

APPENDIX A – CASSC Correspondence Schedule, as at 27 October 2016

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| 12/10/16 | Cllr Elsmore | Dementia 3 Year Plan 2014/17- Progress Report | <ul style="list-style-type: none"> • Members note that Cardiff & Vale University Health Board is the only Health Board in Wales to have a stand-alone Dementia Plan; Members commend this approach and the partnership working that is evident in the changes to date. • Members were very pleased to hear from Helen Joy that the current structure of a Task Group and Sub-Groups is working well. • Overall, Members were impressed with the progress that has been made in implementing the agreed actions for Year One and Year Two of the Dementia Three Year Plan and wish to pass on our thanks to all those who have worked hard to ensure their achievement. • Re Year Three, Members note that Cardiff Council has a critical role to play in many of these and note that: <ul style="list-style-type: none"> ○ reviews are underway with regard to respite opportunities; ○ recommissioning will take place with regard to accommodation opportunities, including retendering mental health- related accommodation, and that young onset dementia accommodation is included in the recommissioning of learning disabilities – related accommodation provision; ○ the Escalating Concerns protocol is being robustly applied to address quality concerns in residential and | | Response Awaited |

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| | | | <p>nursing care homes, as appropriate; and</p> <ul style="list-style-type: none"> ○ the Neighbourhood Partnerships are facilitating conversations amongst partners to complete the Dementia Friendly Action Plan template. <ul style="list-style-type: none"> • Members would like to be informed about the likely timescales for recommissioning and retendering of accommodation for learning disabilities and mental health. • Members are pleased that work is underway re Dementia Friendly Communities and wish to receive a briefing in March 2017 with regard to the progress made in completing the Action Plans by each Neighbourhood Partnership. Members are particularly interested to understand how the Good Work Framework, referenced at the meeting, is being used in rolling out Dementia Friendly Communities. • Members were pleased to hear from Dr. Suzanne Wood that there will be a refresh of the Three Year Plan, from April 2017. • Members ask that the following recommendations be put forward by Cardiff Council as part of our partnership input into the final progress report: <ul style="list-style-type: none"> ○ the current structure of a Task Group and Sub Groups and the current level of representation on these be retained; ○ the Care Council for Wales training guidance be embedded into the new Plan; ○ more work be planned to increase the feedback received from carers, families and advocates and actions taken as a result of feedback; | | |

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| | | | <ul style="list-style-type: none"> ○ more work be planned to ensure under-represented groups regarding dementia are heard from, such as people who are LGBT and people who are from an Ethnic Minority. • Members will be interested to receive a copy of the Year Three Progress Report. As part of this, Members recommend that reference is made to the role of day centres in the provision of dementia services. Members also think that it would be helpful for carers' stories to be included in the Year Three report; it may be that the work Helen Joy referenced regarding the collation of Nexus consultation findings may be of use in this. | | |
| 12/10/16 | Cllr Elsmore | Assessment processes – Social Services & Well Being (Wales) Act 2014 | <ul style="list-style-type: none"> • Members wish to thank officers for their help in ensuring that the Committee Papers contained relevant and up to date information on the assessment processes in place since the Act went live in April this year. • Members are reassured by this information and by the answers given at Committee that we have started the new assessment process in the right way. • Members were particularly pleased to hear the Assistant Director of Adult Social Services, Amanda Phillips, state that Social Workers are very aware of the fact that some existing service users will be fearful that the new assessment approach may reduce their care package and that staff are aware of the need to manage this sensitively and supportively. | | No response required |

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| | | | <ul style="list-style-type: none"> • Members also note that the new assessments currently take longer than the previous assessments but that this pressure is being dealt with by managers proactively monitoring the situation. • Members note that a pressure bid has been made for 2017/18 for additional resources to go into a review team. • Members note the comment from the Director of Social Services, Tony Young, that this is a transitional year and that it will be important to use data from this year to enrich future provision appropriately. • Members believe it would be particularly beneficial to plan to be able to compare customer satisfaction data 2016/17 and 2017/18 in order to identify areas of improvement and learning. • Members particularly wish to thank Carlyne Palmer for her clear and informative answers at Committee with regards to Preventative Services and the critical role they are playing in ensuring well-being in our communities. • Members note that improvements are being made to the Joint Equipment Service and that thought is being given to how to establish online self-assessments for smaller equipment items, so that officer time can be prioritised to more complex cases. • With regard to the First Point of Contact (FPOC), Members note that carers can go to the FPOC to receive information, advice and assistance and will be referred on to the Adult Services Carers Assessment Team and that the ICF monies will continue to fund 2 FTE Social Workers in the FPOC in | | |

