

My Ref: Scrutiny/Correspondence/Cllr McGarry

20 February 2019

Councillor Susan Elsmore
Cabinet Member Social Care, Health & Well-Being
County Hall
Cardiff
CF10 4UW



Dear Susan,

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 18 FEBRUARY 2019
DRAFT CORPORATE PLAN 2019-22 AND DRAFT BUDGET PROPOSALS 2019/20**

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee and providing Members with an opportunity to consider the draft Corporate Plan 2019-22 and the Draft Budget Proposals for 2019/20 relevant to your Portfolio. Members of the Committee have requested that I feed back the following comments and observations to you:

Communities, Housing & Customer Services Directorate

In relation to your commitments within this Directorate, Members were very pleased to receive details on how you are continuing to drive forward services. This includes the planned provision of a Multi Agency Hub in the Cardiff Royal Infirmary and the use of Enable Grant funding to provide adaptations which facilitate the speedy return to the community following a period of time in hospital.

Social Services Directorate

Members of the Committee wanted to pass on their appreciation of how you and officers have worked to improve the delivery and efficiency of key services. Some further specific comments are:

- Elected Members provide a key interface with their constituents particularly with the Black, Asian and Minority Ethnic (BAME) communities within their wards. However, concerns were raised regarding the proportion of BAME care workers, which did not reflect the same diversity as the communities that they supported.

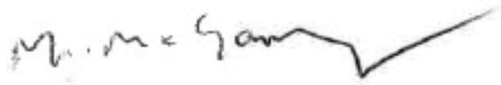
It was proposed that when services were commissioned, consideration be given to the proportion of BAME care workers being employed to better reflect the communities. This would also encourage greater engagement and enhance the provision of services to minority groups. The Committee was pleased to hear that the locality approach which was planned following a review of commissioning, would potentially address these concerns. Additionally, a bespoke workforce would be better positioned to serve our communities.

- Although the level of Red and Red/Amber savings risks were reduced compared with previous years, confirmation was sought to ensure that these savings would be achieved. The provision of detailed plans for progressing the savings was welcomed with an understanding that the growth in Social Services budgets from Welsh Government funding negated some of the saving that were being made.
- Additionally, the committee welcomed the provision of the right services for individuals, which also enabled financial efficiencies to be made. This was also supported by the move away from institutional support to community-based services with appropriate levels of support.
- The committee also requested confirmation that the planned savings would retain enablement support rather than becoming a call centre service. It was pleasing to hear that the most appropriate services were to be provided for individuals and that services provided in the community continue to be improved.
- Members queried how the cost of supporting those individuals with the most serious learning disabilities could be achieved with the budget savings that had been identified. The Committee welcomed the explanation that the overall cost of the services was still cost effective as those with less serious learning disabilities balanced the costs of those with high level of need.

Members were very reassured by the work you and Councillor Thorne are doing together across both Directorates (and further) in ensuring that the Council continues to develop a more joined-up, communicative culture in delivering services.

Thank you again to you and officers for attending. I hope you find the Committee's comments useful.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mary McGarry', followed by a large checkmark.

COUNTY COUNCILLOR MARY M^CGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Christine Salter, Corporate Director
Ian Allwood, Head of Finance
Allan Evans, OM Accountancy
Councillor David Walker, Chairperson Policy Review & Performance Scrutiny Committee
Nicola Newton, Principal Scrutiny Officer
Sarah McGill, Corporate Director People and Communities
Claire Marchant, Director of Social Services
Cabinet Support Office