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CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

Committee COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

Date and Time of Meeting WEDNESDAY, 2 NOVEMBER 2016, 5.00 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

10 **Correspondence Following the Committee Meeting** *(Pages 1 - 20)*

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My Ref: Scrutiny/Correspondence/Cllr McGarry

7 November 2016

Councillor Daniel De'Ath
Cabinet Member for Safety, Skills, Engagement and Democracy
c/o Room 520
County Hall
Cardiff
CF10 4UW



Dear Councillor De'Ath

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE 2 NOVEMBER 2016:
COMMUNITY SAFETY**

Members wish to thank you, the Assistant Police and Crime Commissioner, the representatives from the Community Safety Partnership and internal officers for attending Committee last Wednesday. Members were pleased with the discussion and debate that was engendered, on partnership working to tackle crime and disorder and community safety issues, and found the contributions from all those attending really useful in helping them to understand current arrangements and plans to improve these as well as operational effectiveness. Members would also like to thank officers for assisting Scrutiny Services in the preparation of the papers for this item.

At the end of the meeting, Members asked me to write to you with the following observations, comments and recommendations which we hope will be of benefit to you and all partners in taking the Community Safety Partnership and associated work forward. The key themes of our feedback are:

- Governance
- Performance
- Operational Effectiveness – Community Cohesion
- Operational Effectiveness – Anti Social Behaviour.

With regard to governance, Members were keen to explore the impact of the Public Services Board (PSB) on the partnership governance landscape. Members note that there was general agreement that the new PSB and Community Safety Partnership (CSP) arrangements are an improvement on previous arrangements, particularly as there is now clarity about the involvement of the Police and Crime Commissioner, and that this allows for better alignment of priorities and funding. Members also note comments that it is useful for the Safer and Cohesive Communities Programme Board to report up to the PSB as this gives an appropriate escalation route if required. Finally, Members note that the new PSB/ CSP arrangements are at an early stage and that further refinements may be required. **Members request** that they be kept informed of any further changes.

Members were particularly concerned to explore the relationship between decision making at the PSB/ CSP level and at the constituent organisations level. Based on the information provided at the meeting, **Members recommend** that further work be undertaken to clearly and transparently articulate in the PSB/ CSP terms of reference the requirement of each PSB/ CSP member to go back to their respective organisation's decision making bodies when formal decisions are required of these bodies; the PSB/CSP does not hold decision making powers on behalf of these organisations, which need to ensure their respective governance arrangements are adhered to. Flowing from this, **Members recommend** that the PSB/ CSP schematics be amended to reflect the requirements regarding decision making.

With regard to performance, Members note that the CSP is working towards the production of outcomes based reports that demonstrate the impact of the CSP work. Members agree with this approach; it is important to start with agreeing the outcomes that are needed and then find suitable performance indicators to demonstrate progress in achieving these. **Members request** information on the timescales anticipated for the production of an outcome based report.

As discussed at the meeting, it is also important to have information that shows the position in Cardiff re crime and disorder. Having considered the performance reports currently used, namely highlight reports and intelligence reports, Members observe that it is important to not only have the incident and crime numbers, as currently shown, but also to have measures that show how these are dealt with, for example sanction/ detection rates, prosecution rates, conviction rates and victim satisfaction rates. Members recognise that it will take time to put these in place for all categories and therefore, **Members recommend** that the Domestic Abuse and Human Exploitation categories are selected as the categories to commence this additional reporting; in your response, if you agree this recommendation, Members would be grateful of an indication of the proposed timescale for this.

Members were reassured by the evidence provided on the operational effectiveness of partnership working re community cohesion. With regard to Prevent, Members note that all safeguarding leads have been trained, that it is planned to train all school governors and that social media training has been provided for Imams in Cardiff and will be repeated if this is wanted by Imams. Members were pleased to hear Carl Davies state that more partners are taking an active role in helping to identify vulnerable people. With regard to wider community cohesion, Members note the comment that it is hoped that the Welsh Government will shortly issue a three year plan on Community Cohesion; **Members request** that they be kept informed on this.

