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CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

Committee COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

Date and Time of Meeting WEDNESDAY, 3 JULY 2019, 4.30 PM

Please find below correspondence send by the Committee Chair following the meeting, together with any responses received.

For any further details, please contact scrutinyviewpoints@cardiff.gov.uk

11 **Correspondence Following Committee Meeting** (Pages 3 - 18)

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My Ref: Scrutiny/Correspondence/Cllr Jenkins

15 July 2019

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

Dear Susan,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 3 JULY 2019

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 a range of Items on the Agenda at the July meeting. To offer completeness, this letter includes the Committee's feedback on both the Cardiff & Vale of Glamorgan Area Plan for Care and Support Needs 2018-23 and the Social Services Directorate Delivery Plan.

Cardiff & Vale of Glamorgan Area Plan for Care & Support Needs 2018-23

Members agreed that the update presented to Committee was both succinct, and provided a good overview on the Plan's progress.

One key area of discussion within the meeting was that of partnership arrangements. Members note your assurance that ensuring alignment between the bodies' agendas and resources is a key priority, but wish to reiterate that clear communication and effective working methods need to be in place to ensure all bodies involved are clear of their responsibilities. As this clarity will in turn ensure effective delivery of all of the priorities set out within the Plan. Concerns were also raised in terms of the different nuances across the localities and how this could potentially impact on fiscal elements, along with preventing adding real value in terms of encouraging citizens' to engage with social services. Although Members were assured that the various

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working groups that feed into the Regional Partnership Board are focused on the impact of governance arrangements on individuals, they wish to reiterate the importance of ensuring the governance structures in place are clear and do not overlap, generating confusion and diluting impact. Members wish to ensure there is a common pathway for delivering priorities, ensuring value and providing real tangible improvements to peoples' lives. Members were pleased to be updated that strategic partnership arrangements are currently under review by the Welsh Government and would appreciate an update in due course.

Members were pleased to be informed of the ongoing work towards making Cardiff a dementia friendly city, however raised concerns surrounding the different approaches taken towards this agenda by the localities involved. Members noted your comments that the different approaches taken should prove beneficial for the region as a whole, however wish to emphasise the importance and responsibility of the Partnership Board in ensuring that all partners involved continue to push this agenda on equal measures.

Members appreciated your offer to provide a briefing note surrounding the issues of Asylum Seekers and the support provided and would request that the briefing note contain the following:

- How host communities are supported and if this extends to proactive or reactive support
- Further information on the recently funded 3 Community Cohesion Officers and what their job role will entail, specifically in terms of support for communities along with the families involved with the resettlement programme.
- How the balance between support for the host communities and refugee families is both weighted and decided

With regard to the streamlining of access to the Carers Gateway and the subsequent consultation, as agreed at Committee, Members would appreciate if information on the bodies involved in this consultation could be provided.

Social Services Directorate Delivery Plan 2019-20

Members concur with yourself and officers on the importance of embedding a culture of continuous improvement and development across the Directorate, yet hold apprehension that overall, the statistics provided in the Directorate Delivery Plan do not reflect the trajectory of improvement you would expect to see within an environment of continuous improvement. For example, the percent of adult protections enquires completed within 7 working days reflects a 14% drop, along with the re-ablement service displaying decreased figures and vague timescales surrounding domiciliary care. Members are of course aware of the sensitivities involved within the landscape of Social Services, and the need to ensure that in certain circumstances guidelines and targets must either be accelerated or cannot always be met. In addition, Members also appreciate that there are reasoning's behind statistics and that quality assurance mechanisms and detailed work is ongoing across the Directorate in terms of addressing these areas which require improvement. As such, Members would like to emphasise the benefit of the Directorate linking into Scrutiny and utilising the development opportunities which could evolve from Committee analysing these areas in more detail. How this could potentially be achieved will be discussed in more detail within the Committee's work programming forum.

Within Committee it was highlighted that the key challenges displayed and prioritised within the Social Services Annual Report 2018/19 were not always clearly displayed within the Social Services Directorate Delivery Plan 2019/20. In order to ensure continuity in terms of key messages, we as Committee would suggest that going forward the Annual Report and Directorate Delivery Plan is scrutinised together within separate Committee meetings. As Chair, I will ensure that this suggestion is conveyed to Cllr Bridgeman in order to obtain his feedback on this approach.

