

scrutiny



A Report of: Community & Adult Services Scrutiny Committee

Annual Report 2015 – 2016



City & County of Cardiff Council

COMMUNITY & ADULT SERVICES SCRUTINY

COMMITTEE MEMBERSHIP

(Chairperson)



[Councillor Ali Ahmed](#)



[Councillor Mary McGarry](#)



[Councillor Joseph Carter](#)



[Councillor Ralph Cook](#)



[Councillor Chris Davis](#)



[Councillor Chris Lomax](#)



[Councillor Julia Magill](#)



[Councillor Eleanor Sanders](#)

TERMS OF REFERENCE OF THE COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

To scrutinise, measure and actively promote improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of community and adult services, including:

- Public and Private Housing
- Disabled Facilities Grants
- Community Safety
- Neighbourhood Renewal and Communities Next
- Advice & Benefit
- Consumer Protection
- Older Persons Strategy
- Adult Social Care
- Community Care Services
- Mental Health & Physical Impairment
- Commissioning Strategy
- Health Partnership

To assess the impact of partnerships with and resources and services provided by external organisations including the Welsh Government, joint local government services, Welsh Government-sponsored public bodies and quasi-departmental non-governmental bodies on the effectiveness of Council service delivery.

To report to an appropriate Cabinet or Council meeting on its findings and to make recommendations on measures which may enhance Council performance and service delivery in this area.

To be the Council's Crime and Disorder Committee as required by the Police and Justice Act 2006 and any re-enactment or modification thereof; and as full delegate of the Council to exercise all the powers and functions permitted under that Act.

CHAIR'S FOREWORD

This has been my first full year as Chair and I am pleased to say that it has been a busy and productive year, with contributions from many stakeholders. The work has ranged across our terms of reference, covering adult social care, housing, welfare reform, regulatory services, crime and disorder, community safety and services for vulnerable people.

A major piece of work this year has been the completion of our Inquiry into one of the new duties under the Social Services and Well Being (Wales) Act 2014, namely the duty to secure 'Information, Advice and Assistance' services regarding care and support. As part of this work, we heard from over 250 service users and carers, via surveys and focus groups, about their experiences of current provision. We have also undertaken another Inquiry, at the request of South Wales Police, into how to reduce crime and disorder in the Night Time Economy in a time of Austerity.

This year, the Committee has trialled several new approaches to manage our full workload, including using a performance panel to triage performance reports and to undertake deep dives into the management of empty council housing and the care pathway in adult social services. We have also undertaken a thematic review of services for older people, examined several aspects of private sector housing issues and reviewed street homelessness.

Overall, we have heard from 49 external witnesses at our Committee and Task Group meetings, in addition to those who participated in our research. We have held to account Cabinet Members and senior officers for the planning and delivery of services and we have contributed to policy development.

I would like to thank my fellow Committee Members and the staff in Scrutiny Services and Member Services for all their support and work this year.



Councillor Mary McGarry
Chair, Community & Adult Services Scrutiny Committee
May 2016

OVERVIEW

The Community and Adult Services Scrutiny Committee plays an important role in assessing service performance and informing service and policy development across a range of Council services, including all aspects of housing, neighbourhood renewal and adult social care. The Committee is also the Council's crime and disorder scrutiny committee.

One of the main aims of this Committee is to look at things from a service user and citizen perspective and use this to inform our observations and recommendations to the Cabinet. We have invited contributions to our work from carers, advocates, service users, citizens, partners and the third sector as well as hearing from Council Members and officers and statutory organisations. To date, 21 external witnesses have contributed at Committee and 20 external witnesses have attended task and finish group meetings to give evidence to Inquiries. Another 8 external witnesses have provided written submissions to our Inquiries. We have also run a survey and focus groups for service users and carers as part of our Inquiry into Information, Advice and Assistance Services, with over 250 participants.

