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## AGENDA

<b>Committee</b>	COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE
<b>Date and Time of Meeting</b>	WEDNESDAY, 6 JULY 2016, 5.00 PM
<b>Venue</b>	COMMITTEE ROOM 4 - COUNTY HALL
<b>Membership</b>	Councillor McGarry (Chairperson) Councillors Ali Ahmed, Carter, Ralph Cook, Chris Davis, Lomax, Magill and Sanders

*Time approx.*

**1 Apologies for Absence**

To receive apologies for absence.

**2 Declarations of Interest**

To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.

**3 Minutes (Pages 1 - 8)**

To approve as a correct record the minutes of the previous meeting.

**4 Corporate Safeguarding Board Annual Report 2015/16 (Pages 9 - 28) 5.00 pm**

- (a) Cllr Graham Hinchey Cabinet Member Corporate Services & Performance will be in attendance and may wish to make a statement;
- (b) Tony Young Director Social Services will be in attendance to answer Members' questions;
- (c) Members question and answer session.

- 5 Cardiff Housing Strategy (Pages 29 - 78)** 5.30 pm
- (a) Councillor Susan Elsmore, Cabinet Member for Health, Housing and Wellbeing will be in attendance and may wish to make a statement;
  - (b) Sarah McGill, Director Communities, Housing and Customer Services and Jane Thomas, Assistant Director Communities and Housing will be in attendance to give a presentation and to answer Members' questions;
  - (c) Members' question and answer session.
- 6 Communities First Annual Report 2015/16 (Pages 79 - 148)** 6.15 pm
- (a) Councillor Peter Bradbury, Cabinet Member Community Development, Co-operatives and Social Enterprise will be in attendance and may wish to make a statement;
  - (b) Sarah McGill, Director Communities, Housing and Customer Services, Jane Thomas, Assistant Director Communities and Housing and Louise Bassett Neighbourhood Partnerships & Communities First Manager will be in attendance to answer Members' questions;
  - (c) Members' question and answer session.
- 7 Social Services and Well Being Act 2014 - Implementation progress - Preventative services (Pages 149 - 194)** 7.00 pm
- 8 Committee Business report including Correspondence update. (Pages 195 - 204)** 7.10 pm
- 9 Way Forward** 7.15 pm
- 10 Date of next meeting**
- The date of the next Community and Adult Services Scrutiny Committee meeting is scheduled to be held at 17.30pm on 12 July 2016 in CR4, County Hall.

**David Marr**

**Interim Monitoring Officer**

Date: Thursday, 30 June 2016

Contact: Andrea Redmond, 029 2087 2434, a.redmond@cardiff.gov.uk

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

8 JUNE 2016

Present: County Councillor McGarry(Chairperson)  
County Councillors Ali Ahmed, Carter, Ralph Cook, Chris Davis,  
Lomax, Magill and Sanders

1 : APPOINTMENT OF CHAIRPERSON

It was noted that at the Annual meeting of Council held on 26 May 2016, Councillor Mary McGarry was appointed as Chairperson of this Committee.

2: COMMITTEE MEMBERSHIP

It was noted that at the Annual meeting of Council held on 26 May 2016, Councillors McGarry (Chairperson), Ali Ahmed, Joseph Carter, Ralph Cook, Chris Davis, Chris Lomax, Julia Magill and Eleanor Sanders were appointed as Members of this Committee. (1 vacancy remains).

3 : TERMS OF REFERENCE

RESOLVED: To agree the Terms of Reference of the Community and Adult Services Scrutiny Committee.

4 : APOLOGIES FOR ABSENCE

No apologies for absence were received.

5 : DECLARATIONS OF INTEREST

Councillor Lomax declared a personal interest as he is a resident in Council owned sheltered accommodation.

6 : MINUTES

The minutes of the meeting held on 11 May 2016 were approved as a correct record and signed by the Chairperson, subject to the following amendments:

Page 4, remove 'the Cabinet Members stated that they would be looking to the Welsh Government for their contribution to the Gap' and a few typographical errors.

## 7 : QUARTER 4 PERFORMANCE - PERFORMANCE MONITORING SCRUTINY OF QUARTER FOUR PERFORMANCE REPORT

The Chairperson welcomed Cllr Derbyshire Cabinet Member for Environment and Cllr Susan Elsmore Cabinet Member for Health, Housing and Wellbeing to the meeting; The Chairperson also welcomed Andrew Gregory Director City Operations and Dave Holland Head of Service Regulatory & Supporting Services who were in attendance to answer Members' questions on the scrutiny of PSR/004 performance; Sarah McGill, Director of Communities, Housing & Customer Services and Jane Thomas Assistant Director of Communities & Housing who were in attendance to answer Members' questions on the scrutiny of Communities & Housing performance; Tony Young Director Social Services and Amanda Phillips Assistant Director Adult Services who were in attendance to answer Members' questions on the scrutiny of Adult Social Services performance.

The Chairperson advised that this item provided Members with an opportunity to carry out performance monitoring scrutiny. At the previous meeting, Members asked that the Performance Panel triage the quarter 4 report, which they had done. As well as the usual scrutiny of Communities and Housing and Adults Social Services, they decided there was a need to focus attention on a specific query for City Operations regarding indicator PSR/004, more detail on this indicator was provided at point 9 of the report.

The Chairperson invited the Councillor Derbyshire to make a statement in which he noted that the Shared Regulatory Service was an interesting concept going forward; the use of the private sector for social housing and Cardiff running Rent Smart Wales on behalf of the Welsh Government would provide interesting discussion over the coming year.

Officers added that this specific PI was a direct responsibility of Regulatory Services in 2014/15 when it was a direct function of Cardiff Council; the Shared Regulatory Service has HMO licensing and Housing Enforcement responsibility, however, the responsibility for PSR/004 was not taken across and subsequently the performance declined as it fell between two stools; officers accepted responsibility for this and arrangements were now in place to put this right, with meetings with relevant officers arranged.

Officers added that this was a high profile and proactive service; they will continue to regulate empty properties, all literature concerning bringing houses back into use needed to include who has responsibility for what included in it, a protocol will be developed.

The Chairperson invited questions and comments from Members on PSR/004.

- Members asked if this situation was replicated in the other local authorities in the consortium or if it was unique to Cardiff. Officers explained that in the other two local authorities the function had easily been disaggregated back, so it had not occurred elsewhere.
- Members asked how many properties were being brought back into use at present, officers did not have the information to hand but agreed to provide it later.

- Members were grateful for the candour from officers in regard to this matter but noted that even if the previous years' performance was looked at, it was still below target; Members asked when targets are set for the coming year whether the target would be set at a lower level. Officers stated that this was a conversation that needed to be had with the relevant officers; to look at the market in the city and set targets that address the issues; targets need to be set carefully so they are manageable but have an impact on the problems.
- Members noted that this was an important indicator in relation to homelessness and housing need; it was noted that staff who had dealt with this had been allowed to leave so now resources needed to be found. Officers stated that savings have been made within the Shared Regulatory Service, but finding this resource would be the core component of the conversation to be had with relevant officers.
- Members noted the knock on effect on Environment and Enforcement issues; Councillor Derbyshire agreed and stated it was in the interests of the Council for him to work with Cabinet colleagues to resolve the issue.
- Members considered it would be good to know the timescales concluding discussions, it seemed to be an area where cost benefit analysis could be done, so it could be determined how much effort is put in compared to how much effect on homelessness is felt, and resources placed elsewhere if necessary; Members considered this was a debate that could be had with National Government about the relevance of performance indicators.

The Chairperson invited questions and comments from Members on Communities and Housing.

- Members asked why increased resources was not reducing the waiting lists for Disabled Facilities Grants. Officers explained that there had been an increase in demand and a slight decrease in capital, noting that in previous years the service had not underperformed and had in fact been the best performing service in Wales. Unfortunately, this had deteriorated when there was not enough capital to meet demand. Some capital had been gained in the last year but it would take time to turn the situation around; this coupled with lengthy adaptations and only having one contractor active for voids and DFG's had proved troublesome; however, officers stated that most adaptations had now been done apart from large extensions and that there would be a significant improvement in the figures quite soon.
- Members asked for realistic timescales in turning around poor performance regarding Voids. Officers noted that progress was not as good as they had wanted; the quick turnaround project had worked well with an end to end process with the Contractor to see how to cut time; also more work to be done in the notice period would have an effect on timings. Officers also noted the need to look at internal processes as currently not enough results were being seen; a fundamental review was needed to look at how to move forward; looking differently at long term/short term projects, allowing those that can be let faster to be let and accepting that some will take that much longer.

- Members asked when a review would be undertaken; Officers stated that they were currently consulting with Trade Unions and that information should become visible in the next week, with implementation in a few months' time. Officers were also investigating other areas to look at improving such as extending the quick turnaround project.
- Members discussed the RAG rating applied to performance indicators and sought clarification on whether at quarter 4 all should either be achieved (green) or not achieved (red) rather than amber. Officers agreed that this should be the case.
- Members noted that PSR/006 was not being used and asked what had replaced it. Officers explained that they used local indicators.
- With reference to emergency repairs, Members noted the figure of 4.46 days as the average time taken for the 4% that had not been repaired within target and sought clarification that most of those out of target did not take that long. Officers explained that they look at emergency repairs regularly; most jobs are made safe then followed up, jobs should be closed off the system but often are not and this skews the figures. Members considered that officers and contractors needed to be reminded of this.

The Chairperson invited the Cabinet Member for Health, Housing and Wellbeing to make a statement in which she drew Members' attention to a few PI's in particular; PPDR compliance as of 31 May 2016, was the second highest in the Council at 94.3%. Also there was significant progress being made in delayed transfers of care.

The Chairperson invited questions and comments from Members on Adult Social Services.

- Members discussed carers assessments and the target set against them; it was noted that targets had been set previously and were very stretched and officers understood the frustration of these not being achieved.
- Members discussed the overspend and sickness levels within the Directorate, noting that the increase in sickness conflicted with officers' previous comments on staff morale being very good at present. Officers explained about unachieved savings from previous years, unrealistic targets being set against poor business cases; a new Director was now in place and assurances had been given for more robust and more deliverable savings. Officers added that the unachieved savings were the overspend and that operationally the Directorate was underspent. Members were advised that the Directorate had not received the corporate write off they had hoped for, although a significant increase in the base budget was received.

Councillor Elsmore reiterated what she had witnessed with regard to staff morale, noting the challenges that staff face yet still there was a buzz in the teams and people were feeling positive and looking forward to working under the new Director.

In relation to sickness, Officers noted that sickness due to stress was in fact very low and that the age and demographic of the workforce was the factor for the sickness levels.

- Members noted the increase in PPDR compliance and the improvement in sickness absence figures and noted that there was still some way to go. Members asked that given the Organisation Development work that was going on and potential changes in different service delivery areas; what plans were in place and training provided for managers to ensure that staff are supported and sickness doesn't increase. Officers explained that the significant change will be supported by the organisational development that is going on; staff are being taken along with the changes so there is a measured timescale; staff will be communicated with all along; staff want the change and have been receptive to the change in leadership; there is a renewed enthusiasm amongst staff who are enjoying their work. With the ageing workforce succession planning is important, targeted work was being done with HR monitoring sickness trends and early intervention is taking place.

The Director Social Services added that there was more to do with training in relation to the Act, however, the structure is now more settled and there is better engagement with staff who meet together as a Directorate; across the whole Directorate there are 18 senior managers who are now working together and are very optimistic. The Assistant Director Adult Services added that staff morale has been further improved due to staff being physically in one location now.

- With reference to delayed transfer of care, Members noted the improvements that had been put in place and that numbers had come down significantly and asked what were the main things that were beginning to unlock. The Cabinet Member stated that the updated figures to the end of May had been submitted to the Welsh Government and she was pleased to advise Members that Cardiff had hit every one of its targets and had actually set a further target; the focus had been on partnership arrangements and getting relationships right. The Director added that there was a real recognition that it needs to be a whole system approach from before hospital admission to after discharge; social services need to understand the hospital side and vice versa; Health colleagues were now on board and new governance arrangements were in place from June. The Assistant Director stated that planning was already underway for winter pressures; work was underway with providers of home care and care home placements, for then to understand the issues in Dynamic Purchasing Systems, Matrix and Proactis; the declining relationship with providers over the past three years was beginning to repair; the systems were being used more appropriately resulting in more bids coming in; a whole systems approach was making changes and improving relationships.

The Cabinet Member added that they will be commissioning together with Health in the future, she was due to meet with the Chair of UK Homecare Association and the Vice Chair of Care Forum Wales in a few weeks' time and it was recognised that Cardiff now shows leadership and can provide exemplars.

- With regards to commissioning with Health, Members asked if officers were looking at examples of successful systems from Europe; officers stated they were looking at a number of models that work successfully and provided examples of Discharge to Assess and the Monmouth model. The Assistant Director stated that joint commissioning work was important as they want the providers to have confidence in Cardiff.

AGREED – That the Chairperson on behalf of the Committee writes to relevant Cabinet Members, Directors and officers thanking them for attending the Community and Adult Services Scrutiny Committee on 8 June 2016 and to convey the observations of the Committee when discussing the way forward.

## 8 : CABINET RESPONSE TO THE CASSC INFORMATION, ADVICE AND ASSISTANCE INQUIRY

The Chairperson welcomed Cllr Susan Elsmore Cabinet Member for Health, Housing and Wellbeing, Tony Young Director Social Services and Amanda Phillips Assistant Director Adult Services to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she reiterated her commitment to matters of Mental Health; she had been present when the Chief Executive had signed the Time to Change pledge on behalf of the Council and wanted to express her continued commitment to the issue.

The Director stated that in relation to the Cabinet response, there was no difference of intent; there was a fundamental issue of treating mental health and there was no difference in the value base; he recognised the work that had been done to date in good faith to make improvements; however, he considered that the recommendations didn't square with where officers were at the time.

The Chairperson invited questions and comments from Members:

- Members considered that the response did seem quite hostile but accepted the caveat given by the Director.
- Members were unclear as to whether Recommendation 6 was accepted or not. Officers agreed that this should be amended to read Not Accepted.
- Members considered that responses should be back in a timelier manner so that the evidence is still accurate and reports current trends. The Director explained that a faster response would have been better, however the Directorate was under huge pressures particularly in preparation for the Act and it was a difficult demand to manage.
- Members asked that given the wealth of information that was provided, whether anything of value was taken from it by officers. The Director explained that there were 2 things he had taken from the report: they needed to structure an approach that didn't rely on a Medical/GP approach; also the survey demonstrated that over 50% of people didn't understand how to access



services and this needed to be improved; he hoped that in a year's time this would be a better position. The Director did state that he found the tone of the report quite negative with the service being described as poor.

- With reference to Recommendation 5, Members noted the recommendation was not accepted stating that officers were already doing it. The Director stated that he looks to experts who say that they are compliant, whereas scrutiny is saying they are not. The Director accepted that it wasn't enough to just be compliant and that it was important to acknowledge weaknesses and address them. The Assistant Director of Adult Services added that she now has responsibility for Mental Health Services and there was work to be done; services are health driven, she would meet her counterpart at UHW to look at the Community Services Review that had been completed by the Health Board, and the recommendations of this report would be shared there.
- Members noted the time lag and difference in situation when the report was written and the response received and considered that the response could have taken into account the work that scrutiny had looked at. Officers considered this a fair comment and took this on board; stating that they did learn from it, but felt they couldn't accept the recommendations as written; however, a more constructive and appreciative response could have been written, and it was acknowledged that this would have been more helpful.
- Members asked when the Regional Committee group had been set up and the Director of Social Services advised that it was just after he was appointed in August/September and the guidance had come through following that.
- Members stated that the programme for scrutiny is planned, therefore officers would have known that the Task and Finish was planned, and that if something is about to happen that impacts such as change in governance arrangements then better communication is needed. The Cabinet Member agreed and considered that it was important to establish regular meetings with the Chairperson.

AGREED – That the Chairperson on behalf of the Committee writes to relevant Cabinet Members, Directors and officers thanking them for attending the Community and Adult Services Scrutiny Committee on 8 June 2016 and to convey the observations of the Committee when discussing the way forward.

## 9 : BRIEFING PAPER - HMO ADDITIONAL LICENSING SCHEME

Members noted that the Community & Adult Services Scrutiny Committee held a Call In on 7 October 2015 regarding the re-declaration of the additional licensing scheme in Cathays Ward. Following this meeting, Members amended their 2015/16 work programme to include an update on HMO additional licensing schemes in Cathays and Plasnewydd.

Appendix A to the report provided an update on progress so far and highlighted the challenges faced.

The principal scrutiny officer sought Committee members' comments on the update report to feed back.

Members wanted to thank officers for a comprehensive report. Members noted that the turnover of staff had slowed the progress of staff somewhat; Members also made observations on the Shared Regulatory Service and considered it was unclear how well the service was being policed. Members raised some questions in relation to the costs of the Landlord's registration course run via Rent Smart Wales and officers agreed to check some information with relevant officers.

## 10 : COMMITTEE BUSINESS REPORT

At the Committee meeting on 16 September 2015 Members discussed how they wished to deal with future reports concerning committee business, such as correspondence reports and work programme reports. Members decided to combine these within an overarching Committee Business report.

This report provided the Committee with the latest update on correspondence. The Committee received copies of correspondence sent and received in relation to matters previously scrutinised by this Committee. Members noted that the only outstanding responses were from the last meeting.

Members also noted that the Task and Finish report on the Night Time economy was going to Cabinet in June.

Members discussed work programming and the principal scrutiny officer advised Members of the procedure for identifying and prioritising a topic list for consideration, with the guiding principles being the Terms of Reference of the Committee.

In previous years Members, Partners and External Bodies had been emailed and asked if there was anything they wished to bring to Committee. Members discussed the number of meetings that were available to discuss topics and considered that with it being the year before an election and there only being 6 meetings, whether there would be enough time to properly deal with a wide range of issues and that there may be enough topics determined by Committee Members to fill the agendas; however, it was also considered that the Committee needed to be inclusive.

After further discussion it was determined that the principal scrutiny officer would email Committee Members, Cabinet Members and Directors for topic suggestions and then a ruthless prioritisation exercise would take place to determine the work programme. The principal scrutiny officer would also seek Members views on how the prioritisation would take place i.e. in the form of a vote or via scoring etc.

## 11 : DATE OF NEXT MEETING

The next meeting of the Community and Adult Services Scrutiny Committee is scheduled to be held on 6 July 2016, at 5.00pm in CR4, County Hall, Cardiff

**CITY AND COUNTY OF CARDIFF  
DINAS A SIR CAERDYDD**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**6 JULY 2016**

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**Corporate Safeguarding Board – Annual Report 2015/16**

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**Reason for the Report**

1. The Community and Adult Services Scrutiny Committee has responsibility for scrutinising the performance of Social Services - Adults. This report provides the Members with a copy of the draft '*Corporate Safeguarding Board Annual Report 2015/16*', attached at **Appendix A**, prior to its consideration by Corporate Parenting Panel on 19 July 2016.

**Scope of Scrutiny**

2. The scope of this scrutiny is to consider the proposed Draft '*Corporate Safeguarding Board Annual Report – 2015/16*', and assess whether the Board has appropriately addressed the Wales Audit Office's six recommendations.
3. Members may also wish to review and assess the key achievements for the year, and pass any observations, comments or recommendations to the Chair of the Board, Cllr Graham Hinchey and the Director of Social Services with regards to the progress made.

**Background**

4. Corporate Safeguarding is the activity required by all Council Directorates to effectively protect the health, wellbeing and human rights of children and adults so that they are able to live free from harm, abuse and neglect.
5. In October 2014, the Wales Audit Office released an inspection report on Corporate Safeguarding. The Director of Social Services prepared a

response to the inspection recommendations entitled '*Corporate Safeguarding Governance*', which was approved by Cabinet at its meeting on 2 July 2015. The report papers are available at:  
<http://cardiff.moderngov.co.uk/documents/s4497/Item%205%20Cabinet%202%20July%202015%20Safeguarding.pdf>

6. The report set out proposals to strengthen Corporate Safeguarding by establishing a Corporate Safeguarding Board, with an Action Plan to support the implementation of the recommendations arising from the Wales Audit Office inspection.
7. The Corporate Safeguarding Board was established in March 2015. The Board met on four occasions during 2015-16 to work towards implementing the agreed Action Plan. The Action Plan contained the following actions, shown at **Appendix B**; Members are asked to note that these actions are RAG rated according to their priority rather than completion status:

#### **CORPORATE SAFEGUARDING GOVERNANCE**

- To establish the Corporate Safeguarding Board (CSB).
- To determine the annual Work Programme.
- To produce an annual Corporate Safeguarding Report and establish arrangements to present to relevant Scrutiny committees annually.
- To develop a tool for compiling annual safeguarding compliance returns from each directorate.

#### **SAFEGUARDING AWARENESS**

- Revise / develop a Corporate Safeguarding Training and Development Programme for staff.
- Revise / develop a Corporate Safeguarding Training and Development Programme for Members.
- Finalise and publicise a Council Safeguarding Policy and Protocol for members and officers, identifying the Council's Lead Safeguarding Officer, key officer and members roles and responsibilities.
- To agree appropriate policy in relation to the appointment of school governors.

## PERFORMANCE MONITORING

- Verification that all of those who work with Children within the Local Authority have an up to date DBS.
  - Undertake Compliance Audit against Pembrokeshire Report and other safeguarding requirements (e.g. DBS).
  - Undertake an audit of professional strategy meetings processes
  - Agree an audit programme for 2016-17.
  - Develop a suite of Corporate Safeguarding indicators to promote transparent governance and accountability.
8. Council's Standards and Ethics Committee, at its meeting on 15 December 2015, considered a draft Protocol to provide guidance and advice to elected Members on their roles and responsibilities in relation to safeguarding vulnerable children and adults. This was subsequently approved by Council in January 2016.

## Annual Report

9. The draft '*Corporate Safeguarding Board Annual Report 2015/16*', attached at **Appendix A**, includes the following elements:
- a. Wales Audit Office proposals for improvement
  - b. Governance arrangements
  - c. Key achievements
  - d. Overall evaluation
  - e. Future work programme
  - f. Proposed Action Plan 2016/17.
10. The terms of reference require that the Board advise the Head of the Paid Service and recommend relevant action in relation to corporate safeguarding standards and policy. No recommendations were made during 2015/16, but work throughout the year built towards presenting recommendations, early in 2016/17, on vetting and barring, training and performance. The Chair and members of the Board rated performance of the board over the year as six out of ten with the prospect of now having sufficient engagement to be able to accelerate performance during 2016/17.

## **Previous Scrutiny**

11. The Children & Young People Scrutiny Committee considered the draft report at their meeting on 14 June 2016 and sent a letter containing their thoughts on the draft report to Councillor Hinchey. This letter is attached at **Appendix C** for Members' information.

## **Way Forward**

12. Members are invited to consider the information set out in the attached reports at **Appendices A, B and C** and to identify any issues on which they would wish to receive further information.
13. Councillor Graham Hinchey (Cabinet Member for Corporate Services and Performance) has been invited and may make a statement<sup>1</sup>. Tony Young, Director of Social Services has been invited to comment on the draft Annual report.

## **Legal Implications**

14. 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 the 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

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<sup>1</sup> Please note that Cllr Hinchey is required to attend another meeting in the evening and will need to leave Committee at 17.30pm.

Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

### **Financial Implications**

15. 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 consider the contents of the draft '*Corporate Safeguarding Board Annual Report 2015/16*' attached at **Appendix A** and provide the Cabinet Member and Director of Social Services with any observations, comments or recommendations, prior to the Corporate Parenting Panel's consideration of the report.

**DAVID MARR**  
**Interim Monitoring Officer**  
**30 June 2016**

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**The City of Cardiff Council**  
**Corporate Safeguarding Board**

**Annual Report**  
**2015/16**

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## **Chair's Foreword**

Safeguarding of children and vulnerable adults is an important issue in which we all have a role to play. Safeguarding is about what we can do to keep children and vulnerable adults safe, with a particular emphasis on protecting them from abuse and exploitation. It is also about being able to respond quickly and appropriately to concerns or allegations that come to our attention. This requires us to have clear and appropriate policies and procedures that are understood by all staff and Members of the Council.

A new Corporate Safeguarding Board was initially established in March 2015 and includes senior representation from all Directorates to ensure that all public facing services integrate safeguarding awareness into their operations. The Board is not concerned with operational practice in Adults or Children's Social Services or in schools but aims to promote effective cross Directorate safeguarding practice particularly in terms of information sharing and data collection, front-line operational awareness, staff training and the vetting and barring of staff who have significant or unsupervised contact with vulnerable adults or children.

I am very pleased to have recently taken on the role of Chairing the Board and would wish to emphasise my commitment and the commitment of the whole Cabinet to this very important agenda.

**Councillor Graham Hinchey**  
Chair, Corporate Safeguarding Board

## **Executive Summary**

As the first of its kind this Annual Corporate Safeguarding Report reflects a much better sense of purpose in terms what the role of a corporate board should be in relation to safeguarding children and adults from abuse. As the Wales Audit Office audit highlighted, the previous arrangements had been insufficiently effective in terms of their tangible impact on a broader range of staff and members across the council. Too few staff appeared to understand what safeguarding might mean for them or where to go if they had concerns. Addressing this is neither a one off exercise or amenable to a 'quick fix'. It needs to be based on a carefully planned approach that seeks to embed understanding over the longer term and that is underpinned by an accurate understanding of our baseline and performance over time.

Inevitably in the first year of its operation, the Board has focused on establishing its functions and arrangements, determining its priorities and ensuring that individual board members have had the opportunity to develop a shared understanding of the role of the board and their own role in relation to the complex technical aspects of safeguarding practice. In terms of ensuring effective impact, the board has developed an appropriate performance monitoring framework and an agreed a set of actions to ensure implementation. The real test of the board's effectiveness will however only be known over the next three years or so when we will be in a better position to understand the depth and durability of impact for staff and members over the longer term.

**Tony Young**  
Director of Social Services

## Introduction

The Corporate Safeguarding Board was established in March 2015 in response to specific recommendations from the Welsh Audit Office. This is the first report of the Board and is structured to provide an understanding of its activities. It begins with background information that is helpful in understanding the Board's function and purpose. That is followed by a section that summarises the key achievements of the Board during 2016/17. Conclusions from the Board are presented along with the future work programme and action plan.

## Background

### Corporate Safeguarding

Corporate Safeguarding is the activity required by all Council Directorates to effectively protect the health, wellbeing and human rights of children and adults so that they are able to live free from harm, abuse and neglect.

### The corporate safeguarding objective

The City of Cardiff Council's Corporate Plan 2015-2017 included an improvement objective to safeguard people at risk in Cardiff.

The objective was a commitment to support children, young people and adults who may be unable to take care of themselves and empower individuals to protect themselves from significant harm or from exploitation. The objective continued into the 2016-18 Corporate Plan and reflects the ongoing commitment of the Council. The Council is committed to playing a lead role among its partners in protecting and safeguarding individuals who need care and support from abuse and neglect or any other kinds of harm.

### Welsh Audit Office proposals for improvement

Between March and May 2014 the effectiveness of arrangements to support the safeguarding of children in the City of Cardiff Council were assessed as part of an all Wales study commissioned by the Welsh Audit Office (WAO).

The WAO proposed that the following improvements should be made:

- P1 Ensure the Council develops effective arrangements to monitor, evaluate and challenge information and performance of safeguarding.
- P2 The Council should clarify who designated officers within responsibility for safeguarding are.
- P3 Improve the range, quality and coverage of safeguarding performance reporting to provide adequate assurance that corporate arrangements are working effectively.
- P4 Improve the work of the Council's scrutiny committees to ensure it is providing assurance on the effectiveness of the Council's corporate safeguarding arrangements.

- P5 Ensure all elected members and staff who encounter children on a regular basis receive training on safeguarding and child protection issues and the Council's corporate policy on safeguarding.
- P6 Identify and agree an appropriate internal audit programme of work for safeguarding across the Council.

