

APPENDIX 2

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE TASK & FINISH INQUIRY SCOPING EXERCISE

PROPOSED TOPIC: Cardiff Council's Support to Residents During the Cost-of-Living Crisis					
PROPOSED TYPE OF SCRUTINY INVESTIGATION: Task & Finish Inquiry					
Proposed Terms of Reference	To assist the Council in its response to the cost-of-living crisis, this Inquiry will: <ul style="list-style-type: none">○ Review issue-related Council services and proposed action on offer to Cardiff residents.○ Examine the scope, remit, demand, capacity and join up of services on offer.○ Assess, in consultation with key stakeholders, community awareness of services and schemes available.				
Task & Finish Recommended.	Yes				
Number of meetings required					
Meeting 1 October 2022	Scoping Inquiry Members to agree Inquiry Chair, the terms of reference for the inquiry, the meetings required, and the invited witnesses.				
Meeting 2 October 2022	Setting the context In advance of this meeting a briefing paper is to be circulate to Inquiry Members. Briefing paper to include: <ul style="list-style-type: none">• Overview of the services on offer – e.g., what services do / the support they offer, if there is eligibility criteria to access services / support. To also include capacity information e.g., how many staff support these services, and, if this data is collected - how many members of the public have used these services since Oct 2021.• An overview of a typical 'pathway' for an individual seeking support / advice. E.g., what happens after an individual contacts an initial service, is there then an application process, how long does it then take to receive support / advice. Are there ever instances when an individual cannot be supported (e.g., do not meet eligibility /				
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	<p>financial threshold etc. – what happens then).</p> <ul style="list-style-type: none">• Overview on how services are joined-up.• Overview on how services engage with third sector.• Welsh Government Cost of Living Discretionary Support Scheme<ul style="list-style-type: none">o How much did Cardiff Council receive in the scheme?o How has the Council determined use of scheme? I.e., will the support take the form of payment, extension of services (e.g., meals on wheels)?o Is their eligibility criteria to access the scheme?o How quickly do individuals receive the support from when they apply?• How are individuals made aware of Council services /grants available?• How easy are the services to access e.g., does the Council support all cohorts of the community (such as those on benefits and 'middle income' groups)• What measures are in place to reach typically hard to reach cohorts – e.g., older people, ethnic minority.• Any other information the executive feels is relevant / required to set the scene. <p>This meeting will be an opportunity for Inquiry Members to explore from the briefing note:</p> <p><u>Council Services on Offer</u></p> <ul style="list-style-type: none">- Their scope- Remit- Demand- Capacity- Any known limitations for the services- Alignment (both internally and external services) – are individuals 'sign posted' or is there clear alignment / shared data base between all services?- Decision making process regarding the above matters.
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	<p><u>Eligibility</u></p> <ul style="list-style-type: none">- What happens if an individual is not able to access services e.g., due to financial threshold? <p><u>Community Awareness</u></p> <ul style="list-style-type: none">- Explore how the Council is ensuring sufficient public awareness of services available.- Assess how the Council is ensuring awareness within typically hard to reach groups. <p><u>Likely witnesses in attendance to answer Inquiry Members questions:</u></p> <p>Cllr Peter Bradbury Cllr Lynda Thorne Helen Evans Other relevant witnesses' to be determined by the service area</p>
<p>Meeting 3 Nov 2022</p>	<p>Public Demand, Awareness & Access - External Evidence</p> <p>Inquiry Members to hold a roundtable discussion with externals to receive evidence on public demand, awareness of services and their engagement with the Council.</p> <p><u>Possible witnesses':</u></p> <p>Welsh Government Representation Housing Association Representation Credit Union Representation to provide budgeting advice (to be scoped by scrutiny officers) Disability Wales (or other relevant disability charity) Race Equality First Women's Aid (or other relevant women organisation) Trussell Trust – Cardiff Citizen Advice – Cardiff & Vale Riverside Advice</p>

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	<p>The Speakeasy Law Centre Diverse Cymru Age Cymru – Cardiff & Vale Gypsies and Travellers Wales</p> <p>Inquiry Members to explore each representatives view on:</p> <ul style="list-style-type: none">- Public demand for support on this matter- Level of awareness of services and suggestions for improvements- Their (or the cohort they represent) engagement with Council services.
<p>Meeting 4 November 2022</p>	<p>Observe Services and Meet Frontline Staff and Clients</p> <p>Inquiry Members to observe support services in action, hold informal talks with clients and then have an informal meeting with frontline staff. Within the meeting with frontline staff, the following could be explored:</p> <ul style="list-style-type: none">o Has demand increasedo Is there capacity in the teamo Are there any barriers in providing support.
<p>Meeting 5 November 2022</p>	<p>Sum Up Meeting</p> <p>Inquiry Members to meet to consider all information received during inquiry and agree way forward for report (including recommendations).</p>

Proposed Reporting Arrangements

- Investigation to be undertaken by November/December 2022
- Report to be considered by the Scrutiny Committee – December 2022 / Jan 2023
- Report from Scrutiny to Cabinet – January/February 2023

Potential Outputs/Outcomes from this investigation

To produce a report that:

Uses the evidence gathered to make recommendations to the Cabinet to inform future policy and service development that support Cardiff residents amidst the cost-of-living crisis.