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PRESENTATIONS

Committee COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

**Date and Time
of Meeting** WEDNESDAY, 9 JANUARY 2019, 4.30 PM

Please see attached the Presentation(s) provided at the Committee Meeting

11 **Presentations** *(Pages 3 - 30)*

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Response to the Welsh Audit Review of WHQS



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Working for Cardiff, working together



Summary of Welsh Audit Office Findings

The Council met the WHQS in 2012, and its arrangements to maintain compliance with the WHQS are effective and making a positive difference to residents' lives.

- ☐ The Council's approach to the WHQS is **well-integrated into its strategic housing function**;
- ☐ The Council has **comprehensive information** on the condition of the whole of the housing stock to direct investment priorities;
- ☐ a **financed and deliverable programme** is in place for the repair and improvement of the housing stock, including addressing acceptable fails;
- ☐ the Council has **effective arrangements to monitor and scrutinise** its progress to maintain the WHQS and has learnt from its progress to date;
- ☐ the Council has a **strong customer care focus** to the way it interacts with its tenants;
- ☐ The Council's integrated approach to the WHQS is **making a positive difference to the lives of its housing tenants**.



Possible Areas for Improvement

While the findings were very positive and no significant issues were raised, some opportunities for improvement were identified:

Staff were not aware of the of Well-being of Future Generations Act

Although this was embedded in strategies / plans, staff spoken to were not aware of the 5 ways of working.

Response – Awareness will be raised through briefings with key officers and through team meetings.

Communication with tenants from BME background / disabled tenants

Only 3 tenants attended the BME group and none attended the session for disabled tenants. Concerns were raised by the BME group about communication / whether their views were listened to.

Response – a review will be carried out of the ways that the service engages with and measures satisfaction of hard to reach groups.



Possible Areas for Improvement

Thermal Efficiency - the report records that the average SAP rating is of our council homes is over 70 – “substantially above the WHQS target of 65”

However 36% of tenants surveyed said they had problems heating their homes for a range of reasons

Response:

- A further review of any properties with lower SAP ratings /older boilers will be carried out.
- Awareness of the help available through the Money Advice team to help with income maximisation and changing utility suppliers will be raised through Tenants Times.



Possible Areas for Improvement

Tenant satisfaction with their homes was high – satisfaction with improvement works / bathroom/ kitchens – all exceeded 70%

However 35% of tenants reported problems with Damp

Response – while recognising that there are many causes of “Damp” which can include the way the home is used / condensation, this is an issue that is of concern to a significant number of tenants.

A review of current arrangements for dealing with damp / condensation will be carried out, including a review of current best practice.

A statistical review of properties where damp has been reported will be carried out to identify any issues with specific property types /areas.



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Supported Living Service for Adults with a Learning Disability



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Good quality supported living services for citizens with learning disabilities in Cardiff