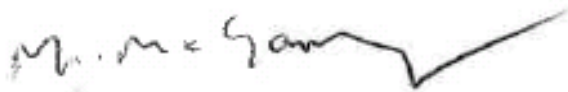
With regard to the operational effectiveness of partnership working to tackle anti social behaviour, Members observe that there is clear partnership working to tackle this where social housing tenants are involved, as either the victims or perpetrators; for example, there was clarity about the role of problem solving groups, Quality of Life groups, a clear aim for community led solutions, dedicated staff in social housing organisations and support from the wider CSP, including Health care plans for clients with substance misuse or mental health needs, prioritising interventions for clients at risk of losing accommodation because of anti-social behaviour.

However, there was not such clarity expressed regarding anti-social behaviour in the owner occupied or private rented sectors, where social housing tenants are not involved. At the meeting, only the Police spoke up when asked how these cases are resolved. Whilst recognising that the Police have the lead role, Members would expect there to be partnership working to address anti-social behaviour in these tenures, as there is for social housing tenants. Therefore, **Members recommend** that the CSP consider how to ensure partnership working to tackle anti-social behaviour in the owner occupied or private rented sectors, where social housing tenants are not involved.

During the discussions on how anti-social behaviour is tackled, Members were struck by the fact that the problem solving neighbourhood approach is, by its very nature, largely reactive. However, Members would expect there to be a more proactive, strategic approach taken by the CSP to resolve causative factors re anti social behaviour, that goes across the city, as required. Therefore, **Members recommend** that the CSP consider how to ensure a proactive strategic approach is taken to tackling the causes of anti social behaviour across the city.

Thank you again to all for attending the meeting and contributing to our scrutiny. We look forward to your response to our recommendations and comments and wish the Community Safety Partnership all the best in their efforts to create safe and cohesive communities.

Yours sincerely



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

Cc: Community Safety Partnership representatives:

- Superintendent Stephen Jones – South Wales Police
- Chief Inspector Dan Howe – South Wales Police
- Group Manager David Bents – South Wales Fire & Rescue Services
- Conrad Eydmann - Head of Substance Misuse Strategy and Development, Cardiff and Vale University Health Board
- Angela Stephenson Strategic Partnership and Planning Manager, Cardiff and Vale University Health Board
- Victoria Harris Head of Local Delivery Unit, Wales Community Rehabilitation Company

Mark Brace	Assistant Police and Crime Commissioner
Joseph Reay	Head of Performance and Partnerships
Stephanie Kendrick- Doyle	Community Safety Manager
Will Lane	Operational Manager – Neighbourhood Services
Ellen Curtis	Operational Manager – Landlord Services
Louise Bassett	Partnership Delivery Team Leader
Carl Davies	Home Office Prevent Officer
Nicola Winstanley	Business Manager
Alison Taylor	Cabinet Office

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My Ref: Scrutiny/Correspondence/Cllr McGarry

3 November 2016

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



Dear Susan

Community & Adult Services Scrutiny Committee – 2 November 2016

On behalf of the Members of the Community & Adult Services Scrutiny Committee, I would like to thank you and officers for attending for Agenda Item 6, Building Maintenance Framework and for ensuring this item was available for pre-decision scrutiny. A separate letter is being sent regarding Agenda Item 5, Domiciliary Care.

Having considered the draft Cabinet Report, its' appendices and the evidence presented at the meeting, Members are content with the proposals which seem well thought out and designed to improve customer care, contract monitoring and capacity. Members are particularly pleased that there will be better information available regarding sub-contractors and stronger mechanisms to ensure that the services delivered meet contractual requirements. Members are interested in carrying out further scrutiny of the specifications and ask that officers liaise with Scrutiny Services to enable this to happen in a timely manner.

Members note that the three geographical areas have been worked out by considering access routes around the city and the number of properties in each area.

Members were also reassured by the answers given that the risks were being appropriately managed.

