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CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

Committee COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

Date and Time of Meeting MONDAY, 16 DECEMBER 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

10 **Correspondence Following Committee Meeting** (Pages 3 - 16)

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My Ref: Scrutiny/Correspondence/Cllr Jenkins
7 Jan 2020

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

Dear Cllr Thorne

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 16 DEC 2020 – 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 and Cardiff design standards. Members of the Committee have requested that I feedback the following comments and observations to you:

Members note and wish to thank you and officers for your consistent assurance that the target of 1,000 new council properties by 2022 will be achieved. In order to provide further context to the plans in achieving this target, Members would like to request sight of the spreadsheets containing further detail on each development site which Dave referenced at Committee.

With regard to the buy-back scheme, Members note the positive figures presented at Committee, however wish to highlight the possible negative consequences of buying properties from private landlords, where tenants, who may be vulnerable, are in situ. Members wish to reiterate that awareness of potential negative ramifications from this scheme must be prevalent when decisions are made.

During the meeting concerns were also raised regarding the scale of the design standards in line with the push by Welsh Government to decarbonise stock, and whether or not we as a Council are making best use of modern approaches and technologies. In response to this enquiry, Members were pleased to hear about the innovative zero energy standard which will be taken forward at Rumney high development and would appreciate receiving further information on this scheme. Members would appreciate if the information provided to Committee could include detail on the technologies which will be in place, what they will entail and the projected benefits. Members would also welcome information on any risks identified within this project, how they will be mitigated, and detail on costs; confirming the

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projected costs and how the Welsh Government fund and HRA investment will be utilised within this scheme. Members would also like to declare their interest in visiting this site once complete and have tasked the scrutiny officer with liaising with relevant officers for confirming when a visit may be a possibility.

As you will be aware, during Committee there was much discussion surrounding the importance of aesthetics and architectural vision. Although Members heard the reasoning behind why an environment and area holds bearings on design, Members do wish to highlight the potential risk in creating generic sites which lack identity. The opportunities, presented by these developments for creating sites which generate long standing, positive impacts on both its immediate and wider community could and should be capitalised upon in order to shape and create an architectural identity for Cardiff, which works within frameworks both above and beyond legal requirements or general regulations generating property developments which stimulate inspiration across the country. I wish to stress that such opportunities must not go to waste. It is also for this reason why we are pleased to note your commitment towards creating a housing scheme in Cardiff which exceeds the award-winning Goldsmith Street development in Norwich and look forward to seeing such commitments come to fruition.

We are pleased that there appears to be an appetite to push the boundaries in terms of design and placemaking, however, it is one thing being ambitious and another being able to deliver on that ambition. As such, we recommend that you re-double your efforts to focus on the highest possible quality in terms of design, placemaking and master planning.

Members felt that the level of consultation with those living nearby proposed developments and the examples provided at Committee as to how public consultations had influenced design were positive, and we recommend that as much public consultation takes places as practically possible.

With regard to public realm and community gardens, Members appreciate that there will of course always be developments which are more high density and appreciate the imaginative approaches coming forward towards ensuring community space is incorporated into developments. However, Members do wish to stress the importance of long-term thinking within such decision making, for instance in terms of durability, longevity and maintenance costs and also wish to stress the importance of recognising the value such spaces provide a community.

Thank you once again to you and your officers for attending Committee. To confirm, we request the following information:

- Sight of the spreadsheets containing detail on each development site referenced at Committee.
- Information on the zero energy standard which will be taken forward at Rumney high development as detailed earlier in the letter.

Yours,

A handwritten signature in black ink, appearing to read 'Shaun Jenkins', with a horizontal line underneath.

COUNCILLOR SHAUN JENKINS

Chairman - Community & Adult Services Scrutiny Committee

Cc: Sarah McGill, Corporate Director

David Jaques, Housing Development Manager

Heather Warren, Cabinet Office

My Ref: Scrutiny/Correspondence/Cllr Jenkins
7 Jan 2020



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

Dear Cllr Thorne & Cllr Elsmore,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 16 DEC 2019 – QUARTER 2 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 Two Performance Report, for both the People & Communities Directorate and Adult Services, providing Members with the opportunity to analyse measures and provide feedback.

