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GOHEBIAETH YN DILYN CYFARFOD Y PWYLLGOR

Pwyllgor PWYLLGOR CRAFFU GWASANAETHAU OEDOLION A CHYMUNEDOL

Dyddiad ac amser y cyfarfod DYDD LLUN, 14 MEDI 2020, 2.00 PM

Gweler isod gohebiaeth anfon gan Gadeirydd y Pwyllgor ar ôl y cyfarfod , ynghyd ag unrhyw ymatebion a gafwyd

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Am unrhyw fanylion pellach, cysylltwch â scrutinyviewpoints@caerdydd.gov.uk

11 **Gohebiaeth yn dilyn Cyfarfod y Pwyllgor** *(Tudalennau 3 - 12)*

Mae'r dudalen hon yn wag yn fwriadol

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Neuadd y Sir
Caerdydd,
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My Ref: Scrutiny/Correspondence/Cllr Jenkins
16 Sep 2020

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

Dear Cllr Elsmore,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 14 SEP 2020

As Chairman 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 Extra Care and Supported Living Services for Older People and Adults with Disabilities Cabinet Report and the Local Authority Social Services Annual Report 2019-20. Members of the Committee have requested that I feedback the following comments and observations to you.

Extra Care & Supported Living Services for Older People and Adults with Disabilities

During Committee, Members sought to establish their levels of confidence in the proposed approach in order to ensue high levels of care are in place. As you will be aware, detailed discussions were held surrounding contingency plans along with the proposed length of time for the tendering process. Although Members understand the reasoning provided for the short extension of provider contracts, Members do hold concerns that the proposed period for procurement is not a substantial amount of time. As such, if viable under the recent Welsh Government regulation changes to contract and procurement rules, Members would recommend seeking to extend current contracts for a longer period of time to facilitate a more lengthy procurement process. If such extension is not possible, Members would recommend a review being put in place in order to determine lessons learnt from procurement within such timescales. Although Members heard assurances that arrangements will be in place by April 2021; Members are concerned that it appears no contingency plan have yet been agreed. As such, Members would recommend a clear contingency plan drafted in order to mitigate any unforeseen circumstances.

Members note the ratio between determining costs and quality of care provided at the meeting and were pleased to hear that in regards to the application of TUPE (the Transfer of Undertakings (Protection of Employment) there would be no liabilities for the Council.

Local Social Services Annual Report 2019-20

With regard to the Local Social Services Annual Report 2019-20, Members wish to commend the openness and transparency displayed within the report. In terms of challenges, and as mentioned at Committee, it does appear that areas where further work is required appear to be long standing issues for the directorate such as locality working and sickness absence and Members hold concerns that these areas of work may again run over into the next financial year. Members therefore expect significant progress to be made in the coming months.

In terms of implementing the recommendations of the Community Services Review and constructing an action plan for community based mental health services in partnership with the Health Board, Members were disappointed to see lack of progress as this is an area which Committee have previously raised concerns about and would have expected it taken forward as a priority. Given the current context and its potential impact on a greater number of peoples' mental health, Members wish to stress the urgency in this action plan being developed. In addition, Members wish to recommend that the implementation of an action plan in partnership with the Health Board is prioritised in the upcoming year. Members also note and welcome your comments regarding Scrutiny involvement in this work and will take this offer forward within our work programming discussions.

In light of the upcoming change of senior leadership and its potential to present a new direction and priorities to the service area, Members do wish to stress the need to ensure any potential disruption is mitigated and welcome your comments on acknowledging such matters. Members also believe this change poses an opportunity for a 'lessons learnt' approach and would recommend a thorough exit interview be conducted with the current position holder in order to fully understand the nature of the job and any potential areas which may require addressing ahead of the new position holder taking up post. Additionally in terms of the potential new direction of travel this change in management may bring, as a Committee we do feel this could have been better acknowledged and addressed within the report

Although it is not within this Committee remits, when considering the Care Inspectorate Wales (CIW) letter, attached within our papers at Appendix B, Members did hold concerns that the CIW were still yet to receive information from Children Services regarding the effectiveness and frequency of end of placement reviews and wish to highlight this with Cllr Bridgeman for the Children and Young Peoples Scrutiny consideration. I have also cc'd in the Cabinet Member for Children and Families into this letter for his awareness.

Thank you once again to you and your officers for attending Committee and we ask that Cabinet take into account this Committee's comments and recommendations found within this letter. Our thanks also go to the Director of Social Services ahead of her departure for her openness and approach to Scrutiny during her time with the authority.

For ease of reference our recommendations captured within this letter, which we would welcome your response on are as follows:

Extra Care & Supported Living Services for Older People and Adults with Disabilities

- Under recent Welsh Government regulation changes to contract and procurement rules, seek to extend current contracts for a longer period of time to allow greater time for the procurement process.
- If such extension is not possible Members would recommend a review being put in place in order to determine lessons learnt from procurement within this timeframe.
- A clear contingency plan be drafted and implemented in order to mitigate any unforeseen circumstances which may hinder the ability to secure providers for April 2021.

Local Social Services Annual Report 2019-20

- In partnership with the Health Board, prioritise develop and implement an action plan for community based mental health services within the upcoming financial year
- A thorough exit interview be conducted with the current Director of Social Services in order to fully understand the nature of the job and any potential areas which may require addressing ahead or during the new position holder taking up post.