Finally, as discussed at the meeting, the draft report needs amending at point 17 to remove 'painting' from the list of works that would be procured outside the framework.

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		
	Sue Bartlett	Operational Manager		
	Liz Patterson	Personal Assistant	Matt Swindell	Cabinet Office

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My Ref: Scrutiny/Correspondence/Cllr McGarry

9 November 2016

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



Dear Susan

Community & Adult Services Scrutiny Committee – 2 November 2016

On behalf of the Members of the Community & Adult Services Scrutiny Committee, I would like to thank you, John Cushen and Phil Harding (Cardiff and Vale Parents Federation), Kirsty Best (Absolute Care), Huw Owen (Bluebird Care, Cardiff South), David Francis and Bernard McDonald (CSSIW) and officers for attending for Agenda Item 5 Domiciliary Care; a separate letter has already been sent regarding Agenda Item 6, Building Maintenance Framework.

At the end of the meeting, Members asked me to write to you with the following observations, comments and recommendations which we hope will be of benefit to you and all partners in taking forward work to improve the situation regarding Domiciliary Care in Cardiff.

An overarching message that came out of this scrutiny is the clear willingness from all parties to work together constructively to address fragility in the domiciliary care market and develop solutions that work for Cardiff; Members commend all for their willingness to do so which can only be to the benefit of our vulnerable citizens.

Our scrutiny focused on four main areas (capacity, sustainability and contingency; quality; cost control; and future arrangements) and this letter is structured accordingly.

Members were interested to explore with witnesses the key issues in Cardiff with regard to capacity and sustainability in the domiciliary care market. Members remember the hopes expressed previously that the matrix/ *adam* system would help increase capacity and sustainability. Members note that *adam* has been useful in increasing transparency; however, capacity remains an issue. Witnesses concurred that the main issue affecting capacity in Cardiff is the ability to recruit and retain good quality, reliable staff; Members note the linkages between these issues and the fact that care workers receive low pay.

Members can see that efforts are being made to address capacity and sustainability, for example via the planned Carers Campaign and the Locality Working pilot, and we applaud the willingness to try to make a difference. However, we are concerned that these will not be sufficient to address the capacity issues whilst the overall landscape remains the same; there are inherent flaws in the system, which lead to capacity issues

and a consequent lack of resilience. Members agree that a re-imagining of the Health and Social Care system is required, which transfers savings made in Health to meet costs borne in Social Care. Members were pleased to hear that the Regional Partnership Board is working on these issues and therefore **Members request** that more information on this is supplied with our committee papers for the planned scrutiny of the regional integration work, currently scheduled for consideration at Committee in January 2017.

Members were pleased to hear David Francis state that timely care plan reviews are a critical part of ensuring capacity and sustainability in domiciliary care; this echoes our frequent observations that timely reviews are essential. Members are aware of efforts made in the last year to improve performance in this area and we plan to keep an eye on this via our Performance and Budget Monitoring Panel.

Members recognise that contingency systems are in place and that the market has, thus far, responded positively by stepping in at short notice to provide care when providers cease operating. However, Members recognise that this remains a key risk for the Council, given the current landscape.

With regard to improving quality, Members note the evidence supplied about how the 50% quality element of *adam* is constituted, including the 10% based on how a provider will meet the desired outcomes required for the client. Members note that there is now agreement from all providers to assess the 10% regarding outcomes after 4-6 weeks as part of the review process. Members have some concerns about this and therefore **Members request** a briefing note on this element that particularly answers the following: if the providers approach to delivering desired outcomes is not assessed until the 4-6 week review, how can the Council be assured that the provider will meet the needs of the client in the first 4-6 weeks? What mechanisms will be in place to ensure the assessment of outcomes?

