

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

13 FEBRUARY 2017

Present: County Councillor McGarry(Chairperson)
County Councillors Ahmed, Magill and Sanders

57 : APOLOGIES FOR ABSENCE

Councillors Joseph Carter, Chris Davis and Ralph Cook

58 : DECLARATIONS OF INTEREST

Members were advised that they had a responsibility under Article 16 of the Members' Code of Conduct to notify at the start of the meeting in general terms whether they had an interest in any of the items listed:

COUNCILLOR	ITEM	REASON
Sanders	3	Family member in receipt of Direct payments. Chairperson of Trustees Cardiff Foodbank
Magil	3b	Contribute towards Rent of Labour Party Office in Llangranog Road.

59 : CORPORATE PLAN AND BUDGETARY PROPOSALS

This item provided Members with an opportunity to consider those items contained in the draft Corporate Plan and draft Budgetary Proposals that fell within the responsibility of this Committee. These would be considered by Cabinet on Thursday 16 February 2017, prior to being considered by the whole Council on 23 February 2017.

Overview

The Committee welcomed the following:

- Councillor Graham Hinchey, Cabinet Member Corporate Services and Performance.
- Christine Salter, Corporate Director Resources
- Allen Evens, Operational Manager Finance
- Joseph Reay, Head of Performance & Partnerships
- Gareth Newell, , Partnerships & Community Engagement.

The Committee received a presentation on the overview of the summarising report, which drew attention to the following:

- Final Settlement
- Consultation and Post Consultation Updates
- Draft Revenue Budget
- Medium Term Outlook
- Draft Capital Programme

Councillor Hinchey spoke of the in-detailed consultation process that had taken place and the feedback provided from the public. The improvements to frontline services was welcomed and the establishment of the digitalisation agenda to support online services to stakeholders.

Councillor Hinchey thanked the Officers for their time and effort to ensure the budget process ran smoothly with their credited work to mitigate the impact on front line services.

The Chairperson invited the Committee to ask questions.

Members of the Committee drew attention to the budget process of 2012, specifically the methods used for consultation. The current established consultation process was valuable and engaged all areas of the communities. The Corporate Plan included qualitative sounding information from communities however, it was crucial that this feedback be presented in a style that communities could relate to and that made it clear it was qualitative rather than statistically robust feedback. The measuring progress was vital for development to improve community engagement.

Councillor Hinchey drew attention to the consultation process. Engagement was increasing, this included the number of persons aware of how the Council process operated. It was recognised more work was required to involve harder to reach groups and raise the number of persons involved in the process for the future.

The Committee was informed of the further Performance Indicator contents outlined in the Appendix of the report. These PI's were key drivers for change and development with objectives set to ensure the respective targets were met. The Corporate Plan was developed alongside the hierarchy of plans to deliver the Council's vision.

The Committee was advised the Council was in the same position as last year in relation to the £1.5m reserves. The General Reserves of £14.5m was to remain with earmarked reserves of £36m being used for specific purposes.

Members of the Committee given detail on the structure of the Housing Revenue Account. This account stood in isolation and was ring fenced. Comparisons were made against next year's position including 18% increase in spend and the preparations in place to support the budget in future years. There was a duty on the Council to assure that borrowing was prudent and currently its position was affordable.

The Chairperson thanked Officers for their contribution.

Councillor Phil Bale, Leader of the Council's, Economic Development and Partnerships Portfolio

The Chairperson welcomed:

Councillor Phil Bale, Leader of the Council
Sarah McGill, Director Communities, Housing and Customer Services
Jane Thomas, Assistant Director Communities and Housing.

Councillor Bale declared a personal interest in relation to the Labour Party Office in Llangranog Road, Llanishen

The Leader outlined the budget position drawing attention to the Maelfa Centre, enabling works for the regeneration of Maelfa Centre and Council contribution towards the development of a viable local shopping centre scheme.

Members of the Committee were keen to establish if the current businesses welcomed the new proposals.

Councillor Bale assured the Committee that local shop keepers were keen to re-locate into the Maelfa Centre. This was an Invest to Save initiative and with returns and there was incentive for businesses re-establish in the centre.

Community Shopping Centre Regeneration were progressing across the city and in some areas it was recognised that some issues were being experienced. Butetown Business Enterprise was part of the programme and some technical issues were being addressed. The identified scheme had to have been identified as deliverable before the improvements took place. The Council was working alongside these shopping areas with assessment of future use and status being carried out to enhance local communities.

