



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 MONDAY, 17 OCTOBER 2022, 2.30 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 - 20)

This page is intentionally left blank

Date: 19 Oct 2022

Cllr Lynda Thorne
Cabinet Member, Housing & Communities



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 Cllr Thorne,

CASSC Scrutiny Committee 17 October 2022: Implementation of the Renting Homes (Wales) Act 2016

On behalf of the Community and Adult Services Scrutiny Committee, my sincere thanks for attending Committee on 17 October 2022 to present how the council intends to implement the Renting Homes (Wales) Act 2016. Please also pass on our appreciation to Sarah, Jane and Helen.

For ease of reference, the observations made by the Committee following our consideration of the item are captured in this letter. We asked a number of questions regarding the following, and were satisfied with the responses we received.

The Committee noted that new contracts have been drafted and that they are currently with both internal and external legal services to ensure they are fit for purpose.

We were told about the “29 matters” that ensure that a property is fit for human habitation, and that processes are being developed to ensure that these are recorded accurately when properties are being let to avoid contract holders withholding rent payments. It was noted that officers hoped that few cases would need to be taken to court, but that is was possible during the transition period. Although it was noted that the legal cost for a private tenant to take a landlord to court would be prohibitive.

Members raised concerns about the new repair standards and recurring ‘damp and mould growth’ issues that are not being resolved which could lead to withholding of rent. Officers noted that ‘damp and mould growth’ concerns were a perennial issue and that often this was the result of ‘lifestyle’ choices i.e., drying clothes indoors,

showering and cooking with insufficient ventilation. We were informed that a short video and a fact sheet are available to help reduce condensation that causes this problem. However, we also noted that in the current economic climate residents may be less inclined to open windows when they are trying to keep their home warm.

The Committee noted the important role that private landlords have in the rental market; however, the new requirements of the act may make this a less attractive option. We asked if any modelling had been done in relation to a reduction in the number of properties available from the private rented sector and what mitigating actions will be put in place. Officers informed us that they were aware that landlords are giving notice to tenants, however, the reasons for them wishing to leave the market are not known, although Cardiff Landlords Association have recently undertaken a survey to understand their concerns. It was noted that in order to support landlords the Council is operating a leasing scheme, offering up to £5,000 in a renovation grant, undertaking the management role in return for a lease of at least 5 years. This was seen as a positive by the Committee though it raised further questions in relation to the mortgages that landlords may have and their ability to be able to enter into a lease agreement. We were informed that the Welsh Government were aware of this concern and are reviewing the scheme.

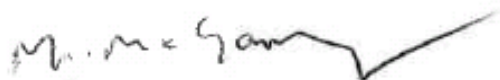
Regarding the provision of information to tenants it was noted in the presentation that 'different formats/languages' would be available, including 'Welsh, English, large print and braille. Members asked what other language would be available given the demography of the city. Officers confirmed that the information would be available in other community languages including Somali and Arabic.

The committee asked that given the demand for properties, how many abandoned or unfit properties are there currently in the city. Officers confirmed that there are very few 'unfit' properties only those that were undergoing structural repairs. The issues with 'abandoned' properties is more difficult as action can only be taken when the authority knows about the property, therefore reporting is encouraged. It was noted that the new requirements mean that the Council will no longer need to go to court to repossess a property, however it may remain void for a longer period as 'proper investigations' will need to be carried out and 4 weeks' notice served.

There are no formal recommendations arising from this letter.

Once again, on behalf of the Committee, please pass my thanks to all who attended the Community & Adult Services Scrutiny Committee. A response to this letter is not requested.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mary McGarry', with a long, sweeping flourish extending to the right.

COUNCILLOR Mary McGarry

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
Cllr Arian Robson, Group Leader, Conservatives
Cllr Andrea Gibson, Group Leader, Common Ground
Cllr Rhys Taylor, Group Leader, Liberal Democrats
Chris Pyke, OM Governance & Audit
Tim Gordon, Head of Communications & External Relations
People & Communities Performance Leads.

