



County Hall
Cardiff
CF10 4UW
Tel: (029) 2087 2000

Neuadd y Sir
Caerdydd
CF10 4UW
Ffôn: (029) 2087 2000

CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

Committee COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

Date and Time of Meeting WEDNESDAY, 8 JANUARY 2020, 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 - 12)

This page is intentionally left blank



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

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

Dear Cllr Elsmore,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 8 JAN 2020 – RECOMMISSIONING OF CARE AT HOME

As Chair of the Community and Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee, providing Members with an opportunity to consider the Re-commissioning of Care at Home prior to its consideration by Cabinet on 23 Jan. Members of the Committee have requested that I feedback the following comments and observations to you.

Given the known fragility of the domiciliary care market and the significant challenges faced by providers, concerns were raised about the unprecedented, sweeping nature of this proposal with the concern being that introducing a previously untested approach could possibly generate additional problems. During the meeting it was explained that the challenges within this area, including those outside of the Council's control, are recognised and that the phased implementation is in recognition toward such sensitivities and challenges.

Members were further advised that the timing of the tendering was due to contracts ending on 2 Nov 2020, leading to the need for tendering to begin at this time. Although Members appreciate and understand the reasons provided for the timeline of this approach, they wish to reiterate their concern that until significant elements within this approach such as the 'Cost of Care' exercise are initiated, it will be difficult to understand the full impact and effectiveness of this proposal. Members are also concerned that the inability to gather information on projected implications, and the reliance on interdependences working in partnership, is precarious. As such, Members wish to reiterate the need for all involved in this proposal to undertake matters with continued caution and flexibility in order to best respond to unforeseen challenges.

Given domiciliary care is an area with a high level of expenditure, it was felt that the perceived financial implications of this approach were unclear in the cabinet report. Members are concerned that there appears to have been no overall 'cost exercise' undertaken in advance of this proposal with a specific focus on the possible financial implications prior to the phased implementation.

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.

Although Members appreciate the difficulty in ascertaining such information initially, given the scale of the proposal, the context of the market and the vulnerable individuals in receipt of this service, Members feel that greater consideration should have been given to financial implications with more pre-determined decisions being formed prior to this approach being implemented. Members are aware that a Cost of Care exercise is to be conducted between January – May 2020 and, once this is complete, would appreciate a written note detailing the method undertaken, the findings and the agreed outcome from this exercise. Members have tasked the scrutiny officer to liaise with appropriate officers to request this work once available.

During the meeting questions were also raised regarding how the quality of care being issued by providers will be measured and it was explained that the service area are looking to introduce an 'outcome framework' for this purpose. Members would appreciate further information on this framework including how quality will be measured and on what frequency.

In terms of the implications of the Regulation and Inspection of Social Care (Wales) Act 2016, in addition to the briefing note requested following December's Committee (*Chair's Letter, Dec 2019*), Members also wish to request your consideration toward including a recurring update on the status of RISCA registrations within your statement to Full Council and would appreciate if this update occurred on a monthly basis.

Thank you once again to you and your officers for attending Committee. To confirm, we ask Cabinet take into account this Committee's comments and concern with regard to the lack of detail surrounding the financial implications of this approach and request further information on how the quality of care issued by providers will be monitored.

Yours,



COUNCILLOR SHAUN JENKINS

Chairman - Community & Adult Services Scrutiny Committee

cc. Claire Marchant, Director Social Services

Angela Bourge, Operational Manager Strategy Performance and Resources
Cabinet Office

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

Councillor Susan Elsmore
Cabinet Member Social Care, Health & Wellbeing
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 Cllr Elsmore,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 8 JAN 2020 – CHARGING POLICY

As Chair of the Community and Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee, providing Members with an opportunity to consider the Charging Policy for both residential and non-residential provisions prior to its consideration by Cabinet on 23 Jan. Members of the Committee have requested that I feedback the following comments and observations to you.

During Committee, Members were informed that currently there is no policy in place which relates to the charging costs for non-residential and residential provisions. Although Members were advised at Committee that actions have always been undertaken in accordance with legislation, Members understand that the introduction of this policy is to help provide clarity by setting a clear framework. Members were pleased to hear the recognition that when such policies become relevant for an individual, this is often in conjunction with challenging times and so there are comprehensive plans in place to ensure members of the public fully understand these policies and the processes they entail.

During discussions it was highlighted that the draft Residential Policy put before Committee did not have a section on the provision for complaints, failing to advise members of the public of the appeal process. Members' thank you and officers for confirming this will be amended, however wish to reiterate the need to ensure the drafting of documents is done as carefully as possible.

