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PRESENTATIONS

Committee COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

**Date and Time
of Meeting** WEDNESDAY, 10 OCTOBER 2018, 4.30 PM

Please see attached the Presentation(s) provided at the Committee Meeting

4 **Regulation & Inspection of Social Care (Wales) Act 2016** *(Pages 3 - 12)*

To receive a Briefing/Presentation on the impact of the Act on adult social care, followed by a Q&A with Members.

5 **Equality and Human Rights Toolkit for Councillors on Accessible Housing** *(Pages 13 - 24)*

To receive a presentation on the Human Rights Commission's Equality and Human Rights Toolkit for Councillors on Accessible Housing by Tai Pawb.

6 **Building Maintenance Framework - Voids Management Issues** *(Pages 25 - 34)*

To receive an update on issues relating to Voids Management, followed by a Q&A with Members.

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

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Regulation and Inspection of Social Care (Wales) Act 2016

Pages

What RISCA means in practice for Cardiff Council & its Partners

t's all about well-being...

Who does it affect?



Registration and skills

Mandatory registration of social care workforce

Regulation requires workforce training & education to a sufficient standard

Greater transparency

- Providers to prepare **annual returns** outlining their performance
- Published on the CIW website alongside the inspection report
- Includes staff retention, training and development, etc
- More transparency and comparability for service users
- Makes it easier for people to make well-informed choices about their care

Inspecting for **outcomes**

- Inspections to include assessment of how well services are meeting the **well-being outcomes** of the people who use them

- Supports and inspires improvements
- Provides citizens with a clearer view of the quality of services

Standardised reporting

- Directors of Social Services to publish annual reports on how they have carried out their social services functions in a new **reporting template**
- Standardises the reporting requirements across local authorities
- Makes it easier for people to make comparisons

Market stability

- Local authorities to publish **market stability reports**
- These must take account of the **population assessment** and feed into a **national stability report**
- Market oversight of important providers to avoid unexpected market exits

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- Everyone in the sector able to respond to market changes
- Consolidates work by local authorities on market position statements

When will it change?

April 2018 Workforce register opens to domiciliary care workers

Apr 2018- Apr 2019 All providers register services under new Act in a phased re-registration process

Apr 2019 New system of service regulation and inspection fully operational

April 2020 Workforce register opens for adult care home workers

Extent of the task across Cardiff

Domiciliary Care Providers

- 74 Agencies with 2,065 staff
- 3, 235 Citizens supported

Residential Homes

- 70 Agencies with 2, 416 staff
- 1,900 Citizens in residential care

Qualifications and Registration- current picture

- 30 % of staff hold the required qualification to register

What are we doing?

Preparing the Residential and Domiciliary Providers

- Awareness & Information sessions
- Working with Social Care Wales to promote & enable Registration
- Regular Newsletters to Sector
- Provision of access to required qualifications
- Frequently asked questions bulletins
- Promotion of 'Confirmed Competency'
- Bespoke training
- Website information

Upcoming

- Social Care Wales are running several workshop from January to update on qualifications and registration
- Care Inspectorate Wales running regional half day provider events throughout October
- Ongoing Forums over the next six months to reach providers
- All events promoted and supported by the Regional Workforce Partnership

Issues

- Qualifications
- ESOL
- Costs to providers
- Recruitment & Retention
- Delays & lack of Clarity
- Assessors

Tai Pawb

Equality and Human Rights Toolkit for
Councilors on Accessible Housing

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Agenda Item 5

Tai Pawb

Our Purpose

To inspire Wales to be a fairer place to live

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What we do

We promote equality and social justice in housing, we work positively and constructively to advance equality and reduce prejudice, discrimination and marginalisation related to housing.

