

**SWYDDFA'R DIRPRWY ARWEINYDD
DEPUTY LEADER'S OFFICE**

Fy Nghyf / My Ref: CM36669

Eich Nghyf / Your Ref:

Dyddiad / Date: 16th January 2017

Cllr Richard Cook
Cardiff Council
County Hall
Cardiff
CF10 4UW



County Hall
Cardiff,
CF10 4UW
Tel: (029) 2087 2087
www.cardiff.gov.uk

Neuadd y Sir
Caerdydd,
CF10 4UW
Ffôn: (029) 2087 2088
www.caerdydd.gov.uk

Anniwyl / Dear Richard

Scrutiny - CYP 10 January - Direct Payments

Thank you for your letter of 11th January 2017 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 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 (which will include a dispute resolution process) and
- Customer satisfaction.

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.

ATEBWCH I / PLEASE REPLY TO:

Swyddfa'r Dirprwy Arweinydd, Ystafell 525, Neuadd y Sir, Glanfa'r Iwerydd, Caerdydd CF10 4UW
Ffôn (029) 2087 2501
Deputy Leader's Office, Room 525, County Hall, Atlantic Wharf, Cardiff CF10 4UW
Tel (029) 2087 2501

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 draft contract terms and conditions.

Foundation Living Wage:

The Council obtained its Living Wage Foundation accreditation in November 2015 and is currently the only Local Authority in Wales with this accreditation. This means that staff employed by the Council are paid a minimum of £8.45 an hour, instead of the statutory National Living Wage that is £7.50 per hour. However, the Council cannot mandate payment of the Living Wage (£8.45) by third parties but is actively working with suppliers and contractors to encourage them to do so.

Providers have indicated that it is a challenge for them to pay the statutory National Living Wage (£7.50) and this has been recognised in the level of uplift provided to the sector by the Council to mitigate this. The Council will nevertheless continue to engage with Welsh Government and social care providers to explore how the sector can move towards paying the Living Wage (£8.45).

The Direct payment service allows for the provision of domiciliary care services through a Personal Assistant (PA) or a Registered Domiciliary Care Agency (Agency). The Council currently offers two separate hourly rates for a PA and for an Agency. The difference in the rate exists because of the organisational overheads an Agency will have.

I appreciate your comments and welcome the opportunity to report on the Direct Payment Service as requested.

Yn gywir / Yours sincerely



Councillor / Cynghorydd Sue Lent
Deputy Leader / Dirprwy Arweinydd
Cabinet Member for Early Years, Children & Families
Aelod Cabinet Dros Y Blynyddoedd Cynnar, Plant a Theuluoedd