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SUPPLEMENTARY PAPERS

Committee	COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE
Date and Time of Meeting	MONDAY, 13 MAY 2024, 4.30 PM
Venue	CR 4, COUNTY HALL - MULTI LOCATION MEETING
Membership	Councillor Taylor (Chair) Councillors A. Ahmed, S. Ahmed, Ash-Edwards, Boes, Lent, Lewis, Littlechild and McGarry

The following papers were marked 'to follow' on the agenda circulated previously

4 Adult Services, Housing & Communities Q4 Performance 2023/24
(Pages 3 - 146)

Pre-decision scrutiny.

Davina Fiore

Director Governance & Legal Services

Date: Tuesday, 7 May 2024

Contact: Harry Mayo, 02920 872432, harry.mayo@cardiff.gov.uk

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CYNGOR CAERDYDD

CARDIFF COUNCIL

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

13 May 2024

**ADULTS, HOUSING & COMMUNITIES QUARTER FOUR 2023/24 PERFORMANCE
REPORTS**

Purpose of the Report

1. To present the Adult Social Services, and Housing & Communities, Performance Reports for the Quarter 4 period (*Jan - March 2024*).
2. Information relating to performance for **Adult Social Services** is attached at **Appendix A & B**; and information relating to performance for **Housing & Communities** is attached at **Appendix C and D**.
3. Following this Committee's request for performance reporting to be presented through a more visual, dashboard approach, each service area has provided:
 - A dashboard of their performance on the corporate KPIs that are detailed in the service areas Directorate Delivery Plan (**Appendix A** for Adult Social Services, and **Appendix C** for Housing & Communities)
 - A narrative based update on performance across all the steps detailed in the Directorate Delivery Plans (**Appendix B** for Adult Services, and **Appendix D** for Housing & Communities).
4. Following Committee's 'deep dive' on the hospital discharge process for adults with care needs (July 2023) and, consideration of Q2 Performance Reports (November 2023), Committee Members wished for additional data to be included in their Performance Reports on the hospital discharge process. Following circulation of the full data captured by the relevant Council teams, Members requested the following be included in future Performance Reports:
 - Overview of Discharge with Care Pathways (provided in **Appendix A**)
 - Reason for Delayed Discharge (provided in **Appendix A**)
 - Pathway of Care Delays in Cardiff vs All Wales (provided in **Appendix A**)

Scope of Scrutiny

5. This item will begin with each Cabinet Member being offered the opportunity to provide a brief opening statement (should they wish). Following any opening statements provided by the Cabinet Members, the Committee will then have the opportunity to explore the performance of services for either Adult Services, or Housing & Communities.
6. Scrutiny of performance provides the opportunity to challenge and explore past and current performance levels, and through this, assess delivery of priorities and drive service improvement.
7. During this scrutiny, Members will have the opportunity to:
 - Explore past performance levels.
 - Assess why targets may not have been achieved or over-achieved.
 - Investigate any concerns.
8. Following Committee Members' review of performance levels, they will decide what comments, observations, or recommendations they wish to pass on to the Cabinet for their consideration.

Background – The Council's Performance Management Framework

9. The Council's Performance Management Framework includes the production of quarterly Performance Reports; designed to provide an overview of directorate performance.
10. The Council's Performance Management Framework is heavily aligned to the council's Corporate Plan. The foundation of the council's Corporate Plan is to support the achievement of the Welsh Government's national well-being goals and they are:
 - **A Prosperous Wales**
 - **A Resilient Wales**
 - **A Healthier Wales**
 - **A More Equal Wales**
 - **A Wales of Cohesive Communities**
 - **A Wales of Vibrant Culture and Thriving Welsh Language**
 - **A Globally Responsible Wales**

11. Each of the national goals, bullet pointed above, are also aligned to local Well-being Objectives (as required by the Future Generations Act).

12. The 7 local Well-being Objectives that support achievement of the Welsh Government, National Well-being Goals are:

- Cardiff is a great place to grow up.
- Cardiff is a great place to grow older.
- Supporting people out of poverty.
- Safe, confident, and empowered communities.
- A capital city that works for Wales.
- Cardiff grows in a resilient way.
- Modernising and integrating our public services.

13. For each Well-being Objective, a number of high level “We Will” steps and Key Performance Indicators (KPIs) have been identified in the council’s Corporate Plan to measure progress.

14. The information provided in the Performance Reports attached to this Cover Report, are in line with the service areas Key Performance Indicators, and Steps, as detailed in the Council’s Corporate Plan 2024-27 and the service area’s Directorate Delivery Plan.

Previous Scrutiny on Performance Reports

15. During this, and the previous Committee’s consideration of Performance Reports, comments raised by the Committee included:

Adult Services

- Assurance that the quality of care provided to service users would be upheld, regardless of resource or financial challenges the services’ face. In the May & November 2023 meeting, Committee Members were informed of preliminary work being undertaken by Adult Social Services to gather feedback from individuals in receipt of services to drive service improvement, known as ‘Service User

Surveys'. In November 2023, Members were informed the surveys were being piloted and Committee Members noted interest in receiving updates on this work.

- Explored if capacity issues will be adequately addressed through the proposed measures – Committee Members were informed to address capacity issues in Adult Social Services, non-qualified staff may be assigned certain, administrative tasks. From their questioning, Committee Members felt assured that if this measure is deployed, there will be clear understanding among staff about what task requires qualified staff, and where tasks may be re-directed safely. To further address capacity issues, in the November 2022 and May 2023 meeting, Members received an update on the newly deployed 'Trusted Assessor' model which provides Occupational Therapists prescribing care to assist social workers with the demand for new assessments; with the overall view presented that it is working well and supporting reduction in workload pressures or delays.
- Members raised concern regarding measures in place to ensure staff retention, particularly in the care sector. Committee Members questioned if the service areas are looking to enlist 'Occupational Therapy Assistants' and apprenticeship courses to help lessen the pressure and demand on staff and were pleased to be informed work is ongoing in deploying both initiatives.
- Members raised the notable, and continued level of sickness rates and staff vacancies in adult services. Committee Members emphasised the need for the service area to seek specific feedback from staff regarding any specific sickness related support they have received. In response, the executive advised they do not currently seek feedback from staff members who have received sickness related Council support, such as counselling as much of the support that employees receive is confidential so seeking feedback at a directorate level would not always be appropriate, or even possible. However, feedback on staff wellbeing session delivered is collated corporately on a quarterly basis.
- Committee Members will note, in April 2024 they undertook an informal review of the workforce planning in Adult Services. The output from the session, saw Members commend the efforts made within the service areas 'Programme of Change' and the strong strategic vision of a whole system approach to address Adult Services workforce recruitment and retention. Within their observations, Members stressed the importance of truly embedding changes through, sustained long-term focus with particular emphasis on ensuring staff feel valued and succession planning. Members offered a number of recommendations to the service area to support progression of the work, ranging from:

- Stronger recruitment methods on social media.
 - Data monitoring on the length of time taken from advertising a vacancy to the candidates start date.
 - Increased apprenticeship opportunities.
 - More long-term funding for resource admin posts.
 - Undertaking profiling with the 'Grow our Own' initiative and;
 - Increasing response rates to the staff survey through formal inclusion in staffs' PDR process.
- Committee Members were informed by the executive of concern that unless the forthcoming Liberty Protection Safeguard legislation is simplified; backlogs of safeguarding related cases could emerge, and they have informed Welsh Government of this concern via a consultation.
 - Members stressed the need to ensure an increase in staff take-up of safeguarding related training modules to ensure corporate safeguarding issues do not arise.
 - In the November 2023 meeting, Members explored the strength of the new, national KPIs on the hospital discharge process. At the meeting, Committee Members stressed the national Key Performance Indicators must be underpinned by clear lines of accountability and provide relevant bodies with clear data on gaps in provision or areas for improvement.
Members were informed a wealth of data is collected by relevant teams which could be included in the Performance Reports alongside the national KPIs to support the Committee's performance monitoring. As noted in paragraph 4 of this Cover Report, additional hospital discharge data for the performance reports has now been requested and supplied.
 - Committee Members raised sustained concern regarding the Community Resource Team (CRT) results which has been well below target for a few years. Members were informed reasoning for this is due to the team assisting with work outside their remit due to the pandemic (e.g., double handed care). Committee Members received assurance both at the May 2023 meeting and during their hospital discharge deep-dive in July 2023, that as the team embeds their new system (Electronic Call Monitoring System), and returns its focus to reablement, the results for the CRT should improve.
Further, in the committee's July 2023 meeting, Members were informed work is ongoing to addressing staff morale and workload pressures in the Community

Resource Team including providing the team with more regular updates from partners, and opportunities to understand and contribute to the service's vision for the future. Committee Members will note the council's 2024/25 budget saw £86,000 of savings proposed for the Community Resource Team through employee or 'other' cost savings. The narrative into this budget proposal being:

As part of an ongoing review of the CRT Homecare Service, further changes are currently being considered which will streamline the assessment process, improve back-office processes and strengthen night service provision. The detail of this proposals are still being developed but are expected to release £86k in savings.

Housing & Communities

- In both the May 2023 and November 2023 meetings, Members pressed on the need to increase Advice Service KPI targets given targets are being continuously over-achieved. Committee Members were also of the view, given the importance of the services offered by the Advice Service teams', further KPIs should also be considered for inclusion in the Committees Performance Reports to help demonstrate the extent and importance of the work carried out by the team, and highlight the severity of the current financial context.

Members, therefore, in their November 2023 meeting **recommended** a review of the data collected by the Advice Services be undertaken, to determine if further KPI's can be provided in the Performance Reports.

This recommendation was **agreed** by Cabinet, with the following response provided:

It is agreed that a review of the data collected by the Advice Service would be beneficial. We are therefore pleased to advise that this recommendation is accepted. Work on the collation and review of data will start shortly and the Committee will be advised as soon as findings are available.

- In their consideration of the draft Corporate Plan 2024-27 (Feb, 2024) Committee Members were pleased to note that in line with their observations and suggestions, the KPI targets for the Advice Services had been raised¹.
- In terms of housing repairs, Committee Members have previously raised concerns over the performance data especially given the significant number of outstanding repair jobs. Members were previously informed there will be a soft launch of a 'Repairs Online' service (in the summer of 2023) for contract-holders allowing them to report and monitor progress of their repair requests online. Members were informed (May & November 2023) there had been a recent introduction of a dedicated damp and mould team and increased in commissioning new resource through contractors to help alleviate pressures and address performance issues.
- In line with this Committee's observations and in response to a direct recommendation made at the Scrutiny Performance Panel, Committee Members in their consideration of the draft Corporate Plan 2024-27 (Feb, 2024) were pleased to note the new inclusion of specific steps on addressing Council House Repairs.
- In line with pressures in the Council House Repairs service, Members will also recall discussions held in their March 2024 meeting regarding the scale of work required for Council homes to meet the Welsh Housing Quality Standards (WHQS) 2023. Members main concern during the meeting related to the lack of indicative financial planning on meeting these standards within the Housing Revenue Account Business Plan 2024/25. Within the discussions Members were informed the service area has established a WHQS Taskforce and received the commitment that at present, and in the forthcoming years there will be a concentrated effort on understanding how much WHQS requirement will cost, and how will it be achieved. Members confirmed their desire to liaise further with the Taskforce.
- Committee Members reiterated their desire to assist in the development of the Adults, Housing & Communities Equality Action Plan by undertaking consultation exercises with specific groups.

¹ The previous target for 'additional weekly benefit identified for clients of the Advice Team' was £17m, now its £18m. For 'the number of customers supported and assisted with Universal Credit financial support', the previous target was 3,000 now its 5,000. Committee Members are to note these new targets were agreed for the Corporate Plan 2024-27 and so will be present for the next performance report cycles, e.g. Quarter 1, 2024-25.

- Members have continued to seek assurance that the target to build 1,000 new council homes would be met. Further, Members have stressed the need to reinstate a break-down of homes completed on a more regular basis – e.g., how many homes have been complete on a quarterly basis against a set, quarterly target within performance reports.
- Given the positive results from Housing First, Members questioned why more individuals could not be offered this scheme and we were advised the issue is due to a shortage of move on accommodation, however work is underway toward expanding the scheme.
- The previous Committee felt a significant amount of the *targets* within the Housing & Communities report were static; with little movement in targets when they are being reached continuously. Members felt when targets are being continuously met, they should then be raised.

17. For ease of reference the letters sent following the May 2023 & November 2023 scrutiny of the Performance Reports can be found on the Community & Adult Services webpage on the council website. Or, by clicking [here](#) and [here](#).

Legal Implications

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATION

The Committee is recommended to:

- I. Consider the contents of the report, appendices and information provided at the meeting and report any comments, observations and recommendations to the Cabinet.

Leanne Weston

Interim, Deputy Monitoring Officer

7 May 2024

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ADULT SERVICES

PERFORMANCE REPORT

QUARTER 4 2023-24



#GweithioDrosGaerdydd
#GweithioDrosochChi

#WorkingForCardiff
#WorkingForYou

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Section 1 - Information, Advice and Assistance

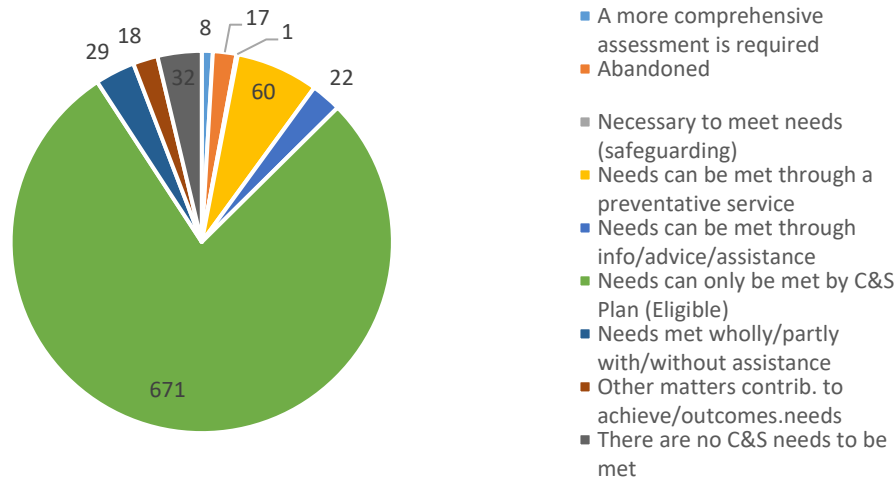
IIA & Prevention					2022/23	2023/24	2023/24																																						
					Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Total																																		
Number incoming of calls to First Point of Contact					15,954	No Target	3684	3737	3107	3507	14,035																																		
KPI - The percentage of new cases assisted by First Point of Contact where a more comprehensive assessment is not required					New Measure	65%	64%	68%	73%	72%	69%																																		
<table border="1"> <thead> <tr> <th>FPOC Referrals</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Referrals received for a wellbeing assessment</td> <td>1038</td> <td>1015</td> <td>870</td> <td>969</td> </tr> <tr> <td>Number of referrals received that were urgent</td> <td>107</td> <td>82</td> <td>51</td> <td>83</td> </tr> <tr> <td>Total Assessments completed by Contact Officers</td> <td>552</td> <td>622</td> <td>468</td> <td>564</td> </tr> <tr> <td>Total Assessments resolved by Contact Officers</td> <td>352</td> <td>429</td> <td>347</td> <td>403</td> </tr> <tr> <td>Number of cases sent to FPOC SW for a more comprehensive or immediate assessment</td> <td>195</td> <td>177</td> <td>124</td> <td>159</td> </tr> <tr> <td>Resolved at FPOC (FPOC Community Only)</td> <td>64%</td> <td>68%</td> <td>73%</td> <td>72%</td> </tr> </tbody> </table>					FPOC Referrals	Q1	Q2	Q3	Q4	Referrals received for a wellbeing assessment	1038	1015	870	969	Number of referrals received that were urgent	107	82	51	83	Total Assessments completed by Contact Officers	552	622	468	564	Total Assessments resolved by Contact Officers	352	429	347	403	Number of cases sent to FPOC SW for a more comprehensive or immediate assessment	195	177	124	159	Resolved at FPOC (FPOC Community Only)	64%	68%	73%	72%	<p>Total Incoming calls for the year was 14,035, which is a reduction on the previous 2 years.</p> <p>72% of referrals were resolved at FPOC and didn't require further involvement from a Social Worker during Q4, for the full year this was 69%. This is an improvement on 2022/23 and above target.</p> <p>More referrals were received in Q4 than the previous quarter, which is the trend due to Christmas occurring during the period.</p> <p>8.5% of Referrals were classed as urgent, back to the level prior to Q3.</p>					
FPOC Referrals	Q1	Q2	Q3	Q4																																									
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Resolved at FPOC (FPOC Community Only)	64%	68%	73%	72%																																									
% Adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months					89.3%	All Wales Average 65% Cardiff Average since 2017 is 86%	89.8%	90.2%	90%	90.9%	90.2%																																		
KPI - The percentage of clients who felt able to live independently in their homes following support from Independent Living Services					98%	95%	96%	98%	98%	100%	98%																																		

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Section 2 - Assessments, Reviews & Care Plans – All Teams

Assessment	2022/23	2023/24	2023/24				Result
	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	
Number of Well-being Assessments – Full Assessments completed	2,788	No Target	777	724	865	848	3,219
Number of Well-being Assessments - Proportionate Assessments completed	3,009	No Target	930	866	936	1,259	3,990
Total Number of Well-being Assessments	5,797	No Target	1,707	1,590	1,801	2,107	7,209
Case load – Total Number of Cases Open to Adult Services	6,034	6,020	No Target	6,107	6,123	6,068	6,007

Q4 WB Full Assessment Outcomes



There has been an increase in assessments from 1,795 in Q3 to 2,120 in Q4, with a significant increase in proportionate assessments. The total number of assessments for the year has increased by 1,412 when compared to 2022/3, a 24% increase.

Since October 2023 Occupational Therapists (OT) are now Trusted Assessors and complete low-level social care assessments. Home Care Managers within the Community Resource Team have also become Trusted Assessors, and they too complete proportional assessments, at entry into the Community Resource Team. This has led to an increase in the number of proportionate assessments that have been completed in 2023/24.

The outcomes of Full Assessments show that there has been an increase in the number of people having their needs met by a preventative service in Q3 and Q4. This total was less than 10 people in the first half of the year and was 130 for the 2nd half of the year. This is a result of the triage at the front door from Occupational Therapy who are finding preventative solutions.

The total number of Carer’s Assessments completed increased during the period (see below), however the percentage of eligible carers accepting an assessment decreased.

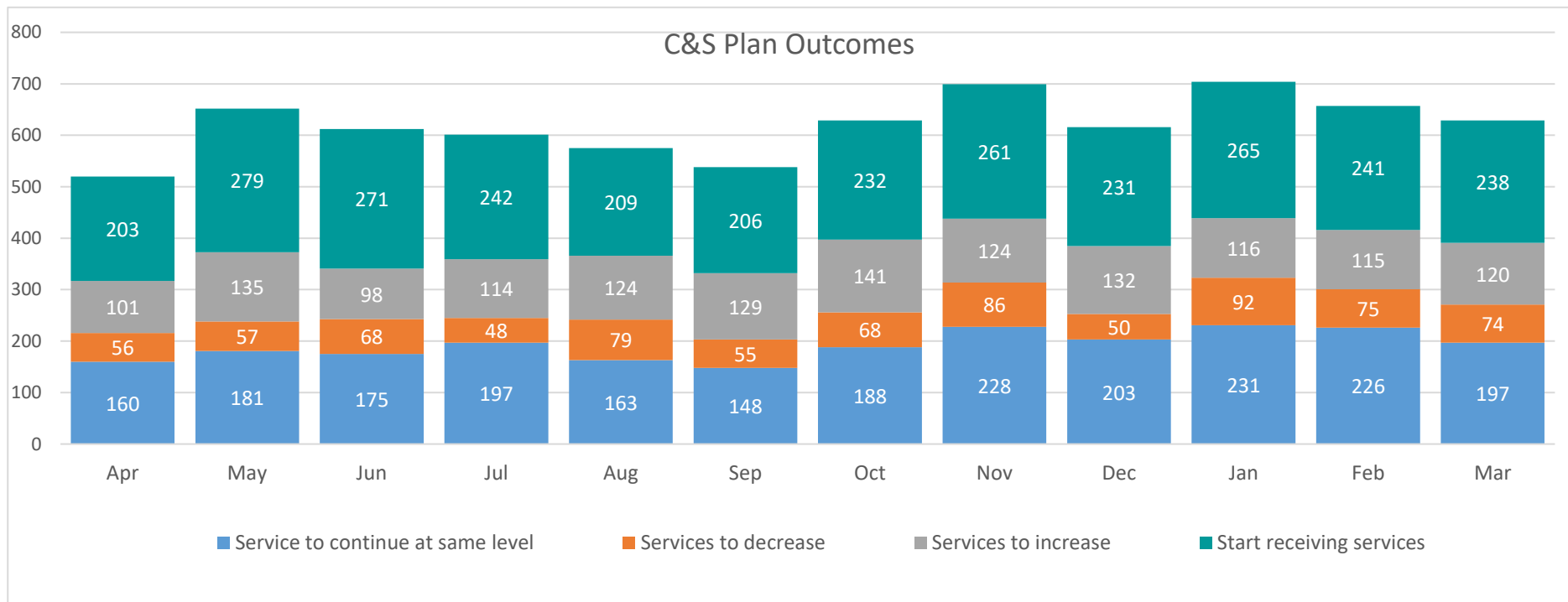
Carers	2022/23	2023/24	2023/24				
	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Result
Number of Well-being Carers Assessments completed	610	No Target	152	116	93	102	463

463 Carers Assessments were completed this year, almost 150 less than last year. The completion of carers assessments has been low due to staff shortages. The service has recently moved into the Independent Living Service to increase its accessibility and recruitment has taken place to vacant posts. It is envisaged that this will result in an increase in assessments accepted and completed in the coming year.

ADULT SERVICES – PERFORMANCE REPORT Q4 2023-24

KPI - Percentage of eligible adults who are caring for adults that are offered a carers assessment.	48.2%	60%	83.5%	85%	87%	88%	86%
The percentage of eligible new carers who accepted the offer.	N/A	N/A	54%	51%	52%	46%	51%

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Reviews & Care Plans	2022/23	2023/24	2023/24				
	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Result
Number of Care & Support Plan reviews completed	2,831	No Target	989	916	963	798	3,666

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<p>While Q4 has seen a decrease in the amount of Care Plan reviews completed, overall, for the year there were 3,666 reviews completed, over 800 more than last year, a 22% increase.</p> <p>84.6% of reviews that became due in the quarter were completed during the quarter.</p> <p>There are currently 1,593 overdue reviews across the teams, where either a review or re-assessment has not been completed in time. Further work is being done to analyse and cleanse this data and to develop new reporting arrangements by team.</p>	% Reviews due for completion during the quarter that were completed during that quarter	2022/23 Q4	2023/2 Q1	2023/2 Q2	2023/2 Q3	2023/2 Q4
	Case Management & Review	86.2%	86.3%	96.2%	94.7%	92.1%
	CADT	92.1%	87.8%	94.7%	90.2%	100%
	MHSOP	94.3%	75.9%	95.2%	88.8%	84.5%
	Hospitals	87.9%	86.1%	96.6%	94.5%	100%
	LD	55.0%	46.5%	83.6%	46.4%	47.8%
	Total	81.8%	79.1%	93.6%	85.5%	84.6%

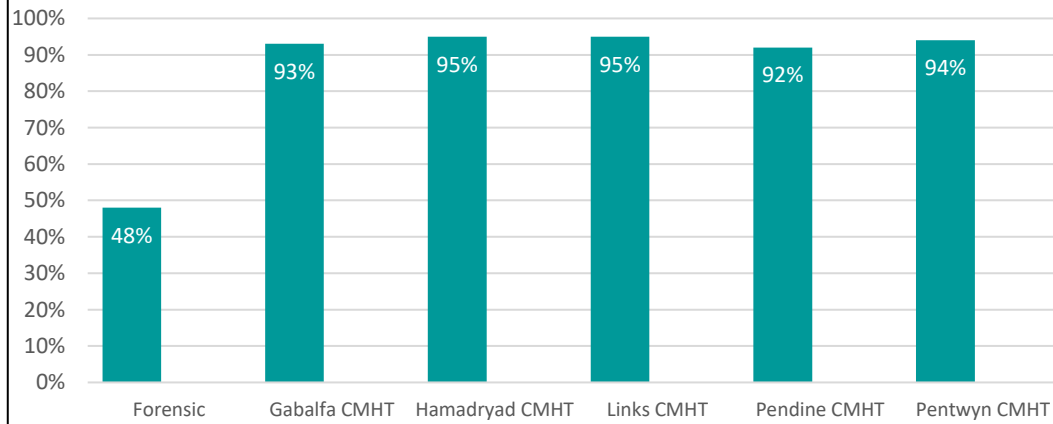
Learning Disabilities	2022/23	2023/24	2023/24				
	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Result
KPI - Number of people with Learning Disabilities supported by the Complex Needs Days Service to continue living at home through preventative services	N/A	TBC	69	69	70	66	66
Annual KPI - Number of young people with complex support needs in transition from school to Adult Services referred to the Complex Needs Day Service	6 referrals - 3 accepted						
Annual KPI - Number of young people with Learning Disabilities with complex support needs in transition from school to Adult Services who chose to stay in local education	0						
Unfortunately, Vale College (CAVC) ended a pilot course for young people within Further Education. Council officers are working with CAVC with the aim to restart this in September 2025.							

ADULT SERVICES – PERFORMANCE REPORT Q4 2023-24

Community Mental Health	2021/22	2022/23	2023/24	2023/24			
	Result	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result
Community Mental Health – Number of people open to Community Mental Health Services who have a Care and Treatment Plan	2593	2556	No Target	2598	2625	2658	2742
Community Mental Health – Percentage of people open to Community Mental Health Services who have a Care and Treatment Plan	94%	89%	No Target	89%	89%	90%	89%

Of the 3,079 people open to Community Mental Health services in Health’s Paris System at the end of quarter 4, 89% (2,742) had a Care & Treatment Plan. The Forensic team will always be a lower percentage due to the people being in a secure setting (majority of referrals to this team are received from Prison Medical Service).

Community Mental Health – Percentage of people with and Care and Treatment Plan as at the end of March 2024 (Quarter 4)



Section 3 - Reablement

Reablement	2022/23	2023/24	2023/24				
	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Result
The number of people who accessed the Community Resource Team (CRT)	1493	Increase on last year	361	359	414	435	1569
The total hours of support provided by the Community Resource Team	35,147	Increase on last year	7,575	7,385	7,660	8,491	31,111
<p>1,569 people accessed the services of CRT this year, 76 people more than last year. CRT have provided 31,111 hours this year, which is a decrease from previous years. However, CRT introduced a new scheduling system in January 2023 and also implemented new rota templates for carers seeing a lot of positive change across the service, which means that more care packages are being right-sized within the 6 weeks. This explains the reduction in total care compared to previous years.</p>							
SCAL23 Percentage of people helped back to independence without ongoing care services, through short term intervention	50.79%	No Target	58.23%	59.07%	63.05%	66.8%	62%
Number of Community Resource Team (CRT) assessments undertaken following a referral	1,483	No Target	314	321	330	434	1,399
<p>CRT have undertaken 1,399 assessments this year, compared to 1,483 last year. This figure is lower than the total number of people who accessed the service (1569). This is because an individual's situation may change in the time between triage/referral and when an assessment is due to be completed, meaning the assessment may not always go ahead.</p>							
KPI - The percentage of service users of the Community Resource Team – Homecare Service who were satisfied with the service received from the carers who supported them	New Measure	95%	100%	100%	98%	98%	99%
Percentage of CRT Home Care Assessments where outcome is - Appropriate for CRT	76%	No Target	76.8%	80.5%	79%	77.7%	78%
CRT Discharges by outcome – Aim Achieved	40%	No Target	46.31%	46.8%	47.9%	55%	49%

ADULT SERVICES – PERFORMANCE REPORT Q4 2023-24

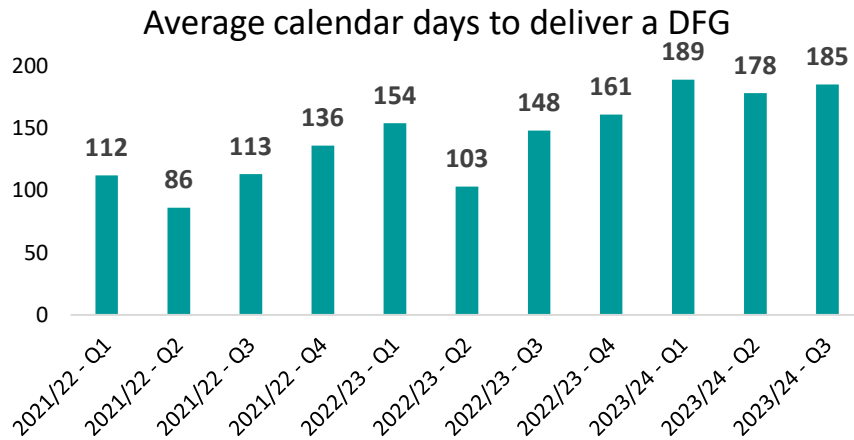
Reablement	2022/23	2023/24	2023/24				
	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Result
The definition of “Aim Achieved” is that any care and support reablement goals have been achieved. There may be a number of reasons as to why aims are not achieved, such as the client passing away, the client declining the care and support offered or the client may go into hospital before the plan had ended.							
KPI - Integrated Discharge Hub - Number of referrals triaged within 1 working day	N/A	85%	75%	73%	70%	66%	70%
<p>In 2023/24 the IDH introduced additional tasks to the triage function, including the reviewing of cases where capacity is doubted, reviewing of low-level referrals for CRT reablement and also an authorisation procedure (overseen by the new IDH professional lead). The introduction of these tasks and a decrease in staffing resource, has meant that there has been a decrease in the number of referrals triaged within 1 working day.</p> <p>However, the benefits of introducing these new tasks, has resulted in a 10% decrease in inappropriate referrals as well as a decrease in the number of referrals sent into social care for complex discharge planning, improving flow within the hospital system and maximising discharges through non-complex discharge pathways (CRT reablement and D2RA).</p> <p>Going forward into the new financial year, now that these new tasks have been implemented, it is projected that the IDH will see the percentage of cases received within 1 working day increase.</p>							

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Reablement							2022/23	2023/24	2023/24																																																																		
							Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Result																																																														
Outcome of CRT Assessments undertaken following a referral Q4							CRT Discharge Outcomes																																																																				
<table border="1"> <thead> <tr> <th rowspan="2">Assessments</th> <th colspan="2">Jan-24</th> <th colspan="2">Feb-24</th> <th colspan="2">Mar-24</th> </tr> <tr> <th>Step Down</th> <th>Step Up</th> <th>Step Down</th> <th>Step Up</th> <th>Step Down</th> <th>Step Up</th> </tr> </thead> <tbody> <tr> <td>Home Care Delivered</td> <td>79</td> <td>39</td> <td>77</td> <td>38</td> <td>63</td> <td>41</td> </tr> <tr> <td>Admitted to Hospital</td> <td>0</td> <td>3</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Deceased</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Decline Further Service</td> <td>4</td> <td>2</td> <td>4</td> <td>1</td> <td>3</td> <td>6</td> </tr> <tr> <td>Discharge Cancelled</td> <td>11</td> <td>2</td> <td>4</td> <td>1</td> <td>5</td> <td>1</td> </tr> <tr> <td>Not Appropriate for CRT</td> <td>1</td> <td>0</td> <td>1</td> <td>1</td> <td>1</td> <td>0</td> </tr> <tr> <td>Therapies Only</td> <td>10</td> <td>6</td> <td>7</td> <td>2</td> <td>11</td> <td>3</td> </tr> <tr> <td>Total</td> <td>105</td> <td>52</td> <td>94</td> <td>43</td> <td>83</td> <td>51</td> </tr> </tbody> </table>													Assessments	Jan-24		Feb-24		Mar-24		Step Down	Step Up	Step Down	Step Up	Step Down	Step Up	Home Care Delivered	79	39	77	38	63	41	Admitted to Hospital	0	3	1	0	0	0	Deceased	0	0	0	0	0	0	Decline Further Service	4	2	4	1	3	6	Discharge Cancelled	11	2	4	1	5	1	Not Appropriate for CRT	1	0	1	1	1	0	Therapies Only	10	6	7	2	11	3	Total
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Total	105	52	94	43	83	51																																																																					
<p>There are a number of scheduled discharges cancelled prior to the assessment taking place. This is reflective of the changing needs of the patients who are becoming medically unfit for discharge before the assessment can take place.</p> <p>Those that result in therapies only or are “not appropriate” are reviewed on a regular basis and discussed with the triaging MDT to ensure correct options are considered prior to utilising a CRT.</p>							<p>As a reablement service it is expected that a large percentage of service users will leave the service with no ongoing care needs. The admissions criteria for the service have been reviewed in line with the discharge pathways to care, to ensure the right people are receiving the right type of care at the right time therefore a sustained increase in the performance outcome has been realised in Q4.</p>																																																																				

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Disabled Facilities	2021/22	2022/23	2023/24	2023/24			
	Result	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result
KPI - The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to works complete and certified date)	122	141	150	189	178	185	198



The length of time to deliver adaptations has increased due to a combination of the high number of referrals being received and the capacity of the contractors to deliver works within timescales. To support this, a procurement exercise has been undertaken to increase the number of contractors. This new framework is expected to go live in Q2 24/25. It is worth noting that Cardiff is still below the Welsh Average of 207 days.