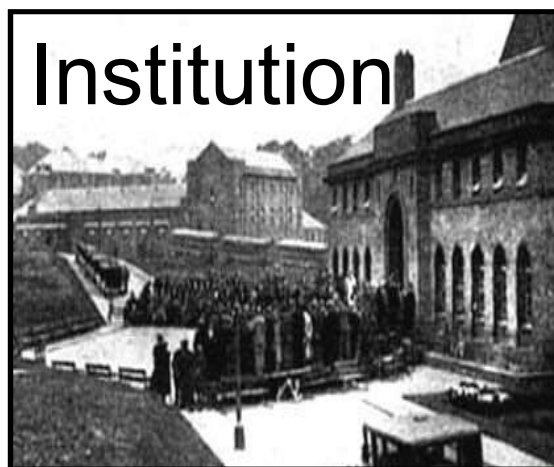


Promoting Independence
and
Changing lives

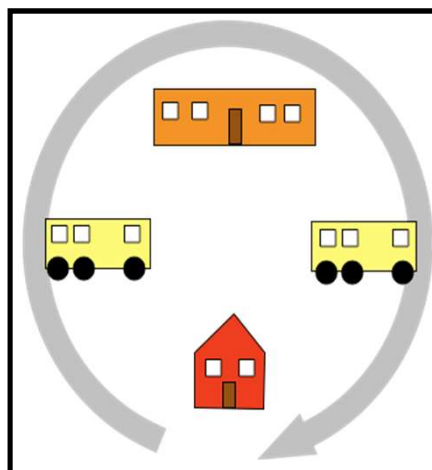


- Last April 2018 CASSC and Cabinet authorised the extension of the Personal Domiciliary Care Supported Living Services for adults with a learning disability contracts and the Housing Related Support Supported Living Services contracts which will end on 31st October 2019.
- New services will need to be secured and in place by 1st November 2019.
- The service we have procured has achieved the aims to deliver a sustainable supported living service model where the providers deliver services which meet the outcomes of individuals as set out in their care and support plans, offering individuals more choice, control and independence in their lives.
- The social disability model which means that citizens are fully included in their community.

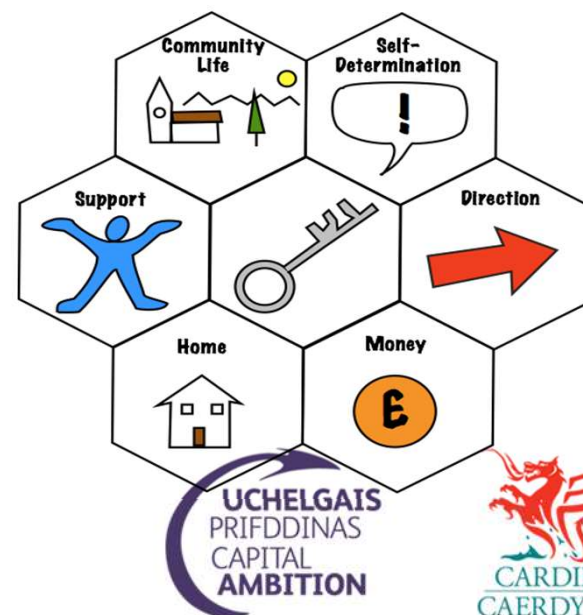
Institutions



Community



Choice Control & independence



- The Supported Living Contract serves 311 citizens residing in 100 schemes across the city.
- The value of the Domiciliary contract is £16.3m & Supporting People is £1.9m per annum.
- The models of supported living range from:
 - ☐ Citizens in their own flat with domiciliary visiting support
 - ☐ Shared houses
 - ☐ Core & Cluster model
- The Supported Living Service was divided into geographical localities across the city
- The following organisations are delivering the service
 - ☐ Dimensions Cymru -Localities 1&2
 - ☐ Innovate Trust -Localities 3 & 4
 - ☐ Mirus Wales- Localities 5 & 6
- The providers have proved to be excellent partners and met the personal outcomes for citizens for domiciliary care and support and housing related support (supporting people)
- The supported living model of support and care is in line with the requirements of the Social Services and Wellbeing (Wales) Act 2014.



Views of Citizens & Families

- “[the service is] excellent in every way. Cannot speak any more highly of all the staff, management and support personnel who have gone over and above in the help and advice provided to us, all during what was a very difficult time for the W family, and for [service user] herself”. (Relative)
- *“As a family we think Sandra is well supported in her bungalow. The staff are kind and informative. She receives excellent care and we are always informed and included in any decision making. She is taken out a lot in her vehicle and she is taken on holiday for 5 days to a week every year. She receives excellent care!” (Mother)*
- *“The service provided is of an exceptional level. We consider ourselves and Babs to be incredibly fortunate that she lives in such a beautiful home and is cared for by an amazing team of caring, considerate people” –(Cousin)*
- *“I am extremely happy with the service offered by Innovate Trust, especially the present team and manager. It is the best my son has ever received” (Mother)*
- “I know all the staff and we keep in touch regularly. I am very happy with the service and welfare provided for (Relative)”.
- “I am completely happy with the service. [My son] has come on leaps and bounds with everyone acting as a team”.(Mother)
- “I’m happy living in the house. I like meeting new friends, and living in the house helps me do this.” (Service user)
- “People used to talk to me like I was a child and that winds me up. The staff here listen to me and respect me”. (Service user)



Next Steps

- Consider CASSC to inform the Cabinet Report 24th January 2019
- Prepare & plan for a procurement process to secure future services
- **It is the intention of the directorate to ensure the service will:**
- Develop a range of supported living services to meet needs of the current population of citizens and those with:
- Complex needs
- ASD / Challenging Behaviour
- Young people in transition to Adults Services
- Return citizens from out of county residential placements to local supported living.



