



Neuadd y Si
Caerdydd,
CF10 4UW
Ffôn: (029) 2087 2088
www.caerdydd.gov.uk
County Hall
Cardiff,
CF10 4UW
Tel: (029) 2087 2087
www.cardiff.gov.uk

My Ref: Scrutiny/Correspondence/Cllr McGarry
11 April 2019

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

Dear Susan,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 3 APRIL 2019 – ADULT SAFEGUARDING UPDATE

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee and providing Members with an update on Adult Safeguarding. Members of the Committee have requested that I feedback the following comments and observations to you:

In terms of the proposed pathway for Adult Safeguarding referrals, Members have requested clarification on how a multi-agency approach will be incorporated into the process. They would also request details of the agencies who will be involved in the framework along with clarity on MASH's role.

Members also wished to highlight their concerns over staff struggling to understand adult safeguarding responsibilities as set out in the Social Services and Well-being (Wales) Act 2014, and the possible inconsistency at service level this could create. Members noted that training will commence for Operational Managers shortly, but would request further clarity on how it is proposed that this is then cascaded down to all levels of staff. Members wish to highlight that the lack of understanding could be due to a disconnect between Senior Managers and their staff.

Members noted that the upcoming audit should reveal why 50% of referrals were deemed as inappropriate. To fully understand why this is the case, they have asked that you provide them with a copy of the audit's final findings once it is available so that they can review the content of the document.

Thank you once again to you and your officers for attending Committee, to confirm I require a response to the following:

- How a multi-agency approach will be incorporated into the proposed pathway.
- Information on what agencies will be involved.
- Clarity on MASH's role within the framework.
- How information on adult safeguarding responsibilities will be cascaded down to all staff.

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.

Tudalen 1



Yours,

A handwritten signature in black ink, appearing to read 'M. McGarry', with a long, sweeping horizontal stroke extending to the right.

COUNTY COUNCILLOR MARY M^CGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Claire Marchant, Director of Social Services.

Louise Barry, Assistant Director, Adult Social Services.

Ceri Tanti, Cabinet Office.

**SWYDDFA CYMORTH Y CABINET
CABINET SUPPORT OFFICE**



Neuadd y Sir
Caerdydd,
CF10 4UW
Ffôn: (029) 2087 2088
www.caerdydd.gov.uk
County Hall
Cardiff,
CF10 4UW
Tel: (029) 2087 2087
www.cardiff.gov.uk

Fy Nghyf / My Ref : CM41373

Dyddiad / Date: 26th April 2019

Cllr Mary McGarry
Chairperson of the Community & Adult Services Scrutiny Committee
Cardiff Council
County Hall
Cardiff
CF10 4UW

Annwyl / Dear Mary

CASSC - Adult Safeguarding Update

Thank you for the opportunity to present to Committee, and for your letter dated 11th April 2019.

I am grateful to the Committee for considering this matter and for providing helpful feedback. Please find below responses to the Committee's observations, which I hope will be useful:

- 1) How a multi- agency response will be incorporated into the proposed pathway.
 - Part 7 of the Social Services and Well-being Act makes explicit the responsibilities of statutory agencies in relation to safeguarding adults. This would happen via a strategy discussion between agencies and is prescribed in relevant codes of practice, in particular: *working together to safeguard people: Volume 6 - handling individual cases to protect adults at risk*. Any changes to the operating model need to be planned carefully to maximise the effectiveness of multi-agency working.
- 2) Information on agencies involved in safeguarding.

ATEBWCH I / PLEASE REPLY TO :

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall, Glanfa'r Iwerydd / Atlantic Wharf , Caerdydd / Cardiff, CF10 4UW,
Ffon / Tel: (029) 2087 2420

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.

Tudalen 3



- A range of agencies can be involved in safeguarding dependent on the nature and course of an enquiry. These agencies typically include social services, the police, the NHS and care providers. Usually, strategy discussions take place with relevant partners in the first instance. If the process proceeds to strategy meeting then a range of additional agencies may be involved.