Yours,

COUNCILLOR SHAUN JENKINS

Chairman - Community & Adult Services Scrutiny Committee

cc. Claire Marchant, Director Social Services

Louise Barry, Assistant Director, Adult Social Services

Cllr Hinchey, Cabinet Member Children and Families

Cllr Lee Bridgeman, Chairman, Children and Young People Scrutiny Committee

Denise Moriarty, Strategic Lead Planning Officer

Cabinet Office

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SWYDDFA CYMORTH Y CABINET
CABINET SUPPORT OFFICE

My ref: CM44386
Date: 2 December 2020

Councillor Jenkins

Dear Councillor Jenkins,

Thank you for the opportunity to present to Committee, and for your letter dated 16th September 2020. I have reviewed the queries you have raised and with support from officers, I am able to provide the following information.

Extra Care & Supported Living Services for Older People and Adults with Disabilities

- **Under recent Welsh Government regulation changes to contract and procurement rules, seek to extend current contracts for a longer period of time to allow greater time for the procurement process.**

The variation to extend the current contract term and arrangements is being applied in line with the Procurement Policy Note Responding to COVID-19 - PPN 01/20 and the Public Contract Regulations 2015 under Regulation 72 (1) Extending or modifying a contract during its term. The extension of the current contracts from December 2020 to 31st March 2021 is recommended to allow a planned tender to be implemented

- **If such extension is not possible Members would recommend a review being put in place in order to determine lessons learnt from procurement within this timeframe.**

The extension period beyond 31st March 2021 is not possible as an organisation, the Pobl Group, is unable to deliver the service beyond this date. Services, therefore, need to be secured and in place by 1st April 2021. Please find enclosed the indicative timetable for the tender exercise. Please be assured that we will review the lessons learnt of undertaking a procurement during Covid-19 period.

- **A clear contingency plan be drafted and implemented in order to mitigate any unforeseen circumstances which may hinder the ability to secure providers for April 2021.**

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.

UCHELGAIS PRIFDDINAS CAPITAL AMBITION

A project group is in place to ensure the ambitious timescale can be monitored and any risks identified are mitigated. Colleagues from Commissioning and Procurement, Legal and Finance are aware of when their involvement is required and this will ensure the project is able to respond appropriately and in a timely manner.

There is a well-developed social care market in Cardiff. Officers are in regular market testing activity with providers and have strong, reliable intelligence that the proposition of the tender of a block contract to secure these services is very attractive to the market and the providers are working to respond to the Council's commissioning priorities. The market indicates it will be well placed to respond.

We are planning a specific piece of work in collaboration to consider the impact of Covid-19 and remodelling commissioning priorities going forward. If all options are exhausted, our absolute last resort would be to work with incumbent providers and in-house services to deliver the service. We do not envisage being in this position due to the reasons outlined.

The indicative procurement timetable is as follows:

Activity	Indicative Dates (Open Route)
Project Team established	July 2020
Preparation of tender documents: PQQ/ Service Specification/ Method Statement Questions/ ITT/Evaluation Criteria/ Stakeholder events/ Business Wales support events/ Contract T&C's/ Service User Engagement/ Cabinet Reports/ODR etc. TUPE /PIA The Directorate has utilised the extension of the current contracts from December 2020 to 31st March 2021 to allow a planned tender to be implemented	July/August/September 2020
CASSC	14th September 2020
Cabinet approval to Commission services delegated Authority to approve Procurement Route/Criteria for Tender	17th September 2020
ODR Sign off to commence tender process (all documents to be completed by this date)	12th October 2020
ODR published & call in period	13th – 23rd October 2020
Issue ITT	26th October 2020
Deadline for Clarification Questions	9th November 2020
Deadline for Clarification Questions Responses	13th November 2020
Closing date for submissions	Wednesday 12:00:00 Noon 25th November 2020
Evaluation Period incl. presentations, consensus meetings etc.	25th November- 11th December 2020
Officer decision report (ODR) signed and published	17th December 2020
Call in period (7 clear working days)	18th December 2020 – 31st December 2020
Contract Award Date – subject to PIA if applicable	4th January 2021
Transition Period – Including PIA if applicable	4th January – 31st March 2021 (12 weeks)
Contract Start Date	1st April 2021

Local Social Services Annual Report 2019-20

- **In partnership with the Health Board, prioritise develop and implement an action plan for community based mental health services within the upcoming financial year**

I acknowledge and share CASSC's frustration that the Health Board-led Community Service Review recommendations are still not progressing in a timely fashion. I would emphasise that despite frustrations with this review, that there are many positives in mental health services in Cardiff. The community model delivered by Ty Canna is highly successful in preventing escalation of mental health crises. We have a long history of integrated community mental health teams and the objectives of the community services review were to build on these strengths and improve the accommodation teams work in. This remains a very important part of the development for mental health across health and social care services. We continue to work in partnership with colleagues in Health to review the recommendations of the scrutiny committee and remain committed to this priority and will welcome reporting back to CASSC with health partners as part of your work programme.

- **A thorough exit interview be conducted with the current Director of Social Services in order to fully understand the nature of the job and any potential areas which may require addressing ahead or during the new position holder taking up post.**

Of course, as the committee is aware, the Corporate Director had significant involvement in Social Services both prior to and following the Director's leaving the Council. I can confirm that an exit interview was conducted with the then Director of Social Services and the Corporate Director of People & Communities. Furthermore, regular handover meetings took place between the two parties and staff who had reported directly to the Director of Social Services.

Since the Director has left the Local Authority, these regular meetings have continued and are now taking place on a daily basis, ensuring a detailed handover and that any potential issues receive immediate attention.

Once again, thank you for the opportunity to present to Committee and for the useful feedback that you have provided.

Yours sincerely,

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

Mae'r dudalen hon yn wag yn fwriadol