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My Ref: Scrutiny/Correspondence/Cllr Jenkins  
 17 Jan 2020

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

Dear Cllr Elsmore,

## **COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 8 JAN 2020 – CHARGING POLICY**

As Chair of the Community and Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee, providing Members with an opportunity to consider the Charging Policy for both residential and non-residential provisions prior to its consideration by Cabinet on 23 Jan. Members of the Committee have requested that I feedback the following comments and observations to you.

During Committee, Members were informed that currently there is no policy in place which relates to the charging costs for non-residential and residential provisions. Although Members were advised at Committee that actions have always been undertaken in accordance with legislation, Members understand that the introduction of this policy is to help provide clarity by setting a clear framework. Members were pleased to hear the recognition that when such policies become relevant for an individual, this is often in conjunction with challenging times and so there are comprehensive plans in place to ensure members of the public fully understand these policies and the processes they entail.

During discussions it was highlighted that the draft Residential Policy put before Committee did not have a section on the provision for complaints, failing to advise members of the public of the appeal process. Members' thank you and officers for confirming this will be amended, however wish to reiterate the need to ensure the drafting of documents is done as carefully as possible.

The draft policies presented to Committee state that the policies will next be reviewed April 2023, or as required. Although Members were advised that the impact of these policies will be continuously reviewed, particularly in line with any changes in Welsh Government Regulations, Members do hold concern. As these are new policies, and in order to ensure any complaints or possible process errors, particularly with regard to the financial assessment are rectified early and efficiently, Members would recommend that the policy be reviewed twelve months from its initial implementation and would appreciate your thoughts on this recommendation.

Yours,

**COUNCILLOR SHAUN JENKINS**

**Chairman - Community & Adult Services Scrutiny Committee**

Cc: Claire Marchant, Director Social Services

Cabinet Office

**GWEITHIO DROS 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.

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