



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, 15 MAY 2023, 2.00 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](mailto:scrutinyviewpoints@cardiff.gov.uk)

a Correspondence following committee meeting(*Pages 3 - 12*)

This page is intentionally left blank

17th May 2023

Councillor Lynda Thorne  
Cabinet Member for Housing & Communities  
*Sent via e-mail*



Dear Cllr Thorne,

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 15 MAY 2023 – REVISED  
CARDIFF & VALE VIOLENCE AGAINST WOMEN, DOMESTIC ABUSE & SEXUAL  
VIOLENCE STRATEGY 2023 - 2028**

On behalf of Committee Members, a sincere thanks, to you, and everyone present, for attending our meeting and facilitating considerations on the revised strategy put before us.

We wish to echo the comments made by yourself, and the external present, as we too, find the strategy to be incredibly comprehensive, strongly aligned to legislation and local policy, and full of insightful statistics, which significantly highlight the importance of this issue, and its prevalence.

We welcome that this strategy is described as a 'living document' and will therefore continue to be updated to reflect policy drivers and local developments. In line with this, we offer our comments for your reflection and consideration. We trust the comments raised by Welsh Women's Aid at the meeting, will also be taken forward by yourself and officers for further reflection.

Lessons Learnt

We note the strategy is a revision to its predecessor, agreed by this Council's, and the Vale's, former Cabinet in 2018, and the achievements attained since the initial strategy, are detailed on the 'Journey so Far' page of the strategy. However, we feel an analysis of the 'lessons learnt' for the region since the initial strategy, and how that learning has informed this revised strategy, would be a significant tool of evidence for Welsh Government, and the public, knowledge, and awareness. As such, we would strongly encourage that being incorporated into the strategy.

Financial & Resource Requirements

We concur with the comments made regarding the importance of strong, effective partnership working in this field. Yet, given the emphasis placed on providers and partners in delivering and achieving this strategy, and the financial and resource challenges those partners and

providers face, this raises key concern around deliverability. Although we note the commitment made by yourself and officers toward ensuring this strategy is deliverable, and the endeavours the council will make, we are of the view, the strategy, and / or its Implementation Plan should detail, or more strongly acknowledge, the financial and resource requirements that may be required of partners for this work to be achieved.

We recognise the majority of funding comes from outside streams (such as Welsh Government's Housing Support Grant, Home Office & the Police and Crime Commissioner), however if this strategy evidences the financial and resources required, it may help improve and strengthen the financial resources being allocated toward addressing this issue.

#### Safety in the Workplace & Trade Unions

During the meeting we raised concern that, regardless of the significant focus on addressing this issue, distinguished organisations, one of which is listed as a statutory partner in the strategy, have they themselves had significant issues regarding their workforce experiencing serious VAWDASV related issues.

We therefore strongly advise the strategy and / or its Implementation Plan, consider how it can lead, or encourage, organisations to undertake a thorough self-examination, and assess their internal frameworks for reporting VAWDASV and the subsequent support on offer. Upon our reflection toward the end of the meeting, we were also of the view how it would be positive for the council, to lead from the front, and undertake its own self-examination and audit of internal process (if not already done).

We note the comments made by yourself that given its significance, this piece of work may be best addressed through a national perspective. Although this is understood, and we would welcome you taking this discussion to Welsh Government counterparts (highlighting the resource this work would inquire), we do feel the strategy, or its Implementation Plan, could assist by placing more onus, particularly on its statutory partners, to look within and ensure addressing this issue is deeply embedded.

Further, given the statistic provided in the strategy, that 4 in 5 women have experienced sexual harassment in the workplace in Wales, and the emphasis on the importance of partnership working discussed at the meeting, we would strongly encourage you to form formal partnership arrangements with Trade Unions on this matter.