Procurement Process

- The Directorate is seeking authorisation to delegate authority to the Director of Social Services in consultation with the Cabinet Member (Social Care, Health and Well-Being), the Council's Section 151 Officer, the County Solicitor and the Council's Monitoring Officer, to determine all aspects of the procurement process and the supported living model (including approving the evaluation criteria to be used, and authorising the award of the contracts) and all ancillary matters pertaining to the procurement.
- The following matters will be considered:
 - ☐ The procurement is in line with EU thresholds, therefore the Public Contracts Regulations 2015 ('the Regulations') apply. the provision fall within the health and social care categories listed in schedule 3 of the Regulations and accordingly so called 'Light Touch Regime' applies.
 - ☐ A contract term of 8 years.
 - ☐ The localities remain the same across the City.
 - ☐ The Care & Support needs are translated into bandings of High, Medium, Moderate & Low (bid submission for complex scheme)
 - ☐ Tender Evaluation Criteria and Weightings – the proposed evaluation criteria is 60% quality and 40% price
 - ☐ Preparation of all Tender documents



Milestone	
CASSC	9 th January 2019
Cabinet	24 th January 2019
Consult with the market, citizens and families - attending all partners' forums and network to ensure consistent information has been shared and to address any queries.	28 th November 2018 29 th November 2018 January 2019
Consultation with Cardiff People First PF/ Learning Disability Partnership Group	January 2019
Joint working with Business Wales and Wales Co-operatives to plan opportunities to engage with the social care market place before the start of the competitive procurement process to enable	End of January 2019
Develop a project Communications Plan with the corporate Communications team to cover external and internal audiences, key messages and systems for communicating.	December 2018/ January 2019 - ongoing
ODR published & call in period	4 th March– 12 th March 2019
Issue Sell2Wales Notice	12 th – 13 th March 2019
Issue Contract notice & PQQ	13 th March 2019
Officer decision report (ODR) signed and published (Authority to Invite To Tender)	26 th April 2019
Call in period	29 th April 2019 – 9 th May 2019
Issue ITT	10 th May 2019
ITT evaluation and presentation period	14 th June – 11 th July 2019
Decision to Award Contracts (ODR)	12 th July 2019
ODR Published (Standstill Period & Call in period)	15 th – 25 th July 2019
Contract Award Date – subject to PIA if applicable	26 th July 2019
Transition Period – Including PIA if applicable	29 th July – 31 st October 2019
Contract Start Date	1 st November 2019



Corporate Safeguarding Policy & Progress Report

Presentation to Cabinet
January 2019



Introduction

- The progress report provides an overview of Safeguarding within Cardiff for the last 18 months. It is agreed that in future all reports will be on an annual basis, or more frequent if particular issues arise.
- To comply with the action stated in the Corporate Safeguarding Board 2017/18 plan which requires the Policy to be reviewed annually.
- To strengthen and widen the scope and activity of the local authority to meet all of its safeguarding functions.
- To comply with the requirements of the Social Services and Well-being (Wales) Act 2014.

- **Recommendation:**

For Cabinet to formally accept the Corporate Safeguarding Board Progress Report and the revised Corporate Safeguarding Policy



What is Corporate Safeguarding?

- Corporate Safeguarding is the activity required by all Council Directorates to effectively protect the health, wellbeing and human rights of children and adults so that they are able to live free from harm, abuse and neglect.
- Under the Social Services and Well-being (Wales) Act 2014 Safeguarding is everybody's business and the act now imposes a duty on local authorities and other statutory partners to report all safeguarding concerns to relevant Safeguarding departments.
- In order to effectively implement these duties and activities, the Board must seek to ensure that all staff are compliant and fully understand their duties under the Act.



Corporate Safeguarding Progress Report

Key achievements:

- Creation of the inaugural Corporate Safeguarding Policy and subsequent revision and strengthening of the policy.
- Creation of a DLSO Group to support the Corporate Safeguarding Board
- Scrutiny of safer recruitment processes and DBS arrangements
- E-learning module Safeguarding awareness training for all staff now in place
- Development of a communication and engagement strategy for the authority
- Development of Operation Encompass
- Improved Safeguarding awareness and arrangements being developed across commissioning services.
- An initial understating of the data available to inform the safeguarding activity within the authority. Whilst this requires further improvement, it does bode well for the future.