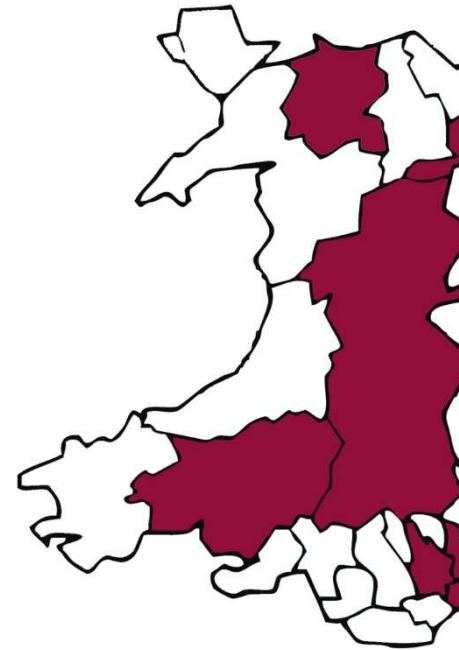
Tai Pawb

We are a membership organisation, with members from the housing, community, equality and other related sectors in Wales.

Our Members

All Housing Associations in Wales are members of Tai Pawb

The following local authorities are members of Tai Pawb:
Newport, Torfaen, Carmarthenshire, Caerphilly, Conwy, Powys and Wrexham.



www.taipawb.org @TaiPawb ceri@taipawb.org

Key Facts about Disability in Wales

- How many people in Wales consider themselves disabled?
- How many people living in social housing in Wales consider themselves disabled?
- For every £1 spent on housing adaptations, how much is saved on health and social care?
- What is the percentage increase in number of people over 65 with mobility problems by 2035?

There is a chronic shortage of accessible housing

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EHRC Toolkit - background

- EHRC Report - *'Housing and disabled people - Wales's hidden crisis'*
- EHRC commissioned a number of toolkits, including,
'Housing for disabled people - A toolkit for local authorities in Wales'
- Surveys, focus groups, scrutiny panels and one to one interviews
- Toolkit due to be launched w/c 15th October
- Cardiff Council is the first local authority to have the toolkit presented to them

Toolkit – How it Works

3 Main Areas

- Equality duties
- Policy development process
- Practice

Each Area includes:

Key questions, case studies, good practice examples and tips.

Case study

Cardiff Accessible Homes: Accessible housing register

Cardiff Accessible Homes (CAH), established in September 2002, is a central housing register for disabled people with physical impairments who want to move. CAH works closely with its partners (the local authority and seven housing associations) to provide quality homes for people who are looking for adapted or accessible housing. CAH was originally funded by the Welsh Government but is now fully funded by its partners. The aim of the service is to enable available adapted and accessible properties to be best matched to those people who need them.

The service offers re-housing, assessments, advice and support. This involves working in partnership with several agencies and organisations with a view to re-housing the client or obtaining an occupational therapist assessment, in order for adaptations to be installed. The underlying objective of the service is to help disabled people relocate/ remain within their home, and to continue to enjoy independent living.

Personal story

Leuan

Leuan was involved in a road traffic accident in 2016. Following a lengthy stay and rehabilitation in hospital, Leuan was referred to Cardiff Accessible Homes by his social worker. Leuan was unable to return to his previous property due to him not being able to use the communal stairs. He was assessed and placed on the accessible housing waiting list in late June 2016. Leuan was offered a two-bed ground floor flat in August 2016. He and his carer have settled at the property and enjoy the local amenities. Leuan stated the move from hospital to his current property was a difficult and anxious time, but he is now enjoying living independently in a secure environment.

! Top Tip

A cost-effective and time-efficient way of making your information instantly accessible to a larger percentage of your audience is to:

- write in plain language (i.e. use short sentences, everyday words and a logical structure)
- make it as concise as possible
- ensure it is as legible as possible, for example using a minimum 14 point text size, and that there is a good **colour contrast**
- use the accessibility checker in Microsoft Word documents to pick up on anything that might be difficult or inaccessible for people using screen-reading software

? Key questions

- Does our authority ask private developers to develop accessible housing as part of their targets, and how are these monitored and reported?
- Do we use the private rented sector to house disabled people?
- What information do we provide for private landlords about funding for adaptations for their tenants?