Although we were informed Trade Unions are involved, as they are briefed and updated as part of the council's Workplace Strategy, we feel a strong, partnership relationship dedicated toward addressing this issue is required with Trade Unions and we would urge this to be taken forward to help progress work around safety in the workplace, and the auditing frameworks mentioned in the paragraphs above.

### Perpetrators

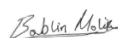
We noted the profound statistics detailed in the strategy, which highlighted the number of rape incidents that occurred in England and Wales in 2015/16 and 2019/20, and how little of those incidents were charged. From this, we then explored and stressed the importance of a victim, or survivor's, trust, and confidence to engage with the criminal justice system.

We note these concerns are shared by the relevant partners themselves (such as the police and probation service), and there are many varying reasons why instances of VAWDASV issues do not get charged, which may not fall to responsibility of the police, such as the victim or survivor not wishing to pursue their case. We note the assurance at the meeting the strategy recognises and commits itself to raising the profile of the police, the links with the Community Safety Partnership and the overall commitment toward working to address this issue.

Our final thanks to all who attended the meeting for facilitating such an important discussion. We hope you found the discussions at the meeting, and the observations captured in this letter of use.

To confirm, no response to this letter is requested.

Yours,



**COUNCILLOR BABLIN MOLIK**

**CHAIR, COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

cc. Members of the Community & Adult Services Scrutiny Committee

Group Leaders

Jane Thomas, Director Adults, Housing & Communities

Natalie Southgate, Partnership Delivery Manager

Dawn Jeffery, Director of Business Development and Operations

Cardiff Council Chair of Governance & Audit

Tim Gordan, Head of Communications & External Relations

Cabinet Office

This page is intentionally left blank

Date: 24 May 2023

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 15 May 2023: Quarter 4 Performance**

On behalf of the Community and Adult Services Scrutiny Committee, our sincere thanks to you, and officers, for attending our meeting on 15 May 2023 to present the Quarter 4 Performance Reports.

We wish to again, state our appreciation to the council's Advice Services, who many of the Committee Members met recently, as part of our Task & Finish work. Like Cllr Bradbury, we pay tribute to their hard work, and sincerely welcome that additional funding has been secured as part of the Shared Prosperity Fund, which in turn, allows for longer staff contracts and more resource.

We wish to also widen our thanks, and recognition, to all staff, and volunteers, who deliver such vital work within this directorate. We know you, and senior officers, share this view, and we champion the comments made that where possible, this administration will work to secure staff security by offering long term contracts wherever possible.

It was also pleasing to hear the emphasis, and work, currently taking place in the directorate, to ensure feedback from individuals in receipt of service, is robustly gathered and utilised to drive service development. We look forward to working with yourselves over the coming year to monitor this work's development.

During the meeting, it was interesting to explore the current work underway regarding the First Point of Contact (FPOC) teams, namely the use of more Occupational Therapist resource, who are able to prescribe care under the Trusted Assessor model. We hope this will alleviate the ongoing demand issues around new social work assessments.

We note the KPI regarding the number of incoming calls to FPOC, will no longer capture data for those dealt with by the social work element of the FPOC team. After raising our concern regarding this, we were informed that waiting lists for this team, and its demand, will continue to be monitored.

Regarding the Community Resource Team (CRT) results, which has been well below target for a few years, we were informed this can be aligned to the team assisting with work outside of their remit (e.g., double handed care) in the wake of the pandemic, and due to individuals' hospital discharge possibly being delayed due to illness. We note the assurance provided at the meeting that as the team embeds the new systems (Electronic Call Monitoring System), and returns its focus to reablement, the results for the CRT should improve.

With regard to the hospital discharge process, as this committee will shortly be undertaking a 'deep dive' on this matter at a forthcoming meeting, we wish to request, as part of the papers for that meeting, data on:

- how many individuals, who require social care support, go through the hospital discharge process.
- how long an individual in hospital may be waiting for a social worker allocation to initiate the hospital discharge process.

