

Date: 24 May 2023

Cabinet Members:
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Dear Cabinet Members,

CASSC Scrutiny Committee 15 May 2023: Quarter 4 Performance

On behalf of the Community and Adult Services Scrutiny Committee, our sincere thanks to you, and officers, for attending our meeting on 15 May 2023 to present the Quarter 4 Performance Reports.

We wish to again, state our appreciation to the council's Advice Services, who many of the Committee Members met recently, as part of our Task & Finish work. Like Cllr Bradbury, we pay tribute to their hard work, and sincerely welcome that additional funding has been secured as part of the Shared Prosperity Fund, which in turn, allows for longer staff contracts and more resource.

We wish to also widen our thanks, and recognition, to all staff, and volunteers, who deliver such vital work within this directorate. We know you, and senior officers, share this view, and we champion the comments made that where possible, this administration will work to secure staff security by offering long term contracts wherever possible.

It was also pleasing to hear the emphasis, and work, currently taking place in the directorate, to ensure feedback from individuals in receipt of service, is robustly gathered and utilised to drive service development. We look forward to working with yourselves over the coming year to monitor this work's development.

During the meeting, it was interesting to explore the current work underway regarding the First Point of Contact (FPOC) teams, namely the use of more Occupational Therapist resource, who are able to prescribe care under the Trusted Assessor model. We hope this will alleviate the ongoing demand issues around new social work assessments.

We note the KPI regarding the number of incoming calls to FPOC, will no longer capture data for those dealt with by the social work element of the FPOC team. After raising our concern regarding this, we were informed that waiting lists for this team, and its demand, will continue to be monitored.

Regarding the Community Resource Team (CRT) results, which has been well below target for a few years, we were informed this can be aligned to the team assisting with work outside of their remit (e.g., double handed care) in the wake of the pandemic, and due to individuals' hospital discharge possibly being delayed due to illness. We note the assurance provided at the meeting that as the team embeds the new systems (Electronic Call Monitoring System), and returns its focus to reablement, the results for the CRT should improve.

With regard to the hospital discharge process, as this committee will shortly be undertaking a 'deep dive' on this matter at a forthcoming meeting, we wish to request, as part of the papers for that meeting, data on:

- how many individuals, who require social care support, go through the hospital discharge process.
- how long an individual in hospital may be waiting for a social worker allocation to initiate the hospital discharge process.

If viable, we would appreciate the above data over a two-year period.

In relation to the council's 'Home First' principle, we explored the implications this may have on care homes, and the additional demands and strains this may place on the domiciliary market. We note this is recognised by yourselves, and the steps being taken to mitigate this, such as the use of Direct Payments and the use of adaptations for individuals where appropriate.

We note, and will continue to monitor, the current work taking place to address the outstanding new jobs, follow-up jobs, and increased complaints, within the Responsive Repairs Unit. Such as the soft launch of the Repairs Online Service (this

summer), the new dedicated damp and mould team, and additional resources within the in-house team and through contractors.

Lastly, in terms of recruiting bowel cancer screening champions from the ethnic minority, we are aware Public Health Wales funding for the dedicated post has ceased, and so wished to explore the efforts in place to ensure this work remains sustainable. We welcome the endeavours mentioned at the meeting, such as the ongoing partnership work in this area with Public Health Wales, all community centres, and the knowledge currently being gathered regarding the groups with the least engagement.

To confirm, a response to this letter is requested which includes the following:

- The directorate's Complaints Report referenced at the meeting, or guidance on when this report will be available.
- How many Cardiff residents receive care at home, and in care homes.
- How many of those residents receiving care, are of ethnic minority (we will remain mindful to the difficulties in capturing this data referenced at the meeting).

To confirm, the information requested regarding hospital patient discharge we wish to be included in the papers for our forthcoming meeting on the hospital discharge, not in response to this letter. We trust our support officer will take this request forward with relevant officers on our behalf.

Thank you once again to you and officers for presenting the Quarter 4 Performance Reports. The committee look forward to your response.

Yours sincerely,



COUNCILLOR BABLIN MOLIK
CHAIR, COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

cc Members of the Community & Adult Services Scrutiny Committees
Jane Thomas, Director Adults, Housing & Communities
Helen Evans, Assistant Director, Housing & Communities
Chair, Governance & Audit Committees
Tim Gordon, Head of Communications & External Relations
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