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Supplementary questions:

- If we house disabled people in the private rented sector, do we provide advice, guidance and/or training to the landlords on tenants' requirements?
- How do we assess the suitability of private rented property for disabled people, including people with a learning disability or mental health conditions?
- Have we considered including private rented/private properties on the accessible housing register?
- If private rented housing is being considered, what is the length of tenancy being offered and how secure is it?

How can the toolkit be disseminated and embedded across Wales?

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Building Maintenance Framework Voids Management Issues



Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together



Background

New Building Maintenance Framework was put in place for Council residential properties from 2 January 2018

Contracts cover Responsive, Voids and Planned Maintenance

The city was split into three areas with a different contractor appointed to each area.

The divide is as follows:

Cardiff West	R&M Williams Ltd.
Cardiff North	Wates Construction Ltd.
Cardiff South	LCB Construction Ltd.



The intention for this contract design

- To create a competitive environment between the three contractors to encourage continuous improvement
- Ensuring the service would not be solely reliant on one contractor to avoid difficulties faced in the previous contract
- Contract gives the ability to apply performance deductions where a contractor is not meeting the required performance level.
- For the first three months of the contract, no performance deductions were applied to allow the contractor time to mobilise their workforce or 'gear up'.



Void Management Issues

The withdrawing contractor Ian Williams left a backlog of voids having geared down as soon as they were aware that they did not have the contract.

All three new contractors experienced difficulties in delivering void works within the given timescales. A number of reasons were given for this including

- Resource issues
- Large workloads
- The performance deductions were impacting on the financial viability of the contract during this difficult period.

The service tried to support the contractors by allowing temporary extensions of times on void properties and not to applying performance deductions until 1st November 2018. This was intended to allow the contractor to focus on and address the issues that they were facing.



Cardiff West – Withdrawal of Contractor

In July 2018, R&M Williams refused to take any further void works temporarily for a period of 3 weeks. They cited their large workload as the reason for this.

On 1st August 2018, R&M Williams provided formal notice to quit the Building Maintenance Framework with a contract end date of 30th September 2018. The reason given was that they had incorrectly set their rates which meant that the contract was financially unviable.

As part of the tender process to assess the bids, the service assessed ‘shopping baskets’ of services using the tendered rates. This process did not identify any areas for concern and did not suggest that R&M Williams had under-priced the contract.



Contingency Arrangements

Strategic meetings are taking place to ensure a smooth handover.

Responsive Repairs – the service currently carries out 90% of responsive works “in house”. One of the remaining contractors (LCB) have agreed to assist with these works. While there may be some delays on routine responsive repairs in the short term, this is not considered a major issue.

Planned Works – The remaining contractors will pick up small scale planned works for the West. Large scale works are tendered to get best value.

Void Properties – One contractor (LCB) has agreed to take on some voids in the West and are currently working on 8 family homes. Currently no void works are delivered “in house”.

The most significant issue will be completing the void works to empty properties.



Next Steps

New Contract for Voids

A tender will be issued shortly for a new contract for void works only. It is anticipated that the new contractor to be appointed by April 2019, however further time will then be required for the successful contractor to 'gear up'.

The contract will cover the whole of Cardiff and will allow for a cascade - so that another suitable contractor can be appointed if required without tendering again.

Building on the internal workforce

New "in house" Voids Team is being developed to deliver some void properties. This team will start at a moderate level at first with the option to build this capacity further in the future.

Calon TA - Some properties will be passed to the Council's temporary accommodation provider, on condition that they carry out the void works. Funding will be provided for this work at normal rates.



Backlog of Voids

Backlog in the West

A backlog of void properties that require works in the West area has accumulated. Currently, there are around 45 properties in this backlog.