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| | | | <p>2017/18.</p> <ul style="list-style-type: none"> • Members also note that pressure bids have been made for 2017/18 for additional funding for the FPOC and for Independent Living Visitor Officers. • With regard to the Locality Working pilot, Members note that the reason some of the expected savings will not be realised in 2016/17 is due to it taking longer to resolve some of the domiciliary care services than anticipated. | | |
| 27/10/16 | Cllr De'Ath & Cllr Elsmore | Recommissioning of Advice and Support Services – Policy Development | <p>This is a follow up letter, containing supplementary observations that Members wanted to provide on the recommissioning of Advice and Support Services.</p> <p>The first letter was limited to the recommendations that Members wished to make to help shape the final Cabinet report. I thank you sincerely for your consideration and diligence in taking the Committee's views on board in that final report.</p> <p>We welcomed the offer in Councillor De'Ath's response to my letter that officers will return to Committee at an appropriate point to provide feedback on progress with the recommissioning processes (especially the draft contract specifications). I will be</p> | | Response Awaited |

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| | | | <p>grateful if Jane Thomas can liaise with Angela Holt to arrange this.</p> <p>OBSERVATIONS ON GENDER-SPECIFIC SUPPORT</p> <p>Members recommend that the new specification contains provision for close working and alignment between generic and specialist support services to enable target hardening in cases of domestic violence.</p> <p>Members recommend that the specification allows for people who experience domestic violence to maintain optimal contact with their children and pets. Members were aware that The Dogs Trust and RSPCA would both be useful to engage to see how pets could be incorporated within refuge arrangements. We were reassured to hear Jane support this view, and also her view that arrangements would as often as possible allow the victim to stay in the family home, with the perpetrator being evicted. Members considered that the Deprivation of Liberty Standards were a useful potential read across, and encouraged Jane to liaise with Adult Services colleagues on this issue to ensure that enough expert capacity could be built into future arrangements.</p> | | |

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| | | | <p>Jane confirmed that capacity to manage the issues around the additional vulnerability of 'hard to reach groups' could be potentially included as part of the specification, and that some future provision could be delivered by outreach.</p> <p>Members also recommend that the specification provides opportunities for people to self-refer and access support in ways that they can easily incorporate into their existing daily routines, without creating suspicion in their partner's mind. Clearly shops, doctor's surgeries and schools all offer environments for confidentially reporting abuse, and we hope these opportunities will be built into future commissioning arrangements.</p> <p>Members were concerned to identify how, given ongoing pressure on resources, the Council would be able to avoid the "race to the bottom". They noted the officers' position that: the baseline would be the minimum number of units that need to be provided; clearly, the provider might be able to exceed this number; and there was an appetite within the Council for further thinking to go in to see how capacity could be maximised, with Children's Services and</p> | | |

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| | | | <p>other partners wanting to shape arrangements creatively.</p> <p>A recurring theme in all the discussions held on the night was in trying to ensure that as diverse a range of expert inputs could be secured through commissioning arrangements, and we urge you to consider how to take advantage of the wide range of expert services provided by small providers.</p> <p>Finally, Members received very helpful evidence from Gwendolyn Sterk of Welsh Women’s Aid (WWA). To summarise, these were the main points contained within her evidence:</p> <ul style="list-style-type: none"> • Welsh Women’s Aid have as their mission the development of “strength-based, needs-led services with results that last”. • Cardiff was in a unique position in this area, with some excellent domestic, violence, sex work, black and minority ethnic and male focussed services. • There are some gaps in local domestic violence service provision. • WWA would encourage a “consortium” to be developed and a | | |

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| | | | <p>co-production approach.</p> <ul style="list-style-type: none"> • WWA would expect “quality” to feature more highly than “cost” in the commissioning criteria. • Commissioned services must secure a sufficiency of refuge places, which have been under great pressure across Wales. Similarly, there should be a sufficiency of gender responsive services, for both male and female victims. • Refuge is not just crisis support, but a holistic, needs-led provision that lasts as long as the victim needs support. • IDVA workloads are very high. Authorities need to work with agencies such as the CPS on target hardening. • Management costs for domestic violence services are already generally exceptionally low, as they have been cut back to focus on the front line. <p>OBSERVATIONS ON GENERIC AND OLDER PEOPLE’S SUPPORT</p> <p>A Member expressed concern that future arrangements might see a reduction in provision of wardens, which could lead to a</p> | | |