This page is intentionally left blank

Date: 19 October 2022

Councillor Norma Mackie
Cabinet Member for Social Services (Adults)
County Hall
Atlantic Wharf
CARDIFF
CF10 4UW



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 Councillor Mackie,

CASSC SCRUTINY COMMITTEE 17 OCTOBER 2022: COMMITMENTS TO UNPAID CARERS AND LOCAL AUTHORITY SOCIAL SERVICES ANNUAL REPORT 2021/22

On behalf of the Community and Adult Services Scrutiny Committee, our sincere thanks for attending Committee on 17 October 2022 to present the Cabinet reports on Commitments to Unpaid Carers and the Local Authority Social Services Annual Report 2021/22. Please also pass on our appreciation to Sarah, Jane, and Cath Doman from the RPB.

The comments, observations and recommendations below were captured during the Committee's discussion at the Way Forward.

We commend both reports to Cabinet for consideration.

In relation to specific issues, Members would like to comment on the following:

Commitments to Unpaid Carers

Members were very supportive of both Charters and commitments proposed for recognising and supporting the significant role unpaid carers play in our communities. We asked a number of questions regarding the following, and were satisfied with the responses we received;

- Engagement and involvement of carers in the further development of the Charters and Action Plan;
- Ensuring the workforce is suitably skilled to deliver the commitments;
- Implementation of the commitments and Action Plan, including;
 - Key challenges
 - Changes to processes and procedures
 - Monitoring, evaluation and review of the Charter and Action Plan and the inclusion of Carers in this
- Low levels of take-up of Carers Assessments to date
- Financial Implications of the proposals

Further issues raised:

Consideration of the Carers Action Plan

During the questioning relating to the development and implementation of the Carers Action Plan, Members requested an indicative timeline for this. Officers responded that the Action Plan would be developed within the same timelines as the Directorate Delivery Plan, and Members would therefore **request** that the Carers Action Plan be brought to this Committee for consideration at the same time we consider next year's DDP.

Types of Conditions Carers are dealing with

Members also enquired about the types of conditions that carers are dealing with (e.g. dementia, physical disability etc), and a breakdown of this. Officers stated that, whilst they did not have a detailed analysis of this available at the meeting, it could be provided. Therefore, Members would **request** this information - Members acknowledge that carers do care for loved ones that have multiple needs, so if you are able to provide some context to aid our understanding, it would be very welcomed.

Equalities Monitoring

Members asked a question about equalities monitoring, which would be critical in assisting in identifying and targeting individuals and communities that may not currently identify as carers and access to support. Whilst this detail was not available at the meeting, Members were offered a report on this issue, and therefore **request** that a profile of the ethnicity of current known carers be provided, linked with the profile of the City as a whole.

Respite Survey

Members were made aware of the Respite Survey that is currently underway and would **request** that the output report from this survey be provided, when available. Please provide an indicative time of when this will be available to ensure that we can add it to our work programme accordingly.

Carers that are aged 50+

Members enquired about those carers that are aged 50+ and whether any specific targeted work was being done with this cohort. Members were informed that this had not been considered, but all carers (including older carers) would be part of the overall awareness raising and engagement activities. Whilst Members do not have any specific recommendations on this issue at this time, we wish to flag that we have raised this issue and would **request** that the needs of this group be considered and included in the development of the Action Plan.

Local Authority Social Services Annual Report (LASSAR) 2021/22

Members welcomed the opportunity to consider the LASSAR for 2021/22. Members asked a number of questions on the following issues:

- Your vision and aims as the new Portfolio holder
- Improving performance in relation to the review of care plans
- Progress towards meeting the Welsh Government's plans for Integrated Care

Members also asked further questions on the following;

Workforce Pressures

Members asked a number of questions on a range of workforce issues, including sickness absence (including monitoring long/short-term sickness; assessments on return to work; and support for staff to come back to work); problems relating to the recruitment of staff, particularly social workers; the use of agency staff and what roles or gaps in provision are these in; the need for joined-up working to give staff more flexibility in their work (hours, assistance with transport etc); and were reassured that the QA Manager had been recruited and would be joining the Team soon.

Members were informed that a Workforce Plan is being developed and **request** that this be shared with Committee when available. We would also wish to ensure that information relating to the use, type and numbers of agency staff be included in the Plan. Please indicate a timescale for this, so we can add to our work programme accordingly.