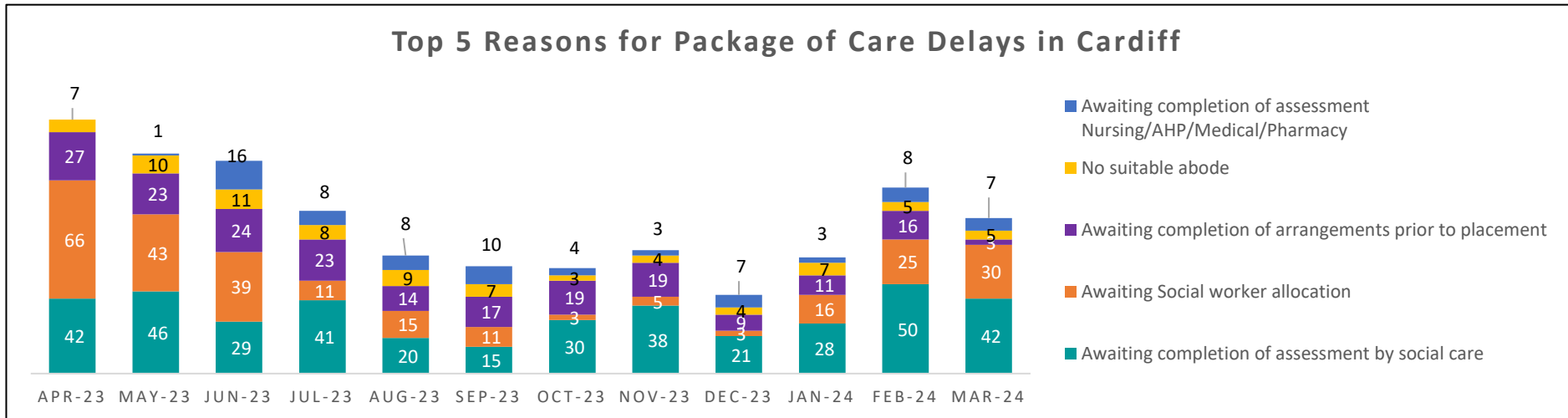
Section 4 - Hospital Discharge

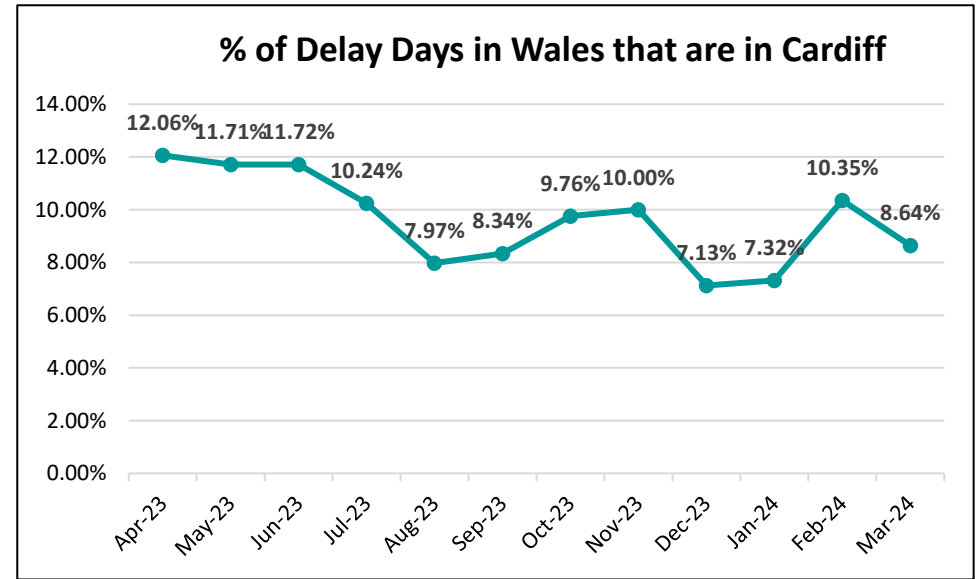
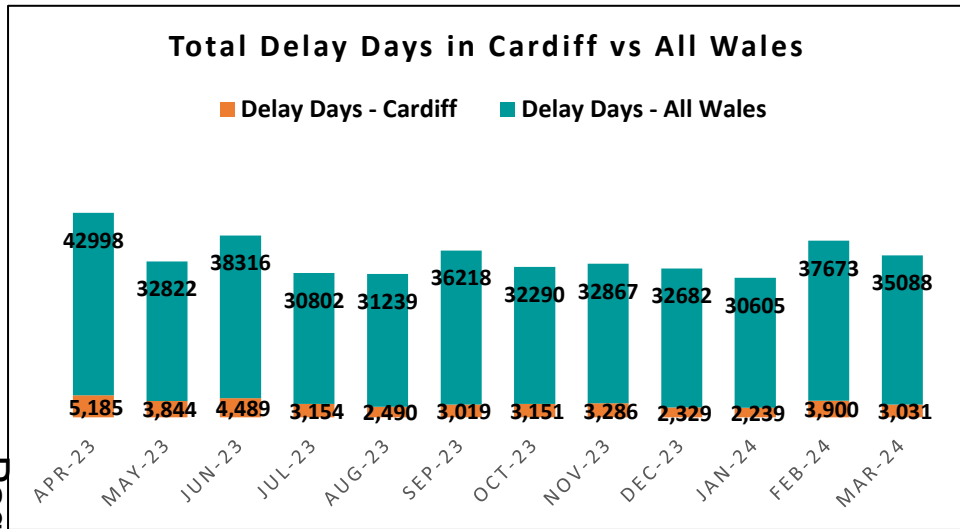
Hospital Discharge	2022/23	2023/24	2023/24			
	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result
Total Number of Discharges from Hospital	New Measure	To Be Developed	485	550	517	596

There was an average of 44 discharges per week in 2023/24. This a 100% improvement on 22/23, which is a reflection of the collaborative working to put in place the Integrated Discharge Hub, implementation of a Trusted Assessor model, and the use of Discharge to Recover and Assess.

Package of Care Delays														
	2022/23 Result	2023/24 Target												
Total number of package of care delays for social care	No Result	No Target	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
			185	159	163	132	115	124	146	147	95	110	162	141

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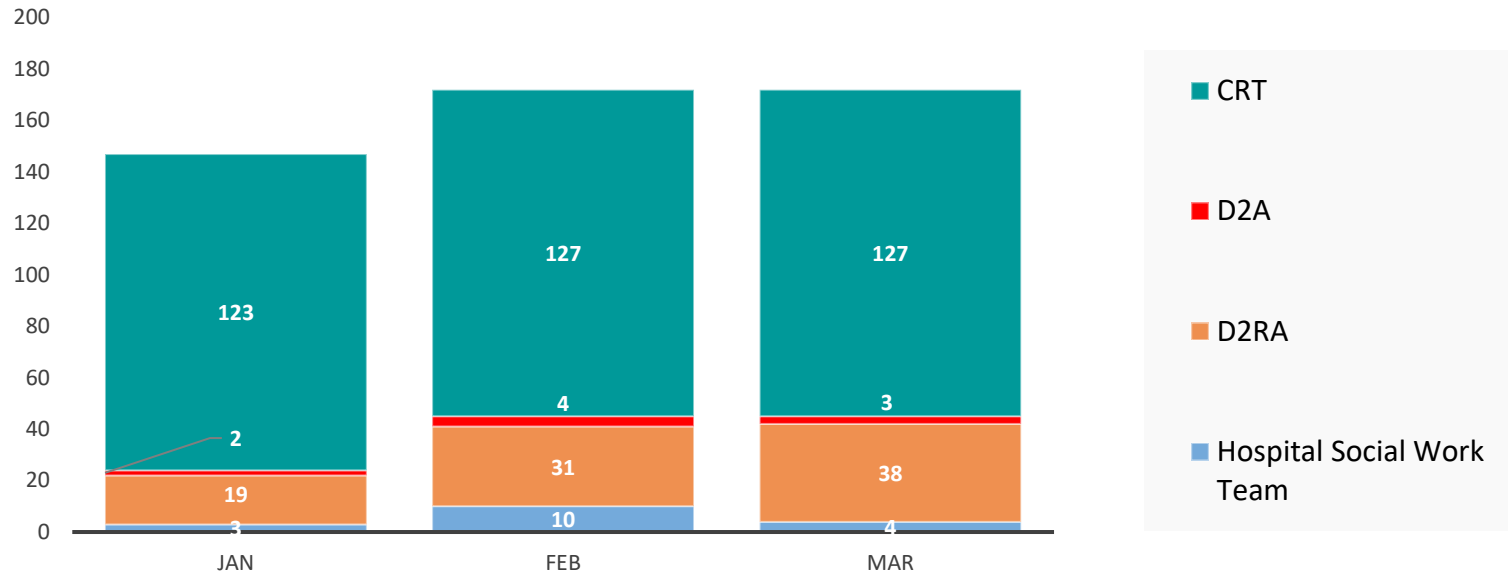


Hospital Discharge	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Result
Discharge medically fit people via the Discharge to Recover and Assess (D2RA) Pathway within 72 hours of triage	New Measure	No Target	92%	98%	98.5%	98%	95%

ADULT SERVICES – PERFORMANCE REPORT Q4 2023-24

KPI - Review care package following discharge within 10 days at home	New Measure	No Target	85%	87%	96.1%	76%	85%
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Discharge With Care Pathways - Overview



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Section 5 – Care Provision

Care Provision – Residential Care	2022/23	2023/24	2023/24				
	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Result
Residential Care Home - New Contracts Agreed	260	No Target	75	74	64	58	271
Nursing Care Home - New Contracts Agreed	279	No Target	82	77	62	58	279
KPI - Over 75's new to Residential Care	104	No Target but year on year reduction	31	25	29	33	118
<p>In 2023/24, there were 118 people over the age of 75 introduced to Residential Care, 14 more than the previous year.</p>							
The number of people in residential care aged 65 or over per 10,000 population	67.6	No Target	66.7	67.3	68.2	70.9	70.9
<p>System issues have contributed to the increase in the figure in Quarter 4. A backlog of cases was eliminated by a concerted effort to get all packages onto the new CareFinance system in Quarter 4. Some cases uploaded to the system with no paperwork are now included in the result for the first time. If these cases were to be excluded from the measure, the result would be 68.2.</p>							
SSWB22 Average age of adults entering residential care homes	85	No Target	82.9	82.6	83.7	81.7	81.7
SSWB21 Average length of time (days) adults aged 65 or over are supported in residential care homes	902	No Target	901.5	818.9	727.5	764.8	764.8

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ADULT SERVICES – PERFORMANCE REPORT Q4 2023-24

Care Provision – Domiciliary Care	2021/22	2022/23	2023/24	2023/24			
	Result	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result
Total number of citizens in Domiciliary Care <i>*does not include Direct Payments</i>	n/a	2136	No Target	2189	2235	2323	2371
Total hours of Domiciliary Care provided	n/a	121,910	No Target	33,907.5	36,893.25	37,658.25	38,867.75
KPI - Average Number of days between Referral and Start of Package in Domiciliary Care	17	15	14 Days	12	12	12	11
Longest time between Referral and Start of Package in Domiciliary care (in days)	148	148	No Target	55	38	82	31
KPI - The average number of people waiting for domiciliary care at month end <i>*Only includes people that have contract award agreed</i>	N/A	14	<30	N/A	N/A	N/A	N/A
We are in the process of reviewing the 2023/24 results for the above KPI for accuracy and will finalise the results shortly.							

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Direct Payments	2021/22	2022/23	2023/24	2023/24			
	Result	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result
SCAL25a Total number of adults in need of care and support using the Direct Payments scheme (cumulative)	787	725	No Target	632	633	708	752
SCAL25a Total number of Children in need of care and support using the Direct Payments scheme (cumulative)	185	176	No Target	158	168	166	170

Section 6 – Quality, Complaints and Compliments

Quality, Complaints & Compliments

Escalating Concerns

Domiciliary		Residential/Nursing Care Homes		Supported Living	
Quality Assurance	2	Quality Assurance	2	Quality Assurance	3
Provider Performance Meetings	1	Provider Performance Meetings	3	Provider Performance Meetings	2
Joint Interagency Monitoring Panel	1	Joint Interagency Monitoring Panel	1	Joint Interagency Monitoring Panel	0
Closure Procedure (SOSG)	0	Closure Procedure (SOSG)	0	Closure Procedure (SOSG)	0

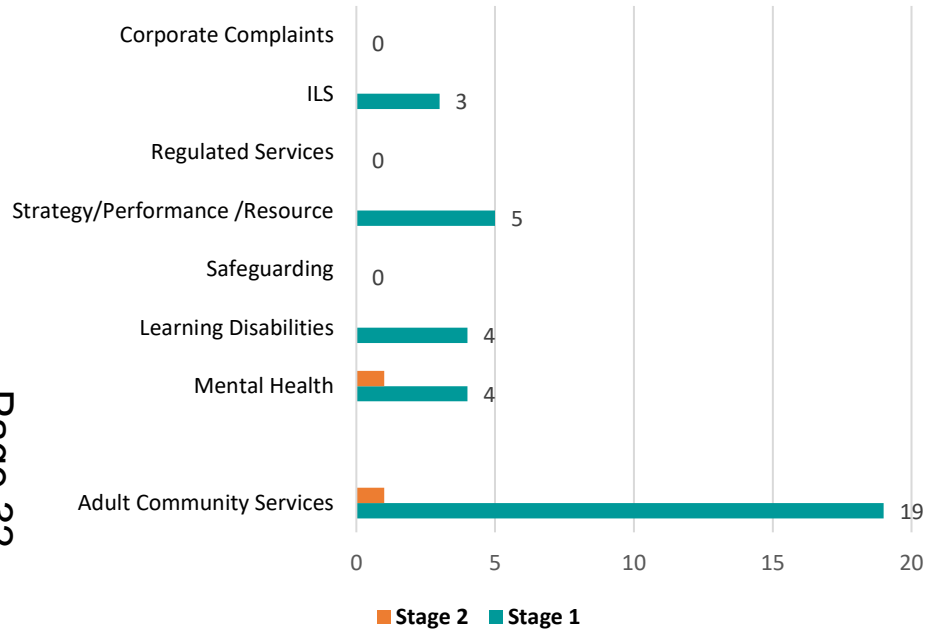
Summary of Q4 Escalating Concern Meetings
 The number of providers in the Escalating Concerns process has increased 13 in Q3 to 15 in Q4. The increase has come at Provider Performance Meeting level from 4 in Q3 to 6 in Q4. No significant trends have been identified in Q4, but changes are expected in this coming year due to Home Office concerns related to their overseas worker sponsorship licences.

Adult Services Compliments and Complaints

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Number of Adult Services Complaints										
Service Area	2022/23		2023/24 Q1		2023/24 Q2		2023/24 Q3		2023/24 Q4	
	Stage 1	Stage 1	Stage 1	Stage 2	Stage 1	Stage 2	Stage 1	Stage 2	Stage 1	Stage 2
Adult Community Services	51	8	7	1	9	0	16	1	19	1
Mental Health	13	3	3	0	5	0	1	0	4	1
Learning Disabilities	22	3	3	0	2	1	4	1	4	0
Safeguarding	5	2	1	0	2	0	0	0	0	0
Strategy/Performance /Resource/Finance	10	5	5	0	7	0	3	0	5	0
Regulated Services	2	0	0	0	0	0	0	0	0	0
ILS	13	6	6	0	7	0	4	0	3	0
Corporate Complaints	10	0	0	0	1	0	1	0	0	0
Total	124		26		34		29		37	

Adult Services - Complaints Q4



Compliments

Service Areas	Compliments
Independent Living Services	77
Adult Community Services	7
Learning Disabilities	4
Mental Health	2
Safeguarding	2
Strategy/Performance/Resource	4
Total	97

There were 97 compliments received in Q4. Independent Living Services received over 75% of all compliments.

There were 126 complaints this year, 2 more than the previous year.

Annual KPI - The percentage of people satisfied with services provided by Adult Social Care

66%

This result is taken from the response a question within the Adult Services Survey conducted in 2023/24 “How satisfied are you with your care and support plan” to which the response was 66% satisfied or very satisfied. Other notable results were 93.8% agreed or strongly agreed that their Assessor interacted with me politely and treated me with respect and 72% - who felt more supported since their assessment.

Section 7 - Safeguarding

Safeguarding	2022/23	2023/24	2023/24				
	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Result
KPI - Percentage of adult protection enquiries completed within 7 days	93%	99%	98.2%	99%	99%	99.9%	99%
Number of contacts received	1,696	No Target	660	620	689	696	2,665
In December 2022, the Adult Safeguarding Service changed the method of recording referrals received to reflect 100% of referrals into service. Prior to this, referrals triaged out at initial screening (Wales Safeguarding Procedures Section 3 Part 1) were not added to Carefirst. Since adding all referrals, the volume shown is a true reflection of demand.							
RES15 % of Adults, Housing & Communities council staff completing Safeguarding Awareness training.	85%	81.6%	92.1%	96%	96%	95%	95%

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*This data does not include casual workers and Schools

Section 8 – Community Support

Community Support	2022/23	2023/24	2023/24				
	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Result
KPI - The percentage of people who feel reconnected into their community through direct and digital interventions from the Day Opportunities team	89%	85%	91.1%	86.8%	83.75%	92%	88.44%
KPI - % of council staff completing Dementia Friends Training	54.4%	85%	58%	58%	60%	67%	67%
The year end result although under target is a significant improvement on 2022/23 performance. Efforts will continue to encourage compliance across directorates.							

ADULT SERVICES – PERFORMANCE REPORT Q4 2023-24

KPI - The number of businesses pledging their commitment to work towards becoming Dementia Friendly	79	40 (Year)	38	87	56	80	261
KPI - The number of ambassadors recruited to promote Dementia Friendly Cardiff	New Measure	4 Per District	4	6	10	2	22
KPI - The number of events held to support people to keep active and stay mobile	New Measure	500	124	117	113	187	541
KPI - The number of participants at the events held to support people to keep active and stay mobile	New Measure	8,000	2,953	2,224	2,404	2,296	9,517
KPI - The number of events held to support people to remain connected and stay social	New Measure	1,400	384	388	369	373	1,514
KPI - The number of participants at the events held to support people to remain connected and stay social	New Measure	15,000	4,358	4,130	3,904	4,387	16,779
KPI - The number of service user sessions delivered within Care Hub Day Services	New Measure	6,500	1,874	1,793	1,898	2,034	7,599
KPI - The number of care hours delivered by Care Hub Day Services	New Measure	40,000	11,244	10,434	11,388	12,204	45,270
KPI - The Number of digital/In Person Dementia Friendly City events held (cumulative)	2,616	2,300	935	904	851	907	3,661

DPSG 2023-24

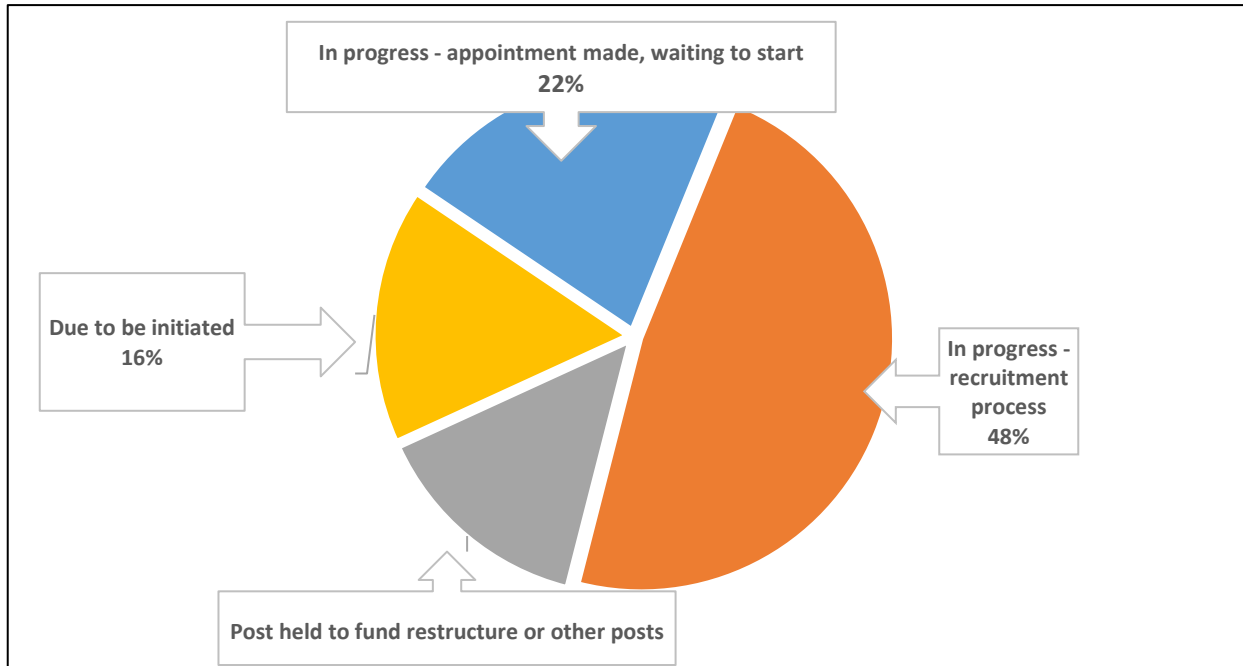
Section 9 - Workforce

Workforce	2021/22	2022/23	2023/24	2023/24			
	Result	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result
KPI - Number of Domiciliary Care Workers in Cardiff Registered with Social Care Wales	2,566	4,676	2,600	2,830	3,032	3,162	3,417
KPI - The number of domiciliary care workers registered with Social Care Wales in Cardiff as a percentage of the total number of domiciliary care workers registered in Wales	8.7%	4.3%	7.5%	13.5%	13.5%	14.5%	15.84%
KPI - % of social work vacancies out of total FTE of 137.4) *Social Worker only, not including SW Assistants and Managers	12.9%	9.94%	<12%	20.31%	21.98%	19.39%	17.73%

There has been a further decrease in the percentage of social worker vacancies in Q4. A Workforce Strategy has been developed including a range of actions to improve recruitment and retention and improved monitoring is in place and a new Workforce Officer is in post to ensure proactive recruitment activity is undertaken.

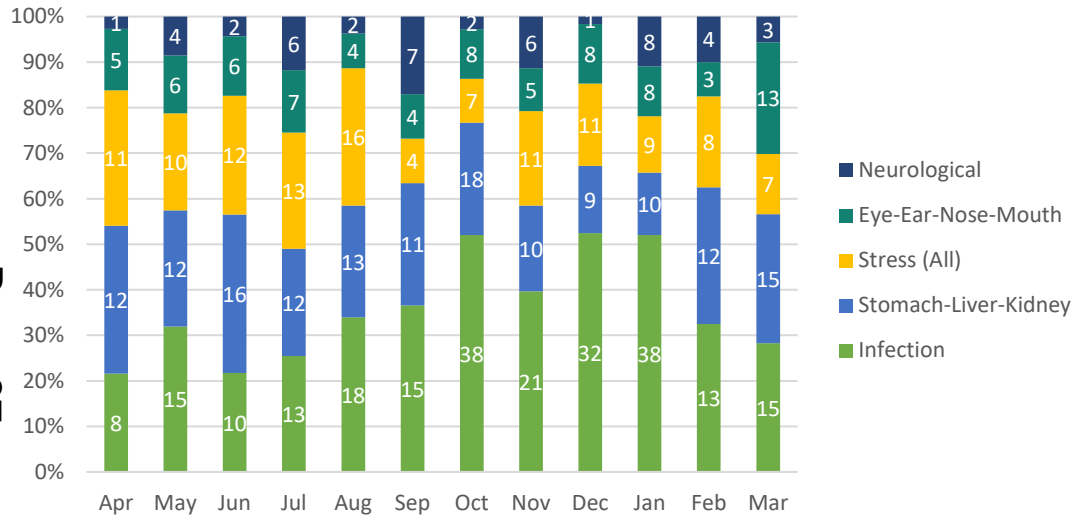
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Social Worker Vacancies Breakdown									
Service	Grade 7			Grade 8			Total		
	Total Posts	Vacancies	% Vacant	Total Posts	Vacancies	% Vacant	Total Posts	Vacancies	% Vacant
Older Persons / Physical Disabilities Services	33.79	7	20.72%	18.27	3.42	18.72%	52.06	10.42	20.02%
Learning Disability	16.07	3.5	21.78%	8.99	0	0%	25.06	3.50	13.97%
Mental Health (including MHSOP and EDT)	17.73	7.81	44.05%	42.35	2.59	6.12%	60.08	10.40	17.31%
Total	67.59	18.31	27.09%	69.61	6.01	8.63%	137.20	24.32	17.73%



Sickness

Highest Sickness Reasons



Adult Services saw a decrease in the total level of sickness compared to Q3.

Infection decreased from 91 in Q3 to 66 instances in Q4.

Adult Services ended the quarter and year at 17.70, lower than the 2024/3 figure of 20.80 and slightly below the set target.

97.85% of all Return-to-Work interviews were completed in Q4.

The indicative number of sickness per full time employee (FTE) - If the rate of sickness in that month was at the same level for the whole year that is what the Average FTE would have off sick. (Simply the percentage of sickness x 224 – the number of working days in a year).

Adult Services	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	YTD	Target
2023/24	13.86	11.40	15.73	19.45	21.73	18.11	21.38	20.16	18.19	19.40	15.59	16.57	17.70	17.8
2022/23	21.43	20.23	19.26	19.34	21.43	20.85	17.53	19.34	23.98	20.85	17.53	17.57	20.80	17.0

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Adult Services, Independent Living & Community Social Care

Q4 Performance Report



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Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to stay active and connected in an Age-Friendly City
Corporate Plan Commitment



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Commitment

Work with a wide range of partners to deliver our commitment to be an Age Friendly and Dementia Friendly City by:

- Page 40
- Playing a full part in the World Health Organisation's Network of Age-Friendly Cities;
 - Measuring our success through a city-wide evaluation framework and key performance indicators;
 - Recruiting volunteer Dementia Friendly Ambassadors to encourage local businesses to become dementia friendly

Update (1 of 2)

In Quarter 4 work has continued to deliver our commitment to becoming an Age Friendly and Dementia Friendly city. A highlight report of Age Friendly Cardiff progress was submitted to the World Health Organisation (WHO) during Quarter 4. Acknowledgement has been received from the WHO, who consider the achievements thus far significant. The WHO have requested Cardiff's participation in the Age Friendly Cities and Social Solutions Webinar series which will focus on best practice and future goals.

Due to capacity issues, the end of year Dementia Friendly City report has been delayed. However, the progress of the Dementia Friendly compassionate communities programme over the last 12 months has been very positive. The team have also been co-ordinating the programme within the Vale which is also proving successful. Following the withdrawal of Alzheimer's Society from the Business element the team produced a Cardiff and Vale pledging process which has been implemented across the region. 261 businesses in Cardiff have pledged to take dementia positive action and 142 in the Vale.

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Corporate Plan Commitment



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Update (2 of 2)

A dementia prevention handbook has also been produced in collaboration with Public Health Wales and Cardiff and Vale Health Board. Work will take place on a communications strategy to promote the resource which will be distributed via community settings such as GP surgeries and Hubs.

Dementia Friendly Cardiff is also currently a finalist for the Municipal Journal Achievement Awards for the whole team approach to tackling health inequalities. A presentation is being prepared for a second round of judging which will take place on the 2nd May.



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Supporting older people to stay active and connected in an Age-Friendly City
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Commitment

Encourage employment and prevent discrimination against older people in the job market by:

- Recruiting a designated employment mentor to support older people to access employment opportunities;
- Working in partnership with the Department of Work and Pensions to deliver Adult Learning's 50+ Employable Me course and engage employers to offer guaranteed interviews to participants completing training;
- Increasing digital sessions across the city, supporting older people with digital deprivation, continuing with the digital tablet gifting scheme;
- Encouraging employers to sign up to the "Age Friendly Employer Pledge" scheme operated by the Centre for Ageing Better and developing Cardiff-specific reporting to track progress.