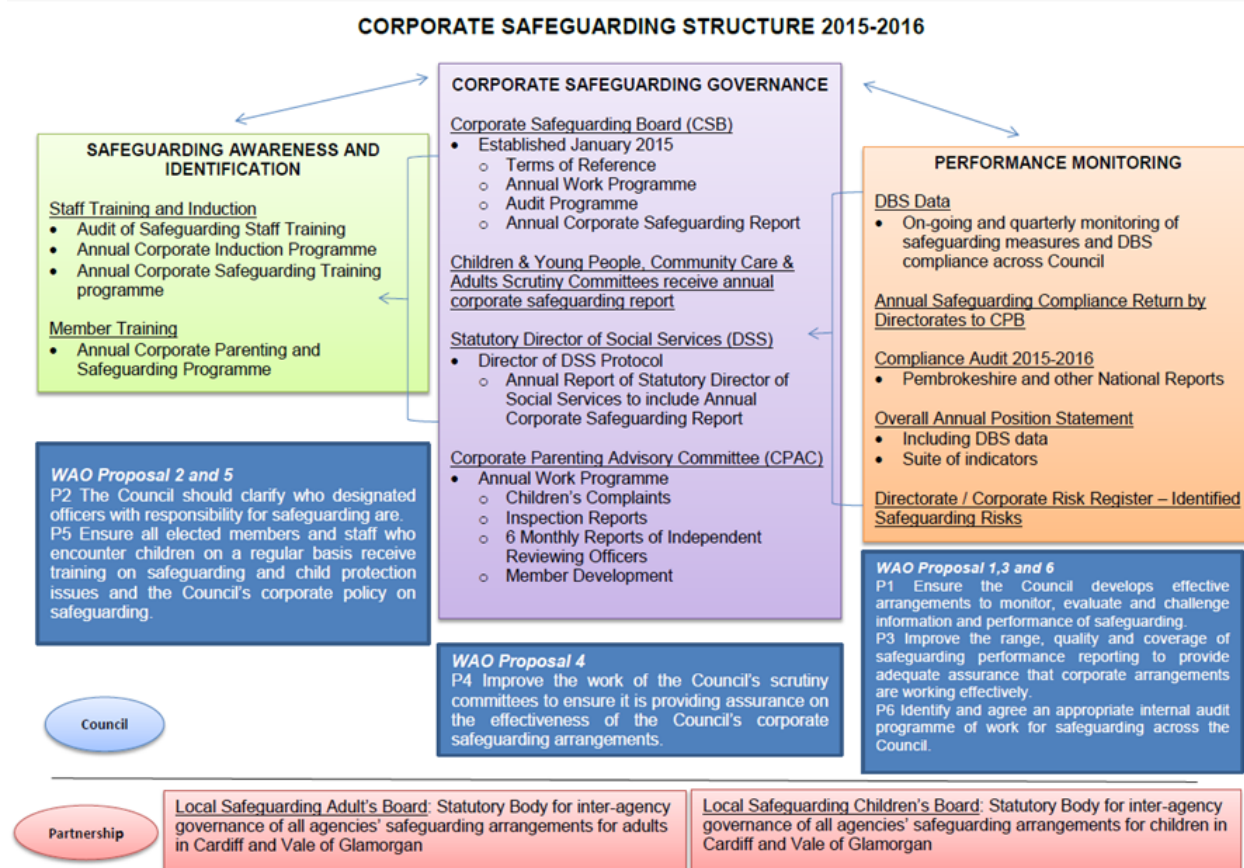
## **Governance**

Improving the work of the Council's scrutiny committees to ensure they are providing assurance on the effectiveness of the Council's corporate safeguarding arrangements was a key improvement proposed by the Welsh Audit Office to the Council. In response the Director of Social Services presented a report to Cabinet on the 2nd of July 2015 recommending a Corporate Safeguarding Board be established to strengthen governance.

The Board operated within the following terms of reference during 2015/16:

1. Ensure the compliance of all Council Directorates with key safeguarding requirements in relation to children and vulnerable adults.
2. Support the Statutory Director of Social Services in the discharge of his/her wider safeguarding duties.
3. Support HR in the delivery of key vetting and barring requirements and workforce development.
4. Provide an Annual Corporate Safeguarding Report, setting out the performance of all Directorates, in relation to vetting and barring, staff safeguarding training, and the operation of front-line services in terms of their effectiveness in identifying and referring safeguarding concerns.
5. Review and develop relevant corporate safeguarding standards and policy.
6. Review and develop appropriate corporate safeguarding performance measures.
7. Advise the Head of the Paid Service and recommend relevant action in relation to corporate safeguarding standards and policy.
8. Promote effective cross Directorate safeguarding practice particularly in terms of information sharing and data collection, front-line operational awareness, staff training and wider partnership engagement.

The report to Cabinet included the following governance structure.



It can be seen from the diagram that the Corporate Safeguarding Board forms part of a wider governance structure that includes pre-existing Scrutiny committees, the Director of Social Services statutory annual report, a Corporate Parenting Advisory Committee and two interagency regional statutory safeguarding boards, one each for adults and children respectively. The Corporate Parenting Advisory Committee first met on the 8th of October 2014 replacing a previous Corporate Parenting Panel. The Corporate Parenting Advisory Committee received the Director of Social Services' Corporate Safeguarding Governance report on the 16 June 2015 prior to the report being submitted to Cabinet. The Children and Young People's Scrutiny Committee will be considering the Corporate Safeguarding Board's first Annual Report prior to its submission to the Corporate Parenting Advisory Committee and Cabinet in 2016. The Scrutiny committee is seeking assurance that there has been progress in addressing the Welsh Audit Office proposals and that the corporate Safeguarding Board is effectively discharging its responsibilities as set out in its terms of reference.

## Key Achievements

During 2015/16 activity of the Board centred on responding to the Welsh Audit Office proposals and making progress to achieve the priorities specified in the Boards terms of reference. The following sub-sections are structured around emerging themes.

### **The provision of corporate support for specific safeguarding duties**

During 2015/16 the Board met on the 27<sup>th</sup> April 2015, 2<sup>nd</sup> June 2015, 27<sup>th</sup> August 2015 and 18<sup>th</sup> January 2016 with the objective of ensuring that all Council directorates comply with key safeguarding requirements.

The terms of reference require the Board to support the statutory Director of Social Services in the discharge of their wider safeguarding duties. The Board was chaired initially by the Director of Social Services and subsequently by the Cabinet Member for Corporate Services & Performance, Councillor Graham Hinchey who took up the role at the August 2015 meeting with the objective of raising the profile of the Board and raising Safeguarding awareness across the Council including with elected members.

The terms of reference also require that the Board support Human Resource Officers in the delivery of key vetting and barring requirements and workforce development. During the year members of the Board worked to clarify the Disclosure and Barring Scheme (DBS) requirements to ensure that all staff who are legally required to be checked will be checked, that those checks are only carried out according to the DBS check criteria, and clarified the requirements for checks on School Governors. The findings of the year's work were reported to the Board at the first meeting of 2016/17 for subsequent authorisation and implementation during 2016/17.

The terms of reference further require the Board to ensure that all Council Directorates comply with key safeguarding requirements and promote effective cross directorate safeguarding practice in terms of information sharing, data collection, front-line operational awareness, staff training and wider partnership engagement. Through the continued operation of the Board, assurance will be sought from all Directors of their directorates understanding and engagement in safeguarding policies, procedures and training. The following sections outline the mechanisms that will facilitate that.

### **Responsible officers**

The Welsh Audit Office proposed that the Council should identify designated officers with responsibility for safeguarding within each directorate. During 2016/17 Directorate Lead Safeguarding Officers were identified for Adult Social Care, Childrens Services, Education, Finance, HR, Legal and Governance, Leisure & Play. Waste Management Trading Standards and Traffic and Transportation will need to identify Lead Officers during 2016/17.

The role of the Directorate Lead Safeguarding Officers was clarified as:

- To promote Safeguarding within their Directorate.
- To act as the key point of contact for advice and support relating to Safeguarding matters and issues within their Directorate.

- To collect and collate relevant information to support their Director in discharging their Safeguarding responsibilities.

## **Training**

The Welsh Audit Office proposed that the Council should ensure that all elected members and staff who encounter children on a regular basis receive training on safeguarding, child protection issues and the Council's corporate policy on safeguarding.

The Board engaged the Social Services Training Manager to work on identifying who should receive safeguarding training, methods and timing of delivering training, recording attendance, and the development of a procedure to highlight the training as mandatory. A programme of Corporate Safeguarding training and Member training were established as a result and implementation began. This led to a paper in early 2016/17 which further set out options around raising awareness and modes of delivery.

## **Performance reporting**

The Welsh Audit Office proposed that the Council should improve the range, quality and coverage of safeguarding performance reporting to provide adequate assurance that corporate arrangements are working effectively. In response to this, the Board's terms of reference require the Board to review and develop appropriate corporate safeguarding performance measures. Performance indicators were developed by members of the Board during 2016/17, working towards agreement and implementation during early 2016/17.

Furthermore, the Welsh Audit Office proposals required the Council to ensure the Council develops effective arrangements to monitor, evaluate and challenge information and performance on safeguarding. The Board developed a 'Directorate Engagement Safeguarding Information Return' template with the objective of monitoring the numbers of safeguarding referrals, reports of allegations against staff, training and numbers of lead safeguarding officers within each directorate. Directorates will be required to hold and retain information for the Safeguarding Information Return and each directorate Lead Safeguarding Officer will complete and return the form as part of the quarterly performance information process. A process for pursuing and escalating non-compliance was also developed alongside the template. The Information Return will be implemented during 2016-17.

The new performance indicators and information return mechanisms will allow the Board to robustly respond at the end of 2016-17 to the requirement in the terms of reference to compile an Annual Corporate Safeguarding Report setting out the performance of all Directorates in relation to vetting and barring, staff safeguarding training, and the operation of front-line services in terms of their effectiveness in identifying and referring safeguarding.

## **Audit programme**

The Welsh Audit Office proposed that the Council identify and agree an appropriate internal audit programme of work for safeguarding across the Council.

An audit of professional strategy meetings processes was drafted and progressed during the year. Compliance with the Safeguarding Information Return and performance against the agreed performance indicators will be the focus for the Audit Programme in 2016/17. The responses will inform the Director of Social Services and provide evidence to evaluate the effectiveness of safeguarding arrangements.

## **Standards and policy**

The terms of reference require that the Board review and develop relevant corporate safeguarding standards and policy. Standards and policy will be developed where appropriate in response to the findings of the performance and audit findings, and began during 2015/16 with the development of a paper which outlines member's roles and responsibilities around data protection, and conduct to be observed when in contact with children / young people or vulnerable adults. The paper was submitted to the Standards and Ethics Committee on the 15<sup>th</sup> of December 2015 and a protocol approved by Council during January 2016.

## **Matters arising**

During the year the Board also considered a number of safeguarding matters as they arose. Those included subsuming actions to clarify licencing arrangements when disbanding a pre-existing Transport and Escort safeguarding subgroup, responding to the Independent Inquiry into Child Sexual Abuse, and noting the establishment of a National Scams Hub.

## **Evaluation**

During May 2016 Committee members reflected on the Board's operation during the previous year. The following themes emerged from the discussion.

Members of the Board reflected that in their opinion the new Current Corporate Safeguarding Board is significantly more effective than a predecessor Board which was disbanded several years previously. This was attributed to greater focus and structure in the Board's operation and the appointment of a Cabinet Member as Chair. This leadership was thought to provide a sense of gravitas and to have raised the profile of the Board significantly.

The key challenge faced during the year was a perception that some directorates initially found it difficult to understand their role in Safeguarding. The Board empathised that this was in part heightened by a context of considerable corporate change and modernisation across the Council, but also highlighted that Corporate Safeguarding needs to be fundamental to those wider changes. There had been a strong and committed response by the Chair and Chief Executive to address any gaps in



Directorate commitment to the Board and this resulted in better engagement. Communication was considered by the Board's members to be an important function, and activities during 2015/16 were structured to plan engagement at the level of elected members, directors and staff. Members of the Board believe that key to the success of the Board will be that when the planned training, monitoring and governance are in place all employees of the Council will understand their responsibility and what is required of them. The Chair expressed that at the end of the first year clear objectives and plans were being progressed. The Chair and Board members are more confident that there is now a good platform for ensuring the effective implementation of the improvement Action Plan.

## Recommendations from the Board

The terms of reference require that the Board advise the Head of the Paid Service and recommend relevant action in relation to corporate safeguarding standards and policy. No recommendations were made during 2015/16, but work throughout the year built towards presenting recommendations on vetting and barring, training and performance early in 2016/17.

## Future work programme

The 2016/17 work programme will focus on the following areas:

- Ongoing actions from 2015/16
- Implementation of proposals including:
  - DBS checks
  - Training
  - Performance monitoring
- Communications and Engagement

## Action Plan

		<b>ACTION</b>	<b>TARGET</b>	<b>LEAD OFFICER</b>	<b>RAG STATUS</b>
1	1.1	Resolve any ongoing actions from 2015/16.	Sept 2016		
2		<b>CORPORATE SAFEGUARDING GOVERNANCE</b>			
	2.1	Agree the 2015/16 annual report, 2016/17 work programme and action plan.	June 2016	Director of Social Services	
	2.2	Finalise and gain authorisation of the draft Corporate Safeguarding Assurance Process.	July 2016	Director of Social Services / Operational Manager Improvement and Information	
	2.3	Evaluate 2016/17 safeguarding performance and report in the Director of Social Services 2016/17 annual report.	May 2017	Operational Managers Safeguarding	
	2.4	Produce an annual Corporate Safeguarding Report and arrange to present to relevant Scrutiny committees.	May 2017	Director of Social Services	

3		<b>SAFEGUARDING AWARENESS</b>			
	3.1	Engage any directorates not engaged.		Cabinet Member for Corporate Services & Performance / Director of Social Services	
	3.2	Issue the Corporate Safeguarding Assurance Statement.		Operational Manager Improvement and Information	
	3.3	Engage with nominated Directorate Lead Safeguarding Officers.		Operational Managers Safeguarding / Social Services Workforce Development & Training Manager	
	3.4	Finalise plans for training.	Sept 2016	Social Services Workforce Development & Training Manager	
	3.5	Roll out the Corporate Safeguarding Training and Development programme for staff.	Sept 2016	Social Services Workforce Development & Training Manager	
	3.6	Roll out the Corporate Safeguarding Training and Development Programme for Members.	Sept 2016	Social Services Workforce Development & Training Manager	
	3.7	Finalise and publicise a Council Safeguarding Policy and Protocol for members and officers, identifying the Council's Lead Safeguarding Officers, key officers, roles and responsibilities.	March 2017	Director of Legal and Governance Services	
	3.8	Communications		Director of Legal and Governance Services (Head of Communications & External Relations)	
	3.9	Develop standards and policy in response to performance monitoring findings.	Ongoing	Director of Legal and Governance Services	
4		<b>PERFORMANCE MONITORING</b>			
	4.1	Verification that DBS checks are being carried out appropriately.	Sept 2016	Operational Manager HR People Partner	
	4.2	Finalise and roll out of the Directorate Engagement Safeguarding Information Return. Collect quarterly returns.	June 2016	Operational Manager Improvement and Information	
	4.3	Collect data to report against the new corporate safeguarding Indicators.	April 2017	Operational Manager Improvement and Information	
	4.4	Audit compliance with the new Directorate Engagement Safeguarding Information Return.	April 2017	Principal Auditor	
	4.5	Agree an audit programme.	Sept 2016	Principal Auditor	

## APPENDIX B

### 2015/16 Action Plan

RED – High priority  
 AMBER – Medium priority  
 YELLOW – Medium priority  
 GREEN – Low priority

		<b>ACTION</b>	<b>TARGET</b>	<b>LEAD OFFICER</b>	<b>RAG STATUS</b>
1		<b>CORPORATE SAFEGUARDING GOVERNANCE</b>			
	1.1	To establish the Corporate Safeguarding Board (CSB)	March 2015	TY	Completed Jan 2015
	1.2	To determine the annual Work Programme	Initial Action Plan	AD	Agreed February 2015
	1.3	To produce an annual Corporate Safeguarding Report and establish arrangements to present to relevant Scrutiny committees annually	July 2015 and annually	TY	
	1.4	To develop a tool for compiling annual safeguarding compliance returns from each directorate	September 2015		
2		<b>SAFEGUARDING AWARENESS</b>			
	2.1	Revise / develop a Corporate Safeguarding Training and Development Programme for staff	June 2015	MR(JF)	
	2.2	Revise / develop a Corporate Safeguarding Training and Development Programme for members	June 2015	MR (JF)	
	2.3	Finalise and publicise a Council Safeguarding Policy and Protocol for members and officers, identifying the Council's Lead Safeguarding Officer, key officer and members roles and	July 2015	MR/CJ	

		responsibilities			
	2.4	To agree appropriate policy in relation to the appointment of school governors	September 2015	MR / CJ	
3		<b>PERFORMANCE MONITORING</b>			
	3.1	Verification that all of those who work with Children within the Local Authority have an up to date DBS.	September 2015	AB	
	3.2	Undertake Compliance Audit against Pembrokeshire Report and other safeguarding requirements (e.g. DBS)	October 2015	AD / AB	
	3.3	Undertake an audit of professional strategy meetings processes	October 2015	AD	
	3.4	Agree an audit programme for 2016-17	March 2016	VP / AD	
	3.5	Develop a suite of Corporate Safeguarding indicators to promote transparent governance and accountability	December 2015	VP / AD	



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Cardiff,  
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Neuadd y Sir  
Caerdydd,  
CF10 4UW  
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Date 17 June 2016

My Ref SS/CYP/MJH  
Your Ref:

Councillor Graham Hinchey  
Cabinet Member for Corporate Services and Performance  
City of Cardiff Council  
County Hall  
Cardiff  
CF10 4UW

Dear Graham

On behalf of the Committee, I would like to thank you and Tony Young for attending Children and Young People Scrutiny Committee on 14 June 2016 to present the **Corporate Safeguarding Board's Annual Report 2015/16**. During the way forward section of the meeting the Members considered the information in the report, comments to answers to their questions, and agreed to provide you with the following comments, concerns and recommendations.

The Committee welcomed the opportunity to receive an early draft of the Annual Report. Members understood that this was the first annual report for the Board, that the Board had during its first year developed a framework for its work, and that the operational processes would be put in place during the second year.

The Members felt that the annual report did not, at this time, enable them to provide assurance on the effectiveness of the Council's corporate safeguarding arrangements, as required by the Wales Audit Office, as the Annual Report did not contain sufficient information for the Committee to make a judgement. The Committee did however look forward to the updated report later in the year, which they asked to be provided to the Committee for noting.

In respect of the contents of the report the Committee recommended that the Annual Report should be amended to include the Membership of the Board and the job titles of the Responsible Officers in all departments.

Finally the Members noted that a training video had been developed by the Board and asked if it could be provided to Scrutiny Services so that the Members could view it when they are next attending the Committee's pre-meeting on 11 July 2016.

I hope that the above comments, advice and requests for information, will be of use and support in preparing the final Annual Report 2015/16 and the Committee looks forward to

receiving a copy of the final report, later in the year, together with a positive response to this letter within the next month.

To recap, this letter requests several actions, requests for information and recommendations, as follows and requires:

- The Committee looks forward to the updated report later in the year, which they requested that it be provided to Scrutiny Services for Members to note.
- The Committee recommended that the Annual Report should be amended to include the Membership of the Board and the job titles of the Responsible Officers in all departments.
- That the training video developed by the Board is provided to Scrutiny Services so that the Members could view it.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R Cook', with a long horizontal line underneath.

**COUNTY COUNCILLOR RICHARD COOK**  
**Chairperson – Children and Young People Scrutiny Committee**

CC: Tony Young, Director of Children's Services  
Mathew Swindell – Cabinet Member Support Officer

**CITY AND COUNTY OF CARDIFF  
DINAS A SIR CAERDYDD**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**6 JULY 2016**

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**CARDIFF HOUSING STRATEGY 2016-2021**

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**Purpose of Report**

1. To provide Members with the opportunity to carry out pre-decision scrutiny of the Cardiff Housing Strategy 2016-2021, attached at **Appendix A**, prior to consideration at Cabinet in September 2016 and Council thereafter.

**Background**

2. Local housing strategies were originally introduced in 2002 by the Welsh Assembly Government in order to ensure that local authorities took a cross tenure, long-term and strategic view of housing issues. Following the 2007 rationalisation of plans and strategies required by the Welsh Assembly Government, local authorities are no longer required to submit a local housing strategy to the Welsh Government.
3. However, local authorities retain responsibility to ensure that there is sufficient local strategic thinking and planning to properly manage the housing function and ensure that their objectives are delivered. The guidance on the preparation of local housing strategies is still extant; it is flexible to enable local authorities to tailor the local housing strategy to fit local circumstances.

**Cardiff Housing Strategy 2016-21**

4. The Cardiff Housing Strategy 2016-21 sets out the Council's vision and four key aims for housing and the actions that will be taken to achieve these. A whole systems approach has been taken that recognises aspects of the housing system overlap and that addressing one aspect can have implications for other factors. This is shown in diagrammatic form on **Page 6, Appendix A**.

5. The vision is:

*'We aim to deliver the best housing outcomes for the people of Cardiff, working together with our partners to ensure that all our citizens can access quality, affordable and sustainable homes.'*

6. The four key aims are:

- i) To develop a full understanding of housing need in the city
- ii) To take a coordinated and evidence based approach to developing and improving homes in Cardiff
- iii) To ensure that the housing needs of the most vulnerable are met
- iv) To improve neighbourhoods and help build stronger communities.

7. The Strategy is structured in four main chapters, one for each of the key aims, with the following headings: Housing Need; Homes; People; and Communities. All the actions detailed in the Strategy are summarised on **Pages 44-45, Appendix A**, under the heading 'We Will'. The Strategy states that these will be '*continually monitored with partners to inform an annual report of progress published each year*' (**page 5, Appendix A**).

8. Each of the four main chapters starts by detailing the current situation and evidencing the need for the actions proposed in order to meet the key aim. These actions cover different housing tenures, include work undertaken by other sections of the Council (for example Shared Regulatory Services with regard to additional licensing schemes (**page 25, Appendix A**), and work undertaken in partnership (for example with Registered Social Landlords, Health and Social Services (**page 20, Appendix A**).

9. The Strategy includes an Equalities summary, at **pages 42-43 Appendix A**, with the circles in each column showing the link between the actions and the Corporate Plan priorities.



## **Way Forward**

10. At the meeting, Councillor Susan Elsmore, Cabinet Member for Health, Housing and Wellbeing, may wish to make a statement. Communities, Housing and Customer Services officers will give a presentation on the future direction of the Cardiff Housing Strategy. Members will have the opportunity to ask questions of the following officers:

- Sarah McGill, Director, Communities, Housing and Customer Services
- Jane Thomas, Assistant Director, Communities and Housing.

## **Legal Implications**

11. 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**

12. 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.

## **RECOMMENDATIONS**

The Committee is recommended to:

- i) Consider the information provided in **Appendix A** and presentation
- ii) Agree any comments, observations and recommendations committee wishes to make to the Cabinet.

**DAVID MARR**  
**Interim Monitoring Officer**  
**30 June 2016**

# Cardiff Housing Strategy 2016-2021



Page 33

Draft





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People	27
Communities	36
Equalities Summary	42
'We Will' Summary	44

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg.

# Introduction

## Cardiff's Shared Vision

Cardiff's vision is **'to be Europe's most liveable Capital City'** - a great place to work and do business; which attracts and retains the best talent; a place where people love to live; and a city of opportunity for everyone, regardless of background.

Being a liveable capital city means achieving the 7 shared outcomes outlined in Cardiff's Single Integrated Plan, "What Matters":

- ⇒ **People in Cardiff are safe and feel safe**
- ⇒ **Cardiff has a thriving and prosperous economy**
- ⇒ **People in Cardiff achieve their full potential**
- ⇒ **Cardiff is a great place to live, work and play**
- ⇒ **People in Cardiff have a clean, attractive, sustainable environment**
- ⇒ **People in Cardiff are healthy**
- ⇒ **Cardiff is a fair, just, inclusive society**

The Cardiff Liveable City Report (October 2015) highlights Cardiff's performance against these outcomes compared to other core cities and Welsh areas, showing where the city is doing well and where improvement is needed.

The Council's priorities recognise the most important areas that need to be addressed in the short to medium term:



This housing strategy supports each of these priorities across a range of service delivery areas and indicates how Housing

can contribute to the Liveable City agenda over the next 5 years.

## Strategic Links

The strategy also acknowledges the priorities outlined in the Welsh Government's national planning policy, housing and homelessness strategies. More locally referenced is the Cardiff and Vale Older People Framework:



# Introduction

This Housing Strategy for Cardiff 2016-2021 sets out how the City of Cardiff Council and its partners will shape and deliver future housing services and provision across the city.

## Vision

We aim to deliver the best housing outcomes for the people of Cardiff, working together with our partners to ensure that all our citizens can access quality, affordable and sustainable homes.

The strategy has been developed in a time of challenges: new legislative duties on local authorities, continuing austerity leading to unprecedented budget cuts and an increasing demand for services.

Recognising these challenges, 4 key aims have been identified.

## Key Aims

- ⇒ **To develop a full understanding of housing need in the city (*Housing Need*)**
- ⇒ **To take a coordinated and evidence based approach to developing and improving homes in Cardiff (*Homes*)**
- ⇒ **To ensure that the housing needs of the most vulnerable are met (*People*)**
- ⇒ **To improve neighbourhoods and help build stronger communities (*Communities*)**

Each key aim is addressed through a separate chapter under the headings of:

- ⇒ ***Housing Need***
- ⇒ ***Homes***
- ⇒ ***People***
- ⇒ ***Communities***

## Partners

Key to the success of any strategy is partnership working. The Council is fortunate to have a wealth of partners who share the same values and priorities, including:

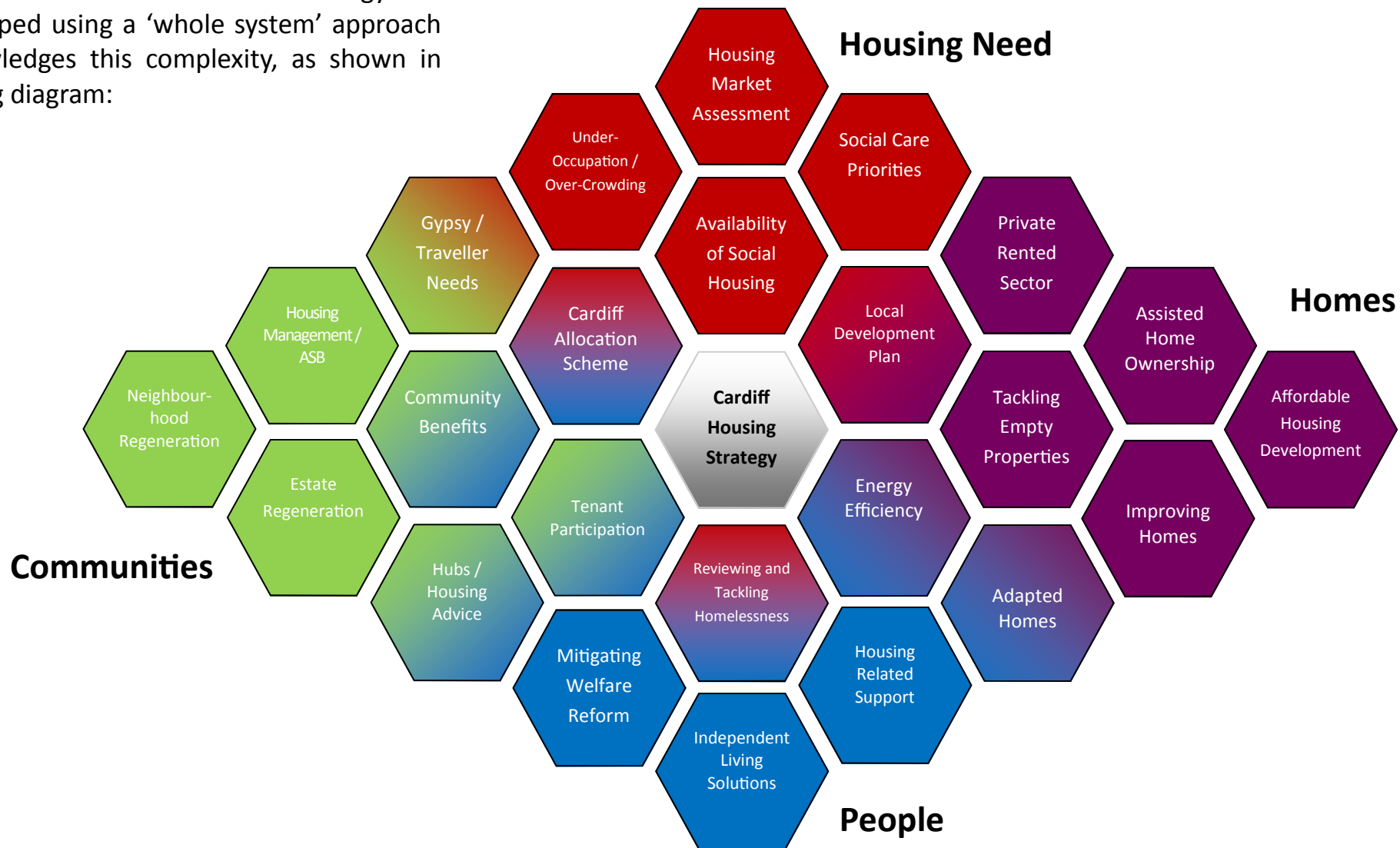
- ⇒ local Housing Associations (known as Registered Social Landlords);
- ⇒ private landlords and letting agents;
- ⇒ third sector support providers;
- ⇒ statutory partners operating in the city including Health, Probation, Police and Fire Service;
- ⇒ Welsh Government.

## Monitoring the Strategy

This Strategy sets out a number of ambitious activities to be undertaken over the next 5 years. These are listed as 'We Will' commitments throughout the document and are summarised on pages 44-45. A separate action plan will be developed and continually monitored with partners to inform an annual report of progress published each year.

# Whole System Approach

It is recognised that aspects of the housing system overlap and that addressing one aspect can have implications for other factors. This strategy has been developed using a 'whole system' approach that acknowledges this complexity, as shown in the following diagram:





# Housing Need

*To develop a full understanding of housing need in the city*



# Understanding housing need in the city

## Local Housing Market Assessment Findings

In 2015, the Council commissioned a Local Housing Market Assessment (LHMA) to understand the nature and level of housing demand and need within Cardiff. Over 13,000 households were surveyed and secondary data, including population forecasts and Census data, was analysed as part of the assessment.

## Demographic Change

Welsh Government 2011-based projections identify 142,802 households in Cardiff in 2011, rising to 201,792 by 2036, an increase of 21.8%. Average household size will reduce from 2.33 to 2.21 over the same period.

## Tenure Profile

2011 Census data shows that the owner-occupier market has reduced since 2001 from 69.2% to 59.2% of the city. Private renting has almost doubled from 11.1% to 21.9%. The private rented sector is now larger than the social sector, which has remained at around 17%.

## Dwelling Type

31% of dwellings are terraced houses, 29% are semi-detached houses, 26% are flats and 14% are detached houses (2011 Census). The majority (72%) of social sector properties have 1 or 2 bedrooms, whilst in the private sector 66% of properties have 3 or more bedrooms.

