



County Hall
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CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

Committee COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

Date and Time of Meeting MONDAY, 14 NOVEMBER 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

10 **Correspondence Following Committee Meeting**(Pages 3 - 22)

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Date: 16 Nov 2022

Cllr Lynda Thorne.
Cabinet Member – Housing & Communities

Correspondence Sent via e-mail.



County Hall
Cardiff,
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Caerdydd,
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Ffôn: (029) 2087 2088

Dear Cllr Thorne,

CASSC Scrutiny Committee 14 Nov 2022: A New Housing Partnership
NON-CONFIDENTIAL

On behalf of the Community and Adult Services Scrutiny Committee, my sincere thanks for attending Committee on 14 Nov 2022, to facilitate our consideration of the new housing partnership proposal. Please also pass on our appreciation to Sarah, Dave and Kate.

To confirm, we have sent a separate letter capturing our observations on the confidential appendix.

The Proposed Benefits of a Housing Partnership

During the meeting, Committee Members explored the lessons that have been learnt from our current partnership with Wates, and in doing so, we were informed, partnership arrangements offer flexibility, greater control and a higher speed of delivery. During the discussion Committee Members were also informed partnerships can help to 'de-risk' the Council's delivery programme, mainly due to the fact there is already an established relationship with the partner and so risks can be identified and resolved sooner.

Leading on from this, we questioned the Council's role in ensuring the partners targets and delivery timeframes are met. From the answer it was pleasing to be informed KPI's are drawn as part of contractual arrangements and performance of the partner is continually reviewed. The Committee also questioned how we will ensure good value for money within this proposed partnership and that a developer does not monopolise the system. We note from the answers received this will be carefully considered within the procurement process that will ensue, and minimum

requirements will be set around cost, resource, workforce, and local investment (et al.) In addition, we note there is a flexibility within partnership arrangements that allows for changes in site viability, and response to any changes in legislation. Further, we were assured cost consultants will be closely advising the Council during the procurement process.

Achieving Targets

Committee Members did hold concern over the size of the proposals contained in this partnership and how this will impact the current Housing Delivery Programme, given that targets in the current programme are not always achieved. In the discussion we were informed that at present, around 760 homes have been delivered, over 800 should be complete by the end of the year, with a current total of 1,300 properties either complete or being built.

During the meeting we also raised our disappointment at the speed of delivery of houses and we were informed partnership arrangement should help reduce the length of time it takes to deliver properties as some of the sites proposed in the partnership already have planning agreed, with other sites currently being worked on with design consultants to help facilitate quicker delivery.

Further, Committee Members note the point raised that to deliver properties, there must be adequate financial resource, and a sufficient number of properties must be complete to then provide the Council with a rental income, allowing other sites to progress.

Capacity

Within our consideration of the scale of the proposed partnership and remaining mindful to the Council's current commitments in its Housing Delivery Programme, we raised concerns around capacity. We were informed although the Council's internal team is small, there is capacity, and a benefit of initiating a new partnership will be to bring in new resource and expertise.

Current Context

We recognise how the current context (*rising price of materials and energy prices et al.*) can, and has, negatively impacted the delivery programme and within our discussion, we heard how this has also resulted in a developer going into administration and the repercussions this has had. From this, Committee Members again heard the view that this highlights the benefit of initiating a new housing partnership. We were further informed that the partnership will be a long-term plan, it is hoped the cost of construction will come down in future years, and that the development of new homes will bring income to the Council, to help manage the current financial pressures.

Consideration of Utilising Empty Properties

Due to the scale, length of time and costings within the proposed partnership, we sought assurance that if utilising empty properties would prove more worthwhile at this moment in time, and if this has been carefully considered when deliberating this proposal. From the answer we note, the housing delivery team work with the private rented sector team to consider buying empty properties and incorporating them into the delivery programme.

Infrastructure

As a Committee, we wish to stress the importance of ensuring adequate local infrastructure is at the forefront of decision making when developing properties. We therefore **recommend**, when sites are proposed in the Council's Delivery Programme, local communities are made aware, at the earliest possible opportunity, and their feedback on the proposals, including their view on local need, is adequately and proactively sought.

Finally, on behalf of the Committee, thank you once again to you and officers for attending Committee to facilitate our consideration of this item.

