

My Ref: Scrutiny/Correspondence/MMG/06-09-17CSE

18 September 2017

Councillor Susan Elsmore
Via email



Dear Susan,

2017/18 QUARTER 1 PERFORMANCE

Thank you for attending the Community & Adult Services Scrutiny Committee on the 6 September 2017.

At the “Way Forward”, Members considered the issues raised during the deliberation of Q1 Performance, and would therefore like to make the following comments/ observations/ requests for further information.

COMMUNITIES, HOUSING & CUSTOMER SERVICES DIRECTORATE

Telecare Services

The Committee was pleased to be informed of the progress made in the Telecare Service and look forward to observing further development of the Service in the coming 12 months. Members were reassured by the explanation of the budget implications of the Service, but would request that a detailed breakdown on the budget and funding for this Service be submitted to Committee Members for their further consideration. The Committee will schedule the briefing onto the Work Programme during 2017/18.

Disabled Facilities Grants

At the meeting, Members of the Committee sought clarification on the numbers of people going through the DFG application process. The Director of Communities, Housing & Customer Services indicated that she would provide this information and we look forward to receiving it in due course. In addition, Members would like to have a breakdown of how many/what percentage of those applying for DFGs are successful in their application, and a breakdown of the type of adaptations applied for.

The Committee has agreed to receive an update on Disabled Adaptations (following a Deep Dive into performance in 2015/16) at its meeting in December, so will consider this information in detail at this time.

SOCIAL SERVICES DIRECTORATE

Day Opportunities

The Committee welcomed the progress made in relation to Day Opportunity Services. The Committee would like to take up the offer of a visit to Sandown Court. The Principal Scrutiny Officer for this Committee will liaise with relevant Officers to arrange this visit.

Carers Assessments

The Committee were encouraged to hear that a dedicated team for carers had been expanded, but acknowledged the challenges the Service still faces in terms of assessing carers, identifying need and delivering appropriate services. Members would therefore wish to receive, during 2017/18, a briefing to Committee on the following:

- An overview of the carer assessment process – what does it look like;
- A summary of the range of carers in the City;
- What kinds of assistance are being requested;
- The challenge of increasing numbers of carers being identified;
- What is being done to tap into those people who do not currently identifying themselves as “formal” carers; and
- The outputs/key messages arising from the qualitative data that the Service is currently collecting.

We will schedule this into our Work Programme at an appropriate time.

Mental Health Community Services Review

Members were made aware of the Mental Health Services Review, and have agreed to invite the Cardiff & Vale UHB to come and address the Committee on the Review and primary care building agenda. This will be scheduled onto the Work Programme for 2017/18 in due course.

Direct Payments

In relation to Indicator SCAL 25 “*The total number of children and adults in need of care and support using the direct payments scheme*”, Members would wish to receive a further briefing on the Direct Payments Scheme, particularly in relation to how numbers are counted, calculated and carried forward year on year. We will schedule this issue onto our Work Programme for the coming year.

Adult Protection/Safeguarding

Members were pleased to note the result of Indicator SSWB 18 “*the percentage of adult protection enquiries completed within 7 working days*”. However, Members felt that, to enable them to gain a better insight into this issue, they would wish to receive further information in relation to this data, including;

- The number of enquiries completed;
- Number/ percentage of people who require further support and what this support is;
- Number of enquiries that did not meet the safeguarding criteria/were not applicable

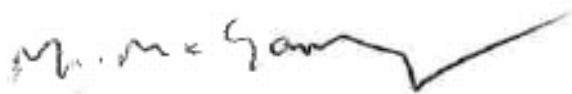
Audit Committee has requested that this Committee look at the processes and procedures in relation to Adult Safeguarding, and this will be a piece of work looked at by the CASSC Performance Panel from January 2018.

A summary of action points are:

- **Telecare Services** – a briefing be made to Committee during 2017/18;
- **DFGs/Adaptations** - update to be considered by the Committee in December 2017;
- **Day Opportunities** – a visit to Sandown Court be arranged for Members of this Committee;
- **Carers Assessments** – a briefing be made to Committee during 2017/18;
- **Mental Health Community Services Review** – Cardiff & Vale UHB be invited to a future Committee meeting to brief Members on the Review
- **Direct Payments** – a brief be considered at a future meeting of the Committee;
- **Adult Safeguarding/Protection** – CASSC Performance Panel consider this issue from January 2018.

I hope you find the Committee's observations and suggestions useful. I will contact you at a future date with an updated work programme for the Committee, setting out the proposed dates for the consideration of the above topics.

Yours sincerely,



COUNTY COUNCILLOR MARY MCGARRY
Chairperson - Community & Adult Services Scrutiny Committee

Cc: Sarah McGill, Director of Communities, Housing & Customer Services
Jane Thomas, Assistant Director Housing & Communities
Isabell Bignall, Assistant Director, Communities & Customer Services
Tony Young, Director of Social Services
Amanda Phillips, Assistant Director, Adult Services