would be met.
- Availability of temporary, and private rented sector housing.
- How the Council is ensuring the older population, particularly pensioners, are being targeted to ensure they have the knowledge and access to financial support services

- For the management of void properties - how the in-house team is being expanded with particular reference to the avenue of utilising apprenticeships.
- Given the positive results from Housing First, Members questioned why more individuals could not be offered this scheme and we were advised the issue is due to a shortage of move on accommodation however work is underway toward expanding the scheme.
- The previous Committee, felt a significant amount of the targets within the P&C report were static, with little movement from previous years.

15. For ease of reference the letter sent following the November 2022 scrutiny of the performance reports can be found on the Community & Adult Services webpage on the Council website. Or, by clicking [here](#).

## **Legal Implications**

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

## **Financial Implications**

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

## **RECOMMENDATION**

The Committee is recommended to:

- I. consider the contents of the report, appendices and information provided at the meeting and report any comments, observations and recommendations to the Cabinet.

**DAVINA FIORE**

**Director of Governance and Legal Services**

**9 May 2023**