Update (1 of 2)

The Cardiff Works Engagement Officer continues to deliver drop-in sessions to raise the profile of employment opportunities with Cardiff Council. Targeted recruitment events have taken place in the North of the city. The Engagement Officer has developed effective working relationships with employment mentors supporting 50+ individuals providing support to register with Cardiff Works and access Cardiff Works 4 You placement opportunities across various sectors including Hubs, Communities, Advice and Cardiff's Age Friendly team.

A 12 month update on Cardiff's Commitment to the Age Friendly Employer Pledge has been submitted to The Centre for Ageing Better. The submission focused on age friendly employment analytics. Cardiff Council reports extremely favourably as an age-friendly employer with an average age of 46, compared to the Cardiff Census figures for 2021 of 36 (working age only included). Just over 38% of Cardiff Council's workforce is 50+, compared to the Cardiff average of 24.5% and 5.8% of Council employees are 65+.

Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to stay active and connected in an Age-Friendly City Corporate Plan Commitment



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- Encouraging employers to sign up to the "Age Friendly Employer Pledge" scheme operated by the Centre for Ageing Better and developing Cardiff-specific reporting to track progress.

Update (2 of 2)

The Age Friendly Employer pledge has been promoted at all of the events that Age Friendly Cardiff has attended. The pledge scheme has also been shared with all partners through the Age Friendly distribution list. Regular social media communications are also issued to promote the pledge scheme. Further work is required to promote the scheme in Cardiff and this will continue in the new financial year.

Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to stay active and connected in an Age-Friendly City
Corporate Plan Commitment



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Commitment

Provide opportunities for all people to get involved in their community, and in particular to **support older people to stay active and connected, including:**

- Working with community groups and volunteers to offer a wide range of activities, events and opportunities to get involved;
- Improving access to activities through a “Hubs for All” approach;
- Working with the University Health Board to establish Wellbeing Hubs and to fully integrate health initiatives into all Hubs;
- Strengthening the advice and support available in Hubs for older people and carers;
- Developing further monitoring to demonstrate the effectiveness of the actions taken to prevent loneliness and isolation.

Update

In Quarter 4 the service has continued to work with community groups and volunteers. A Volunteer survey has been conducted. The main request from volunteers was opportunities for training on activities such as Tai Ch and first aid.

A training programme for volunteers is being created. The volunteers reported being happy with the recruitment and induction process and they felt enough information and support was provided. Due to a low rate of response further surveys will be developed with the aim of capturing monthly feedback from volunteers

The Hubs for all Pilot has been successful with the roll out in 4 community Hubs across the city and sessions in Rhiwbina and Llandaff North are at current capacity. Progress has been made on movement towards a self referral model with some unpaid carers already capitalising on this opportunity.

Following some realignment of the Day Opportunities team, processes are being reviewed to identify any areas of improvements as well as implementing more integration within the Care Hub model. Service user satisfaction in relation to efficacy of signposting will be reviewed in the new financial year.

Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services
Corporate Plan / Directorate Delivery Plan Commitment



Commitment	Update (1 of 2)
<p>Provide the right help at the right time to help people stay independent at home by:</p> <ul style="list-style-type: none">• Building on our First Point of Contact Service to develop a multi-disciplinary team approach focused on supporting independence, and extend this to the hospital and to the community on a locality basis;• Fully embedding empowering and strengths-based social work through improved training and support;• Working with partners and across services to develop a trusted assessor approach• Modernising our homecare service to provide both a full reablement service and short-term emergency care;	<p>We have continued to provide the right support to help people stay independent at home. An initial review of the changes demonstrates some positive results from the new triage at First Point of Contact through Occupational Therapy. Since October 2023, Occupational Therapists have been trusted assessors for all low-level care and support needs. This has enabled social work colleagues to focus on the most complex cases, which has enabled reduction in social work case outstanding from 385 in September 23 to 83 as at March 2024.</p> <p>The OT service is prescribing care for approximately 56% of referrals received through this approach. It is estimated that since October 2023, 459 Hours of care per week have been avoided, providing a cost avoidance of approximately £79,000.</p> <p>This has been further replicated in the hospital and council OT's are now embedded as trusted assessors in the hospital, again reducing the need to pass non-complex cases to social work.</p>

Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services
Corporate Plan / Directorate Delivery Plan Commitment



Commitment	Update (2 of 2)
<p>Provide the right help at the right time to help people stay independent at home by:</p> <ul style="list-style-type: none">• Building on our First Point of Contact Service to develop a multi-disciplinary team approach focused on supporting independence, and extend this to the hospital and to the community on a locality basis;• Fully embedding empowering and strengths-based social work through improved training and support;• Working with partners and across services to develop a trusted assessor approach• Modernising our homecare service to provide both a full reablement service and short-term emergency care;	<p>The benefits include:</p> <ul style="list-style-type: none">• More capacity to manage complex cases.• Social workers now feel they are managing cases and not managing by crisis. <p>The more focussed admin process has enabled assessments to be strength-based, and preventative.</p> <p>The CRT homecare service has also been modernised and new rotas have been implemented. The service is receiving positive feedback from service users in relation to the improved continuity of care being received</p>

Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services
Corporate Plan / Directorate Delivery Plan Commitment



Commitment	Update (1 of 2)
<p>Provide the right help at the right time to help people stay independent at home by:</p> <ul style="list-style-type: none">Embedding the use of new technology and equipment to support independence and developing proposals for an Independent Living Wellbeing Centre;	<p>An evaluation of Technology Enabled Care (TEC) has been completed in Quarter 4. The findings include:</p> <ul style="list-style-type: none">-TEC is now a core element in assessments for Occupational Therapy services and the Independent Living and Wellbeing Service. This will be expanded in 2024/25.-To date 199 items of TEC have been prescribed, predominantly supporting independence, improving Health and Safety in the home, reducing risks and supporting informal packages of care.-The TEC offer has been expanded to include battery operated devices that serve similar purpose to mains operated devices, increasing the scope of use in certain home layouts.

Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services
Corporate Plan / Directorate Delivery Plan Commitment



Commitment	Update (2 of 2)
<p>Provide the right help at the right time to help people stay independent at home by:</p> <p>Page 48 Embedding the use of new technology and equipment to support independence and developing proposals for an Independent Living Wellbeing Centre;</p>	<p>-Discontinuing of certain items (once used) where take up has been limited due to the benefits of similar devices that are held.</p> <p>-The most prescribed Items are:</p> <ol style="list-style-type: none">1) GPS Watch – alerts carers to falls or purposeful wandering.2) “Memorabel”– providing personalised reminders and alarms, prompting individuals to complete tasks of daily living.3) Automated lighting – activated by movement in low light areas reducing the risks of slips, trips and falls. <p>Positive feedback on the benefits of the TEC has been received from service users.</p> <p>The development of proposals for the new Independent Living and Wellbeing Centre are progressing well, in principle cabinet approval has been achieved and preparation work to allow the scheme to progress to RIBA stage 2 has been completed.</p>

Wellbeing Objective: Cardiff is a great place to grow older

Working in partnership to deliver high-quality sustainable care and support
Corporate Plan Commitment



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Commitment	Update
<p>Work to support timely and safe hospital discharge by:</p> <ul style="list-style-type: none">Improving and strengthening management arrangements in the Integrated Discharge Hub;Developing a suite of performance indicators by September 2023 to measure the success of pathways out of hospitals and to clearly demonstrate the impact of the Council's activity;Reviewing the success of the hospital discharge pathways for Discharge to Assess (D2A) and Discharge to Recover and Assess (D2RA) and reporting on the findings.	<p>Work has continued in Quarter 4 to support timely and safe hospital discharge.</p> <p>A suite of performance indicators that monitor and measure the success of pathways are now in place.</p> <p>An evaluation of the delivery of the Integrated Discharge Hub's (IDH), Discharge to Assess (D2A) and Discharge to Recover and Assess (D2RA) pathways is almost complete.</p> <p>To finalise the report, the service is awaiting staff feedback for IDH and D2RA. A final stakeholder meeting will be held in April 2024 regarding D2RA to review all processes and performance for sign off. Once complete, the full evaluation will be signed off and distributed.</p>

Wellbeing Objective: Cardiff is a great place to grow older

Working in partnership to deliver high-quality sustainable care and support
Corporate Plan Commitment



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Commitment	Update (1 of 2)
<p>Work with care providers to deliver good-quality care that meets current and future needs, to include:</p> <ul style="list-style-type: none">• Further developing locality working through recruitment of local care co-ordinators;• Embedding a Quality Assurance Framework and developing a set of performance indicators to measure the quality of commissioned care provision;• Refocusing care provision away from general residential care towards home-based care;• Promoting the development of high-quality nursing and dementia care.	<p>We are continuing to work closely with care providers to deliver good-quality care, this includes ongoing work to determine the model required for the Care Co-ordinator process.</p> <p>A new Quality Assurance framework for Domiciliary Care using a phased approach has been completed in part. A self-assessment tool has been developed in conjunction with providers and a pilot undertaken. We are currently at the lessons learned stage following the pilot as some changes will need to be made before it can be fully implemented.</p> <p>We have explored opportunities to access capital funding to support market re-shaping for care homes, however unfortunately, we have been unable to launch the Capital Grant Scheme as our proposal to Welsh Government was unsuccessful.</p> <p>Progress of the Dementia and Care Quality Team has been reviewed and a Service Operational Plan has been completed outlining processes and criteria. Planning for 2024/25 has begun. Two Social Workers have joined the team, with further expansion taking place in 2024/25.</p>

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Working in partnership to deliver high-quality sustainable care and support
Corporate Plan Commitment



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Commitment

Work with care providers to **deliver good-quality care that meets current and future needs**, to include:

- Further developing locality working through recruitment of local care co-ordinators;
- Embedding a Quality Assurance Framework and developing a set of performance indicators to measure the quality of commissioned care provision;
- Refocusing care provision away from general residential care towards home-based care;
- Promoting the development of high-quality nursing and dementia care.

Update (2 of 2)

Key strategic learning has identified that there is a need for a formal relationship with clinical teams in the community such as Mental Health Services for Older People to develop a fully rounded care service.

A Dementia Care Quality Team role in the Provider Performance process now ensures focus on support for those with dementia in residential settings.

Wellbeing Objective: Cardiff is a great place to grow older

Working in partnership to deliver high-quality sustainable care and support
Corporate Plan Commitment



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Commitment

Listen to the voices of our citizens and increase their choice in care provision by:

- Improving our engagement with older people, seeking meaningful input and feedback;
- Increasing choice through direct payments, including the development of micro-enterprises;
- Piloting a trusted partnership approach with care providers to increase flexibility of care;
- Reviewing current usage of our services and taking steps to ensure all Cardiff communities are aware of, and have access to, our services.

Update (1 of 2)

We are continuing to listen to the voices of our citizens, Feedback from clients and carers has been considered by Adult Services Management Team (ASMT) and actions identified in respect of specific issues have been followed up with the appropriate officers.

A client survey has been undertaken mainly by telephone – going forward telephone surveys will continue to be undertaken - service users will also have the option of completing surveys online if they prefer.

The process to register Micro-Enterprises on the Cardiff pages of the Small Good Things directory is now fully operational with 8 local enterprises registered and a further 2 providers working across the region or nationally. It is expected that this number will increase significantly now these process are fully embedded.

Wellbeing Objective: Cardiff is a great place to grow older

Working in partnership to deliver high-quality sustainable care and support
Corporate Plan Commitment



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Commitment	Update (2 of 2)
<p>Listen to the voices of our citizens and increase their choice in care provision by:</p> <ul style="list-style-type: none">• Improving our engagement with older people, seeking meaningful input and feedback;• Increasing choice through direct payments, including the development of micro-enterprises;• Piloting a trusted partnership approach with care providers to increase flexibility of care;• Reviewing current usage of our services and taking steps to ensure all Cardiff communities are aware of, and have access to, our services.	<p>Extention of the Trusted Partner Approach with care providers cannot be undertaken at this time as the current arrangements are not being fully utilised, and this needs to be understood before any expansion can take place.</p> <p>Analytical work has continued, to inform the Adults, Housing & Communities Equality Action Plan. Actions have been drafted and will be shared with Adult Services Scrutiny Committee in Q1 2024/25, it is anticipated that the Committee with support the directorate to develop the plan further. The plan will be closely aligned this work to the new corporate Equality Strategy which is due for publication later in 2024.</p>



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Corporate Plan Commitment



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Commitment	Update (1 of 2)
<p>Support the social care workforce by:</p> <ul style="list-style-type: none">Working with Welsh Government to maintain the Real Living Wage for care workers;Further developing the Cardiff Cares Academy to provide training, mentoring and employer support;Providing proactive support to help care workers achieve registration;Further developing carer skills to support hospital discharge and reablement.	<p>We continue to support the social care workforce. The monitoring and review of compliance with Real Living Wage (RLW) requirements is ongoing. A small number of providers have refused to return the forms because they perceive that the Local Authority had not passed on the RLW uplift in its fees. However, checks undertaken by contract officers and work undertaken on provider costs has not identified any providers who do not currently pay at or above the RLW.</p> <p>Recommendations for strengthening and improving the effectiveness of support to providers have been completed. Arrangements have been strengthened to provide additional support where provider performance concerns have been identified via the Escalating Concerns process.</p> <p>A full service review of the Cardiff Cares Academy was completed in Quarter 4. Team workflows have been made more efficient creating improved processes for both officers and candidates. The officer responsible for employer engagement was given a more defined brief based on building relationships with targeted employers in local areas and formalising Personal Assistant pathways with the Micro Enterprise team and DEWIS CIL. This has resulted high numbers of candidates securing employment in the sector following Academy support in Quarter 4. Regular community-based courses will commence from April 2024 to service participants who are unable to travel to the city centre – this is to diversify the demographic of clients engaging with the care academy.</p>

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Commitment

Update (2 of 2)

Support the social care workforce by:

- Working with Welsh Government to maintain the Real Living Wage for care workers;
- Further developing the Cardiff Cares Academy to provide training, mentoring and employer support;
- Providing proactive support to help care workers achieve registration;
- Further developing carer skills to support hospital discharge and reablement.

All of the Community Resource Team (Homecare) have been briefed in relation to the remodelling of the service and the reablement vision. As part of the remodelling proposal an Occupational Therapy (OT) trainer will be appointed to deliver and embed reablement training across the service. In addition, the proposal sets out an OT-led strengths-based assessment process, in order to ensure assessments and care plans empower the citizen to reach their reablement goals and maximise independence. This is now progressing well, following an extended consultation process to ensure all views were considered.

All home care managers are now trusted assessors who are able to prescribe care, reducing referrals to Social Workers. This dual approach has seen a reduction in the number of people requiring long term care.



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Corporate Plan Commitment



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Commitment	Update (1 of 2)
<p>Improve recruitment and retention of social workers and occupational therapists by putting in place a comprehensive Workforce Development Plan and by taking a “grow our own” approach to increase qualified staff.</p>	<p>The Adult Services Workforce Strategy aims to ensure that Cardiff is the best place in Wales to work in Adult Social Care, to be a place where everyone is empowered to reach their full potential, trained to deliver excellent services and supported to have fulfilling and worthwhile roles.</p> <p>New arrangements were put in place in Quarter 4 to strengthen monitoring of the Strategy via new workstream groups that feed into the overarching project group.</p> <p>Examples of progress that has been made in 2023/24 include the creation of the Adult Services Recruitment Team (ASRT) to centralise recruitment across Adults and to create efficiencies for managers throughout the service.</p> <p>The Adult Services pages of the Social Work Cardiff Website have been refreshed to actively promote the benefits of working in Adult Services. A short film has also been made that promotes working in Adult Services In Cardiff.</p> <p>Improvements have been made to the use of social media to promote Adult Services and Adult Services are now working in partnership with Cardiff University, Cardiff Met, and the Open University to support social work students, Newly Qualified Social Workers and ongoing professional development of the existing social care workforce</p>

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Commitment

Improve recruitment and retention of social workers and occupational therapists by putting in place a comprehensive Workforce Development Plan and by **taking a “grow our own” approach to increase qualified staff.**

Update (2 of 2)

A “Grow Our Own” Action Plan is also in place which includes an agreement to host student placements, to provide those undergoing the university course with work experience and a continuation of the Social Work Degree Secondment Programme.

The workforce has been surveyed to gather their feedback and this has informed the development of a full programme plan of change.

The implementation of a strength-based/ outcome-focused approach has been supported through the delivery of Collaborative Communications training and support which provides the tools the workforce need to deliver the approach.



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Directorate Delivery Plan Commitment



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Commitment	Update
<p>Continue to review and modernise services, including:</p> <ul style="list-style-type: none">• Carrying out a review of the Emergency Duty Team (EDT)• Finalising the review of the Internal Supported Living service• Investigating opportunities for more joined up working across the directorate• Strengthening management arrangements within Adult Services	<p>The work to review and modernise services has continued throughout 2023/24.</p> <p>The EDT review is complete and new manager and officer posts have now been filled. Work to implement call centre support for the service is nearing completion.</p> <p>The ISL Review has been completed and the new Cardiff Supported Living has been launched. Changes to staffing have been finalised and transition plans for service users have been fully implemented.</p> <p>The Management Review is progressing well. All OM posts are now in place, as are most Service Manager / Team Manager posts, the remaining posts are being advertised.</p>

Wellbeing Objective: Cardiff is a great place to grow older

Supporting unpaid carers and valuing their role Corporate Plan Commitment



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Commitment	Update (1 of 2)
<p>Listen to unpaid carers and families to ensure we provide the help they need by:</p> <ul style="list-style-type: none">• Consulting and co-producing services with carers;• Reviewing the range of respite provided;• Improving advice services and support for carers;• Reviewing the carer's assessment process to improve take	<p>We have continued to listen to unpaid carers and their families during 2023/24.</p> <p>During Quarter 4, promotion of services to carers has take place through the Care'Diff newsletter, including promoting the Care'diff Support Groups in each volume. This has included the Amser Scheme which is a short breaks funding programme for unpaid carers. This is managed by Carers Trust Wales and funded by Welsh Gov.</p> <p>A pilot sitting service opportunity has also been made available in Cardiff funded by the Regional Integration Fund (RIF).</p> <p>A Care'diff distribution platform is due for soft launch after a delayed roll out in Quarter 4 2023/2024. This is now due to roll out in Quarter 1 2024/2025.</p> <p>The Hubs for all pilot has been very successful with Rhiwbina and Llandaff North based sessions operating at full capacity. Progress has been made on movement towards a self referral model which will extend respite opportunities to unpaid carers in the new financial year.</p>

Wellbeing Objective: Cardiff is a great place to grow older

Supporting unpaid carers and valuing their role Corporate Plan Commitment



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Commitment	Update (2 of 2)
<p>Listen to unpaid carers and families to ensure we provide the help they need by:</p> <ul style="list-style-type: none">• Consulting and co-producing services with carers;• Reviewing the range of respite provided;• Improving advice services and support for carers;• Reviewing the carer's assessment process to improve take	<p>The Carers Team have moved to align with the First Point of Contact, ensuring advice for Carers is available at the earliest possible opportunity. Recruitment of 3 new posts is ongoing. In order to give the officers time to settle into the new team, the development of the new assessment process will commence in Quarter 1 24/25 and will be rolled out in early Quarter 2 24/25. This will include consultation with unpaid carers via the Unpaid Carers Impact Group co-production forum.</p>



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Wellbeing Objective: Cardiff is a great place to grow older

Ensuring our services meet the needs of those living with dementia
Corporate Plan Commitment



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Commitment	Update (1 of 3)
<p>Support people with dementia to stay at home wherever possible by:</p> <ul style="list-style-type: none">• Reviewing best practice in supporting people with dementia to live in the community and using this to inform future commissioning;• Reviewing the dementia training required to ensure that staff can tailor the correct care and support to the person and their family in their home.	<p>During 2023/24 we have continued to support people with dementia</p> <p>A Community of Practice (COP) has been established, supported by the Institute of Public Care (IPC). It has been a showcase for the work of different parts of the service , for example Day Services and the Dementia Care & Quality Team and a chance to learn about techniques and skills for working with those with a dementia.</p> <p>A wide group of both Council and external colleagues have attended and it has triggered further contact outside the meetings, for example involving colleagues from Mental Health Services for Older People and the Memory Team. This has led to further links and contacts within teams and services.</p> <p>The Community of Practice review and outcomes are expected in early 2024/25. Following the review we will look to develop further sessions with a wide group of attendees</p> <p>Feedback on the dementia training held during the year, to assess impact and inform commissioning plans for 24/25 has been completed. Overall feedback from the Virtual Dementia Tour was very positive. 24 sessions were held and 221 people attended (125 Internal, 96 external) out of a possible 384 spaces.</p>

Wellbeing Objective: Cardiff is a great place to grow older

Ensuring our services meet the needs of those living with dementia
Corporate Plan Commitment



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Commitment

Support people with dementia to stay at home wherever possible by:

- Reviewing best practice in supporting people with dementia to live in the community and using this to inform future commissioning;
- Reviewing the dementia training required to ensure that staff can tailor the correct care and support to the person and their family in their home.

Update (2 of 3)

Effro have also provided a pic and mix style program consisting of 31 bitesize online workshops on the following topics

- Low Cost Reminiscence Therapy
- Cognitive Stimulation using CST Approach
- People-Centred Approach to Dementia Care
- Communication Strategies
- Creating a dementia-friendly environment

Feedback has been very positive from those who have attended and the service will continue to deliver these sessions online and Face to Face throughout 2024/25.

Wellbeing Objective: Cardiff is a great place to grow older

Ensuring our services meet the needs of those living with dementia
Corporate Plan Commitment



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Commitment

Support people with dementia to stay at home wherever possible by:

- Reviewing best practice in supporting people with dementia to live in the community and using this to inform future commissioning;
- Reviewing the dementia training required to ensure that staff can tailor the correct care and support to the person and their family in their home.

Update (3 of 3)

Dementia Learning and Development Team (UHB)
Around 43 Cardiff Social Care staff attended the training provided by the UHB Cardiff and Vale Dementia Learning and Development Team.

This partnership will continue in 2024/25 with the aim of increasing the number of places available for Social Care.

The best practice review carried out by Housing LIN has reviewed Addison House, the new Community Living Scheme for older people, and the results were very positive. The report also identifies best practice sites where residents with higher levels of dementia can be supported. Learning from these sites will be gathered to inform the the larger older persons housing developments due to be delivered from the end of 2024/5.



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Ensuring our services meet the needs of those living with dementia
Directorate Delivery Plan Commitment



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Commitment	Update
<p>Develop a full set of indicators and targets to monitor success of implementing the Ageing Well Strategy.</p>	<p>A review has been carried out and additional indicators have been identified as part of the preparation for the Directorate Delivery Plan for 2024/25.</p> <p>These include measures to monitor the number of individuals who are attending designated employment courses for those aged 50+, the number of referrals received from the GP Clusters, which support independence, including social prescribing and some new measures to monitor customer satisfaction with Adult Services.</p>

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Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse
Corporate Plan Commitment



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Commitment	Update (1 of 2)
<p>Ensure that all people, however vulnerable, retain a voice in their care by:</p> <ul style="list-style-type: none">• Ensuring our social workers take a strengths-based approach to mental capacity and ensure that, as far as possible, older people retain voice and control;• Preparing for the implementation of the new Liberty Protection Safeguards legislation and mainstreaming these within our services;• Recommissioning Advocacy Services in line with the commitments set out in the Cardiff & Vale Advocacy Strategy by March 2024;• Reviewing and enhancing our Direct Payments Services to adults, reviewing policies and procedures to ensure safety of service users and encouraging the development of micro-enterprises to increase accessibility to direct payments.	<p>A review and evaluation of strengths-based training to inform direction in 2024/25 is ongoing. A review of feedback from participants has been undertaken as well as mentors and impact considered via reflective groups.</p> <p>There have been 221 learners attending the 2.5 day training programme from the following teams:</p> <ul style="list-style-type: none">• Occupational Therapists and Occupational Therapy Assistants.• Ty Canna Mental Health Outreach Peer Support Workers.• Independent Living Services – First Point of Contact Mentor and Trainer, Quality Assurance Manager, Community Resource Team Service and Development Manager, Home Care Managers, Hospital Contact Officer• Adult Services – Social Work Resource Assistants, Learning Disability Day Centre, Learning Disability Supported Living Co-ordinator manager, Learning Disability Team Care Planners.• Social Workers and Social Work Assistants – Hospital Social Work Team, Learning Disability Team, Adult Assessment Team, Community Duty Team, Community Team, Dementia Team, Neuro Diversity Team, Community Drug and Alcohol Team, Community Mental Health Team <p>22 mentors are now in place across the directorate.</p>

Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse
Corporate Plan Commitment



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Commitment	Update (2 of 2)
<p>Ensure that all people, however vulnerable, retain a voice in their care by:</p> <ul style="list-style-type: none">• Ensuring our social workers take a strengths-based approach to mental capacity and ensure that, as far as possible, older people retain voice and control;• Preparing for the implementation of the new Liberty Protection Safeguards legislation and mainstreaming these within our services;• Recommissioning Advocacy Services in line with the commitments set out in the Cardiff & Vale Advocacy Strategy by March 2024;• Reviewing and enhancing our Direct Payments Services to adults, reviewing policies and procedures to ensure safety of service users and encouraging the development of micro-enterprises to increase accessibility to direct payments.	<p>A total of 10 reflective groups are now running in various teams across Adult Services.</p> <p>A formal review will take place in 2024/25, however some of the initial feedback received refers to enhancing job satisfaction and opportunities to build stronger relationships with service users, has brought the person back into the centre of practice.</p> <p>Welsh Government funds have been utilised to bring the Deprivation of Liberty Safeguards (DoLS) backlog down. There has been good progress on this. There are currently around 88 cases, this has reduced from around 800 in 2019. Staffing issues in the team are being resolved with a new DOLS manager recruited.</p> <p>Unfortunately, we have been unable to launch the new Advocacy Service as it was not possible to appoint to any of providers who tendered for the contract. Current contracts have been extended on an interim basis pending completion of a new tender process.</p> <p>Micro-Enterprises are registered on the Cardiff directory, fully prepared to support members of the community. 8 local enterprises are registered on the directory with a further 2 providers working across the region or nationally.</p>

Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse
Corporate Plan Commitment



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Commitment	Update (1 of 2)
<p>Improve the support available to people with mental health issues by:</p> <ul style="list-style-type: none"> Supporting the Health Board with their Community Transformation project and the review of services to meet the needs of those individuals who may not require formal care and support services; Further developing the Health and Wellbeing service within the Hubs, providing support and advice and finding community solutions for individuals with low-level mental health issues; Identifying additional accommodation and support solutions to support people with mental health issues to move from residential services to live independently, taking all necessary steps to ensure alternative solutions are safe and appropriate; Developing proposals for improving the environment for Ty Canna day services for mental health, continuing to build on volunteer support and completing early-stage design in partnership with Ty Canna service user representatives/ volunteers and cost feasibility work by September 2023 	<p>2023/24 has seen improvements to the support available to people with mental health issues .Cardiff & Vale Mental Health Sanctuary Retreat has had a soft launch in Quarter 4 operating with small numbers via telephone appointments only to test referral/risk and develop operating policy between 111 team and the sanctuary.</p> <p>Review of the initial service is ongoing, led by UHB commissioning team. The partnership steering group has been reconvened to feed into the review and to develop the fully launched service in Q1.</p> <p>Mental Health Clinical Board are finding a suitable building in Penylan Rd to deliver the Sanctuary service for a two-year trial. The service will be offering face to face appointments by mid-April 2024.</p> <p>“Do something different” events were held in January within Community Hubs. Activities ranged from introductions to crocheting, knitting, embroidery and music as well as Tai Chi.</p> <p>7 units of supported living have been secured at Colchester Avenue. The site has been delayed but is back on track and identified service users will move in during Quarter 1 2024/5.</p>

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Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse
Corporate Plan Commitment



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Commitment

Improve the support available to people with mental health issues
by:

- Supporting the Health Board with their Community Transformation project and the review of services to meet the needs of those individuals who may not require formal care and support services;
- Further developing the Health and Wellbeing service within the CoHubs, providing support and advice and finding community solutions for individuals with low-level mental health issues;
- Identifying additional accommodation and support solutions to support people with mental health issues to move from residential services to live independently, taking all necessary steps to ensure alternative solutions are safe and appropriate;
- Developing proposals for improving the environment for Ty Canna day services for mental health, continuing to build on volunteer support and completing early-stage design in partnership with Ty Canna service user representatives/ volunteers and cost feasibility work by September 2023

Update (2 of 2)

A potential supported living site on Albany Rd (12 units) has been identified, due to open late Summer 2024, discussions with Registered Social Landlord have commenced to secure the site and are expected to conclude in Quarter 1.

Design work for a new Ty Canna building is at RIBA Stage 3 stage. While good progress has been made, while not yet ready to submit a capital bid for funding, the project has in principle support from the Cardiff and Vale Regional partnership board, it is identified in the regional strategic capital plan as a priority pipeline project for future funding.

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Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse
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Commitment

Enhance the support available for people living with learning disabilities by:

- Further developing the Complex Needs Day Service, expanding the services to deliver appropriate respite for carers and ensuring that individuals with multiple and severe disabilities can access the community;
- Improving and increasing overnight respite, setting out proposals for building development;
- Developing proposals for new accommodation and support options to promote independence and facilitate step-down from residential care.

Update

We have continued to enhance the support available for people living with learning disabilities. Following analysis of the future demand of the Complex Needs Day Service, the resources that will be required to address this and workforce development need, an implementation plan is now in place to to address these issues. Proposals for future ways of working have been developed and an options paper has been prepared.

Day Service assessments for 2024 school leavers who have been referred have been completed and health assessments have been received. A training plan for core teams is in place and we anticipate being able to meet the needs.

All respite processes have been reviewed and are in place. Data capture is now ongoing quarterly. Work is ongoing to enhance capacity and identify the future need for a business case. Development of new specification is nearly complete. There have been delays in providers progressing referrals which has lengthened the timeline.

Good progress has been made this year in closing beds in accommodation schemes which no longer meet needs and transferring monies to alternative placements.

Two new schemes opened supporting people to remain local and avoiding moves into out of county residential care. Significant planning is ongoing around planned schemes.