Although we were unable to welcome Cllr Elsmore to Committee, I wish to convey the Committee's thanks for providing a statement which was circulated to Members outside of committee.

People & Communities

During the meeting enquires were made regarding the difficulties in moving people on from second stage accommodation and the emphasis placed on engagement with private landlords in an attempt to remedy this matter. Members hold concerns that this approach, or indeed over reliance on private sector landlords participation in rectifying matters, will not achieve the desired outcome. The known challenges in this area such as the level of Local Housing Allowance rate, along with understandable concern private landlords may have in housing vulnerable tenants' means it will be extremely challenging to increase the level of engagement with the private sector. Whilst Members appreciate the need for participation and collaboration amongst the council and private sector, Members wish to reiterate the importance of us as a local authority taking ownership of this matter and not placing too much emphasis, or reliance, on other parties. Members would therefore like to request further information on this matter, clarifying how the support for vulnerable tenants and accommodation allocation is weighed up between the council, housing associations and the private sector and how this decision making is informed.

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Further to this, Members acknowledge the comments made at Committee, that other avenues in addressing this matter are being explored and that an independent review of hostel services, which includes looking at the whole system approach from bettering the assessment process up to the range of provisions on offer is currently in place and Members look forward to monitoring such developments.

During the meeting, questions were also raised regarding the setting of targets within the report, and if the targets set are ambitious enough. Although Members appreciate some targets are statutory, Members feel a significant amount of the targets within the report were static, with little movement from previous years and are concerned this may represent a worrying culture within the service area. As such, Members would recommend that targets are rigorously developed in order to ensure the right levels are set and that there is a clear focus on setting sufficiently challenging targets, as opposed to working towards targets which have already been achieved. Further to this, it was also highlighted in the meeting that the information in the report surrounding Disabled Facility Grants did not contain all of the relevant information and therefore lacked clarity. Members would appreciate if, going forward, the presentation and format of the reports could be developed in a way which ensures the right information is captured and trends and analysis from previous years is also provided. Members wish to request if consideration could be given to presenting the report in a similar vein to that of social services; for instance ensuring data from previous years is captured through the use of graphs to allow for trends to be identified and to also ensure full detail is captured within the reports, possibly using the three w approach of 'what works well, what are we worried about and what will be done'. Members would appreciate your comments on this request.

Finally with regard to voids, members appreciate the task and challenge in turning void properties around and were pleased to note that following the development of an in-house team a positive start has been made and look forward to monitoring its developments.

Adult Services

Members wish to thank officers for their clarity on the 'strength based approach' which is being carried forward in the directorate. As mentioned at Committee, this is a big piece of work which will shape the tone of social services and requires significant changes both in cultural and in practice. It is for this reasoning why Members were therefore concerned that it lacked prominence within the Quarter 2 report. Raising the concern that there could possibly be discrepancies between the operational level of how this approach is carried forward and the overall strategic vision. It is for this reason why Members wish to accept the offer made at Committee to receive further information on what this approach entails, examples of how it is carried forward on a day to day operational basis, the perceived benefits of this approach and how any potential implications, such as resource strain is being mitigated.

With regard to sickness rates, Members were assured to hear that work is ongoing within the directorate to receive more in-depth detail on a team by team basis to understand why sickness rates appear to be rising. Members were also pleased to hear about the well-being initiatives coming forward toward supporting staff in a more preventative approach and as mentioned at Committee, would encourage and commend this being a key focus for the directorate in the New Year. However it was unclear to Members if this well-being focused initiative will be taken forward with all staff or if it will instead be targeted on staff within frontline services, Members would appreciate clarity on this.

