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Fy Nghyf / My Ref: CM39929

Dyddiad / Date: 5th Sep 2018

Councillor Lee Bridgeman  
E-Mail

Annwyl/Dear Cllr Bridgeman,

**Re: JOINT CYPSC/CASSC MEETING – 4 JULY 2018 – LOCAL AUTHORITY  
SOCIAL SERVICES ANNUAL REPORT 2017-18**

Thank you for the invitation to attend Committee and for taking the time to consider the Local Authority Social Services Annual Report 2017/18.

**Recruitment and Retention of Social Workers.**

We can confirm that, as per the response to the CYPSC committee, this is a key area of focus for the Social Services Directorate. In the first instance, we are in the process of creating a report to combat this issue from which we will set an action plan with clear objectives. Once complete, the plan will be made available to Members and we are confident that the Committee will be satisfied with the work that is taking place. However, if at that point, you would like to proceed with the creation of a collaborative task group, please let us know.

**Care Leavers / Homelessness Performance Indicator**

As discussed at scrutiny, below is a further breakdown of the 69 cases of care leavers who have experienced homelessness during the year. Of these, 27 are on a training tenancy, and 29 are living with friends or family without a tenancy. It is worth noting that the 69 cases may include the same child more than once if they have experienced more than one type of homelessness during the year.

**Consultation**

We accept the importance that Members of the Committee place on the statutory qualitative surveys. Whilst response rates are lower than we would like, we are aware that this is not the most conducive way in which to gather qualitative information from citizens regarding the care and support they receive. The limitation of the survey has also been recognised by Welsh Government and, it is anticipated that going forward the new performance framework will not include a requirement for this type of qualitative survey to be repeated. Instead,

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**GWEITHIO DRÔS GAERDYDD, GWEITHIO DROSOCH CHI**

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

**WORKING FOR CARDIFF, WORKING FOR YOU**

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.



Social Services are seeking to enhance the way it obtains qualitative feedback from citizens using a range of alternative engagement opportunities. For example, in the current year, we have commissioned Spice to support the participation of a group of citizens who will design and take part in a process that will challenge Social Services judgements on the quality of service it provides as outlined in the Local Authority Annual Social Services Report. It is expected that Social Services will build on this type of engagement / feedback activity during the year to improve current arrangements and strengthen opportunities for more meaningful and inclusive ways to obtain citizen feedback in the future.

#### **Future Collaborative Working**

Finally, we share your wish for the Directorate to link with the Chairs of both Scrutiny Committees to explore ways in which Cabinet and Scrutiny Members and officers can work together to explore ideas and solutions across the Directorate. We would welcome a discussion and we will be in touch on how we can take this forward.

Thank you again for the opportunity to present to the Committee

Yn gywir  
Yours sincerely,



**Councillor / Y Cynghorydd Susan Elsmore**  
**Cabinet Member for Social Care, Health & Well-being**  
**Aelod Cabinet dros Ofal Cymdeithasol, Iechyd a Lles**



**Councillor / Y Cynghorydd Graham Hinchey**  
**Cabinet Member for Children & Families**  
**Aelod Cabinet dros Blant a Theuluoedd**