A response to this letter is requested which contains the following information:

- A breakdown of the property types proposed within all the delivery routes of the Council's Housing Delivery programme. For instance, how many will be flats, one-bedroom properties, two-bedroom, family accommodation (et al).

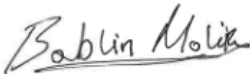
As part of the response to this letter I would also be grateful if you could state whether the recommendation made is accepted, partially accepted, or not accepted and summarise the Cabinet’s response.

If the recommendation is accepted or partially accepted. I would also be grateful if you could identify the responsible officer and provide an action date. This will ensure that progress can be monitored as agreed by Cabinet.

Recommendation	Accepted, Partially Accepted or Not Accepted	Cabinet Response	Responsible Officer	Action Date
When sites are proposed in the Council’s Delivery Programme, local communities are made aware, at the earliest possible opportunity, and their feedback on the proposals, including their view on local need, is adequately and proactively sought.				

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
- Dave Jaques, Housing Development
- Kate Cutter, Housing Development
- Group Leaders
- Cabinet Office
- Chris Pyke, OM Governance & Audit
- Tim Gordon, Head of Communications & External Relations

By virtue of paragraph(s) 14, 16 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972.

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Date: 25 November 2022

Cllr Norma Mackie
Cabinet Member – Adult Services

Correspondence Sent via e-mail.



County Hall
Cardiff,
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Tel: (029) 2087 2087

Neuadd y Sir
Caerdydd,
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Dear Cllr Mackie,

CASSC Scrutiny Committee 14 Nov 2022: Direct Payment Review

On behalf of the Committee, my sincere thanks for providing us with the opportunity to feed into the Council's review of direct payments. Please also pass on our appreciation to Jane.

As a Committee, we recognise the benefits of direct payments and how it can help remove barriers and offer care more personalised to the individual. We are also mindful that in line with Government guidance, direct payments must be made available and offered to appropriate individuals. However, as was discussed at the meeting, we do hold concerns with the system of direct payments, and this review is a prime opportunity to ensure the Council has sufficient processes in place to mitigate risks.

As we know, individuals offered into the direct payment system, are those with care and support needs. Meaning there is a high possibility of the individual being particularly vulnerable. We therefore recognise the need for the individual to be fully supported to understand and navigate the system, particularly as complexity of processes, and the responsibilities required such as managing money could prove problematic for an individual requiring care. We note, these concerns are shared and is a key reason behind this review as such support will be provided.

We also raised our concern of an individual, whom requires care and support, potentially being financially abused. Along with the knowledge that Personal Assistants are not required to be qualified or regulated, giving rise to safeguarding concerns. We note and welcome that under the proposals, quality assurances process would be in place, ensuring that individuals providing care would be vetted

and receive relevant training, providing more checks on Personal Assistants than there currently is.

Another key concern for Committee Members was the need to ensure people who are receiving payments (Personal Assistants), are then in turn, providing the individual with care. From the response we were informed the Council does not continually check to ensure the person being paid is providing care, and it is a responsibility of the individual being cared for (or family) to alert the Council who would then investigate. Due to the vulnerability of those requiring care we have concern that they may not know how to alert the Council, or even be able to.

We are aware that under the Social Services and Wellbeing Wales Act, care packages must be reviewed; yet we would welcome clarity on how often a social worker reviews an individual's care package, when they enter the direct payment system.

We are mindful of workload pressures for social workers, which is in turn, compounded by difficulties in recruitment. However, given the vulnerabilities of individuals involved, we believe continued and regular oversight of direct payment arrangements are imperative. We **recommended**, as part of the contract established in this proposal, regular reviews of the individual's care package are facilitated, which are undertaken at an appropriate time between the statutory reviews carried out by the social worker.

As already mentioned, we are aware of the ongoing challenges around recruitment and so we explored how the proposal of micro-enterprises will assist the recruitment of Personal Assistants, and does not result in the difficult task, of sourcing care, being 'passed on' to the individual who requires it. From the response we note the proposed organisation has helped recruit over 5,000 individuals across the current areas they serve, and recruitment will also be enhanced through the micro-enterprise co-ordinator having close liaison with Into Work and Cardiff Works.

Aligned with the issue of recruitment, we questioned if the direct payment rate was in line with current agency rates, with the view that this may provide care givers with a better hourly rate. We note from our discussion, that the direct payment rates are

lower to that of commissioned care rate due to the reduced over-head, making it more cost effective for the Council.