Wellbeing Objective: Safe, Confident and empowered communities

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GREENER**



Commitment	Update
<p>Improve services for people with autism by:</p> <ul style="list-style-type: none"> Ensuring all staff have access to the appropriate level of training to meet the needs of autistic people; Developing a specialist approach to neurodiversity within Adult Services. 	<p>We have continued to improve services for people with autism.</p> <p>Monitoring arrangements are in place to ensure staff have completed the appropriate autism learning, however there is some non-compliance which will be addressed in the new year.</p> <p>An informal review of the Neurodiversity Service has taken place in Quarter 4 which has identified that demand for the service is extremely high. Resources are being increased including the recruitment of a Social Worker, however it is estimated that meeting rising demand will remain a challenge.</p>

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#GweithioDrosochChi

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#WorkingForYou

Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse
Corporate Plan Commitment



**STRONGER
FAIRER
GREENER**



Commitment	Update
<p>Ensure children and adults are protected from risk of harm and abuse by:</p> <ul style="list-style-type: none"> • Implementing the Regional Safeguarding Board’s Annual Plan; • Continuing to develop and implement the Safeguarding Adolescents From Exploitation (SAFE) Model during the year; • Monitoring the adult safeguarding referrals received and develop a pro-active multi-agency response to re-occurring issues. 	<p>The annual consolidation of development activities has been completed. Information on transitional safeguarding has been collated and is to be presented to Adult Services Senior Management Team in Q1 2024/25.</p> <p>Work to support the implementation of the South Wales Police’s “right care, right person” scheme have gone well and preparation for later stages are well underway.</p> <p>A regional self-neglect tool kit has been rolled out by the Regional Safeguarding Board with a training package ready for delivery.</p> <p>End of year data is being analysed to identify trends and any responses needed.</p>

Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse
Corporate Plan Commitment



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Commitment

Work with Public Health Wales and other partners to carry out targeted activity to reduce health inequalities across the city, including:

- Promoting health screenings;
- Promoting the take-up of vaccinations.
- Combatting childhood obesity.

Update

During Quarter 4, a request has been made for screening and vaccination analytics from Public Health Wales.

Work has also taken place with Cardiff and the Vale Health Board to create a Health funded post - Health Improvement Officer (Health Inequalities) post to sit within the Community Wellbeing & Strategy team whose duties will also include establishing impact of intervention practices. Recruitment has been initiated.

Successful delivery of a collaborative project involving Cardiff and Vale Local Public Health Team and Registration services has taken place in Quarter 4. Translation of childhood immunisation information leaflets into Bengali, Polish and Arabic took place.

The Registration services team will now ensure that vaccination information will be included in the birth pack for every new birth registered in Cardiff.

Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse Corporate Plan Commitment



STRONGER
FAIRER
GREENER



Commitment

Work with Cardiff & Vale University Health Board (UHB) and Public Health Wales to improve access to services by:

- ^{Page 73} Contributing to a partnership approach to improve community-based services to prevent hospital admissions;
- Supporting work by Cardiff & Vale UHB to improve health support available to marginalised groups including refugees, asylum seekers, prison leavers and the homeless population including rough sleepers

Update (1 of 2)

We are continuing to work in partnership with Health to improve community-based services to prevent hospital admissions;

The implementation of the “safer at home” model has started the foundational development of reducing admissions to hospital. This is currently a medical-only model. However conversations have commenced on how the community model can provide wraparound support with issues such as care, preventative services, aids, adaptations and equipment.

Our Community Resource Team Bridging Service has been launched, with the aim of providing interim care and support to avoid hospital admissions. This was first trialled in Emergency Units to stop an admission at that stage. This now been taken into the community, and at our front door we are now able to provide bridging care to avoid an admission to hospital from home. This has primarily been where there has been carer breakdown.

The nurses, that work within the Homeless MDT, are now attending A&E to establish demand and identify and work with attendees from the identified cohorts.

Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse
Corporate Plan Commitment



STRONGER
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Commitment	Update (2 of 2)
<p>Work with Cardiff & Vale University Health Board (UHB) and Public Health Wales to improve access to services by:</p> <ul style="list-style-type: none"> • Contributing to a partnership approach to improve community-based services to prevent hospital admissions; • Supporting work by Cardiff & Vale UHB to improve health support available to marginalised groups including refugees, asylum seekers, prison leavers and the homeless population including rough sleepers 	<p>Council officers have supported the University Hospital Board (UHB) to develop a business case that seeks investment to expand current health inclusion services to provide a co-ordinated, integrated, responsive health and social care service model for those individuals who are at the cliff edge of inequality, including homeless people. This will be considered by the UHB investment group on 1st May 2024.</p> <p>Given the extent of service aspirations a phased approach has been proposed. Phase 1 would seek to embed and expand the existing health outreach and in-reach. Whilst phase 2 focuses on co-locating appropriate services with a hub to deliver the provision of full specialist primary care.</p> <p>Officers have worked with the UHB to identify any additional funding streams, sharing of resources and cost saving efficiencies to support the development.</p> <p>Following the work undertaken in 2023/4, an options appraisal is to be developed to identify suitable buildings for co-location of the Homeless Multi Disciplinary Team /Cavhis (Cardiff and Vale health inclusion Service) and substance use treatment services by Quarter 1 2024/25</p>

Wellbeing Objective: Modernising and integrating our public services

Ensuring the Council represents and responds to the diversity of Cardiff's Communities



**STRONGER
FAIRER
GREENER**



Commitment

Ensure our services respond to the diversity of Cardiff's Communities, and that everyone is aware of, and has access to them by:

Developing an Adults, Housing & Communities Equality Action Plan

Working with Public Health Wales and other partners to carry out targeted activity to reduce health inequalities across the city.

Continuing to deliver against our commitments in response to the Race Equality Taskforce recommendations.

Update (1 of 2)

Analytical work has continued, to inform the Adults, Housing & Communities Equality Action Plan. Actions have been drafted and will be shared with Adult Services Scrutiny Committee in Q1 2024/25 who have offered to support the directorate to develop the plan further.

Work has taken place with Cardiff and the Vale Health Board to create a Health funded post - Health Improvement Officer (Health Inequalities) post to sit within the Community Wellbeing & Strategy team whose duties will also include establishing impact of intervention practices. Recruitment has been initiated. A request has been made for screening and vaccination analytics from Public Health Wales.

Successful delivery of a collaborative project involving Cardiff and Vale Local Public Health Team and Registration services has taken place in Quarter 4. Translation of childhood immunisation information leaflets into Bengali, Polish and Arabic took place. The Registration services team will now ensure that vaccination information will be included in the birth pack for every new birth registered in Cardiff.

Wellbeing Objective: Modernising and integrating our public services

Ensuring the Council represents and responds to the diversity of Cardiff's Communities



STRONGER
FAIRER
GREENER



Commitment

Ensure our services respond to the diversity of Cardiff's Communities, and that everyone is aware of, and has access to them by:

Developing an Adults, Housing & Communities Equality Action Plan

Working with Public Health Wales and other partners to carry out targeted activity to reduce health inequalities across the city.

Continuing to deliver against our commitments in response to the Race Equality Taskforce recommendations.

Update (2 of 2)

The PhD student is continuing to conduct research related to how social workers perceive race and ethnicity in the context of dementia. Recommendations are not expected to be received until Spring 2024.

Following on from the city-wide publicity campaign and engagement programme, the CardiffWorks Community Engagement Officer has set up weekly sign up sessions in Butetown Community Centre, Grange Pavilion and SRCDC, as well as attending community events in the South of the city.

During Quarter 4, Cardiff Works launched the Cardiff Works For You initiative– a subsidised placement scheme using income generated by Cardiff Works to fund placements at no cost to Council Teams. The scheme aims to support candidates who have little or no work experience or those from under-represented communities, to gain skills and experience.

HOUSING & COMMUNITIES PERFORMANCE REPORT QUARTER 4

2023-24

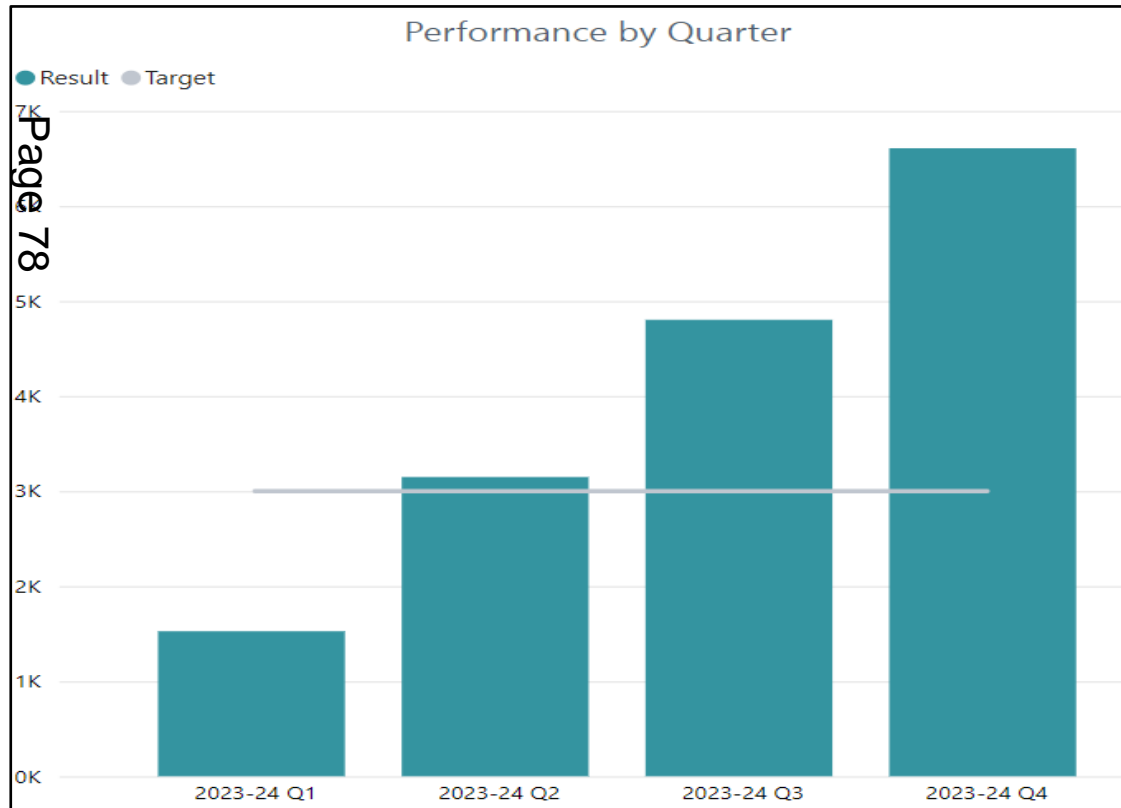


#GweithioDrosGaerdydd
#GweithioDrosochChi

#WorkingForCardiff
#WorkingForYou

Wellbeing Objective: Supporting People Out of Poverty
Supporting those most impacted by the cost-of-living crisis

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The number of customers supported and assisted with Universal Credit financial support	3,708	5,989	3,000	1,526	1,623	1,654	1,805	6,608



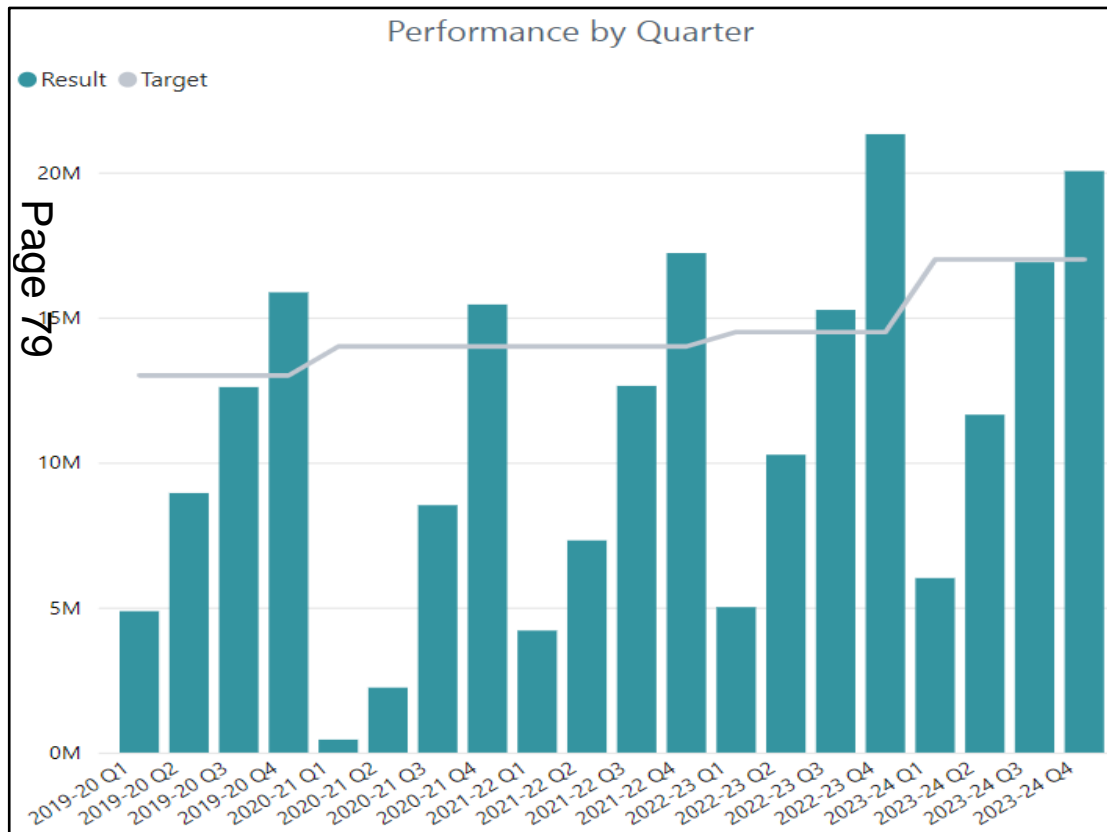
Comments

Target achieved in 2023/24. 6,608 customers were supported and assisted with Universal Credit financial support in 2023/24, this is a 10% increase on the number of people supported in 2022/23.



Wellbeing Objective: Supporting People Out of Poverty
Supporting those most impacted by the cost-of-living crisis

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
Additional weekly benefit identified for clients of the Advice Team	£17,220,466	£21,320,362	£17,000,000	£6,016,679	£5,631,487	£5,255,257	£3,143,147	£20,046,570

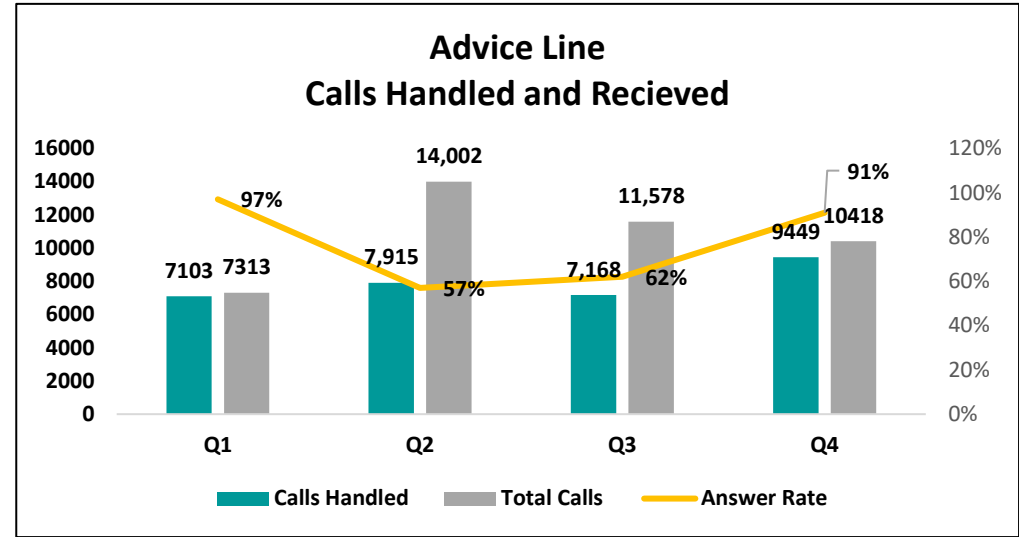
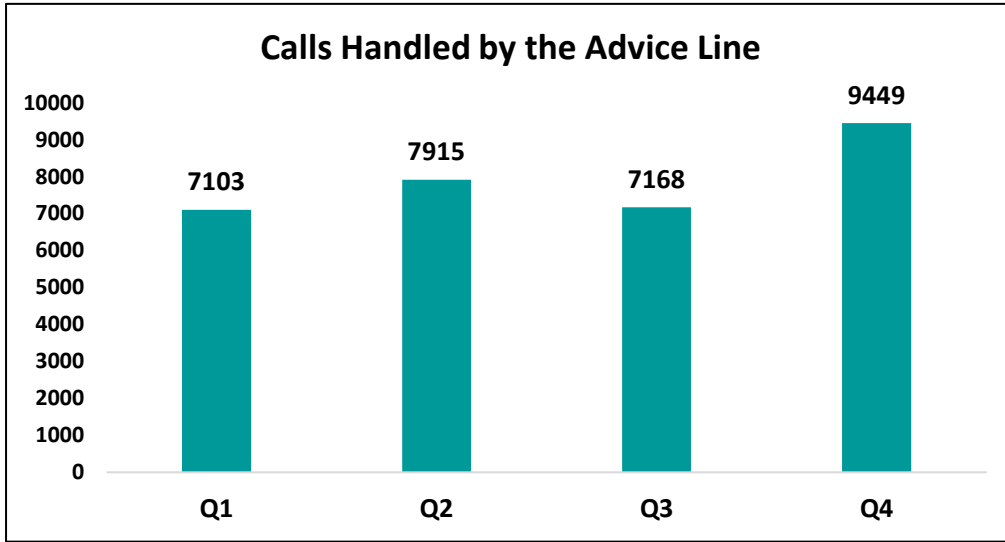


Comments

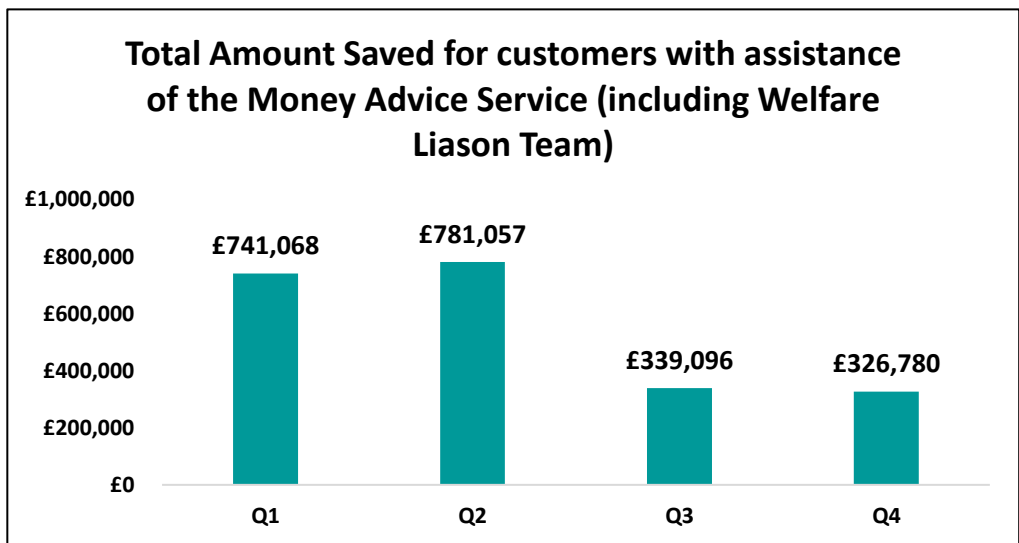
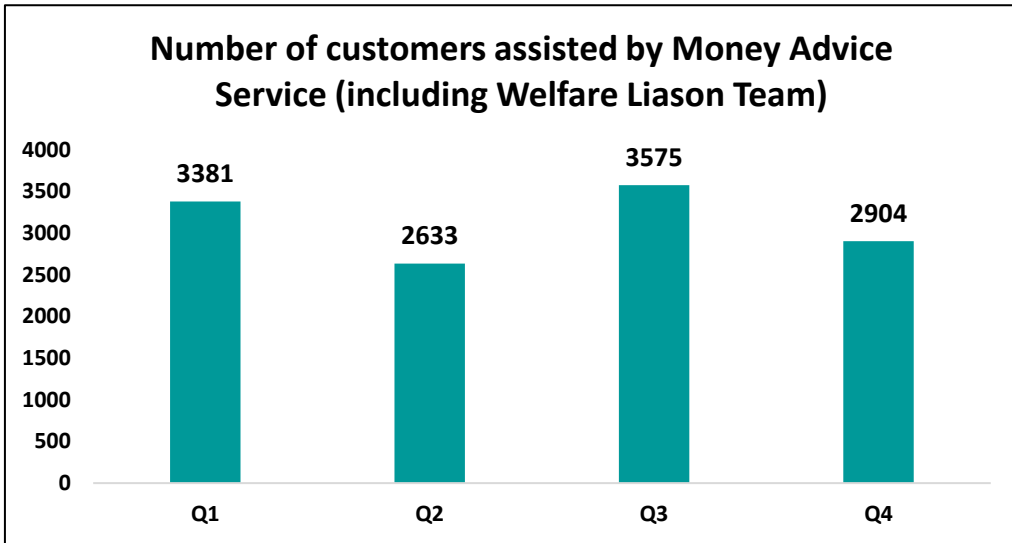
Target achieved in 2023/24. Over £20m of additional weekly benefits identified for clients of the Advice Team.



Advice – Core Data



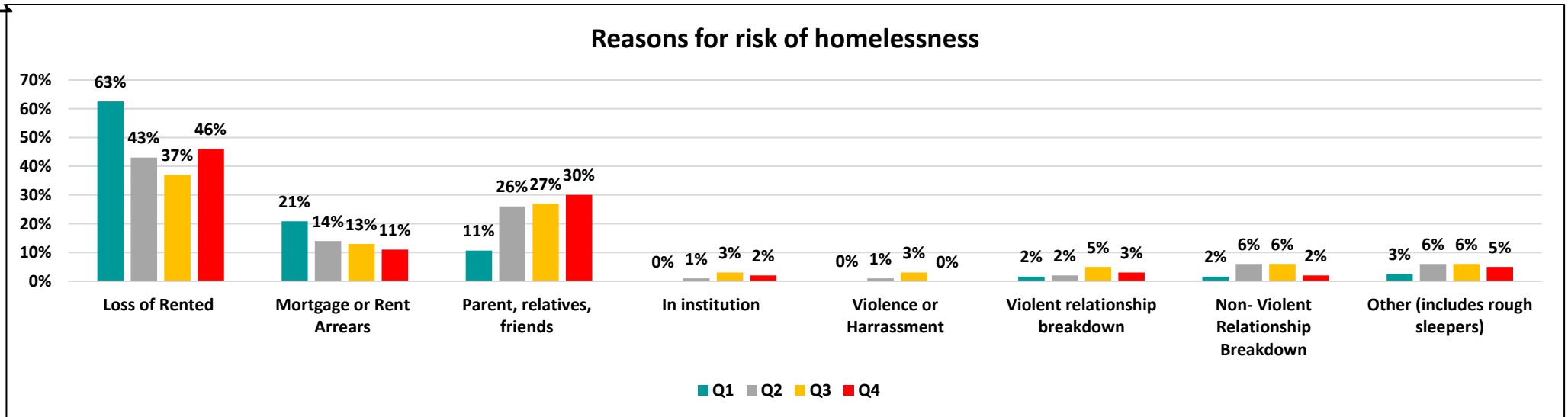
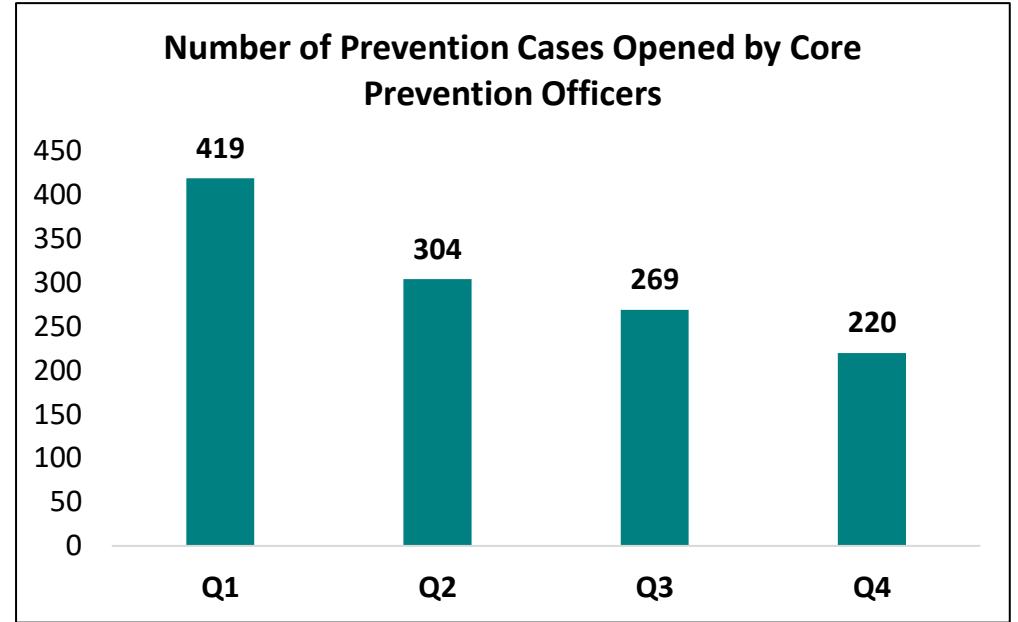
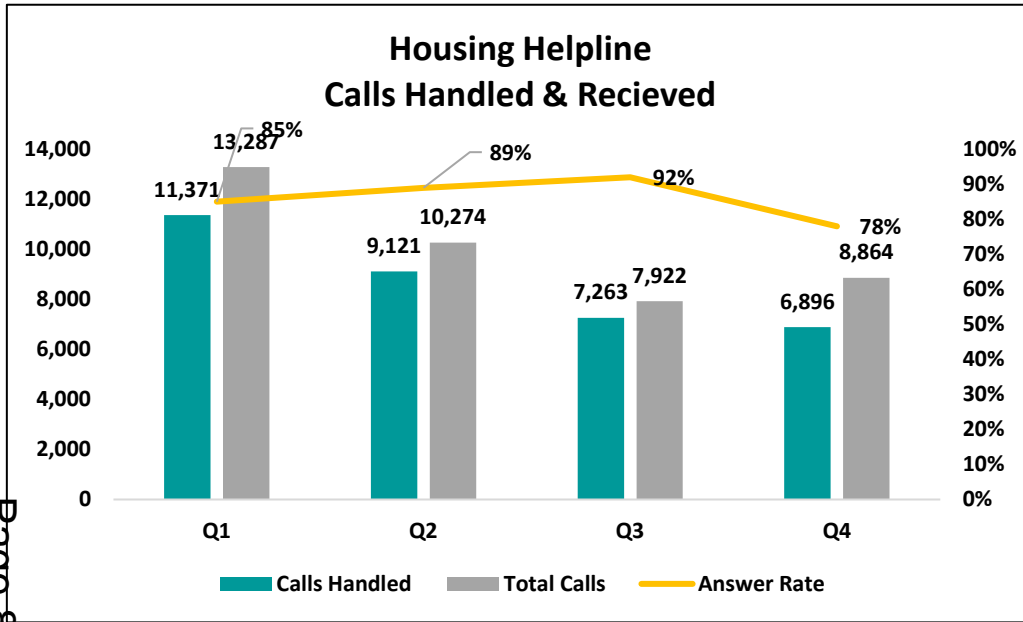
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14,760 customers assisted by the Money Advice Service in 2023/24.

£2,188,001 saved for customers assisted by the Money Advice Service in 2023/24.

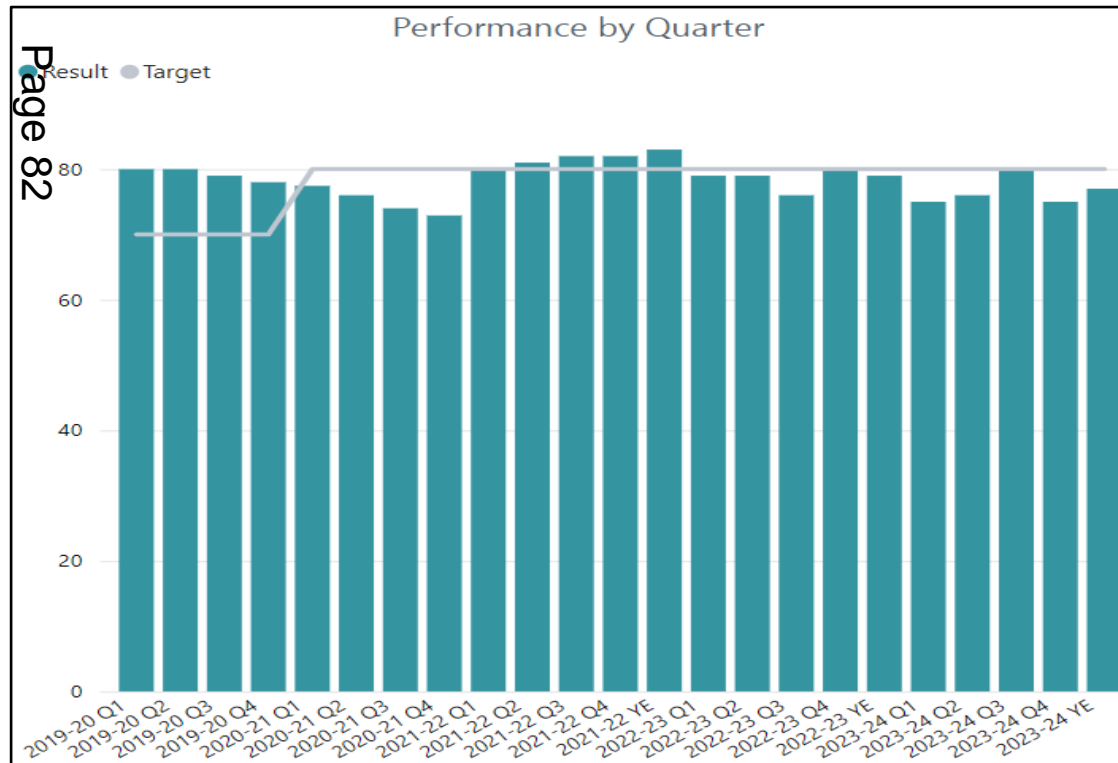
Helping to Prevent Homelessness – Core Data



Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The percentage of households threatened with homelessness successfully prevented from becoming homeless	80%	79%	80%	75%	76%	80%	75%	77%



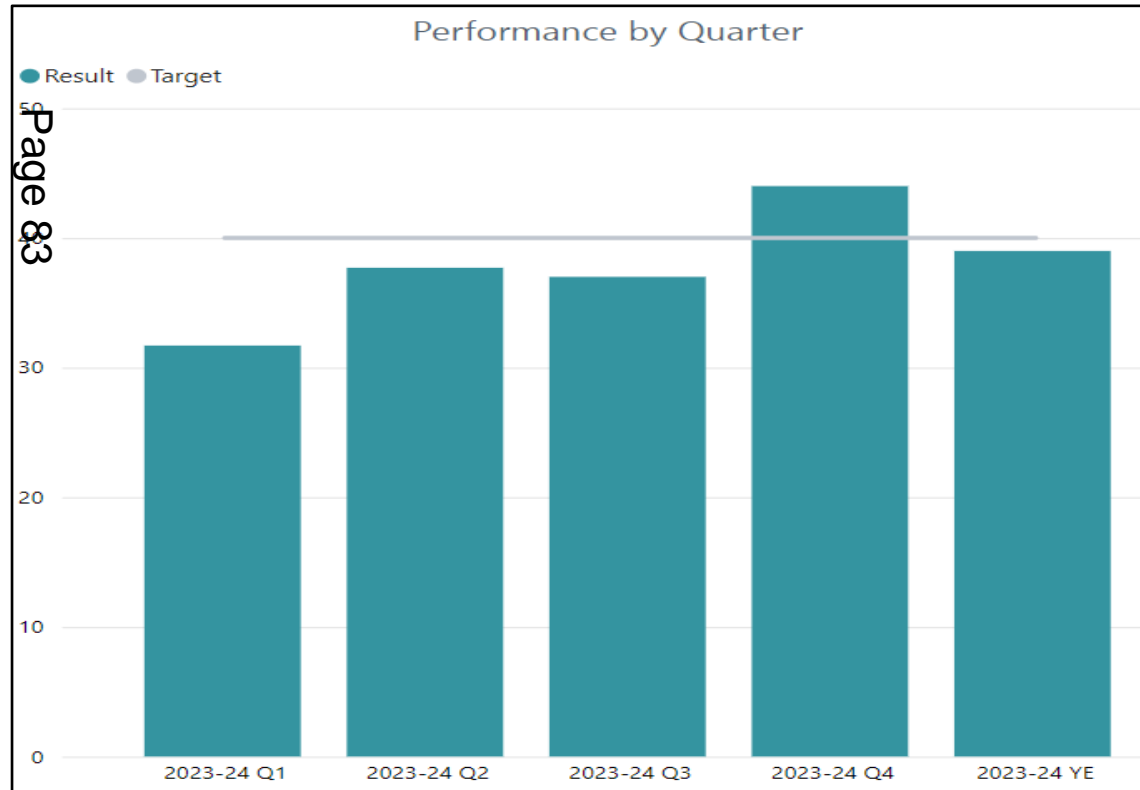
Comments

Quarterly and yearly target not achieved. The prevention team have seen an increase in the complexity of cases, this includes an increase in people given 7 days’ notice from Home Office accommodation, making prevention not possible due to the nature of eviction. The team have also seen an increase in the number of those with Family Notice to Quits presenting to the service with mediation being declined. There are plans in place to increase resources to combat these issues in 2024/25.

