



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

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

GOHEBIAETH YN DILYN CYFARFOD Y PWYLLGOR

Pwyllgor PWYLLGOR CRAFFU GWASANAETHAU OEDOLION A CHYMUNEDOL

Dyddiad ac amser y cyfarfod DYDD LLUN, 18 GORFFENNAF 2022, 2.30 PM

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

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

11 **Gohebiaeth yn dilyn Cyfarfod y Pwyllgor**(*Tudalennau 3 - 10*)

Mae'r dudalen hon yn wag yn fwriadol

Date: 4th August 2022

Cabinet Members:
Peter Bradbury, Norma Mackie,
Julie Sangani, Lynda Thorne.



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

Neuadd y Sir
Caerdydd,
CF10 4UW
Ffôn: (029) 2087 2088

Correspondence Sent via e-mail.

Dear Cabinet Members,

CASSC Scrutiny Committee 18 July 2022: Quarter 4 Performance & Directorate Delivery Plans 2022/23

On behalf of the Community and Adult Services Scrutiny Committee, our sincere thanks for attending Committee on 18 July 2022 to present the Quarter 4 Performance Reports and Directorate Delivery Plans. Please also pass on our appreciation to Sarah, Helen, Angela, Carolyne, Gareth, and Sian.

For ease of reference, the observations made by the Committee following our consideration of both items are captured in this letter.

Quarter 4 Performance Reports

Format of the reports and the information contained

To ensure we meet our objective of providing a valuable, fair, assessment of the service areas performance, one that assists the service area in its strive for continuous service improvement, this Committee is firmly of the view that presenting performance reports through a more visual, dashboard approach, which provides data over a longer period of time (*i.e. previous quarters or past years when available*) would be more appropriate, and beneficial, for the process.

We are of the view that the Committee subsequently requesting specific information via a dashboard approach on certain areas may not prove a worthwhile activity as we do not know the information being collected, which in turn could prove burdensome for officers. Instead, we would welcome the performance information that is collected by council officers being proactively presented to us, via a dashboard approach with

narrative as and where required. We note this was a format previously employed by Adult Services in their performance reporting.

We are also of the view that when providing statistics, in certain instances it may be helpful to not just provide data in a percentage format. The example we raised at Committee in line with this observation was in relation to the Housing First scheme. We feel if the papers also detailed the number of individuals supported within this scheme, this would ensure the full context is presented, thereby aiding performance assessment.

In addition, Committee Members also wish to request insight into how your targets are determined and how they are deemed appropriate. For instance, if they are set against other, comparable, local authorities.

We also ask that when performance reporting is being undertaken, the information and discussions made at Committee remain focused on the reporting period being presented. This will ensure the activity remains focused, and discrepancy is avoided.

Safeguarding

During the meeting, the Committee explored the low results for the number of staff who have completed the online module on violence against women. Members raised their concern with this disappointing KPI result, particularly due to the potential corporate safeguarding risk detailed later in our papers within the Performance & Partnership Directorate Delivery Plan. Although we acknowledge there are currently issues around the recording of this KPI, we are of the view, should this KPI result improve, this in turn would help ensure corporate safeguarding failings do not occur. We note there is ongoing work within the Cardiff & Vale Safeguarding Board to increase compliance among staff regarding this, and other, safeguarding modules.

Equipment & Aids

This Committee has previously been briefed on the concerning shortage of aids and equipment, and so, we explored if this shortage was still present. We note that currently there is no shortage. However, as advised at the meeting, we will remain mindful that this is subject to change due to numerous factors outside of Council control, such as exporting issues.

Carers Academy

Members appreciated the overview provided at the meeting regarding the Carers Academy and its performance. Within the discussion we explored how the Carers Academy addresses retention within the care sector, and we were advised the key aim of the Academy is around recruitment. Given the current issues facing the social care sector, Members wish to request information on how the service area are addressing retention issues, and how the Council's approach toward improving retention, is being recorded to determine success. We appreciate that as lots of the initiatives are new, data on retention measures and their success may not be available. If this is the case, we would like to receive insight toward the service areas plans to monitor retention.

Community Resource Team & Delayed Transfers of Care

Members highlighted the disappointing KPI results for the Community Resource team, both in terms of the number of people who accessed the service, and the number of hours provided. Members note the reason this target was not reached was due to recruitment issues and that there has been a recent review with health colleagues on CRT eligibility to ensure the focus on reablement remains.

We also expressed our concern regarding the national suspension of collecting data on delayed transfer of care. We are of the view that an absence of data collection, could potentially lead to situation worsening due to a lack of regulated oversight. Within the discussion we were informed the delayed transfer of care data has been suspended on a national basis due to the pandemic. Although we profoundly understand the pressures and constraints the pandemic has brought, we are of the view that Covid-19 may in fact be with us for many more years to come and we are now in the 'new normal'.

We note from the discussions at Committee it is felt the reporting of delayed transfers of care needs to be improved to better inform why delay has occurred and a new mechanism is currently being trialled. We hope this proposed reporting arrangement is successful to allow data collection to be resumed as soon as possible.

Rough Sleepers

In terms of rough sleepers, we note the encouraging performance levels detailed in the reports and so we explored and encouraged targets regarding how many rough sleepers are in Cardiff being lowered, particularly if we have the financial resources to allow for this.

Temporary Accommodation

Regarding the accommodation placed in Bute Street, Members note they will eventually be returned to family accommodation and wish to request a date, albeit indicative, on when this may be.

