

My Ref: Scrutiny/Correspondence/Cllr McGarry

6 September 2018

Councillor Susan Elsmore
Cabinet Member Social Care, Health & Wellbeing
County Hall
Cardiff
CF10 4UW



Dear Susan,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 5 SEPTEMBER 2018 - COMMISSIONING OF DOMICILIARY CARE AND PROCURING CARE HOME SERVICES

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee and providing Members with a briefing presentation on the forthcoming Cabinet Proposal relating to Commissioning of Domiciliary Care and Procuring Care Home Services. Members of the Committee have requested that I feed back the following comments and observations to you.

Overall, Members were satisfied with the presentation given by yourself and officers and the responses given to the questions asked. Members noted your responses in relation to ensuring that diverse communities would be a part of the review, to ensure that they are able to further access services. Members noted that “A Healthier Wales” had been a significant driver in the call for a review and that it presented an opportunity to build on current strengths and link with other work that is already being undertaken on locality and outcome based working. Members also acknowledged that the 2 year extension to current contracts gave the Council, partners and providers the opportunity to develop an effective model for Cardiff and that, as part of a wider review, would potentially result in streamlining funding and more effective ways of working.

However, Members concluded that they were unable to sufficiently scrutinise and comment on the issue without considering the draft report itself. Therefore, Members agreed that they would wish to **receive a copy of the report as a matter of urgency**. The Committee agreed that each Member should have the opportunity to consider the content of the report in detail, with the following potential ways forward:

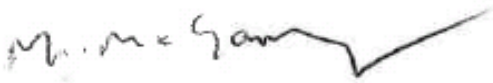
- They have no further issues to raise and would therefore commend the report to Cabinet for approval; or
- They hold an extraordinary meeting prior to the Cabinet meeting on the 20 September, to consider the matter in more detail.

I should therefore be grateful if Officers would submit a copy of the draft report to the Principal Scrutiny Officer (PSO) as soon as it is cleared. She will then forward it to Members for their consideration and observations. I will instruct a time limit on them to comment to ensure you have a timely response on this matter.

I will be on leave from the 7th to the 17th September, so the Head of Democratic Services will inform you of the Committee's majority decision.

Thank you again to you and officers for attending. I do not require a response to this letter, but would appreciate a timely submission of the report to the PSO as soon as possible

Yours sincerely,



COUNTY COUNCILLOR MARY M^CGARRY
Chairperson - Community & Adult Services Scrutiny Committee

Cc: Sarah McGill, Corporate Director People and Communities
Claire Marchant, Director of Social Services
Gary Jones, Head of Democratic Services
Nick Blake, Business Support Manager
Cabinet Support Office

My Ref: Scrutiny/Correspondence/Cllr McGarry

18 September 2018

Councillor Susan Elsmore
Cabinet Member Social Care, Health & Wellbeing
County Hall
Cardiff
CF10 4UW



Dear Susan,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 5 SEPTEMBER 2018 - COMMISSIONING OF DOMICILIARY CARE AND PROCURING CARE HOME SERVICES

Further to my letter dated 6 September 2018 re the above, a copy of the draft Cabinet Proposal was distributed to Members of the Committee for their consideration. Members were asked whether they wished to hold an additional meeting to consider the matter further, or had no further comments, and therefore commend the report to Cabinet.

As Chair of this Scrutiny Committee, I wish to inform you that the Committee **does not** wish to hold a separate meeting, and therefore commend the report to Cabinet for approval.

The Committee will continue to work in cooperation with you to receive updates and briefings on this issue. I do not require a response to this letter.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mary McGarry', with a long horizontal stroke extending to the right.