Safeguarding

Members asked about the rise in numbers in relation to safeguarding referrals and requested a breakdown of what the safeguarding issues relate to (i.e types of safeguarding concerns referred), and some commentary in the reasons for the rise. Whilst this information was not available in detail at the meeting, it was suggested that this could be provided, and we would therefore **request** this information.

Discharge of Patients and Transfer of Care

Following a question on the collection of statistics and setting of targets in relation to this issue, Members were informed that the collection of statistics had been suspended during the Covid-19 pandemic period, but there had been a recent Welsh Government Review on targets for this area, which has resulted in the decision for their reintroduction. Officers informed Members that they had yet to have further information of when the reintroduction was likely to happen, but this Committee

requests that it be kept informed of progress on when these targets are to be reintroduced and these be reported to Committee accordingly.

Members were also informed that a “deep dive” into this issue was going to be undertaken and would therefore **request** that the output report be provided to this Committee, when available. Please indicate a timescale for this, so we can add to our work programme accordingly.

A response to this letter is requested, and to recap, the Committee **is requesting:**

Commitment to Unpaid Carers

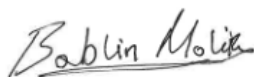
- i. Agreement that the Carers Action Plan be brought to this committee for consideration at the same time we consider next year’s DDP.
- ii. Provide a breakdown of the types of conditions that carers are dealing with (e.g. dementia, physical disability etc). Some further narrative relating to those carers who are dealing with multiple needs and what these are would also be welcomed.
- iii. Provide a profile of the ethnicity of current known carers, linked with the profile of the City as a whole.
- iv. Provide a copy of the output report from the Respite survey to this Committee, when available. Please provide an indicative time of when this will be available to ensure that we can add it to our work programme accordingly.
- v. Give assurances that the needs of Carers Aged 50+ be considered and included in the development of the Action Plan.

- vi. A copy of the Workforce Plan be shared with Committee when available. We would also wish to ensure that information relating to the use, type and numbers of agency staff be included in the Plan. Please indicate a timescale for this, so we can add to our work programme accordingly.
- vii. Provide a breakdown of what the safeguarding referral issues relate to (i.e types of safeguarding concerns referred), and some commentary in the reasons for the rise.
- viii. That this Committee be kept informed of progress on when targets in relation to the discharge of patients/delayed transfer of care are to be reintroduced and assurances that these be reported to Committee accordingly.
- ix. That the output report on the deep dive into discharge of patients/transfer or care be provided to this Committee, when available. Please indicate a timescale for this, so we can add to our work programme accordingly.

There are no formal recommendations arising from this letter.

Once again, on behalf of the Committee, please pass my thanks to all who attended the Community & Adult Services Scrutiny Committee. I look forward to a 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
Cath Doman, Regional Partnership Board
Cllr Adrian Robson – Group Leader
Cllr Rhys Taylor – Group Leader
Cllr Andrea Gibson – Group Leader
Chris Pyke, OM Governance & Audit
Tim Gordon, Head of Communications & External Relations
People & Communities Performance Leads

**SWYDDFA CYMORTH Y CABINET
CABINET SUPPORT OFFICE**

Fy Nghyf / My Ref: CM48565

Dyddiad / Date: 14 December 2022

Councillor Bablin Molik
Chair of CASSC Scrutiny Committee
County Hall
Atlantic Wharf
CARDIFF
CF10 4UW

Annwyl / Dear Councillor Molik,

**Re: CASSC SCRUTINY COMMITTEE 17 OCTOBER 2022: COMMITMENTS TO
UNPAID CARERS AND LOCAL AUTHORITY SOCIAL SERVICES ANNUAL REPORT
2021/22**

Thank you for your letter of 19th October providing the Committee's comments following the CASSC Scrutiny meeting held on 17th October.

I would like to thank Committee members for the helpful and constructive comments. Responses to your specific comments and recommendations are set out below:

Commitment to Unpaid Carers

Agreement that the Carers Action Plan be brought to this committee for consideration at the same time we consider next year's DDP.

I can confirm that officers would be pleased to bring the Carers Action Plan to the committee to consider alongside the new Directorate Delivery Plan.