The draft policies presented to Committee state that the policies will next be reviewed April 2023, or as required. Although Members were advised that the impact of these policies will be continuously reviewed, particularly in line with any changes in Welsh Government Regulations, Members do hold concern. As these are new policies, and in order to ensure any complaints or possible process errors, particularly with regard to the financial assessment are rectified early and efficiently, Members would recommend that the policy be reviewed twelve months from its initial implementation and would appreciate your thoughts on this recommendation.

Yours,

COUNCILLOR SHAUN JENKINS

Chairman - Community & Adult Services Scrutiny Committee

Cc: Claire Marchant, Director Social Services

Cabinet Office

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.



This page is intentionally left blank

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



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 Lee Bridgeman
Chairman, Children and Young People Scrutiny Committee
County Hall
Cardiff
CF10 4UW

Dear Cllr Bridgeman,

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 8 JAN 2020 –
RECOMMISSIONING OF CARE AT HOME**

During its January meeting, Members of the Community and Adult Service Scrutiny Committee undertook pre-decision scrutiny on the Recommissioning of Care at Home draft cabinet report.

I am writing to make you aware of information received by officers during Committee. During the meeting domiciliary care for children was highlighted to Members, and Members were advised that there are currently four providers who actively provide care at home to children, one of whom only provides services to children with the other three providing services to both children and adults. Members were also informed that through work already completed, officers have been able to identify additional providers who are interested and able to deliver domiciliary care to children and within a recent workshop eleven providers remarked their intention in delivering services to both adults and children.

Owing to this information which your committee has responsibility for scrutinising (namely Children's Services), I thought it prudent to inform you.

I hope this information is of use to the Committee.

Yours,

COUNCILLOR SHAUN JENKINS

Chairman - Community & Adult Services Scrutiny Committee

cc. Members of Community and Adult Services Scrutiny Committee

Martyn Hutchings, Principal Scrutiny Officer

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.



This page is intentionally left blank

**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 : CM42956

Eich Cyf / Your Ref :

Dyddiad / Date: 13th March 2020

Councillor Shaun Jenkins
Cardiff Council
County Hall
Cardiff
CF10 4UW

Annwyl / Dear Cllr Jenkins

**Community & Adult Services Scrutiny Committee - 8 Jan 2020 -
Recomissioning Of Care At Home**

Thank you for your detailed letter outlining CASSC feedback on the
Recommissioning of Care At Home Cabinet Report.

I would like to offer the following response to the Committee's comments:

- While the Committee's concerns are noted in relation to the nature of the proposal, I should clarify that when officers talked about an unprecedented approach they were referring to the degree to which providers have been involved in shaping and developing the proposal. Indeed, there has been a level of engagement that has not previously been achieved in Cardiff, and could be seen as an exemplar of good practice by any standards. This approach is intended to provide a level of mitigation to the risks of introducing a new model for domiciliary care in Cardiff. However, the locality model isn't at all new; other local authorities have already implemented this approach. In summary, this approach provides us with an opportunity to learn lessons from others to inform our implementation plans.

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.



- While it is acknowledged that the outcome of the Cost of Care Exercise is vital to fully understand the financial impact of the proposal, I would like to offer reassurance that some preliminary financial modelling has already been undertaken by service area accountants based on current costs, and what we know to be increased financial costs mainly related to workforce pressures that will be a feature of the sector over the next 3-5 years. These assumptions have been considered as part of the Directorate's medium term financial planning. That said, we are committed to provide a flexible approach to implementation going forward in order that we can appropriately respond to any unforeseen challenges that might present themselves.
- We will be happy to provide CASSC with a briefing on the outcome of the Cost of Care Exercise when it is concluded so that the implications can be fully understood. We would also welcome the opportunity to brief CASSC on the quality framework that is currently in development when this piece of work has been concluded in order for the Committee to understand how quality will be measured under the new arrangements.
- CASSC's request for monthly RISCA updates on the registration of the Domiciliary Care Workforce in Cardiff has been duly noted and arrangements are already in place for the information to be made available. The Assistant Director meets with officers on a fortnightly basis to review performance data in respect of registration compliance and related actions that have been put in place to support full compliance by the beginning of April 2020.

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

**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 : CM42958

Eich Cyf / Your Ref :

Dyddiad / Date: 10th March 2020

Cllr Shaun Jenkins
Cardiff Council
County Hall
Cardiff
CF10 4UW

Annwyl / Dear Cllr Jenkins

Community & Adult Services Scrutiny Committee - 8 Jan 2020 - Charging Policy

Thank you for your letter following January's CASSC meeting, where the Charging Policy for both residential and non-residential provisions was considered.

We thank members for their comments and can advise that we have implemented the recommendations suggested.

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

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.



This page is intentionally left blank