

Present: Cllr McGarry, Cllr Sanders

Angela Holt – Principal Scrutiny Officer

Alison Jones – Principal Scrutiny Support Officer

Key Points made during meeting

1. Queries from Corporate Quarter 1 performance report

Members discussed the information provided in response to their queries arising from their scrutiny of the Corporate Quarter 1 performance report and made the following points:

- a. Thank the Corporate Performance team for their answers to Members queries.
- b. Thank Communities for providing performance information in relation to repairs and to homelessness for Quarters 1 & 2; Members would like to receive these reports for Quarter 3. Members would like to understand more about how repairs complaints and customer satisfaction rates are determined and about homelessness.
- c. Thank Adult Social Services for providing dashboard reports for Quarters 1 & 2; Members would like to receive these reports for Quarter 3. Members would also like to thank officers for their written explanations re Care Plan Reviews, Direct Payments and the RAG status given for some indicators and actions in the Quarter 1 report.

AGREED:

Angela to:

- I. Request Communities provide Quarter 3 performance reports for repairs and homelessness.
- II. Request a written explanation from Communities of how customer satisfaction with repairs is determined.
- III. Request a written response from Communities as to whether the complaints reported re repairs include complaints made by Councillors on behalf of ward residents.
- IV. Request Communities, at the January 2017 meeting on homelessness target setting, take the Panel through the homelessness reports and through the homelessness flowchart so that Members can understand the process followed and the linkage between this and the categories on the tables. Members particularly wish to understand whether the categories in the tables apply to ongoing cases and/ or cases once

they are closed. Members also wish to understand the rationale for the targets initially set for 2016/17, bearing in mind that this is a baseline transitional year, and the range experienced thus far for these, so that Members can understand the variances e.g. HWA3 has a target of 20 days – Members want to know the range of days from the fewest taken to the most taken as the average.

- V. Request Adult Social Services provide Quarter 3 Adult Services dashboard.
- VI. Request Adult Social Services provide a written explanation as to what the categories used in the 'domiciliary contract variances' charts mean i.e. what has increased/ decreased – the actual care package minutes or the number of care packages or the number of contracts?

2. Update on Voids Deep Dive

Members were pleased to receive the response from the Assistant Director of Communities and Housing (Jane Thomas), in which she agreed to their recommendations following their deep dive update meeting on 18 October 2016. Members will keep an eye on progress in Quarter 3.

3. Corporate Quarter 2 performance report

Members noted the information provided in the dashboard regarding budgets, savings, staff spend and sickness absence.

With regard to Communities, Members noted that voids is marked as Red but, following their update on the voids deep dive, Members are aware of the actions being taken to address this. Members also noted that Rent Smart Wales indicators and actions are marked as Amber/Green and will look to explore the issues at their planned scrutiny at committee in December. Members also noted the progress re Hubs and that more information is awaited re Communities First. Members wish to understand which percentage is correct re new service requests managed within Independent Living Services – is it 53% (as stated in the Q2 2016/17 YTD column) or 62% (as stated in the commentary column)? Members also wish to receive more information on the new approach to Rough Sleeping mentioned in the Quarter 2 performance report.

With regard to Social Services, Members noted that staff vacancies is marked as Red, that Direct Payments are Amber and that there are issues with sickness absence and with budgetary challenges. Members wish to scrutinise staff vacancies at the joint meeting with Children and Young People Scrutiny Committee scheduled for 1 December 2016. Members are aware of the issues re Direct Payments following the written update provided (as set out above). Members wish to understand more about the budgetary challenges and the approaches being taken as described in the Quarter 2 report.

Members discussed the current content and format of the corporate performance report, which they do not feel is fit for purpose for CASSC scrutiny. Members decided to send their views to the relevant Cabinet Member and officers.