Your information is processed under the Data Protection Act 2018 to fulfil Cardiff Council's legal and regulatory tasks as a local authority. For further information on what personal data we hold and how long we keep it for, please view our Privacy Policy; www.cardiff.gov.uk/privacynotice. If you have concerns about how your data has been handled, contact the Council's Data Protection Officer via dataprotection@cardiff.gov.uk. Your information has been shared with Xerox in order to contact you today. For further information on how Xerox manage personal data, please view Privacy Policy; www.xerox.co.uk/en-gb/about/privacy-policy

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.



A breakdown of the types of conditions that carers are dealing with (e.g., dementia, physical disability etc). Some further narrative relating to those carers who are dealing with multiple needs and what these are would also be welcomed.

Each year Carers Wales undertake a State of Caring survey. The results of the 2022 survey are due to be published in the next few weeks; however, I have attached for you a copy of the 2021 report which provides a snapshot of unpaid care in Wales.

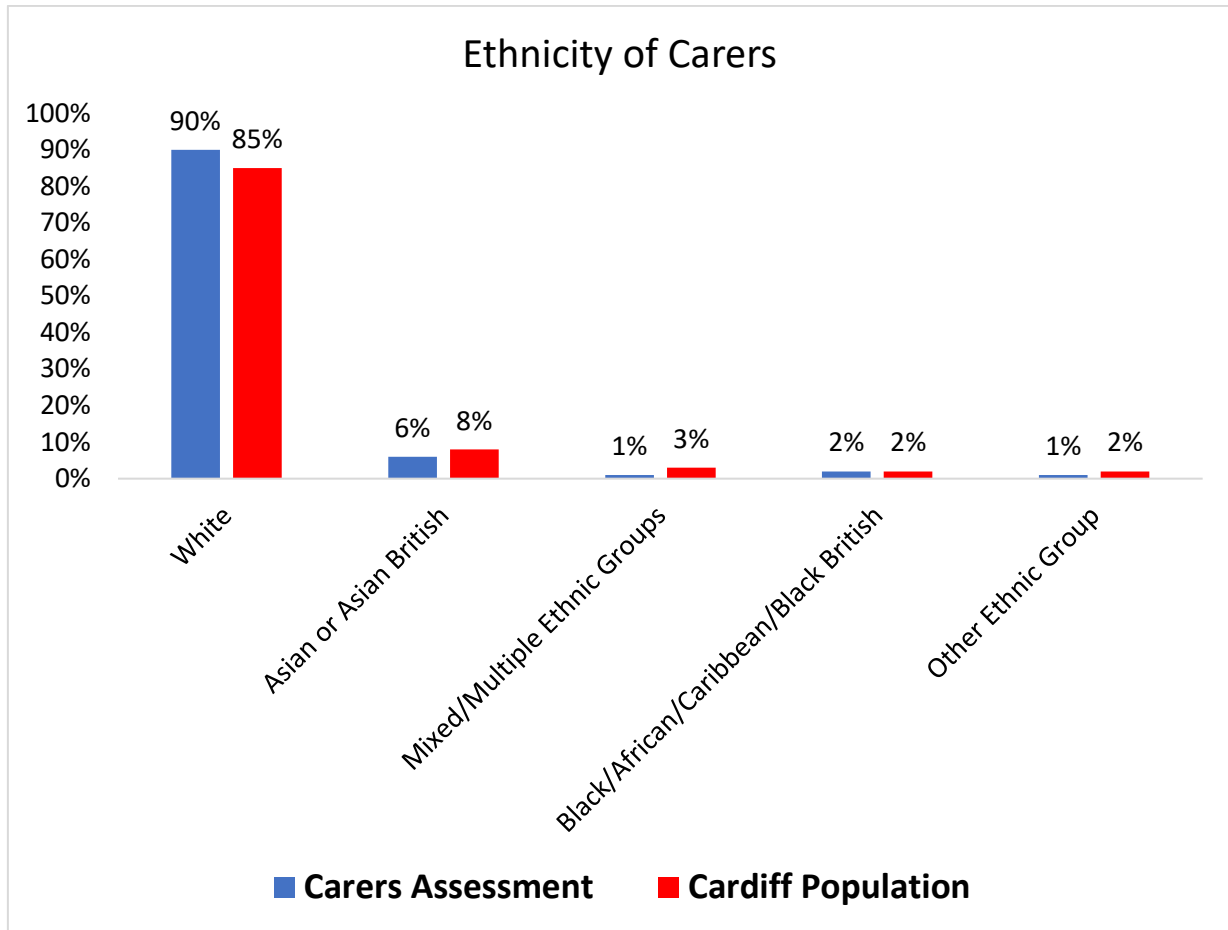
I have also attached the Cardiff and Vale Carers Gateway Monitoring report for Quarter 1 and Quarter 2 of 2022/23. This report contains some data relating to carers supported across Cardiff and the Vale including the main disability category of the cared for person.