Also in connection with quality, Members were pleased to hear the Assistant Director of Adult Social Services, Amanda Phillips, state that the aim is to eliminate 15 minute visits and that robust contract monitoring is in place to ensure that quality cannot be compromised. Members agree that visits less than 30 minutes should be the exception and that the Council should be able to clearly demonstrate that these visits meet the needs of the client. Members would like to know how many clients receive visits that are scheduled to be less than 30 minutes; therefore **Members request** that this information be provided for 2016/17 thus far, along with the overall number of clients receiving visits.

Members note that a pressure bid has been submitted for 2017/18 for additional monies to meet the rising demographic need for domiciliary care. In the meantime, Members note that the Assistant Director of Adult Social Services, Amanda Phillips, is checking high cost packages as one of the cost control mechanisms and that discussions are underway with providers about whether to amend the *adam* system to allow providers to make one bid per care package. Members request that they be provided with an update on this if the current system of multiple bids is amended.

Members were interested to hear from the Cardiff and Vale Parents Federation and the providers present that it was not uncommon for clients to have to 'top-up' Direct Payments to meet the fees charged. At the meeting Members were informed that the Council's Direct Payments level is £11.96 per hour, whereas the fees charged by some providers are £17.50 per hour for some double handed care cases, and £14.96 per hour for a less complex care package. Members also heard that, for a week's respite care for

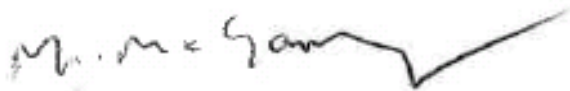
their adult son, one parent pays a top-up of £80-£90 per week. Members note this evidence.

With regard to future arrangements, Members note that the *adam* license expires in November 2018 and that work is underway to develop a sustainable model, albeit that there is no one silver bullet that can resolve the flaws in the current system. **Members recommend** that parents and carers are brought into the conversation about future models at an early stage to ensure that their views, experiences and expertise can inform the development of an appropriate model for Cardiff.

Finally, Members were very interested in the findings of the CSSIW National Review of Domiciliary Care in Wales and in the local authority specific reports. **Members request** a copy of the action plan developed to respond to the issues raised by the CSSIW in relation to Cardiff.

Thank you again to all for attending the meeting and contributing to our scrutiny. We look forward to your response to our recommendations and requests and wish you all the best in their efforts to strengthen and improve domiciliary care in Cardiff.

Yours sincerely,



COUNTY COUNCILLOR MARY M^CGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc:	John Cushen	Cardiff & Vale Parents Federation
	Phil Harding	Cardiff & Vale Parents Federation
	Kirsty Best	Absolute Care
	Huw Owen	Bluebird Care (Cardiff South)
	David Francis	CSSIW
	Bernard McDonald	CSSIW
	Tony Young	Director of Social Services
	Amanda Phillips	Assistant Director, Adult Social Services
	Paula Angel	Personal Assistant
	Matt Swindell	Cabinet Office

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**SWYDDFA CYMORTH Y CABINET
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Fy Nghyf / My Ref : CM36167
Eich Cyf / Your Ref : Scrutiny/Correspondence/Cllr McGarry
Dyddiad / Date: 30th November 2016

Councillor Mary McGarry
Chairperson Community & Adult Services Scrutiny Committee
Cardiff County Council
County Hall
Atlantic Wharf
Cardiff
CF10 4UW

Annwyl / Dear Mary

Community & Adult Services Scrutiny Committee - 2 November 2016 - Community Safety

Thank you for your letter dated 7 November 2016 detailing the Committee's observations, comments and recommendations in relation to community safety and the themes of:

- Governance
- Performance
- Operational Effectiveness – Community Cohesion
- Operational Effectiveness – Anti Social Behaviour

In response to the Committee's comments on **governance** I am pleased that the Committee recognises the Public Services Bard and Community Safety Partnership arrangements an improvement on previous arrangements and I agree that the direct inclusion of the Police & Crime Commissioner into these arrangements is especially beneficial. I agree that these arrangements are at an early stage in development and I will ensure the Committee is kept abreast of any significant refinements in this area.