Between June 2015 and May 2016 the Committee scrutinised the following topics:

- **Call-In of Cabinet Decision** - Where a Non-Executive Member invokes the Call-in procedure under the Council's constitution, to review a Cabinet decision prior to implementation:
 - Re-declaration of additional licensing scheme in the Cathays ward of Cardiff.
- **Inquiries** - Where the Committee has undertaken an examination of a topic over a period of time, resulting in a formal report to the Cabinet:
 - 'Information, Advice and Assistance Services for Mental Health Service Users in Cardiff'.
 - 'How to reduce Crime and Disorder in the Night Time Economy in a time of Austerity'.
 - 'Community Infrastructure Levy – Joint Committee Inquiry'.
- **Policy Development and/or Review** - Where the Committee has contributed to the Council's policy development processes, for example by considering draft policy documents, and/or where the Committee has considered the implementation of

policies, looking at whether this has happened in a timely manner and the impact of the policy, giving the Cabinet the opportunity to know Scrutiny Members' views about whether any changes are required:

- Directorate Delivery Plans.
 - Adult Carers of Adults.
 - Older Persons Thematic Item – Local Ageing Well Plan, Older Persons Housing Strategy, Health and Social Care Commissioning Strategy for Older People and redevelopment of 150 Thornhill Road for older person's housing.
 - Street Homelessness.
 - Reshaping Adult Social Care.
 - Supporting People Local Commissioning Plan 2016-17.
 - Domestic Violence recommissioning.
 - Special Meeting – to hear from those affected by budgetary proposals.
 - Housing (Wales) Act 2014 – Rent Smart Wales, Use of Private Sector Housing for discharging homeless duty, and street homelessness.
 - Shared Regulatory Services – Joint meeting with Environmental Scrutiny Committee.
- **Pre decision** - Where the Committee has evaluated and commented on policy proposals prior to Cabinet, giving Cabinet the opportunity to know Scrutiny Members' views prior to making their decision:
 - Future provision of Substance Misuse Counselling Service.
 - Day Opportunities Strategy.
 - Housing Allocations: Amendments.
 - Housing Revenue Account Business Plan.
 - Gypsy & Travellers Accommodation Assessment and Site Selection Assessment Criteria.
 - Corporate Plan.
 - Budgetary Proposals.
 - Supporting People Local Commissioning Plan 2016-17.
- **Monitoring Progress** - Where the Committee has undertaken monitoring of the Council's progress in implementing actions previously agreed:
 - 'Tackling Human Trafficking in Cardiff'.
 - 'Mitigating the Impact of Welfare Reform in Cardiff'.

- 'The Impact of Under Occupation of Social Housing (Bedroom Tax) Welfare Reform in Cardiff'.
- 'Provision of Accommodation for Gypsy and Traveller Households in Cardiff'.
- **Monitoring Performance** - Where the Committee has undertaken monitoring of the Council's performance:
 - CSSIW Evaluation of Social Services in Cardiff 2014-15.
 - Director of Social Services Annual Report 2014-15.
 - Quarterly Performance Reports – Adult Social Services, Communities and Housing, and City Operations.
 - Savings Progress Reports – Adult Social Services.
 - Quarter 4 Progress Reports for Health and Social Care Regional Collaboration Funded Projects.
 - Quarter 4 Progress Reports for Intermediate Care Funded Projects.
- **Briefings outside Committee**
 - Prevent and CONTEST briefing.
 - Visit to SMART house.
 - Visit to Alarm Receiving Centre.
 - Gypsy, Roma and Traveller Cultural Awareness Training.
- **Briefing Papers**
 - Welfare Reform – Universal Credit.
 - Accommodation and Support Project.
 - Housing Strategy.
 - Learning Disabilities – accommodation and employment opportunities.
 - Local Ageing Well Plan.
 - Social Services and Well Being (Wales) Act 2014.

Over the year the Scrutiny Committee held 15 committee meetings and wrote 26 letters to the Cabinet, officers and external partners, sharing their comments, recommendations and concerns following the scrutiny of items at committee meetings. This included three joint meetings: one with the Environmental Scrutiny Committee, in order to carry out policy development and review scrutiny of the Regional Regulatory Services Collaboration

proposals; and two joint meetings with the Children and Young People Scrutiny Committee, in order to consider the Director of Social Services Annual Report 2014-15 and the Care and Social Services Inspectorate Wales Annual Report on the Effectiveness of Social Care Services 2014-15. Members also held a special meeting in January 2016 to enable people affected by the draft budgetary proposals to put their views to scrutiny.

