

**SWYDDFA CYMORTH Y CABINET  
CABINET SUPPORT OFFICE**

Fy Nghyf / My Ref: CM46703

Eich Cyf / Your Ref: Scrutiny/Correspondence/Cllr Jenkins

Dyddiad / Date: 19 January 2022

Councillor Shaun Jenkins  
Chairperson  
Community & Adult Services Scrutiny Committee  
Cardiff Council  
County Hall  
Cardiff  
CF10 4UW



Neuadd y Sir  
Caerdydd,  
CF10 4UW  
Ffôn: (029) 2087 2088  
www.caerdydd.gov.uk  
County Hall  
Cardiff,  
CF10 4UW  
Tel: (029) 2087 2087  
www.cardiff.gov.uk

Annwyl / Dear Shaun,

**Community & Adult Services Scrutiny Committee – 13 Oct 2021 - Quarter 1  
Performance Report and Current**

Thank you for your letter dated 8 November 2021, it was pleasing to see that Committee Members identified and provided comment on some of the work being undertaken within Adult Social Services and the housing and communities, and recognised the pressures currently being experienced by the teams.

There were two requests for information made within the letter and we provide information regarding these below.

The Committee raised a query regarding the progression of the Council House New Build Programme as information had not been readily available at the meeting. 608 new council properties have been handed over to date, and 801 properties have been completed if including the homes built for market sale.

Furthermore, 199 homes are currently being built on site, 133 at the procurement stage, and 137 new homes with planning approved. There are also 249 new homes in the planning stage with 4 of our new build projects being considered at planning committee later this month. The programme incorporates 59 development sites with the capability of delivering around 3,600 new homes in the longer term: it is truly delivering at scale and pace. We are also setting new standards for the delivery of low-carbon projects and have recently confirmed that our modular scheme at Crofts Street will be our first scheme that delivers a below net zero standard where the new homes are projected to produce more power than the tenant needs - exporting all unused power to the grid. This is an exceptional standard and one that will ensure our tenants are not affected by fuel poverty.

**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.

**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.



As Members will be aware the construction industry has been affected by both Covid-19 and Brexit. Most development programmes are experiencing delays and there has been significant and unprecedented increases in material costs, shortages in the supply of materials, and shortages in labour. This has inevitably affected our own programme. This is not unique to us and recent meetings with Welsh Government have taken place to consider the impact these conditions are having on new social housing development throughout Wales. We have also seen some main contractors struggling with current conditions with many long-standing construction firms closing. Nevertheless, the development team are doing what they can to mitigate against these delays and endeavour to achieve the target of delivering 1,000 new council homes by 2022. A more detailed update on progress against this target will be provided in the new year.

The Committee raised a query regarding the delay in the regional service for Male Domestic Abuse Victims and the following update has been provided by the Operational Manager for Partnerships and Joint Commissioning. The new proposed male victims service has grown in scope since its first conception. We have now purchased two properties to be used for male victims with children, disabilities or pets so that they are not excluded from accessing specialist accommodation and support services. There was a delay in securing these additional properties, purchased with Welsh Government funding, which have been subject to some minor works to get them ready for letting. Unfortunately, some delay has also been encountered with obtaining the necessary materials.

We are also establishing a safe remote evidencing site for male victims so that they can give evidence to court remotely, ensuring equity with women and children who are offered this option. This work is being developed in conjunction with multiple partners across Wales to ensure that a consistent service can be achieved across a multitude of new sites, and we are therefore subject to external timescales for delivery.

Due to the altered scope of the service, this has required regional project working with the Vale of Glamorgan Council and specialist third sector providers. Unfortunately, all services have been under enormous pressure trying to deliver their existing services and this has hindered the progression of this project with all its elements. However, we are now at the point of finalising all processes and funding arrangements with the Vale and it is anticipated that the service will be up and running from January 2022, taking referrals into the new accommodation units and ensuring delivery of community support across Cardiff and the Vale of Glamorgan region.