The current terms of reference and guidance for the Public Services Board implicitly reflect a distinction between operational decision making and strategic decisions, the latter of which will need approval via partner organisations' respective internal governance arrangements. However, an addition to the terms of reference making this explicit will be drafted for consideration by a future meeting of the Public Services Board.

In reference to Members' request for detail of the timescales within which new **performance management reports** will be developed for Community Safety in Cardiff, the key outcomes and associated performance indicators will be agreed by the Safer & Cohesive Communities Programme Board by the end of Quarter 4, and these will then be used as the focus of Community Safety reports from Quarter 1 2017-18 onwards.

ATEBWCH I / PLEASE REPLY TO :

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall, Glanfa'r Iwerydd / Atlantic Wharf, Caerdydd / Cardiff, CF10 4UW,
Ffon / Tel: (029) 2087 2631

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn sicrhau ein bod yn cyfathrebu â chi yn eich dewis iaith boed yn Gymraeg, yn Saesneg neu'n ddwyieithog dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.

The Council welcomes correspondence in English and Welsh and we will ensure that we communicate with you in the language of your choice, whether that's English, Welsh or bilingual as long as you let us know which you prefer.



From Quarter 1 2017-18 performance reports will also include additional information identified in the Exploitation Work Stream that will demonstrate the impact the work of the Safer & Cohesive Programme Board is having in relation to the support to victims and sanctions and deterrents to perpetrators.

The Committee's positive comments with reference to the operational effectiveness of partners' work to support **Community Cohesion and Prevent** in Cardiff are welcomed. It has now been confirmed that Welsh Government have secured an additional year's finances to fund the posts of Regional Community Cohesion Co-ordinators from March 2017 until March 2018 it is anticipated that work will begin on a refresh of the National Cohesion Actions Plan shortly.

The Committee's positive comments regarding partnership working in tackling **anti-social behaviour** (ASB) are acknowledged. As stated during the Committee meeting, the response to anti-social behaviour in private properties is led by the Police, and supported by the Local Authority and partners via the Quality of Life meetings where referrals are discussed and action plans put in place. These meetings are attended by the Neighbourhood Partnership Officers amongst others and actions are attributed to a range of services such as noise nuisance and Closed Circuit Television. CCTV cameras have become an important element to crime prevention and the recently launched state of the art Alarm Receiving Centre (ARC) has identified incidents and gathered CCTV evidence that has led to numerous arrests and has addressed instances of low level ASB, fly tipping and safeguarding. The ability of CCTV to detect as well as deter incidents is proving positive in providing a safer environment for residents. The benefits of the service are also being explored by schools with a pilot for remote CCTV monitoring due to commence at Adamsdown Primary school in December 2016.

Furthermore, the Safer & Cohesive Programme Board has agreed a new priority workstream which will include work to support the development of Resilient Communities. It is anticipated that this work will continue to strengthen and add value to the partnership approach to anti-social behaviour and a Task and Finish Group will be set up to steer this work.

The Safer & Cohesive Programme Board will continue work with others to drive forward strategic approaches and policy initiatives such as early intervention in regard to Adverse Childhood Experiences, which have the potential to have a significant impact on the cause of anti-social behaviour in the longer term. In addition, the Resilient Communities group will map current activity and identify good practice that can be rolled out as required in order to support a preventative approach to tackle anti-social behaviour.

Yn gwyir
Yours sincerely



Y Cyngorydd / Councillor Daniel De'Ath
Aelod Cabinet Dros Sgiliau, Diogelwch ac Ymgysylltu
Cabinet Member for Skills, Safety & Engagement