## House Prices

The average price paid for a detached property in Cardiff was £341,177; a semi-detached cost £218,066; a terraced property cost £179,879 and a flat cost

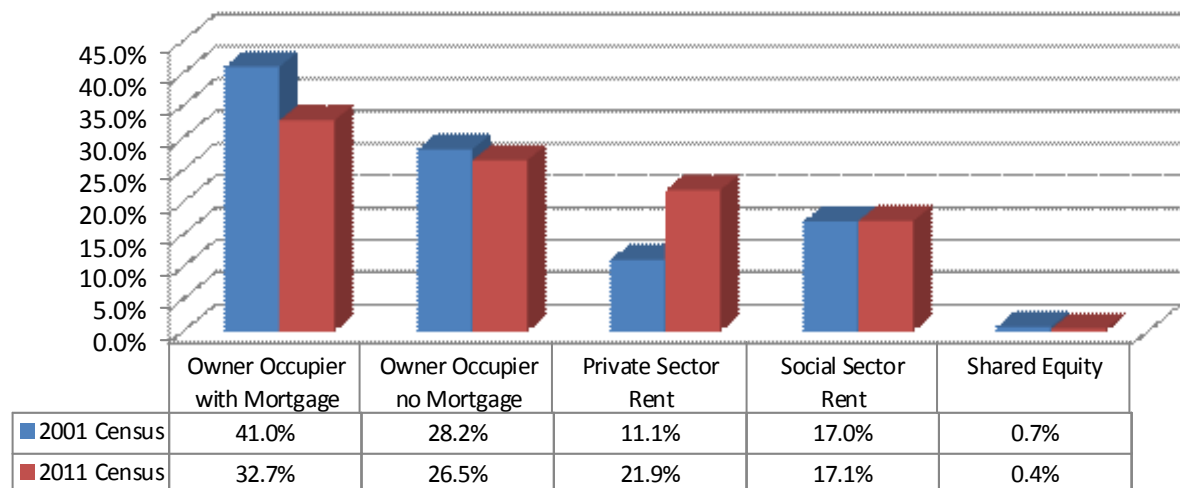
£142,888 (Land Registry 2014).

## Household Income and Affordability

39% of existing households have annual incomes below £20,000, rising to 50% for concealed households (people living within a household wanting to move to their own accommodation and form a separate household, for example adult children living with parents).

51% of existing households earn below the UK average of £26,135 per annum (63% for concealed households).

**Tenure Changes Between Censuses**



# Understanding housing need in the city

The following table shows the single income thresholds required to purchase entry level (lowest quartile) properties in Cardiff, based on a 95% mortgage and lending ratio of 3.5 times gross income.

Entry Level Sales – Income Thresholds (£)		
	Sales Level	Income Threshold
1 bed flat	£85,000	£23,100
2 bed flat	£105,000	£28,500
2 bed terrace	£120,000	£32,600

Source: LHMA March 2015

The thresholds for renting entry level properties (based on rent at 25% of gross income) are shown below:

Entry Level Rents – Income Thresholds (£)		
	Rent Level	Income Threshold
1 bed flat	£495	£23,800
2 bed flat	£650	£31,200
2 bed terrace	£650	£31,200

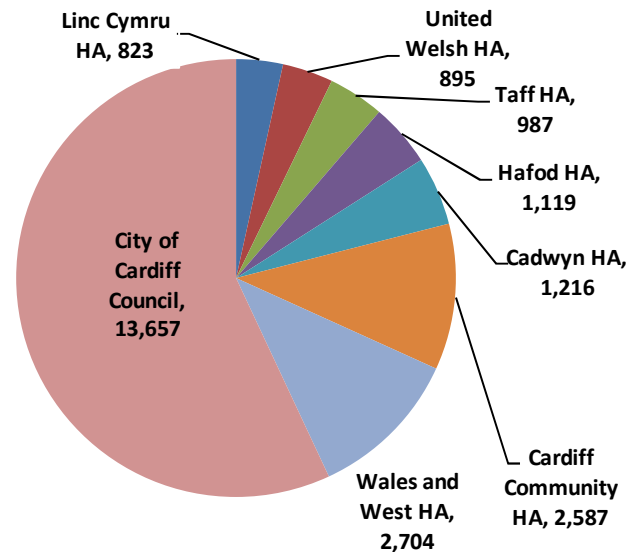
Source: LHMA March 2015

**We Will:** Update and refresh the Housing Market Assessment data.

## Availability of Social Housing

### Stock Levels

The Council and 7 partner Housing Associations have in total almost 24,000 units of social rented accommodation.



Social stock is predominantly located in outlying parts of the city. Demand for all wards is high and opportunities to develop affordable housing across Cardiff are always being explored. New units are planned for the more popular wards adjacent to the city centre.

## Lets

Between the 8 social landlords, an average of 1,644 lets are made each year. Targets are applied to the 3 sub-lists (Homeless, Beneficial Transfer and General) of the Cardiff Housing Waiting List to reinforce movement and maintain social stability by ensuring that a mix of households in different situations are rehoused.

## Cardiff Housing Waiting List

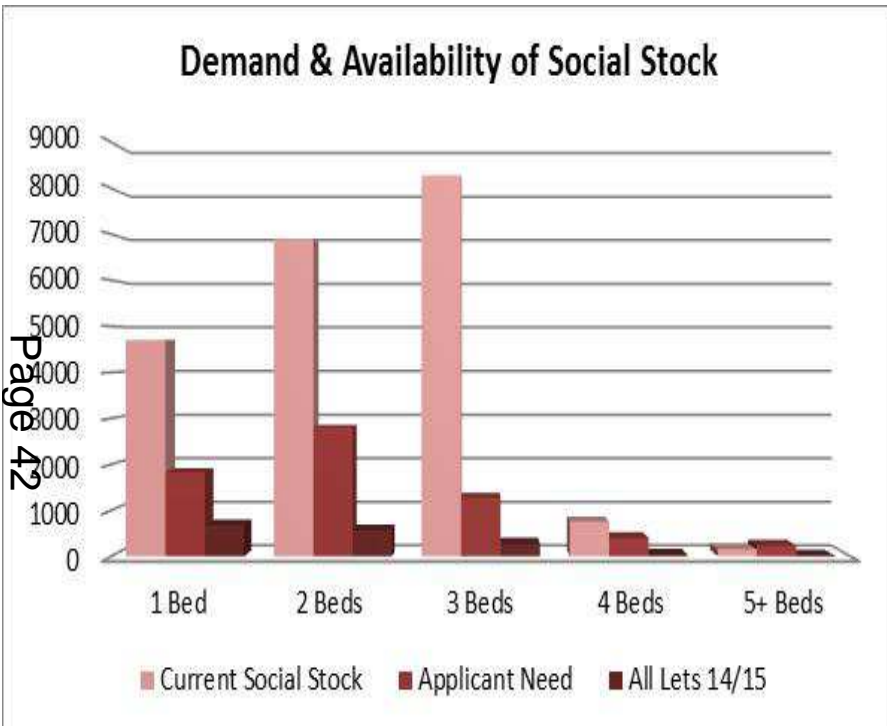
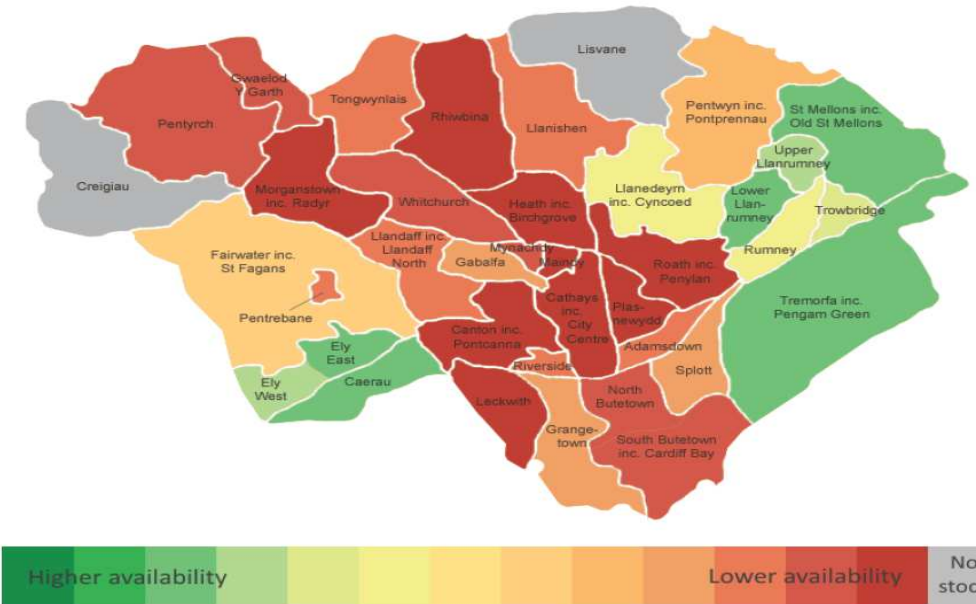
The Council and local RSLs operate a common waiting list for social housing, from which suitable applicants are offered available properties.

For those wanting to join the list, applicants must first attend a Housing Application Interview where all suitable housing options are explained, including joining the waiting list. On average 69 Housing Application Interviews are undertaken each week, with 89% accepted onto the waiting list. A quarter of applications are from existing social tenants wanting to transfer properties.

# Understanding housing need in the city

Maps showing the availability of different types and sizes of accommodation are used to give informed advice (see right for an example).

## Family Need : 3 bed - household with child under 16



The chart above shows the current stock levels by number of bedrooms, compared to the bedroom need of applicants on the waiting list and turnover in 2014/15.

The joint Cardiff Housing Allocation Scheme prioritises applications based on housing need and a local connection to Cardiff. All applications are placed within a Band in date order as shown in the table on the right:

Band	%	Number
Immediate	0.3%	38
Band A - urgent need with local connection	6.4%	577
Band Bi - high need with local connection	9.4%	991
Band Bii - medium need with local connection	33.6%	3487
Band C - urgent need, no local connection	0.0%	0
Band Di - high need, no local connection	0.4%	54
Band Dii - medium need, no local connection	2.7%	269
Band E - no need with local connection	43.4%	3856
Band F - no need, no local connection	3.8%	300
<b>TOTAL</b>	<b>100%</b>	<b>9572</b>

# Understanding housing need in the city

The Housing Waiting List is comprised of households with differing housing needs. These include applicants who:

## ***Are homeless***

The Council has accepted a duty to rehouse 221 households.

## ***Are living in unsatisfactory housing conditions***

- 2765 households (29% of the waiting list) are overcrowded.
- 489 households (5% of waiting list) need to downsize and are on the Beneficial Transfer sub-list.

## ***Need to move on medical or welfare grounds***

- 2477 households (26% of the waiting list) have a medical need.
- 1621 households (17% of the waiting list) need ground floor / lift accessible accommodation.
- 549 households on the Cardiff Accessible Homes list (89% of these also on General List).

## ***Need to move to a particular area to avoid hardship***

Including people fleeing domestic abuse or affected by anti-social behaviour.

Those registered in Bands E and F have no identified housing need and account for almost half of the waiting list. 7% of all applicants have no local connection.

The joint Allocation Scheme is amended as necessary informed by new policy and legislation such as ongoing welfare reforms and operational experience.

## Older People

Cardiff has an ageing population, with implications for the required amount, type and location of older people's housing. Currently there are almost 2000 applicants on the Housing Waiting List aged over 50 wanting social housing.

The majority need 1 bedroom properties but 5% require 2 bedrooms and 990 require ground floor or lift accessible accommodation. 151 of these applicants will release larger social properties.

A survey of these applicants in 2014 highlighted the following information (see table). Respondents identified that the most common reasons for wanting to

Current Waiting List Applicants Aged 50+	Age 50-59	Age 60-69	Age 70-79	Age 80+
Own their own home	6%	12%	17%	28%
Rent privately	37%	25%	11%	13%
Rent social housing	34%	38%	49%	47%
Have adaptations	13%	23%	36%	40%
Receive support	25%	23%	27%	23%
Interested in	84%	88%	79%	70%
Interested in sheltered	27% (but are not eligible)	40%	48%	68%

move were poor health, difficulty with stairs, to live near friends and family and to be with people their own age thereby avoiding isolation.

All available data on both need and older persons stock is currently being collated to inform discussions with partners on how best to address the housing needs of this client group.

**We Will:** Develop an Older Persons Accommodation Strategy for Cardiff.

# Understanding housing need in the city

## *Under-Occupation / Over-Crowding*

Under-Occupation and Over-Crowding		
Tenure	Under-occupied	Over-crowded
Owner occupied with mortgage	45.3%	3.5%
Owner occupied without mortgage	63.4%	0.7%
Private Rented	9.6%	4.0%
Council Rented	12.5%	8.1%
RSL Rented	3.1%	7.6%
<b>All Stock</b>	<b>35.6%</b>	<b>3.7%</b>

The above table shows the findings of the Local Housing Market Assessment on how accommodation of all tenures is currently occupied.

Around 2,000 social rented family units with 2 or more spare bedrooms were identified - an under-occupation level of 12.5% or 1,673 properties in Council stock, and 3.1% or 324 properties in Housing Association stock.

The total number of over-crowded households in the social rented sector was identified as 1,890.

### Tackling Under-Occupation

Under the first phase of welfare reforms a total of 4,194 social tenants of working age were identified as being affected by the 'bedroom tax'. 396 of these households are currently on the Housing Waiting List looking to downsize.

The Council and RSLs have used Discretionary Housing Payments (DHPs) to support affected households by contributing towards the shortfall in rent whilst waiting for an offer of housing.

Between January and December 2015,

750 offers of smaller social housing were made. However, many tenants are reluctant to move and have refused suitable offers. This has resulted in the DHP being withdrawn, leaving some households accruing rent arrears.

**We Will:** Continue to work with RSL partners to develop solutions to address under-occupation.

In addition, 16% of applicants on the Common Waiting List aged over 50 have identified a wish to downsize. Many are not affected by the bedroom tax but could free up larger accommodation for those in housing need or over-crowded.

**We Will:** Offer incentives and attractive accommodation to older people who can downsize.

### Tackling Over-Crowding

Currently 28% of households on the Housing Waiting List are over-crowded; the majority require 1 or 2 extra bedrooms but some are extreme cases requiring an extra 3 or 4 bedrooms.

# Understanding housing need in the city

The Allocation Scheme has been revised to prioritise the most severely over-crowded households, however other solutions need to be explored. Potential options could include:

⇒ **Assisting over-crowded households to move to larger accommodation by offering realistic solutions:** help to access the private rented sector by offering bonds; mutual exchanges.

⇒ **Assisting adult children of over-crowded households to move out:** financial and Into Work advice will be offered as well as bonds.

⇒ **Working to mitigate the impact of overcrowding where a move is not possible:** provision of bunk beds and storage facilities to free up space within the home.

**We Will:** Implement an action plan to assist over-crowded households.

The Scheme will be revised accordingly to ensure that those in greatest housing need are given the necessary priority for re-housing. The impact on available lets will need to be monitored.

## Reviewing Social Care Priorities

### Learning Disabilities

Over the period 2015 to 2020 approximately 175 additional Learning Disability service users will require accommodation and support.

10 service users per year will require bed spaces in shared housing as part of the 'Closer to Home Project', which aims to return service users from existing out of county residential placements and avoid future placements outside Cardiff.

25 service users per year will require move-on housing (core and cluster model) from supported living, family homes with older carers and the Emergency Accommodation Scheme.

## Cardiff Accessible Homes Waiting List

There are currently 510 households waiting for adapted social properties; (many with disabled children). In 2014/15 most lets were 1 bedroom properties:

	Adapted Property Lets 2014/15				
	1 bed	2 bed	3 bed	4 bed	Total
Bungalow	13	7	0	1	21
Flat	70	33	0	0	103
House	3	7	23	4	37
<b>Total Lets</b>	<b>86</b>	<b>47</b>	<b>23</b>	<b>4</b>	<b>161</b>
<b>Need</b>	<b>150</b>	<b>200</b>	<b>130</b>	<b>30</b>	<b>510</b>

A review of the Cardiff Accessible Homes project is underway with partner RSLs. This will evaluate how best to manage households with specific medical needs; there are currently 1621 households on the Common Waiting List with a need for either ground floor or lift accessible accommodation.

**We Will:** Review the way that accessible housing is allocated to best meet needs.

# Understanding housing need in the city

## *Reviewing Homelessness*

### Rough Sleeping

Cardiff has a variety of services to assist those who 'sleep rough' in doorways, parks or other vulnerable settings. During 2015/16, the weekly average of rough sleepers was 42. This high figure is due in part to the increase in European Economic Area (EEA) nationals who can claim Job Seekers Allowance but not Housing Benefit to pay for accommodation, due to a change in legislation in January 2014.

Over the year Cardiff has on average 15 long-term rough sleepers who either refuse, or are too chaotic, to access provision. Outreach teams are engaging with these individuals regularly.



Draft Strategy as at June 2016

### Homelessness Legislation

With the changes to homeless legislation brought in by Part 2 of the Housing (Wales) Act 2014, local authorities have a number of new duties to help anyone seeking housing advice and assistance. Since its introduction, Cardiff has met these new duties in the following ways:

#### ***Duty to Provide Advice and Assistance:***

The Council has a duty to provide advice and assistance to anyone including persons from abroad. Since the inception of the legislation on 28<sup>th</sup> April 2015 to date 3,373 clients have approached the Housing Options Centre for advice and assistance.

#### ***Duty to Prevent Homelessness:***

The Council is required to work with clients to try and prevent homelessness or secure alternative accommodation. There is no time limit on how long prevention work can be carried out for. Personalised action plans detail what each party can do to try and resolve the client's housing situation. To date 528 households have

been assisted, with 61% achieving a positive final outcome.

#### ***Duty to Help to Secure Accommodation:***

Where homelessness cannot be prevented, the Council must assist households in finding suitable alternative accommodation, and where necessary offer interim housing. The duty to help to secure alternative accommodation has been accepted for 1330 clients; 94 of these have been assisted into the private rented sector.

#### ***Duty to Secure Accommodation:***

This includes discharging duty into either private or social housing for those deemed in priority need. Many remain in interim accommodation whilst housing is being sourced. The duty to secure accommodation has been accepted for 392 clients in 2015/16.

**We Will:** Develop a new Homelessness Strategy for Cardiff following a full needs assessment and review of services.



# Understanding housing need in the city

## *Gypsies and Travellers*

### Gypsy & Traveller Sites Waiting List

The Council operates two sites: Shirenewton has 59 pitches and Rover Way has 21 pitches. Currently there are 16 households on the waiting list for the Rover Way site and 27 households on the waiting list for Shirenewton. In 2014/15, 2 plots were let on Rover Way (1 to the waiting list and 1 through homelessness) with 2 further lets on Shirenewton (both from the waiting list).



### Gypsy & Traveller Needs Assessment

The Council has undertaken an accommodation needs assessment to plan for future site development. This has involved interviewing all current residents of both sites and projecting growth.

Future need has been forecast at 64 additional authorised pitches over the next 5 years, with 87 over the life of the Local Development Plan (LDP) to 2026 (subject to Welsh Government approval). This increases by a further 21 pitches if Rover Way is ultimately replaced. In addition a need has been identified for a transit site. Discussions are ongoing with other South East Wales Local Authorities to explore a regional solution.

### Developing Additional Provision

The Council is undertaking a Gypsy and Traveller site selection process to meet the short and long term need for pitches. This process is referenced in the LDP Monitoring Framework.

#### **We Will:**

- Secure approval of findings following a Gypsy and Traveller site search and assessment, by September 2016.
- Secure planning permission and funding for identified site(s) to meet short term need by May 2017 and long term need by May 2021.

## *Assisted Home Ownership*

The Council keeps a register of first-time buyers interested in purchasing a part-share (usually 70-80%) of new build properties specifically developed by partner RSLs or private developers.

There are currently 832 households waiting to hear about new schemes or re-sales of existing shared-equity properties, which must be marketed to the register in the first instance. In 2014/15, 6 1-bed new build flats were offered and 12 re-sales were made; 4 1-bed flats, 7 2-bed flats and 1 3-bed house.

**We Will:** Review additional methods to promote the Assisted Home Ownership Scheme.



# Understanding housing need in the city

## **Assessing Housing Need & Demand**

Following official guidance, the Local Housing Market Assessment calculated existing housing need at 10,006 households and annual newly arising need at 2,236 households. This includes those that lack their own accommodation or live in unsuitable housing and who cannot afford to meet their needs in the market.

**To meet demand, Cardiff needs to build 2,024 affordable properties per year for the next 5 years.**  
*LHMA March 2015*

## **Demand for Market Housing**

The Market Assessment identifies 11,010 existing households planning to move into owner occupied housing and 3,150 planning to move into private rented housing between 2015 and 2018.

2,117 concealed households plan to move into owner-occupation and a further 3,034 into private rented housing.

In-migrant demand over the period is estimated at 10,665, placing total demand for market housing within the City at 29,976 households over the 3 years.

## **Affordable Housing**

The Council regards the following types of housing as affordable:

**Social rented housing** - provided on the basis of need by the Council or RSLs, with rent levels having regard to Welsh Government guideline and benchmark rents.

**Intermediate housing** - provided on the basis of need where purchase prices or rents are above those of social housing but below market house prices or rents. In Cardiff this includes:

- ⇒ *Intermediate Rented Housing*, where rent levels are no more than 100% of Local Housing Allowance (inclusive of service charges) in perpetuity.
- ⇒ *Assisted Home Ownership* shared equity model where prices are at least 30 - 40% below market house prices.

Further analysis of local data is needed to determine the type and size of properties required at a ward level. This will ensure the housing needs of the most vulnerable are met, whilst delivering sustainable communities. Housing's role in making Cardiff a liveable city will be explored and a long-term plan established.

## **We Will:**

- Develop a ward by ward assessment of affordable housing need for Cardiff to inform future development.
- Develop a 30 year plan for housing in Cardiff in line with the Liveable Cities agenda.



***To take a coordinated and evidence based approach to developing and improving homes in Cardiff***

Page 4



# Developing and improving homes in Cardiff

## *Implementing the Local Development Plan 2016-2026 (LDP)*

The LDP sets out a strategy for the delivery of housing growth in the city up to 2026. The key proposals relating to housing are:

- Delivery of 29,201 new dwellings between 2014 and 2026 (6,646 to be affordable)
- 7 housing-led strategic sites by 2026
- Cardiff Central Enterprise Zone (2,150 dwellings)
- Gas Works (500 dwellings)
- North West Cardiff (5,000 dwellings)
- North of Junction 33 (2,000 dwellings)
- South of Creigiau (650 dwellings)
- North East Cardiff (4,500 dwellings)
- East of Pontprennau Link Road (1,300 dwellings) (See page 21 for map of sites).

In delivering the strategic sites, the LDP aims to respond to evidenced social need through the development of sustainable neighbourhoods, tackling deprivation and improving the quality of life for all.

Measures to achieve this include:

- Providing a range of dwelling sizes, types and affordability
- Providing facilities and infrastructure for existing and new communities
- Supporting regeneration of deprived communities and creating places that encourage social interaction.

The Council uses its Affordable Housing Policy to specify the number of affordable units to be developed on private sites. For the life of the new LDP this will mean that on sites of 5 or more dwellings or 0.1 or more hectares, there will be a requirement for delivery of 30% affordable housing on greenfield sites and 20% on brownfield sites.

## *Delivering Affordable Housing*

The Council and partner RSLs are committed to continuing to deliver new affordable housing units to meet need. A 5 year development plan has been prepared to reduce the gap between supply and demand (see next page).

*“With a series of large scale housing developments at various stages in the planning process, we see Cardiff as the most active development area in Wales. Upgrading local infrastructure to cope is set to be one of the key constraints and challenges.”*

*Linc-Cymru Housing Association*

## Housing Partnership Programme

The Council has taken the option of using its Housing Revenue Account to fund development of new Council housing. The Housing Partnership Programme will see an investment of £33million to deliver homes in high demand areas over 10 years.

Working with Wates Living Space, around 1500 properties will be built on sites totalling 30 hectares, of which 40% will be Council owned. Properties will meet exceptional levels of design, sustainability and energy efficiency, regardless of tenure. It is anticipated that construction work will commence in Winter 2016/17.

## Affordable Housing 5 Year Development Plan

Delivery Method	Description	Funding	Anticipated units
Social Housing Grant	This Welsh Government grant is a rolling 3 year programme for local authorities to assist RSLs to develop new social housing. The Council also holds details of further schemes that require identified funding. These 'Reserve Schemes' (totalling £15M) together with further 'Potential Schemes' (totalling £14 M), are used to estimate development opportunities for 2018-2020.	2015/16 - £4.1M 2016/17 - £4.2M 2017/18 - £4.2M 2018/19 - £4.2M 2019/20 - £4.2M	1000 units
Housing Finance Grant 2	A Welsh Government loan facility which can be accessed by RSLs and local authorities for the development of affordable housing in line with Welsh Government development criteria as set for Social Housing Grant. This will not be available until 2017-18, the details of which have not been finalised.	Equivalent capital subsidy of £16.7M	
Section 106 planning obligations	Large strategic sites will deliver the agreed mix of affordable and market properties as well as any community infrastructure such as roads, schools etc. Sites will also include the provision of specific accommodation for older persons, Learning Disabilities schemes and adapted housing for physical disabilities. Once negotiated, the delivery of these properties will be at the developer's timescales.	LDP TARGET over plan period 2013-2026. Para 4.153 = 554 affordable housing units pa	2770 units
Planning Gain (off-site contributions)	This will be used to bring forward schemes requiring funding, targeting specialist units or schemes that bring 'additionality'.	£1.7M	c25 units
Housing Partnership Programme	The first 5 years of this 10 year programme will deliver a mix of affordable (40%) and market properties on a package of sites of Council owned land in partnership with Wates.	circa £15M over the 5 year period	250 units
Additional HRA developments and refurbishment schemes	The Council is currently investigating opportunities to finance and undertake a second development programme to deliver new affordable housing. Council funded stock refurbishment schemes will also deliver new affordable housing units. Confirmed schemes include 150 Thornhill Road, Llanishen and Meteor Street, Adamsdown.	Future Planning Gain and potentially HFG2 and HRA Borrowing	c150 units
Re-purchase of flats/properties sold under Right To Buy	A protocol enabling the re-purchase of flats or houses previously sold through Right To Buy, or to purchase properties for specific housing requirements. Properties need to be in areas of demand and suitable for immediate re-let with vacant possession.	HRA Capital funding and Planning Gain	25 units
<b>TOTAL</b>			<b>4220</b>

## Health and Social Care 5 Year Development Plan

Scheme type	Description	Proposed Funding	Anticipated units
Learning Difficulties (LD)	Delivery of community living schemes and shared living schemes. This includes properties being delivered for the 'Closer to Home' project and for general LD need, incorporating some new build and some scheme refurbishments.	SHG and HRA Capital	36 flats and 15 bedspaces
	An additional 124 units to be delivered through all available opportunities.	SHG / S106 sites / Planning Gain	124 units
Older Persons	New build scheme as part of the wider Maelfa Regeneration project.	HRA Capital & Planning Gain	30 x 1 bed flats
	General need new build housing schemes developed by RSLs and the Council.	SHG / HFG2 and RSL private finance	c300 flats
Adapted properties	These are required to meet a range of identified needs. There are a number of child priority cases outstanding due to the lack of availability of larger properties that can be adapted.	SHG, HFG2 & HRA Capital/borrowing	Target of 10% of RSL new build per year

### Health and Social Care Plan

The Plan outlined above will deliver specialist accommodation to meet identified need. These units will be facilitated through the delivery routes outlined in the 5 year Affordable Housing Development Plan on the previous page.

#### ***We Will:***

- Deliver the 5 year Housing Development Plan including the Health and Social Care units.
- Investigate other ways of delivering affordable housing using innovative finance models.

### Facilitating Delivery

The Council and RSLs are working together to take a creative approach to facilitate the delivery of new affordable housing.