Regarding pressures in Adult Services, the Committee highlighted the innovative proposals and speed of establishing the Cardiff Cares Academy which was welcomed. However, Members felt that the aim to support 120 new people into a career in care was not ambitious enough to meet the current and potential future pressures in the sector. It has been made clear that the Cardiff Cares Academy is just one route for people to enter the care sector and it is done in partnership with care employers. There has been and continues to be well documented challenges throughout the care sector during the pandemic which continues to impact the attractiveness of care as a career.

Social Services continue to support the care sector with their own advertising and recruitment and the Cardiff Cares Academy is just one arm of this support.

Regarding the concerns raised by the Committee of the challenges of lack of equipment and aids, I am able to provide the following information. The Disabled Facilities Service currently operate a removal and recycling service covering hoists and lifts across all tenures. Hoists and lifts that are serviceable are identified and reinstalled as complete units whereas hoists and lifts that have effectively gone beyond their useful lives are broken down to provide spare parts.

The Service receives referrals to collect redundant equipment from internal teams including Joint Equipment Service, Housing (inc. accessible housing), Occupational Therapists and Social Workers. Outside of the Council referrals are generally received from homeowners who no longer require the equipment. When awarding grant assistance for this equipment each recipient signs a document agreeing to return the equipment once it is no longer required.

Following receipt of a referral the equipment is collected by the Framework contractor and placed into stock. A stock list is maintained by the contractor.

Within the letter a table was provided to respond to the recommendations made and this has been completed below with the information provided from the appropriate service areas:

<b>Recommendation</b>	Accepted, Partially Accepted or Not Accepted	Cabinet Response	Responsible Officer	Implementation Date
To prepare for the upcoming winter months, the service area recruit a statistician (or similar) to provide accurate information on key pressures, which in turn will offer critical insight into the possible shortfalls and requirements	Not accepted	Work has been undertaken throughout 2021 to improve our monitoring and understanding of statistical information that is being utilised to understand service pressures. This is being rolled out to all Operational Managers within Social Services to provide timely information regarding their services. This is discussed monthly at Adult Services Management team meeting as a formal item and Service Pressures is a regular item on the agenda used to identify pressures on all service areas, individually and collectively, such as assessment backlogs. The team continue to work together to identify solutions to service pressures and this is ongoing.		

<p>Explore more innovative ways of coping with current and future pressures by expanding the use of Occupation Therapists and other professionals where demand is high.</p>	<p>Accepted</p>	<p>We are taking the greater use of Occupational Therapy further by reviewing and redesigning the front door into community services in the following ways.</p> <p><b>Community Occupational Therapy into Hospital setting:</b>  We have experienced recent success with a community Occupational Therapist (OT) working hand in hand with social work and hospital staff to review referrals for care. Out of 13 referrals, 3 were destined for residential care and the remaining 10 were prescribed Domiciliary Care. The community OT right-sized the care for each person resulting in:</p> <ul style="list-style-type: none"> <li>• 3 Residential placements right-sized to go back to their own home with Domiciliary Care</li> <li>• 10 Domiciliary Care referrals rightsized and reduced by 98 hours per week</li> </ul> <p>This has resulted in care cost being £168k pa less, and enabled people to go home living independently.</p> <p><b>Care Home Liaison role</b>  We are exploring the possibility of a Care Home Liaison Officer, who will take on the role of a conduit between the Care Home, the cared for person and their support network.  This will release the Social worker as the role would focus solely on ensuring, when a placement is the right outcome for an individual, all parties involved are as informed as possible to aid a safe, timely and smooth transition either from hospital or from their home.</p> <p><b>First Point of Contact (FPOC) Upskill</b>  We will build upon the current skills of our contact services and upskill</p>	<p>Carolyne Palmer</p> <p>Claire Gilhooly &amp; Lisa Wood</p>	<p>Ongoing through to April 2022</p>