More information is available in last year's Carers Gateway Report which indicated there were 526 referrals into the Carers Gateway Service in 2021/22. The most common reason for referral was in relation to parent/grandparent carer (21%), followed by physical disabilities (10%), chronic illness (9%), mental impairment (6%), and dementia (5%). 33% did not indicate the reason. Unfortunately, there is not much data relating to carers who are dealing with multiple needs that can be drawn on and I am unable to provide any further narrative on this.

I would point out that there is evidence that many carers do not recognise their status as an unpaid carer until they reach crisis point (and become known to support services) and this can have an impact upon the collection of detailed analytics on what the health details are of the people that they support.

A profile of the ethnicity of current known carers, linked with the profile of the city as a whole.

Cardiff Council has recently started to record the ethnicity of those who are recorded as caring via the formal Carers Assessment process. Between November 2020 and November 2022, 1,094 Carers Assessments were completed, the ethnicity of the person caring was recorded in 310 of these assessments. The ethnicity of these carers is shown in the chart below and has also been compared to the Cardiff population as a whole. The Cardiff population data has been taken from the 2011 census as the new census data for 2021 had not been published at the time of writing this response.



The ethnicity of carers that completed the formal Carers Assessment process broadly fits the pattern of the city according to the 2011 census. 85% of Cardiff's population is white and 90% of carers are white. Asian or Asian British people account for 8% of Cardiff's population whereas a slightly lower figure, 6%, of carers have completed a Carers Assessment are Asian or Asian British. The percentage for Black African/Caribbean/Black British is exactly the same as the population figures.

It should be noted however that this only includes those carers who have going through the formal process and there are many other unpaid carers. Officers are very aware of the need to reach carers in all parts of the community with offers of help and this will be addressed in the Carers Action Plan.

A copy of the output report from the Respite survey to this Committee, when available. Please provide an indicative time of when this will be available to ensure that we can add it to our work programme accordingly.

I can confirm that the Respite Consultation was launched on 21st November and will be live until 8th January 2023. The Consultation will be available digitally as well as in paper format within our Hubs and in Health venues such as the Memory Clinics as well as participating GP surgeries.

The output report will therefore be available early in the new year.

Give assurances that the needs of Carers Aged 50+ be considered and included in the development of the Action Plan.

I can provide assurance that the needs of carers aged 50+ will be considered as part of the action plan.

