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GOHEBIAETH YN DILYN CYFARFOD Y PWYLLGOR

Pwyllgor PWYLLGOR CRAFFU GWASANAETHAU OEDOLION A CHYMUNEDOL

Dyddiad ac amser y cyfarfod DYDD MERCHER, 8 MEHEFIN 2016, 5.00 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@cardiff.gov.uk

Mae'r dudalen hon yn wag yn fwriadol

My Ref: Scrutiny/Correspondence/Cllr McGarry

10 June 2016

Councillor Susan Elsmore
Cabinet Member
c/o Room 520
County Hall
Cardiff
CF10 4UW



Dear Susan

Community & Adult Services Scrutiny Committee – 8 June 2016

On behalf of the Members of the Community & Adult Services Scrutiny Committee, I would like to thank you and the officers for attending for Agenda Item 7, the Quarter 4 Performance report. A separate letter has been sent with regard to Agenda Item 8, the Cabinet Response to the Committee's Inquiry into Information, Advice and Assistance Services for mental health service users in Cardiff.

Members have asked that I reiterate their thanks to officers for providing the additional information requested prior to the meeting; I feel this usefully helped to focus the discussion at Committee.

With regard to the performance for Communities & Housing, Members are pleased with the continuing excellent performance regarding PPDR completion and several frontline services, including speed of processing new council tax and housing benefits claims, rent arrears and emergency repairs. Members note the work underway to improve performance in the main areas under-performing, namely disabled adaptations and void property turnaround. In future quarterly reports, Members wish to receive the following indicators to enable effective understanding of performance in these areas:

- the local indicator established to measure performance for discretionary disabled adaptation grants under £3,000.
- indicators that separate out short term voids, being dealt with by the Quick Turnaround process, and longer term voids.

With regard to emergency repairs, Members note that one of the reasons given at the meeting for the 4% non- completion within timescale (for 2015/16) centres on process issues, when staff or contractors do not close a job once it is 'made safe'. Members recommend that staff and contractors be reminded of their responsibility to follow the agreed process.

With regard to the performance for Social Services – Adults, Members are pleased with the excellent improvement in performance regarding PPDR completion and

several areas of service delivery, such as the number of carers' assessments completed (FCLI44) and the time taken between enquiry and completion of a care plan (SCA/005a). Members note the improvement in sickness absence and the proposed work on succession planning to address issues raised by an ageing workforce. Members were particularly pleased and interested to hear the improvement in performance for delayed transfers of care for social care reasons in Cardiff and note that the provisional figure for these, as at the end of May, is 9. Members note that these improvements are predicated on substantial improvements in the relationships between key partners, which are enabling an end-to-end, whole system approach to be explored and developed. Members also note that Andrew Cozens will be leading a workshop on governance arrangements to assist these improvements.

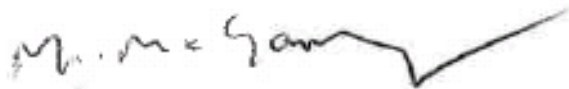
With regard to both Directorates, Members felt that there was scope to improve some of the narrative provided in the Quarter 4 performance report, in terms of being clear. Two examples of this, discussed at the meeting, were the narrative section for disabled adaptations and the narrative section for social services - adults unachieved savings/ budget pressures.

With regard to both Directorates, Members felt that the Quarter 4 performance report should not feature Amber ratings as either a target has materially been met or it has not been. As discussed at the meeting, Members would accept a slight under-achievement on the target as being rated Green, as long as the under-achievement is not materially significant. However, for indicators such as SCA/018a, which is 13.4% adrift of the stretch target set, Members feel this should be rated as Red, as otherwise, although the result shows a 12% improvement on previous performance, the RAG target system is not being used appropriately.

To summarise, I look forward to hearing back from you on the following:

- Recommendation - that staff and contractors be reminded of their responsibility to follow the agreed process.
- Provision of the local indicator established to measure performance for discretionary disabled adaptation grants under £3,000.
- Provision of indicators that separate out short term voids, being dealt with by the Quick Turnaround process, and longer term voids.

Yours sincerely,



COUNTY COUNCILLOR MARY M^cGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc:	Sarah McGill	Director of Communities, Housing and Customer Services
	Jane Thomas	Assistant Director, Communities & Housing
	Tony Young	Director of Social Services
	Amanda Phillips	Assistant Director Adult Social Services
	Liz Patterson	Personal Assistant
	Paula Angel	Personal Assistant
	Matt Swindell	Cabinet Support Officer

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As expressed at the meeting, Members are disappointed in the tone of the Cabinet Response. Members feel a more constructive tone could have been taken, giving credit where there has been learning from the Inquiry.

Members note that the Director of Social Services stated that he takes two things from the Inquiry: the need to move from a medical model of mental health; and the finding of the survey that many respondents were unclear how to access information, advice and assistance services.


I welcome your statement that there is a need to re-establish regular meetings between myself, as Chair, and you to discuss relevant issues and I look forward to these meetings being set up.

Members are shortly to decide their work programme for the forthcoming municipal year and I have asked the scrutiny officer to email Cabinet colleagues and Directors to offer the opportunity for you to suggest areas where you feel scrutiny would be of value. This offers the opportunity to join up the work that scrutiny undertakes and the work elsewhere in the Council, for example policy development and policy review. As a Committee, we are committed to operating scrutiny in a constructive manner, offering added value whenever possible.

To summarise, I look forward to hearing back from you on the following:

- Meeting arrangements with regard to our liaison meetings.

Yours sincerely,

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

COUNTY COUNCILLOR MARY M^CGARRY
Chairperson - Community & Adult Services Scrutiny Committee

Cc:	Tony Young	Director of Social Services
	Amanda Phillips	Assistant Director Adult Social Services
	Paula Angel	Personal Assistant
	Matt Swindell	Cabinet Support Officer