Members formed task and finish groups to undertake the three Inquiries listed above and held 25 meetings to undertake these: 13 meetings for the 'Information, Advice and Assistance Services for Mental Health Service Users in Cardiff'; 8 meetings for the 'How to reduce Crime and Disorder in the Night Time Economy in a time of Austerity'; and 4 meetings for the 'Community Infrastructure Levy – Joint Committee Inquiry'

Members attended a number of other scrutiny events including: forum meetings for work programming and for corporate plan and budget scrutiny; pre-meetings prior to Committee; performance panel meetings; and a workshop focusing on the role of scrutiny in a changing landscape. In addition, Members have attended training and briefing events, including those on the Social Services and Well Being (Wales) Act 2014, Budget, Corporate Plan, Liveable City, Information Governance, Data Protection and Freedom of Information and Wales Audit Office Corporate Assessment Follow On report.

PUBLIC QUESTIONS TO SCRUTINY

The Council's five scrutiny committees regularly invite citizens and representatives of community and third sector organisations to provide evidence at committee meetings and task and finish inquiries, and through 2015/16 the Committee received numerous external guests to its activities and meetings.

During the summer of 2015 scrutiny chairs introduced arrangements for public questions to be heard at scrutiny meetings. The city's Third Sector Council (C3SC) was invited to submit questions on topics that were relevant to items being planned for October and November, and C3SC's Chief Executive Officer Sheila Hendrickson-Brown attended Committee's October and November meeting to ask a number of questions relating to Street Homelessness, Day Opportunities and Reshaping Social Care.

This was felt to have had a positive effect on building partnership between the Council and the third sector, and will be continued into the future.

CALL-IN

Councillor Joseph Carter called-in the Cabinet Decision CAB/15/34 'Re-declaration of an Additional Licensing Scheme in the Cathays ward of Cardiff'. The Committee met to consider the areas specified in the Call-in, which were: insufficient stakeholder consultation; insufficient council consultation; and a changing legislative landscape.

Members heard from Councillor Carter, the relevant Cabinet Member, Councillor De'Ath, relevant senior officers, the manager of Rent Smart Wales, the Chair of Cardiff Landlords Forum, the President of Cardiff University's Student Union and local ward Members, Councillor Elizabeth Clark and Councillor Chris Weaver.

Having considered the evidence and the Call-in procedure rules set out in the Council's constitution, Members voted to not refer the item to Full Council or Cabinet for reconsideration but made a series of comments, observations and recommendations to the relevant Cabinet Member to inform future consultations. These covered: the timing of consultations to avoid times when students are away from Cardiff; undertaking work to boost low levels of participation; undertaking further engagement with segments of stakeholders where consultation results indicate clear opposition to proposals; boosting partnership working with key stakeholders; taking the lead in educating landlords on the various types of licensing and how schemes interact; and reflecting on the lessons emerging from the last five years of the additional licensing scheme and using these to improve performance over the next scheme.

The Cabinet Member responded by accepting all the recommendations made, stating that practices would be amended accordingly.

INQUIRIES

Information, Advice and Assistance Services regarding Adult Mental Health Services

Members prioritised this area for scrutiny in order to play a supportive role in the effective implementation of the Social Services and Well Being Act (Wales) 2014, which requires a step change in the way local authorities provide universal information, advice and assistance services regarding all social care services. Members focused on the services available with regards to mental health service users to enable a more in depth exploration of the current provision and the requirements for the successful implementation of the Act's requirements.

As part of the Inquiry, Members commissioned Scrutiny Research to work with Cardiff and Vale Action for Mental Health to undertake a survey to hear from Cardiff citizens who have used these services, to gather their views, perceptions and experiences. This was supplemented by focus groups, run with support from Diverse Cymru and Barnardos, with groups under-represented in the survey, including ethnic minority service users and carers and young people.

Members heard from relevant stakeholders, including organisations that currently provide these services, and used all the information gathered to make evidence-based recommendations. The report was submitted to Cabinet in January 2016 and a formal response to the recommendations is due by May 2016. The 2016-17 Budget, approved by Council in February 2016, includes provision for establishing posts to provide Information, Advice and Assistance services, including 1.5FTE Social Workers and 2 mental health support workers.

How to reduce Crime and Disorder in the Night Time Economy in a time of Austerity

Members undertook this Inquiry following a request from South Wales Police, concerned about the actual and potential reductions in resources available to manage the Night Time

Economy. The Inquiry took a solution-focused approach, hearing from those working to manage crime and disorder in the Night Time Economy, as well as desk based research on what has worked elsewhere in the U.K.