Council House New Build

Members note the target for new council homes is 1,000 new properties by December 2022. However, we sought clarification on how this target is broken down for each quarter. As such, going forward, when cumulative targets are applied, we would encourage a breakdown, for each quarter, being provided in the performance reports to facilitate performance assessment.

Older Peoples Access to Financial Support

Members note the good results surrounding the number of individuals supported with their claims for Universal Credit and the amount of additional benefit being identified. However, we would like to receive information on how you are ensuring the older population, particularly pensioners, are being targeted to ensure they have knowledge and access to these financial support services.

Directorate Delivery Plans

The Importance of Communication

As highlighted at the meeting, Committee Members recognised the good results for specific KPI's, along with the ongoing positive programmes, and work, being delivered by the service areas against a backdrop of difficult financial pressures. In addition, we also raised the importance of communication and the need to ensure all

cohorts within Cardiff's diverse communities are aware of the services and support available. We appreciate improvement on this matter was recognised by yourselves, and that there is ongoing consideration toward ensuring greater engagement across our communities. As a Committee, we feel one way of ensuring greater community awareness is to make certain councillors are continuously, and proactively, informed of all available services for their residents.

Quality Assurance Framework

Members appreciated the update provided on the status of the Domiciliary Care Quality Assurance Framework and the Care Home Quality Assurance Framework. We note there have been delays in implementing the domiciliary care framework, however welcome that feedback from service users will be central to the frameworks along with a robust assessment process to ensure delivery of high-quality of care.

Commissioning of Care Services

Members explored the work on commissioning of our care services to ensure providers deliver flexible, high quality, person-centred care. We note the recognition that the way the Council currently commissions care does need to be reviewed to ensure sustainability of the care sector. We note an upcoming Cabinet Report on Market Stability will set out the strategic principals and priorities of how we commission services, and we look forward to exploring the Cabinet Report in due course.

Locality Working

During the meeting we explored the move to locality working. The evidence base being used to inform this work and the level of engagement being undertaken with residents within the localities. We note this is a significant piece of work being developed by the service area and a needs assessment is currently being developed. Further, we note the confirmation that locality forums, which incorporate community groups will be in place to ensure holistic viewpoints are received to inform the process.

Male Victims of Domestic Abuse & Perinatal Mental Health Services

As requested at the meeting, we would appreciate an update on the properties purchased to support male victims of domestic abuse. For instance, if they are in use, and how many individuals they have provided support to. We also wish to seek advice on if information regarding perinatal mental health services is available in primary health care settings, such as GP's.

As a Committee, we are of the view that given the pandemic's profound repercussions, both are particularly significant services.

Renting Homes Wales Act

The Committee sought assurances that necessary measures were in place to support the implementation of the Renting Homes Wales Act. We are pleased to note the positions referenced in the Directorate Delivery Plan (*Project Manager and Service Development Officer*) have been successfully filled, along with the ongoing work currently underway in preparation for December 2022.

Council House Repairs

Although not explored at the meeting, Members are interested to learn of the plans around ensuring council tenants are housed in safe, good quality accommodation. In particular, how the Council is looking to address tenant dissatisfaction with their properties. In addition, we note from this Committee's March 2022 minutes, a small pool of contractors would be in place by July 2022 to help address the council house repair backlog. We therefore wish to seek confirmation on how many contractors have been appointed and when you anticipate the repairs backlog to be back up to a normal rate.

Finally, on behalf of the Committee, thank you once again to you and officers for presenting the Quarter 4 Performance Reports and Directorate Delivery Plans. We look forward to working with you, and officers, over the course of the administration.

For ease of reference, a response to this letter is requested containing the following information:

- Your views on how performance reporting is best presented, and if reverting to the dashboard approach previously used by Adult Services and adapting this

approach within the Housing & Communities performance reporting is possible.

- Insight on how targets are determined and deemed appropriate.
- Information on how the council is addressing retention issues in the social care sector and how retention is being recorded to determine success (*or how it is planned to be recorded and monitored*).
- A date on when the accommodation on Bute Street will be returned as family accommodation.
- How you are ensuring the older population, particularly pensioners, are being targeted to ensure they have the knowledge and access to the Council's financial support services.
- An update on the properties purchased to support male victims of domestic abuse; if they are in use, and how many individuals they have provided support to.
- If information regarding perinatal mental health services is available in primary health care settings, such as GP's.
- How we are addressing Council tenant dissatisfaction with their properties. How many contractors have been appointed to help the council house repair backlog and when you anticipate the repairs backlog to be back up to a normal rate.

The Committee look forward to your response.

Yours sincerely,



COUNCILLOR BABLIN MOLIK
CHAIR, COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

cc Members of the Community & Adult Services Scrutiny Committee
Sarah McGill, Corporate Director People & Communities
Jane Thomas, Director Adults, Housing & Communities
Helen Evans, Assistant Director, Housing & Communities
Gareth Newell, Head of Performance & Partnership
Angela Bourge, Operational Manager, Strategy Performance & Resources
Carolyne Palmer, Operational Manager, Independent Living Services, Housing & Communities
Sian Sanders, Operational Manager, Head of Community Safety & Cohesion.
Mr David Hugh Thomas, Chair, Governance & Audit Committee
Chris Pyke, OM Governance & Audit
Tim Gordon, Head of Communications & External Relations
People & Communities Performance Leads.

Mae'r dudalen hon yn wag yn fwriadol