We also explored the issue of equity of service, and the need to ensure the access to the system is fairer, allowing more people to enter the direct payments system if they wish, without difficulties. We note from the response it is hoped the proposal of micro-enterprise will help address this and provide a more accessible system.

On behalf of the Committee, thank you once again to you and officers for providing us with the opportunity to feed into this review. For ease of reference, we wish to request a response on the following:

- How often a social worker reviews an individual’s care package when they enter the direct payment system.
- If the recommendation made is accepted, partially accepted, or not accepted. I would also be grateful if you could identify the responsible officer and provide an action date.

Recommendation	Accepted, Partially Accepted or Not Accepted	Cabinet Response	Responsible Officer	Action Date
As part of the contract established in this proposal, regular reviews of the individual’s care package are facilitated, which are undertaken at an appropriate time between the statutory reviews carried out by the social worker.				

Yours sincerely,



**COUNCILLOR BABLIN MOLIK
CHAIR, COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

cc Members of the Community & Adult Services Scrutiny Committee
Jane Thomas, Director Adults, Housing & Communities
Mr David Hugh Thomas, Chair, Governance & Audit Committee
Chris Pyke, OM Governance & Audit
Tim Gordon, Head of Communications & External Relations

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Date: 25 November 2022

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



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Caerdydd,
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Correspondence Sent via e-mail.

Dear Cabinet Members,

CASSC Scrutiny Committee 14 Nov 2022: Quarter 2 Performance

On behalf of the Community and Adult Services Scrutiny Committee, my sincere thanks for attending our meeting on 14 November 2022 to present the Quarter 2 performance reports. Please also pass on our appreciation to Jane and Helen.

We firstly wish to begin by thanking you and officers for responding to our request and providing more data through a dashboard approach. As we were invited to inform you of other data, we wish to request on the dashboard reports, we wish to ask if the following could also be included:

- How many individuals, in numbers, have been supported through Housing First.
- How many individuals, in numbers, were able to live independently in their homes following assistance from Individual Living Services.

We feel providing this information will provide greater clarity and insight into the performance levels of services.

During the meeting concerns were raised around the lack of available qualified Social Workers and Occupational Therapists, and so we questioned if we are looking to enlist 'Occupational Therapy Assistants' and apprenticeship courses to help lessen the pressure and demand on staff. It was pleasing to be informed that work is ongoing in deploying both initiatives. As a Committee, we wish to stress, the importance of creating apprenticeships as they can help alleviate pressures on staff, and at the same time, provide an individual with an income whilst they learn.

It was mentioned to alleviate staff pressure, non-qualified staff may be assigned certain tasks. In relation to this we stressed the need to ensure risk is mitigated in this approach, and the need to ensure the quality of service being provided is not compromised. We were assured there is clear understanding among staff about what task requires qualified staff and where tasks may be re-directed safely. We note when work is reallocated it will be done under supervision with management ensuring the right work is directed to the right staff, with the right level of qualification.

Regarding staff sickness rates, we explored what was being done to address this issue and the level of support on offer to staff. We note from the response there is a range of processes and support services in place, with all cases of staff sickness actively reviewed. However, as a Committee, we wish to know if the service area seeks feedback from their staff member on the sickness related support they receive; and if so, what the feedback says.

We also explored the long-standing challenge of the revolving door for those facing homelessness. Noting that in Q2, 40% of rough sleepers housed maintained their accommodation, whilst 95% of clients within the 'Housing First' scheme successfully broke the homelessness cycle. We recognise the low levels of rough sleepers in the city, and we understand the complexities in offering homeless individuals, particularly those who may also be managing other difficulties, a service and support they remain engaged with. Given the positive results from Housing First, we questioned why more individuals could not be offered this scheme and we were advised the issue is due to a shortage of move on accommodation however work is underway toward expanding the scheme.

We note the impact the delay of the roll out of Liberty Protection Safeguard has had on the Council. During the discussion it was pleasing to be informed the backlog of DoLs cases has been addressed. However, we note the concern of officers that this backlog could re-emerge unless the forthcoming legislation is simplified. We note the Council has provided this feedback in a Welsh Government consultation.

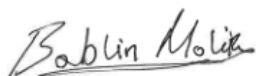
Lastly, we raised concern over the amount of time taken to deliver Disabled Facilities Grants, however we were pleased to be assured the stats detailed in our papers, relates to the completion of the individual's work, and not how long it takes for them to receive the grant. Further, we note innovative solutions such as modular methods are also being considered to help with the speed of delivering this grant.