The Inquiry found real concerns about the sustainability and security of funding for key Night Time Economy management services, with known and expected cuts in funding. The Inquiry highlighted the need for the Council to lead on an open conversation with all relevant partners on how to 'shrink together not shrink apart'. The Inquiry also highlighted that monies raised by a Late Night Levy are ring-fenced to pay for any Night Time Economy services, whereas monies raised by a BID (Business Improvement District) can only be used to enhance and add to existing services.

Many crime and disorder issues in the Night Time Economy stem from excessive alcohol consumption. The Inquiry found that Cardiff has taken the lead in tackling this but that more can be done to tackle pre-loading and drinking to excess.

The report was submitted to Cabinet in March 2016 and a formal response to the recommendations is due to be received shortly.

Community Infrastructure Levy – Joint Committee

This Joint Committee Inquiry was undertaken in partnership with the Children & Young People Scrutiny Committee; the Economy & Culture Scrutiny Committee; the Environmental Scrutiny Committee and the Policy Review & Performance Scrutiny Committee. The Inquiry ran from November 2015 to February 2016 and considered the options for introducing a Community Infrastructure Levy (CIL) to Cardiff. The scrutiny exercise summarised the review into seven key elements, these included: strategy, proposed rates, recent legislative change and developer contributions, regulations 123 list, administration, community council funding allocation and general information.

In reviewing the various options the group drew upon a number of information sources including: witnesses from other local authorities; the construction industry; officers from Cardiff Council's Planning Service; Elected Members; a Scrutiny Research report and external planning consultants. From this body of evidence the Members drew key findings and made twelve recommendations. The main recommendations were: to exempt Strategic Sites from the CIL and have an inner and outer residential zone, with the inner

zone having a higher CIL than the outer zone; that the rates should include a variation tool to relate the contribution to the number of units; and that the schedule of rates should be reviewed in advance of the publication of the Draft Charging Schedule in spring 2016.

The Inquiry report has been sent to the Cabinet Member for Transport, Planning & Sustainability so that it can inform the Community Infrastructure Levy report which is due at Cabinet in June 2016.

POLICY DEVELOPMENT AND PRE-DECISION SCRUTINY

Members have undertaken a significant amount of pre-decision scrutiny and policy development work in respect of Social Care and Housing issues as well as Community Safety and Crime and Disorder scrutiny. Details of some of these are provided below; a full list of the topics covered is provided earlier on pages 5 and 6.

Older Persons Thematic Item

Members decided to combine scrutiny of a number of commitments regarding Older People into one item, in order to test progress with delivery, joint and partnership working. The Older People's Commissioner for Wales, the Chief Executive of Age Connects Cardiff & Vale and representatives from Cardiff & Vale University Health Board attended along with relevant Cabinet Members and officers.

Members were pleased to see positive relationships between partners and a commitment to meeting the needs of Older People. With regard to the Ageing Well Delivery Plan, Members wanted to improve the reach and deliverability of the Plan and made a series of recommendations as follows: increase the coverage of transport and planning services as well as the requirements of the Social Services and Well Being (Wales) Act 2014); include work to tackle health inequalities; include work to increase ethnic minority service up-take; include clear and measurable outcomes and targets; and provide details of those responsible for delivery. Members also recommended that housing and planning officers meet to scope the policy tools available to enhance the provision of older person's housing in the private sector in Cardiff.

The Cabinet Members accepted the recommendations with regard to the Local Ageing Well Delivery Plan and a revised Plan was submitted to Cabinet for approval in March 2016. Housing and Planning officers have also met to discuss provision of older person's housing and have liaised with developers on this.

Street Homelessness

Members carried out policy development and review scrutiny of street homelessness services in October 2015 and March 2016. Members put on record their sincere thanks to all those who work with homeless citizens in Cardiff, for their dedication and hard work. Members heard from relevant Cabinet Members and officers, South Wales Police and a number of the third sector organisations that work with street homeless people, including The Salvation Army, Huggard Centre and The Wallich.

Members scrutinised proposals to assist European Economic Area nationals sleeping rough, helping them to return to their home countries, with appropriate support, and with re-patriating other people sleeping rough who do not have a local connection with Cardiff. Members heard about work in place to assist young people sleeping rough and work to ensure care leavers receive support services to secure appropriate accommodation. Members were concerned about whether there would be sufficient bed spaces and support during the cold weather period of November – March.

