

APPENDIX A – CASSC Correspondence Schedule, as at 29 June 2016

Date Sent	Sent to	Topic	Comments and Recommendations Made	Date reply received	Response Received
18 May 2016	Cllr Elsmore	Directorate Delivery Plans	<ul style="list-style-type: none"> • <i>Recommendation – that an ‘at a glance’ summary be provided, on page 16 of the Social Services Delivery Plan before the detail of action plan.</i> • <i>Recommendation - that the Social Services Plan clearly identifies the top priorities that have to be achieved.</i> • <i>Recommendation – that further thought be given to the content of the potential impact column on Page 47 of the Social Services Plan.</i> • <i>Recommendation – that the Social Services Plan be amended to make it clear which actions are being taken to address the following areas for improvement identified by the CSSIW: quality of residential care; and the timeliness of reviews for older people.</i> • <i>Recommendation – that further details on the other performance tools used in Adult Social Services – such as the Directorate Dashboard and consideration by senior managers – be referenced in the Plan.</i> • <i>Recommendation – that the performance milestones provided on Page 23 for the action ‘work to make Cardiff a recognised Dementia Friendly City by March 2018’ be elaborated.</i> • <i>Seek clarification – regarding whether or not a review of advice services should be included as an action in the Communities</i> 	14 June 2016	<p>Response Received Thank Members for constructive comments.</p> <ul style="list-style-type: none"> • <i>Corporate project to improve Delivery Plans so ‘it would be premature for us to change the structure of the corporate template until this work is completed.’</i> • <i>Corporate Plan identifies the top priorities – the Delivery Plan has to incorporate all statutory responsibilities</i> • <i>Accept that the Plan should be strengthened with regard to CSSIW area for improvement ‘quality of residential care’ and the plan will be reviewed accordingly. Not accepted re ‘timeliness of reviews for older people’ as improvements already made.</i> • <i>Further reference will be made to the dashboard in the performance section.</i> • <i>Accept that dementia friendly milestones ‘are vague and this is because the creation of our</i>

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		<p>Syrian & Afghan resettlement schemes</p>	<p><i>Delivery Plan.</i></p> <ul style="list-style-type: none"> • <i>Accept the Director of Communities, Housing and Customer Services offer to provide an explanatory note on the details of how the homelessness targets were decided.</i> • <i>Note that there will be a 24 hour emergency helpline.</i> • <i>Critical to manage messages regarding these schemes to avoid confusion and misunderstanding.</i> • <i>Request further briefing as part of work programming process.</i> 		<p><i>specific dementia action plan is in its infancy. I would be pleased to share the action plan with CASSC once ready. In the meantime I welcome any Member suggestions of particular actions that we need to consider in the action plan.'</i></p> <ul style="list-style-type: none"> • <i>It is right that a review of advice services should be included as an action – details provided in letter of this.</i> • <i>Explanation of homelessness targets provided in letter..</i>
<p>18 May 2016</p>	<p>Cllr Hinchey</p>	<p>Directorate Delivery Plans Template</p>	<ul style="list-style-type: none"> • <i>Members are pleased to see that the template has enabled a clear thread to be visible from our partnership and corporate plan commitments through to the actions in the Delivery Plans.</i> • <i>Members have concerns that the application of the template may be too rigid in other areas, thus meaning that Delivery Plans may not meet the needs of the Directorates.</i> • <i>Request whether it is possible for Joseph Reay to lead a review of the template for Directorate Delivery Plans so that the template for 2017/18 delivers fit-for-purpose Plans. As part of this review, Members ask</i> 	<p>8 June 2016</p>	<p>Response Received <i>Thanks for letter and comments:</i> 'The Performance and Governance programme, which sits within the Council's Organisational Development Programme, contains a Business Planning project.... A key element of this will be the review of the Council's Directorate Delivery Plan framework and approach</p>

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			<p><i>that more guidance be given to including appropriate performance measures in Delivery Plans, to ensure that outcomes are included and that other measures – input, process and output – are included where needed to monitor declining/ bad performance or to track commercially important information.</i></p>		<p>and Members' comments will be fed into this work.'</p>
<p>18 May 2016</p>	<p>Cllr De'Ath</p>	<p>Directorate Delivery Plans Community Safety</p>	<ul style="list-style-type: none"> • <i>Raise concern regarding the lack of wording and actions directly referencing community safety, community cohesion and tackling human trafficking in [these] Plans. Members can see that several actions in the plans we considered contribute to these areas – for example safeguarding actions, city centre management and night time economy actions, recommissioning of domestic violence services, and other actions detailed under the outcome heading 'People in Cardiff are safe and feel safe'. However, none of these actions capture the overarching role the Council has in contributing to crime and disorder reduction and promoting community safety and community cohesion.</i> • <i>Consensus seems to be that these should have been referenced in the Resources Delivery Plan, under the relevant section on partnerships. Members therefore request that the omissions be addressed by the addition of appropriate references to the role of the Council as outlined above.</i> 	<p>28 June 2016</p>	<p>Response Received Welcomed feedback from Committee. 'Resources Directorate Delivery Plan now contains Directorate Action to: Drive forward the Council's community safety work programme through robust partnership arrangements to help make Cardiff safer, reduce crime and disorder and promote community cohesion. Milestones for this action will be used to give details about the wide range of activity that takes place.. around the Community Safety agenda.'</p>

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10 June 2016	Cllr Derbyshire	Bringing empty private sector properties back into use	<ul style="list-style-type: none"> • <i>Appreciate officer's candour in explaining reasons for dip in performance</i> • <i>Pleased to hear protocol will be developed regarding how to deal with empty private sector properties.</i> • <i>Note that the above will include resolving resources required and determining an appropriate target for performance indicator PSR/004.</i> • <i>Members feel it would be useful to undertake a cost/benefit analysis regarding work to deal with empty private sector properties – this should help establish appropriate level of resources and should help determine appropriate target.</i> • <i>Members ask to be kept informed of progress in resolving above.</i> • <i>Members wish to know how many empty properties are currently being dealt with and how many were dealt with in 2015/16, with regard to PSR/004.</i> • <i>Members thank officers for preparing the Briefing Report on the HMO Licensing Schemes.</i> 		No response required
10 June 2016	Cllr Elsmore	Cabinet Response to Information, Advice and Assistance Inquiry	<ul style="list-style-type: none"> • <i>Members are disappointed at the tone of the Cabinet Response – Members feel a more constructive tone could have been taken, giving credit where there has been learning from the Inquiry.</i> • <i>Note that the Director of Social Services stated he took 2 things from the Inquiry – the need to move from a medical model and the finding of the survey that many respondents were unclear how to access information, advice and assistance services.</i> 		No response required

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10 June 2016	Cllr Elsmore	Quarter 4 performance report	<ul style="list-style-type: none"> • <i>Thanks to officers for providing additional information requested prior to the meeting, which usefully helped to focus discussion at the meeting</i> • <i>Members wish to receive indicators for discretionary disabled adaptation grants below £3K and for both short term voids and longer term voids.</i> • <i>Members recommend that staff and contractors be reminded of their responsibilities to follow the agreed process to close an emergency repair once it is made safe.</i> 		Response Awaited