COUNTY COUNCILLOR MARY M^CGARRY
Chairperson - Community & Adult Services Scrutiny Committee

Cc: Sarah McGill, Corporate Director People and Communities
Claire Marchant, Director of Social Services
Nick Blake, Business Support Manager
Cabinet Support Office

My Ref: Scrutiny/Correspondence/Cllr McGarry

15 October 2018

Councillor Lynda Thorne
Cabinet Member Housing & Communities
County Hall
Cardiff
CF10 4UW



Dear Lynda,

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 10 OCTOBER 2018
– EQUALITY AND HUMAN RIGHTS TOOLKIT FOR COUNCILLORS ON
ACCESSIBLE HOUSING**

Please find attached for information a letter sent to Geraint Rees at the Equality & Human Rights Commission and Ceri Meloy at Tai Pawb, following the Committee's consideration of the Equality and Human Rights Toolkit for Councillors on Accessible Housing.

If you have any further comments or observations you wish to make, please do not hesitate to contact me.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mary McGarry', with a long, sweeping underline.

COUNTY COUNCILLOR MARY M^CGARRY
Chairperson - Community & Adult Services Scrutiny Committee

cc. Sarah McGill, Corporate Director
Jane Thomas, Assistant Director, Housing & Communities
Ellen Curtis, Operational Manager, Landlord Services

My Ref: Scrutiny/Correspondence/Cllr McGarry

15 October 2018

Geraint Rees
Equality & Human Rights Commission

Ceri Meloy
Tai Pawb

(via email)



Dear Geraint and Ceri,

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 10 OCTOBER 2018
– EQUALITY AND HUMAN RIGHTS TOOLKIT FOR COUNCILLORS ON
ACCESSIBLE HOUSING**

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you both for attending Committee and providing Members with a briefing on the Equality and Human Rights Toolkit for Councillors on Accessible Housing. Members look forward to receiving the Toolkit in due course.

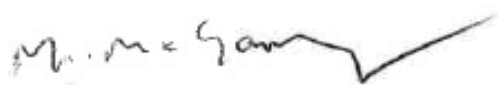
On discussing the Toolkit during the “Way Forward” Item on the Agenda, Members stated that they wished to have the opportunity to consider the Toolkit further before deciding on how they could use it for the consideration of housing related items at Committee. In addition, Members also raised the following:

- Members questioned the objectivity of data used in relation to the statistic that 26% of people (via self-assessment) considered themselves disabled. Members would like your views on whether self-assessment was the most robust way to present accessible housing need and whether there are other data sources that could be used along with the self-assessment data to strengthen this figure.
- Members have requested that more detail be provided to them in relation to the engagement and consultation that took place in developing the Toolkit – Members heard that a number of representatives from local authorities had been involved, and that a Focus Group had taken place; as well as observing Committee meetings etc. Members would be interested in receiving further details of what engagement had taken place – how many people involved, and the breadth of engagement.

Members expressed a desire to use the Toolkit, but seek reassurance that it was based on robust data, consultation and engagement, so would be very grateful if you are able to respond to the bullet points above at the earliest opportunity, so they have the opportunity to consider this in line with the wider deliberation of the Toolkit.

Thank you again for giving Members the opportunity. We will consider the issue further at the earliest opportunity, and feedback our conclusions to you then.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mary McGarry', with a long, sweeping horizontal stroke extending to the right.

COUNTY COUNCILLOR MARY M^CGARRY

Chairperson - Community & Adult Services Scrutiny Committee

- cc. Councillor Lynda Thorne, Cabinet Member Housing & Communities
- Sarah McGill, Corporate Director
- Jane Thomas, Assistant Director, Housing & Communities
- Ellen Curtis, Operational Manager, Landlord Services

My Ref: Scrutiny/Correspondence/Cllr McGarry

15 October 2018

Councillor Lynda Thorne
Cabinet Member Housing & Communities
County Hall
Cardiff
CF10 4UW



Dear Lynda,

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 10 OCTOBER 2018
– BUILDING MANAGEMENT FRAMEWORK – VOIDS MANAGEMENT ISSUES**

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee and providing Members with an update on issues relating to Voids Management issues. Members of the Committee have requested that I feed back the following comments and observations to you.