Further to the discussions on delayed transfers of care, although Members appreciate the pressures faced across the whole system, Members do hold concerns over such pressures running over into the spring / summer months. Following the comments made about the plans in place to rectify matters and the jointly agreed 'Winter Plan' with the Health Board, Members would appreciate receiving a detailed report of this work early next spring covering the planning and outcome of this work. Members would appreciate if this report could also capture how both the challenges faced by the local authority and the health board, such as EMI nursing mentioned at committee, are being addressed. I have tasked the Committee's scrutiny officer with liaising with the relevant officers in requesting this written briefing.

Questions were also raised in terms of the 10% drop in direct payments between the end of Q4 (2018/19) and Q1 (2019/20) and Members would appreciate if, as offered at Committee, further information detailing why this drop occurred could be provided.

In terms of the capacity of existing day centres to meet demand, Members note the comments made that this is a continuous piece of work which includes looking across the city and at both ends of the care needs spectrum. Members would appreciate if further information, providing exact detail on what is being done to address this challenge, and in particular in terms of providing additional capacity within this area could be provided. Members wish to note that such pressures could possibly be a consequential effect from the 'day opportunities scheme' and would recommend this scheme being reviewed.

With regard to the overarching quality assurance framework being introduced to join up the current approaches, and frameworks within Adults and Children's services, Members were pleased to note the Director of Social Services' confidence that by the end of the year the review will be complete and the RAG status should improve. However Members would appreciate further clarity on the reasoning for introducing such a framework, the perceived benefits and how the challenges including capacity in introducing such a framework will look to be addressed.

Finally, Members would also appreciate a briefing note covering the council's requirements, implementation and progress of the Regulation & Inspection of Social Care (Wales) Act 2016.

Thank you once again to you and your officers for attending Committee. To confirm, as a Committee, we request further information on the following:

People & Communities

- Clarity on how support and accommodation allocation for vulnerable tenants is weighed up between the council, housing associations and the private sector and how this decision making is informed.
- Comments around the possibility of developing the report format to include a fuller picture, which includes data from previous years, further use of graphs and other possible methods such as the three w approach.

Adult Social Services

- Further information on the 'strength based approach', what this approach entails, examples of how it is carried forward in a day to day operational basis, the perceived benefits and how any potential implications, such as resource strain is being mitigated.
- Clarity on if the well-being focused initiative will be taken with all staff within the service area or if it will instead be targeted on staff within frontline services.
- Reasoning as to why there was a 10% drop in direct payments between the end of Q4 (2018/19) and Q1 (2019/20).
- Information on what is being done to address the capacity in day services, in particular the terms of providing additional capacity within this area and if a review of the day opportunities scheme will, or has, commenced.
- Clarity surrounding the introduction of the overarching quality assurance framework within the directorate, the perceived benefits and how the challenges including capacity will look to be addressed.
- A briefing note covering the council's requirements and an update on the implementation and progress of the Regulation & Inspection of Social Care (Wales) Act 2016.

Yours,



COUNCILLOR SHAUN JENKINS

Chairman - 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.

Fy Nghyf / My Ref: CM42876

Dyddiad / Date: 5th March 2020

Councillor Shaun Jenkins
Cardiff Council
County Hall
Cardiff
CF10 4UW

Annwyl/Dear Councillor Jenkins

CASSC Scrutiny Committee - 16th December - Q2 Performance

Thank you for your letter dated 7th January 2020 on behalf of the members of the Community and Adult Services Scrutiny Committee following its meeting on the above date. We sincerely apologise for the delay in responding.

We would like to thank members for their constructive comments and we are pleased to provide the following response to your queries below.

Strengths based approach

1. What is Strength Based Working?

In the past Social Work practice has focused on deficits i.e. what outcomes people were unable to achieve and the subsequent risks this would pose to independence. However, the Social Services & Wellbeing Act 2014 (SSWBA) has set out a new approach that builds on the already existing strengths that citizens possess. It is about moving the conversations that professionals have to "what matters". We now talk about having "collaborative conversations" and working in a "co-productive" way.

Importantly, Safeguarding is still a central tenant of what we do, as is commissioning, where needed, more formal support. However, maximising people's strengths and resources is an approach that now underpins all conversations we have with individuals, carers, families and communities. Staff

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have received training and we are working to embed the approach in Adult Services.