Councillor Peter Bradbury, Community Development, Co-operatives & Social Enterprise

Councillor Bradbury advised the Committee the Council would continue to deliver the Community Hubs development Programme. The re-profiling of Neighbourhood Partnerships would also continue to ensure the Council was working with citizens and partners to address need on a locality basis.

The Committee asked for further detail on the new approach to locality and neighbourhood service delivery.

Councillor Bradbury explained changes to bureaucracy had led to a defined new approach including fewer meeting. It was essential for the six cluster areas to work appropriately and addressing what works locally would ensure a sounder approach and re-energise.

The bureaucracy of the meeting structure had made the partnerships disengaged and possibly unpopular. Locality working should be at the partnerships forefront with the mechanism focused on community action, with annual local roadshows. All partners were committed to this approach and savings had been identified through staffing restructures and the reduction in neighbourhood spend from £60k to £40k. The reduction in the specific funding was reported to all partners and included in the

budget consultation process. Mechanisms were now in place to engage communities and move towards a more fluid locality working based approach.

Members were concerned that accountability could be lost in the new proposals, with targets and outcomes being missed. Members sought assurance that these measures would not be lost at neighbourhood level.

The Committee was assured that a commitment would be in place not to lose the good practice learnt to date and this item would be brought back to Community and Adult Services Committee for a future update. The new approach was being established to generate further interest and participation.

Committee Members acknowledged the success of the Hub's programme across the city and how this linked in and supported Neighbourhood provision. A broad consultation programme should be in place for the new approach to locality and neighbourhood service delivery and this should also be joined in with educational provisions.

Councillor Bradbury explained the model for libraries was linked into the hub strategy. This also included community based schools providing after school clubs and services to maximise its use on a local level.

The Committee drew attention to Commercialisation, additional income opportunities including income generated from the Hub's.

Councillor Susan Elsmore, Cabinet Member Health, Housing and Wellbeing.

The Chairperson advised the Committee that Housing would be taken first before the Adult Social Services item.

Councillor Elsmore drew attention to the commitments in place:

- To implement the Cardiff Housing Strategy 2016-2021 to ensure those in need have access to appropriate high quality services.
- Promote the increase of adults using the First Point of Contact service;
- Further develop the Alarm Receiving Centre
- Develop Locality Based Working

The Committee received a presentation which outlined the issues for Communities, Housing and Customer Services Directorate.

The Committee was invited to ask questions.

Members welcomed the information contained in the Corporate Plan with more outcome focused targets simplifying the information. Members raised concerns that measuring progress targets could be easily mis-interpreted, and that contextual information was needed e.g. the Corporate Plan currently states the exact figure in relation to rough sleepers who have been helped but there is no information to set this in context, for example the number of known rough sleepers.

Members were informed about the development of Locality Based Working to effectively integrate services for older people within a geographical location, taking a person centred approach, reducing duplication and improving citizen engagement.

Focus was being placed on the needs of the client, avoiding provider city travel to support and develop the locality based model.

Members referred to Housing Regeneration schemes taking place across the city and the quality of responses received by tenants. This was an informal opportunity for tenants to participate in the programme and were comfortable in doing so.

The Committee was assured that following the introduction of the new Homelessness Strategy, gaps in the measures had been identified and the key targets would be included in the Service Delivery Plans.

Councillor Elmore explained that a case management approach was being applied to support rough sleepers. Success stories were being identified and the Council's priority was to decrease the numbers of persons living rough on the streets.

Some Members felt the Corporate Plan had limited explanation of the direction of travel and could be seen as a stand-alone document, without being refreshed on a regular basis. It would be useful to have more contextual information.

Officers explained to the Committee that the Corporate Plan captured highlights, key themes and measures. The detail of direction of travel of specific objectives would be included in the annual review. The intention was to shorten the document and make it task focused rather than descriptive.

Officers drew attention to current funding position with Welsh Government in relation to Housing and Temporary Accommodation. From April 2017 onwards Cardiff would receive less monies from Welsh Government as the formula had changed. Additional monies had been provided to support the Homeless Programme but a £300k loss was still being realised.

The Committee drew attention to Savings Proposals.

Members asked for further detail on the Grants Review. In response Officers explained it is from Cardiff's Woman's Aid interim maternity cover and that no service provision was stopping as a result of this saving.

The Committee sought further information on the Recharging of utilities at Rover Way & Shirenewton.