Members were pleased with the evidence they received at their meeting in October 2015, which indicated a pro-active approach being taken to the issues detailed above, and scheduled an update in March 2016 to check progress on the delivery of these proposals and also to see whether other issues had emerged over the cold weather period. The evidence at the March meeting showed that there had been sufficient bed spaces and support. The number of outreach workers had been increased and this resulted in more clients being repatriated appropriately and being directed to appropriate supported housing. The approach being taken with care leavers and young people was also shown to be working to date.

Housing (Wales) Act 2014

Members scrutinised the implementation of a number of aspects of the Housing (Wales) Act 2014, including those relating to social housing allocations, homelessness duties, the private rented sector and Rent Smart Wales. Overall, Members were pleased with the progress made on these. Members asked for further information on the use of the private rented sector to discharge homelessness duties, as this is a new area which Members wish to explore further.

Reshaping Adult Social Care

Members heard from Andrew Cozens, who carried out an independent appraisal of the current position with regard to Adult Social Care in Cardiff. Members heard from the Director of Social Services with regard to a proposed improvement programme, including reshaping adult social care in order to improve outcomes for vulnerable citizens. Members reviewed how this approach linked with the on-going improvement programmes. Members offered to have a continued dialogue with the Cabinet Member regarding how the Committee can work constructively to support the improvement of Adult Social Care.

Day Opportunities Strategy

Members devoted a significant portion of their work programme to scrutinising proposals for day opportunities for older people and other vulnerable service users. In 2014/15, Members raised their concerns about proposals to close all day centres. Members were therefore pleased these had been revised and that it was now planned to keep three day centres, create a Day Opportunities team and signpost to community provision using a tiered approach. Members requested the item be brought for pre-decision scrutiny at which time Members wished to receive a schedule detailing the results of the three month consultation.

During the consultation period, Members were contacted by service users, carers and stakeholders concerned at proposals regarding service users of a dementia centre, Oldwell Court. Members held a special meeting to hear their concerns and reported these to the Cabinet Member to inform the consultation process. Members also sought

clarification of several issues raised by stakeholders, asking to receive these before the scrutiny of the final proposals. These were provided.

The final proposals were significantly amended, with a motion at Full Council committing the Council to fund places for existing service users of Oldwell Court until such time as the arrangements are no longer required and committing the Council to work with the organisation that runs the dementia centre to help them secure their accommodation into the future.

Gypsy & Traveller Accommodation Assessment and Site Selection

Criteria

In January 2016, Members carried out pre-decision scrutiny of the Gypsy & Traveller Accommodation Assessment and Site Selection Criteria. This scrutiny built on a previous Inquiry undertaken by this Committee, where Members recommended significant work be undertaken to ensure the accommodation needs of Gypsy & Traveller households in Cardiff were appropriately met.

Members recommended clarifications be made to the Accommodation Assessment to better explain the reasoning behind some of the calculations. Members also recommended that the use of wording in the site assessment criteria be checked with the Planning Inspector to ensure it was appropriate.

These recommendations were accepted by the Cabinet Members, with the Accommodation Assessment and Site Selection Criteria being amended accordingly before being taken to Cabinet, thus strengthening both documents and making their implementation more straight-forward.

Supporting People Local Commissioning Plan

In December 2015, Members carried out policy development scrutiny, followed by pre-decision scrutiny of the Supporting People Local Commissioning Plan in February 2016 and March 2016. This plan sets out £16 million spend on services to some of the most vulnerable citizens in Cardiff. Members were interested to ensure that the Plan supported proposals for associated areas, which had previously been scrutinised, such as domestic violence services, independent living services and street homelessness. Overall, Members

were supportive of the Plan and were particularly pleased that the Plan acknowledged the need for more work to engage with service users.

Members noted that some of the Welfare Reforms announced in the Autumn Statement by the Chancellor of the Exchequer would impact on some supported housing tenants and sought further information on the work proposed to mitigate the impact of these.

Shared Regulatory Services

In March 2016, the Community and Adult Services Scrutiny Committee and the Environmental Scrutiny Committee met jointly to undertake policy development and review scrutiny of the implementation of the shared regulatory services and pre-decision scrutiny of the Business Plan 2016-17, which covers work across Bridgend County Borough Council, Cardiff Council and the Vale of Glamorgan Council.

