



**To:**  
**Councillor Mark Child**  
**Cabinet Member for Care, Health and**  
**Ageing Well**

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*Date* 08 July 2019  
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**Summary:** This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Care, Health and Ageing Well following the meeting of the Panel on 20 June 2019. It covers the Wales Audit Office Report on Housing Adaptations, Review of the year and draft Work Programme and correspondence received by Convener of the Panel.

Dear Cllr Child

The Panel met on 20 June to discuss the Wales Audit Office Report on Housing Adaptations and follow up on progress with recommendations, Panel Review of the Year 2018/19 and draft Work Programme 2019/20 and Correspondence received by the Convener of the Panel. We would like to thank you, Andrea Lewis, Dave Howes, Mark Wade and Darren Williams for attending to present the items and answer the Panel's questions. We appreciate your engagement and input.

We are writing to you to reflect on what we learnt from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response. The main issues discussed are summarised below:

### **Wales Audit Office Report on Housing Adaptations**

A letter has been sent to Cllr Andrea Lewis on this item and is attached for your information.

### **Panel Review of the Year 2018/19 and draft Work Programme 2019/20**

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Panel Members reviewed their year on the Adult Services Panel and completed four questions. Their thoughts are shown below for your information:

1. What has gone well?

- The level of quality of debate has been good
- Level of support from staff has been good
- There has been real challenge to Cabinet Members and officers from Council and Health Board
- Some progress in respect of changing thinking on budget
- Update on policy commitments item was good
- Commissioning reviews and how we assess contracts. Level of commitment and debate – very good.
- Performance data – getting better understanding of this, more focus and more detailed
- Scrutiny of Health Board. Getting them in front of us managed to unblock some of the issues.

2. What has not gone so well?

- Visits – not gone too well so far as only two people turned up for first visit. This does not give a good impression.
- Scrutiny of the budget - Not happy with amount of time Panel has to do this. The Panel needs to use this process to understand what the Council is trying to do with the money. Need papers to be available sooner so have time to go through it properly before the scrutiny meeting. Also officers on the front line appear to have no link to the budget.
- Scrutiny of Western Bay did not go well. Need to rethink how we interact with them.

3. Has the Panels work programme been focussed on the right things?

- May help to look at morale of staff locally particularly sickness of staff in Adult Services
- Not talking to users of service enough. Invite some users to tell us their experiences. Third Sector organisation could arrange a round table event for some service user groups on their home ground, to get their views on a certain subject (Carers Centre, service user forums).

4. What have we learned that will help us with future Adult Services scrutiny?

- The Panel has been persistent and brought things out into the open.

We agreed the Work Programme for 2019/20 and this is attached for your information.

**Correspondence received by Convener of the Panel**

Correspondence has been received by the Convener of the Panel concerning the termination of the Council's contract with RNIB. You and Dave Howes attended to brief the Panel on this issue.

We were informed that officers are reviewing all contracts with providers. This is Council policy based on budget.

We heard that with regard to the Council's contract with RNIB, the Council's view and RNIB's view of what the contract is, is different. We also heard that a decision has been made to postpone the notice of termination of this contract for the time being until it has been reviewed, including speaking to RNIB and that you will provide an update on this at the next meeting of the Panel.

We were informed that the Council did not have alternative provision to put in place when it came to the decision to cancel the contract with RNIB, as there was no intention to replace it with another service, as you thought you were commissioning something different that was being provided elsewhere.

You agreed to provide a list of grants awarded and now ceased.

### **Letters**

Thank you for your response to the Convener's letter dated 13 May 2019 and the report on LACs attached. We have already seen this report and would like to see more on local performance data. We are happy to wait until this is available to bring back. We are looking for progress towards Performance Indicators.

### **Your Response**

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please provide a written response by Monday 29 July 2019 to the following:

1. Provide a list of grants awarded and now ceased.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter Black', with a stylized, cursive script.

**PETER BLACK**  
**CONVENER, ADULT SERVICES SCRUTINY PANEL**  
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