Adult Services
National review of domiciliary care in Wales
Cardiff Action Plan

Areas for consideration	Tasks	Outcome	Lead (s)	Deadlines
<p><i>8.1.Providers identified a number of areas which could improve the delivery of care and which the local authority should consider :</i></p> <ul style="list-style-type: none"> • Lack of continuity in care workers which can result when needs change • The clarity of the original care assessments and the need to avoid misunderstandings • The transfer of unsuccessful care packages and the handover of care packages from the reablement team. 	<ul style="list-style-type: none"> • Caused by lack of capacity in the domiciliary care market. See Carers Campaign 8.2 below • Case managers will be reminded of the importance of accurate care planning to ensure the provider has the necessary information to deliver the service user's outcomes. • Adult Services has been working on establishing a 'Bridging Team' to enhance Community Resource Teams (CRT's) capacity. A successful Intermediate Care Fund (ICF) bid has released grant monies to fund a pilot. Recruitment has commenced to this pilot team. 	<ul style="list-style-type: none"> • See Carers Campaign 8.2 below. • Assessments are authorised by team managers who scrutinise them to ensure they contain clear information for providers • The aims of the pilot are to offer another period of reablement, provide 'holding' packages until commissioned packages become available and to provide a service in cases of a crisis /emergency e.g. services unable to be provided. It will move people on from the Community Resource Teams (CRT's) in a much more timely way, keeping capacity in the CRT's fluid. 	<ul style="list-style-type: none"> • Amanda Phillips • Ceri Gauci • Amanda Phillips • Sue Schelewa • Amanda Phillips • Lisa Wood 	<p>31.03.17</p> <p>Ongoing</p> <p>31.03.17</p>

Areas for consideration	Tasks	Outcome	Lead (s)	Deadlines
<p>8.2 <i>Capacity in the market remains a concern for Cardiff and the local authority will need to continue to look at ways of developing new ways of working to increase capacity. Staff retention and recruitment are critical.</i></p>	<ul style="list-style-type: none"> • Locality Based Working Project • Carers Campaign 	<ul style="list-style-type: none"> • The project is making progress towards full delivery against all four workstreams including • Co-ordination of Day Opportunities • Locally Based Home Care • Health Based Services • Future Housing Strategy • Project Plan and Communication & Media Activity Programme Plan agreed and finalised for the 'Be a Carer Campaign'. Main objectives : • To highlight the benefits of being a paid carer e.g. flexible working. • To raise awareness that carers can help vulnerable adults to live independently. • To encourage students to work as paid carers while they study. <p>Social media platform went 'live' on November 14th. Official campaign will be launched in January 2017.</p>	<ul style="list-style-type: none"> • Amanda Phillips • Carolyne Palmer • Hazel Duke • Amanda Phillips • Ceri Gauci 	<p>31.03.17</p> <p>31.03.17</p>

Areas for consideration	Tasks	Outcome	Lead (s)	Deadlines
<i>sustainability within the budget constraints facing the local authority.</i>		<ul style="list-style-type: none"> <li data-bbox="1176 188 1747 331">It is anticipated that additional resources will also be set aside in the 2017/18 budget. However, work on the 17/18 budget is still ongoing. 		31.03.18

**SWYDDFA CYMORTH Y CABINET
CABINET SUPPORT OFFICE**



Fy Nghyf / My Ref: CM36182
Eich Cyf / Your Ref: Scrutiny/
Correspondence/Cllr McGarry

Dyddiad / Date: 02 December 2016

Councillor Mary McGarry
Chair, Community & Adult Scrutiny Committee
Scrutiny Services
Room 263
County Hall
Cardiff
CF10 4UW

Annwyl / Dear Mary

**Community & Adult Services Scrutiny Committee - 2 November 2016 -
Domiciliary Care**

Thank you for your letter dated 9th November 2016, on behalf of the members of the Community and Adult Services Scrutiny Committee, following its meeting on the above date.

I would like to thank members for their constructive comments and I am pleased to provide the following response to your **Members requests** and **recommendations**.

- **Members request:** *‘that more information on this is supplied with our committee papers for the planned scrutiny of the regional integration work, currently scheduled for consideration at Committee in January 2017.’*

The Cardiff and Vale of Glamorgan Regional Partnership Board has established a joint commissioning project to develop this work as part of the whole system redesign, led by the Assistant Director for Integrating Health & Social Care, and an update can be provided for Committee as part of the scrutiny of the regional integration work in January 2017.