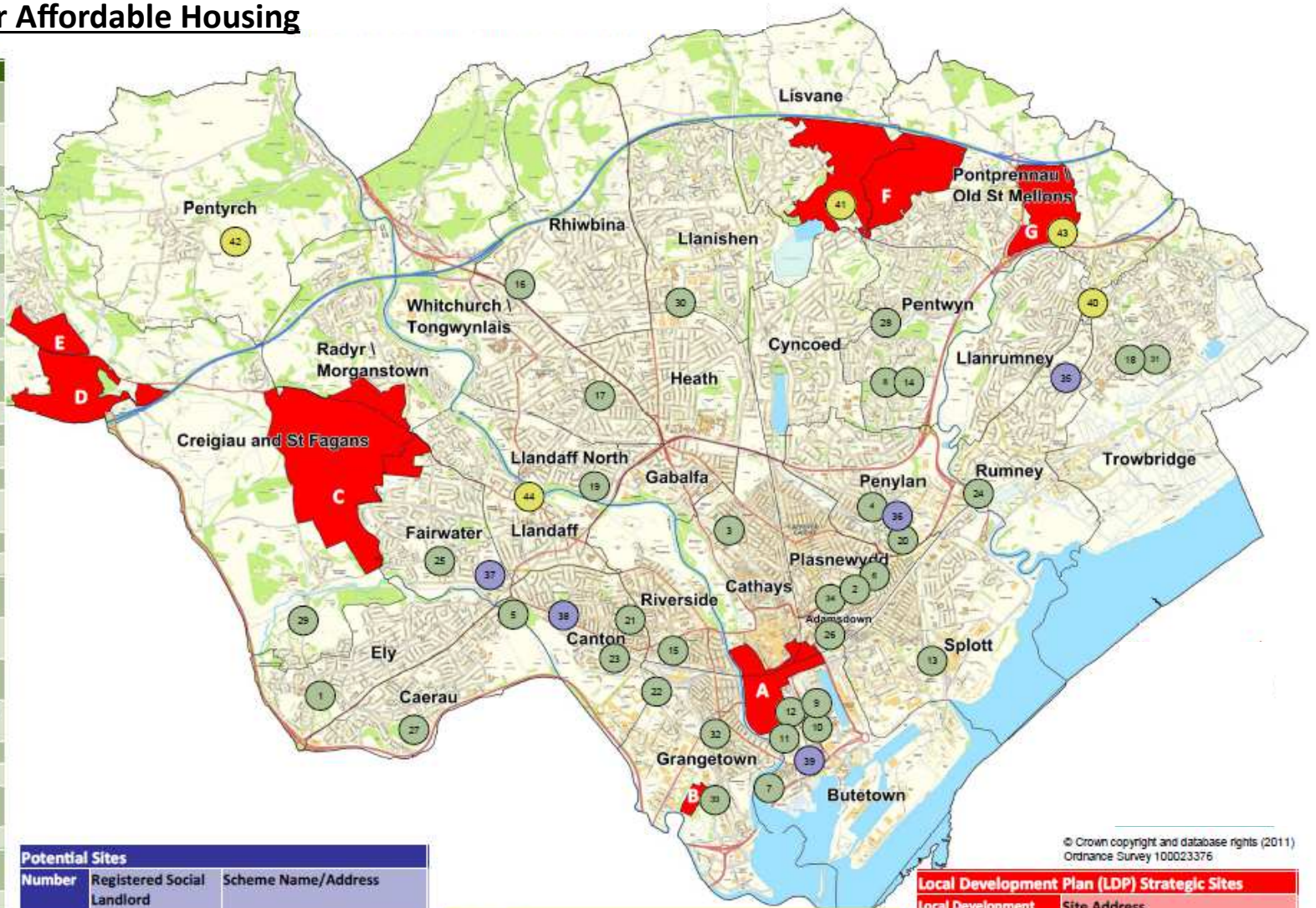
The Council Land Protocol has been established to offer sites deemed suitable for affordable housing directly to partner RSLs. The development of these sites may use funding from Welsh Government Housing Finance Grant 2, Social Housing Grant or Planning Gain.

The Land for Housing Scheme is a Welsh Government initiative providing interest-free loan funding to support housing delivery by RSLs through securing a land supply. A total of £12 million Financial Transaction funding is to be released to RSLs across Wales in 2015/16.

The Council has supported RSLs in Cardiff to secure £6,130,000 of the available funding. The scheme will increase the funding options available to RSLs to acquire development sites to meet strategic housing need.

# Anticipated Sites to Deliver Affordable Housing

2015 -2020 Registered Social Landlord Sites		
Number	Registered Social	Scheme Name/Address
1	Cadwyn	Glamorgan Wanderers, Stirling Road
2	Cadwyn	58 Newport Road
3	Cadwyn	Pentyrch Road
4	Cadwyn	122-130 Albany Road
5	Cadwyn	Former Ely Farm, Dyfrig Road
6	Cadwyn	97-103 Newport Road
7	Cardiff Community	Former Hamadryad Hospital Site
8	Cardiff Community	The Maelfa (Phase 1)
9	Cardiff Community	Schooner Way
10	Cardiff Community	Former Brandon Tool Hire, 151 Bute Street
11	Cardiff Community	East Tyndall Street
12	Cardiff Community	Former Hannah Street Church
13	Cardiff Community	Moorland Road
14	Cardiff Community	The Maelfa (Phase 2)
15	Hafod	Former Dorothy Lewis Care Home, Canton Court
16	Hafod	81 Pantmawr Road
17	Hafod	2 Mervyn Road
18	Hafod	Former Trowbridge Health Centre, Hendre Road
19	Hafod	Cathedral View, Gabalfa Avenue
20	Linc Cymru	Former Bronte Hostel, Newport Road
21	Taff	Former Canton Police Station, Cowbridge Road East
22	Taff	Clos Parc Morganwg
23	Taff	Church @ Broad Street
24	United Welsh	Former Cardiff Roofing Supplies, New Road
25	United Welsh	Gorse Place
26	United Welsh	Former Rumpoles Public House, Moira Terrace
27	United Welsh	Cwrt yr Ala
28	United Welsh	Former Dome Community Centre, Brynheulog
29	United Welsh	Clos y Cwarra
30	Wales & West	Chiltern Close
31	Wales & West	Former Hendre Public House, Hendre Road
32	Wales & West	St Paul's Church, Paget Street
33	Wales & West	Land off IKEA/Clive Lane
34	Wales & West	Former Blue Dragon, Newport Road



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Potential Sites		
Number	Registered Social Landlord	Scheme Name/Address
35	Cardiff Community	St John's College, Greenway Road
36	Cardiff Community	Fford Nowell
37	Hafod	454 Western Avenue
38	Taff	CVC Car Sales, Cowbridge Road East
39	Wales & West	James Street Butetown

s106 Sites		
Number	Registered Social	Site Address
40	Cardiff Community	Tyn Y Gollen
41	Various	Land North & East of Lisvane (Churchlands)
42	Hafod	Heol Goch
43	Wales & West	Land East of Church Road & North & South of Bridge Road (St Ederyns)
44	Taff	BBC Wales, Llantrisant Road

Local Development Plan (LDP) Strategic Sites	
Local Development Plan (LDP) sites	Site Address
Site A	Cardiff Central Enterprise Zone
Site B	Former Gas Works, Ferry Road
Site C	North West Cardiff
Site D	North of Junction 33 on M4
Site E	South of Creigiau
Site F	North East Cardiff (West of Pontprennau)
Site G	East of Pontprennau Link Road

# Anticipated Housing Partnership Programme Sites

## HPP Portfolio & First Phase Sites

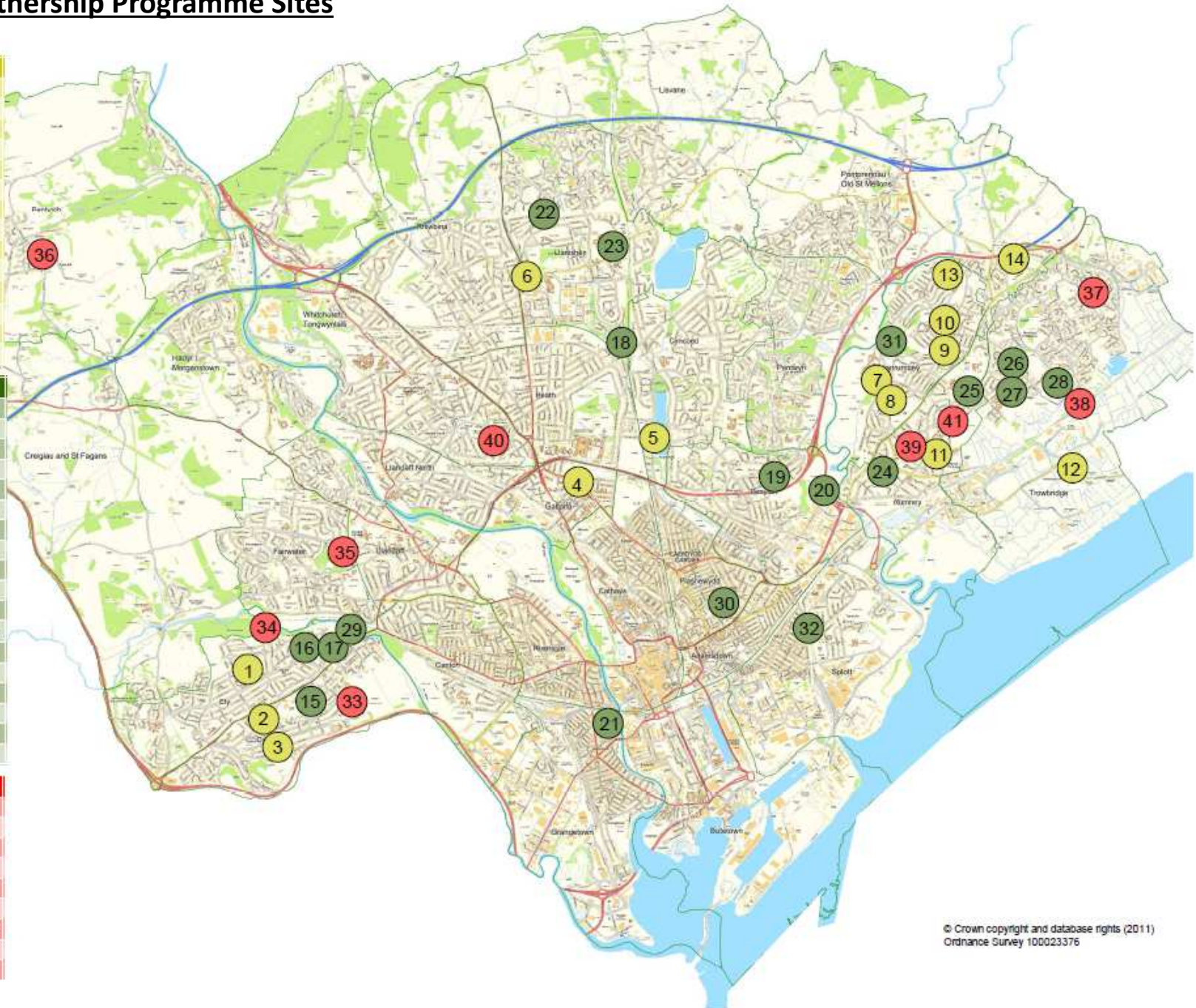
1	Snowden Road & Wilson Road, Ely
2	Ty Newydd, Caerau
3	Heol Trenewydd, Caerau
4	Briardene, Gabalfa
5	Highfields, Heath
6	Walker House, Llanishen
7	Braunton Crescent, Llanrumney
8	Clevedon Road, Llanrumney
9	Llanrumney Depot
10	Llanrumney Housing Office
11	Llandudno Road & Pwllheli Court, Rumney
12	Willowbrook West, St Mellons
13	Honiton Road, Llanrumney
14	Ty-To Maen, Old St Mellons

## Second Phase Sites

15	Caldicot Road, Caerau
16	Highmead Road, Ely
17	Ely Housing Office & Library
18	Fishguard Road, Llanishen
19	Ty Mawr, Southminster Road, Penylan
20	Howardian Centre, Penylan
21	Rutland Street, Grangetown
22	Templeton Avenue, Llanishen
23	65 Ty Glas Avenue, Llanishen
24	Cae Glas, Rumney
25	Trowbridge Childrens Centre, Rumney
26	Brookfield Drive/Tarwick Drive, St Mellons
27	Menai Way, Trowbridge
28	Trowbridge Green
29	Cherrydale Road, Ely
30	Croft Street, Roath
31	Llanrumney High School
32	Star Centre, Splott

## Third Phase Sites

33	Penally Road, Caerau
34	22-36 Frank Road, Ely
35	38 Gorse Place, Fairwater
36	Heol Danyrodyn, Pentyrch
37	Crumlin Drive, St Mellons
38	Area 11, St Mellons
39	Letterston Road/Caer Castell Place, Rumney
40	Mynachdy Centre, Llandaff North
41	Rumney High School, Rumney



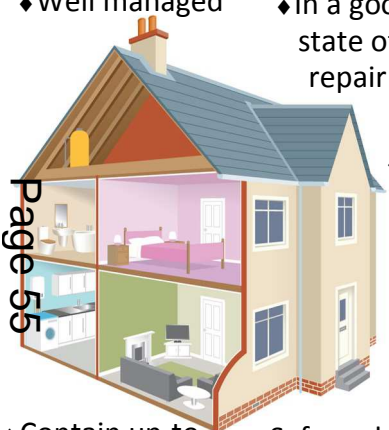
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# Developing and improving homes in Cardiff

## Improving Social Sector Homes

The Welsh Housing Quality Standard (WHQS) developed by the Welsh Government sets a common target for the condition of housing. The aim is to provide homes that are:

- 
- ◆ Well managed
  - ◆ In a good state of repair
  - ◆ Located in attractive, safe environments
  - ◆ Adequately heated, fuel efficient and well insulated
  - ◆ As far as possible suited to specific household requirements (e.g. around disabilities).
  - ◆ Contain up-to-date kitchens and bathrooms
  - ◆ Safe and secure

All social housing in Cardiff meets the WHQS. The focus now is on maintaining the Standard and addressing the number of 'acceptable fails'. Social landlords are required to have policies in place to verify ongoing compliance.

**We Will:** Carry out annual review of WHQS compliance.

## Energy Efficiency

The Standard Assessment Procedure (SAP) is the methodology used by the Government to assess and compare the energy and environmental performance of dwellings. The average SAP rating for social housing stock in Cardiff is 75 (against a WHQS target of 65 or above).

60% of the Council's stock was built before the mid-1960's. An element of this housing was built using non-traditional methods such as steel frames and 'no-fines' cast concrete shells. Generally partner RSL stock is younger, benefitting from modern design and 'Fabric First' energy performance measures.

Energy efficiency works undertaken by social landlords include replacement windows and doors, heating upgrades and loft insulation. Larger scale schemes include solar panels, external wall insulation and over-cladding.

Initiatives are also in place to maximise the benefits to tenants in terms of

reducing fuel bills, tackling fuel poverty and achieving affordable warmth. The Council is targeting its lowest SAP rated properties, undertaking visits to explain the benefits of, and encourage take-up of, energy efficiency improvements.

### Case Study - Whole House Approach

Wales and West Housing Association has specialist staff to advise residents on energy usage and energy-related debt. They have developed a whole house approach involving full property assessments, recommending physical improvements and behavioural changes.

New homes built through the Housing Partnership Programme will be energy efficient, sustainable and affordable to heat. There will also be a trial development of houses built to 'PassivHaus' standards. These innovative properties will use minimal energy for heating and cooling.

**We Will:** Evaluate the efficacy of the PassivHaus model for future developments.

# Developing and improving homes in Cardiff

## *Improving Homes in the Private Rented Sector*

The Council has powers to address standards in the private rented sector which impact on the health and safety of tenants; progressing from informal action to statutory notices and ultimately prosecution. The Housing Health and Safety Rating System is used to assess the degree and likelihood of harm from reported issues such as dampness; excess cold; lack of space and poor hygiene.

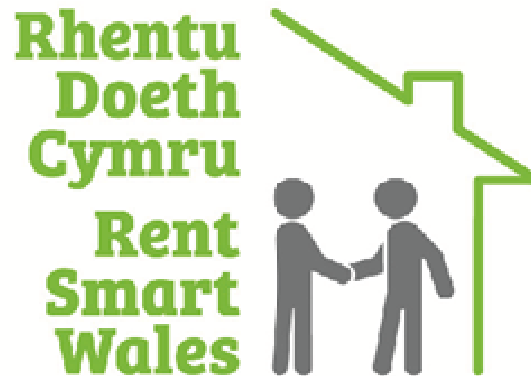
Hazards are scored and classified as being Category 1 (mandatory action required) or Category 2 (discretionary action); Cardiff has decided to always act upon Category 2 hazards of fire, security, structural collapse and falling elements.

Other than the wards where Additional Licensing has been introduced, the overall condition of properties in the sector has not been assessed since 2005.

**We Will:** Undertake a private sector stock condition survey by 2021.

## Rent Smart Wales

Part 1 of the Housing (Wales) Act 2014 places new obligations on private landlords to register themselves and the addresses of their rental properties with Cardiff Council, acting as the designated Licensing Authority for Wales. The Council will administer this work through a new service called Rent Smart Wales.



Rent Smart aims to secure better protection for private tenants through improved property management practices.

All rental properties must have a licensed landlord and/or agent to undertake

letting and management tasks. To obtain a licence, applicants must be deemed 'fit and proper' and undertake approved training. Once licensed, they must comply with a Welsh Government approved letting and management Code of Practice. It is estimated that more than 15% of Welsh private sector landlords operate in Cardiff, which has 17% of the private rented sector stock.

It is recognised that Rent Smart will have important implications for Regulatory Services across Wales. Councils will not only be responsible for promoting and enforcing the scheme's licensing provisions, but will also absorb the anticipated extra demand for action from tenants on poor housing conditions.

**We Will:** Work in partnership with Rent Smart Wales and other Councils to develop a consistent and effective private sector housing enforcement approach across Wales.

# Developing and improving homes in Cardiff

## Houses in Multiple Occupation (HMO) Licensing

All private properties with 5 or more occupiers and 3 or more storeys must have a HMO licence. This ensures that landlords are fit and proper persons, properties are well-managed and hazards are addressed. The Council has licensed 900 such properties in Cardiff.

The Housing Act 2004 enables the Council to extend licensing to other HMOs. An Additional Licensing Scheme operated in Cathays between 2010-15, ensuring an additional 1,664 properties were licensed. This Scheme has been extended for another 5 years. A Scheme also operates in Plasnewydd. This will, in conjunction with the Cathays Scheme, bring around 50% of the City's 8,000 HMOs under effective licensing control.

**We Will:** Evaluate the operation of the HMO Additional Licensing schemes and consider the case for extending city-wide.

## Returning Empty Properties to Use

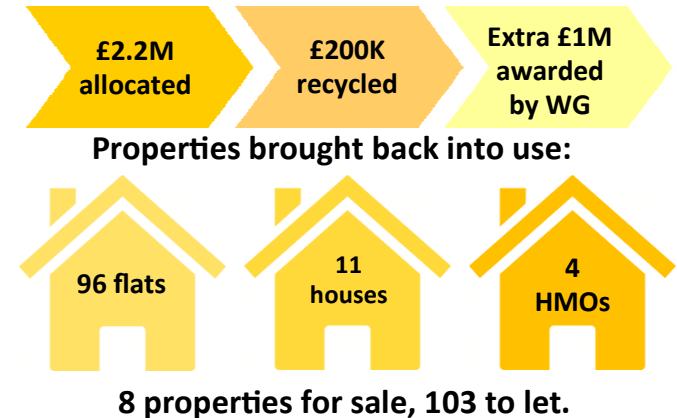
Of the approximate 4,000 privately-owned empty dwellings in Cardiff, 1,300 have been vacant for over 6 months. These properties are a wasted resource and also attract anti-social activity and impact on the appearance of the area.

The Council works with owners to help bring their properties back into use, focussing on those that have been empty the longest. However, when this approach fails, consideration is given to Compulsory Purchase, Enforced Sale or other enforcement measures. In 2014/15, 91 long-term vacant properties were returned to occupation through direct action by the Council.

## Empty Property Loans

Often owners are unable to access the finances needed to make empty properties suitable for rent or sale. In 2012, the Welsh Government launched the Houses into Homes Scheme providing funding to Councils to deliver 0% interest loans to owners.

## Loan Scheme Outputs for Cardiff:



**We Will:** Review the approach taken to tackling empty properties.

### *Case Study - Empty Property*

A 2-bedroom house in Rumney had been empty for 6 years and needed complete refurbishment. The owner secured a Houses into Homes loan from the Council and was also referred to United Welsh Housing Association (UWHA) who supplied further funding. UWHA will now lease the property on the owner's behalf, with the rental income received during the term of the lease to cover the cost of the works.

# Developing and improving homes in Cardiff

## *Reconfiguring Older Persons Accommodation*

With reducing budgets and increasing need, the strategy to manage and deliver specialist accommodation in the city must be revised.

The Council is currently considering how its older persons schemes are categorised and publicised. The terminology used is often off-putting with certain connotations about the type of scheme, how it operates or what it has to offer. Therefore re-branding is key.

The Council is reviewing its sheltered housing schemes to ensure they are fit for purpose and offer sustainable living. The Council's older person's stock will:

- have no bedsits;
- be accessible;
- be future-proofed for independent living;
- include scooter charging and storage;
- provide refurbished communal space.

Work is currently underway at Sandown Court. Refurbishment plans have been drawn up for Clos Y Nant with further programmed upgrades to follow at the remaining schemes.

**We Will:** Carry on with the refurbishment of each of the Council sheltered schemes.



Typical 1-bed accessible flat lounge layout

*To ensure that the housing needs of the most vulnerable are met*



# Meeting the housing needs of the most vulnerable

## Ensuring Effective Advice is Available

### Community Hubs

The City Centre Advice Hub and the roll out of the local community hub programme will mean that residents are able to access the advice and support they require at a time and place that is convenient for them.



Proposed Powerhouse extension, Llanedeyrn

Community Hubs provide a range of services:



There are community hubs in St. Mellons, Ely, Llanrumney, Grangetown, Butetown, Fairwater, and a partnership hub in Rumney. Deprivation indicators and needs analysis have been taken into account in determining future hub locations. Planned projects include Llandaff North, Splott, Llanedeyrn, Llanishen, and an extension to St. Mellons Hub.

Services are regularly reviewed to meet identified need.

### We Will:

- Deliver 4 new community hubs.
- Extend the role of Housing Solutions Officers in the hubs to assist with homelessness prevention.

# Meeting the housing needs of the most vulnerable

## Tackling Homelessness

A range of options are used to prevent homelessness, including:

- Mediation between family members or between landlord and tenant
- Target hardening measures for those fleeing domestic abuse
- Provision of housing-related support
- Mortgage and debt advice
- Implementing the national pathway to support ex-offenders
- Offering direct payments of Housing Benefit to landlords
- Referral to independent housing advice
- Referral into other advice and 'into work' services.

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In addition, social landlords assist in tackling homelessness by supporting tenants to avoid eviction (for example by addressing rent arrears or anti-social behaviour) and offering 40% of all their available lets to homeless households.

Private landlords play a very important role in meeting housing need. However, in

### Case Study - Calon Leasing Scheme

Cadwyn Housing Association runs the Calon Residential Leasing Scheme, which sources and provides temporary accommodation to homeless people referred by the Council. The scheme offers private landlords a full management and maintenance service. Social landlords also work closely with Calon, contributing properties for use as temporary accommodation.



The logo for Calon Residential Leasing features a red house icon inside a circle, followed by the word 'Calon' in large black letters and 'Residential Leasing' in smaller black letters below it. Above 'Calon' is the Welsh text 'Lesio Preswyl'.

a high demand market, people who are homeless or on low incomes can find it hard to access suitable homes.

The Council's homelessness service supports private landlords to let to homeless households by offering:

- A tenant finding and matching service and accompanied viewings
- Property inspection, inventory and Health and Safety Rating System checks

- Dedicated Account Management offering support, mediation and advice for landlord and tenant
- Dedicated fast-tracked Housing Benefit service and direct payments
- Provision of bonds
- Opportunity to advertise properties via [www.cardiffhousing.co.uk](http://www.cardiffhousing.co.uk)



In return, landlords are expected to provide quality properties at reasonable rent levels (Local Housing Allowance rates) and offer a minimum 6 month written tenancy agreement.

**We Will:** Review the support given to private landlords to help them let properties to homeless households.

# Meeting the housing needs of the most vulnerable

## Mitigating Welfare Reform

A joint approach has been taken by the Council and RSLs to prepare for and implement welfare reform changes. Tenant profiling and effective data sharing protocols have allowed early identification and action to help those affected.

Partners have developed initiatives to manage the impact of reforms including prioritising tenants affected by the 'bedroom tax' for rehousing and supporting those affected by the Benefit Cap with 'into work' services.

*"Through close working substantial progress has been made in mitigating the impacts of Welfare Reform, allowing us to assist affected residents, sustain tenancies and prevent homelessness. Continued joint working will enable us to prepare for future changes confident that a consistent approach is being implemented across Cardiff".*

Wales and West Housing Association on behalf of all partner RSLs

## Universal Credit

Universal Credit began in Cardiff in November 2015, affecting new, single job seekers. Natural migration to Universal Credit will take place after a relevant change of circumstances for anyone currently claiming Housing Benefit. New benefit claimants will be affected in 2017, with everyone transferred by 2021.

*"Universal Credit is intended to mirror the world of work and so...will be paid monthly in arrears as a single payment for the household and will be paid direct to the claimant, including any assistance towards their rent. The payment must be made into a bank account held by the claimant or the partner".*

Department for Work and Pensions

The Council provides face to face services through the Hubs, offering support to get online, budgeting and 'into work' advice and help with opening a bank account.

## Future Reforms

The household Benefit Cap will be

lowered to £20,000 for families and £13,400 for single people during 2016/17. This will affect a further 500 households in Cardiff.

Local Housing Allowance rates will be applied to social housing tenancies signed after 1<sup>st</sup> April 2016 (2017 for supported housing), with Housing Benefit entitlement changing from 1<sup>st</sup> April 2018. This will particularly affect those aged under 35 as their Housing Benefit may be restricted to the Shared Accommodation Rate, which is significantly lower than current rent levels. Supported housing may also be affected due to high service charges.

Landlords are assisting claimants to understand and manage the changes being introduced.

### **We Will:**

- Implement an action plan for dealing with the latest welfare reforms.
- Develop 'single person housing' solutions in partnership with RSLs.



# Meeting the housing needs of the most vulnerable







## Discretionary Housing Payment Fund

This Fund is provided to local authorities by Central Government to assist households with their housing costs. Cardiff uses this funding to help those who are in financial need and have exceptional circumstances.

Cardiff targets its funding towards helping those most in need find a sustainable solution. Each year the Council consults with RSL and other partners on the best allocation of the budget, allowing a proactive and flexible approach as priorities change. Some of the ways the Fund has been used are shown on the right:

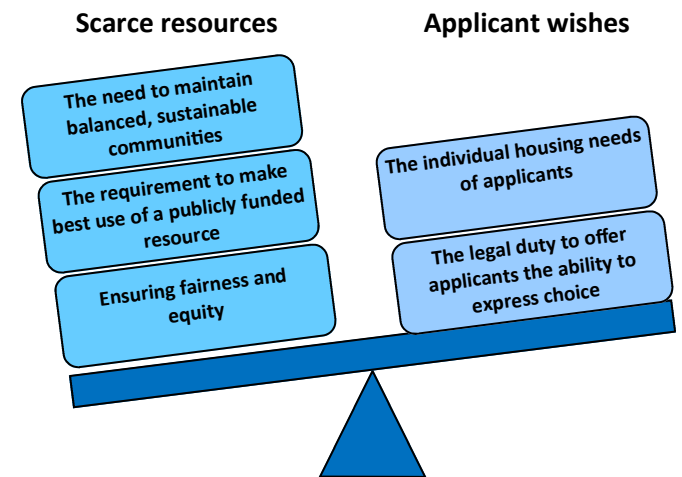
The Council publicises the DHP Fund through leaflets and on its website and through standard letters and forms.

**We Will:** Continue to take a needs-based and flexible approach to prioritising the Discretionary Housing Payment Fund with our RSL and other partners.

-  Helping "bedroom tax" tenants stay in their property where they are disabled, fostering or close to significant age
-  Help for tenants affected by the "bedroom tax" whilst they wait to downsize
-  Removal cost payments for Council and Housing Association tenants who have downsized
-  Help for people affected by the benefit cap whilst they take steps to return to work
-  Assist veterans to reintegrate into the community following service in the Armed Forces
-  Bonds and/or rent in advance to help people secure accommodation in the Private Rented Sector
-  Additional payments to cover the transition between claiming benefits and starting work

## *Operating a Needs Based Allocation Scheme for Social Housing*

Local authorities are required to have a housing allocation scheme. This should set the criteria for determining priorities in allocating available social housing, and the procedures to be followed. It forms the framework to ensure that a balance is achieved between:



In January 2015 the Council and 7 main RSLs with stock in the city adopted the Cardiff Housing Allocation Scheme. This changed the way that social housing is prioritised by using a needs-led approach, with length of time waiting on the list a secondary consideration.

# Meeting the housing needs of the most vulnerable

The Scheme focuses on those with the greatest housing need, predominantly those who are homeless, over-crowded or with a medical need to move. This is reflected in the bands (see right).

**We Will:**

- Work with partner RSLs to ensure the Allocation Scheme assists those in greatest housing need through regular review and scrutiny.
- Amend lettings policies to support those affected by welfare reform.

## Adapting Housing for Disabled People

The Council funds adaptations in the private sector and its own properties to ensure that people can remain independent at home. Nearly 3,000 such adaptations were carried out in 2014/15 with demand increasing annually. The Council has committed further resources to address this. RSLs can access Welsh Government funding to adapt their own properties. The Cardiff Accessible

Common Waiting List Banding Criteria	
<b>Immediate Priority:</b>	
Applicants in <u>immediate</u> housing need - exceptional circumstances exist which require an immediate offer of housing.	
<b>Applicants with identified housing need and a Local Connection to Cardiff:</b>	
<b>Band A</b>	
Applicants with an <u>urgent</u> housing need	
<b>Band B</b>	
Band Bi – Applicants with a <u>high</u> housing need	
Band Bii – Applicants with a <u>medium</u> housing need	
<b>Applicants with identified housing need but no Local Connection to Cardiff:</b>	
<b>Band C</b>	
Applicants with an <u>urgent</u> housing need	
<b>Band D</b>	
Band Di – Applicants with a <u>high</u> housing need	
Band Dii – Applicants with a <u>medium</u> housing need	
<b>Applicants with no identified housing need:</b>	
<b>Band E</b>	
Applicants <u>with</u> a local connection to Cardiff but <u>no</u> identified housing need	
<b>Band F</b>	
Applicants with <u>no</u> local connection to Cardiff and <u>no</u> identified housing need	

Homes service ensures that when adapted social properties are re-let, they go to those most in need.