With regard to the Community Service Review and Mental Health, Members note that many of the targets displayed within the Directorate Plan surrounding this area are subject to the release of the Action Plan. Members appreciate your assurance that the Council is committed to driving this agenda forward but hold concerns that

this commitment has to be replicated amongst all partners involved. As such, as discussed at Committee, the possibility of the Director of Operations for the Mental Health Clinical Board returning to Committee to provide Members with an update on the Action Plan and when it can be expected, will be discussed within our work programming forum.

Questions were also raised in terms of the transition framework currently in place for Children in receipt of social care moving into Adult Services. Members felt that the challenges faced within this framework stem from the varying thresholds between the two areas. As such, Members request further information on how this is being addressed, how the funding for transitions is accumulated and delegated, the key responsibilities of the Operational Manager addressing this area and clarity on the unity of service. For instance if there will be one team solely addressing the transition framework.

Thank you again for attending Committee, I appreciate that this is a detailed letter so for ease of reference, I repeat the Committee's requests below:

Cardiff & Vale of Glamorgan Area Plan for Care & Support Needs 2018-23

- Information on what bodies were involved with the consultation for the Carers Gateway and the methods used.
- A briefing note providing a breakdown of support for host communities and individuals involved in the programme, with the specific requests detailed above.

Social Services Directorate Delivery Plan 2019-20

- Further information on the transition of an individual between children and adult services, with the specific requests detailed above.

We look forward to receiving the information requested within this letter.

Yours sincerely,

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

COUNCILLOR SHAUN JENKINS

Chairman - Community & Adult Services Scrutiny Committee

Cc: Claire Marchant, Director Social Services

Louise Barry, Assistant Director – Adult Services

Meredith Gardiner, Programme Manager - Cardiff & Vale of Glamorgan

Integrated Health & Social Care Partnership

Cllr Lee Bridgeman, Chairman CYP

Martyn Hutching, Principal Scrutiny Officer

Cabinet Office

My Ref: Scrutiny/Correspondence/Cllr Jenkins
15 July 2019

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



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Dear Lynda,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 3 JULY 2019 – PEOPLE AND COMMUNITIES DIRECTORATE DELIVERY PLAN 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 review the People and Communities Directorate Delivery Plans. Members of the Committee have requested that I feedback the following comments and observations to you.

During the meeting, questions were raised regarding the dramatic increase of target to deliver 340 Council Homes during the year 2019/20 in comparison to the lower targets during previous years. As advised at Committee we understand that due to the nature of development, planning processes do add length to timescales and that once this is surpassed the speed of building homes should develop on a much quicker sale. As such, we are pleased to note the assurance that the target and completion of these properties for the year 2019/20 will be achieved. As requested within Committee, Members would appreciate if the KPI's and targets surrounding the house sales of Cardiff Living Project could be circulated for their information.

In relation to voids, questions were raised surrounding the 52 empty properties which have been completed but were awaiting letting (*as of 1 March, 2019*). As you will be aware, voids is an area of constant concern for the Committee and Members have previously recommended that in order to alleviate this delay, and its negative

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ramifications, clients should be aligned to properties prior to its completion date. Members appreciate the response that due to unreliable information being provided by the contractors there are difficulties in obtaining correct information on completion date which in turn poses difficulties in aligning clients effectively. However, Members would appreciate, that in order to analyse this area further, they would like to obtain the following information:

- The estimated cost to the Council of properties being empty
- A breakdown on what is currently being done to resolve the relationship with contractors.

Members appreciate that this is a challenging area, however wish to emphasise that a less bureaucratic, and more timely approach in addressing the ongoing challenges would be beneficial. For example, there are a vast array of local trade businesses, which the Council could look to in helping alleviate the pressures of addressing voids.

With regard to encouraging private landlords accepting vulnerable claimants, Members were advised of the current incentives being offered by the Council. Members wish to raise their concern surrounding the cost of this support along with the acknowledgment that the Housing First and Supporting People funding is short term. As such, we would like to request information on what is being done to find further funding in order to sustain these support mechanisms. We would also like to take this opportunity to highlight that this approach should be one of intervention and should be offering support to landlords beyond a monetary incentive.