3) Clarity on MASH role within the framework

- The Multi-Agency Safeguarding Hub (MASH) in Cardiff was established over 2 years ago to support multi-agency child and adult protection. Remodelled multi-agency safeguarding arrangements are being implemented, partially as a consequence of the implementation of the Cardiff Family Advice Service which will divert a lot of early help activity from the MASH, enabling the MASH itself to focus on provision of multi-agency safeguarding response. As part of the MASH remodelling the role of MASH in effective multi-agency adult safeguarding will be clarified.

4) How information on adult safeguarding responsibilities will be cascaded to all staff

- All staff have recently been supplied with a practice note, to refresh key principles in the Social Services and Well-being Act in respect of adult safeguarding. Staff had previously received the requisite level of training to understand the legislation. However, feedback has been received that in order to really embed the legislative requirements in practice, further training is required. Therefore, a three-day intensive session will take place in May with designated lead practitioners alongside Operational Managers within Adult Services who will have specific responsibilities in this area. Further one-day refresher training will commence in June for all Team Managers with the expectation they will cascade to front-line teams.
- Ahead of the launch of the refreshed All-Wales Safeguarding procedures, (due November 2019) there will be further multi-agency later in the year across Cardiff and the Vale of Glamorgan, under the remit of the Regional Safeguarding Board.

I hope this addresses the points raised in your letter, and thank you for your continued support and comments in relation to safeguarding.

Yn gywir / Yours sincerely



Councillor / Y Cynghorydd Susan Elsmore
Cabinet Member for Social Care, Health & Well-being
Aelod Cabinet dros Ofal Cymdeithasol, Iechyd a Lles

My Ref: Scrutiny/Correspondence/Cllr McGarry
11 April 2019

Councillor Lynda Thorne
Cabinet Member Housing & Communities
County Hall
Cardiff
CF10 4UW



Neuadd y Sir
Caerdydd,
CF10 4UW
Ffôn: (029) 2087 2088
www.caerdydd.gov.uk
County Hall
Cardiff,
CF10 4UW
Tel: (029) 2087 2087
www.cardiff.gov.uk

Dear Lynda,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 3 APRIL 2019 – COUNCIL HOUSE BUILDING STRATEGY

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee and providing Members with an update on the Council House Building Strategy prior to it receiving pre-decision scrutiny on 1 May 2019. Members of the Committee have requested that I feedback the following comments and observations to you:

Overall Members shared your enthusiasm for the strategy and its vision. Members also wished to join you in expressing their gratitude for the hard work undertaken by officers under the workforce pressures detailed within the meeting. Members were pleased that energy efficiency is a remit included in the strategy and eagerly anticipate the report to be developed which will look at costs and standards and provide new work related performance indicators.

Members felt assured that all developments will be sustainable and of high-quality. They also appreciated that the balance between financial viability, high-quality design, good place-making and high energy efficiency standards will continue to be addressed. Members would welcome the opportunity to undertake the site visit as offered within the meeting.

Members raised concerns in terms of the affordability of the strategy with particular reference to the proposed rent cap by the Welsh Government and would appreciate feedback on this issue as soon as it becomes available.

Members queried how public acceptance, within the communities, of proposed developments would be addressed and felt reassured that early, clear communication along with flexibility of thinking will continue to be upheld.

Thank you again to you and officers for attending. I do not require a response to this letter, but have tasked CASSC's Scrutiny Officer to work with officers in securing a date for the site visit and to monitor the Welsh Government proposal of a rent cap.

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

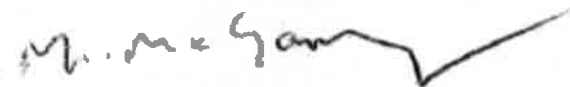
WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.

Tudalen 5



Yours,

A handwritten signature in black ink, appearing to read 'Mary McGarry', with a long, sweeping horizontal stroke extending to the right.

