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

Dyddiad / Date: 29th October 2015

Councillor Mary McGarry
Cardiff County Council – Community & Adult Services Scrutiny Committee
County Hall
Atlantic Wharf
Butetown
Cardiff
CF10 4UW

Annwyl / Dear Councillor McGarry

Community & Adult Services Scrutiny Committee Meeting – 16th September 2015: Performance Issues

Thank you for your letter of the 21st September 2015 regarding performance issues. We welcome your observations and recommendations.

Regarding the Corporate Performance Reports and amendments requested from Quarter 2, I will ensure that officers make these changes for the next report, to include the information in relation to PPDR's and Savings separately for both Adults and Children's Services.

In line with the new way of working in Council Housing Repairs and the newly purchased performance monitoring software, we will be creating a range of new performance indicators to monitor success. This includes information on first time fixes and appointments being met. This information is currently being audited for accuracy and will be available in time for the Quarter 3 performance report.

The target of 58% for the performance indicator *SCA/018(b) - The percentage of carers of adults who had an assessment or review of their needs in their own right during the year* has been set at 58% for the past 3 years. I accept that this looks a very challenging target given the performance in previous years; however, this is a key area for improvement. This is why I have recently approved the recruitment of 4 temporary Carer Assessment workers for the remainder of this financial year. For the purpose of clarity, once a carer has been

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offered an assessment they are included in this performance measure and remain included regardless of whether they want an assessment. We need to be clear on what we want to achieve, that is that ALL carers known to us are offered an assessment; and then those that want one are assessed.

I welcome Scrutiny taking these 'deep dives' into the performance measures as only through us having this full picture can you be truly informed in order to understand the issues.

I hope that you and Committee Members have found all the information requested in the response, and I would like to thank you for your comments.

Yn gwyir
Yours sincerely

A handwritten signature in black ink, appearing to read 'S Elsmore', written in a cursive style.

Councillor / Y Cyngorydd Susan Elsmore
Cabinet Member for Health, Housing & Wellbeing
Aelod Cabinet dros Iechyd, Tai a Lles