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| | | | <p>reduction in good order, and timeliness of response, while potentially reducing control of bullying. Members recognise that new Welsh Government guidance prevents the Council from funding wardens through the Supporting People grant, but were pleased to hear Sarah and Jane affirming the need for wardens, and their commitment to seeking alternative funding mechanisms, for instance from rents.</p> <p>Another Member asked for details of the number of staff in place at Nelson House, and Jane kindly offered to provide this information. Please could she send this to Angela Holt for distribution to the Member?</p> <p>A Member asked how the wide range of needs identified in the equality impact assessment would be met. She was reassured by Jane's response that the specification would be very inclusive, and that despite the phasing of generic and specialist support, specialist providers would be in place throughout the process.</p> <p>Members were grateful that Ceri Meloy, Frances Beecher, Phillip Richardson and Mark Sheridan were able to attend Committee to give evidence on behalf of</p> | | |

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| | | | <p>providers and Registered Social Landlords. The central points they made were incorporated into my previous letter, but I thought it might be helpful to detail some of the other key points they made:</p> <ul style="list-style-type: none"> • The representatives were grateful that the Council had responded positively to their suggestion that after some “ad hoc” cuts made previously, a more strategic review of provision could be undertaken. • They also expressed their genuine appreciation of the transparency of the consultation process, and the opportunity they had been afforded to raise their concerns openly. <p>They were concerned at:</p> <ul style="list-style-type: none"> • The proposed size of the financial reduction of £900,000, equating to 30%, which they felt would lead to staffing cuts, which they did not feel were always factored into specifications. • The proposal to reduce the number of providers from 14 to two. Their concern was centred on what would happen if one of the two went into | | |

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| | | | <p>administration, or special measures, and they questioned how easy it would be for the Council to manage underperformance of such a small number of providers.</p> <ul style="list-style-type: none"> • They supported the idea of a consortium, which they felt would support delivery of flexible, adaptable services, but which they did not feel would necessarily deliver efficiencies in its own right. • The proposed timescale, which they felt to be too short to allow for developing a consortium. <p>Members were pleased that officers provided responses to the concerns, and are sure that they have thought long and hard to develop optimal arrangements. As I mentioned in my previous letter, we look forward to continuing to work with you towards the best possible commissioning arrangements under the circumstances.</p> <p>OBSERVATIONS ON ADVICE SERVICES</p> <p>Members were pleased to hear that the Council has undertaken an exercise to see if the Council could deliver advice services</p> | | |

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| | | | <p>in-house, in case a provider did not come forward. We note the officers' view that quality outcomes from in-house provision are very high, and that overheads are not significantly above those of external providers.</p> <p>Members noted that there had been a recent review of existing Advice Services and would be interested to have sight of this. Please can you arrange for a copy to be sent to Angela Holt, for distribution to the Committee?</p> <p>Officers recognised that some service users might prefer to seek advice from an independent source and that there were other projects to which service users can be referred. However, Members were concerned that given funding pressures it might be difficult to rely upon some of these independent providers.</p> <p>The Committee valued the evidence provided by Sheila Hendrickson Brown of Cardiff Third Sector Council. Sheila acknowledged the great strides taken by the Council on this issue, and also that there had been gaps in the provision previously delivered. She also understood that with</p> | | |

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| | | | <p>funding reducing, it was in some ways inevitable that services would be delivered increasingly in-house.</p> <p>There were, however, some risks to manage to avoid unintentionally losing the additional benefits provided through co-production with the third sector. In particular:</p> <ul style="list-style-type: none"> • The benefit of the specialist skills that smaller and larger voluntary groups had built up with service users, and the ease of access that they provided. • The added value of social interaction and volunteering delivered through the voluntary sector. • The impact on the capacity and funding of third sector organisations. <p>Sheila hoped that the resultant services would listen to the voices of marginalised service users and support their needs, and that lessons could continue to be learnt to develop a truly inclusive service.</p> | | |