Members appreciated you bringing the challenges you are facing in relation to Voids to the Committee's attention and into the Committee process for consideration/action.

Overall, Members concluded that, in the light of ongoing problems and challenges across the service (that have been a long-term concern by the Committee), they would support the development of an in-house model, possibly based around arrangements in Swansea. Members felt that, not only would this manage a number of risks that the use of contractors created, but also would provide opportunities for jobs and apprenticeships.

Members agreed that they would wish to undertake a visit to Swansea to look at the arrangements, and would therefore appreciate officers supplying my Scrutiny Officer, Alison Jones, with contact details so that she can put arrangements in place for the visit.

In relation to current and future contract arrangements, Members were concerned that the procurement process and resulting contracts were not robust enough. Issues raised included:

- The volume of work that is now backlogged and resulting costs to the Council – Members requested, at the meeting, a breakdown of cost in rent loss etc and that this should be supplied urgently.
- Concerns that the outgoing contractor Ian Williams not honouring work was not foreseen and dealt with earlier which resulted in a large backlog of work for the incoming contractors to deal with.
- That the procurement process had not been rigorous enough in screening potential contractor’s submissions, to test their financial viability to carry out the works, especially with regards to voids, which appears to be a particular problem and continual risk.
- That contract terms needed to be tighter and more enforceable to ensure that contractors could not pull out of contracts at short notice. They concluded that there needed to be some kind of penalty in doing so to minimise costs to the council in terms of rent loss and costs relating to putting other arrangements in place.
- That the Council be very clear about the levels of work that contractors will be responsible for, so that they are very clear about the level of work expected of them; and that they can plan, at an earlier stage for “gearing up” once the contract has been awarded.
- That contracts are only considered and awarded once they can prove that they ARE geared up to undertake work – that, where possible, employees and supply chains are already in place.
- That penalties are implemented at the earliest opportunity, as per the contractual arrangements - whilst it was appreciated that a period of “gearing up” to take on the work was allowed for, Members felt it imperative to start enforcing this.

Whilst Members appreciated the unpredictability of numbers of voids coming back into the Council, Members have requested that officers provide a **monthly** breakdown of the number of voids over the past twelve months, so they can have an idea of the numbers that the service is dealing with in a given period.

Finally, Members agreed that they would wish to receive **quarterly updates** on progress in relation to performance and detailed updates on issues relating to the management of voids and other related work. Members request that the next update be brought to Committee at its meeting on the 9th January 2019. This should include:

- Reporting of PI results across the Service
- Updates on:
 - Current contractor performance
 - Rent loss across the quarter
- Update on the procurement of the additional contractor
- Updates on the development of the in-house team, and the performance of the team (when applicable)
- Any further plans and initiatives that are being developed to improve the service

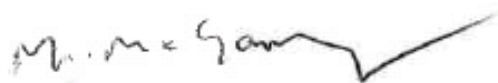
The updates will be added to the Committee's work programme and shared with you, as appropriate.

Thank you again to you and officers for attending. I require a response on the following:

- Contact details for Swansea, so that the Committee can arrange to visit the facility; and
- A detailed financial breakdown of what the current problems have resulted in for the Council.

We look forward to continuing to work with you in relation to this issue and receiving updates from January 2019 onwards.

Yours sincerely,



COUNTY COUNCILLOR MARY M^CGARRY
Chairperson - Community & Adult Services Scrutiny Committee

Cc: Sarah McGill, Corporate Director
Jane Thomas, Assistant Director, Housing & Communities
Ellen Curtis, Operational Manager, Landlord Services

My Ref: Scrutiny/Correspondence/Cllr McGarry

15 October 2018

Councillor Susan Elsmore
Cabinet Member Social Care, Health & Wellbeing
County Hall
Cardiff
CF10 4UW



Dear Susan,

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 10 OCTOBER 2018
– REGULATION & INSPECTION OF SOCIAL CARE (WALES) ACT 2016
BRIEFING; CLOSER TO HOME STRATEGY**

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and Claire for attending Committee and providing Members with a briefing on the Regulation & Inspection of Social Care (Wales) Act 2016. In addition, at the meeting, Members discussed and agreed a new Item to be added to the Work Programme. Details of this are set out below. Members of the Committee have requested that I feed back the following comments and observations to you.