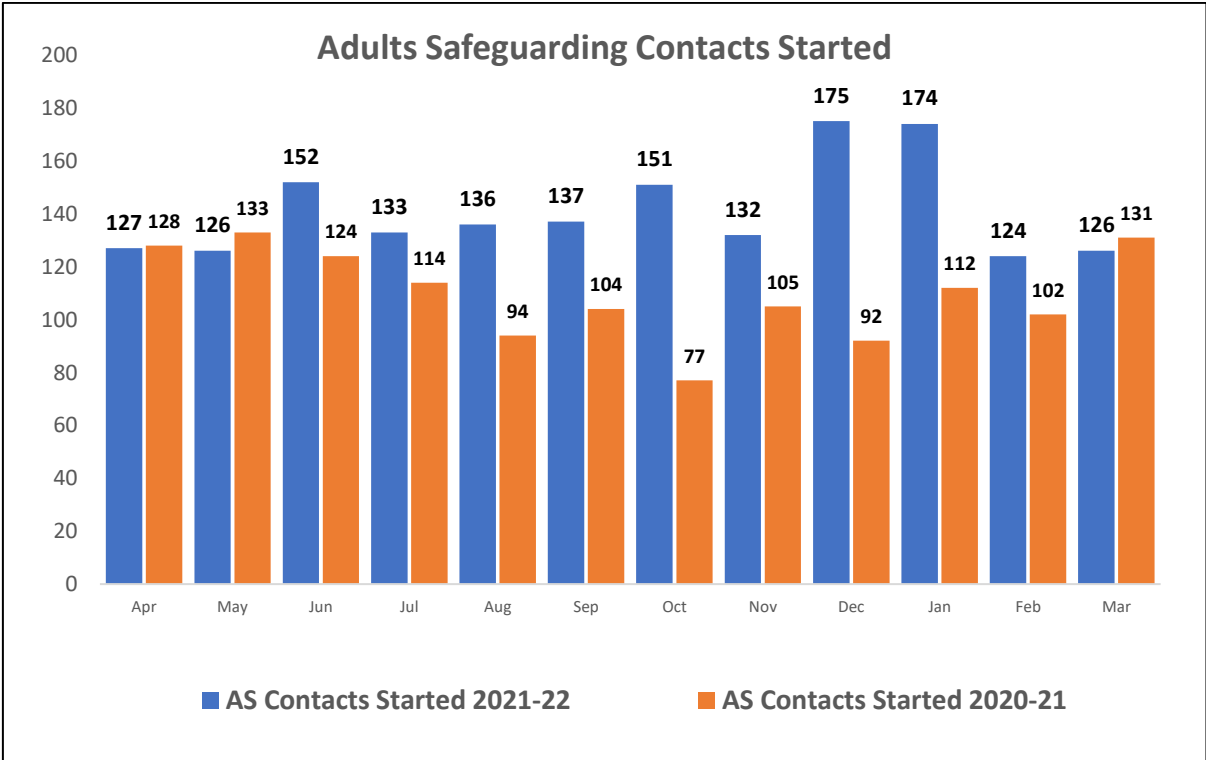
Local Authority Social Services Annual Report (LASSAR) 2021/22

The Workforce Plan be shared with Committee when available. We would also wish to ensure that information relating to the use, type and numbers of agency staff be included in the Plan. Please indicate a timescale for this, so we can add to our work programme accordingly.

A new workforce plan is currently in development. It is anticipated that the plan will be in place before the end of the financial year and will include details of the use of agency staff within the service. I would be happy to share the plan with the committee as soon as it is available.

A breakdown of what the safeguarding referral issues relate to (i.e., types of safeguarding concerns referred), and some commentary in the reasons for the rise.