Corporate Safeguarding Progress Report

Analysis:

- Some directorates initially found it difficult to understand their role in safeguarding
- Corporate Safeguarding needs to be fundamental to the activities of all Directorates.
- Key to the success of the Board is that when the training, monitoring and governance arrangements are embedded, all employees of the Council will understand their responsibility and what is required of them



Corporate Safeguarding Progress Report

Future Work Programme:

- The Corporate Safeguarding Board will establish and maintain a safeguarding risk register which brings together the safeguarding risks from individual service delivery plans, projects and directorate risk registers
- Develop a revised Corporate Safeguarding Learning and Development Strategy and accompanying training plan.
- Tracking, monitoring and reviewing staff uptake of the e-learning Safeguarding training module across all departments within the council.
- Implement a Communication and Engagement Strategy to ensure that all council staff and elected members have a clear awareness, understanding of, and compliance with the Corporate Safeguarding Policy
- Review all current safer recruitment policies and protocols within the council, to ensure that all posts recruited to by the authority comply with and adopt a safe and effective recruitment process.
- The Board to implement and regularly review a revised action plan in line with the DLSO Group recommendations.
- Agree and report quarterly on a suite of corporate safeguarding data which will inform the Corporate Safeguarding Board and the council.
- Corporate cross directorate agreement in place to fund an additional Service Manager post within the Safeguarding Unit to support the Corporate Safeguarding Agenda.



Corporate Safeguarding Policy

- Widens the corporate safeguarding scope across the authority
- Duty to report all concerns as regards children or adults at risk of abuse or harm
- Strengthening areas of the authority where safeguarding has historically been weak e.g. Commissioning and Procurement, Letting and Hiring, Licensing and Pre and Post School provision
- The policy provides information for staff as regards the referral process where concerns are raised.
- Highlights the actions to be taken when concerns or allegations are raised about staff.



Cardiff Council Safeguarding Policy

Safeguarding children and adults at risk from abuse is everybody's responsibility.

Safeguarding is the process of ensuring that across Cardiff:

- Every child and adult, regardless of their background, culture, age, disability, gender, ethnicity or religious belief, has a right to participate in a safe society without any actual or threatened violence, fear, abuse, bullying or discrimination.
- Every child and adult has the right to be protected from harm, exploitation and abuse.



Cardiff Council Safeguarding Policy

Cardiff Council is committed to ensuring that people living in Cardiff are safe and protected and that its statutory duties to safeguard and protect children, young people and adults at risk are discharged.



Corporate Safeguarding Policy

Scope:

- For the purposes of this policy 'workforce' is defined as those engaged by the Council, including permanent and temporary employees, students, volunteers, workers employed by employment agencies, contractors and consultants.
- The policy covers the whole workforce and Elected Members, and whilst all have varied levels of contact with children, young people and adults at risk everybody should be aware of potential indicators of neglect and abuse and be clear about what to do if they have concerns.



Corporate Safeguarding Policy

Principles:

- There is an expectation that all of the workforce, Elected Members and partners share an objective to help keep children, young people and adults at risk safe by contributing to:
 - Creating and maintaining a safe environment
 - Identifying where there are concerns and taking action to address them in partnership with other agencies
 - Prevent unsuitable people from working with children, young people and adults at risk
 - Ensure the whole workforce understands safeguarding and their accountabilities and responsibilities
 - Promote safe practice and challenge poor and unsafe practice



Corporate Safeguarding Policy

Legislative context:

- 1945 Declaration of Human Rights
- The UN Convention on the Rights of a Child
- United Nation's Principals for Older People
- The Social Services and Well-being (Wales) Act (2014) (SSWBA)



Governance

- Corporate Safeguarding Board
- Lead Officer Safeguarding – Director of Social Services
- Directorate Safeguarding Lead Officers (DSLO) Group
- Risk Management Arrangements



Data and performance

- Avoid repetition of purely Social Services referrals and outcomes data
- Develop a suite of performance data that reflects the Corporate Safeguarding agenda:
 - HR data and activity
 - DBS data
 - Training
 - Professional Concerns & allegations against staff
 - Directorate self-evaluation reporting
 - Risk assessment reporting