A response to this letter is requested which outlines the following:

- Clarity on how (as detailed in the papers), staff will be trained to provide a “strengths-based approach to mental capacity” and if, or how, this deviates, or aligns, with the Mental Capacity Act.
- If Adult Services and Housing and Communities directorate seek feedback from their staff member who receive sickness related Council support and if so, what their feedback says.

On behalf of the Committee, thank you once again to you and officers for presenting the Quarter 2 Performance Reports. 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
Mr David Hugh Thomas, Chair, Governance & Audit Committee
Chris Pyke, OM Governance & Audit
Tim Gordon, Head of Communications & External Relations
People & Communities Performance Leads.

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SWYDDFA CYMORTH Y CABINET CABINET SUPPORT OFFICE

Fy Nghyf / My Ref: CM48750

Dyddiad / Date: 19 December 2022

Councillor Bablin Molik
Chair, Community & Adult Services Scrutiny Committee
County Hall
Atlantic Wharf
Cardiff
CF10 4UW

Annwyl / Dear Councillor Molik,

Re: CASSC Scrutiny Committee 14 Nov 2022: Direct Payment Review

Thank you for your letter of 25th November providing the Committee's comments on the Direct Payment Review which was presented at the CASSC Scrutiny meeting held on 14th November.

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

How often a social worker reviews an individual's care package when they enter the direct payment system.

If citizens are eligible for a care service, they can choose to receive this via a Direct Payment arrangement or via care commissioned by the Council. If they choose the Direct Payment option, they will receive a payment for the number of hours assessed as being needed to provide appropriate services. The citizen then either employs a carer directly as a personal assistant (PA) or uses the funds to commission a care agency.

As with all care packages, the Council reviews the service in a planned way annually. Unfortunately, this process has been impacted by the pandemic and the recent surge in service requests; however, officers are returning slowly to usual practice. Citizens can also have unscheduled reviews if their needs change or if they are admitted to hospital, and alterations to their care plans can be made.

There are no plans to carry out additional reviews routinely as part of the Direct Payment Review. The intention will be to carry out checks as part of the normal annual review.

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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.



The intention of the arrangement being established with Community Catalysts is to expand the number of PAs available to service users; provide increased quality assurance about those PAs; and reduce the burden placed on the service user in the employment of PAs.

In terms of the administration and support contract which is in place with Dewis CIL currently and which will be reviewed as part of this process, the focus is on supporting service users to employ a PA or care agency and to ensure that payments are made. It is not currently part of their function to review the care provided and it would not be appropriate for them to do so.

If there were any negative reports about PAs, they would of course be investigated, and appropriate action would be taken. In addition, if the social work team have any concerns, they do of course have the discretion to carry out additional work, including undertaking further reviews, to ensure the safety and appropriateness of care.

If the recommendation made is accepted, partially accepted, or not accepted. I would also be grateful if you could identify the responsible officer and provide an action date.

Recommendation	Accepted, Partially Accepted or Not Accepted	Cabinet Response	Responsible Officer	Action Date
As part of the contract established in this proposal, regular reviews of the individual's care package are facilitated, which are undertaken at an appropriate time between the statutory reviews carried out by the social worker.	Not accepted.	<p>Reviews of care packages will be carried out by the social work teams as part of the normal annual review process.</p> <p>Any issues reported about the care provided will be investigated and appropriate action taken.</p> <p>Where appropriate social work teams have the discretion in individual cases to carry out additional work including more frequent reviews.</p>		

I would thank Committee once again for their constructive comments and I trust this letter provides the additional information requested.

Yn gywir / Yours sincerely,



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

SWYDDFA CYMORTH Y CABINET CABINET SUPPORT OFFICE

Fy Nghyf / My Ref: CM48751

Dyddiad / Date: 19 December 2022

Councillor Bablin Molik
Chair, Community & Adult Services Scrutiny Committee
County Hall
Cardiff
CF10 4UW

Annwyl / Dear Councillor Molik,

Re: CASSC Scrutiny Committee 14 Nov 2022: Quarter 2 Performance

Thank you for your letter of 25th November 2022 providing the Committee's comments regarding the Quarter 2 Performance reports which were presented at the CASSC Scrutiny meeting held on 14th November 2022.