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The percentage of people presenting to the homelessness service who are homeless on the day, without previously seeking prevention help	New measure	New measure	<40%	32%	32%	37%	44%	39%



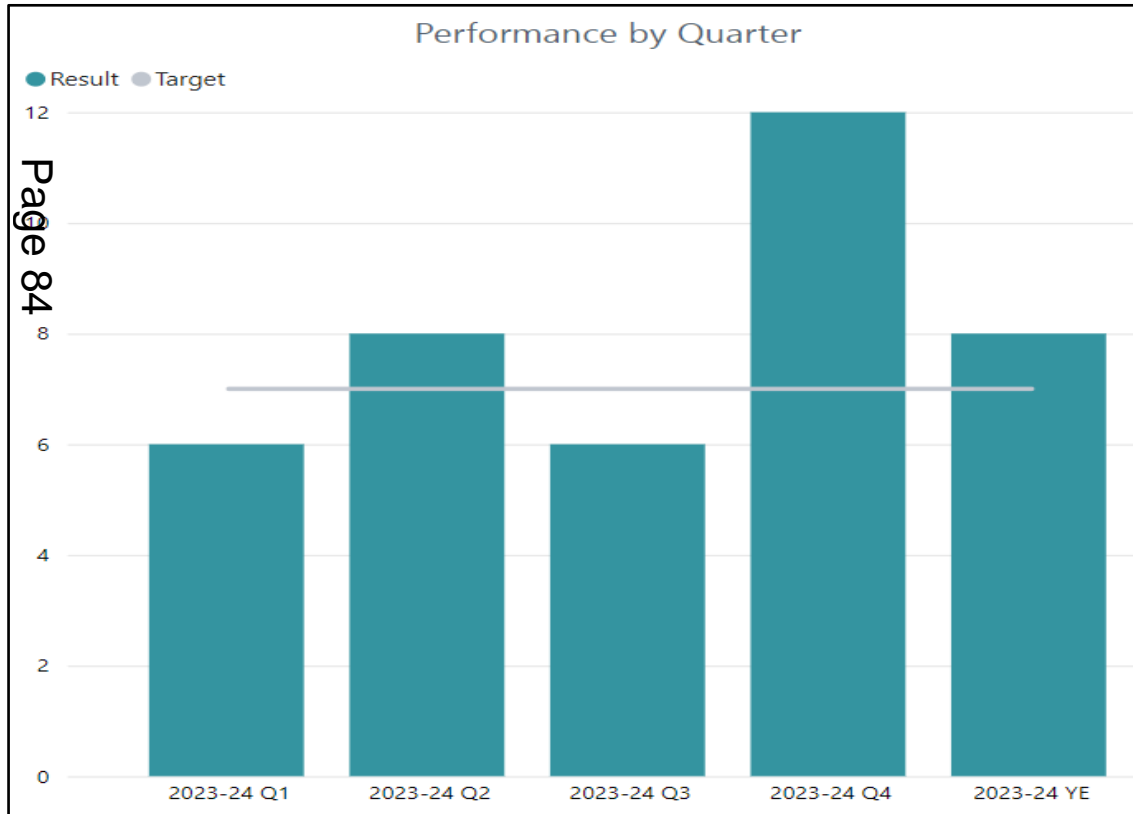
Comments

Target not achieved in Q4, due to increase in groups of people being issued 7-day notice evictions but the overall yearly target for 2023/24 has been achieved.



Wellbeing Objective: Supporting People Out of Poverty
Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The average waiting time for a homelessness prevention appointment	New measure	New measure	<7 days	6 days	8 days	6 days	12 days	8 days



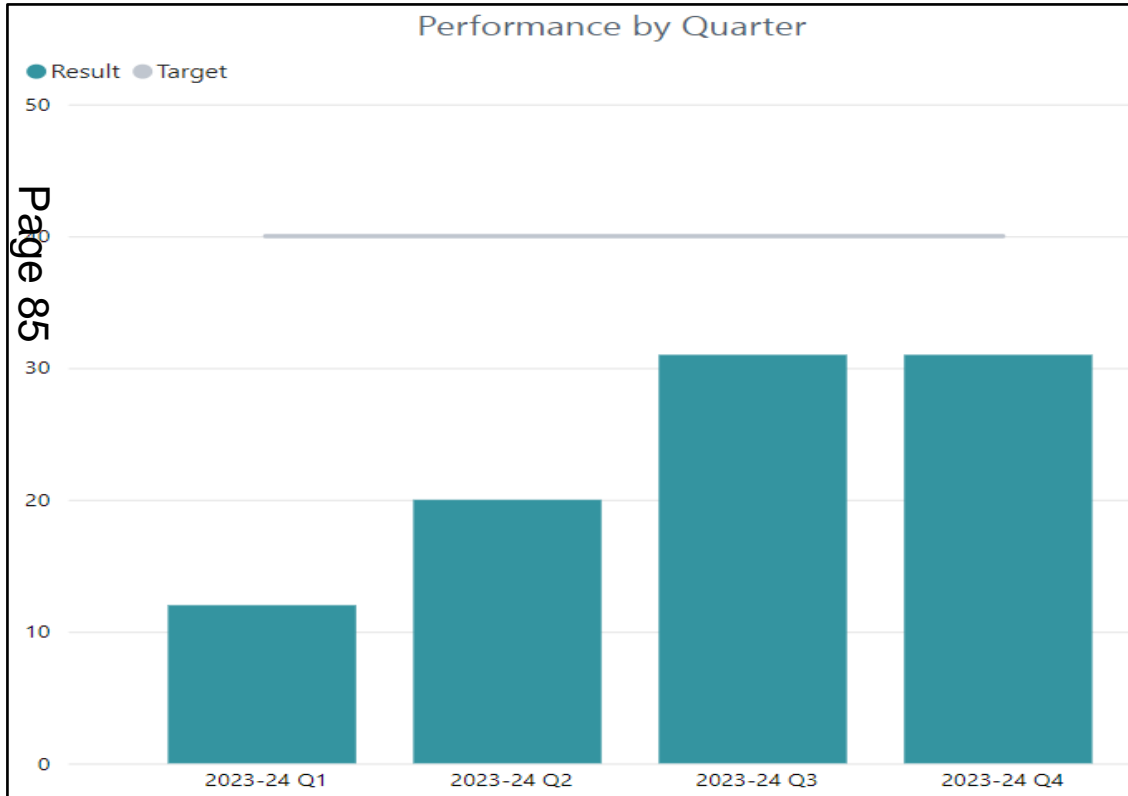
Comments

Target not achieved in Q4 due to the increase in the complexity of cases being seen by staff, this includes short notice evictions. Overall, the target for the year 2023/24 is only over target by 1 day and more resources will be put in place in 2024/25 to resolve this issue.



Wellbeing Objective: Supporting People Out of Poverty
Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The number of additional properties on the Leasing Scheme Wales	New measure	New measure	40	12	8	11	0	31

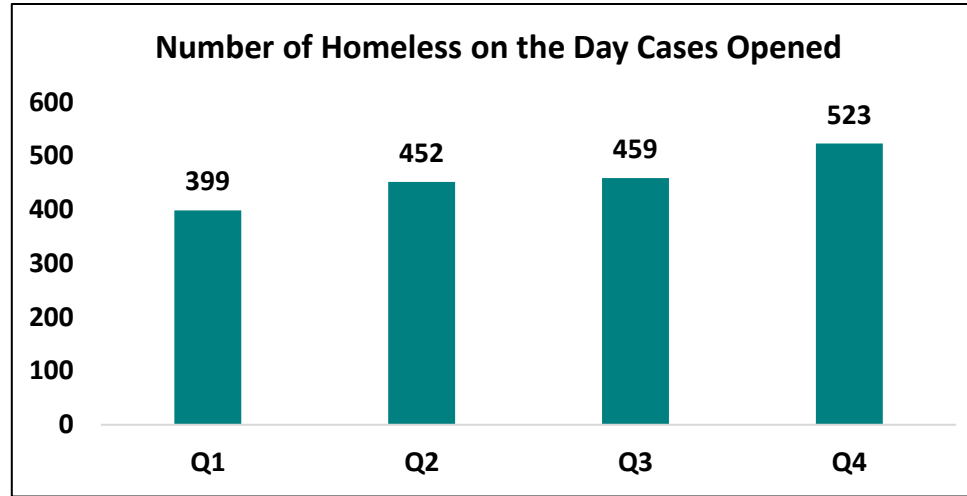


Comments

The yearly target of 40 additional properties has not been achieved. There was a requirement to reflect on the scheme in Q4 and due diligence was required before the scheme could be expanded further. This exercise has now been completed and while the target has not been reached, there are at least 9 cases pending that will be completed in Q1 of 2024/25.

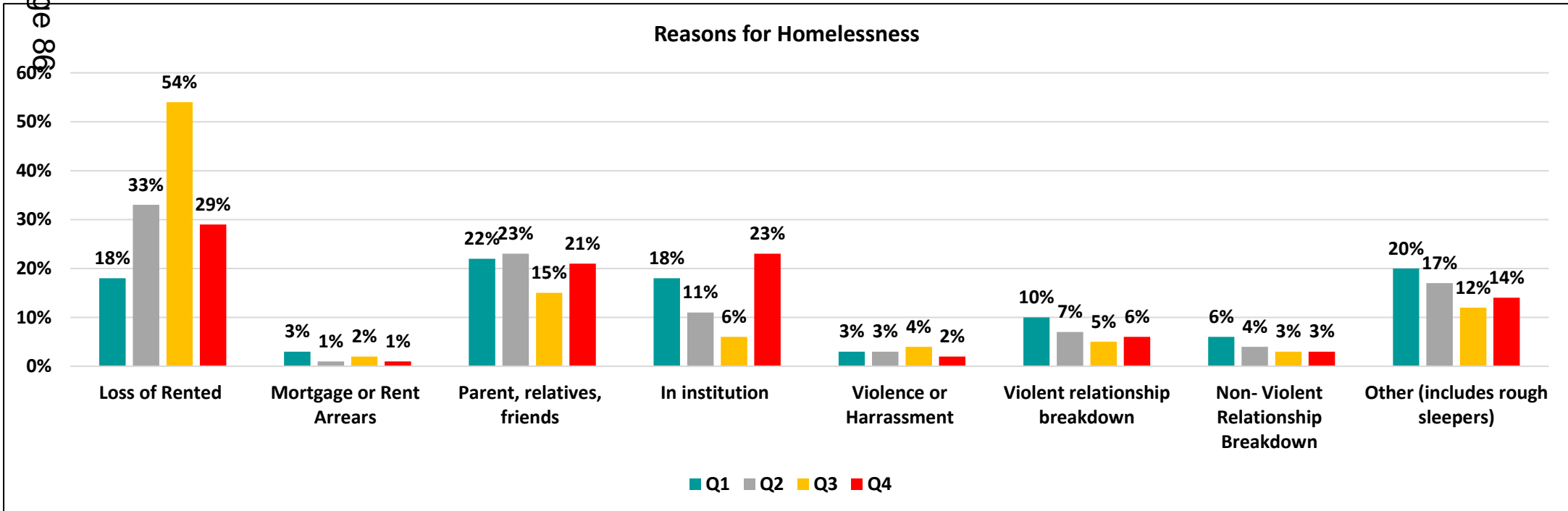


Supporting Homeless Households – Core Data



1,833 homeless on the day cases opened in 2023/24

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Providing Accommodation – Core Data

Temporary Accommodation - as at the end of Q4

Single Persons Gateway

157 - Single people waiting to enter the Gateway.

1,032- Single people in Temporary Accommodation

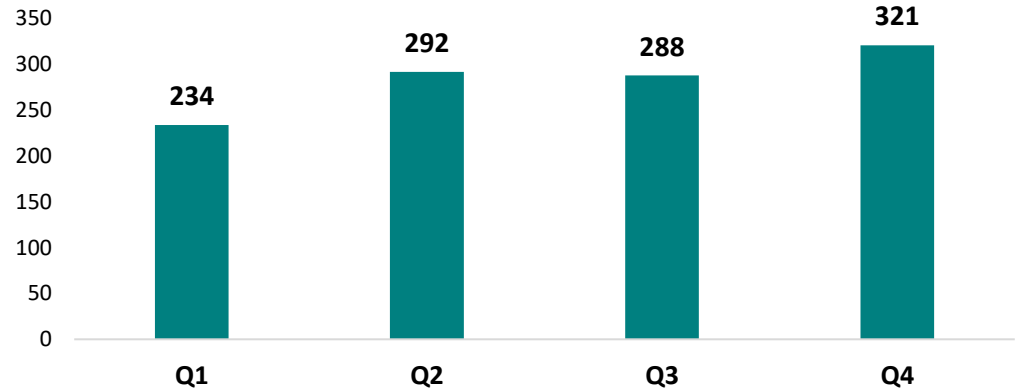
Family Gateway

10 - Families waiting to enter the Gateway

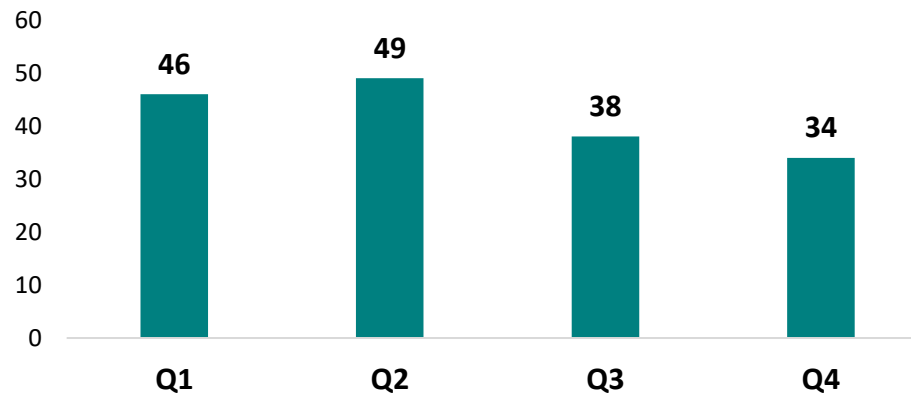
601 - Families in Temporary Accommodation. A further 184 families were residing in ad-hoc hotels at the end of Q4.

Allocation of Social Housing

Total Number of All Social Housing Lets



Number of Clients Supported into Private Rented Sector (PRS) accommodation by the PRS Team



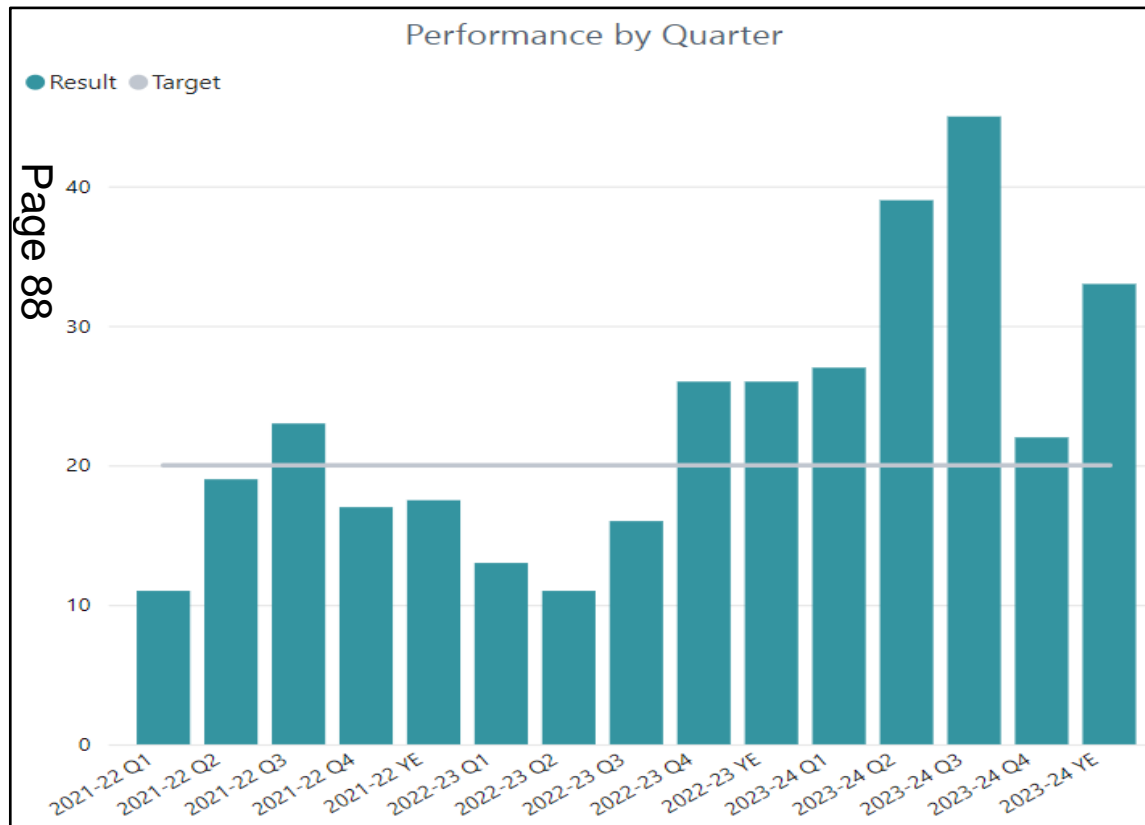
Total number of social lets in 2023/24 - 1,135

Total number of people supported into PRS accommodation by the PRS team in 2023/24 - 167

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The total number of rough sleepers in the city	17.5	26	<20	27	39	45	22	33



Comments

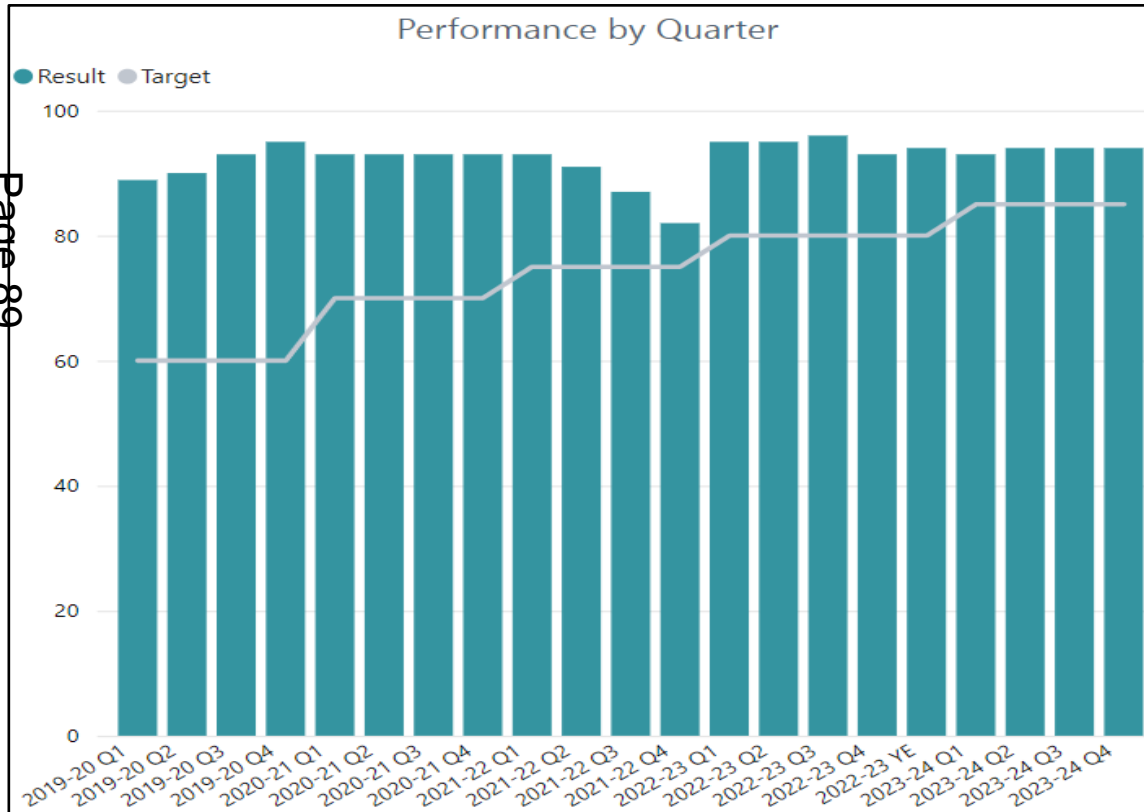
The average number of rough sleepers over the year is 33 however, there has been a sustained reduction in rough sleeping in the city over recent months from around 50 individuals in November 2023 to just 19 in March 2024. This was achieved by increasing emergency accommodation supply - including the use of hotels. The figure is monitored on a weekly basis and work is ongoing to continue to engage with rough sleepers.

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	93%	94%	85%	93%	94%	94%	94%	93%

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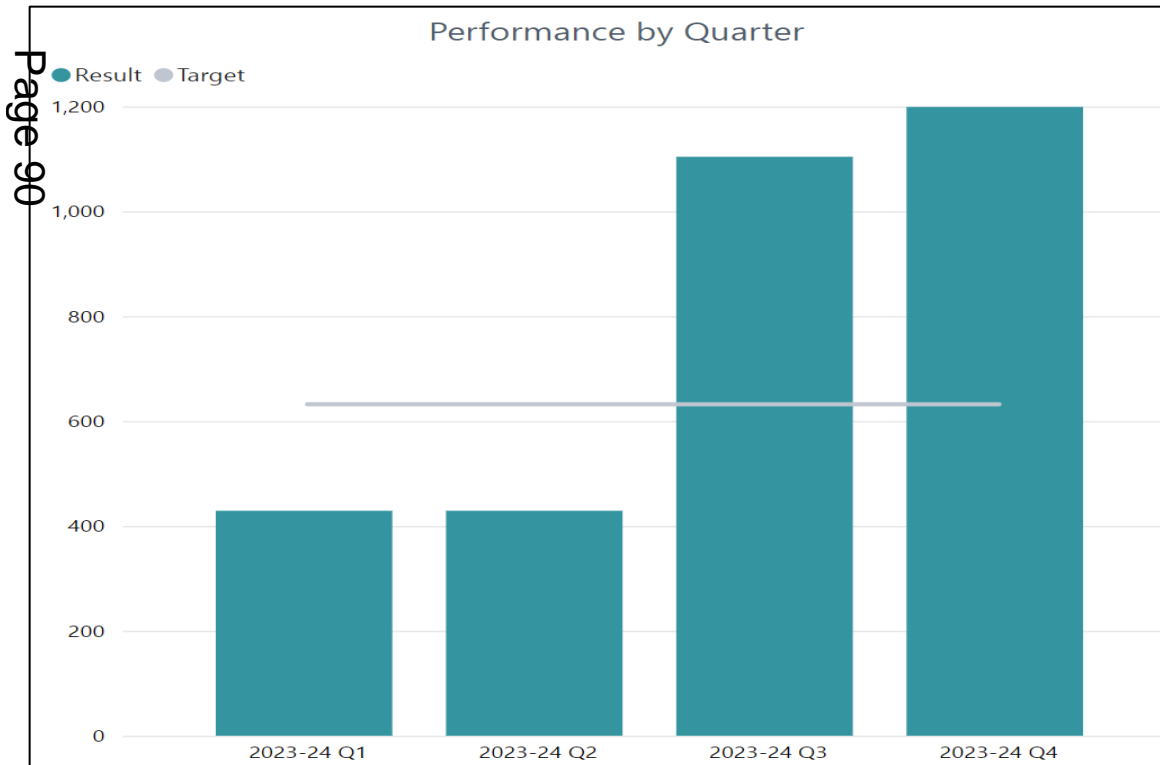
Comments

Target achieved in 2023/24 and Q4. In 2024/25 the cycle of homelessness was broken for 93% of clients utilising Housing First.



Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities.

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The number of homes capable of being delivered on approved sites in the housing development programme (Target to be achieved by September 2023. Sites for 3,368 homes already approved.)	New Measure	New Measure	4,000 by September 2023 (an increase of 632)	429 59 sites capable of providing 3,797 homes	429 59 sites capable of providing 3,797 homes	675 67 sites capable of providing 4,472 homes	95 67 sites capable of providing 4,567 homes	1,199 67 sites capable of providing 4,567 homes



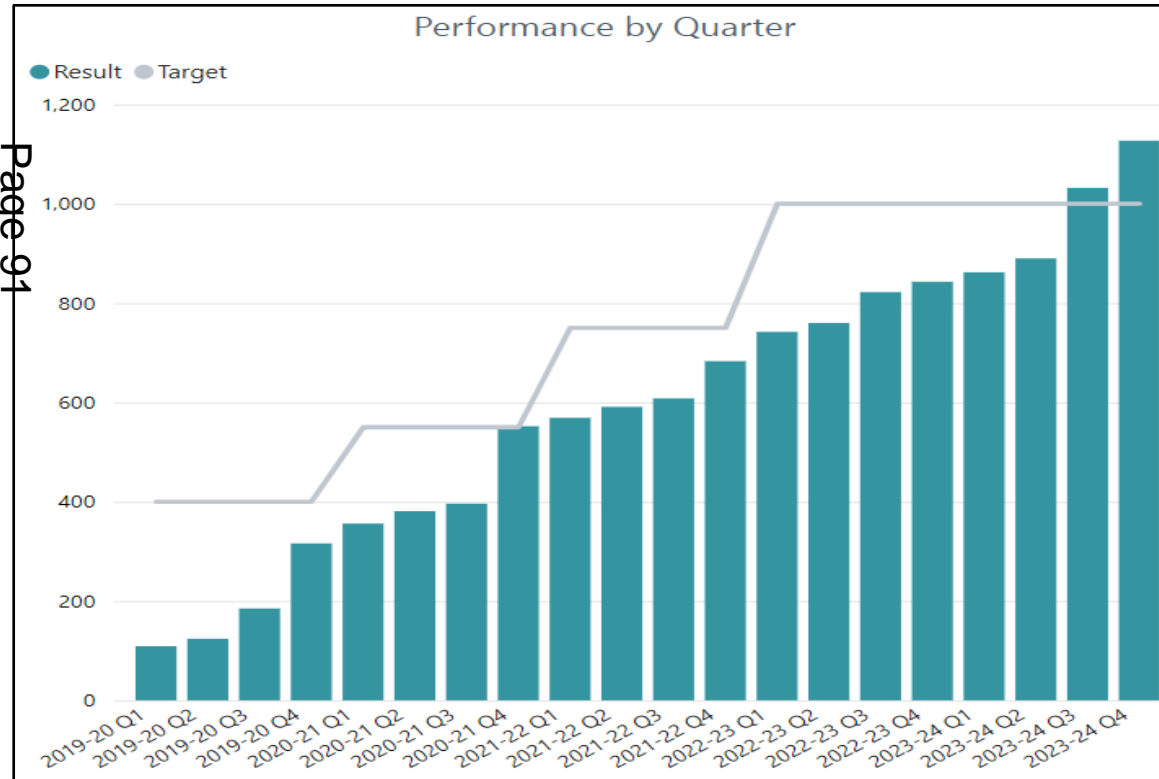
Comments

In total in 2023/24, 67 sites capable of providing 4,567 homes have been approved. This is an increase of 1,199 to the 3,368 already approved.



Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
Total number of new Council homes completed through the current housing delivery programme (Target to be achieved by December 2023.)	New Measure	New Measure	1,000 Cumulative	862	890	1,032	1,127	1,127

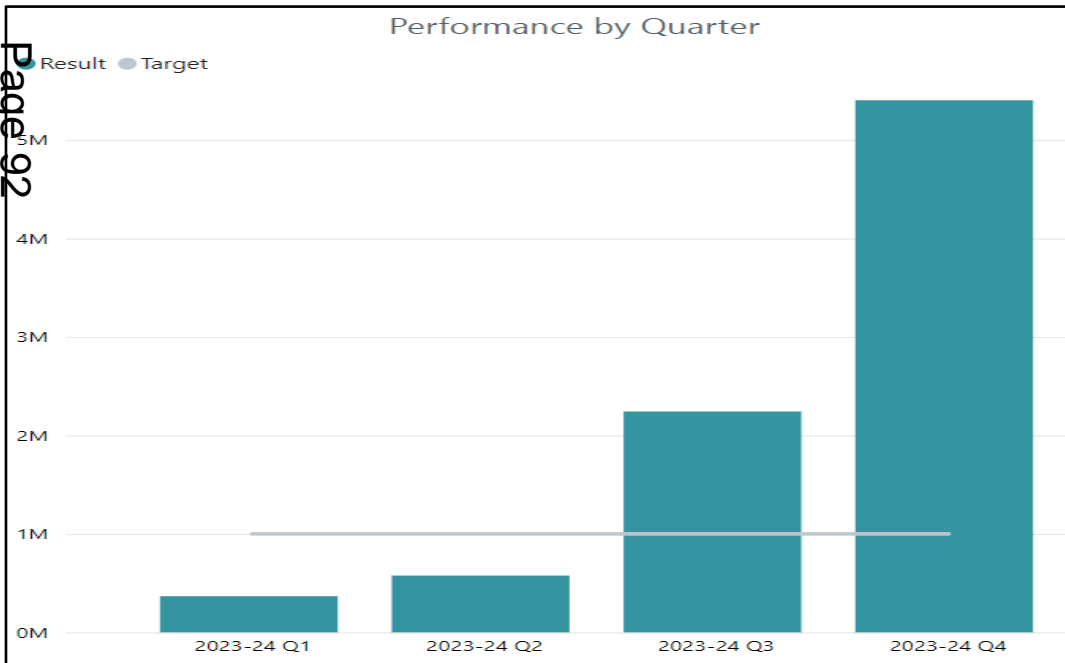


Comments
 Annual target achieved.



Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The amount of external funding secured to deliver regeneration initiatives in communities (including Section 106 monies for community facilities, Welsh Government grants, and health & social care grants)	New Measure	New Measure	£1m per annum	£367,256.25	£209,498.08	£1,665,606	£3,159,588	£5,401,949



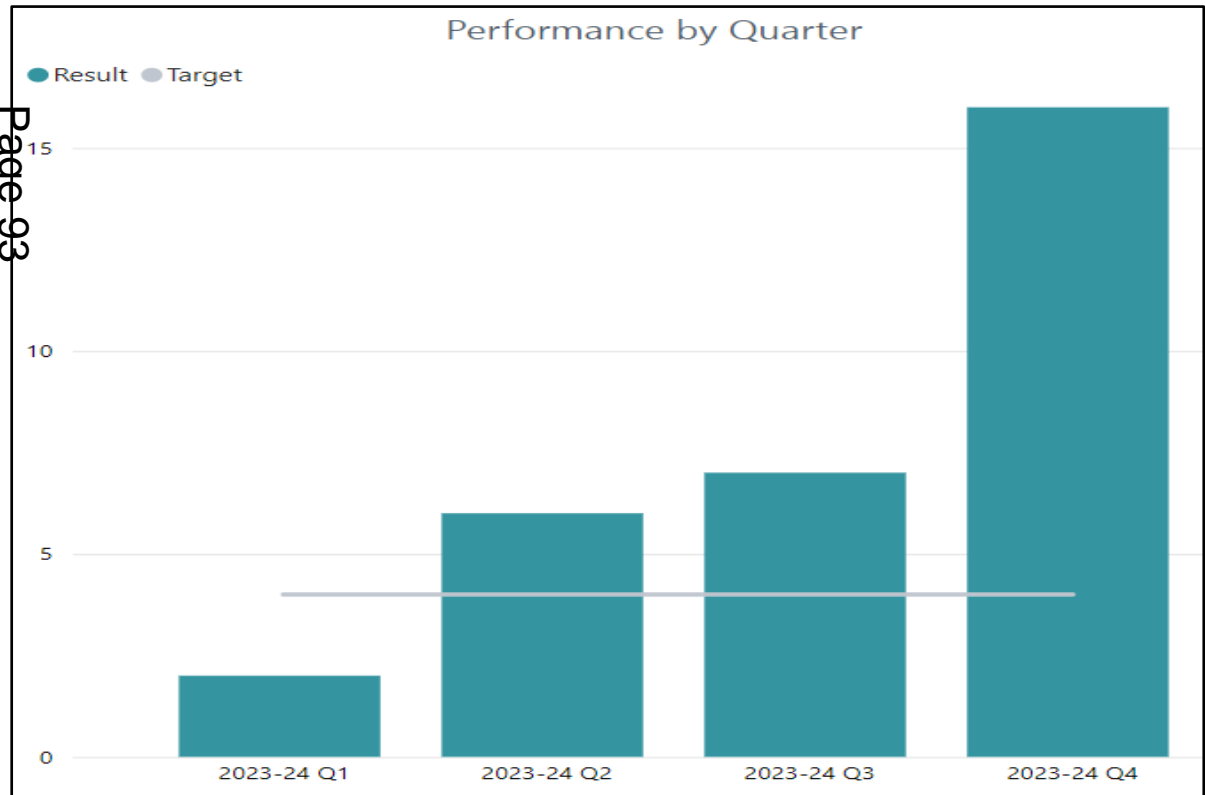
Comments

Target achieved in 2023/24. Over £5m of external funding has been secured to deliver regeneration initiatives in communities.



Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The number of funding bids submitted per year to deliver regeneration initiatives in the community	New measure	New measure	4	2	4	1	9	16



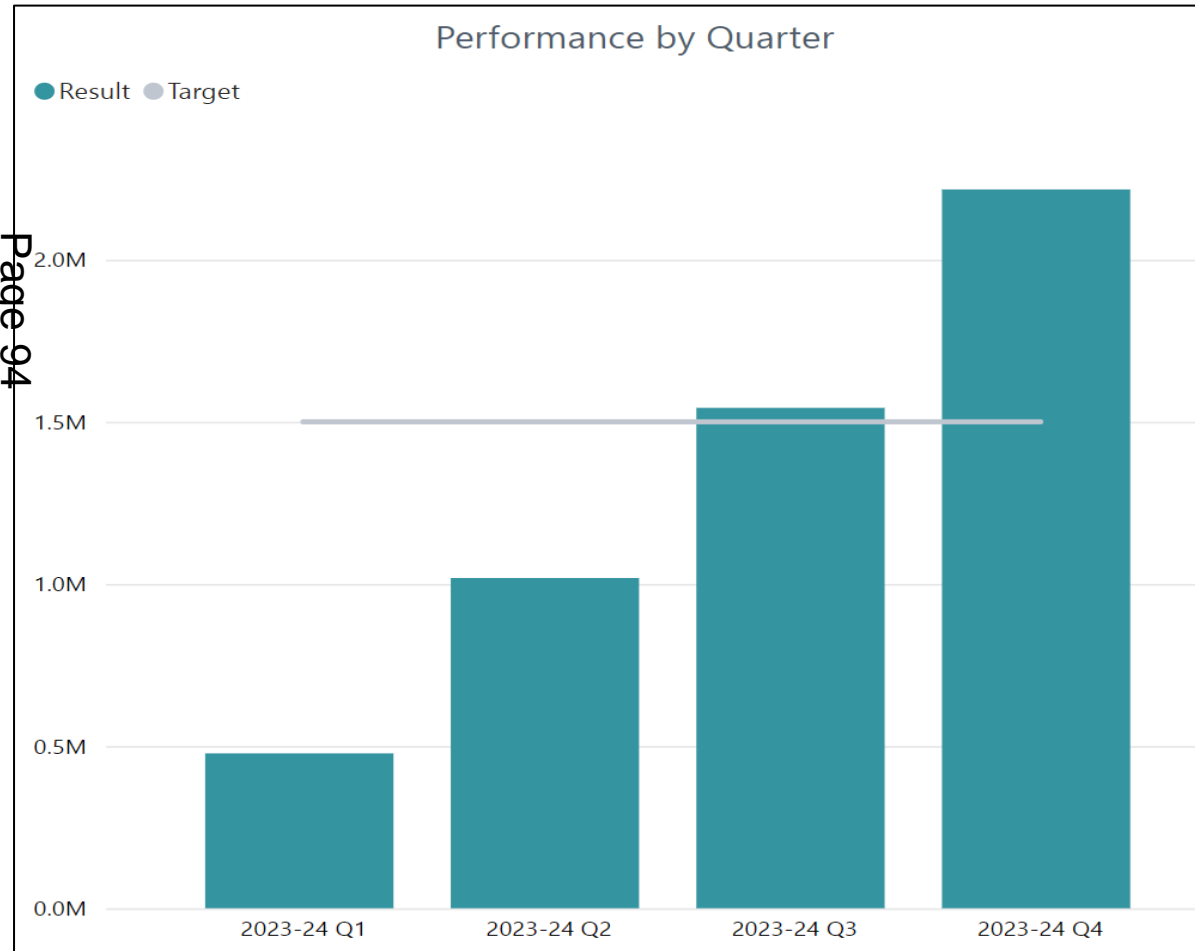
Comments

Target achieved for 2023/24. Annual target of 4 was surpassed significantly with 16 bids submitted to deliver regeneration initiatives in the community.



Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The number of in-person visits to libraries and Hubs across the city	New Measure	New Measure	1.5 million	477,655	540,726	524,700	579,454	2,216,496



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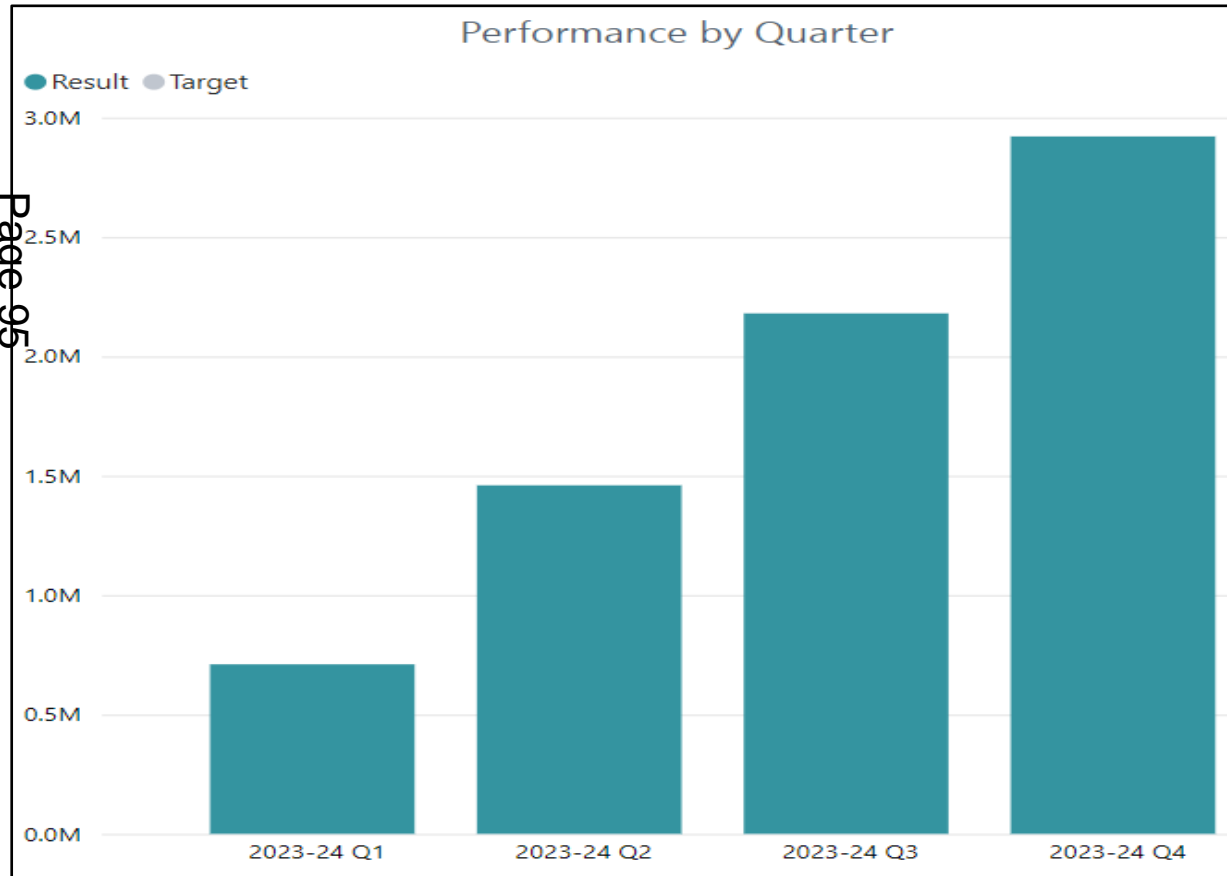
Comments

Q4 and annual target achieved. There have been 2,216,496 in-person visitors to libraries and Hubs across the city in 2023/24, this is a 28% increase on the number of visitors recorded in 2022/23.



Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The number of virtual visits to our 24-hour digital library	New Measure	New Measure	Baseline being set	710,209	749,594	720,064	740,235	2,921,102



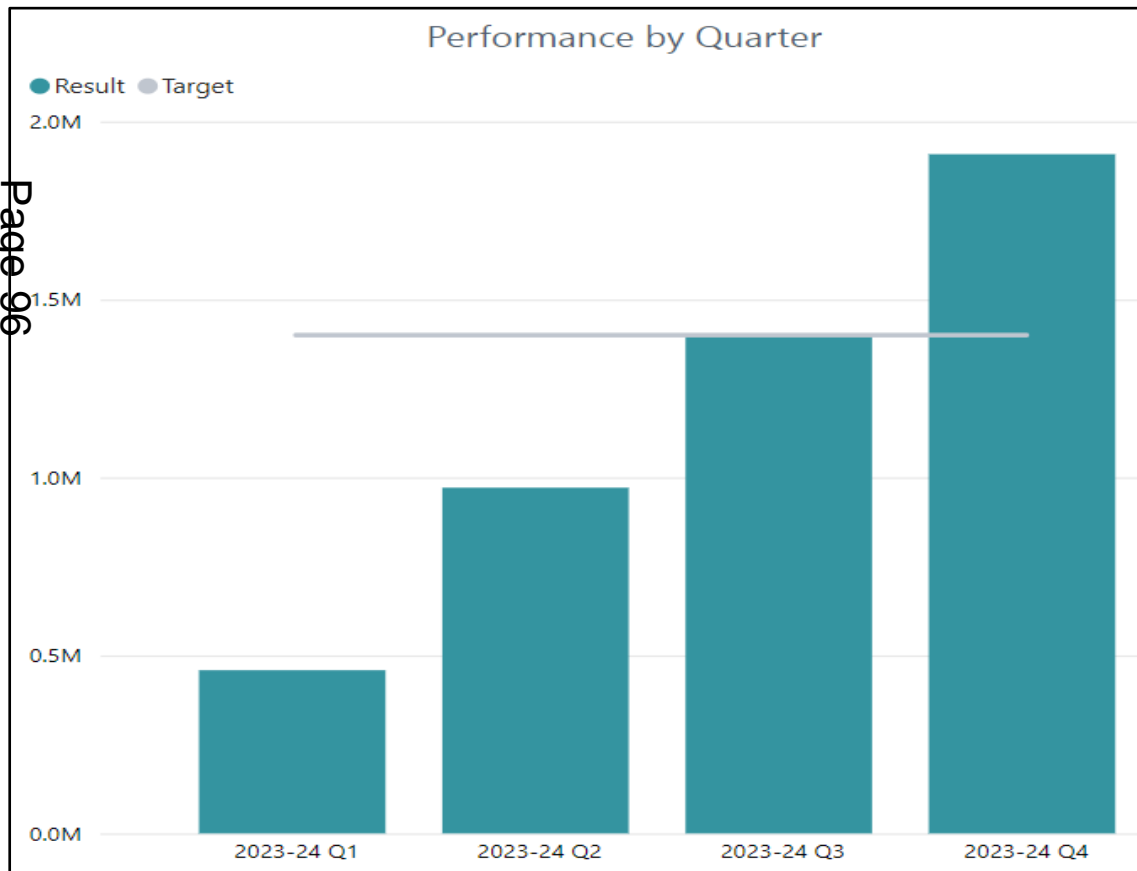
Comments

No target set for this key performance indicators in 2023/24, however 2,921,102 visits to the 24-hour digital library were recorded in 2023/24. In 2024/25, the target has been set for this key performance indicator at 2.5 million.



Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The number of physical books borrowed from libraries and Hubs across the city	New Measure	New Measure	1.4 million	458,628	512,742	432,166	500,113	1,908,197



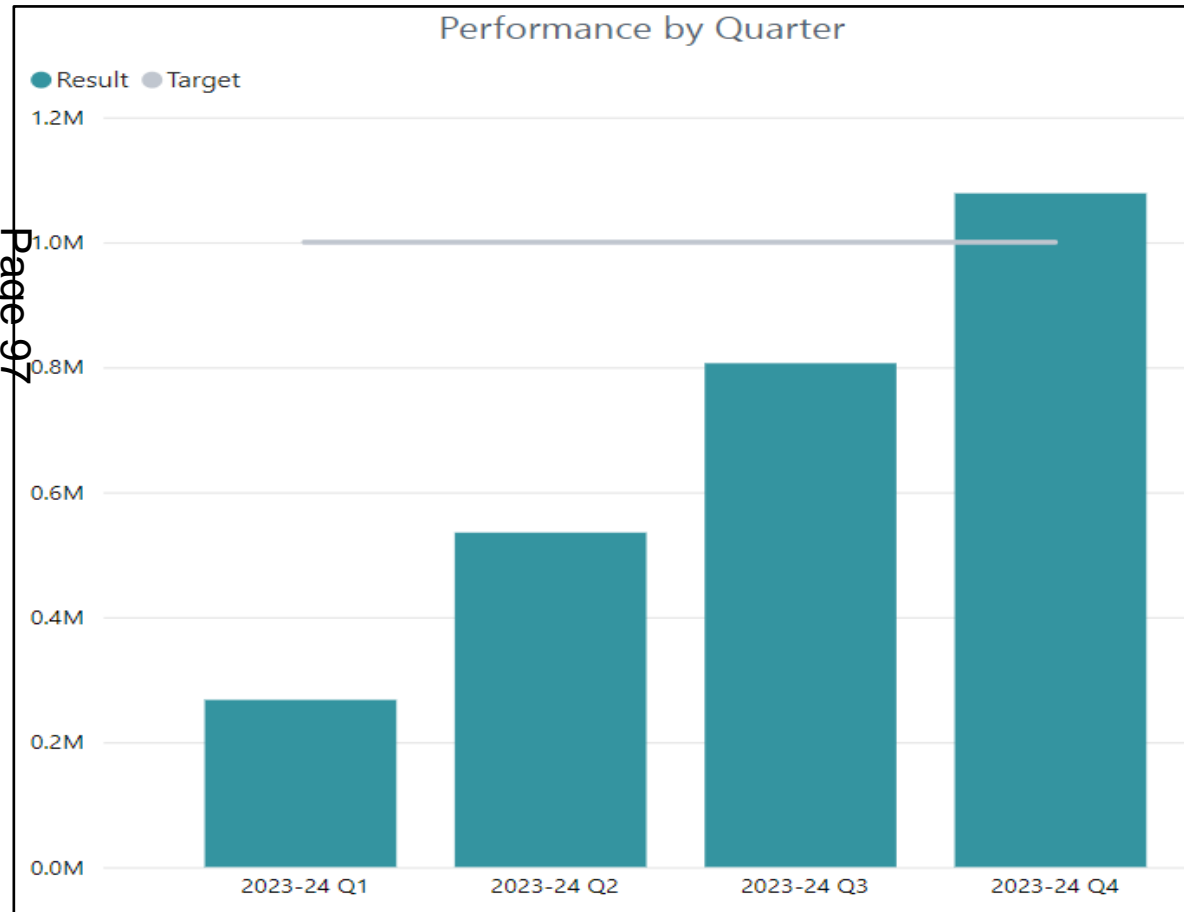
Comments

Target achieved for 2023/24. 1,908,197 physical books have been borrowed from libraries and Hubs across the city, a 12% increase on the number of books borrowed in 2022/23.



Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The number of digital books downloaded from our 24-hour digital library	New Measure	New Measure	1 million	267,610	267,680	271,013	271,914	1,078,217



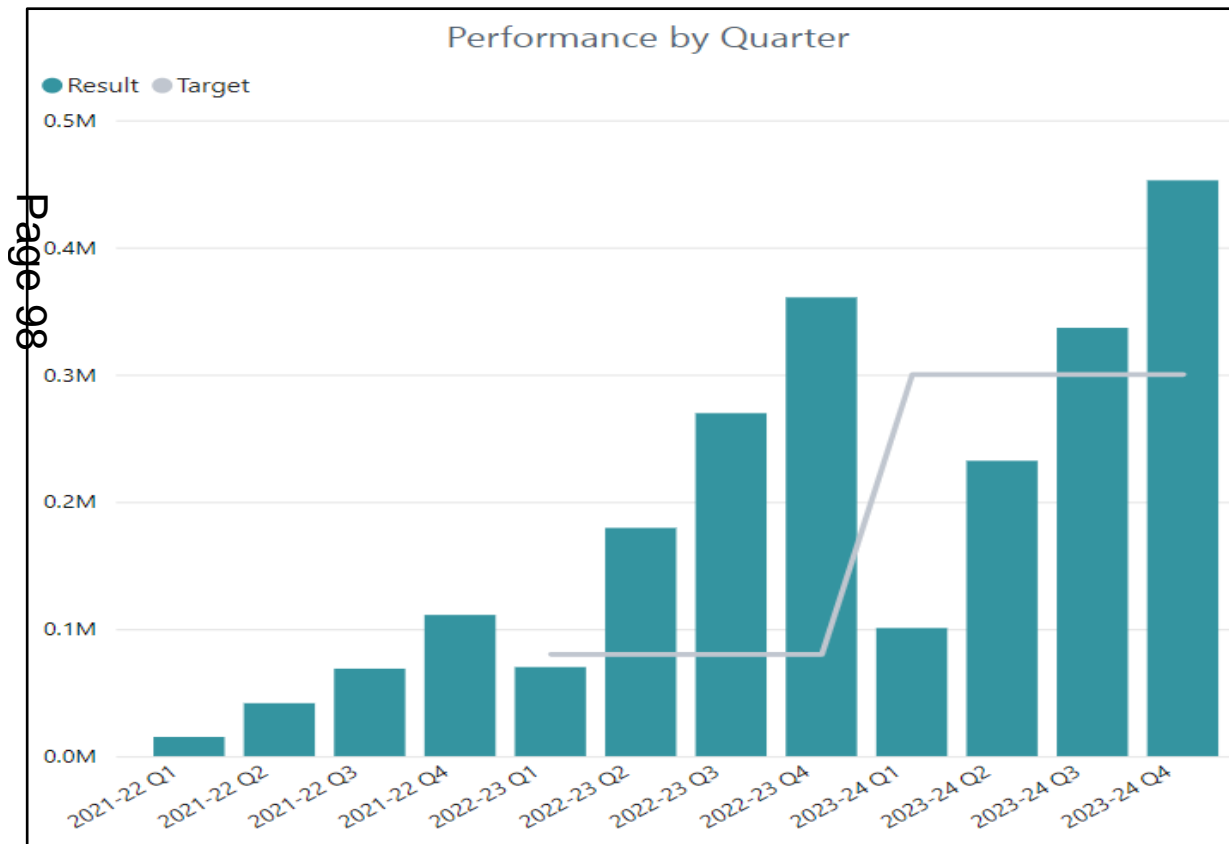
Comments

Target achieved for 2023/24. 1,078,217 digital book downloads have been recorded in 2023/24. Target has been increased to 1.1 million in 2024/25.



Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The number of page views on the Hubs website	111,006	360,678	300,000	100,705	131,521	104,496	115,988	452,710



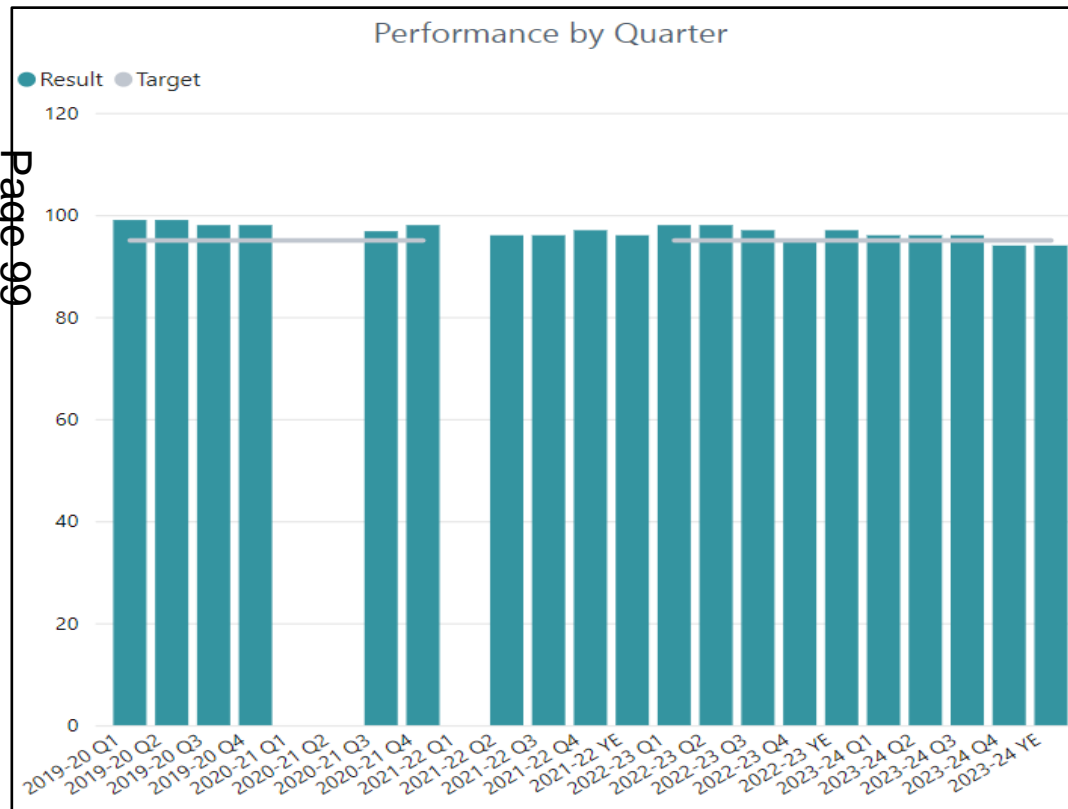
Comments

Target achieved for 2023/24. There have been 452,710 views to the Hub website in 2023/24 - a 25% increase on the number of page views recorded in 2022/23.



Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/ I got what I needed'	96%	97%	95%	96%	96%	96%	94%	94%



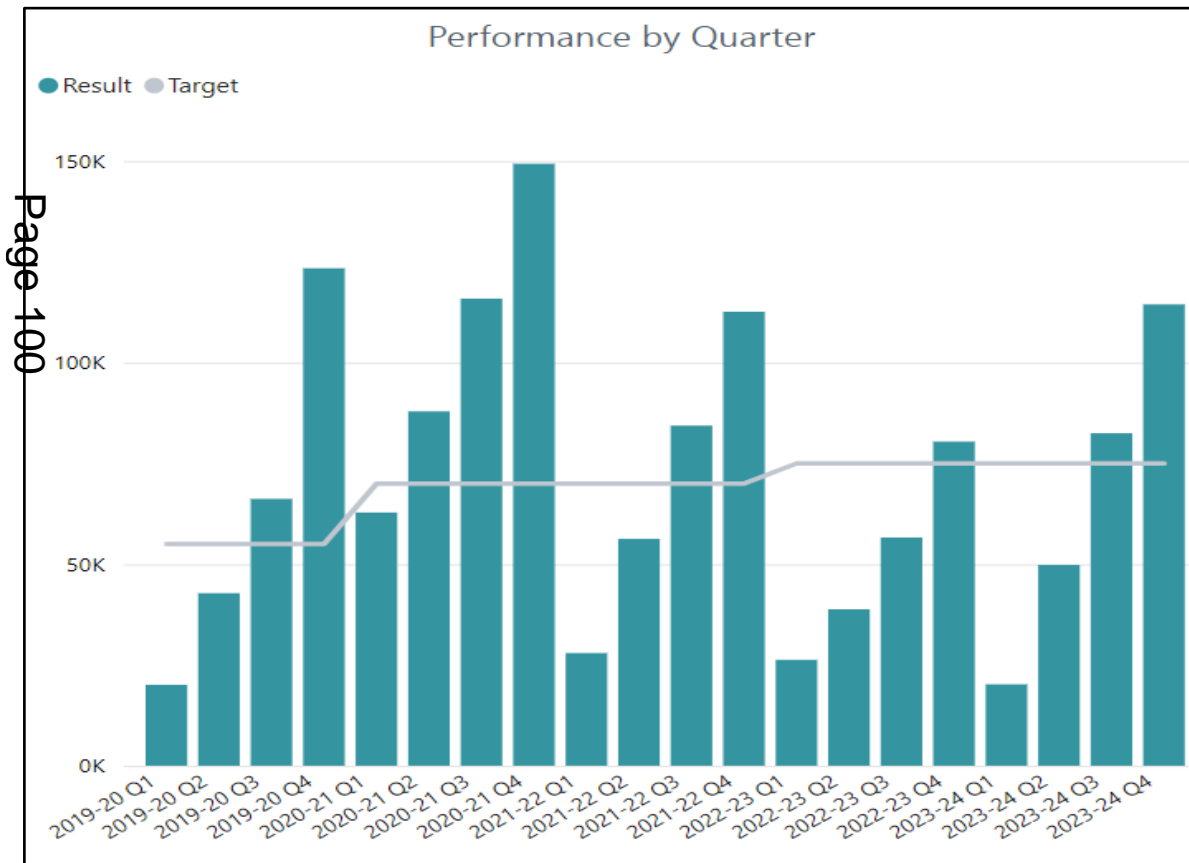
Comments

Annual result is under target by just 1%.



Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The number of visits (page views) to the volunteer portal	112,622	80,416	75,000	20,190	29,616	32,689	31,955	114,450



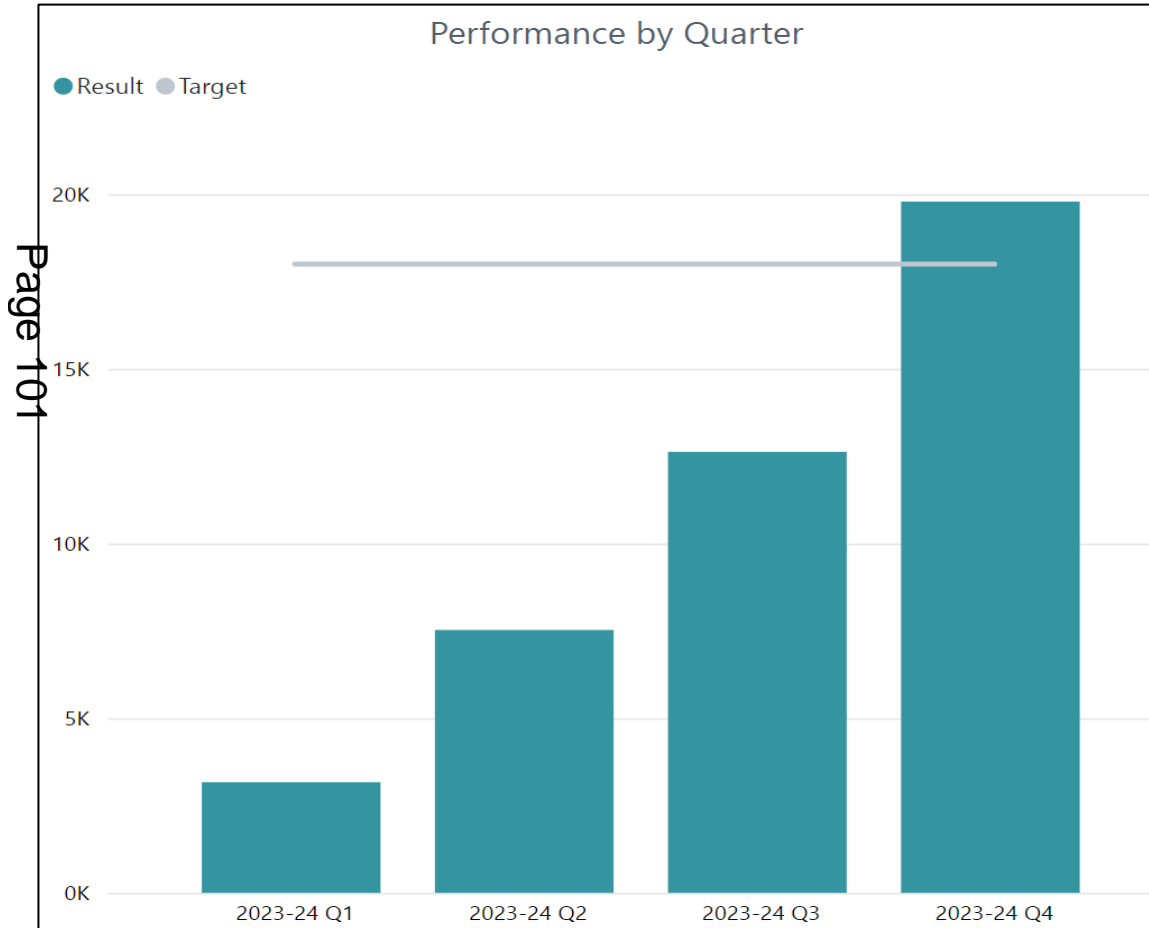
Comments

Target achieved in 2023/24. There have been 114,450 visits to the volunteer portal in 2023/24, a 42% increase compared to 2022/23.



#Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The number of hours given volunteering within Housing & Communities	New Measure	New Measure	18,000	3,166	4,359	5,100	7,165	19,790



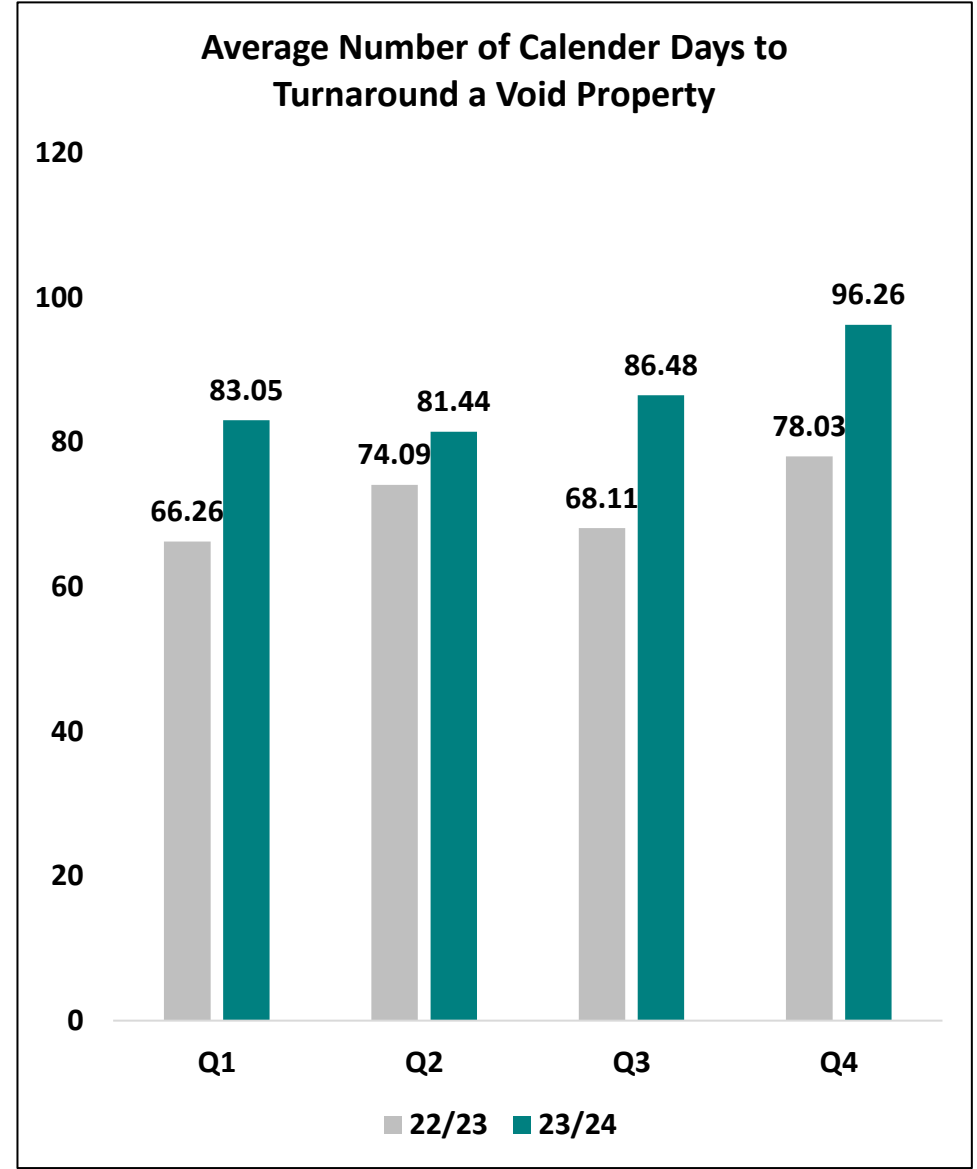
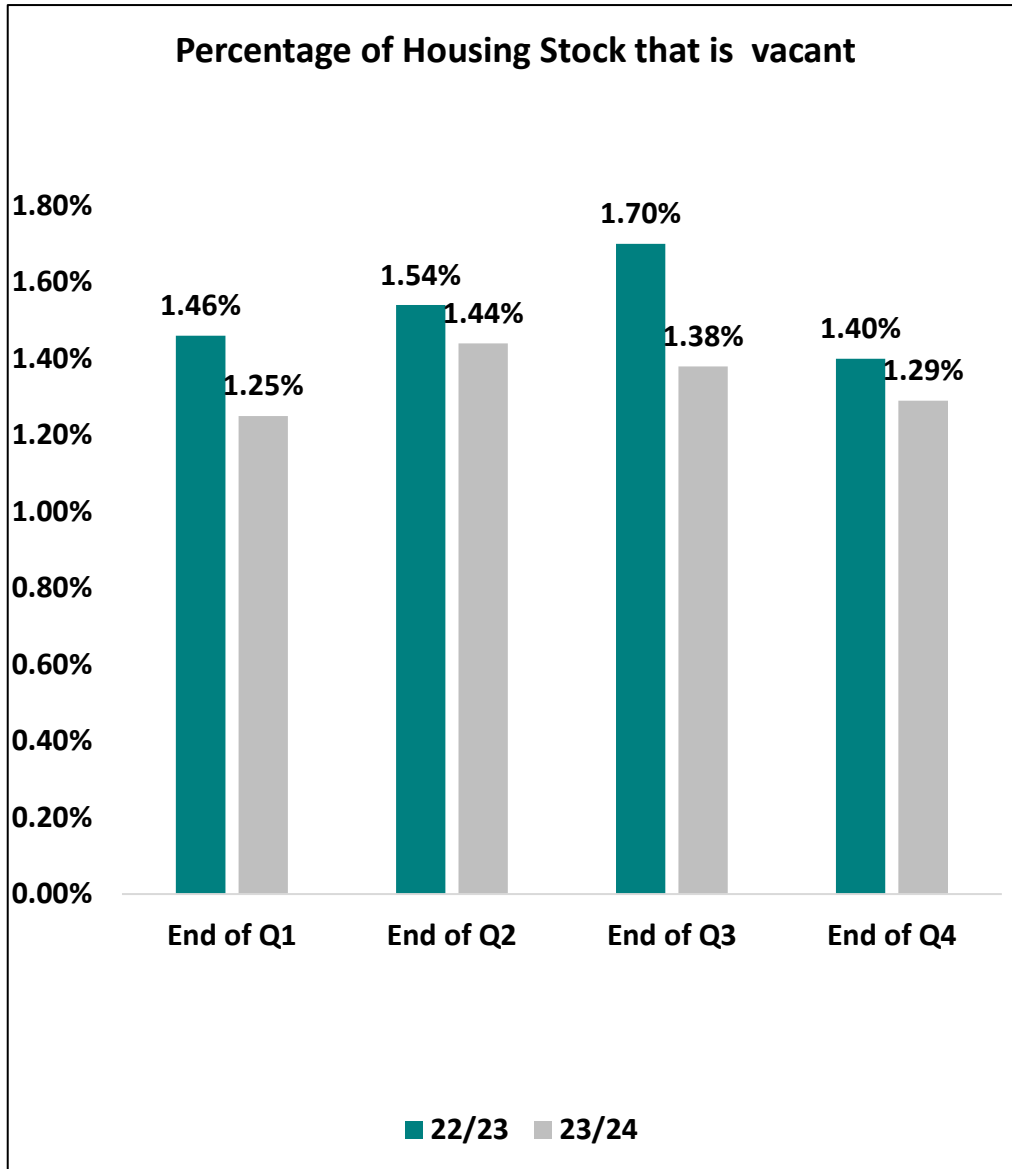
Comments

Target achieved in 2023/24. A total of 19,790 hours of volunteering were given within Housing & Communities.

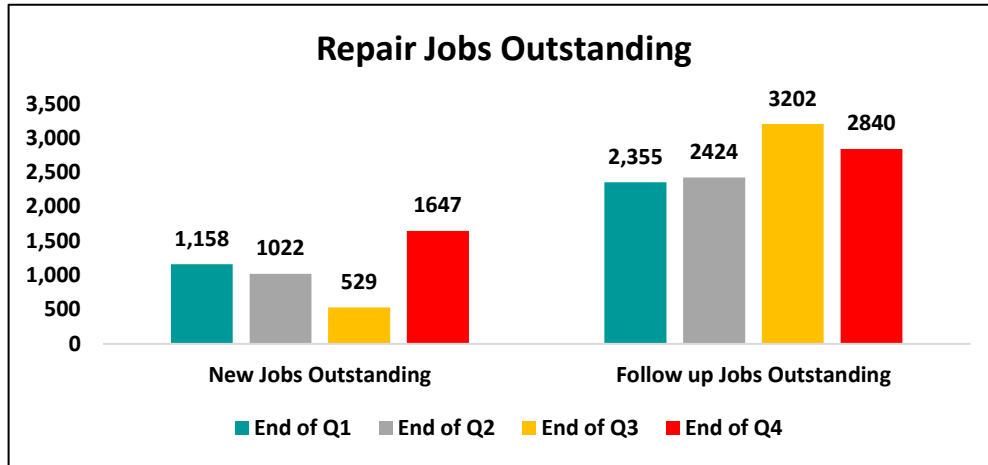


Maintaining our Housing Stock – Core Data

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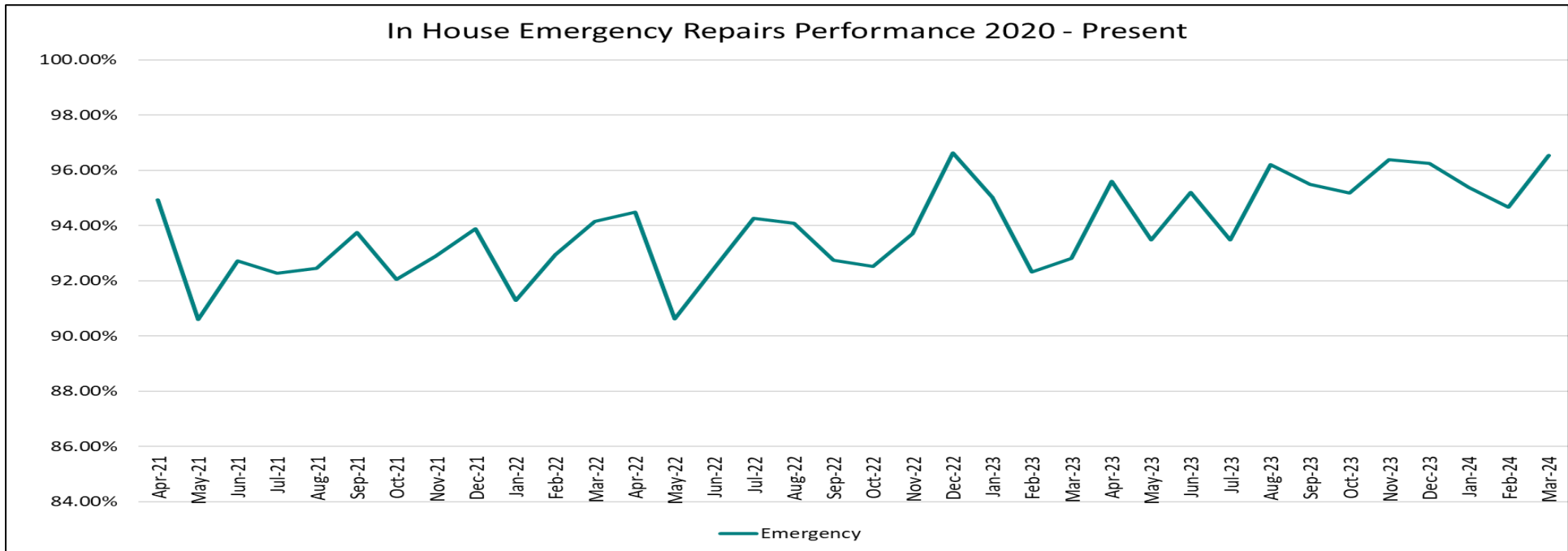


Responsive Repairs – Core Data



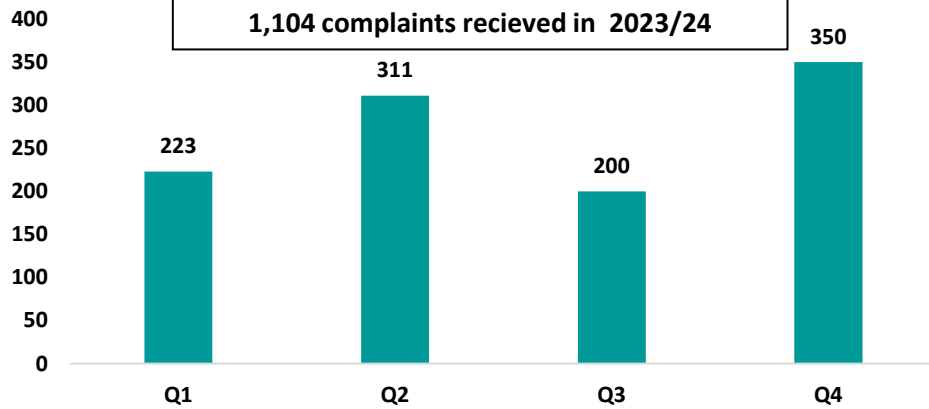
Despite considerable work to address the outstanding repairs, these increased during the quarter. Following a mini-competition, 1,511 jobs have been passed to external contractors for completion by the end of July. Further work is being undertaken to identify the resources needed to address the remaining outstanding works.

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Housing & Communities Complaints

Total Number of Housing and Communities Complaints Received

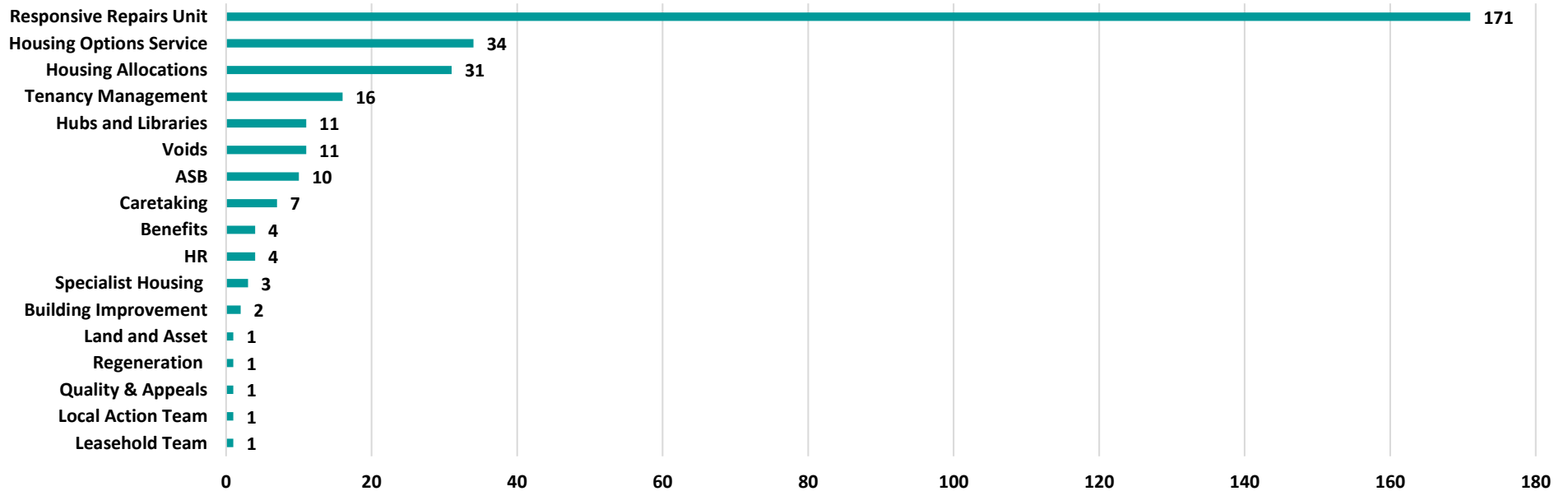


In Q4 a total of **309** complaints were completed.

A complaint may be in relation to multiple areas of Housing and Communities, and all of these are recorded in the graphs below. The largest number of complaints completed in all quarters relate to the housing repair section; however, these figures must be looked at against the total number of repair jobs completed.

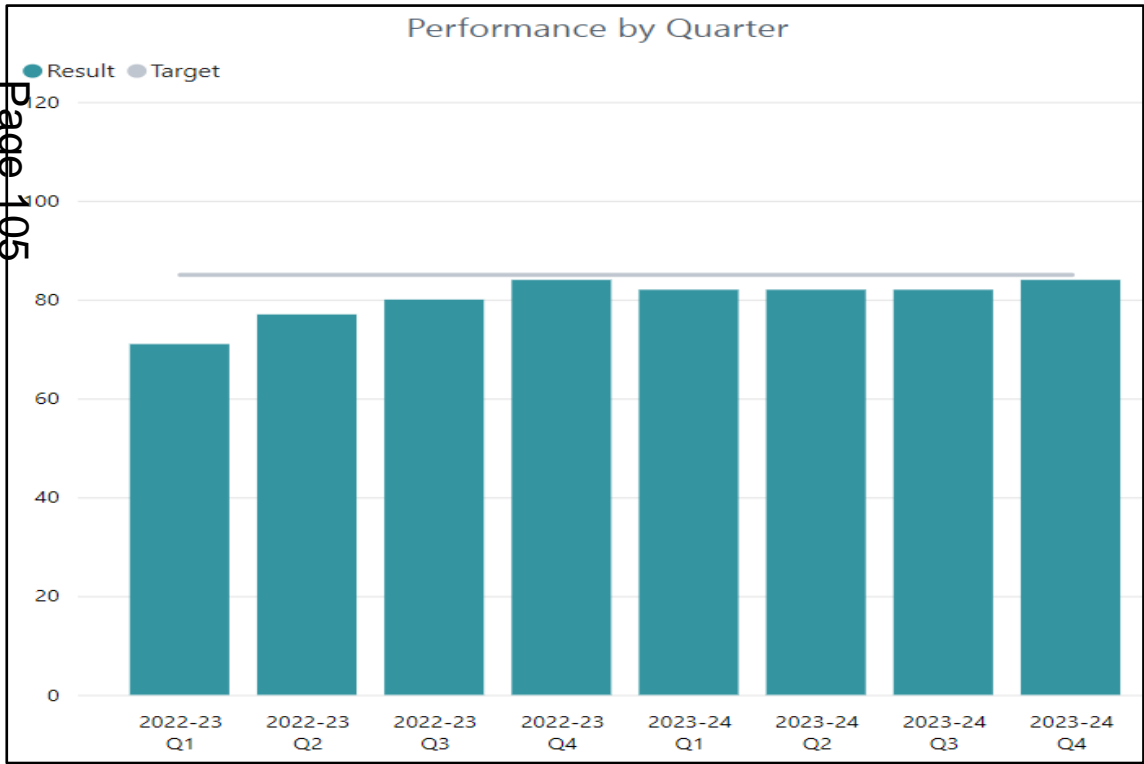
In Q4, **171** complaints completed had a housing repair element to the complaint, however a total of **9,410** repairs were completed.

Housing & Communities Complaints completed in Q4 by section



Wellbeing Objective - Safe, Confident and Empowered Communities
Creating Safe and Inclusive Communities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The percentage of Council staff completing the Level 1 online module of the National Training Framework on violence against women, domestic abuse and sexual violence as a percentage of all staff	51%	84%	85%	82.43%	81%	82%	82%	82%



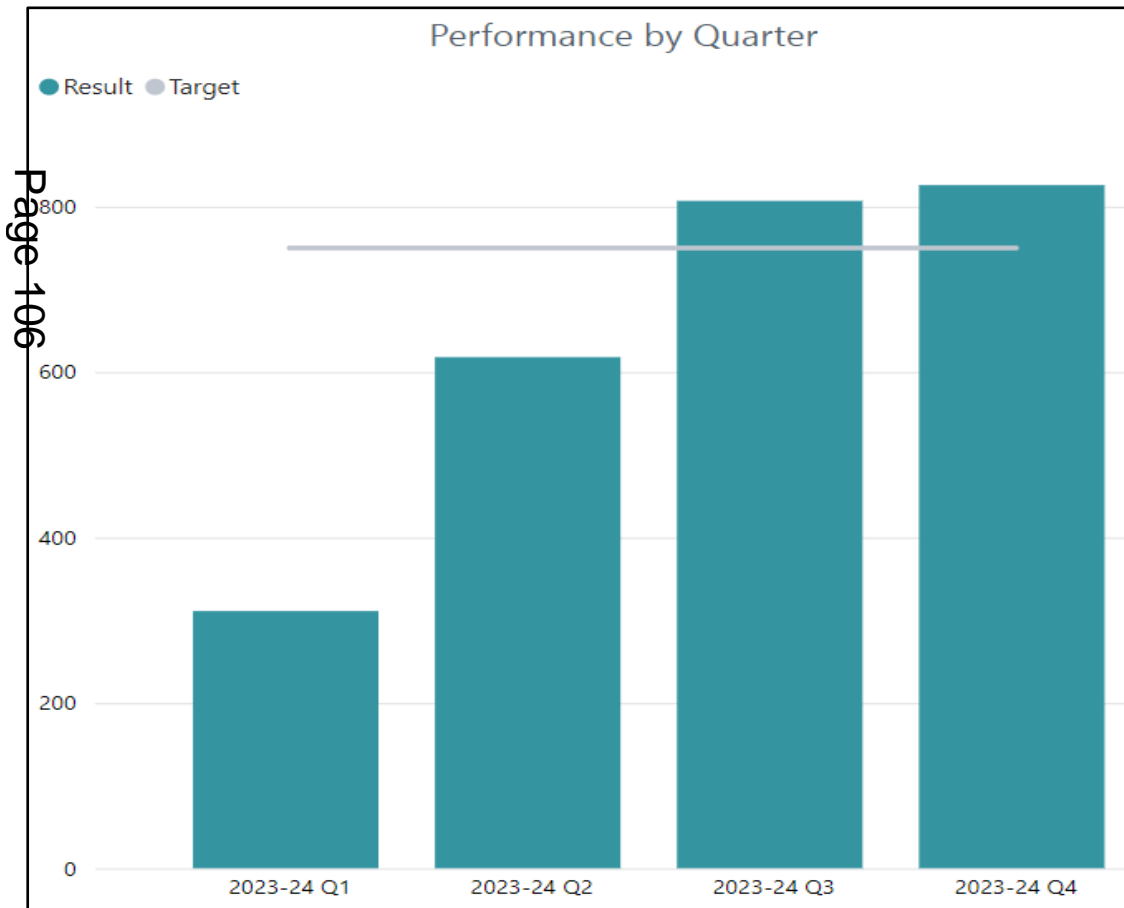
Comments

The majority of non-completions sits within Education and Lifelong learning – work is progressing with the Director of Education to address this.



Wellbeing Objective – One Planet Cardiff
Decarbonising the city and leading a green recovery

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2023/24 Result
The number of energy efficiency measures installed in Council-owned domestic properties	New measure	New measure	750	311	307	189	19	826



Comments

Target achieved in 2023/24. 826 energy efficiency measures were installed in Council-owned domestic properties throughout 2023/24.





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Housing & Communities Q4 Performance Report



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Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services
Corporate Plan / Directorate Delivery Plan Commitment



Commitment	Update (1 of 2)
<p>Provide the right help at the right time to help people stay independent at home by:</p> <p>Page 108</p> <p>Improving the support available to help older people move to more appropriate housing.</p> <ul style="list-style-type: none">• Delivering new models of housing with care	<p>To help older people move to more appropriate housing, that will allow people to stay independent in their home longer, the service is recruiting a Specialist Accommodation Gateway officer. Interviews for this will be completed in May 2024. This post will help to fully develop a new dedicated Older persons Gateway that will specialise in the allocation of older persons accommodation</p> <p>Addison House Community Living Scheme for older people has now opened. This was very successful not only by providing excellent homes for older tenants, that will allow them to stay independent in their own home for longer, but also releasing 29 family homes in the process. A full review of the scheme is being undertaken to understand lessons learned so these can be applied to the future development of older persons schemes which will be completed in Quarter 1 of 2024/25.</p>

Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services
Corporate Plan / Directorate Delivery Plan Commitment



Commitment	Update (2 of 2)
<p>Provide the right help at the right time to help people stay independent at home by:</p> <ul style="list-style-type: none">Improving the support available to help older people move to more appropriate housing.Delivering new models of housing with care	<p>To enable the service to deliver new models of housing with care Housing LIN (Learning Improvement Network) are continuing their research into best practice in older persons housing. A meeting is due to take place in Quarter 1 2024/25 for them to present their findings and take forward any agreed recommendations.</p> <p>Their findings will be used to inform new housing developments, the first of which are expected to be delivered in Quarter 4 2024/25.</p>

Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services Corporate Plan Commitment



Commitment	Update (1 of 2)
<p>Deliver new older persons housing which supports independent living, including:</p> <ul style="list-style-type: none">• Commencing the community living schemes in the Maelfa, St Mellons, Bute Street and Canton;• Completing Addison House in Rumney by August 2023;• Submitting a planning application for the Michaelston Well-being Village by September 2023.	<p>Lovells are in contract and on-site for the construction of the Community Living scheme at the former community centre in St. Mellons and negotiations are still on-going with Wates Construction to develop the Maelfa Community living project. It is anticipated that a start on site at Maelfa will take place this summer.</p> <p>Good progress has been made in the development of community living projects at Bute Street and Leckwith Road (former Canton community centre). Both schemes are under construction with Encon in contract for Leckwith Road and Hale in contract for Bute Street. Both projects are currently on programme with a targeted handover date of February 2025 for Leckwith Road and July 2025 for Bute street.</p>

Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services
Corporate Plan Commitment



Commitment	Update (2 of 2)
<p>Deliver new older persons housing which supports independent living, including:</p> <ul style="list-style-type: none">• Commencing the community living schemes in the Maelfa, St Mellons, Bute Street and Canton;• Completing Addison House in Rumney by August 2023;• Submitting a planning application for the Michaelston Well-being Village by September 2023.	<p>Handover of Addison House has taken place and residents have moved in. A residents' consultation event will take place in early 2024/25 once residents have had a chance to settle into their new apartments. A Lessons Learnt session has also taken place with building partner Wates to benefit future scheme.</p> <p>The Michaelston College Scheme is being targeted for a planning submission in April 2024. There have been delays due to financial viability assessments being undertaken by Wates. It is anticipated that planning will be determined by the end of 2024.</p>

Wellbeing Objective: Supporting People Out of Poverty

Supporting those most impacted by the cost-of-living crisis
Corporate Plan Commitment



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Commitment

Respond to the impact that the cost-of-living crisis is having on residents by:

- Ensuring that ongoing support is available which can be accessed in person, through the Adviceline or webchat, or by email;
- Promoting the rent arrears pathway and reviewing how rent arrears cases in all tenures are managed, so that they are dealt with rapidly, whilst using the most appropriate financial support to prevent homelessness;
- Continuing the legacy of Together For Cardiff, working with third sector organisations, including Cardiff Foodbank, and businesses to support those in poverty

Update (1 of 2)

In order to respond to the impact that the cost-of-living crisis is having on residents, the Welfare Liaison Team focussed Quarter 4 on supporting customers with Discretionary Housing Payment's and Rent Rescue cases. The process has been amended to encourage completed applications in one appointment as well as targeted support for cases referred by the Finance and Prevention Teams. The combined Money Advice and Welfare Liaison Teams are also supporting the new Discretionary Housing Fund for eligible Council Contract Holders and the introduction of the Rent Arrears Focus Group.