The meeting was structured in a collaborative spirit to pilot the inclusion of questions from Scrutiny Members of Bridgend County Borough Council and the Vale of Glamorgan Council. Three questions from Members of these authorities were submitted as part of the pilot and these were asked at the meeting.

Members scrutinised performance delivery, particularly in the area of food safety, and progress with implementation, including the sharing of assets, restructuring of staff, use of ICT systems and introduction of agile working. Members sought further information on the implementation costs and savings achieved to date and anticipated over the next two years.

With regard to the business plan, Members were supportive of the move to outcome based performance indicators, recommended improving the risk assessment wording to include a hierarchy of risk and recommended including details of how the Shared Regulatory Service proposes to support the welfare of staff delivering services in the new model. Members also requested that they include appendices for each of the three partner local authorities indicating how the overarching plan relates specifically to each area.

COMMUNITY SAFETY AND CRIME & DISORDER SCRUTINY

During 2015-16, Members have undertaken the following scrutinies as part of their responsibilities for scrutinising the work of the crime and disorder partnership and community safety in Cardiff: received and scrutinised the response to their in-depth Inquiry into Tackling Human Trafficking in Cardiff; undertaken an Inquiry into how to reduce Crime and Disorder associated with the Night Time Economy in a time of austerity; received progress reports on the process of re-commissioning Domestic Violence services; and organised and attended a private briefing on Prevent, CONTEST and community cohesion. Members have also scoped an Inquiry into Anti-Social Behaviour, which is due to commence shortly.

During scrutiny of the Corporate Plan and Budget, Members drew attention to the Council's responsibility to mainstream and embed community safety within all Council services as a legal obligation under Section 17 of the Crime and Disorder Act 1998 and recommended that senior officers be made aware of the above, in order that proposals being developed by officers properly reflect the requirement on the Council to promote Community Safety. The Leader confirmed that a briefing would be held for senior officers on the Council's legal obligation under Section 17 of the Crime and Disorder Act 1998.

Members have also raised their concerns at the lack of performance reports for the crime and disorder partnership; in previous years, Members have received these reports six monthly. The new Head of Partnerships and Performance has committed to addressing this shortfall and Members expect to receive performance reports for 2016/17.

CORPORATE PLAN & BUDGET

At its February 2016 meeting the Committee considered the Council's draft Corporate Plan and draft budgetary proposals for 2016 – 17. Members noted that the draft Corporate Plan 2016-18 was a good document with a clear layout. Members recommended improvements to the Corporate Plan, including improving linkages with What Matters and improving the sections on measuring progress. Members raised particular concerns with regard to the presentation of consultation results, stating that differences in methodologies should be

made clear, along with the constraints in using results. Members also highlighted that leading questions should not be used.

With regard to the budget, Members noted the following: new mechanisms have been used this year to help improve resilience and prepare for additional pressures; there had been a more robust process of challenging proposals; an additional £3.5 million has been allocated to Social Services to reflect demographic pressures, fee increases and the implementation of the Social Services and Well Being (Wales) Act 2014; and an additional £4.2 million has been allocated for disabled adaptations.

Members raised particular concerns with regard to proposals relating to taxi marshals and received an absolute commitment that the Council will continue to meet the costs of the existing level of taxi marshal service if alternative sources of funding could not be found and that the Employee Implications paper would be amended to show that taxi marshal posts would not be cut. Members also raised concerns that the Council should not rely on Business Improvement District monies, which are not within the control of the Council, and should think about an alternative strategy to secure Council funding for Operation Mistletoe. Members also recommended that wording relating to mobile CCTVs be amended to make it clear that cameras that are not working are being replaced with new cameras.

With regard to other savings, Members sought assurance that capacity within reablement is sufficient to meet demand and that it is prudent to take this saving rather than re-invest the saving into the service. Members also raised concerns that the savings associated with introducing a first point of contact may be too high a figure to achieve going forward and sought assurance that this saving is achievable. With regard to Day Opportunities, Members sought clarification of the impact of the decision taken at Council to phase savings from Oldwell Court.

Members also raised the need to think about the financial pressures that would fall on the Council should a domiciliary care provider withdraw from Cardiff. Members noted that the Cabinet Member was meeting the Minister shortly and would raise the resilience of the domiciliary care market with them.

