

COMMITTEE BUSINESS REPORT

Background

1. At the Committee meeting on 7 September 2016 Members agreed to continue to receive an overarching Committee Business report, which combines items such as correspondence reports and work programme reports where appropriate.
2. This report includes the correspondence schedule, at **Appendix A**, an update from Committee's Performance Panel, details of the recent workshop organised by Social Services for Scrutiny Members and an overview of the work programme 2016/17.

Correspondence Update

3. Following most Committee meetings the Chair writes a letter to the relevant Cabinet Member or officer, summing up the Committee's comments, observations and recommendations regarding the issues considered during that meeting. At the Committee meeting on 5 October 2016 Members received a report detailing the Committee-related correspondence sent and received by the Committee relating to Committee meetings held on 11 July 2016 and 7 September 2016.

4. The correspondence schedule attached as **Appendix A** provides an update since 5 October 2016 Committee meeting, with the following information:
 - i. Date the letters were sent;
 - ii. To whom the letter was addressed;
 - iii. The key recommendations set out in the Chair's letters;
 - iv. Date the response was received; and
 - v. The response of the Cabinet Member(s) to those recommendations.

5. The schedule attached at **Appendix A** shows:
 - i. *Response Awaited* – from Councillor Elsmore to the Chair's letter regarding scrutiny of progress in implementing the Dementia Three Year Plan 2014-2017, following scrutiny at the Committee meeting on 5 October 2016;
 - ii. *No Response Required* – from Councillor Elsmore to the Chair's letter regarding scrutiny of the new Assessment processes following implementation of the Social Services and Well Being (Wales) Act 2014 at the Committee meeting on 5 October 2016;
 - iii. *Response Awaited* – from Councillor De'Ath and Councillor Elsmore to the Chair's follow on letter regarding scrutiny of the Recommissioning Advice and Support Services, following scrutiny at the Committee meeting on 7 September 2016.

6. Copies of the Chair's letters and any responses received can be found on the Council's website page for the relevant Committee meeting, with a hyperlink provided at the top of the page, entitled '*correspondence following the committee meeting*'.

Update from Committee's Performance Panel

7. The Committee's Performance Panel met on 18 October 2016 to review progress in delivering improvements in council housing void management, following their deep dive in 2015/16. Members were very pleased with the demonstrable commitment to drive improvements in this area, which is

leading to improved performance in re-let times and consequent improvements in rent loss and the percentage of stock that is void. Members were particularly struck by officers' comments that current contractors are very willing to participate in workshops and work collaboratively to amend processes. Members were also pleased to hear that the Tenant Exit survey, piloted as a result of the deep dive, will be continued and that learning from this will be applied across void management.

8. Members were pleased that officers recognised the need to further improve void management by shortening 'dead time' and implementing the changes to processes. Members received a copy of a proposed new process and discussed the proposed refocusing of staff roles. Members felt that it would be interesting to see the impact of this and suggested that the Voids Satisfaction Survey be re-run, in January/ February 2017, with a sample drawn after the staff role changes have happened, and the results then compared with the existing Voids Satisfaction Survey.
9. Members asked that officers reconsider whether they have the right information to enable further improvement areas to be pinpointed. It was discussed at the meeting that it would be useful to be able to break down 'routine' voids into further categories, and that it is useful to know the actual times voids spend at the various stages of the process.
10. Members highlighted that they would be keeping a close eye on voids performance over the coming months and that, when they next looked at this area, Members would like to receive a comparison between the amount of dead time now and the amount of dead time at the time of the scrutiny.
11. The Performance Panel is next scheduled to meet on 8 November 2016 to consider the Quarter 2 Corporate Performance Report, answers to other queries raised following scrutiny of the Quarter 1 Corporate Performance Report and to commence the deep dive into Disabled Adaptations.

Social Services Performance Workshop

12. The Director of Social Services, Tony Young, organised and ran a workshop on 24 October 2016 to take Members of the Children & Young People Scrutiny Committee and this Committee through changes to the Performance Management framework and Director of Social Services responsibilities required by the Social Services and Well Being (Wales) Act 2014.
13. Members will find the delegate pack from the workshop attached at **Appendix B**; this includes copies of the presentations given by Kim Brown, Performance Manager, and Graham Williams, consultant, as well as a useful one page summary of how the Social Services National Outcome Framework outcomes link to the Wellbeing of Future Generations (Wales) Act 2015 wellbeing goals.

Work Programme

14. Members agreed their 2016-17 work programme at the Committee meeting on 7 September 2016. As part of this process, Members decided to leave space for any emerging items during the year, which the scrutiny officer would bring to their attention. Since the work programme was agreed, a new Forward Plan has been published, which contains an item on suspending the Right To Buy; an extract from the Forward Plan is attached at **Appendix C**.
15. Members may wish to consider whether they wish to make any other amendments to the current work programme, which is attached at **Appendix D**.

Way Forward

16. During their meeting, Members may wish to reflect on the correspondence schedule, attached at **Appendix A**. Members will also have the opportunity to

consider the information provided regarding the recent performance panel meeting, the Social Services workshop and to discuss any changes they wish to suggest to the current work programme.

Legal Implications

17. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

18. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

The Committee is recommended to:

- I. Note the content of the correspondence schedule attached at **Appendix A** and consider any further correspondence required;
- II. Note the feedback from the Performance Panel;
- III. Note the information provided from the Social Services Performance workshop, attached at **Appendix B**; and
- IV. Discuss and agree any amendments to the current work programme, attached at **Appendix D**.

Davina Fiore
Director of Governance and Legal Services
27 October 2016