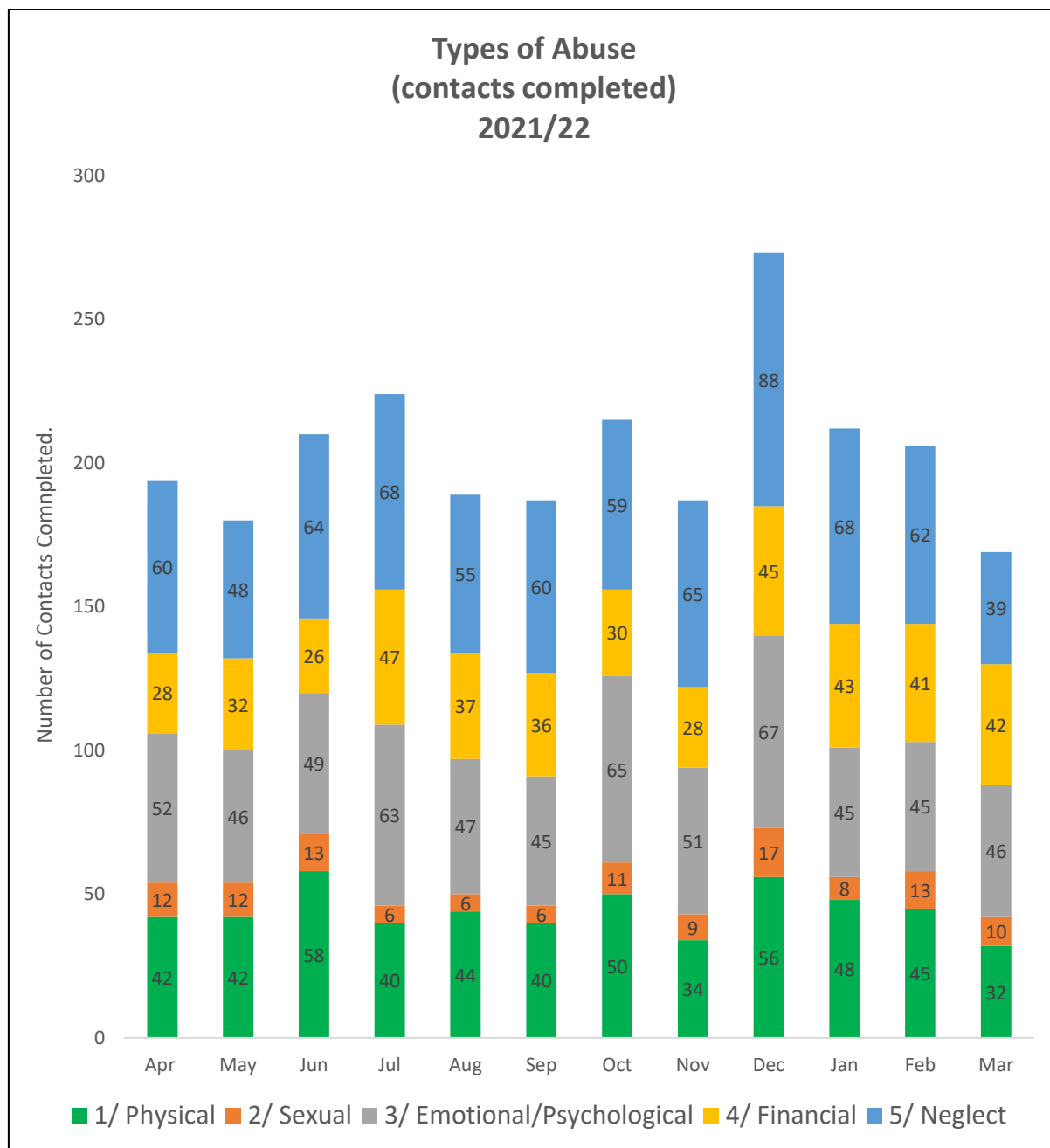
2021/2022 saw a 25.7% increase in reports to Adult Safeguarding (AS) compared to the previous year. The chart below shows the number of contacts started in 2020/21 and 2021/22.



The most prevalent source of referrals was from social care agencies, with an approximate 50/50 split of the perpetrator being reported as a staff member or family member.