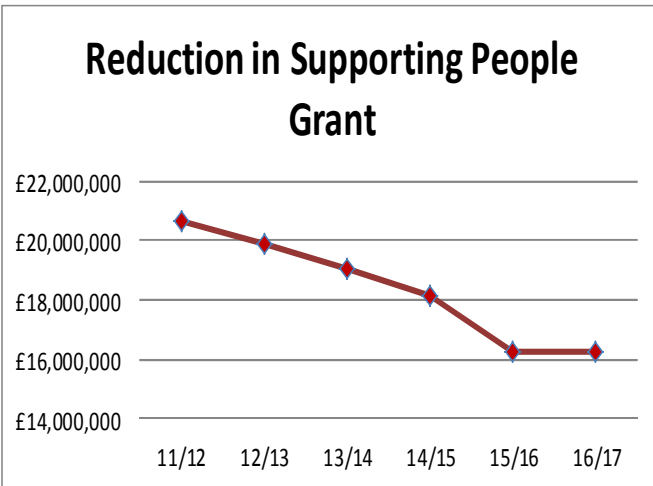
Loans are made available, through a Welsh Government scheme, to ensure that older people can maintain their own homes to be warm, dry, safe and secure.

**We Will:** Review the way that disabled adaptations are delivered to ensure best value for money.

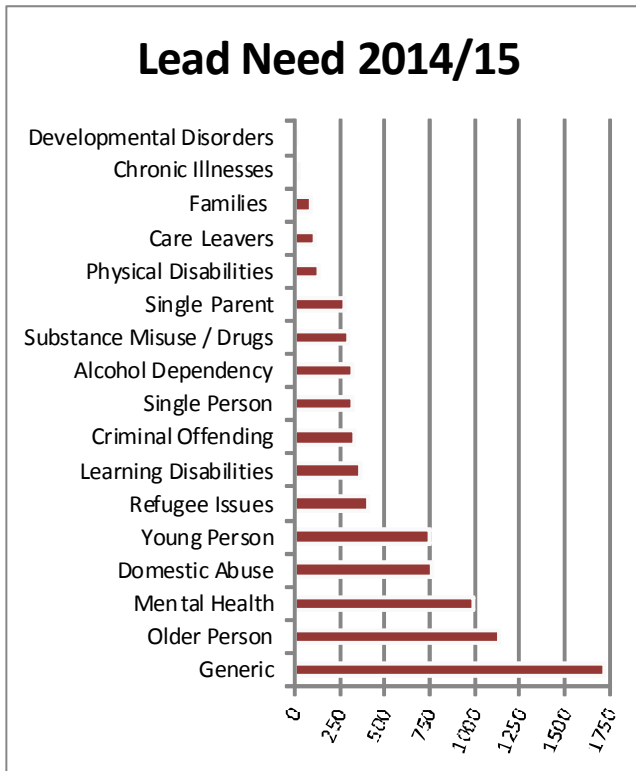
## Delivering Needs-Based Housing-Related Support

The Welsh Government provides Supporting People grant funding to assist vulnerable people to live independently and prevent homelessness. The Council administers the funds and commissions services such as hostels, refuges, supported housing schemes and tenancy support. Across Cardiff there are 6,716 funded units of housing-related support. A multi-agency Regional Collaborative Committee (RCC) for Cardiff and the Vale of Glamorgan Councils oversees these arrangements.

# Meeting the housing needs of the most vulnerable



As a result of the redistribution of Supporting People funding across Wales and reductions in the overall grant available, Cardiff's allocation has reduced significantly over recent years. All housing-related support services are therefore being reviewed to prepare for ongoing budget cuts and make efficiencies in how services are accessed, used and monitored. During 2014/15 a total of 11,541 people were supported with the following lead needs:



As a capital city, Cardiff attracts in many individuals wanting to access its services. For homeless people (included in 'Generic' above), data shows a high proportion of people accessing supported housing schemes from outside Cardiff. This has put additional demand on services and the Council is working with the Salvation Army to reconnect people with their local services.



The way in which services are accessed has also been reviewed and a number of single point of entry 'gateways' developed. This is to ensure that people with particular issues, such as being young and vulnerable, can access the service best suited to their needs. By creating one referral route into services, voids and usage can be better monitored. Ultimately this data will show demand and the best performing projects, so that future provision can be properly procured.



# Meeting the housing needs of the most vulnerable

## **Case Study - Young Person's Gateway**

This Gateway brings under one roof the full range of advice, family mediation, support and accommodation services for young people. The facility is delivered in partnership between the Council's Housing and Children's Services along with Llamau Ltd.

Where mediation or other homelessness prevention is not appropriate or is unsuccessful, the young person is assessed by a Social Worker who will determine the most appropriate accommodation for them. Placements into all available support schemes are managed by the Council.

In response to a gap in provision, 15 training tenancies have been established for young people who are ready to take the step towards independence, but who need continued support to ensure they can meet their tenancy conditions. The Council and RSLs have identified specific properties and Llamau deliver the support. Where successful the young person is given the tenancy.

Further pathways into support services for people with specific requirements will be developed as a need is identified. For example, the Council is in discussion with partners in Social Care and Health services to consider how best to support those with mental health issues. This will incorporate projects that can assist those with forensic needs as well as those with specific behaviours such as hoarding.



### **We Will:**

- Establish refined support pathways for specific groups as necessary.
- Develop support service specifications to prepare for re-commissioning, starting with floating support and domestic abuse in 2016/17.
- Develop a dedicated housing-related support service to work with hoarders.

## **Delivering Independent Living Solutions for Older and Disabled People**

Cardiff's Independent Living Service (ILS) helps older and disabled people access a wide range of support to live as independently as possible in their own homes. The focus is on:

- Providing more joined up services.
- Preventing the need for care and hospital admissions.
- Reducing the time spent in hospital.
- Reducing the need for ongoing care.
- Providing flexible services that develop as the needs of the individual change.
- Establishing a coherent, cost effective strategy for the provision of housing.
- Promoting independence and social inclusion.
- Reducing the cultural expectations of social care.

The key elements of this service are described over the page:

# Meeting the housing needs of the most vulnerable



## One Point of Contact

The One Point of Contact multi-skilled telephony and visiting service is the first stop for all enquiries and requests for assistance, including new social care requests. Independent Living officers provide a holistic visiting service advising on the wide range of help available.

## Accommodation Solutions

The Accommodation Solutions Team support hospital staff to assess and plan for individual housing needs to assist a speedy and safe patient discharge. Information is also provided to hospital staff and patients on housing, income maximisation and social inclusion.

## Adaptations

Adaptations can be installed, such as stair lifts, ramps and specialist bathing facilities for people with an identified need. Equipment can also be provided from a service operated in partnership with Health and the Vale of Glamorgan Council.

**Preventative Services for Older and Disabled People**

## Independent Living Centre

The Independent Living Centre provides health professionals and citizens with a unique 'smart house' facility that demonstrates a range of equipment which promotes independent living.

## Support in the Community

With the help of volunteer support, the third sector is actively assisting the local authority to tackle social isolation. In addition, third sector providers deliver housing-related support in the home to those that need assistance with housing issues.

## Step-Down Accommodation

The Council has developed 6 flats for patients who are ready for discharge from hospital but unable to go home due to housing issues. The flats were designed with Occupational Therapists and are fitted with adaptations to assist with reablement and promote independence.

## **Case Study - Mr & Mrs M**

Having left hospital following a stroke, Mr M was struggling to get around his home and garden. His wife contacted the Independent Living Service (ILS) for help.

A home visit identified the need for rails and external lighting and arrangements were made to have these installed. The Stroke Association was asked to visit Mr M to provide guidance and support. The ILS Visiting Officer also discussed the couple's income and benefit entitlement.

Mr M can now safely access the garden and bathroom. The couple are getting out more through the contact made with the Stroke Association. They are also £4,212 per annum better off as they are now in receipt of Attendance Allowance.

## **We Will:**

- Review older persons floating support services funded through Supporting People.
- Review step-down accommodation and increase in line with need.

*To improve  
neighbourhoods and  
help build stronger  
communities*



# Improving neighbourhoods and building stronger communities

## Managing Homes Effectively

With over 24,000 households in Cardiff renting their home from a social landlord and a further 31,000 renting from private landlords, there is a strong need for effective housing management practices.

## Renting Homes (Wales) Act 2016

This new Act will simplify the legal framework for renting a home, replacing all current tenancy types with just 2 occupation contracts. The changes are intended to offer greater consistency and parity in the rights and responsibilities of tenants and landlords. The Act also covers housing management issues such as assisting those fleeing domestic abuse, tackling anti-social behaviour, and managing succession, joint tenancies and abandonment. All contracts will change on a given date, requiring a great deal of planning and administration by landlords.

**We Will:** Ensure tenants are aware of changes in the Renting Homes Act affecting their tenancies.

## Maximising Use of Social Housing

All rented properties will have a void period between tenants, whilst necessary redecoration, repairs or refurbishment is undertaken. Social landlords aim to minimise these void periods to reduce loss of rental income, improve tenant satisfaction and maximise the efficient use of a scarce resource.

Similarly, social landlords need to identify and effectively tackle tenancy fraud to safeguard properties for those most in need. Practices such as sub-letting entire properties; selling on keys and door entry fobs; acquiring tenancies by false means and abandonment all impact on the availability of social stock.

**Act Now to Stop Tenancy Cheats!**

10,000 people in Cardiff are waiting for a council home. We need to make sure they're used by those that need them the most.

**You can help**

Tell us if you know anyone who has:

- Sublet the whole property
- Sold the keys to someone else
- Lied to get a council home
- Abandoned the property

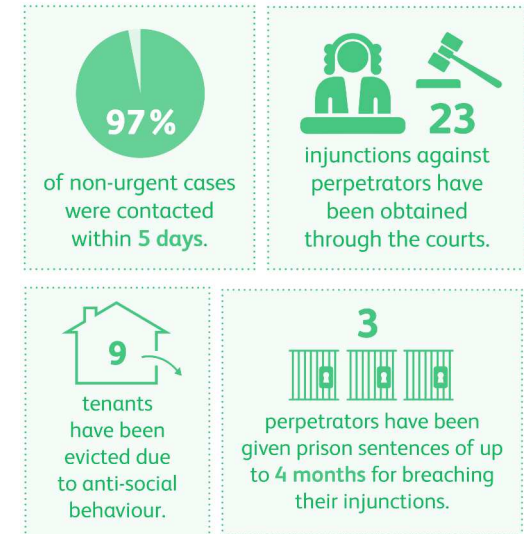
Day or night, call and leave a message  
**029 2087 3500**

Please give as much information as you can. Any information will be treated as confidential. If you would prefer to speak to someone, call our Housing Enquiries Team on 029 2053 7111 or email: [stoptenancycheats@cardiff.gov.uk](mailto:stoptenancycheats@cardiff.gov.uk)

CARDIFF  
CARDIFF

## Tackling Anti-social Behaviour (ASB)

Anti-social Behaviour such as graffiti, excessive noise and drug-dealing affects tenants, residents and communities. This harmful and unacceptable behaviour is a key priority for action by social landlords. Of the 1200 Council cases dealt with in 2014/15:



The Anti-social Behaviour, Crime and Policing Act 2014 reformed the powers available to landlords, focussing on a victim-led approach, and allowing professionals the flexibility to deal with a range of situations. Landlords have a number of remedies, but use early and

# Improving neighbourhoods and building stronger communities

informal approaches to resolve issues before taking more formal, legal action.

Tackling anti-social behaviour effectively requires a partnership approach between landlords, the Police, Health and the wider neighbourhood. The Council and RSLs engage in a number of multi-agency meetings including monthly Quality of Life meetings, Hate Crime Review Group and Egrum, chaired by the Police.

The Council acts as the Community Trigger Coordinator, with a senior manager taking on the role to ensure that victims of anti-social behaviour receive a consistent standard of response. Once a trigger has been activated (following 3 complaints in a 6 month period), relevant agencies are brought together to take a joined-up approach to finding a solution.

**We Will:** Explore the opportunity to develop a joint policy between all social landlords to tackle anti-social behaviour, focussing on estate / community-based responses.

## Case Study - Tackling Low Level Youth Annoyance

The majority of Taff Housing Association's ASB work is around resolving low level youth associated ASB, especially in the summer months. In one particular area, a large amount of complaints were received, involving many children and resulting in more serious secondary disputes between residents. Taff's response included:

- A programme of diversionary activities
- Mediation between tenants involved in secondary disputes
- A scheme-wide 'Resident Agreement' following consultation and detailing clear rules for behaviour
- Liaison with the Police to target youths causing the majority of the trouble and not responding to other efforts
- Tenancy enforcement action against persistent offenders, including formal written warnings and one Notice to Secure Possession.

These measures taken together resulted in a significant drop in youth nuisance and associated tenant disputes.

## Maximising Community Benefits and Employment Opportunities

Social landlords are keen to maximise the training and employment opportunities offered to citizens as a result of investment in developing new properties and maintaining existing stock. This increases the value of the Welsh £.

The Council's Building Maintenance Service Framework ensures that contractors undertaking domestic works comply with requirements to provide the following opportunities for each £1 million contractual spend:

- £1m = • Minimum 52 weeks employment for those from families living in poverty
- £1m = • Minimum 52 weeks employment for the long term economically inactive
- £1m = • Minimum of 52 weeks employment for New Entrant Trainees



# Improving neighbourhoods and building stronger communities

The Housing Partnership Programme will also deliver extensive community benefits by:

- Working with education providers to create work experience placements and initiatives for young people.
- Addressing unemployment or economic inactivity as well as skills development, through creating recruitment and training opportunities.

Creating supply chain opportunities, working with SMEs and social enterprises.

In Phase 1 of the Programme, 4106 training weeks will be delivered and a minimum of 70% of local labour will be recruited.

RSLs similarly have targeted training and recruitment clauses in their development and maintenance contracts. Placements within many of the trades result in real jobs and the ability to choose a more office-based placement is also available.



## Case Study - Lift Scheme

Cardiff Community Housing Association hosts this Welsh Government project in the east of the city. This programme focuses on those who have spent more than six months out of work or training and who face the greatest barriers to becoming employable, such as:

- young single parent households
- households in which the adults have few or no formal qualifications
- people with weak employment records
- individuals with disabilities.

The Council and RSLs offer placements and also refer tenants who could benefit into the scheme.

## We Will:

- Monitor compliance with the community benefits clauses in the delivery of Phase 1 of the Housing Partnership Programme.
- Increase the visibility of additional benefits gained through social housing.

# Improving neighbourhoods and building stronger communities

## Case Study - St. Mellons Housing Compact

Linc-Cymru and Hafod Housing Associations jointly deliver the St. Mellons Together Housing Compact. The Council recently joined the group, bringing together around 1,400 managed homes. Members' tenant participation activities are co-ordinated, avoiding duplication of effort and ensuring limited resources are targeted effectively. Local knowledge and good practice are shared to improve service delivery.

*"The Housing Compact is a good example of what can be achieved when social landlords work together." (Hafod Housing Association)*



## Promoting Tenant and Resident Participation and Involvement

Tenants and residents have a key role to play in shaping and improving housing services. Tenant participation and community involvement is actively promoted by social landlords in Cardiff.

Most have dedicated resource centres where tenants can work closely with specialist officers. Engagement methods typically consist of special interest groups; tenant panels; satisfaction surveys; rewards schemes; conferences; training and community events. Housing Associations also welcome tenants to their Management Boards. Examples of initiatives include:

- CCHA's Tenant Service Inspector Team which annually reviews key service areas such as repairs.
- UWHA's Together Community Fund which has supported 20 projects with £27,000 of funding.
- Taff invites all staff members to engage in tenant-based community activities.

- Cadwyn's Tenants Sharing Talents project, which helps tenants to set up and run special interest groups.
- WWHA's 'Have We Listened' approach, delivering tailored services to residents.
- The Council helps its tenants and household members pay for required training to access the job market.

Future priorities include tenants influencing more services and increasing input by under-represented groups.



Almost 100 people attended the Council's first Tenants Conference in 2015 (see above). The event allowed delegates to highlight what mattered to them.

**We Will:** Explore the feasibility to extend Housing Compacts to other parts of the City through regular joint meetings with RSLs.

# Improving neighbourhoods and building stronger communities

## *Delivering a Programme of Estate and Neighbourhood Regeneration*

### Estate Regeneration Schemes

These schemes focus on improving the environmental quality of Council housing estates. Investment is targeted at areas with multiple problems of physical decline, community safety and other issues. Efforts are made to engage all residents in the scheme, regardless of tenure, for maximum impact. Works may include defensible space measures; gully closures; lighting, street and parking improvements and courtyard renewal. Current schemes include Hodges Square, Butetown; Trowbridge Mawr, and Trenchard Drive, Llanishen.

**We Will:** Develop an estate regeneration strategy to identify future priority areas.

### Neighbourhood Renewal Schemes

This programme delivers environmental enhancement schemes, improves and upgrades local community facilities and

amenities. Twelve projects comprise the current programme; these vary widely in scale and type, from public realm to community safety improvements.

### Alley-gating Programme

Alley-gating of rear lanes is an effective security measure, targeted at areas of high crime and anti-social behaviour. Priorities are identified in consultation with the police and area-based schemes are currently being delivered in parts of Cathays and Gabalfa.

**We Will:** Target funding at gating lanes experiencing the most serious problems.

### Community Shopping Centre Regeneration Schemes

Local shopping centres form the heart of many communities, providing shops and services, employment and a focal point for social interaction. Areas are prioritised for investment based on condition, deprivation and availability of alternative shopping facilities.

### **Case Study - Beechley Drive Upper Shops**

A partnership between the Council and Cadwyn Housing Association has seen a major transformation to Beechley Drive in Pentrebane. In 2014-15, a run-down block of maisonettes and shops were demolished and a £2million mixed-use redevelopment scheme delivered.

The land was transferred to Cadwyn at nil value, who developed 4 new shop units and 15 new affordable homes on the site. Funding towards the retail provision was granted under the Council's Community Shopping Centre programme.



# Equalities Summary

Cardiff is a multi-cultural and diverse capital city. Therefore, all services need to be truly accessible, broadly promoted and reflect the communities served. Communication with citizens and between services should be clear and simple, equitable and non-discriminatory.

Housing services provided by all partners aim to be fair and transparent with a focus on ensuring that the most vulnerable in society have opportunities to seek help and be prioritised for assistance. Using a client-centred approach means that their views on the services they require are also heard.

This Strategy responds directly to the four Council priorities and acknowledges the areas that are currently the most important to the citizens of Cardiff. The following section summarises how the Council and partners are addressing the diverse needs of those requiring housing services:

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## Delivering Accessible Services

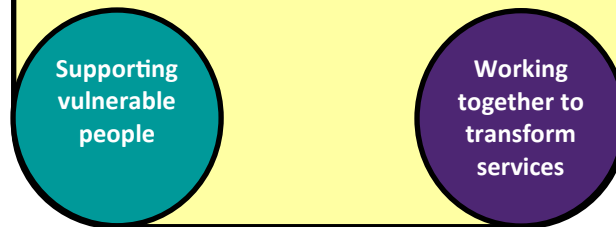
- 7 community hubs established, tailored to each locality's needs
- 5 further hubs in development
- All hubs have level access and have flexible opening hours
- 18 different languages spoken by staff across the hub service
- Holistic home visits offered to those unable to access Hubs



## Client-Centred Services

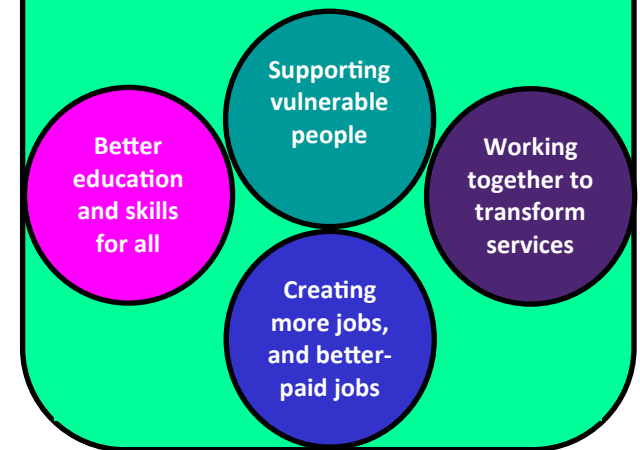
In 15/16:

- 4696 people attended a Housing Application Interview and had their housing options discussed
- 1499 households offered social tenancies through the new needs-based allocation scheme
- 9085 people assisted through housing related support under new needs arrangements



## Engaging and Listening

- Dedicated tenant and resident engagement events/activities
- Client choice embedded in the joint allocations scheme
- Suite of independent living options explored with clients



# Equalities Summary

## Tackling Poverty

In 15/16:

- £2,037,585 allocated through DHP to support those most affected by welfare reforms
- Face to face into work advice was provided 40,005 times
- 3722 people attend work preparation workshops held in community hubs
- 401 go on to enter employment
- £9m additional benefits gained for clients through the hubs

Better education and skills for all

Supporting vulnerable people

Working together to transform services

Creating more jobs, and better-paid jobs

## Addressing Needs of Specific Groups

- Homeless households offered greater support through new legislation
- Development of gateways into support for single homeless people, those fleeing domestic abuse, with mental health issues and those with substance misuse issues
- Needs assessment of Gypsies and Travellers undertaken
- Developing a new G&T allocations policy
- Re-commissioning of domestic abuse services planned

Supporting vulnerable people

Working together to transform services

## Facilitating Independent Living

- Proposed development of 34 new units of accommodation for those with learning disabilities
- Development of older persons accommodation strategy
- Proposed review of the Cardiff Accessible Homes Scheme
- Young persons gateway making the best use of supported housing resources
- Delivery of training tenancies young people to support move-on

Better education and skills for all

Supporting vulnerable people

Working together to transform services

# 'We Will' Summary

## We will develop a full understanding of housing need by:

**Developing an Older Persons Accommodation Strategy for Cardiff (September 2017)**

### Addressing Under-Occupation / Over-Crowding

- Work with RSL partners to develop solutions to address under-occupation (June 2017)
- Offer incentives and attractive accommodation to older people who can downsize (March 2017)
- Implement an action plan to assist over-crowded households (June 2017)

**Reviewing the way that accessible housing is allocated to best meet needs (March 2017)**

**Developing a new Homelessness Strategy for Cardiff following a full needs assessment and review of services (June 2018)**

### Addressing the housing needs of Gypsies and Travellers

- Secure approval of findings following a Gypsy and Traveller site search and assessment (September 2016)
- Secure planning permission and funding for identified Gypsy and Traveller site(s) to meet short-term need (May 2017)
- Secure planning permission and funding for identified Gypsy and Traveller site(s) to meet long-term need (May 2021)

**Reviewing additional methods to promote the Assisted Home Ownership Scheme (September 2017)**

## We will develop a full understanding of housing need by:

### Assessing Housing Need and Demand

- Develop a ward by ward assessment of affordable housing need for Cardiff to inform future development (September 2016)
- Develop a 30 year plan for housing in Cardiff in line with the Liveable Cities agenda (January 2018)

## We will develop and improve homes by:

### Delivering a 5 Year Affordable Housing Development Plan

- Deliver the 5 year Housing Development Plan including the Health and Social Care units (March 2021)
- Investigate other ways of delivering affordable housing using innovative finance models (June 2017)

### Improving Social Sector Homes

- Carry out annual review of WHQS compliance (every April)
- Evaluate the efficacy of the PassivHaus model for future developments (June 2020)

### Improving Homes in the Private Rented Sector

- Undertake a private sector stock condition survey (March 2021)
- Work in partnership with Rent Smart Wales and other Councils to develop a consistent and effective private sector housing enforcement approach across Wales (November 2017)
- Evaluate the operation of the HMO Additional Licensing schemes and consider the case for extending city-wide (September 2018)
- Review the approach taken to tackling empty properties (September 2017)

**Carrying on with the refurbishment of each of the Council sheltered schemes (March 2018)**

# 'We Will' Summary

## We will meet the housing needs of vulnerable people by:

### Ensuring Effective Advice is Available

- *Deliver 4 new community hubs (March 2018)*
- *Extend the role of Housing Solutions Officers in the hubs to assist with homelessness prevention (September 2017)*

### Reviewing the support given to private landlords to help them let properties to homeless households (March 2017)

### Mitigating Welfare Reform

- *Implement an action plan for dealing with the latest welfare reforms (September 2016)*
- *Develop 'single person housing' solutions in partnership with RSLs (March 2017)*

*Continue to take a needs-based and flexible approach to prioritising the DHP Fund with our RSL and other partners (every April)*

### Operating a Needs-Based Allocation Scheme for Social Housing

- *Work with partner RSLs to ensure the Allocation Scheme assists those in greatest housing need through regular review and scrutiny (quarterly)*
- *Amend lettings policies to support those affected by welfare reform (September 2017)*

### Reviewing the way that disabled adaptations are delivered to ensure best value for money (March 2017)

### Delivering Needs-Based Housing-Related Support

- *Establish refined support pathways for specific groups as necessary (March 2019)*
- *Develop support service specifications to prepare for re-commissioning, starting with floating support and domestic abuse (March 2017)*
- *Develop a dedicated housing-related support service to work with hoarders (March 2018)*

## We will meet the housing needs of vulnerable people by:

### Delivering Independent Living Solutions for Older and Disabled People

- *Review older persons floating support services funded through Supporting People (March 2017)*
- *Review step-down accommodation and increase in line with need (March 2017)*

## We will improve neighbourhoods and communities by:

### Managing Homes Effectively

- *Ensure tenants are aware of changes in the Renting Homes Act affecting their tenancies (March 2018)*
- *Explore the opportunity to develop a joint policy between all social landlords to tackle anti-social behaviour, focussing on estate / community-based responses (March 2018)*

### Maximising Community Benefits and Employment Opportunities

- *Monitor compliance with the social inclusion clauses in the delivery of Phase 1 of the Housing Partnership Programme (every June)*
- *Increase the visibility of additional benefits gained through social housing (every April)*

### Exploring the feasibility to extend Housing Compacts to other parts of the city through regular joint meetings with RSLs (December 2017)

### Delivering a Programme of Estate and Neighbourhood Regeneration

- *Develop an estate regeneration strategy to identify future priority areas (January 2018)*
- *Target funding at gating lanes experiencing the most serious problems (April 2017)*





**CITY AND COUNTY OF CARDIFF  
DINAS A SIR CAERDYDD**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**6 July 2016**

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**COMMUNITIES FIRST ANNUAL REVIEW 2015/16**

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**Purpose of Report**

1. To receive the Communities First Annual Review 2015/16, attached at **Appendix A**, and discuss the way forward for Communities First in 2016/17.

**Background**

2. Communities First was introduced in Wales in 2001, as the Welsh Assembly Government's flagship programme to improve the living conditions and prospects for people in the most disadvantaged communities across Wales. The most deprived communities in Wales were identified, and local authorities were charged with establishing Communities First partnerships, consisting of local residents, local authority representatives, other statutory sector representatives and community and local business representatives. The Communities First programme sought to achieve '*programme bending*', ensuring that money and support from various public programmes and organisations was directed to Communities First areas.
3. In July 2009, the Wales Audit Office published a report which concluded that the Communities First programme had made some advances but that the programme was '*unlikely to deliver its broader objectives without a more robust approach to programme bending*'.<sup>1</sup> The report made a number of recommendations regarding the way in which the Welsh Assembly Government managed and monitored the overall Communities First Programme and encouraged local authorities to programme bend.
4. Following receipt of the Auditor General's report, the National Assembly for Wales' Public Accounts Committee undertook its own review of Communities First. Its report was published in February 2010 and the conclusions and recommendations

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<sup>1</sup> Wales Audit Office, 'Communities First' report, July 2009

reinforced those of the Auditor General. Following these reviews, the Welsh Government decided that Communities First should continue to have a geographic focus concentrating on the 10% most deprived communities in Wales and should support the Tackling Poverty agenda but brought in the following changes, from April 2012.

- a. Increased emphasis on ensuring that the most vulnerable individuals, families and groups in these communities are supported.
  - b. Focus on three main outcome areas: Health and Well Being; Education and Skills; and Economy and Employment.
  - c. New outcomes based performance management framework to allow for monitoring of progress in delivering the required outcomes.
  - d. Structured around 'clusters', which comprise approximately 7-10 Lower Super Output Areas<sup>2</sup>.
  - e. Each cluster has to develop a three year Delivery Plan that uses an outcomes performance management system to demonstrate delivery of the required outcomes. The Delivery Plan must be endorsed by the Local Service Board and existing Communities First partnerships.
  - f. Each Cluster must develop a Community Involvement Plan and will receive dedicated funding to enable community involvement.
  - g. Each cluster to have a Local Delivery Team that will normally consist of at least eight staff, funded by the Communities First programme.
  - h. Sitting above the Cluster is a Lead Delivery Body that has '*overall responsibility for ensuring good governance and accountability throughout the operations of the Cluster*'<sup>3</sup>.
5. A report on the future of the Communities First programme in Cardiff was taken to Cabinet on 20 September 2012. The recommendations, which were approved in full, were:
- a. Cardiff Council takes on the role of Lead Delivery Body and is the grant recipient body.
  - b. Four new clusters be established as follows:
    - i. Cardiff West (Ely, Caerau and Fairwater).

---

<sup>2</sup> Lower Super Output Areas were first built using 2001 Census data and have been updated following the 2011 Census. They have an average of roughly 1,500 residents and 650 households. Measures of proximity (to give a reasonably compact shape) and social homogeneity (to encourage areas of similar social background) are also included.

<sup>3</sup> Ibid

- ii. BRG - Butetown, Riverside and Grangetown.
  - iii. STAR - Splott, Tremorfa, Adamsdown and Roath/ Plasnewydd.
  - iv. ECLP – Llanrumney, Trowbridge, Llanedeyrn and Pentwyn.
- c. The Local Delivery Teams for each cluster will be based in third sector organisations.