		<p>our Contact Officers to order equipment directly and assess and refer for Safety at home, such as, hand and grab rails. In addition to all the support currently provided, this will reduce the number of people referred into Occupational Therapy, allowing them the capacity to triage and right-size care packages.</p> <p><b>Front Door MDT triage</b> In addition to the upskilling of Contact Officers, we will be introducing an OT led triage, which will review all new noncomplex requests for domiciliary care, with a view to right-sizing, linking in with family support, aids, adaptations, and equipment. This will enable the most complex cases to go directly to the social workers, for example individuals who suffer from Mental Health, who lack capacity, or require nursing care. The Occupational Therapists and Social Workers will also work as a Multi-Disciplinary Team as and when necessary.</p>	<p>Claire Gilhooly/Carolyne Palmer</p> <p>Carolyne Palmer &amp; Lisa Wood</p>	
<p>More communication is done on the call for equipment, including through the continued use of social media outlets, notification on the council and hub websites, posters in hubs, liaising with Adviceline staff to make initial enquires where relevant and a letter drop targeted at relevant residents or family members</p>	Accepted	<p>Initial Social Media campaign launched, and this has been replicated across the Vale of Glamorgan and through Health. This work is ongoing, and work is being undertaken with the communication team to develop posters to be utilised in Hubs and community settings.</p> <p>The Joint Equipment Service (JES) has seen an increase in the equipment returned to store. However, the quality of these items is, overall, poor – likely because they have been stored for quite some time as citizens did not know how to return them. It is hoped this will slowly improve.</p> <p>The current system does not capture the equipment that is on loan for short periods such as to support rehab, so work is being undertaken</p>	Neal Hall (Service Manager)	December 2021 continuing through early 2022

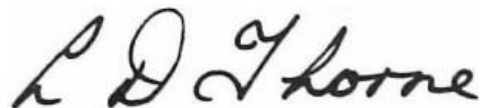
		<p>to ensure that there is a search function through the Council website and develop a 'search' option to provide information to citizens on available equipment and also organising returns.</p> <p>All JES equipment has a contact telephone number on the sticker, and this will continue.</p> <p>There is further work underway to develop a more detailed web page for JES as part of a project being undertaken in the Independent Living Services (ILS). Though this has been delayed due to Covid, some work is being undertaken to provide some more detailed information.</p>	Part of a wider project with ILS	TBC – Project dates moved due to COVID-contingency plan. Update to corporate site requested in interim (review of basic information available digitally to customers)
<p>Conduct an overall review on how we retrieve and reallocate stock. We deem the review should focus particularly on if adequate support is provided to residents who may have heavier equipment, such as stairs lifts or hoists, redundant in their properties</p>	Accepted	<p>The ILS communications plan will also include information regarding the Disabled Facilities Grant Team (DFG)</p> <p>The JES team are fully aware of the DFG and rapid response team and refer all enquiries in relation to the recycling of these items to the relevant teams. Work is being undertaken to identify all internal teams who may receive enquiries regarding equipment collection and providing all up-to-date information for them.</p> <p>Disseminate a pathway for referrals and where appropriate meet/attend team meetings to raise the profile of JES</p> <p>NOTE: Stair lifts, ceiling track hoists etc. are serviced but not installed or provided through JES – this is via Disabled Facilities Grant Team (DFG)</p>	Neal Hall (Service Manager)	December 2021

We hope this has provided a comprehensive response to the current work being undertaken in Adults, Housing and Communities to address the concerns raised by the Committee.

Yn gywir / Yours sincerely,

Handwritten signature of Susan Elsmore in black ink.

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

Handwritten signature of Lynda Thorne in black ink.

**Councillor / Y Cynghorydd Lynda Thorne**  
**Cabinet Member for Housing & Communities**  
**Aelod Cabinet dros Dai a Chymunedau**