**ATEBWCH I /
PLEASE REPLY TO:** Swyddfa Cymorth Y Cabinet / Cabinet Support Office,
Ystafell / Room 514, Neuadd y Sir / County Hall,
Glanfa'r Iwerydd / Atlantic Wharf, Caerdydd / Cardiff,
CF10 4UW Ffon / Tel (029) 2087 2479

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn sicrhau ein bod yn cyfathrebu â chi yn eich dewis iaith boed yn Gymraeg, yn Saesneg neu'n ddwyieithog dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.

The Council welcomes correspondence in English and Welsh and we will ensure that we communicate with you in the language of your choice, whether that's English, Welsh or bilingual as long as you let us know which you prefer. Corresponding in Welsh will not lead to any delay.

- **Reviews:** During Q3 & Q4 the Directorate will monitor care plan reviews to ensure that all people who are due to have a care plan review receive one, and that all completed reviews are recorded correctly. As part of the ongoing case management and review process issues relating to the quality of services delivered by the independent sector domiciliary care providers are recorded and a score allocated as part of the quarterly Provider Quality Score (PQS). This is used as part of the quality element of the bidding process on the *adam* system that is used to allocate domiciliary care packages to the bidder who submits the highest score based on a 50% quality/50% cost scoring system.
- **Members' request:** *a briefing note on this element that particularly answers the following: if the providers approach to delivering desired outcomes is not assessed until the 4-6 week review, how can the Council be assured that the provider will meet the needs of the client in the first 4-6 weeks? What mechanisms will be in place to ensure the assessment of outcomes?*

The Case Managers and providers will be undertaking a continual assessment of the delivery of the desired outcomes of the care package throughout the initial 4-6 weeks of the commencement of the care package. Case managers monitor the care package very closely at this point in time. Providers can undertake a more meaningful review at the 4-6 week stage as they have more knowledge of the client.

- **Members' request:** *Members would like to know how many clients receive visits that are scheduled to be less than 30 minutes; therefore Members request that this information be provided for 2016/17 thus far, along with the overall number of clients receiving visits.*

The proportion of calls scheduled to be less than 30 minutes is 6% of calls (2573 of 40,988 calls). Calls of less than 30 minutes are usually scheduled as a part of a much larger care package. For example, a client can receive a number of scheduled calls of different durations each day, which may include a call of less than 30 minutes, as a check call for health and safety reasons, or for a commode to be emptied.

- **Members request:** *that they be provided with an update on this if the current system of multiple bids is amended.*

Consultation is still ongoing regarding the implementation of the single bidder process via provider workshops. Legal advice has also been sought regarding the implementation of this process.

- **Members recommend:** *that parents and carers are brought into the conversation about future models at an early stage to ensure that their views, experiences and expertise can inform the development of an appropriate model for Cardiff.*

As part of the new arrangements for domiciliary care project, consultation and engagement will be undertaken with all relevant stakeholders, where appropriate, as part of the new commissioning process.

- **Members request** a copy of the action plan developed to respond to the issues raised by the CSSIW in relation to Cardiff.

Please find attached action plan in relation to Section 8. **Areas for consideration** from the National review of domiciliary care in Wales – The City of Cardiff Council.

I trust this information is of assistance.

Yn gwyir,
Yours sincerely,



Y Cyngorydd / Councillor Susan Elsmore
Aelod Cabinet Dros Iechyd, Tai a Lles
Cabinet Member for Health, Housing & Wellbeing

Enclosure

Cc: John Cushen Cardiff & Vale Parents Federation
Phil Harding Cardiff & Vale Parents Federation
Kirsty Best Absolute Care
Huw Owen Bluebird Care (Cardiff South)
David Francis CSSIW
Bernard McDonald CSSIW
Tony Young Director of Social Services
Amanda Phillips Assistant Director, Adult Social Services
Paula Angel Personal Assistant
Claire Deguara, Cabinet Office

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