The Team have provided more drop in and information sessions throughout the city alongside the disability benefit specialist team. These events have been successful in obtaining new referrals in locations that the service doesn't regularly attend. This has also shaped the future development plans of the service to try and capture more customers in harder to engage locations.

Wellbeing Objective: Supporting People Out of Poverty

Supporting those most impacted by the cost-of-living crisis
Corporate Plan Commitment



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Commitment

Respond to the impact that the cost-of-living crisis is having on residents by:

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- Promoting the rent arrears pathway and reviewing how rent arrears cases in all tenures are managed, so that they are dealt with rapidly, whilst using the most appropriate financial support to prevent homelessness;
- Continuing the legacy of Together For Cardiff, working with third sector organisations, including Cardiff Foodbank, and businesses to support those in poverty

Update (2 of 2)

Funding has been secured through a number of Welsh Local Government Association grants to replenish Together For Cardiff funding, supporting customers who are not eligible for welfare benefits and grants. Legal advice is still being finalised to enable the move of the fund to Community Foundation Wales and become a separate entity to the Local Authority. This will be carried forward in the new year

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping
Corporate Plan Commitment



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Commitment

Continue to promote the help available to **prevent homelessness, and improve and expand prevention services** in the community by March 2024, including:

- Making prevention support accessible online, by telephone, regularly available in community locations and in a home setting via home visits, to increase the number of people seeking help at an early stage;
- Providing a dedicated caseworker to all but the most straightforward cases;
- Ensuring prevention support is available immediately and for as long as is required to resolve the threat of homelessness.

Update (1 of 2)

The Prevention Team have continued to promote the help available to prevent homelessness and have expanded prevention services in Quarter 4. The team has recently launched in partnership with the Forward Trust Community Team a pilot Homeless from Home scheme, to work with Prison Leavers to secure Private Rented Sector Accommodation, using funding for Bond and Rent in Advance payments. Monthly meetings have been arranged to monitor cases and track outcomes. So far 3 individuals have been supported through this pilot and have prevented them from presenting as Homeless on The Day and entering the Single Person Gateway.

The Prison Link Officer is receiving homeless applications quicker as a result of being based in the Prison and co-locating with Probation, however the introduction of the new Early Release scheme (End of Custody Supervised Licence) has resulted in Prison Leavers presenting to homeless services without prior warning. A meeting with Senior Managers in the Probation Service will take place in April 2024. Further work is required in this area and will be carried forward to next year.

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping
Corporate Plan Commitment



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Commitment

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- Making prevention support accessible online, by telephone, regularly available in community locations and in a home setting via home visits, to increase the number of people seeking help at an early stage;
- Providing a dedicated caseworker to all but the most straightforward cases;
- Ensuring prevention support is available immediately and for as long as is required to resolve the threat of homelessness.

Update (2 of 2)

The Housing Solutions and Prevention processes are constantly being reviewed and are working well with Prevention caseloads at an all time low and Housing Solutions providing initial advice – an average of 40 cases per month being closed for Advice Only (stopping them reaching the Prevention Team), and the number of legal duties being awarded at an average of 80 per month (compared to 140 at the start of the year).

Prevention wait time for appointment has risen within the final quarter due to resourcing issues which are being addressed. Short term Acting Up opportunities and new posts have been created to reduce these wait times again. Prevention rates have increased during the year, but unfortunately did not hit target during Quarter 4 due in part to the increase in clients presenting with just days before being evicted, making prevention very difficult.

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping
Corporate Plan Commitment



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Commitment	Update
<p>Work with Welsh Government to understand the resource requirements needed to deliver a rapid re-housing approach to homelessness.</p>	<p>Cardiff Council is committed to working with Welsh Government to understand the requirements needed to deliver a rapid re-housing approach to homelessness, however there has still not been any response from Welsh Government regarding Cardiff’s Rapid Rehousing Transition Plan and this has therefore been unable to progress further.</p>

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping
Corporate Plan Commitment



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Commitment

Increase Temporary Accommodation capacity to address homelessness pressures by:

- Delivering phase 2 of the Gasworks site by August 2023;
- Increasing the number of buy backs;
- Working with Registered Social Landlord partners to identify difficult-to-let properties and finding suitable occupants;
- Increasing the number of managed schemes to improve move-on into permanent accommodation;
- Exploring other meanwhile use of development land.

Update (1 of 2)

Cardiff Council is continuing to increase Temporary Accommodation capacity to address homelessness pressures. 65 units of accommodation at the Gasworks site were completed by the end of 2023/24. The entire project will complete in summer 2024 - a confirmed date will be given once some issues with the modular subcontractors are resolved. Around 148 modular homes have been delivered to site.

The use of buy backs has been successful increasing accommodation options to meet different needs across different pathways (e.g. Temporary Accommodation, general needs, Housing First) A total of 90 units were purchased in 23/24.

Handover of Three Brewers Manged Block also complete and residents are moving in on a phased basis.

Regular meetings continue to be held with Senior Housing Leads of each RSL separately. This has proved successful in working together to increase the number of units available.

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping
Corporate Plan Commitment



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Commitment	Update (2 of 2)
<p>Increase Temporary Accommodation capacity to address homelessness pressures by:</p> <ul style="list-style-type: none">• Delivering phase 2 of the Gasworks site by August 2023;• Increasing the number of buy backs;• Working with Registered Social Landlord partners to identify difficult-to-let properties and finding suitable occupants;• Increasing the number of managed schemes to improve move-on into permanent accommodation;• Exploring other meanwhile use of development land.	<p>A review of the Homeless Leasing Scheme has commenced along with a greater understanding of the demand for the scheme as well as the financial implications of managing it. To date, the service has been working on the 1 bed accommodation within our stock and utilising this for permanent move on from the Single Person Gateway or Young Persons Gateway rather than as family leased accommodation. The wider review and plan on the future of the scheme will be a priority in 2024/25.</p> <p>The acquisition of additional meanwhile use sites is on target. New sites have been identified which will have the potential to deliver at least 300 new modular homes for temporary accommodation.</p>

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Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping
Corporate Plan Commitment



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Commitment	Update
<p>Improve access to the private rented sector and promote this to address housing need, through the Landlord Enquiry and Tenancy Service (LETS) and expansion of the Welsh Government Leasing Scheme</p>	<p>The service has continued to improve access to the private rented sector in Quarter 4, however due to the current numbers coming through to homeless services, a campaign to publicise homeless support has been postponed until the new financial year. This is to allow for a second Young Person's Prevention Officer to be in post and the wait time for Prevention Appointments to decrease.</p> <p>A Young Person's homeless prevention campaign created by an external organisation has been rewritten to be clear and concise and will be included on the new Housing Website.</p> <p>The approved number of properties signed to the Welsh Government Leasing Scheme (67) has been achieved, 9 further properties are waiting to be officially signed up to the scheme once due diligence has been completed.</p>

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping
Corporate Plan Commitment



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Commitment

Develop innovative housing solutions to address issues such as overcrowding, under-occupation, lack of family accommodation and lack of adapted properties by:

- Promoting mutual exchanges;
- Providing tailored support to those who wish to downsize;
- Expanding the use of modular extensions;
- Reviewing the co-ordination and use of adapted and older persons accommodation.

Update

A new dedicated Mutual Exchange Officer is now in post and a detailed action plan now created that will drive forward and increase the number of mutual exchanges so accommodation better suits the needs of the tenants.

A full review of the success of the Addison House Community Living scheme for older people, and its ambitions to encourage downsizing remains ongoing. Bespoke support was provided to tenants who wanted to downsize.

Currently the process for design, planning application and installation of Modular Pods is not as quick as initially considered. To date 8 extensions have been completed. These Pods are possibly not as cost effective as traditional build extensions, though time is saved on installation. A full review comparison including full costs of works and time durations for comparison of traditional to Pods is being finalised in Quarter 1 24/25.

There is also a continued commitment to meet the housing needs of people with physical disabilities - whilst the Rehousing Solutions Team have implemented new approaches, including identifying properties at the voids stage with potential for further adaptation or alterations to general needs accommodation to meet the needs of people with physical disabilities, a full review of the impact this has made is needed.

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping
Corporate Plan Commitment



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Commitment	Update (1 of 2)
<p>Improve the quality of our Supported and Temporary Accommodation by:</p> <ul style="list-style-type: none">• Completing the phasing out of accommodation that no longer meets the required standards;• Reducing the use of hotel accommodation for families.	<p>Quarter 4 has seen a continued effort to improve the quality of our Supported Accommodation. Two supported accommodation schemes have closed as planned as part of phase 3. One scheme has been handed over to Cardiff and Vale Health Board for use as step down from hospital and a further scheme has been extended for 13 weeks due to some delays with move on.</p> <p>Huggard Supported Accommodation has now ended.</p> <p>Barnardos scheme has now closed, the site will be remodelled during 2024/25.</p> <p>A Cardiff Mind scheme of 24 units has now been handed over to Health. A service level agreement is in place, 4 units remain with Housing for 2024/25. Health are exploring retendering the contract for 2025/26</p>

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping
Corporate Plan Commitment



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Commitment

Improve the quality of our Supported and Temporary Accommodation by:

- Completing the phasing out of accommodation that no longer meets the required standards;
- Reducing the use of hotel accommodation for families.

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Update (2 of 2)

A Hafod scheme has an extension of 13 weeks from 1 April due to delayed move on.

Work is underway to review the substance misuse supported accommodation pathway with a well-attended stakeholder engagement event held in February to gather views, look at best practice/data and develop a proposal for change. This work will continue into 2024/25, with option appraisals developed on services to be commissioned in 2025/26. This work link with the CAVHIS expansion and the other commissioned treatment services including Dyfodal.

Options around remodelling Countisbury House are under consideration alongside a new site for young people to open in July 24.

One hotel is no longer being used for families and plans are underway to reduce and then remove the use of the other 2 hotels that remain utilised for families.

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping
Corporate Plan Commitment



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Commitment

Ensure that the complex needs of homeless people are met by:

- Further developing the Multi-Disciplinary Team (MDT) and ensuring clear pathways are in place for move-on to mainstream services when appropriate;
- Ensuring that appropriate health and support services are available in hostels and supported accommodation;
- Fully training staff and focusing on assertive re-engagement with those that may fall out of services as well as providing meaningful opportunities for residents to train and volunteer;
- Continuing to support and assist rough sleepers to access and maintain accommodation by reviewing and developing our assertive outreach approach and further developing and promoting the benefits of Diversionary Activities.

Update (1 of 2)

The Multi-Disciplinary Team (MDT) is continuing to develop with a focus on moving on those who are able to mainstream services when appropriate. It has also continued to work closely with health colleagues on their health exclusion agenda –informing better outcomes for substance misuse, housing and health services.

Health Inclusion services are continuing to be provided within supported accommodation schemes with regular meetings in place to further develop health inclusion.

Rough sleepers are being supported to access and maintain accommodation. A Managed Block scheme at Blue Dragon has been reviewed. The project has proved extremely successful with just one tenancy failure recorded. Most clients who have moved to the scheme have now broken the cycle of homelessness. More work is being undertaken with The Centre for Homeless Impact to analyse the cost / benefits of the scheme. Feedback from partners has been positive.

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping
Corporate Plan Commitment



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- Continuing to support and assist rough sleepers to access and maintain accommodation by reviewing and developing our assertive outreach approach and further developing and promoting the benefits of Diversionary Activities.

Update (2 of 2)

2023 presented a unique set of challenges. Prior to December 2023, around 70 individuals were presenting each night to the out of hours services for emergency accommodation.

An increase in emergency provision has enabled the closure of the Out of Hours service and individuals are no longer required to present each night for accommodation. Clients can still present to the Huggard for advice and support. There has been a sustained reduction in rough sleeping in the city over recent months from around 50 individuals in November 2023 to just 19 in March 2024. This was achieved by increasing emergency accommodation supply - including the use of hotels. The figure is monitored on a weekly basis and work is ongoing to continue to engage with rough sleepers. Accommodation at Ty Olympian in Grangetown which housed around 80 single people through the winter months has now closed with all residents receiving a meaningful move-on plan.

Diversionary Activities continue to be promoted and delivered across all supported accommodation schemes.

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping
Corporate Plan Commitment



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Commitment

Prevent youth homelessness and ensure that young people leaving care are supported by:

- Reviewing and enhancing advice and mediation services, with particular regard to young people;
- Considering targeted interventions and support for school-aged children and their families;
- Ensuring the young person's gateway accommodation meets current needs, reviewing and increasing capacity within the gateway as needed;
- Developing the Citadel supported housing scheme for young people with complex needs.

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Update (1 of 2)

To further the aims of preventing Youth Homelessness, a briefing session has been completed with the Personal Assistance Service. There has been a delay in briefing other teams due to shortage of staff on phone line able to deal with referrals coming over from other teams. An additional 4 staff have been recruited and briefing sessions will be arranged for other teams shortly.

New Virtual Youth Hub (VYH) website content has been written and ready for the creation of the site; branding and web development is currently with Comms and the Web Team. The new VYH will include a dedicated section of the Council's Care Leaver Offer, detailing what care experienced young people are entitled to from the Local Authority and a section providing young person's homeless advice.

A review of the Young Persons Gateway waiting list is forming part of the wider review of the needs of those waiting for accommodation and those already placed in order to determine the level of accommodation needed to meet this demand.

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping
Corporate Plan Commitment



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Commitment

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- Ensuring the young person's gateway accommodation meets current needs, reviewing and increasing capacity within the gateway as needed;
- Developing the Citadel supported housing scheme for young people with complex needs.

Update (2 of 2)

Demand and availability has been continuously reviewed which has led to a wider review in 2024/25 – the current data shows that alternative and additional accommodation options need to be considered.

Early work has commenced at the Citadel project in Adamsdown. This includes some ecology surveys and related works as well as limited site clearance along with drainage connections. The main contract is due to commence in the summer of 2024. Close liaison with Network Rail is ongoing as the site is directly adjacent to the main Cardiff-London line, and because the scheme will involve the delivery of off-site manufactured modular homes, the timing of installation is key. The latest forecast for handover is expected in the summer of 2025

Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities
Corporate Plan Commitment



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Commitment	Update
<p>Ensure the current Council house building programme delivers at least 1,000 new council homes through the Cardiff Living programme and additional schemes currently on site by the end of 2023.</p>	<p>The Council house building programme has continued. There are now 67 sites capable of providing 4,567 homes. A total of 1127 homes have so far been completed with 284 being delivered in 2023/24</p>

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Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities
Corporate Plan Commitment



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Commitment	Update
<p>Expand the scale and pace of the programme by implementing a new council-led commercial housing development partnership and ensure that sufficient sites are identified to build at least 4,000 new homes overall, including the delivery of properties for rent or sale to keyworkers.</p>	<p>The house building programme has expanded at scale and pace in 2023/24. With regards to the 2nd partnership - the Invitation to Participate in Competitive Dialogue was issued to 3 bidders on 20th February 2024, this signalled the commencement of the dialogue phase.</p> <p>An introduction meeting was held and we have 5 dialogue meetings set with each bidder, which will conclude in July 2024. Following the final dialogue meeting the bidders will be invited to submit their final tenders, these tenders will then be evaluated and the successful bidder will be identified.</p> <p>A report to the cabinet will be presented in October 2024 with the results and seeking approval to appoint the successful bidder.</p>

Wellbeing Objective: Safe, Confident and empowered communities

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Corporate Plan Commitment



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Commitment

Invest in our local communities by:

- Preparing and adopting a new Regeneration Strategy to **support district and local centres, and 15-minute city principles;**
- Developing regeneration opportunities for the South Riverside Business Corridor including Cowbridge Road East and the Roath/Adamsdown Business Corridor including Clifton Street and Broadway;
- Continuing to implement the current estate improvement programme with a focus on better integrating new housing development with local community investment wherever possible;
- Securing Welsh Government Targeted Regeneration Investment Programme (TRIP) funding for projects;
- Implementing a further three-year programme for Neighbourhood Renewal Schemes (NRS) based on ideas submitted by Ward Members.

Update (1 of 2)

A first draft of the regeneration framework document has been received from our external consultants - capacity issues within the team have meant that work to improve this to meet our exact requirements has not been progressed. Recruitment to a post to increase capacity for this work stream has so far been unsuccessful.

Community wide engagement with residents and businesses took place in March. Results of this are still being analysed and will be used to prepare “transforming towns” funding applications in partnership with other funding sources and teams.

Estate regeneration projects are significantly delayed due to cost estimates and funding limitations from budgets. Discussions about estate regeneration priorities and strategic funding approaches have commenced. The step is rated amber because of this.

Design work has however commenced on 3 Year 1 Neighbourhood Renewal schemes.

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Update (2 of 2)

Collaboration with transport on proposals for the Roath/Adamsdown Business Corridor is ongoing and largely dependent on the pace of project design being led by transport.

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Commitment

Investigate and **deliver future Community, Youth and Wellbeing Hubs** with partners, including:

- Progressing plans for a youth hub in the city centre and agree a preferred option by Autumn 2023;
- Securing planning permission for a new Health and Wellbeing Hub at Ely & Caerau by December 2023;
- Exploring options for new Hubs on strategic planning sites and larger housing and regeneration projects.

Update

RIBA Stage 3 design work on the City Centre Youth Hub has commenced.

Cardiff and Vale University Health Board are working towards the submission of a full planning application for the Ely Health Hub. Detailed design work is taking place in partnership with the regeneration team.

Collaborative work with partners in and outside of the Council and developers is ongoing and working well for new hubs on strategic planning sites and larger development and regeneration schemes.



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Commitment

Work in partnership with Registered Social Landlords to **maximise the amount of affordable housing** that can be delivered through the Social Housing Grant Programme, including:

- Implementing a five-year plan to build the specialist and supported accommodation required;
- Achieving a full spend of allocated Welsh Government funding;
- Maximising opportunities to secure additional monies.

Update

A partnership with Registered Social Landlords to maximise the amount of affordable housing that can be delivered through the Social Housing Grant (SHG) Programme has been developed. The total spend for the programme for the financial year 2023/24 will not be known until mid-April 2024, as the deadline for claims is the end of March 2024, and Welsh Government will need to process year end.

Cardiff has an allocation of £36m SHG for this financial year.



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Commitment

Improve fire safety in homes by:

- Continuing to communicate and work with Council tenants to ensure high-rise buildings are safe and suitable for occupants;
- Continuing to deliver improvement measures including re-cladding and sprinkler installations in Council properties;
- Ensuring regular fire safety assessments are carried out and acted on in Council properties;
- Working with partner organisations including South Wales Fire & Rescue Service in regard to training and high-rise familiarisation events;

Update

In Quarter 4 the following improvements have been made to fire safety in council homes:

Lydstep Flats – further delays on completion of cladding works due to weather - practical completion now end of May 2024. The service is chasing for updated Regulation 38 on completion of works to the cladding system, Automatic Opening Vent installation for reg 38 and Fire Risk Assessment

Loudoun / Nelson - Cabinet report was approved in March 24. Currently in the process of appointing a Technical Advisor and when on board they will provide input into the Invitation To Tender for the 2 stage Design & Build Cladding Project.

Beech & Sycamore House Sprinklers – Initial design of sprinklers received and checked. Initial building works to basement rooms completed to ensure design and installation meets domestic regulations. Tank room location identified for sprinkler water tank. Quotation for installation of sprinklers received from principal contractor for Sycamore House, costs have doubled in price on initial quotation, further costs been requested and cost comparison will then be completed.

The service has also continued working with South Wales Fire & Rescue Service in regard to training and high-rise familiarisation events throughout 2023/24.

Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities
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Commitment	Update
Progress with the BISF property External Wall Insulation (EWI) scheme in Llandaff North and Rumney.	Welsh Government funding has been agreed to cover some properties included in this scheme, however additional funding is required to ensure funds are available for the entire of the private properties. Discussions are ongoing with Welsh Government regarding this.

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Building new Council homes and investing in community facilities Directorate Delivery Plan Commitment



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Commitment	Update
<p>Take a more strategic approach to tackling Anti-Social Behaviour (ASB) in our council homes by listening to what tenants want and understanding their concerns</p>	<p>Face to face ASB surgeries have been created in community locations. These locations are to be reviewed with new patches and structures set up to increase attendance.</p> <p>Regular meetings are now being held with the Victim Support Officer</p> <p>ASB Hot Spots are locations where the service has received a significant number of complaints or concerns raised by local residents and partnership agencies. Areas can be a group of flats or even a community area such as a local park. One such hotspot is in Adamsdown. Work here is continuing, Fixed Penalty Notice's are in place with waste management if needed. Work is also being carried out in Grangetown including the Litchfield Court area. An Operational Group has been established and Officers are currently investigating if a group is also required in Butetown. Issues in Riverside are being dealt with by a closure order.</p> <p>Bi-weekly meetings are continuing with noise pollution. Officers meet their Noise Pollution Team weekly and ASB Manager meets monthly with the Community Safety Sargent.</p> <p>A new ASB forum has been booked for April.</p>

09/01/25

Wellbeing Objective: Safe, Confident and empowered communities

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Commitment

Develop **The Local Action Team** to build on community engagement to empower communities to take pride in where they live.

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Update

Now that a full year's data is available it will be possible to create new KPI's to measure and benchmark the success of the Local Action Team with a view to involve and engage more residents.

Much has been achieved during the year, including delivery of some inspiring pieces of artwork throughout Cardiff's public spaces by engaging schools, local councillors and local artists.

Grass verges have been transformed into wild flower areas which has received very positive feedback from residents.

Netball courts and murals have been painted for local schools in in collaboration with local students.

Local Action Days have taken place involving a number of residents litter picking to 'clean up their streets', rubbish removals and working with Waste Management to provide recycling awareness to residents.

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Commitment

Continue to monitor our rent levels by:

- Using the Joseph Rowntree Foundation Living Rents to measure affordability.
- Supporting the Welsh Government to develop a national approach to measuring affordability.
- Ensuring that help is available for tenants who are struggling financially.
- Ensuring no eviction takes place for rent arrears where the tenant is working with us to resolve the issue.

Update

Rent levels have continued to be monitored, however rent arrears have increased in Q4, mainly due to implications with Universal Credit. With UC migration increasing in 2024 and beyond consideration needs to be given into how the initial weeks of rent could be collected when a UC claim is first made.

A new Housing Rent Recovery Board has been established and there is work on-going to review overall arrears and all schemes monitored to ensure DHP, DHF and Housing Prevention Fund is maximised to support those struggling to pay their rent.

Cardiff has not evicted anyone due to rent arrears if they have engaged with officers.

Regular monthly meetings with Advice Services and Tenancy Management and Recovery Board will instigate any changes for 2024/25.

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Commitment

Review the Tenant Participation Team programmes to ensure that more tenants are reached.
Provide more opportunities for tenants to get involved and have their say including via regular survey engagement.

Update

In Quarter 4 a focus group has been delivered to look at communication preferences and our Tenants needs. Tenants reported enjoying the trips that have been offered (e.g. new build schemes/Senedd) so these will continue to be included in the upcoming programme of events.

Tenants also reported wanting to see council officers face to face so drop in sessions are now being provided in Hubs.

Opportunities will continue to be expanded in 2024/25 to ensure communication with tenants who are not able to attend community feedback.

Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities
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Commitment	Update
<p>Deliver a robust, joined up, rapid response service in order to address damp and mould in council properties by:</p> <ul style="list-style-type: none">Delivering an action plan for addressing damp and mould led by a case management approach which addresses and all aspects of the individual case.Creating a new dedicated team that will carry out damp and mould works in the home.Effectively communicating and engaging with contract holders whilst providing support and advice to prevent and address damp and mould.	<p>A robust process with clear timescales and points for escalation has been developed however the sheer volume of cases has meant that timescales have not always been adhered to.</p> <p>Further posts are being created to assist with the increased demand.</p> <p>The current process has now been digitalised, however a new a new asset management database to monitor these cases in more detail is in the process of being procured.</p>



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Commitment	Update
<p>Establish the Repairs Academy to assist with workforce planning in the Responsive Repairs Unit to ensure that there are no gaps in resource, experience, and skills by:</p> <ul style="list-style-type: none">• Providing a support system for apprentices and trainee's; giving them the best possible chance to qualify and obtain as much experience as possible whilst employed by Cardiff Council.• Giving a more diverse range of people the opportunity to explore their interest in Construction, with the option of different routes in to the Sector; regenerating the experience and skills held by our existing workforce.	<p>The Responsive Repairs Academy are continuously working with the Responsive Repairs Unit (RRU) to ensure workforce succession planning is being addressed and that we are future proofing. For example, we know that 'green skills' are required moving forward and the Academy are looking and sourcing the relevant training programmes for operatives to attend in order to meet that need.</p> <p>The service is working with colleges to ensure that the courses are covering the relevant material – or if we need to find extra courses to meet the needs of the service.</p> <p>The Academy are also working with RRU and colleges as we are aware that the wet trades (painting, plastering etc) in particular are an ageing workforce however the only college that offers this course is outside of Cardiff. We are looking into ways of supporting apprentices to make this more accessible.</p>

Wellbeing Objective: Safe, Confident and empowered communities

Creating safe and inclusive communities Corporate Plan Commitment



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Commitment	Update
<p>Tackle all forms of violence against women and girls and take action to strengthen the support available by approving and delivering a refreshed regional Violence against Women, Domestic Abuse and Sexual Violence Strategy 2023-26.</p>	<p>Violence against women and girls is continuing to be tackled. Direction from the Welsh Government’s Task Group on sexual harassment and other workstreams is being awaited, before updating working policies.</p> <p>A group has begun drafting a regional dashboard of key data with a proposal to be taken to the Regional Executive Board once completed.</p> <p>The development of the Standard Operating Procedures for MARAC and Daily Discussions has stalled due to staffing changes within the Police and the more urgent need to assist the Police with chairing of both meetings due to staff capacity.</p> <p>A separate group has been convened to progress the development of the Service Operating Procedures which will continue into 2024/25.</p>

Wellbeing Objective: Safe, Confident and empowered communities

Creating safe and inclusive communities Corporate Plan Commitment



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Commitment	Update
<p>Ensure all those who experience domestic abuse can access specialist support by completing the review of refuge accommodation in the city by March 2024 and developing full proposals for change.</p>	<p>To ensure all those who experience domestic abuse can access specialist support, further proposals for future use of refuge provision are under development.</p> <p>A final version of the proposal is expected by the end of Quarter 1 2024/25 so the step has been rated amber.</p> <p>Areas to still review include:</p> <ul style="list-style-type: none">• analysis of data to indicate trends, issues, and successes/challenges of service delivery in the current year (complexity of cases/increasing demand/safeguarding concerns to be considered)• consultation with service providers to look at best practice/future models.• consultation with key stakeholders and referrers, relating to experiences of service delivery, partnership working and consideration of future needs.• consultation with a group of service users (current or historic) to feed into the proposals.

Wellbeing Objective: Safe, Confident and empowered communities

Creating safe and inclusive communities Directorate Delivery Plan Commitment



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Commitment	Update
<p>Improve and develop services for Gypsy, Roma & Traveller communities residing on local authority sites by:</p> <ul style="list-style-type: none"> • Introducing a replacement Allocation Policy • Improving on site community facilities • Increasing the quantity of culturally appropriate accommodation available, to meet the short term needs, of Gypsy & Traveller communities in Cardiff. • Developing a strategy for transient site / temporary stopping places/ negotiated stopping in light of new legislation “Police Crime Sentencing and Courts Act 2022” 	<p>Improvement in services for Gypsy, Roma & Traveller communities continues, however, the installation of Wifi provision on sites has been delayed due to issues with funding from Welsh Government.</p> <p>The replacement Gypsy & Traveller Service Allocation Policy has been drafted and is with managers for sign off before submission to cabinet later in 2024/25.</p> <p>The development of services on site, in anticipation of site office development, have been slightly delayed due to funding issues, however this will be developed further in 2024/25.</p>



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Wellbeing Objective: One Planet Cardiff

Decarbonising the city and leading a green recovery Corporate Plan Commitment



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Commitment

Increase energy efficiency and reduce carbon emissions through a Housing Energy Efficiency Retrofit programme across all tenures of housing, reaching 2,000 domestic retrofit measures per year by 2024 and including measures delivered through Housing Revenue Account funding, Government and energy company funding, facilitated via our Affordable Warmth Partnership, and via engagement with landlords and letting agents to ensure compliance with Minimum Energy Efficiency Standard (MEES) Regulations.

Update (1 of 2)

The service is continuing to increase energy efficiency and reduce carbon emissions across council housing stock

Services are on site at some of the 9 blocks of flats utilising Optimised Retrofit Programme (ORP) funding, completing surveys and designs of the External Wall installation. Very slow process and costs have doubled from initial estimates, Welsh Government are aware of the increase in costs as this work is being completed through the UK with limited number of approved installers and designers. Future designs in Rhiwbina are with our design company SERO for approving initial design, calculations and ensuring External Wall Installation covers all aspects including window and door reveals.

Recladding of Lydstep Flats has been delayed to May 2024.

Tender for recladding works at Loudoun & Nelson House still in progress. Invitation To Tender for the Technical Advisers in final stage of completion before issuing to market.

Wellbeing Objective: One Planet Cardiff

Decarbonising the city and leading a green recovery Corporate Plan Commitment



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Update (2 of 2)

Workshops are in progress for how the Welsh Housing Quality Standard 23 can be delivered. New guidance on the Standards has been received from the Welsh Government for analysis and delivery.

A Welsh Housing Quality Standard (WHQS) Compliance policy is currently being developed by the Asset Management Team and that will set out how data will be captured and maintained.

A 'whole stock assessment' will take place and that will inform the Target Energy Pathways that will set out how the SAP 75 target will be achieved by 2030. By 2034, it will also set out timescales and measures required to meet SAP 92.

The Energy Team have continued to install insulation cavity wall and loft insulation, targeting the lowest performing properties first. The Energy Team have been leading on the Affordable Warmth Partnership via a working group to share information and increase compliance across all tenures. They are also writing a corporate strategy on decarbonisation and this will bring together all areas of Cardiff Council and their approaches towards decarbonisation, including the housing stock.

Wellbeing Objective: Modernising and integrating our public services



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Improving the Council’s digital offer and enhancing the use of data Directorate Delivery Plan Commitment

Commitment	Update
<p>Continue to develop and improve digital methods of service delivery across Adults, Housing & Communities including “Repairs Online”.</p>	<p>A number of digital projects are ongoing to improve methods of service. The implementation of Scan Stations has been delayed due to issues with the Data Protection Impact Assessment. It is anticipated that will be in place by the end of 2024.</p> <p>A new Housing website is not quite live but will be by the end of July 2024.</p> <p>The development of a Core Data Power BI continues and is expected to be completed by August 2024.</p> <p>The implementation of the Eclipse system is going to be delayed due to the unforeseen delays in implementing Care Finance however preparations are continuing.</p>