### **Annual Review 2015/16**

6. The Communities First Annual Review 2015/16 is attached at **Appendix A** and provides:
- a. An overview of Communities First (*pages 3-5*).
  - b. An overview of Communities First in Cardiff (*pages 6-8*).
  - c. A summary of programme bending that supports Communities First in Cardiff (*pages 9-11*).
  - d. Performance highlights 2015-16 (*pages 12- 20*).
  - e. Activity by Communities First cluster (*pages 21-60*).
  - f. Next Steps (*pages 61-64*).
7. Members' attention is particularly drawn to **pages 12-13, Appendix A**, which detail the headline performance outcomes achieved by Communities First in 2015/16, by bullet points and infographic. The following pages provide more information on the specific activities that have led to the achievement of these outcomes. Members are also able to see trends over the period 2013-2016, when this iteration of Communities First was implemented.
8. The Next Steps section (*pages 61-62*) provides details on Communities for Work, which complements the work of Communities First, and started on 1 April 2016. It also states that, this year, a steering group has been established to recognise all relevant employability parties with the aim of ensuring consistent information and advice is available across Cardiff for those seeking work.
9. The Next Steps section (*page 63*) provides an overview of how Communities First fits with the Well-being of Future Generations (Wales) Act, via its community involvement strand and details that, this year, the aim is *'to progress the community involvement framework against the community involvement model to report on how effective the awareness, engagement and participation methods are for helping*

*people to become better off, to the community members who are empowered and the groups and individuals who start to lead and co-deliver on services in their area.'*

10. The final page of the report (page 64), details the ambition to align national and local anti-poverty initiatives in order to deliver a coherent range of services and address poverty. The report states that the approach being taking is *'to ensure tackling poverty is a cross-cutting theme, with the establishment of a multi-agency Tackling Poverty Working Group that will oversee the integration, alignment and reporting of national and local anti-poverty programmes.'*
11. The conclusion, (page 64), states that *'Cardiff Council will continue to monitor Communities First delivery and as part of this, will be monitoring performance and spend closely to ensure that the funding used is fully utilised to ensure maximum impact.'*

## **Way Forward**

12. At the meeting, Councillor Peter Bradbury (Cabinet Member for Community Development, Co-operatives & Social Enterprise) may wish to make a statement. Sarah McGill (Director, Communities, Housing and Customer Services), Jane Thomas (Assistant Director, Communities and Housing) and Louise Bassett, (Partnerships Delivery Team Leader) will also be in attendance to answer Members' questions.

## **Legal Implications**

13. 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**

14. There are no direct financial implications arising from this report. However, financial implications may arise if and when the matters under review are implemented with or without any modifications.

### **RECOMMENDATION**

The Committee is recommended to consider the information provided in the report and **Appendix A**, and to consider whether they have any comments, observations or recommendations to make to the Cabinet.

**DAVID MARR**  
**Interim Monitoring Officer**  
**30 June 2016**

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# Cardiff

## Communities First

Annual Review  
2015-2016



Cymunedau yn gyntaf ddwyrain  
Caerdydd, Llanedeyrn a Pentwyn  
East Cardiff, Llanedeyrn and  
Pentwyn Communities First



communities first *cymunedau yn gyntaf*



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# 1. Introduction

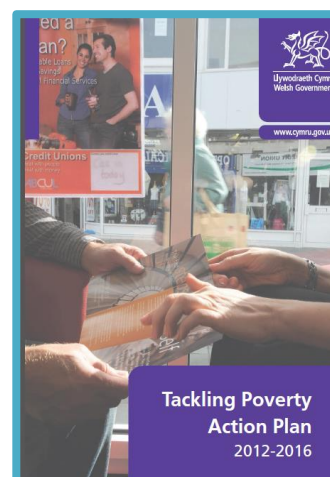
This report provides an overview in relation to performance of the Cardiff Communities First Programme in 2015- 2016. There is a review of progress made by each Cluster in Cardiff, along with a summary of the outcomes delivered by the Programme in Cardiff since 2013.

## 1.1 What is Communities First?

Communities First is a community-focused programme that supports the Welsh Government’s Tackling Poverty Agenda. It supports the most disadvantaged people in our most deprived areas with the aim of contributing to alleviating persistent poverty.

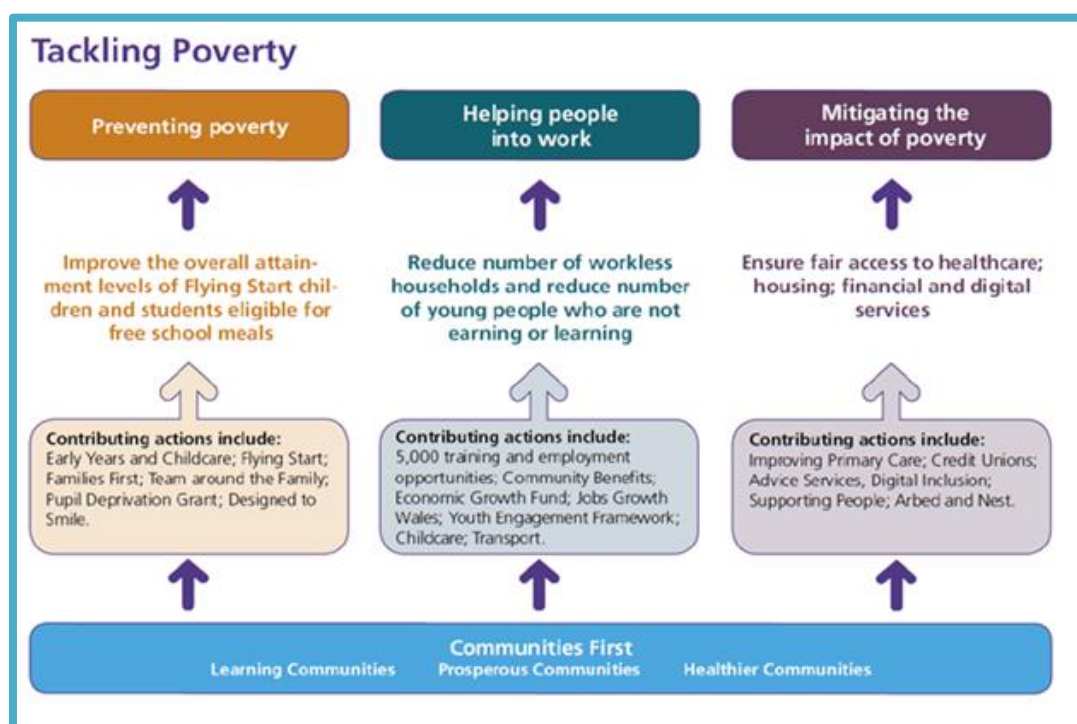
Communities First Delivery Teams, funded by the Welsh Government, work with residents, community organisations, business and other key agencies in areas called ‘Clusters’ and focus on actions leading to the long-term sustainability and wellbeing of communities.

Involving local people in all aspects of this work is an essential feature of the programme and Communities First aims to contribute, alongside other programmes, to narrowing the Education, Skills, Economic and Health Gaps between our most deprived and more affluent areas.



The Welsh Government Tackling Poverty Action Plan sets out what needs to happen to build resilient communities and to help prevent and reduce poverty in Wales. It highlights the need, right across Government, for resources to be used differently to help those most in need.

Figure 1 - Welsh Government’s Tackling Poverty Programme



## 1.2 How does Communities First Work?

There is clear distinction between Communities First and other Welsh government programmes. The programme recognises that 'one size does not fit all' and so has an area based model. An area is called a Communities First 'Cluster' and there are 52 Clusters across Wales.

On average, a Cluster covers a population of 10-15,000 people. Each Cluster is focused around areas which are among the 10% most deprived in Wales according to the Welsh Index of Multiple Deprivation (WIMD) 2011.

The programme provides funding for Lead Delivery Bodies (LDBs) within local authorities who have the responsibility for ensuring that the programme is well managed, that funding is used to deliver the agreed national outcomes and that communities are fully involved.

Each Communities First Cluster has a Delivery Team of staff funded by the Welsh Government. The Delivery Team is led by a Cluster Manager who works with partner agencies and the local community to deliver a range of local projects and activities. The Welsh Government also provides funding for these activities including a community involvement budget to ensure that local people are fully informed and involved in the programme.

Each Cluster also has a Delivery Plan to set out its Plan of Work and how it will contribute to delivering the Welsh Government's three Strategic Outcomes which are Prosperous Communities; Learning Communities; and Healthier Communities.



### 1.3 Communities First Themes and Priorities

As part of the delivery of Communities First, each Cluster is required to undertake activities which support the delivery of outcomes in each of the three national themes. Each Cluster has flexibility over the projects delivered in response to addressing different local needs.

The **Prosperity** theme overall consists of six priorities:

- Helping people to develop employment skills and find work (ages 25+)
- Reducing youth unemployment and disengagement (ages 16-24)
- Promoting digital inclusion
- Financial inclusion - improving financial capability, managing debt and raising income
- Supporting enterprise, time banking and building social capital
- Reducing the risk of youth offending

The **Learning** theme overall consists of five priorities:

- Supporting young people to do well at school
- Supporting Families to be engaged in their children's education
- Lifelong learning in communities
- Improving adult basic skills

The **Healthier** theme overall consisted of six priorities:

- Supporting a Flying Start in the early years (Ages 0-7)
- Promoting physical wellbeing (ages 7 and above)
- Promoting mental well being
- Encouraging healthy eating
- Reducing risks
- Supporting people (with additional needs) to Live in the community

### Community Involvement

Community Involvement is also an essential feature of the Communities First Programme and each Cluster has flexibility, through their Community Involvement Plan (CIP), to develop the structures that suit the area to ensure involvement is achieved.



The Community Involvement Plan (CIP) shows how local people and community organisations will be central in the planning, development and delivery of Communities First work with other key partners and how they will work with them to support all aspects of the programme.

## 2. Communities First in Cardiff 2013/16

### 2.1 Programme Overview

There are 4 Communities First Clusters across Cardiff which between them includes all of the Lower Super Output Areas (LSOAs) which are eligible for inclusion in the programme. These Clusters are made up of Lower Super Output Areas (LSOAs) which are the most deprived 10% in Wales according to the Welsh Index of Multiple Deprivation (WIMD) 2011.

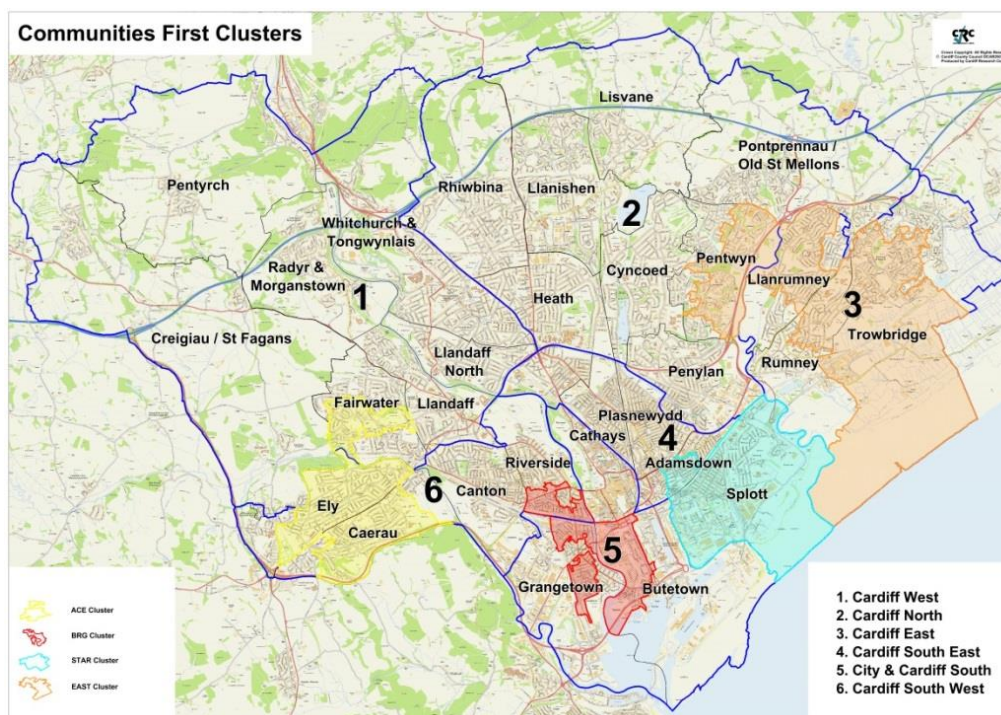
Most Clusters across Wales cover areas with populations of 10,000 to 15,000 people though some are slightly smaller and a few are larger. The Cluster populations for Cardiff are much larger in size ranging from 20,300 in the Butetown, Riverside and Grangetown (BRG) to 30,700 in Cardiff East, Llanederyn and Pentwyn (ECLP) Cluster, which is the largest Communities First Cluster in Wales.

**Table 1 - Cardiff Clusters**

Cluster Name	Population	No. of LSOA's
<b>Cardiff West</b> – delivered by Action for Caerau and Ely (Caerau, Ely and Fairwater)	25,300	16
<b>BRG</b> – delivered by South Riverside Community Development Centre (Butetown, Riverside, Grangetown)	20,300	12
<b>Cardiff East (ECLP)</b> – delivered by C3SC (Llanrumney, Pentwyn, Rumney and Trowbridge)	30,700	19
<b>STAR</b> – delivered by Cardiff Community Housing Association (Adamsdown, Plasnewydd and Splott)	25,300	14
<b>Total</b>	<b>101,500</b>	<b>61</b>

\*Source: LSOA Mid-Year Population Estimates 2011, ONS

**Figure 2 - Communities First Clusters in Cardiff**



## 2.2 Programme Arrangements

Following the transition between the previous and the new Communities First Programmes in 2011, a new emphasis was placed by Welsh Government on fewer and larger Communities First Clusters across Wales to develop a greater strategic approach to tackling poverty.

In order to help develop a more sustainable programme which was not reliant on grant funding, the City of Cardiff Council made the decision that the four Cardiff Clusters would be run by third sector organisations, with the Council supporting the Programme through its Lead Delivery Body

(LDB) role (in the previous programme, activity had been delivered by a mix of Council and third sector employees). The City of Cardiff Council subsequently entered into a partnership arrangement with each of the four third sector organisations, all of whom had previously been involved in the Communities First programme.

As the LDB, the Council works with the third sector host organisations to ensure effective operational delivery of the new programme and to establish sustainable long term arrangements to support community development, irrespective of grant availability from Welsh Government. The LDB is responsible for ensuring that the programme is well managed, that funding is used to deliver agreed outcomes and that communities are fully involved.

The LDB also has overall responsibility for the governance and management of the CF programme in the designated areas and is accountable to Welsh Government (WG), including reporting against agreed outcomes that are detailed within Delivery Plans.

The partnership arrangement established within Cardiff enables the city's four Cluster teams to ensure their Communities First programme delivery is fully integrated with Cardiff Partnership's 'What Matters' Single Integrated Plan and its associated work streams, the city's multi-agency Neighbourhood Partnership Programme, Families First, Flying Start, Integrated Family Support Teams (IFSTs) and core service delivery. All Clusters are represented on the Neighbourhood Partnership groups and have strong links at both a strategic and local level. Cluster Managers and members of the Policy, Partnerships and Community Engagement team meet regularly on both a formal and informal basis to review project and financial performance.

 <p><b>Cardiff West</b> - Managed by Action for Caerau and Ely c/o Ely &amp; Caerau Community Hub, Cowbridge Road West, Ely, Cardiff, CF5 5BQ General Enquires Telephone 029 2000 3132</p> <p>Email: <a href="mailto:info@elycaerau.com">info@elycaerau.com</a> <a href="http://www.aceplace.org/#!communities-first/c8hd">www.aceplace.org/#!communities-first/c8hd</a></p>	 <p><b>BRG</b> – Managed by South Riverside Community Development Centre Brunel St, Cardiff, CF11 6ES General Enquiries Telephone: (029) 20250 549 Email: <a href="mailto:allanherbert@srcdc.org.uk">allanherbert@srcdc.org.uk</a> <a href="http://www.brgcardiff.com">www.brgcardiff.com</a></p>
 <p><b>Cardiff East</b> – Managed by C3SC General Enquiries, Telephone: (029) 2079 2004 / (029) 2073 4607 Email: <a href="mailto:eclp@c3sc.org.uk">eclp@c3sc.org.uk</a> <a href="http://www.eclp.org.uk">www.eclp.org.uk</a></p>	 <p><b>STAR</b> – Managed by Cardiff Community Housing Association General Enquiries Telephone: (029) 2046 8488 Email: <a href="mailto:starcf@ccha.org.uk">starcf@ccha.org.uk</a></p>

## 2.3 Performance Monitoring

The WG Communities First Outcomes Framework is based on Results Based Accountability (RBA), which is an outcomes focused performance management system to improve service outcomes for service users and their community. This is a model which is now being used widely, including within WG and by many other organisations in Wales.

The model has been adapted for use by the CF programme, in particular by emphasising the role of community involvement. RBA provides a framework for identifying the difference made to people as a result of services and projects delivered. Performance monitoring of each of the projects delivered is based around three key questions:

- How much did we do?
- How well did we do it?
- Is anyone better off as a result?

It is through the measurement and monitoring of these questions that each Communities First Cluster can show its contribution to tackling poverty. RBA uses a data-driven, decision-making process to help Communities First and its partnership organisations get beyond talking about problems to taking action to solve problems.

Example Report Card

Cardiff Communities First Clusters have each devised their Delivery Plans based on their community needs. Each project is situated in the relevant theme and priority and each initiative devised will have a specific project plan and report card that also monitors activity at a ward level. Targeting a particular customer group, each Cluster is monitored on how many people are meaningfully engaged and have made progress:

How much did we do?	How well did we do it?
<b>(NUMBER)</b>	<b>(PERCENTAGE)</b>
Number of Participant	% of participant from the target group audience
Number of sessions	% of participants rate the project very/good or excellent
No of volunteer hours	% of sessions run to expectation
<b>Is anyone better off as a result?</b>	
<b>(Number &amp; percentage)</b>	
Selected from the Wales wide Communities First outcome framework	

### 3. Supporting the Programme

'Programme bending' enables the alignment of resources, including funding and staff, to help support the delivery of key priorities. As part of the new Communities First Programme, there are a number of other initiatives which work closely with Communities First Clusters to deliver the national prosperous, learning and healthier communities' outcomes. In Cardiff, the Shared Outcomes projects include:

- Citizens Advice Bureau (CAB)** – Cardiff and Vale’s CAB Engagement and Managing Your Money (Group) Services provide an independent source of financial capability training to vulnerable people living in Clusters in Cardiff. The project aims to mitigate the impacts of poverty by increasing access to financial capability services at a range of outreach venues in deprived communities.



- Pupil Deprivation Grant (PDG)** - Communities First worked with schools in the CF area to address the shared outcomes of tackling poverty and its impact on young people’s educational achievement.

- LIFT** – The project is targeting intensive support for those households where no one has worked for a minimum of six months. It is being delivered by Cardiff Community Housing Association (CCHA) within the ECLP Cluster and focussing on the 'hardest to help' households which are likely to face the greatest barriers to becoming employed or re-employed.



- Jobs Growth Wales** - [Jobs Growth Wales](#) (JGW) is a flagship programme that was introduced by Welsh Government to support young people into job opportunities. Supporting 16-24 year olds into sustainable employment is an essential part of the role Communities First plays.



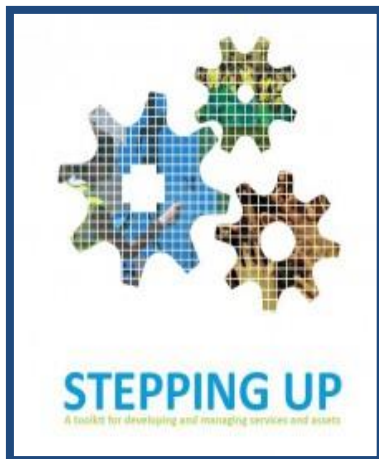
- Education, Employment & Training (EET)** - Communities First, works in partnership with Cardiff Council’s Education Department/Youth Service. The work is a Cardiff wide response to the WG Youth Engagement and Progression Framework and seeks to address the key elements of the strategy:

- to identify young people most at risk of disengagement;
- achieve better brokerage and co-ordination of support;
- to track the journey or transition of young people through the system (5 Tier Engagement Model operated in Cardiff);
- ensure that young people are provided with a relevant offer which meets their needs;
- strengthen employability skills and opportunities for employment and;
- Provide greater accountability for better outcomes for young people.

Tier 5 Young People Engaged in Further Education, Employment or Training 6600 (82%)
Tier 4 Young People at Risk of dropping out 270 (3%)
Tier 3 Young People on Careers Wales register accessing and requiring further support to enter into EET 230 (3%)
Tier 2 Young People who are unemployed and not with Careers Wales requiring personal engagement to overcome barriers 170 (2%)
Tier 1 Unknown status or cannot be contacted 376 (5%)
Tier 0 No ratified status but have left Wales 369 (5%)

Partnership Panels have been formed and work across the Cardiff Communities First Cluster areas through a data sharing protocol agreement a practitioner-led panel identifies tracks and discusses young people at risk or who are currently not in Education, Employment and Training (EET). A single practitioner is then tasked with supporting a young person, ensuring that the intervention provides a single point of contact, a full range of opportunities and support from a comprehensive range of partners.

- **Stepping Up** - In response to the significant changes required in public service delivery over the next few years, a [toolkit](#) has been produced in partnership with Communities First to support communities in 'stepping up' to take over the management of services and assets. The toolkit has been written for people and community organisations at a neighbourhood or community level and sets out:



- the stages involved in taking over the management of Services and assets
- checklists to guide people through the process
- sources of further information and advice
- useful templates to support business planning  
Including recruitment of volunteers and stakeholder Engagement

As a natural next step to producing the Toolkit, Cardiff's Lead Delivery Body (LDB), with support from the Clusters during 2015-16, provided additional capacity to work with communities to support potential interested groups within communities to develop new innovation and delivery solutions around a range of community services and buildings. A key benefit of this work was interested community groups could link in with the Cluster Community Involvement Plans, increasing ownership of the community and ensure people were more involved with any solutions proposed.

### Successful Community Asset Transfer

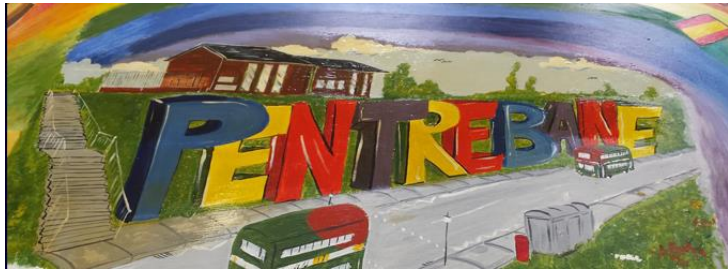
Pentrebane Community Centre is now operating as an independent community run building. It has been very successful in its endeavours to undertake a Community Asset Transfer. With strong support from Communities First the group developed their business plan and established themselves Charitable Incorporated Organisation.



The Cardiff West Communities First team provided a long term commitment to the Pentrebane Zone group in the development of their Social Enterprise and during 2015-16 this yielded the desired result. Pentrebane Zone are a group of people from the local area that have come together to bring



a community spirit back to the Community Centre. All of the board are from Pentrebanne and have lived there for many years. The trustee committee and all members have committed to keeping the Centre open to provide a much needed community facility for the local people and surrounding area to visit for classes, courses, group meetings, socialising and so much more.



What has been achieved is a community centre that is self-sustaining, completely voluntary run, with a plethora of partner organisations delivering from the centre and generating funding outside of the income generated through room hire.

The end result is that the Pentrebanne Zone Community Group secured premises to continue provision to the community which can be expanded on. The Council will ensure the unsustainable costs of providing the service and maintaining the asset are mitigated.

### **Families First/Flying Start/Integrated Family Support Teams/Youth Engagement & Progression**

Communities First is one of a number of family support and anti-poverty programmes that have been put into place by the Welsh Government alongside Flying Start, Integrated Family Support Services and Families First. Historically, these programmes have all had separate guidance and programme management arrangements, and have worked to deliver similar, though different, outcomes.

Recognising opportunities for greater added value and reducing duplication, WG took steps to align these different programmes and this work continued in 2015/16. Cardiff has also implemented a Steering Group to bring each of the Programme Leads together in order:

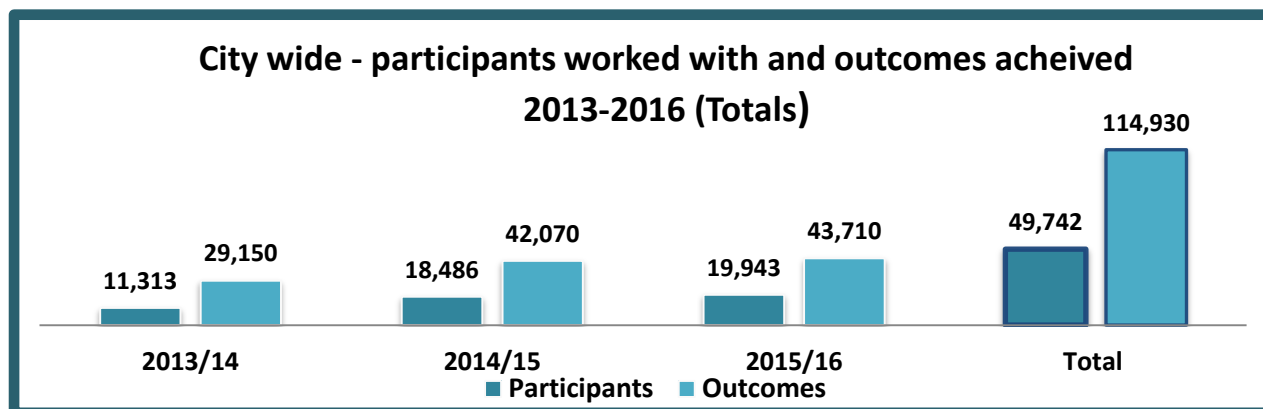
- to provide strategic direction to joining up local working arrangements for the delivery of Communities First, Families First, Flying Start, Integrated Family Support and Neighbourhood Partnerships in Cardiff.
- to ensure the delivery of these programmes is fully integrated with Cardiff Partnership’s What Matters Single Integrated Plan and its associated work streams, along with Welsh Government’s Tackling-Poverty Programme.
- to increase the alignment of resources at a Neighbourhood Partnership level with a clear focus on meeting identified need, efficiencies and savings achieved through partnership working, co-location and problem-solving approaches in collaboration.
- to develop a shared outcome performance framework and provide support and challenge as appropriate, ensuring a citizen focus is maintained.



## 4. PERFORMANCE HIGHLIGHTS 2015-2016

### HEADLINE FACTS ABOUT COMMUNITIES FIRST IN CARDIFF

During 2015-2016, Communities First across Cardiff saw 19,943 **participants** meaningfully engage with the programme to which **43,710 'outcomes'** were achieved. The combined total of participants has risen to **49,742** with a total of **114,930 outcomes** achieved since the start of the new programme.



### Prosperity Outcomes

- **401** people were upskilled through completing employability courses and **472** people have achieved Work Based Qualifications.
- **226** reported having an increase in confidence to look for work, with **256** aged 25+ going on to gain employment and **137** 16-25 year olds entering employment upon leaving school, reducing numbers not in education, employment or training.
- **598** felt more confident managing their finances and **324** are now reducing/managing their debt and **663** were supported to access the benefits they are entitled to.
- **73** reported they are now better prepared to run a small enterprise and **82** are better prepared to start a small business after working with Communities First.
- **22,242** time credit hours have been banked.

### Learning Outcomes

- **8,430** young people have had additional opportunities to enhance their educational development.
- **2,139** children now have a better understanding of the importance of school, and the schools reported that **522** increased their school attendance and **2,587** had improved academic performance.
- **1,985** parents reported they felt more confident supporting their children and **2,495** parents were more engaged with their children's school through the various programmes on offer.
- **1,256** people gained a qualification through attendance at a variety of learning opportunities across the City.

## Healthier Outcomes

- **1,350** people engaged in fitness related activities across Cardiff, a 17% increase on performance. People engaging in regular activity has seen a further 47% increase.
- **607** Increasing physical activity levels
- **263** people said they felt more positive about their mental wellbeing.
- **372** are more confident cooking a fresh meal
- **1477** are now eating fruit and vegetables daily a 59% increase on last year.



### How much did we do?

**96**  
projects

Prosperity C Health  
Community Learning

**12,230**  
sessions run

**19,943**  
participants

Prosperity theme  
has worked with  
**6,844**  
participants

Health theme  
has worked with  
**3,666**  
participants

Learning theme  
has worked with  
**9,433**  
participants

### How well did we do?

**38,784**  
volunteer hours

**43,710**  
outcomes achieved

Learning Prosperity C Health  
**16,670 20,916 6,110**  
outcomes achieved

**393**  
people secured  
employment

**2,691** £  
people financially better off

Total (City Wide) benefit gains  
of £1,124,537 and assisted  
clients to manage debt  
totalling £1,723,281.00

**5,347** 🍏 🏃 🚭  
people reported making healthier choices

**5,393** 👨👩  
parents more confident supporting  
their children and more engaged  
with the school

**2,587** 📖 A+  
children & young people with  
improved academic performance

**3,404** 😊  
people reported feeling more  
positive and confident to  
improve their lives

**1,728** 🧑🏫 ♿  
have gained work related /  
learning based qualifications

**522**  
children and young  
people with improved  
school attendance

**2,139** ✍️  
children and young people with  
a better understanding of  
the importance of school

### How is anybody better off?

2015/16 figures

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## 'Prosperity' Outcome Headline Figures – Cardiff Wide

The prosperity theme has shown a **7% increase** in people engaging with the projects being delivered through Communities First, from **6,521** in 2014-2015 to **6,844** in 2015/16. **20,916** outcomes (including time banked hours) have been gained in 2014-2015.