Void performance

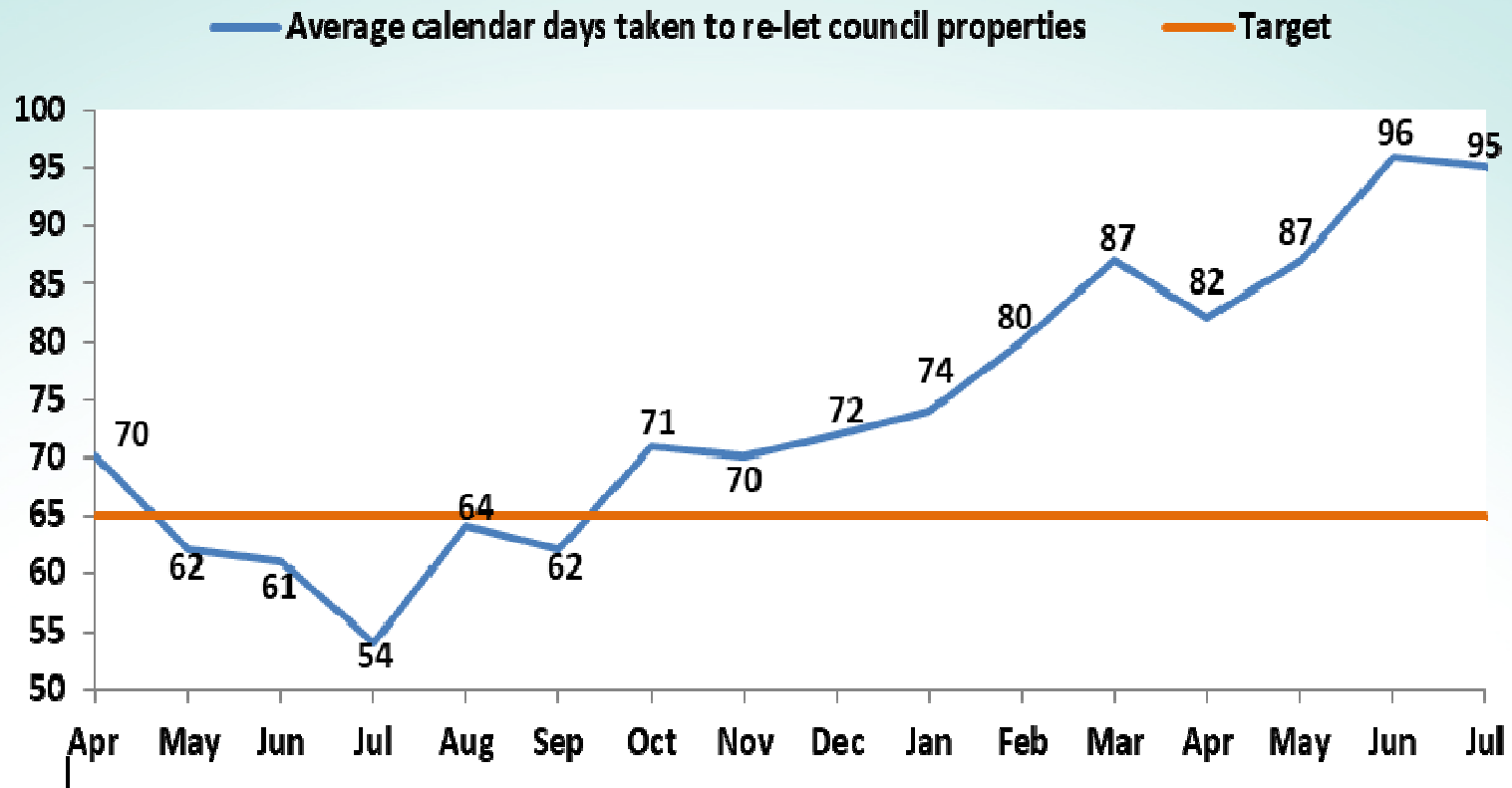
The most recent core data shows that void timescales have increased to 95 days in July 2018. Given the current issues, void turnaround times are likely to increase further.

Impact on budgets

It is predicted that there will be an under-spend for 2018/19 due to the backlog of voids. Rent loss figures will mirror the void turnaround times.



Voids Performance



Other Actions

Despite the measures being taken as outlined above it is forecasted that in April 2019 the backlog of void properties could be in excess of 100, therefore other actions are being explored to address the issue.

Other actions being explored

- Using the contractor appointed under the Disabled Adaptations Framework
- Reducing the level of works carried out before letting
- Increasing the incentives for tenants to carry out works themselves

Further options will continue to be explored.