We would like to thank Committee Members for the helpful and constructive comments. Please see responses to your specific requests set out below.

Data to be included in future reports

You have requested that in future reports, the *number* of individuals that were able to live independently in their homes following assistance from Independent Living Services (ILS) is included.

We would note that the measure that is recorded is "the percentage of clients who *felt* able to live independently in their homes following support from ILS". This data is obtained from the issuing of a customer satisfaction survey to clients following their involvement with ILS. The client may have received assistance from one, or a number of teams across the service, including the Day Opportunities Team, Occupational Therapy, and The Joint Equipment Store; it is for the client to determine if they feel that they can continue to live independently.

As you can appreciate not all clients return this survey, but the Committee can be provided with the number of survey responses received in the quarter and the number of these that gave a positive response.

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.



In response to your request regarding the Housing First performance measure, we can confirm that the number of individuals that have been supported through the Housing First scheme will be included in the quarterly performance reports going forward.

Further Enquiries

Clarity on how (as detailed in the papers), staff will be trained to provide a “strengths-based approach to mental capacity” and if, or how, this deviates, or aligns, with the Mental Capacity Act.

The principles and application of the Mental Capacity Act are very much strengths-based, as it is focussed on the presumption that a person does have mental capacity and also a presumption that there is need to intervene. The least restrictive options should always be considered first.

Strengths-based practice compliments and aligns with the principles and application of the Mental Capacity Act. Ensuring that staff have the appropriate level of training around the Mental Capacity Act in line with their role and functions will ensure they understand the Act and work in a way that is consistent with its principles.

The aim will be to ensure that this approach is also taken forward when we implement the Liberty Protection Safeguards (LPS). A full training programme to support this is underway, starting with refresher training on the Mental Capacity Act, and further training is planned as part of the LPS implementation plan. It should be noted however that a date for the introduction of the LPS is still not yet known.

If Adult Services and Housing and Communities directorate seek feedback from their staff member who receive sickness related Council support and if so, what their feedback says.

The Directorate does not currently seek feedback from staff members who have received sickness related Council support, such as counselling. Much of the support that employees receive is confidential and as such seeking feedback at a directorate level would not always be appropriate or even possible.

We are advised however that officers from the Council’s HR service do report good feedback on the Wellbeing Support Sessions that are provided both corporately and through the Employee Networks. Sessions that are available include:

- Managing Anxiety
- Managing Stress
- Increasing Your Assertiveness
- Building Emotional Resilience
- Mindfulness
- Letting Go, Moving On and Well Being
- Positive Psychology
- Building Self-Compassion
- Improving Sleep
- Coping with Bereavement

- A New Approach to Managing Stress (Based on the "Reconnect to Innate Resilience" Course)

All of the above sessions are also available by request for specific service areas or departments. The service also offers "safe space" sessions and "soft communication skills" coaching for line managers. Feedback on the sessions delivered is collated corporately on a quarterly basis.

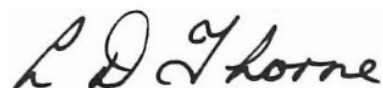
In addition, the Employee Counselling Service receive feedback from individual staff members who have received support and also from any proactive sessions that have been provided.

May we thank you once again for the Committee's comments and we hope that this letter provides the information requested.

Yn gywir / Yours sincerely,



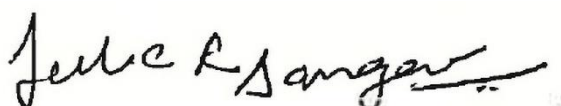
Y Cynghorydd / Councillor Norma Mackie
Yr Aelod Cabinet dros Wasanaethau Cymdeithasol (Gwasanaethau Oedolion)
Cabinet Member for Social Services (Adult Services)



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



Councillor / Y Cynghorydd Peter Bradbury
Yr Aelod Cabinet dros Drechu Tlodi a Chefnogi Pobl Ifanc
Cabinet Member for Tackling Poverty & Supporting Young People
Portffolio: Trechu Tlodi, Cydraddoldeb ac Iechyd y Cyhoedd



Councillor / Y Cynghorydd Julie Sangani
Yr Aelod Cabinet dros Iechyd y Cyhoedd a Chydraddoldeb
Cabinet Member for Public Health and Equality
Portffolio: Trechu Tlodi, Cydraddoldeb ac Iechyd y Cyhoedd

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