AGREED:

Angela to:

- I. Check with Communities which percentage is correct re '*new service requests managed within Independent Living Services*' – is it 53% (as stated in the Q2 2016/17 YTD column) or 62% (as stated in the commentary column)?
- II. Request that Communities provide a briefing note on the planned changes to the approach to be taken re Rough Sleepers, for circulation to all CASSC Members.
- III. Members also discussed the need for a briefing on the Benefit Cap, but after the meeting, this was circulated to all Members.
- IV. Arrange a meeting of the Panel with the Director of Social Services and Assistant Director of Social Services to go through Month 6 Budget Monitoring Report and to enable them to explain the approach being taken as detailed in the corporate Quarter 2 performance report.
- V. Draft an email to Cllr Hinchey and Joe Reay, cc'd to Tony Young and Sarah McGill, that details their concerns that the corporate performance report does not provide sufficient information on performance for the needs of CASSC in that:
 - a. Scrutiny Members are not able to understand the customers experience across the care pathway/ service provision;
 - b. Scrutiny Members are not able to identify areas requiring deep dives;
 - c. Scrutiny Members are not able to track progress as indicators are changing e.g. Q2 does not contain the Disabled Adaptations indicators;
 - d. Scrutiny Members have requested additional information from Directorates and this has been provided but this is not sufficient to enable effective scrutiny;
 - e. Scrutiny Committees are not being assisted to play their critical role in performance management and to assist in providing internal challenge, as expected by Inspectors and Regulators, and strong governance.
 - f. Members would therefore like to return to having specific performance reports, working with the Directorates to identify relevant performance indicators from those already collected and collated by the Directorates.

4. WAO Review of Delayed Transfer of Care

Members noted the positive review undertaken by the WAO in March – June 2016 and reported in September 2016. Members note that there are three recommendations but that the management response only details Recommendation 1 and Recommendation 3.

AGREED:

Angela to request an explanation from the Director of Social Services as to why there is no response to Recommendation 2 and to seek a response to this.

5. Disabled Adaptations Deep Dive

Alison took Members through the briefing report she had prepared. Members discussed what they felt the next steps should be, what additional information they needed, where they wanted to focus their attention and the fact that they wanted the deep dive to be of assistance to officers in improving performance.

AGREED:

Alison to:

- I. Draft the scope for the deep dive to be shared with Panel Members for review, amendment and agreement.
- II. Contact relevant officers to set up a meeting with them, for officers to take Members through:
 - a. the access points, flowcharts and procedures including some case studies to illustrate these
 - b. performance information e.g. the length of time waiting (for initial visit, assessment, work to start, work to be completed etc.).
 - c. demographic information e.g. numbers applying for disabled adaptations, projected and actual demand
 - d. relevant financial information e.g. amount of budget used, forecast budget pressures etc.
 - e. an update on discussions with Welsh Government regarding the use of low cost adaptations and DFGs.
 - f. any proposed policy and procedure changes e.g. synergy with other changes re Independent Living Services.
- III. Look at how Denbighshire and other high performing Welsh local authorities achieve their performance and whether there are any lessons that could be applied in Cardiff.
- IV. Clarify re low cost adaptations:
 - a. What is included in PRS/006 – does it cover Joint Equipment Service work?
 - b. Which tenures does this cover – council, RSL, private and/ or owner occupied?
 - c. How is it decided whether to follow the low cost route?

6. Any Other Business

Members discussed the forthcoming Month 6 Budget Monitoring report and felt that the meeting with Tony Young, as discussed at Agenda Item 3, should be sufficient for this based on the information contained in the Q2 performance report.

Members discussed the on-going lack of performance reports for Community Safety but reflected that their recent Committee meeting on 2 November 2016 had received evidence that work is planned for this area and that the Chair's letter has requested the timescale for when the performance reports will be ready.

Members discussed outstanding issues from their meeting 3 October 2016 and asked Angela to chase these:

AGREED:

Angela to:

- a. Check whether Audit Committee received a response to the question regarding at what point will unachieved savings 2014/15, 2015/16 and 2016/17 be deemed unachievable and written off.
 - b. Contact Community Safety for further information about Safer Splott CCTV – what type is it? Is it real time? Where is it?
- a. Date of next overall panel meeting: 5 December 2.00pm in Room 263c**
- i. Disabled Adaptations Deep Dive – with Alison.