When the Corporate Plan was agreed at Full Council, it included amendments to improve the links between the commitments contained within the Corporate Plan and the What Matters Strategy as well as to some of the measuring progress sections

When the final budget was agreed at Full Council, changes were made with regard to Taxi Marshal posts in the savings proposals and Employee Implications report, as well as with regard to the use of Business Improvement District funding and CCTV cameras.

MONITORING PROGRESS

Members received progress reports on the implementation of agreed recommendations for four previous Inquiries: 'Tackling Human Trafficking in Cardiff'; 'Mitigating the Impact of Welfare Reform in Cardiff'; 'The Impact of Under Occupation of Social Housing (Bedroom Tax) Welfare Reform in Cardiff'; and 'The Provision of Accommodation for Gypsy and Traveller Households in Cardiff'.

MONITORING PERFORMANCE

Members have received a range of reports to facilitate appropriate performance scrutiny, monitoring of service delivery and the driving of service improvement for citizens. These have included: quarterly performance reports; quarter four progress reports with regard to health and social care projects funded by Welsh Government Regional Collaboration Funding and Intermediate Care Funding; progress reports on the delivery of accepted savings; and scrutiny of the Directorate Delivery Plans.

In response to the Wales Audit Office Corporate Assessment 2014, this Committee has established a performance monitoring panel to scrutinise the quarterly performance reports and undertake 'deep dives' as needed, outside of Committee meetings. The panel considered trends in performance in Adult Social Care and the sections of the Communities Directorate and City Operations Directorate that fall within this Committee's terms of reference, as well as their Quarter One and Quarter Two performance reports. The panel's views were reported to the whole Committee and letters capturing the Committee's comments, observations and recommendations were sent to the relevant

Cabinet Member. For the Quarter Three performance reports, relevant Cabinet Members and officers attended Committee to answer Members' questions in order to publically demonstrate the Committee holding to account those responsible for performance.

Members sought clarification on the target setting process for indicators, the use of RAG (Red, Amber, Green) status and how these are determined, how intervention levels are set, and how new indicators are being developed in response to changes in legislation with regard to homelessness and social services.

Members also undertook a deep dive into the management of council housing void properties, resulting in a report with recommendations being submitted to the Cabinet Member; a response is due shortly. Members have commenced a second deep dive on the care planning pathway.

The following recommendations have been accepted: information on PPDR's (Personal Performance and Development Review) and savings to be shown separately for Children's Social Services and Adults Social Services; housing repairs indicators to be included in Communities performance report; homelessness indicators to be provided in the Quarter 4 performance report; guidance on the use of RAG status has been developed and circulated to all Directorates in order to ensure a more consistent approach to the setting of RAGs.

Members also received reports from relevant Inspectors, including the Care and Social Services Inspectorate for Wales. This Committee held joint meetings with the Children and Young People Scrutiny Committee to scrutinise the Director of Social Services Annual Report and to receive the CSSIW Evaluation of Social Services in Cardiff 2014-15 report.

WORK PROGRAMME FOR 2016 - 17

Members of the Committee will soon be invited to consider items for possible inclusion in the Committee's work programme during 2016-17. Work is currently in progress to draw together issues for the new Committee to consider. A draft work programme will then be developed and brought to Committee for approval and implementation. The Committee will welcome suggestions for scrutiny items from other Members.

FUTURE SCRUTINY WORK

Over the course of its deliberations this year, the Committee has recommended that the following items be considered for inclusion in the Committee's 2016-17 work programme:

- ❖ Social Services & Well Being (Wales) Act 2014 implementation.
- ❖ Integrating Health and Social Care.
- ❖ Housing (Wales) Act 2014 implementation.
- ❖ Anti Social Behaviour.
- ❖ Domestic Violence recommissioning.
- ❖ Gypsy & Traveller Site Selection.
- ❖ Reshaping Adult Social Care.
- ❖ Additional Licensing Scheme.
- ❖ Local Housing Strategy.
- ❖ Review of Advice Services.
- ❖ Communities First.
- ❖ Cardiff & Vale Safeguarding Adults Board Annual Report and Corporate Safeguarding Report.
- ❖ Performance Reports.
- ❖ Savings Reports.
- ❖ Relevant Audit, Inspection and Regulatory Reports.
- ❖ Cabinet Responses to previous Inquiries.
- ❖ Implementation of agreed recommendations from previous Inquiries.

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