Regulation and Inspection of Social Care (Wales) Act 2016

Members appreciated the informative presentation on the Act and what this means for Cardiff Council and its partners.

Members recognised the challenges faced by the Council and its partners to get domiciliary carers suitably trained and registered within the timescales set by the Act, but were concerned that, currently, only 30% of the workforce hold the qualifications required to register.

Members were reassured to hear the commitment from yourself and Claire in continuing to engage and communicate with the current domiciliary care providers to ensure that the market in Cardiff remains buoyant and minimise the number of current providers “dropping out” of the market. Members were also pleased to hear about the lead Cardiff is taking in relation to the Regional Workforce Board and the work it is doing across the board in relation to recruitment and retention of staff.

At the meeting, Members asked for details of the cost and time for an individual to gain suitable training and register as part of the Act. Claire stated that it was approximately £35.00 to register but stated she could supply a more detailed breakdown of costs and timescales of training an individual to the required standard. Members request that this information be provided to them as soon as possible.

Overall, Members concluded that they would wish to monitor the Council's progress in meeting the requirements of the Act, as they agreed with yourself and Claire about the critical role this Act plays in terms of ensuring that people receive the best care and support. Members agreed with the desire for the Council and partners to provide a professional service with well-qualified staff who feel they can provide an effective service, which, in turn, ensures that they stay within the Sector.

To this end, Members agreed that they would wish to receive **quarterly updates** on progress in relation to the implementation of the requirements of the Act. Members request that the next update be brought to Committee at its meeting on the 9th January 2019. This should include:

- Numbers/percentage of staff who are suitably qualified as at 31 December 2018 (and for every quarter going forward)
- Percentage of these who have registered
- An indication of numbers/percentage that have left (or planning to leave) the workforce (including those retiring)
- Update from the Regional Workforce Board on progress in supporting providers in meeting the requirements of the Act
- Any updates from Social Care Wales/Care Inspectorate Wales/Welsh Government, which may clarify some of the issues that are uncertain at the current time
- Update on what is planned for the next phase of implementation, including the workforce register for adult care home workers (from April 2020).

The updates will be added to the Committee's work programme and shared with you, as appropriate.

Closer to Home Strategy

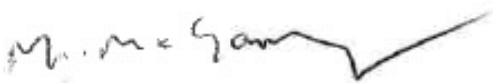
At the Committee meeting, Members discussed issues in relation to the Closer to Home Strategy. Members agreed that they would like to undertake a piece of work in relation to the Strategy and that I, along with Councillor Lent, scope out a way forward. We are aiming to meet some time in the next week to do this. Initial discussions included potentially looking at the following:

- Overview of the Strategy
- How the Strategy is working/operating
- How the Strategy is implemented
- How individuals are assessed, monitored and reviewed
- What changes (if any) to the Strategy have been made in the light of budget cuts, changes in practice etc.
- The range of placements being made, including Out of County

Once we have scoped out this piece of work, I will update you with details. The issue will be added to the Committee's Work Programme as appropriate.

Thank you again to you and officers for attending. I require a response on the issue raised in Paragraph 5 above. We look forward to continuing to work with you in relation to this issue and receiving updates from January 2019 onwards.

Yours sincerely,



COUNTY COUNCILLOR MARY M^CGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Claire Marchant, Director of Social Services
Elizabeth Begg, Operational Manager Training & Development, Social Services
Angela Bourge, OM, Strategy Performance and Resources, Social Services