

**SWYDDFA CYMORTH Y CABINET  
CABINET SUPPORT OFFICE**



Fy Nghyf / My Ref: CM36639  
Eich Cyf / Your ref: Scrutiny/Correspondence/  
Cllr McGarry

Dyddiad / Date: 10 January 2017

Annwyl / Dear Mary

**Community and Adult Scrutiny Committee meeting – 7<sup>th</sup> December 2016**

Thank you for your letter of 9<sup>th</sup> December 2016 in relation to Direct Payments for Vulnerable People.

As part of pre-decision scrutiny of Direct Payments, members have requested the following information and I intend to address each point individually:

*The respective roles of Social Services and Preventative Services in the new pathway*

The Social Service Directorate will remain responsible for assessing a person's needs and determining if they are eligible for direct payments. Within the new model of the direct payment service, when a person has been assessed as eligible they will receive comprehensive information on direct payments and the full range of independent living services.

The Social Services Directorate will work closely with First Point of Contact/ Independent Living Services who will offer advice regarding holistic approaches for preventative services such as home adaptation, occupational therapy input/Joint Equipment Service, home safety, benefit entitlement and housing support.

*The monitoring requirements built into the specification*

The monitoring will encompass:

- Social Services & Wellbeing (Wales) Act 2014: Outcome Measures Framework
- Key Performance Indicators against the Service Specification
- Monitoring Measures against the Contract Terms & Conditions, and
- Customer satisfaction

**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.*

The monitoring will be analysed along with quarterly, bi-annual and annual contract review meetings.

The Provider and the Council will meet on a monthly basis to discuss and resolve any issues and review performance. The Provider's Contract Representative and the Council's Contract Manager will attend the operational meeting.

Formal quarterly review meetings will be held with senior managers and any ongoing issues with performance will be escalated to this meeting. Depending on the level and severity, the Council may issue a default notice but this will be in accordance with the provisions of the contract terms and conditions.

*The evaluation criteria and weighting:*

The evaluation is based on an overall quality/price ratio. Submissions will be evaluated on the 'most economically advantageous tender' (known as MEAT) using the quality and price criteria. The overall evaluation weighting will be a 50% on quality and 50% on price. This will be developed with a clear understanding of the price/value elements.

The indicative criteria for evaluating the quality of the tender will cover:

- Service Delivery
- Person Centred Outcomes
- Safeguarding
- Performance Management
- Quality Assurance
- Presentation on delivering Person Centred Outcomes.

The criteria weightings are yet to be finalised.

*The Transition arrangements to ensure continuity and no detriment to service users.*

Social Service officers will continue to work closely with the incumbent provider to ensure continuity of planning and service delivery. All stakeholders will ensure that disruption to individuals is minimised. A consideration remains any potential change from the incumbent provider, as the organisation may not be successful in the tender. The Transfer of Undertakings (Protection of Employment) Regulations may apply between the current and awarded provider for those staff working in the service.

*Tight timescale – assurance should be approved*

The Direct Payment Project is following the Project Quality Assurance process to ensure planning, risk assessment and mitigation actions to manage the project. While the Directorate recognises it is working to a tight timescale, transition and contingency arrangements are in place and will be administered by Social Services for a period leading up to the new contract. All parties involved in the project have been briefed and are ready to respond as and when necessary.

Comparative Data

In addition, please see attached the comparator information on Direct Payment rates.

I appreciate your comments and your commendations have been passed onto the social workers. Meanwhile, I hope that the above responses address the further information requested, but please don't hesitate to contact me if I can be of any further assistance.

Yn gwyir,  
Yours sincerely,



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

Enclosures

Cc Members of the Community and Adult Scrutiny Committee