*If viable, we would appreciate the above data over a two-year period.*

In relation to the council's 'Home First' principle, we explored the implications this may have on care homes, and the additional demands and strains this may place on the domiciliary market. We note this is recognised by yourselves, and the steps being taken to mitigate this, such as the use of Direct Payments and the use of adaptations for individuals where appropriate.

We note, and will continue to monitor, the current work taking place to address the outstanding new jobs, follow-up jobs, and increased complaints, within the Responsive Repairs Unit. Such as the soft launch of the Repairs Online Service (this



summer), the new dedicated damp and mould team, and additional resources within the in-house team and through contractors.

Lastly, in terms of recruiting bowel cancer screening champions from the ethnic minority, we are aware Public Health Wales funding for the dedicated post has ceased, and so wished to explore the efforts in place to ensure this work remains sustainable. We welcome the endeavours mentioned at the meeting, such as the ongoing partnership work in this area with Public Health Wales, all community centres, and the knowledge currently being gathered regarding the groups with the least engagement.

To confirm, a response to this letter is requested which includes the following:

- The directorate's Complaints Report referenced at the meeting, or guidance on when this report will be available.
- How many Cardiff residents receive care at home, and in care homes.
- How many of those residents receiving care, are of ethnic minority (we will remain mindful to the difficulties in capturing this data referenced at the meeting).

To confirm, the information requested regarding hospital patient discharge we wish to be included in the papers for our forthcoming meeting on the hospital discharge, not in response to this letter. We trust our support officer will take this request forward with relevant officers on our behalf.

Thank you once again to you and officers for presenting the Quarter 4 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 Committees  
Jane Thomas, Director Adults, Housing & Communities  
Helen Evans, Assistant Director, Housing & Communities  
Chair, Governance & Audit Committees  
Tim Gordon, Head of Communications & External Relations  
People & Communities Performance Leads.

This page is intentionally left blank

## SWYDDFA CYMORTH Y CABINET CABINET SUPPORT OFFICE

Fy Nghyf / My Ref: CM49742

Dyddiad / Date: 20 June 2023

Cllr Rhys Taylor  
Chair, Community & Adult Services Scrutiny Committee  
County Hall  
Cardiff  
CF10 4UW

Annwyl / Dear Cllr Taylor,

### Re: CASSC Scrutiny Committee 15 May 2023: Quarter 4 Performance

Thank you for CASSC's letter of 24<sup>th</sup> May 2023 providing the Committee's comments on the Quarter 4 Performance Reports which were presented to the Committee on 15<sup>th</sup> May.

I would like to thank Committee members for the helpful and constructive comments provided in the letter. Please find below a response to the specific queries requested.

### How many Cardiff residents receive care at home, and in care homes; and how many of those residents receiving care, are of an ethnic minority.

I can confirm that as at 4<sup>th</sup> June 2023:

- 2,166 Cardiff residents are receiving Domiciliary Care via our commissioned providers. Of these people, 189 (8.7%) are of an ethnic minority background.
- 559 people in Cardiff are in receipt of Direct Payments to support their own care at home. Of these people, 148 (26.5%) are of an ethnic minority background.
- 413 people are receiving care in a nursing home in Cardiff. Of these people, 25 (6.1%) are of an ethnic minority background.
- 466 people are receiving care in a residential home in Cardiff. Of these people, 44 (9.4%) are of an ethnic minority background.

### Annual Complaints Report

The Annual Complaints Report requested in your letter will be available to be shared in July 2023. I will ensure that a copy of this report is provided to you as soon as it is available.

*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](http://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](mailto: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](http://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.



I also note the information requested for the review of hospital discharge; I can confirm that officers are working to ensure that all the data requested is made available to the Committee for the forthcoming meeting.

I trust that this information is useful and thank you once again for the Committee's helpful comments.

Yn gywir / Yours sincerely,

A handwritten signature in black ink, appearing to read 'Norma Mackie'. The signature is written in a cursive style with a small dot above the 'i'.

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