**Table 2 - Prosperity Outcomes** below shows a selection of key outcomes for the Prosperity Theme in 2013/2016

Example Outcomes	2013/ 14 Outcomes	2014/ 15 Outcomes	2015/ 16 Outcomes	2013/16 Total
Completing employment related courses	269	294	401	964
Gaining an employment related qualification (25+)	201	153	311	665
More positive and improved confidence about seeking work	86	248	266	560
Entering employment (25+)	146	194	256	596
Gaining an employment related qualification(16-25Yrs)	167	129	161	457
Entering employment (16-25Yrs)	85	137	137	359
Gaining basic IT Skills	60	239	257	556
More confident using a computer	48	192	106	346
Able to use the internet for online services	44	107	134	285
Improved financial literacy/capability	61	262	473	796
Developed a weekly budget	12	129	342	483
More confident managing finances	251	435	598	1281
Reducing/managing debt	72	754	324	1150
Supported to access the benefits they are entitled to	73	1,369	663	2105
Better knowledge for running a social enterprise	35	67	73	175
Additional Outcomes	16,942	18,870	16,454	52,266
<b>Total</b>	<b>18,553</b>	<b>23,664</b>	<b>20,916</b>	<b>63,113</b>



### How much did we do?

**34**  
projects  
**Prosperity**

**6,844**  
participants

**2,489**  
sessions run

### How well did we do?



**30,421**  
volunteer hours

**20,916**  
outcomes achieved

**393**

people secured employment

**311**

people earned employment related qualifications

**557**

people developing digital inclusion skills

of which

**257**

people have gained Basic IT Skills

**1,029**

people developing employment skills and finding work

**2,691**

people financially better off of which 754 have reduced and are managing their debt

ECLP Cluster: Annual benefit gains £558,838 Debt managed £559,838

STAR: Annual benefit gains £625,984 Debt managed £263,638

ACE Cluster: Annual benefit gains £378,775 Debt managed £731,601

BRG Cluster: Annual benefit gains £189,704 Debt managed £181,016



**22,242**

time credit hours banked

**1,029**

people feel more positive



### How is anybody better off?

2015/16 figures



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## 'Learning' Outcome Headline Figures – Cardiff Wide

Under the Learning Theme there has been a **9% increase** in people engaging with project delivery. During 2015-2016 Cardiff Communities First learning teams across Cardiff worked with 9,433 people. 16,670 local community members, young people and children have reported they are better off as a result.

**Table 3 – Learning Outcomes** below shows a selection of key outcomes for the Learning Theme for Communities First in 2015/16.

Example Outcomes	2013/ 14 Outcomes	2014/ 15 Outcomes	2015/ 16 Outcomes	2013/ 16 Total
Children and young people who know where to get help if they have a problem at school	345	484	409	<b>1,238</b>
Children and young people with a better understanding of the importance of school	n/a	1,590	2,139	<b>3,729</b>
Increased school attendance	290	392	522	<b>1,204</b>
Improved academic performance	105	1,981	2,587	<b>4,673</b>
Participating in a personal and social development opportunity	n/a	1,560	788	<b>2,348</b>
Parents feel more confident supporting their children	914	1,467	1,985	<b>4,366</b>
Parents are more engaged with school	1,741	1,849	2,495	<b>6,085</b>
Parents who know where to get help if their child has a problem at school.	120	376	400	<b>896</b>
People gaining a qualification	324	519	470	<b>1,313</b>
People more positive about learning	376	662	697	<b>1,735</b>
Progressing to a higher qualification	130	n/a	67	<b>197</b>
People who participate in regular volunteering to learn	16	143	149	<b>308</b>
Clients who enrol in further or higher education	310	121	211	<b>642</b>
Improved Literacy Skills	9	479	516	<b>1,004</b>
Improved Skills Numeracy Skills	9	218	297	<b>524</b>
Gaining a qualification	n/a	182	786	<b>968</b>
People are more positive about learning	75	383	665	<b>1,123</b>
Progressing to further learning	29	251	974	<b>1,254</b>
Additional Outcomes	2,996	310	513	<b>1,919</b>
<b>Total</b>	<b>7,789</b>	<b>12,967</b>	<b>16,670</b>	<b>37,426</b>



### How much did we do?

**35**  
projects

**Learning**

**9,433**  
participants



**7,618**  
sessions run



### How well did we do?



**3,953**  
volunteer hours



**9,433**  
outcomes achieved

**4,880**



parents more confident supporting their children in school

**788**

children and young people participating in a personal and social development opportunity

**2,587**

children and young people with improved academic performance

**2,139**

children and young people with a better understanding of the importance of school

**3,347**



people reported feeling more positive and confident to improve their lives

**1,599**



people who have improved their adult basic skills

**516**

people have improved literacy skills

**1,362**



people are more positive about learning

**1,256**



people have gained a learning based qualification

**297**

people have improved their numeracy skills

**1,252**



people have progressed to further learning

### How is anybody better off?

2015/16 figures



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communities first cymunedau yn gwstaf



Cymunedau yn gartref ddiwytan  
Caerdydd, Llanedeyrn a Penbryn  
East Cardiff, Llanedeyrn and  
Penbryn Communities First



Ariennir gan  
Llywodraeth Cymru  
Funded by  
Welsh Government



## 'Healthier' Outcome Headline Figures – Cardiff Wide

The healthier theme has seen a **7% increase** during 15-16 with **3,666** people in total engaging in a range of projects delivered across the healthy theme. 6,110 community members reported they are better off as a result.

**Table 4** below shows a selection of outcomes for the Healthier Theme for Communities First in 2015/16.

Example Outcomes	2013/14	2014/15	2015/16	2013/16
	Outcomes	Outcomes	Outcomes	Total
Parents who feel better able to cope	22	27	37	<b>86</b>
Expectant mothers making a positive health change during pregnancy	11	20	6	<b>37</b>
People are aware of the risk of obesity & with a positive attitude to improving their physical health	345	502	484	<b>1,331</b>
Increased physical activity	318	830	607	<b>1,755</b>
Regular participation in sport	47	169	160	<b>376</b>
Meeting physical activity guidelines	70	62	99	<b>231</b>
Increased knowledge of available support	53	197	192	<b>442</b>
Feel more positive about their mental well being	128	288	263	<b>679</b>
Participating in a positive activity twice a week	39	65	37	<b>141</b>
Better able to manage their well being	77	114	93	<b>284</b>
Ability to budget for a healthy diet for a week	417	185	185	<b>787</b>
More confident cooking a fresh meal	120	211	372	<b>703</b>
Eat fruit or veg daily/cooking a fresh meal at least once a week	205	645	1,542	<b>2,392</b>
Accessing fruit and veg via a food co-op.	118	236	272	<b>626</b>
Better knowledge of risks	215	457	342	<b>672</b>
Increased knowledge of available support	124	374	359	<b>857</b>
Reducing risky behaviour	3	389	340	<b>732</b>
Know how to access help and support / feel safer	122	106	105	<b>333</b>
Engaged in more community activity	113	124	57	<b>294</b>
Reduced social isolation	82	264	293	<b>639</b>
People supported to manage their chronic health condition(s)	58	174	219	<b>451</b>
Additional Outcomes	121	n/a	46	<b>167</b>
<b>Total</b>	<b>2,687</b>	<b>5,439</b>	<b>6,110</b>	<b>14,236</b>



## How much did we do?

**27** **Health**  
projects

**3,666** participants

**2,123** sessions

## How well did we do?



**4,410**  
volunteer hours



**2,123**  
outcomes achieved

**1,914** people reported eating fruit and veg daily and cooking a fresh meal at least once a week

**219** people supported to manage their chronic health condition(s) at home

**293** older people said they have reduced feelings of social isolation

**1,350** people reported feeling more positive and confident to improve their lives

**342** people have said they have better knowledge of risks associated with smoking, alcohol, drugs, and sexual health

**5,347** people reported making more healthier choices

**359** people have an increased knowledge of available support associated with smoking, alcohol, drugs, or sexual health

**340** people have reduced risky behaviour associated with smoking, alcohol, drugs, or sexual health

## How is anybody better off?

2015/16 figures

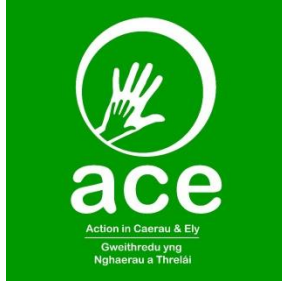
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## 5. Activity by Cardiff Communities First Clusters 2015-2016

### 5.1 Cardiff West (ACE) Communities First 2015-2016



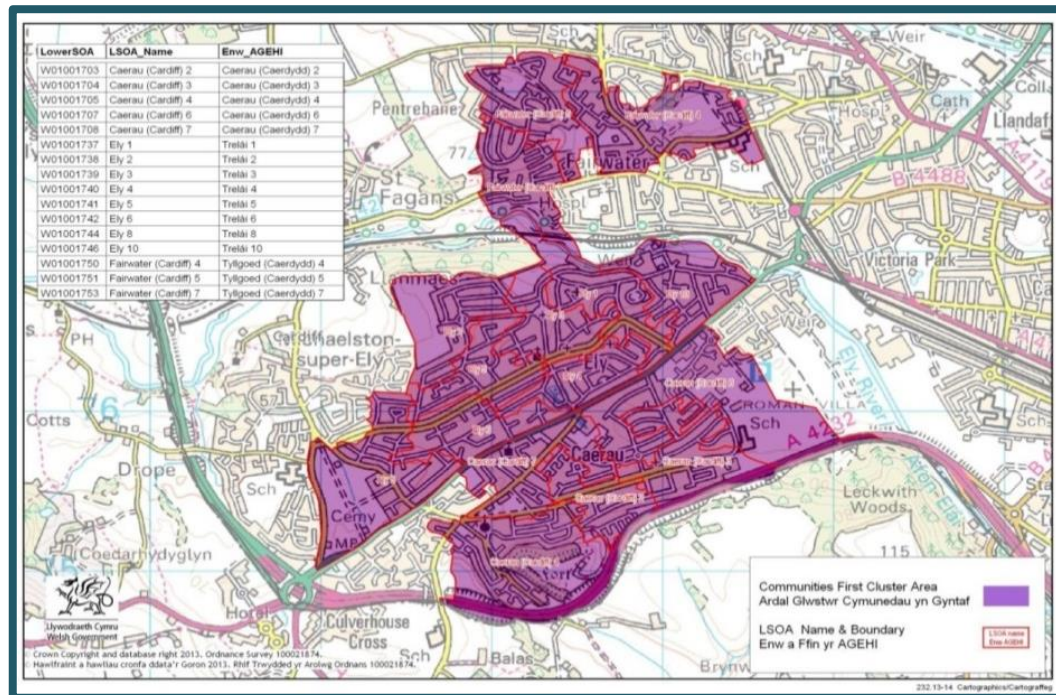
Cardiff West Communities First Cluster is managed by ACE (Action in Caerau & Ely), a charity that was created through the Ely and Caerau Communities First Programme in 2011. Building on the long history of community development in the community it seeks to develop and deliver a range of different projects and activities to regenerate and improve the communities of Ely and Caerau.

ACE was set up to develop and deliver a range of different projects and activities to regenerate and improve the communities of Ely and Caerau. Work now includes a wide range of activities, from delivering the Welsh Government Communities First Programme in Cardiff West, to working with individuals to help support and encourage community shaped ideas.

The Communities First staff team work with residents, community organisations, business and other key agencies across the Cardiff West Cluster (Ely, Caerau, and Fairwater). The Programme is focussing on actions leading to the long term sustainability and wellbeing of communities and involving local people in all aspects of this work is an essential feature of the programme.

#### Where Does ACE Communities First Work?

The Cardiff West Communities First Cluster is made up of parts of Caerau, Ely and Fairwater. The area has been formed from 16 smaller statistical areas with a total population of 25,300 people.



Cardiff West (ACE) Cluster Area



# ACE Communities First

Developing Communities and Creating Opportunities

## How much did we do?

**30**  
projects

Prosperity Health  
Community Learning

**7,040**  
participants



**2,267**  
sessions run



## How well did we do?



**13,650**  
volunteer hours



**8,636**  
outcomes achieved

**89**

people secured  
employment



more than

**580**

people earned one or  
more qualifications

**2,691**

people  
financially  
better off



(benefit gains of £378,775 and assisted  
clients to manage debt totalling £731,601)

**541**

parents more positive  
supporting their children



**1,578**

people reported feeling more positive  
and confident to improve their lives



**1,032**

children improved their  
academic performance



**1,930**  
people are making healthier choices

**6,353**

time credit hours banked

## How is anybody better off?

2015/16 figures



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## Cardiff West (ACE) Communities First Prosperity Theme

**Table 6 – Prosperity Projects** below shows the priorities and projects delivered by Cardiff West (ACE) Communities First for 2015 to 2016 under the Prosperity Theme. There are some changes in projects delivered from years 2013/2016.

Prosperous Communities Projects	Project Description
<b>PRIORITY - Helping people to develop employment skills and find work</b>	
Training and personal development for employment	The project involves the set up and development of two work clubs in the Cardiff West Cluster providing unemployed people with a place to meet, exchange skills, share experiences, find opportunities, make contacts.
<b>PRIORITY - Reducing Youth Unemployment and disengagement</b>	
Reducing youth unemployment and disengagement	This project works to reduce the amount of young people leaving school with no clear, defined destination into further training, education or employment.
<b>PRIORITY - Financial Inclusion - Improving Financial Capability, managing debt</b>	
CAB Advice - Cardiff West	The CAB Engagement and Outreach Advice Services provide an independent source of advice, advocacy and representation to vulnerable people living in the Cardiff West CF Cluster of Cardiff.
Making your money work for you	The project provides : <ul style="list-style-type: none"> <li>- Into/out of work benefits advice.</li> <li>- Awareness-raising: savings, credit union (rent account), household finance, money saving.</li> <li>- Range of Energy efficiency/renewable energy projects.</li> <li>-</li> </ul>
Community energy advice and support project	This is a partnership project between Severn Wye and Communities First to support the development of community energy services for those in / at risk of fuel poverty.
<b>PRIORITY - Supporting Enterprise and Timebanking Building Social Capital</b>	
Social enterprise	Project is supporting the establishment and development of locally based, owned and run social enterprises. Support is also provided for local entrepreneurs.
Business development	Supporting the development of new and existing businesses; providing generic business development support and advice.

## Cardiff West (ACE) Prosperity Theme Achievements 2013-2016

**Table 7 - Key Achievements** below illustrates the key achievements to date for the Cardiff West (ACE) Cluster under the theme of Prosperity for the years 2013/16.

Prosperous Communities	2013/2014	2014/2015	2015/2016	2013/2016 Total
Total participants	1,385	2,572	2,261	<b>6218</b>
Total sessions	497	563	449	<b>1,509</b>
Total volunteer hours	17,398	7,982	9903	<b>35,283</b>
Total outcomes	17,293 (Inc. Timebanking Hrs)	16,220(Inc. Timebanking Hrs)	7,650 (*)	<b>41,268</b>
Entering employment (ages 25+)	55	41	59	<b>155</b>
Entering employment (16-24)	85	64	30	<b>179</b>
Reducing and managing debt	61	295	138	<b>494</b>
Supported access to benefits they are entitled to	73	554	261	<b>888</b>
Number of people commencing self-employment	n/a	7	7	<b>14</b>

(\*) Timebanking hours captured on the community involvement reporting have been included.

## Cardiff West (ACE) Communities First Learning Theme

**Table 8** shows the priorities and projects delivered by Cardiff West (ACE) Communities First for 2015 to 2016 under the Learning Theme. There are some changes in projects delivered from years 2013/16.

Learning Communities Projects	Project Aims/Purpose
<b>PRIORITY - Supporting Young People to Do Well at School</b>	
Youth progressions/KS4-5 progression Mentor	A progression mentor works across the Ely/Caerau Federation to support all KS4 students – primarily targeting those who qualify for Free School Meals to inspire and encourage an interest in enrolling for Post 16 studies or apprenticeships.
Family Liaison Officer	The Family Liaison Officer works with pupils and parents and external agencies to provide additional support for significant or more complex issues. This will be delivered through person led approach, with family and child supported to lead the process, to recognise and solve issues in partnership with relevant agencies.
YEP Project	A School based community energy saving programme. With a generational behaviour change training focus.
Out of School Hours Projects	Homework Clubs, revision groups, Saturday Clubs, Breakfast Clubs, SPAG Clubs (Spelling, Punctuation and Grammar), Journalism Groups, PSE – wellbeing, revision and drama workshops, reading and maths clubs.

Extra-curricular projects (targeted PDG work)	Dragonfly Coaching workshops, Revision workshops, Study Skills residential, Literacy/Numeracy events, Pyramid Mentoring Projects. Broadening experience Project – trips to museums, theatres etc. Girl power groups, community garden project, GD intergenerational projects.
Primary Transition Projects	Primary to Secondary focus, Transition Holiday Scheme, Pyramid Holiday Club, Afterschool Club, Link school events/performances to Feeder schools and Family craft afternoon.
<b>PRIORITY - Supporting Families to be Engaged in their Children's Education</b>	
Parent Child/Co-learning	A range of projects are offered including Families and Schools Together (FAST), Language and Play, Seals and Bugs, Dragonfly Coaching, Strengthening Families, Families learning together, Bright Sparks, Literacy Cafes and Schools showcase consultation event.
<b>PRIORITY - Improving Adult Life Skills</b>	
Local learning	Community run learning linked to local interest i.e. Caer Heritage project - St Marys church, Fishing project, Music projects, holiday provision at Mill park, skate park activities. Bike Clubs, coffee mornings, Holiday Provision, Relationships & Local Learning and Christmas Fayres, Community Garden Parties, Farmers Market.

## Cardiff West (ACE) Learning Theme Achievements 2013-2015

The table below illustrates the key achievements to date for the Cardiff West (ACE) Cluster under the theme of Learning for the years 2013/14 and 2014/15.

**Table 9 - Key Achievements**

Learning Communities Key Achievements	2013/2014	2014/2015	2015/2016	2013/2016 Total
Total participants	2,128	2,594	2,957	<b>7,679</b>
Total sessions	256	772	948	<b>1,976</b>
Total volunteer hours	335	740	0	<b>1,075</b>
Total outcomes	2,637	3,625	5058	<b>11,320</b>
Improved academic performance	n/a	934	1032	<b>1,966</b>
Parents more engaged with school	877	391	541	<b>1,809</b>
People gaining a qualification	11	106	499	<b>616</b>
Progress to further Learning	n/a	117	591	<b>708</b>
Children & young people understand the importance of School	n/a	984	1074	<b>2,058</b>

## Cardiff West (ACE) Communities First Healthier Theme

**Table 10** below shows the priorities and projects delivered by Cardiff West (ACE) Communities First for 2015 to 2016 under the Healthier Theme for the Communities First Programme. There are some changes in projects delivered from years 2013/16.

Healthier Communities Projects	Project Aims/Purpose
<b>PRIORITY - Supporting a Flying Start in the Early Years</b>	
Pre-natal and parental support	A pre-natal group and supporting local parent support groups
<b>PRIORITY - Promoting Physical Well Being</b>	
Access to sport and physical activity	Supporting existing groups and developing new groups to run physical activity sessions. Work with Come Outside steering group to support local outdoor activities. Support the development and improvement of local green spaces to encourage physical activity.
<b>PRIORITY - Promoting Mental Well Being</b>	
Mental health support	Develop/maintain support for local initiatives to help people to improve their mental health and wellbeing, help families to work together to support each other's mental wellbeing and support the work of the Primary Mental Health Support Service - Cardiff & Vale (PMHSS) to increase local uptake and ownership.
<b>PRIORITY - Encouraging Healthy Eating</b>	
Removing barriers to health	Providing access to free or cheap food for people on a very low income, with links to additional support around budgeting and healthy cooking.
Healthy eating for all	Community-run fruit & veg co-ops. Community training, cooking clubs, cooking demonstrations Community-led weight control support.
Community growing	Community training in growing fruit & veg at home. Development of a community garden / allotment.
<b>PRIORITY - Supporting People to Live in the Community</b>	
Healthy, Wealthy & Wise	Community-based activity clubs for the over 50's, promoting health and wellbeing, participation and social inclusion.
Social support groups	To improve wellbeing through supporting the development of community-led social groups where people can make friends, discuss issues and receive practical advice and support. The role for Communities First is helping to address these issues in engaging with people and signposting them to the relevant services.



## Cardiff West (ACE) Healthier Theme Achievements 2013-2016

**Table 11** below illustrates the key achievements to date for the Cardiff West (ACE) Cluster under the theme of Healthier Communities for the years 2013/16.

Healthier Communities Key Achievements	2013/2014	2014/2015	2015/2016	2013/2016 Total
Total participants	1,131	1,581	1,822	<b>4,534</b>
Total sessions	332	982	1,123	<b>2,437</b>
Total volunteer hours	960	3,008	3,747	<b>7,715</b>
Total outcomes achieved	1,064	1,807	2,281	<b>5,152</b>
Increased physical activity	118	392	218	<b>728</b>
Feel more positive about their mental wellbeing	75	104	80	<b>259</b>
Better able to manage their wellbeing	77	114	93	<b>284</b>
Access to fresh fruit and veg/ Co-op	79	198	212	<b>489</b>
Eat more fruit and vegetables	n/a	313	1006	<b>1,319</b>
Ability to budget for a healthy diet	409	185	185	<b>779</b>
Reduced social isolation	31	158	150	<b>339</b>
People supported to manage their chronic health condition	n/a	174	158	<b>332</b>



## ACE (Cardiff West) Individual Case Study – Investing in people and their future, together.



Alex, 27 came to Communities First (CF) in West Cardiff with a desire to become a locksmith. After some considerable research we found there were course running in Manchester, Twickenham and Abergavenny, locksmith is not a very common qualification. The course costs varied but we found the most local one was still going to cost £1,150. This amount of money for one individual always presents an issue as we would not be able to allocate such a large amount of money for one person. Not all participants will require a work related qualification, but with an allocation of £7.50 per head it is always considered carefully how to spend on each individual.

In order to facilitate the training for Alex ACE sought alternative funding, firstly the Cardiff Community Endowment Fund available through the Community Foundation in Wales. A relatively simple application and some months later we were able to secure £1000 towards



his training costs. CF contributed £150 from core funds to top up the course fees, and a further £200 from Comic Relief for travel and accommodation. After the training was complete there was the next issue of securing the appropriate tools for the job. As you can imagine these can only be purchased once, the participant has certification. SOVA came to his aid (with Alex being a parent he met their criteria) and they managed to secure a further £600 from their barriers fund to start Alex off in his career as lock smith.



Alongside the training ACE used their ongoing relationship with Cadwyn Housing Association to promote Alex as a referral to their residents who lose their keys or lock themselves out. At present the current system is the maintenance team will come out, break the lock and bill the householder for a new one. This way Alex can pick the lock (which he explains can be done in around ten seconds), reduce the cost for the customer and it secures him an income. We have had some positive talks with Cardiff Community Housing Association (CCHA) about using Alex as well and have just instigated the same process with Wales & West Housing. Association



Alex has to be the one person where we have sought the most external funding to develop his career at a total of £1,950. Alex has been contributing for some of his own tools, travel and paying for driving lessons as being mobile is quite important for the job. It has taken 4 funding streams from 4 organisations and partnership work from the housing associations to make this work which has all taken time and a real investment in the individual. We believe that Alex will be able to secure a credible future for himself and his family with this chosen trade and we will follow his career and continue to offer assistance where needed.

## ACE (Cardiff West) Key Achievement – ‘A healthy lifestyle starts at home’, Food Wise programme

The Health team have delivered the Public Health ‘Nutrition Skills for Life’ weight-management programme ‘Food wise’ in the local community several times this year with a high level of success in helping adults to change eating habits. This year we ran Food Wise in a slightly different way, the focus was on the whole family and to also increase physical activity levels for maximum impact on weight loss and future health and wellbeing.

The usual 8 week course was run with a group of local parents but the course overlapped the School holidays so that two additional sessions could be run with the children there. Through a mix of child-focused learning activities and whole group discussions the children started to pick up on some of the key healthy eating messages that the parents were learning on the course. Following the course parents have reported that the whole family have changed behaviours and that both they and their children are more conscious of what they eat.

Examples given by the parents include the children checking food labels in the supermarket to avoid foods with high sugar or fat content; children choosing water at home rather than sugary drinks; and children shunning sweets in favour of fruit or carrot sticks. Families were especially shocked at the sugar content of items such as bread and have begun to experiment with cooking such items from scratch for greater control of what goes in.



In addition to the healthy eating component, the health officer has introduced a physical activity course. Parents were reluctant to visit the local leisure centre due to cost, lack of experience and feeling self-conscious about their weight. The health officer negotiated with the centre to agree that group members could pay with time credits for a swim session; funded gym inductions and follow-up gym sessions; and helped the group to apply for ‘Active’ cards so that they could purchase further sessions at half price.

This has been effective in changing habits as all members of the group reported going to the leisure centre at least 1 other time during the week every week to keep their activity levels up during the course.

One participant stated that she no longer use my mobility scooter as a result of the health programmes through communities first. I am now able to walk with just the aid of a stick, and now I am able to independently take my granddaughter in her pram for walks, instead of having her friends push the pram for me.

Another participant stated that she previously had no energy to leave the house, and soon developed anxieties and depression. She now has more energy to leave the house, and actually attends the gym with friends. Overall, she feels her best achievement is being able to get down, onto the floor to play with her children, without struggling for breath.

## 5.2 BRG Communities First Cluster 2015-16



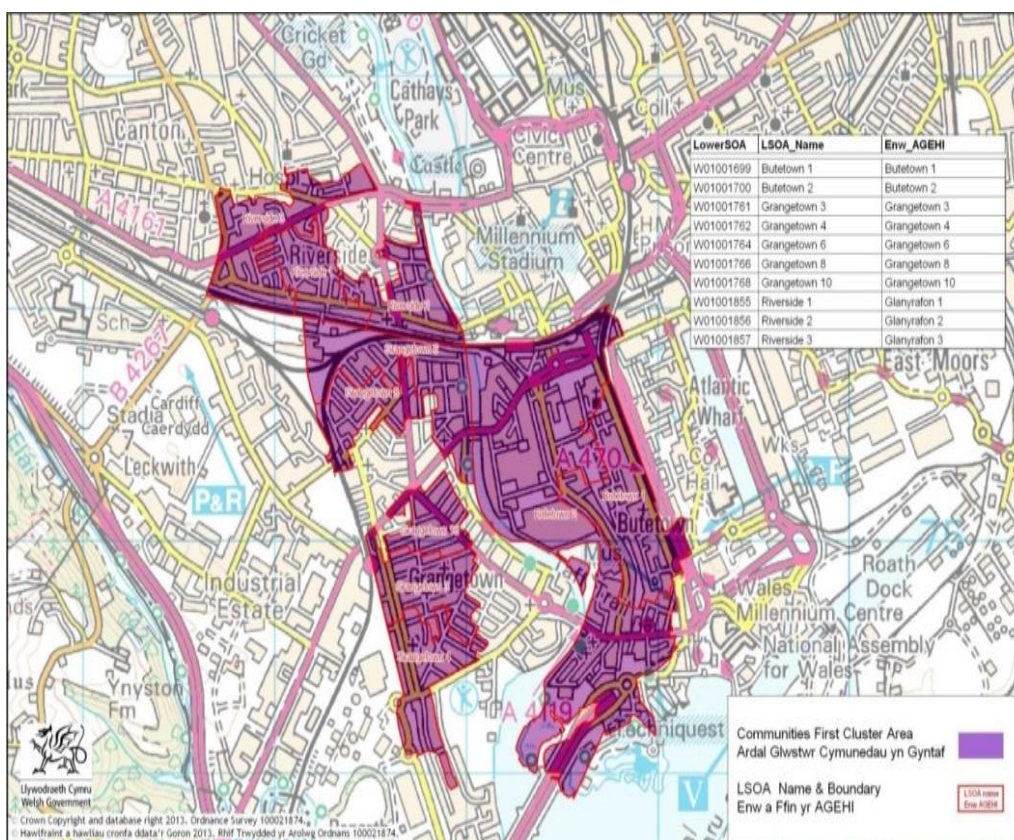
Butetown, Riverside and Grangetown (BRG) Cluster is hosted by South Riverside Community Development Centre (SRCDC). The team consists of 13 members of staff. BRG cluster faces a number of challenges when seeking to develop sustainable poverty responsive regeneration projects and activity. The area has the highest level of cultural diversity in Wales and these communities include Somali, Yemini, Sudanese, Caribbean, Chinese, Indian, Sikh, Pakistani Bangladeshi, West and Central Africa, the Middle East and other parts of Europe and the World. Most of these communities have

English language needs, the impacts of which are often complex and far reaching including access to services and information throughout whole families. The lack of English language can also inhibit the educational progress of children and the educational and employment opportunities for adults.

Another feature of the area is the percentage of vulnerable adults, through homelessness, substance misuse, alcoholism and sex working. Through building on existing partnership arrangements the BRG Cluster will seek to include vulnerable groups in cluster activity.

### Where Does BRG Communities First Work?

The Cardiff BRG Communities First Cluster is made up of parts of Butetown, Grangetown and Riverside. The area has been formed from 10 smaller statistical areas with a total population of 20,300 people.