Member's also wish to highlight their comments surrounding the development of satellite pods. Whilst members appreciate this initiative in its bid to assist Cardiff's most vulnerable citizens, Members are apprehensive that these developments could pose risks with regard to engaging with individuals and providing effective, long lasting support to rough sleepers. Members would therefore appreciate it if they could be provided with further information on the satellite pods including:

- Where they will be located and the future projections

- If consultations surrounding their development will occur and with whom
- The level of involvement ward members within the selected areas will have
- What work has been done in order to ensure these pods are the right approach toward supporting homeless individuals
- What provisions will be in place for these pods, for instance the level of monitoring and support individuals residing in the pods will receive.
- The planning process currently being undertaken to ensure these pods are in place, with the correct preparation and risk assessments undertaken effectively given the short timescales before the winter period.

Thank you again for attending Committee. Although our requests are detailed above, for the sake of completeness, we also include them below:

- Information surrounding the KPI's and targets for the house sales of Cardiff Living Project.
- With regard to void properties, information on the estimated cost to the Council of properties being empty and a breakdown on what is currently being done to resolve the relationship with contractors.
- Further information on what is being done to find further funding toward supporting vulnerable individuals given the short term nature of the Housing First and Supporting People grants.
- Further information surrounding satellite pods as detailed above.

We look forward to receiving this information.

Yours,



COUNCILLOR SHAUN JENKINS

Chairman - Community & Adult Services Scrutiny Committee

Cc: Cllr Susan Elsmore, Cabinet Member for Social Care, Health & Well-being

Sarah McGill, Corporate Director

Jane Thomas, Assistant Director

Cabinet Office

**SWYDDFA CYMORTH Y CABINET
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Fy Nghyf / My Ref: CM41949

Dyddiad / Date: 2nd August 2019

Councillor Shaun Jenkins
Cardiff Council
County Hall
Cardiff
CF10 4UW

Annwyl/Dear Shaun,

Community and Adult Services Scrutiny Committee, 3rd July 2019

Thank you for your letter dated 15th July 2019 on behalf of the members of the Community and Adult Services Scrutiny Committee following its meeting on the above date.

I would like to thank members for their constructive comments and I am pleased to provide the following response to your queries below.

Cardiff & Vale of Glamorgan Area Plan for Care & Support Needs 2018-23

The work to look at the feasibility of a Cardiff and Vale Carers Gateway was commissioned in August 2016 via a procurement process agreed by staff from Cardiff Council, the Vale of Glamorgan Council, Cardiff and Vale University Health Board and Glamorgan Voluntary Services (representing the third sector). The Carers Gateway model was developed as part of the portfolio of work subsequently undertaken by Carers Trust South East Wales.

The consultation work which informed this model was drawn from 3 key sources:

- Carer Engagement in Cardiff and the Vale of Glamorgan report and workshops.

ATEBWCH I / PLEASE REPLY TO :

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- Consultation work from 2016-17 in Cardiff and the Vale which focussed on engagement, but captured wider messages and feedback from carers locally.
- The Population Needs Assessment, which looks at requirements under the Social Services and Well-being (Wales) Act 2014.

In relation to the former, nine organisations facilitated eleven carer engagement opportunities with a variety of groups across Cardiff and the Vale of Glamorgan. In total 67 carers and 22 support workers took part in the group consultation. An additional 65 completed surveys were also taken into account. Three potential models were presented at workshops which involved carers, health representatives and council representatives and feedback at these workshops was documented and informed the development of the final model. The findings backed up an earlier consultation on Adult Carers Support and Services which was conducted by Cardiff and the Vale of Glamorgan Councils in 2013. Both local authorities produced a summary of responses and key findings, one of which was that carers were supportive of a 'one stop shop' type service.

A briefing note providing a breakdown of support for host communities and individuals involved in the programme is enclosed.