COUNTY COUNCILLOR MARY M^CGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Sarah McGill, Corporate Director

David Jaques, Housing Development Manager

Heather Warren, Cabinet Office

My Ref: Scrutiny/Correspondence/Cllr McGarry
11 April 2019



Neuadd y Sir
Caerdydd,
CF10 4UW
Ffôn: (029) 2087 2088
www.caerdydd.gov.uk
County Hall
Cardiff,
CF10 4UW
Tel: (029) 2087 2087
www.cardiff.gov.uk

Councillor Lynda Thorne
Cabinet Member Housing & Communities
Councillor Susan Elsmore
Cabinet Member Social Care, Health & Well-being
County Hall
Cardiff
CF10 4UW

Dear Lynda & Susan,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 3 APRIL 2019 – QUARTER 3 PERFORMANCE REPORT

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee to present the Quarter Three Performance Report, for both the People & Communities Directorate and Adult Services, providing Members with the opportunity to analyse measures and provide feedback.

Members were pleased, overall, with the content of the Reports and appreciated the work that has been done, and will no doubt continue to be done, across the Directorates in a drive for continued improvement. Members of the Committee have requested that I feedback the following comments and observations to you.

People & Communities

Members noted that, following Cabinet's approval of the Older Persons' Housing Strategy 2019-2023, an Action Plan would be developed to monitor progress and aid implementation. Members have requested further details of when this Action Plan will become available.

Members raised concerns surrounding the lack of detail on implementation plans and the setting of targets within the Report. Members were advised that various strategies, such as the Corporate Plan and Service Delivery Plans, are drawn upon when determining targets. Members would suggest that going forward, further detail on implementation is captured within the Report.

With regard to the 'Housing First' pilot, Members noted and shared your concerns in terms of resource management and sustainability. It was highlighted that the pilot requires intensive officer support and feasibility in terms of resource management is an area which requires further investigation. Members would appreciate it if they could be updated on the findings and the next steps for the pilot as it develops.

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.

Tudalen 7



Members were disappointed in terms of the delay in implementing a regional service for male victims of domestic abuse. However they were pleased with the reassurance that a comprehensive plan will be in place in due course.

With regard to void properties: Members were pleased that a new Contractor is in place, and that there is increased in-house capacity, and that the performance will continue to be addressed.

Members noted and appreciated the various circumstances which need to be taken into account when understanding the Councils turnover of void properties. However, they do hold concerns that days to re-let currently stands at 89 calendar days and would appreciate confirmation of how this will be addressed, including what research methods will be used. Members believe it would be useful for comparative work to be undertaken against other Local Authorities along with possible best practice learning with Registered Social Landlords.

Adult Services

Members queried the level of contact with voluntary organisations in terms of commissioning and service provision. They were content to hear that contact is drawn upon when deemed appropriate and in line with the Social Services and Well-being Act requirements of a 20% contribution. Members were also pleased to be informed of the positive working arrangements present within Learning Disabilities service development along with the roll out of Dementia Friendly Cardiff.

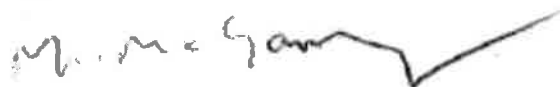
Questions were also raised in terms of the delay to setting fees and the potential legal challenges this may present. Members noted the acknowledgement that legal challenges have previously arisen and as a result relevant consultations and engagement will continue.

In terms of the number of care homes and domiciliary care providers currently in escalated concerns, Members noted your assurance that a certain number within escalated concerns is to be expected and that challenges arise if a provider remains within this remit for a prolonged period of time. Members were content to hear that an Action Plan will be drawn up to address any potential issues and offer a framework of regulation.

Thank you again to you and officers for attending. To confirm, I require a response on the following:

- Details on when the Older Persons Accommodation Strategy Action Plan will be available.
- Confirmation of how the present days to re-let figure will be addressed.

Yours sincerely,



COUNTY COUNCILLOR MARY M^cGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Sarah McGill, Corporate Director.

Claire Marchant, Director Social Services.

Louise Barry, Assistant Director, Adult Services.

Ceri Tanti, Cabinet Office.

Heather Warren, Cabinet Office.