Officers advised that at some sites utilities could not be currently allocated to actual pitches. Part of this would require the installation of individual water meters and electric meters, to enable usage to be charged directly to the users.

Members of the Committee asked why the 'providing budgeting and income maximisation services for the most vulnerable citizens' was marked as a red risk. Officers in response explained this was as a result of Welfare Reform benefit cap in relation to paying rent arrears.

Employee Implications of Budget

Members of the Committee asked what impact on staff the new approach to Locality and Neighbourhood Service Delivery would have. Officers, in response explained

the figures related to a proposed restructure, in order to meet the delivery of service going forward.

The Committee discussed the Spend Plan and the discussions in place with partners. Officers, in response explained the process was on-going with meetings in place with the new providers to address the services.

Fees & Charges

The Committee was pleased to see no increase directed towards Meals on Wheels charges.

The Committee welcomed Tony Young, Director of Social Services and Amanda Phillips Assistant Director to the meeting to address Adult Social Services.

Councillor Elsmore thanked the Officers for the work carried out on the budget process. Achievements were recognised in both service provision and improved effectiveness across the department.

The Committee received a presentation, which outlined the detail in the Social Services Budget for 2017/18.

Members of the Committee referred to the Commitment to make Cardiff a recognised Dementia Friendly City by March 2018, outlined in the Corporate Plan and asked how this would be taken forward now that Neighbourhood Partnerships were being restructured, given that they had led on this work to date.

Officers advised the Committee a new Dementia Friendly City Plan was being finalised and would sit above the existing 6 Neighbourhood Partnership plans, providing a picture of activities across the city.

The Committee welcomed the change to the plans and asked if a Dashboard sat underneath the 6 plans. Officers in response confirmed that Dashboards sat under the plans, which were currently at different stages on a city wide basis. These plans would bring together the proposed delivery from the 6 neighbourhoods on the Dementia Friendly City status.

Members were keen to hear about the implementation of the new Day Opportunities by March 2018. Councillor Elsmore in response explained that all day centres were evaluated 2-3 years ago. Fairwater Centre was completed in January 2017, which included an additional activity structure resulting in significant improvements for both staff and clients.

The Committee Members were concerned that no targets were set for the reduction to Delayed Transfers of Care. Officers, in response confirmed the figure would be reported back to the Committee.

Savings Proposals

The Committee asked why the Review of Emergency Accommodation Service for Learning Disability Service Users was RAG rated at Red/Amber. Officer in response

explained the RAG status was a result of the issues experienced when implemented. This had followed the Corporate Assessment of the EIA, resulting in certain challenges being identified.

The Committee discussed the Review of Social Work Resource in Hospitals and the impact the proposal of alternative models could have on the service.

Members of the Committee were advised of the potential restructure of social work assistants to support resources in hospitals. This would also be based on current resources in place and how they were utilised.

The Committee was informed of the review of the domiciliary model of delivery. A team was established to support these changes and a savings of 7% would be realised. Working alongside care providers was vital to look at the range of issues and service models which impacted on the delivery of care.

Councillor De'Ath, Cabinet Member for Safety, Engagement and Skills.

- Sarah McGill, Director of Communities, Housing and Customer Services
- Dave Holland, Head of Regional Regulatory Services

Councillor De'Ath provided a statement.

The recommissioning of Domestic Violence Services was in place, with a 1 Stop Shop established to support Domestic Abuse. The shared Regulatory Services Support was identifying and making savings. Additional capital was being made available for Alleygating to prevent anti-social behaviour.

The Committee was concerned there were no targets in place to measure progress in Domestic Violence Support Services. Officers in response confirmed the measures were in the Service Plans.

Members of the Committee were concerned that the Commitment to 'Ensure that Domestic Violence Support Services met the requirements of new legislation, including the recommissioning of the service' was not included in the Measures.

The Committee was informed that currently the recommissioning programme was in place to drive forward the Domestic Violence Partnership. Measures were established to measure awareness for staff and was outlined in the 2017/18 Service Plan.

Members sought re-assurance that the savings attributed to Shared Regulatory Services were deliverable, given the savings to date. Officers advised the savings were part of the 3 year plan and came from improvements in the use of ICT packages and a reduction in mileage costs.

RESOLVED: The Committee AGREED that the Chairperson on behalf of the Committee writes to the relevant Cabinet Members and Officers thanking them for attending the meeting and conveying their comments and observations on behalf of the Committee.

60 : DATE OF NEXT MEETING

8 March 2017