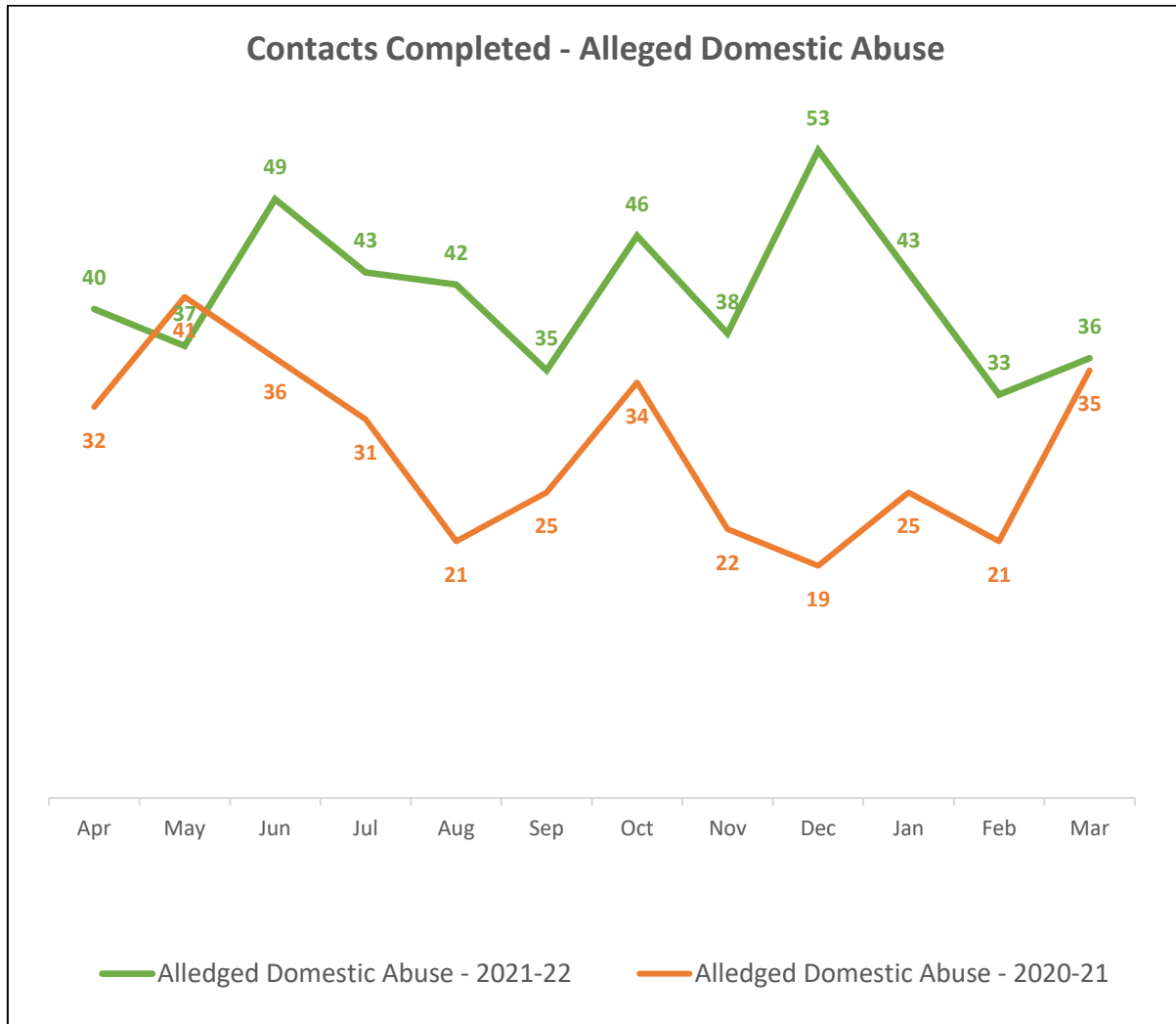
It should be noted that safeguarding data from 2020/21 was heavily influenced by Covid-19 working arrangements and lockdowns, and so it is not possible to draw an effective comparison of trends between 2020/21 and 2021/22.

The following chart shows the type of abuse reported in 2021/22.



Neglect was the most frequent issue raised, followed by emotional abuse, physical, financial, and sexual respectively.

Approximately one third of all referrals are related to alleged domestic abuse. Referrals that relate to alleged domestic abuse in 2020/21 and 2021/22 can be seen in the following chart.



The rise in domestic abuse referrals is being seen nationally and may be affected by other socio-economic pressures.

Across the 2021/2022 period there has been a substantial effort to raise awareness of Safeguarding Adults at Risk and to improve accessibility to the service. Although data indicates that the increases seen correlates with the experience of key partner agencies including the Police and Health, a proportion of the increase may also be due to the work done to encourage reporting where concerns exist.

That this Committee be kept informed of progress on when targets in relation to the discharge of patients/delayed transfer of care are to be reintroduced and assurances that these be reported to Committee accordingly.

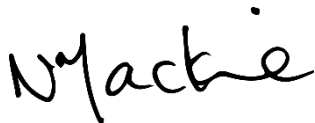
Currently, there is no date for recommencement of the monitoring of the rate of delayed transfers of care for social care reasons. The Committee will be informed as soon as the indicator is re-introduced, and the results are available.

That the output report on the deep dive into discharge of patients/transfer or care be provided to this Committee, when available. Please indicate a timescale for this, so we can add to our work programme accordingly.

I understand that Committee are planning to review the issue of hospital discharge in the next financial year, and we would be happy to share any available information at that time.

Thank you again for the comments received and I hope that this response provides the information requested.

Yn gywir / Yours sincerely,

A handwritten signature in black ink that reads "Norma Mackie". The signature is written in a cursive style with a dot above the 'i'.

**Y Cyngorydd / Councillor Norma Mackie
Yr Aelod Cabinet dros Wasanaethau Cymdeithasol (Gwasanaethau Oedolion)
Cabinet Member for Social Services (Adult Services)**

This page is intentionally left blank