2. What are the changes in practice?

The SSWBA promotes an approach where the service user's voice is at the heart of what we do, and the professional system that we move in should respond in a person-centred way, moving away from being 'service led.'

We have changed the way that we assess citizens: we focus on the strengths first, trying to move away from long descriptions of medical problems, deficits and focussing on what positives the citizens have in their life. We ask the citizen "what matters to you and what outcomes are you seeking to achieve" these open questions free the individual from thinking about what services can provide and focus more on wishes, and aspirations for the future. For example, "I want to live at home", "I want to cook sometimes" or "I want to watch the rugby".

An understanding of who is best placed to meet these outcomes is also a skilled conversation, looking at the individual's resource circle: the circle may be made up of family members, neighbours and volunteers, however, they may also require carers, therapists and clinical professionals. The essence of collaborative communications is to put people at the heart of the process, giving choice and control to individuals and to co-productively support the delivery of outcomes; by building on existing networks of support to maintain or regain independence.

3. How does this impact on budget?

Connecting individuals into resources available to them within communities is important way in which we utilise the organic network of support that exist in the rich and vibrant communities of Cardiff. Undoubtedly, utilising these resources and working with individuals in a preventative way can negate the need for more costly and intrusive forms of support, this in turn allows us to use our budgets more effectively and continue to deliver increased demand for support in the future.

Well-being focussed initiatives

There are a range of resources available within the council to support people's well-being at work, from Care First, which incorporates access to counselling services, the full range of support available in on the council intranet. Supportive approaches to understanding the needs of the individual to enable them to stay in work through a range of policies.

Direct Payments

This PI is cumulative, so the figure displayed in Quarter 4 2018-19 shows the number of people who were in receipt of Direct Payments during the whole of 2018-19 (966). The figure for Quarter 1 2019-20 shows the number of people who were in receipt of Direct Payments during that quarter only (848). Comparison should be made to the equivalent quarter in the previous year to ensure that we are accounting for people in receipt of Direct Payments over the same period of time. In this case we would be comparing 848 to 802, demonstrating an increase in 2019-20. This increase continued in Quarters 2

and 3 of 2019-20.

Capacity in Day Services

LD Day Services / LD Day Opportunities,

The Joint Commissioning Strategy for Adults With Learning Disabilities 2019-2024 sets out 8 key priorities, one of the priorities is 'Work, volunteering and Day Opportunities' and there are plans to:

- Further develop complex need provision with specific emphasis on the transition age group.
- Work with 3rd sector organisations to increase the opportunities available to people for day opportunities, work and volunteering.
- Develop greater links with supported employment agencies to ensure opportunities for paid employment are available to people with a learning disability.
- Ensure our contracts for day opportunities are focused on improving outcomes for people using the service and are flexible to allow for creativity and innovation. We will assist people to find out about local community groups and activities available in their areas, and support them to get involved, working with our 3rd sector partners to facilitate friendships and relationships for people with learning disabilities and promote positive risk taking.

In relation to capacity, the Complex Day Service doesn't have a waiting list. As you'll be aware, the recent external evaluation evidenced that current provision is good practice nationally.

The services' ability to meet the needs of more people (including young people in transition and bringing people back from cut-of-county Day Opportunities placements) is limited only by the configuration of the building. The service is working on plans to create more space to support people in low sensory environments, create environments for people who may have behaviour that others find challenging, for people with a learning disability on the dementia pathway and for people with significant health needs. Progressing with the business case to build on the site will ensure that we are able to meet the needs of people coming through transition and people being repatriated from out-of-county placements.

With regard to young people transitioning from school to adult life, we have a pilot project based at Ty Gwyn and are making good progress in planning a smooth transition for young people with a learning disability who have complex support needs as well as building positive relationships with Education partners and Health.

Quality Assurance Framework

An overarching Quality Assurance framework is being developed with a view to completion by the end of March. The benefits will provide a clear and consistent approach to Quality Assurance activity across Social Services. The challenges

around capacity are being addressed through the workforce strategy. However the Quality Assurance Framework activity will highlight any systemic / capacity issues and the impact of these issues.