Social Services Directorate Delivery Plan 2019-20

The new Social Services structure will change current arrangements in relation to how the Directorate support Adult and Children with disabilities. An All Age Disability Service is planned which will offer consistent ongoing support for children and young people from birth into adulthood. The changes needed to implement this service will be completed in stages to ensure staff are engaged fully in the journey, systems are aligned and best practice is shared. Initially the Child Health and Disability Team and Adult Learning Disability Teams will come together under one Operational Manager. Once this is in place, the team will also work with physical disabilities moving forward. Currently there are specialist transition workers for young adults with learning disabilities in Adult Services, and in a newly established Transition workforce in Child Health and Disability Teams (CHAD) (January 2018). A principal social worker for CHAD has recently been allocated to support the wider Children's Services workforce.

Transition workers in both Adult Learning Disability and CHAD work together with the person and their family to plan for their future. Welsh Government Integrated Care Fund resource has been secured for Transition across the region (Cardiff and the Vale of Glamorgan). This is in addition to core funding being agreed for care and support services for children and adults following a wellbeing assessment which identifies eligible outcomes with individuals and options to meet them.

A regional multi-agency Transition Protocol is being developed as a result of new regional arrangements and requirements within the Additional Learning Needs and Educational Tribunal (Wales) Act 2018, which is providing opportunities for joint working and aligning processes for young people across Education and Social Services. This work includes professionals from learning disability, adult assessment, mental health, education and specialist health agencies and takes into account current legislation and guidance.

There is also a Transition Steering Group of Operational Managers to oversee the final phase of the protocol development and set out expectations across all service areas,

A stakeholder work stream will develop an action plan for those with learning disabilities in transition as part of the joint social care and health Learning Disability Commissioning Strategy delivery.

I trust the above is of assistance.

Yn gywir / Yours sincerely,

A handwritten signature in black ink that reads "Susan Elsmore". The signature is written in a cursive, flowing style.

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

**Cardiff Council
Adult Services**

**Appendix A
Briefing Note on Asylum Seekers for Community and Adult Services Scrutiny
Committee**

How host communities are supported and if this extends to proactive or reactive support.

The Cohesion programme in Cardiff includes upstream and preventative methods. This includes work to support social contact, awareness raising and collaboration with public and voluntary sector partners to support communities to manage to local demographic change. Local work is primarily proactive, focusing on sustaining Cardiff's tolerant and global identity, and celebrating the core values that transformed the city into a prosperous capital.

The programme also ensures that any local tensions are identified and monitored, with mitigation support where appropriate. This element of the cohesion programme focuses on de-escalating conflicts or concerns where they arise, and equipping communities with the skills and support they need to find long term and preventative solutions to issues that undermine cohesion.

Further information on the recently funded 3 Community Cohesion Officers and what their job role will entail, specifically in terms of support for communities along with the families involved with the resettlement programme.

The expanded Community Cohesion Fund has created three Cohesion Officers for the Cardiff and Vale region.

The officers' role is to deliver the Welsh Government's Community Cohesion Delivery Plan. Cohesion is defined by Welsh Government as being a two way process of mutual understanding and adjustment and therefore encompasses the complete community irrespective of whether they were born within or outside the UK.

The Vulnerable Persons Resettlement Scheme is a specific Home Office funded refugee resettlement scheme with ring-fenced resource to support local orientation, language acquisition and labour market integration. The Cohesion Officers do not duplicate this work but support wider activities to support those born outside the UK to be included in the social, cultural and economic life of the city. The cohesion programme is not exclusively focused towards those born outside the UK, or those with protected characteristics under the Equality Act 2010, but reflects comprehensive evidence on cohesion and the experiences of different groups within the city and as such, the approach fulfils the Council's duties under the Well-being of Future Generations (Wales) Act 2015.

During 2019-2021, the Cohesion Officers will be providing specific support to:

- raise awareness of the EU Settlement Scheme in the region, and co-ordinate support locally;
- support a range of activities to support young people from different backgrounds to come together through sport, arts and volunteering;
- co-ordinate training for both front-line workers and residents on cohesion-related themes such as fostering dialogue and bridging divides; and
- widening participation.

How the balance between support for the host communities and refugee families is weighted and decided.

Cardiff's cohesion programme is evidence-based, reflecting our data on inclusion and cohesion in the city. This approach ensures that the cohesion needs of different communities are considered, and approaches to support inclusion and cohesion within Cardiff are effective and, where possible, measurable.

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