Regulation & Inspection of Social Care (Wales) Act

Please see attached briefing as requested.

Allocation of accommodation for vulnerable tenants

All social housing in Cardiff is allocated using the Cardiff Allocation Policy, which details how accommodation should be allocated based on the need of the applicant. This Policy takes into account various factors of an applicant's vulnerability such as disabilities including mental health issues and domestic abuse, and their current housing situation. The applicant is allocated a band accordingly.

Allocation of support for vulnerable tenants

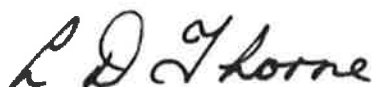
Most social landlords provide some support directly to their tenants, for council tenants for example, the tenancy sustainment team provides support to tenants who may struggle to manage a tenancy through difficulties such as mental health, substance misuse or hoarding issues. In addition, the Welfare Liaison Team provides support with money issues.

The Council also commissions floating support services which provide tenancy support to any individuals across all housing tenures, and this is allocated through the council operated Floating Support Gateway. Tenants across council, housing associations and the private sector can access this support.

Report Format

Your comments regarding the format of the reports are noted and consideration will be given to these when the reports for 2020/21 are compiled.

Yn gywir
Yours sincerely



Councillor / Y Cynghorydd Lynda Thorne
Cabinet Member for Housing & Communities
Aelod Cabinet dros Dai a Chymunedau



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

CARDIFF & VALE SOCIAL CARE TRAINING UNIT

RISCA Update in Respect of Domiciliary Care Providers Cardiff

(All data is at 1st January 2020)

1. Numbers/percentage of care staff who are suitably qualified

720 staff currently hold a suitable qualification, which will allow them to register with Social Care Wales. Many staff have registered via the confirmed competency. There are also 630 currently undertaking a qualification. Completion time will vary from a further six months to two years for those recently signed up. Those unable to gain the full qualification in time to register will be able to register once they have completed the first part of the All Wales Induction Framework (AWIF) module. They then have leeway to re register again one year later. We continue to promote the route of 'Confirmed Competency' for registration, as well as the afore mentioned Values and Principles module of the AWIF.

2. Percentage of these who have registered

1,320 staff in Cardiff are registered with Social Care Wales (SCW). This accounts for approximately one third of the workforce. Although there has been a large increase in registration figures over the last couple of months, we remain concerned that the requirements can be met and are continuing to work with providers to meet this deadline.

3. Support offered by the Regional Training Unit & Regional Workforce Partnership Board

- Cardiff are continuing to run Registration sessions at Management Forums along with Social Care Wales and Care Inspectorate Wales.
- Regular newsletters to the social care sector regarding clarification of the different routes for registration.
- Promotion of Registration at every relevant training event and via online courses.
- We are working with Cardiff & the Vale College in providing free training on the All Wales Induction programme. (Costs covered by Cardiff and Vale Training Unit). This allows staff to sit a test and for managers then to register those passing. This has hugely increased registration figures.
- A series of Registration sessions are now available in IT suites for managers to be supported with their staff in the registration process.
- The Regional Workforce Planning Board is monitoring and advising on Registration uptake and any emerging issues via a Risk Assessment process (Situation, Background, Assessment, Recommendation, SBAR).
- Fortnightly monitoring meetings are in place to ensure progress and to forward plan.

4. Planning for the next phase of implementation, including the workforce register for adult care home workers (from April 2020).

- Engagement with individual care home managers continue, in order to raise awareness and to support registration of staff in Home & Residential Care.
- Engagement via regular Care Forums
- Awareness raising with Care Workers & Managers whilst attending other training events.
- College courses as well as individual sessions for Care Homes will continue to be promoted & provided free of charge to the sector.
- Social Care Wales have allocated a dedicated worker to support local authorities with Registration questions and to provide additional advice sessions for managers about the Confirmed Competency Route to Registration.
- Regular Registration IT support sessions have been developed by the Training Unit and CAVC and are ongoing.