BRG Communities First Cluster Area



# BRG Communities First

## Developing Communities and Creating Opportunities

### How much did we do?

**22**  
projects



**4,634**  
participants



**2,220**  
sessions run



### How well did we do?



**5,702**  
volunteer hours



**12,662**  
outcomes achieved

**64**  
people secured employment



more than  
**576**  
people earned one or more qualifications

**529** people financially better off  
(benefit gains of £189,704 and assisted clients to manage debt totalling £181,016)



**332**  
parents more positive supporting their children



**639**  
people reported feeling more positive and confident to improve their lives



**949**  
people are making healthier choices



**163**  
people developing their digital inclusion skills



**762**  
children improved their academic performance



### How is anybody better off?

2015/16 figures

Call us on  
**029 20 250549**

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**BRG Communities First**

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**@C1st BRG**



communities first cymunedau yn gyntaf



## BRG Communities First Prosperity Theme

Table 13 below shows the priorities and projects delivered by BRG Communities First for 2015 to 2016 under the Prosperity Theme. There are some changes in projects delivered from years 2013/16.

Prosperous Communities Projects	Project Aims/Purpose
<b>PRIORITY - Helping People to Develop Employment Skills and find Work (ages 25+)</b>	
Developing Employability Skills	The project provides locally based employment support that is available to all. This project is seeking to address the low levels of economic activity across the cluster and seek to increase prosperity through moving people away from benefits into employment or job related training.
<b>PRIORITY - Reduced Youth Unemployment and Disengagement (ages 16-24)</b>	
BRG Youth Pathways	The project is designed to engage with young people within the locality to promote opportunities to increase their skills and confidence towards looking for work and or pursuing further education (FE) options. The project is working with a broad range of partners to increase the availability of employment support opportunities within the BRG Cluster.
<b>PRIORITY - Promoting Digital Inclusion</b>	
Get BRG Online	The Get BRG Online project is delivering a broad range of engagement and learning activities surrounding the theme of Digital Inclusion. The project is being delivered using 3 main approaches: increasing knowledge and confidence in using IT, raising awareness of the benefits and opportunities of using online services and promoting physical access to IT, wifi spots.
<b>PRIORITY - Financial Inclusion-Improving Financial Capability, Managing debt and raising income</b>	
Developing financial literacy	This project is seeking to co-ordinate Financial Literacy Training across the cluster offering referrals, developing and accessing learning resources and developing further provision to meet demand.
BRG advice in the community (CAB)	Cardiff and Vale CAB's Engagement and Managing Your Money (group) Services is providing an independent source of financial capability training to vulnerable people living in the BRG cluster in Cardiff. The project aims to mitigate the impacts of poverty by increasing access to financial capability services at a range of outreach venues in deprived communities.
<b>PRIORITY - Supporting Enterprise and Time banking, Building Social Capital</b>	
Developing enterprise skills	The project is providing a programme of learning, information and support for the development of business and social enterprise amongst residents within the cluster. The programme is being delivered through accredited courses on setting up and running a business/social enterprise, Supporting the development of business/ social enterprise opportunities within the cluster area, and encouraging the growth of these.
BRG Time for All	Establishment and embedding of time credits scheme. Enabling community members to earn and spend credits. Coproduction of opportunities.

## BRG Prosperity Theme Achievements 2013-2016

Table 14 below illustrates the key achievements to date for the BRG Cluster under the theme of Prosperity for the years 2013/16

Prosperous Communities Key Achievements	2013/2014	2014/2015	2015/2016	2013/2016 Total
Total participants	442	1,021	1,116	<b>2,579</b>
Total sessions	210	401	351	<b>962</b>
Total volunteer hours	213	133	11	<b>357</b>
Total outcomes achieved	568	1,106	6,310	<b>7,984</b>
Entering employment (ages 25+)	78	81	37	<b>196</b>
Entering employment (16-24)	n/a	27	27	<b>54</b>
Completing an employment related course	146	192	216	<b>554</b>
Gaining basic IT Skills	n/a	56	63	<b>119</b>
Number of people commencing self-employment	n/a	2	7	<b>9</b>

## BRG Communities First Learning Theme

Table 15 below shows the priorities and projects delivered by BRG Communities First for 2015 to 2016 under the Learning Theme for the Communities First Programme. There are some changes in projects delivered from years 2013/16.

Learning Projects	Communities	Project Aims/Purpose
<b>PRIORITY - Supporting Young People to Do Well at School</b>		
Homework Clubs		The project is providing a facilitated and co-ordinated approach to the provision of after-school and homework clubs across the cluster, specifically focusing on LSOA areas where educational attainment is poor.
Holiday activities programme for young people		The project aims to provide a range of holiday activities, to support young people aged 16 and under which provide positive activities and things to do for young people, with embedded educational benefit.
HUBCF11 (PDG)		HUBCF11 refers to learning experiences of pupils in a wider context than the classroom. Children from years 5-9 are encouraged to participate in a range of opportunities and to plan and run their own projects.
<b>PRIORITY - Supporting families to be Engaged in their Children's Education</b>		
Transition support - Parents and Pupil		This project is providing support to young people and their parents within the education system through defined support, particularly targeted at transition points within the learning journey.
Family engagement (PDG)		The project involves Fitzalan High School and feeder primary schools within the Cluster working with parents on a range of learning activities, including e-learning, developing reading skills and numeracy.

<b>PRIORITY - Lifelong Learning in Communities</b>	
Developing community learning	This projects aim is to further develop and enhance a range of initiatives throughout the Cluster area that seeks to develop community learning, backed where appropriate by learning reps and peer mentors.
<b>PRIORITY - Improving Adult Life Skills</b>	
Developing language learning	This project is stimulating and supporting the uptake of language learning that includes English and non-English community languages through developing relationships and provision through residents, community/ groups and mainstream providers.

## BRG Learning Theme Achievements 2013-2016

Table 16 below illustrates the key achievements to date for the BRG Cluster under the theme of Learning for the years 2013/16.

<b>Learning Communities Key Achievements</b>	<b>2013/2014</b>	<b>2014/2015</b>	<b>2015/16</b>	<b>2013/16 Total</b>
Total participants	1,872	2,935	2,937	<b>7,744</b>
Total sessions	650	1,105	1,670	<b>3,425</b>
Total volunteer hours	1,456	2,571	620	<b>4,647</b>
Total outcomes achieved	1,830	4,017	5,339	<b>11,186</b>
Improved academic performance	105	341	762	<b>1,208</b>
Increased school attendance	130	174	189	<b>493</b>
Parents more engaged with school	274	430	838	<b>1,542</b>
People gaining a qualification	207	295	122	<b>624</b>
Improved literacy skills	n/a	182	433	<b>615</b>
Improved numeracy skills	n/a	182	241	<b>423</b>

## BRG Communities First Healthier Theme

Table 17 below shows the priorities and projects delivered by BRG Communities First for 2015 to 2016 under the Healthier Theme. There are some changes in projects delivered from years 2013/16.

<b>Healthier Communities Projects</b>	<b>Project Aims/Purpose</b>
<b>PRIORITY - Promoting Physical Well Being</b>	
Community health and wellbeing	The project is using appropriate mediums to engage each group (e.g. sport for young people, men and grandmothers support groups) and will offer a range of sessions that seek to provide tasters to exercise, advice sessions on 'non-exercise' activities such as healthy cooking and support to access coaching development to enable sustainable activities.
<b>PRIORITY - Promoting Mental Well Being</b>	
Mental health in the community	The project is increasing awareness of, and reducing the stigma related to mental health issues across the BRG Cluster through the delivery of a range of mental health workshops and awareness activities that are sensitive to the diverse range of users.



**PRIORITY - Encouraging Healthy Eating**

Healthy food in the community

The purpose of this project is to increase the health and nutrition of the local population, by removing barriers in knowledge and financial & physical accessibility to healthy and nutritionally balanced food. This is being done through a range of initiatives that supports healthy eating practices within the BRG cluster with the associated knock on benefits in terms of health improvement.

**PRIORITY - Supporting People (with additional Needs) to Live in the Community**

Improved health and wellbeing within the elderly population

This project delivers a programme of participative and information based activities aimed at promoting health and wellbeing within the 50+ and retired population. The project is delivering a range of sessions promoting well-being, good health and personal maintenance. The project is utilising different and appropriate mediums to ensure the inclusion of the areas diverse community needs.

**BRG Healthier Theme Achievements 2013-2016**

**Table 18- Key Achievements** below illustrates the key achievements to date for the BRG Cluster under the theme of Healthier Communities for the years 2013/16.

Healthier Communities Key Achievements	2013/2014	2014/2015	2015/16	2013/16 Total
Total participants	380	368	581	<b>1,329</b>
Total sessions	61	192	199	<b>452</b>
Total volunteer hours	124	102	2	<b>228</b>
Total outcomes achieved	599	708	1,013	<b>2,320</b>
Positive attitude to improve physical health	78	135	79	<b>292</b>
Increased physical activity	30	51	108	<b>189</b>
Feel more positive about their mental wellbeing	53	130	98	<b>281</b>
Eat more fruit and vegetables	n/a	97	247	<b>344</b>



## BRG Communities First – Invisible Walls Wales and BRG Communities First

The Invisible Walls Wales project is delivered by a consortium of agencies. Funded by the Big Lottery, Invisible Walls takes a whole family approach working with prisoners and their families by engaging the whole family in both the pre-release and post release phases of the project. Participants in the Invisible Walls project are prisoners who have at least 4 months and up to 12 months left to serve of their prison sentences.

The Invisible Walls approach is based on rebuilding family bonds to develop social and family support for the offender. The family unit may be the wife, husband or partner; it could be the mother, sister, brother or other relative of the prisoner who is the primary carer of any children who are included in the project.

*“BRG Communities First has proven to be an invaluable commodity to the IWW programme and I look forward to further opportunities to work together”*

The vision and the approach for the Invisible Walls project is built on the view that if prisoners could ‘see through’ the prison walls and witness the impact their criminal behaviour has on their family and community, this can create a powerful reaction which can then be used as a catalyst for positive change.

Having worked in Partnership with BRG Communities First and Hamid Hicham for over a year, the employee from invisible walls explains; *Invisible Walls has identified that a key issue for many of the participants and their families is that they do not access the services available to them. As a result of the trust based relationships that families develop between me and BRG they are now accessing the opportunities offered by the Communities First Team.*

Ex-offenders access relevant community based services that address their general welfare and employment issues. They are also supported to develop coping strategies in dealing with their high risk behaviours and managing negative peer and community influence, resulting in the reduction of offending behaviour.

They also can improve their self-confidence, whilst removing the perceived barriers to employment and providing the skills to engage with job seeking services.



Providing a family friendly, informal, welcoming approach where there is better support to further engage in education, training or employment will reduce the likelihood of offender participants returning to crime and imprisonment post release and therefore increase the quality of life and fosters positive community inclusion for the whole family.



### CASE STUDY 3

H was a young lady of Moroccan descent who had moved to Italy as a teenager and subsequently learnt Italian, she had trained as a Nursery Nurse in Italy but for a variety of reasons, including difficulties in employment, H her mother, and two sisters decided to move to the UK, under EU residency rules. They had some connections with people they knew in Cardiff and thus moved here.

The family made contact with the Communities First team, through a recommendation in the community. They had a partial understanding of English and joined an ESOL class to improve their skills and at the same time they volunteered for SRCDC in a community café.

The prosperity adult employment worker was able to find employment for H and one of the sisters in a care agency and the third sister was found some temporary employment as an admin worker in a local business.

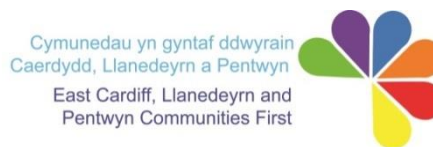
The team are exploring the transfer of the qualifications that H possesses from Italy that will allow her to improve her employment with the same care agency that has a contract for a Children's Unit in a local hospital.

The whole family as EU citizens were unable to access any benefits until they had been in the UK for 6 months. The effect of H and her sister's employment has meant they were able to support their whole family and begin the process of creating a sustainable and productive life in Wales.

### Manual Handling Training Course



### 5.3 CARDIFF EAST (ECLP)



#### Cardiff East (ECLP) Communities First Cluster

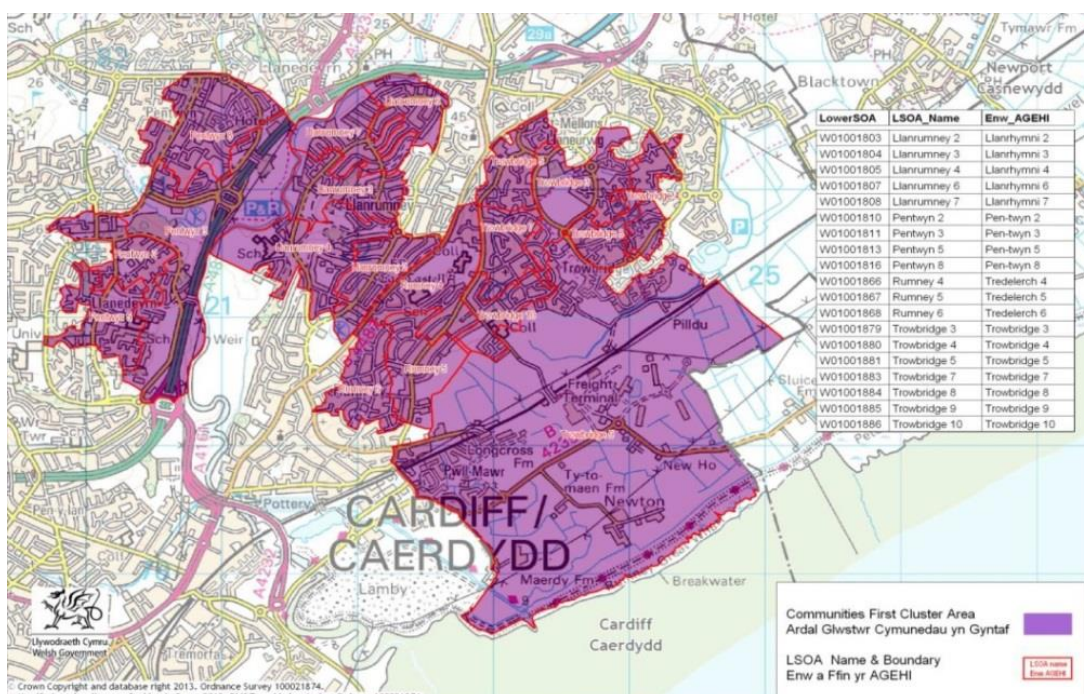
Cardiff Third Sector Council (C3SC) is the host organisations for the East Cardiff Llanedeyrn and Pentwyn (ECLP) Communities First Cluster.

The Cardiff East Cluster is one of the largest Communities First clusters in Wales and comprises several different locations including: Pentwyn, Llanedeyrn, Llanrumney, Rumney, Trowbridge, St Mellons. It has a population of nearly 30,700 over an area of 5.5 square miles. This offers some great opportunities as well as some potential challenges. The cluster is split by the A48 (Eastern Avenue) and suffers from a lack of direct transport routes between the two areas. This means that although the communities are close on a map, they have had little interaction with each other.

The ECLP team consists of 17 staff working with community members and local services to develop and support local projects to improve **health**, **learning** and **prosperity** across the area. Projects are designed, in partnership with the community, which fit under the 3 National Outcomes (Learning, Health and Prosperity).

#### Where Does ECLP Communities First Work?

The Cardiff East Communities First Cluster is made up of parts of Llanrumney, Pentwyn, Rumney and Trowbridge. The area has been formed from 19 smaller statistical areas with a total population of 30,700 people.



Cardiff East (ECLP) Cluster Area



# ECLP Communities First

Developing Communities and Creating Opportunities

## How much did we do?

**23**  
projects



**4,061**  
participants



**2,359**  
sessions run



## How well did we do?



**4,411**  
volunteer hours



**6,408**  
outcomes achieved

**152**

people secured  
employment (inc LIFT)

more than  
**296**

people earned one or  
more qualifications



**845**

people  
financially  
better off



(benefit gains of £588,672 and assisted  
clients to manage debt totalling £559,838)

**237**

parents more positive  
supporting their children



**816**

people reported feeling more positive  
and confident to improve their lives



**1,620**

people are making healthier choices



**213**

people developed their  
digital inclusion skills

**285**

children improved their  
academic performance



## How is anybody better off?

2015/16 figures



Call us on  
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Website  
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communities first cymunedau yn gyntaf



Cardiff  
Caerdydd  
Page 124



Ariennir gan  
Lywodraeth Cymru  
Funded by  
Welsh Government

## Cardiff East (ECLP) Communities First Prosperity Theme

**Table20** below shows the priorities and projects delivered by Cardiff East (ECLP) Communities First for 2015 to 2016 under the Prosperity Theme. There are some changes in projects delivered from years 2013/16.

Prosperous Communities Projects	Project Aims/Purpose
<b>PRIORITY - Helping People to Develop Employment Skills and Find Work (Ages 25+)</b>	
Finding the right job project	This project provides a range of activities, opportunities and routes of support for community members to help them identify appropriate work develop employment skills and enter employment.
LIFT Programme – (also works with 16-25 Yr. olds)	The project is targeting intensive support for those households where no-one has worked for a minimum of 6 months. It is working with the 'hardest-to-help' households which are likely to face the greatest barriers to becoming employed or re-employed.
<b>PRIORITY - Reducing Youth Unemployment and Disengagement (Ages 16-24)</b>	
Youth employment	The aim of the project is to improve confidence in seeking work and give young people the opportunity to become job ready to enter employment. This work is being delivered by the Jobs Growth Wales Mentor.
<b>PRIORITY - Promoting Digital Inclusion</b>	
Digital inclusion project	This project is delivering informal digital inclusion sessions at venues across the Cluster such as libraries and community centres. The sessions will improve people's confidence in progressing their lives through employment and finances.
<b>PRIORITY - Improving Financial Capability, managing debt and raising income</b>	
Energy Savers	This project is to enable parents of primary school children to reduce their household energy bills and teach children the values of a greener home.
CAB – Outreach and advice project	Cardiff and Vale CAB's Engagement and Managing Your Money (group) Services are providing an independent source of financial capability training to vulnerable people living in the ECLP cluster in Cardiff. The project aims to mitigate the impacts of poverty by increasing access to financial capability services at a range of outreach venues in deprived communities.
<b>PRIORITY - Supporting Enterprise and Time banking, Building Social Capital.</b>	
Supporting enterprise	The project is offering initial support for those wishing to explore enterprise as an option for their future. The focus is on community groups wishing to explore social enterprise; and individuals wishing to explore Childcare as a business option.
<b>PRIORITY - Reducing the Risk of Youth Offending</b>	
Youth engagement	This project is using a mix of CF and external funding to enable young people to benefit from activities which divert them from anti-social behaviour. Activities are focussed at local venues during non-traditional opening hours e.g. late nights, weekends and holiday times. This work is additional to work already taking place at the venues.

## Cardiff East (ECLP) Prosperity Theme Achievements 2013-2016

**Table 21- Key Achievements** below illustrates the key achievements to date for the Cardiff East (ECLP) Cluster under the theme of Prosperity for the years 2013/16.

Prosperous Communities Key Achievements	2013/2014	2014/2015	2015/2016	2013/16 Total
Total participants	244	1,582	1,911	<b>3,737</b>
Total sessions	81	2,675	744	<b>3,500</b>
Total volunteer hours	94	n/a	3,013	<b>3,107</b>
Total outcomes achieved	273	1,438	2,887 (*)	<b>3,808</b>
More positive and improved confidence about seeking work	37	84	92	<b>213</b>
Actively accessing advice and support.	n/a	75	94	<b>169</b>
Entering employment (ages 25+)	7	28	109	<b>144</b>
Entering employment (16-24)	n/a	20	43	<b>70</b>
Gaining basic IT Skills	25	105	107	<b>237</b>
More confident using a computer	25	103	106	<b>234</b>
Reducing and managing debt	n/a	173	90	<b>263</b>
Supported access to benefits they are entitled to	n/a	298	144	<b>442</b>

(\*) Timebanking hours captured on the community involvement reporting have been included.

## Cardiff East (ECLP) Communities First Learning Theme

Table 22 below shows the priorities and projects delivered by Cardiff East (ECLP) Communities First for 2015 to 2016 under the Learning Theme. There are some changes in projects delivered from years 2013/16.

Learning Communities	Project Aims/Purpose
<b>Projects</b>	
<b>PRIORITY - Supporting young people to do well at school</b>	
School & beyond	<b>Community Focussed Schools</b> – This project is working closely with the Community Focussed Schools Officer to develop projects and activities that will enrich the school experience for pupils and encourage parental engagement in their child’s education, such as after school and inter-generational activities.
<b>PRIORITY - Supporting families to be engaged in their children’s education</b>	
PDG Family Liaison Project	The project is supporting two high schools and two primary schools to address issues within families that are impacting on attendance and academic performance.
Supporting family learning	Activities are encouraging parental engagement in the learning process, helping parents to support their child’s learning and improving the skills of parents. The project is supporting and creating opportunities for parents to become engaged with schools through a variety of family learning activities.



Parents Together project	Family Liaison Officers work with schools and community venues to provide free space for parents to come together in an informal manner. The sessions encourage non-judgemental openness and discussion of family issues so parents can learn from each other and potentially offer support to other families.
<b>PRIORITY - Improving Adult Life Skills</b>	
Friends of Lifelong Learning	By developing networks that support local schools the project is creating a culture of lifelong learning within local schools, encouraging PTAs, 'Friends of' groups and governing bodies to support schools to become hubs for lifelong learning.
Widening access to local Learning	This project is promoting learning opportunities, creating new learning opportunities where there is identified need, removing barriers to learning and working with Cardiff and Vale Community Learning Partnership providers to offer wraparound support for local learners.
Next Level Learners	The project is encouraging people to re-engage with learning and exploring progression routes with those who hold some previous training or qualifications. The project is working with those who need significant support, not those who can simply be signposted to a course or training provider.

## Cardiff East (ECLP) Learning Theme Achievements 2013-2016

**Table 23- Key Achievements** below illustrates the key achievements to date for the Cardiff East (ECLP) Cluster under the theme of Learning for the years 2013/16.

Learning Communities Key Achievements	2013/2014	2014/2015	2015/2016	2013/2016 Total
Total participants	1,113	1,202	1,313	<b>3,628</b>
Total sessions	329	1,627	1,395	<b>3,351</b>
Total volunteer hours	228	667	458	<b>1,353</b>
Total outcomes achieved	1,057	2,007	2,497	<b>4,504</b>
Children and young people with a better understanding of the importance of school	n/a	143	290	<b>433</b>
Improved academic performance	n/a	166	256	<b>422</b>
Increased school attendance	147	166	285	<b>598</b>
Parents who know where to get help if their child has a problem at school.	n/a	335	400	<b>735</b>
Parents more engaged with school	205	382	399	<b>986</b>
People gaining a qualification	n/a	146	176	<b>322</b>
Clients who enrol in Further or Higher Education	29	121	133	<b>283</b>

## Cardiff East (ECLP) Communities First Healthier Theme

**Table 24** below shows the priorities and projects delivered by Cardiff East (ECLP) Communities First for 2015 to 2016 under the Healthier Theme. There are some changes in projects delivered from years 2013/16.

Healthier Communities Projects	Project Aims/Purpose
<b>PRIORITY - Promoting Physical Well Being (Ages 7 and above)</b>	
Improving health and fitness	The project identifies and promotes initiatives that improve personal fitness, enhance physical wellbeing and/or reduce obesity in local communities.
<b>PRIORITY - Promoting Mental Wellbeing</b>	
Promoting mental wellbeing	The project offers a series of informal wellbeing-related activities (e.g. art & craft classes) to identified groups to alleviate their condition(s). Through such activities participants have a chance to explore their mental wellbeing and, where appropriate, access further help if necessary.
<b>PRIORITY - Encouraging Healthy Eating</b>	
Health and nutrition	This project supports the delivery of healthy eating projects, such as Food and Nutrition Skills for Life so as to encourage healthy eating. This includes delivering initiatives such as Healthy Eating, Get Cooking and Healthy Cooking on Budget workshops.
<b>PRIORITY - Reducing Risks</b>	
Reducing Risks	The project aims to raise awareness amongst local young people of the damaging impact that all types of risky behaviour (i.e. smoking, alcohol, drugs, sexual health) has on their health and the potential consequence of becoming involved in risky behaviours.
Key health messages	The overall aim of this project is to raise local awareness of the key health issues affecting the area, and the campaigns and services designed to tackle these, as well as to reduce health-related risky behaviours. The project is using selected community "Health Champions" to identify needs in the community as well as promote and recruit participants for the project.
<b>PRIORITY - Supporting Vulnerable People with additional needs to live in the community</b>	
Supporting People to Live in the Community	This project will deliver a range of services for all customer groups considered to be the more vulnerable members of our communities, especially those who are 'old and alone' and those living with a long term illness. We will work with partner organisations and community volunteers to establish local networks to regularly visit those who are more isolated and assist with day to day tasks.

## Cardiff East (ECLP) Healthier Theme Achievements 2013-2016

**Table 25- Key Achievements** below illustrates the key achievements to date for the Cardiff East (ECLP) Cluster under the theme of Healthier Communities for the years 2013/16

Healthier Communities Key Achievements	2013/2014	2014/2015	2015/ 2016	2013/ 2016 Total
Total participants	540	898	837	<b>2,275</b>
Total sessions	82	122	220	<b>424</b>
Total volunteer hours	19	13	150	<b>182</b>
Total outcomes achieved	691	1,747	1,814	<b>4,252</b>
Increased physical activity	125	253	192	<b>570</b>
People with a positive attitude to improving their physical health	137	132	195	<b>464</b>
Feel more positive about their mental wellbeing	n/a	54	85	<b>139</b>
Eat more fruit and vegetables	17	130	158	<b>305</b>
Reduced risky behaviour	2	289	196	<b>487</b>
Better knowledge of risks	61	334	216	<b>611</b>



## ECLP Communities First Individual Case Study - Boxing SWEET

Through participation in ECLP's "Boxing Sweet" NEET engagement pilot, B, a young woman who lives in Trowbridge, successfully completed a BTEC Level 1 Award in Personal and Social Development, a First Aid Level 2 qualification and a non-contact boxing course.



The "Boxing Sweet" pilot was collaboration between all 3 ECLP thematic teams and the Llanrumney Phoenix Boxing club. Sweet\* is an innovative, flexible qualification in Personal and Social

Development. Our content covered healthy eating and relationships, risky behaviours, attitudes to learning and employability skills with an additional First Aid qualification.

The pilot also included a non-contact boxing component, delivered by local professional boxer Craig 'The Kid' Kennedy and ex world champion and now trainer Gary Lockett. Working with the Llanrumney Phoenix Boxing Club allowed engagement with a group of young people very far from the job market to enjoy what they would normally see as boring classroom work. Creating innovative and enjoyable workshops based on the Sweet\* workbook, the ECLP team managed to make learning relevant to this group who now have not only better attitudes towards training and employment, but also some important life skills.



B was previously involved in boxing at a young age and had competed in boxing shows as an amateur. She has an incredible natural talent for boxing and is well known and respected in the boxing community. Unfortunately, in more recent years B had fallen away from the boxing regime due to dealing with the death of her father from alcoholism, B's behaviour deteriorated understandably with the grief and had begun to 'go off the rails'. B was involving herself more and more in anti-social behaviour, fighting, drinking and experimenting with drugs, which affected her family life. B moved out of the family home spending 6 months in a young girl's hostel.

B is from a Traveller family and boxing is very much a part of the Traveller culture. However, more often than not, this is mainly male orientated. B is a very strong independent character. And whilst she is clearly very proud of her heritage, at the same time, it is noticeable that she very much wants to be her own person, as demonstrated throughout her commitment to boxing as a female.



When ECLP met B, she was living on her own after gaining her accommodation, coming out of the hostel and so had been adjusting to the next stage of her independence. As such, she had to manage rent, bills, cooking, and cleaning, for the first time. She had a part time retail job, but the shop closed down. With her keen interest in boxing and encouraged by the boxing coach of Llanrumney Phoenix and close friend of her late father, we were given her name for the Boxing Sweet\* course.

B was the only female on the course, which shows her type of character. She is a polite, caring and incredibly talented young girl who has had a tough time and needs a lot of support. Whilst she has been dealing with the loss of her father for some time, she also deals with very real issues of being a young teenage girl. She is also a girl from a community where she hasn't followed an expected route, which shows a strong sense of courage to be exactly who she wants to be. The SWEET course not only offered her somewhere to come back to and do something that she loved, it gave her life skills such as cooking, budgeting, and where to go for further help and advice etc.

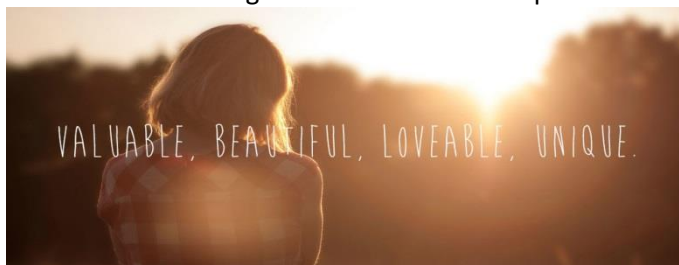
*B said, "I would like to say, on behalf of Llanrumney boxing team and all boxers who attended Boxing Sweet, a big thank you to Rhiannon Roberts , Lee Bridgeman, Wayne Palfrey, Craig Kennedy and Tony Richards for organising this boxing course for us, not only that but getting me up out of bed in the mornings! I've learned lots and grown though the last couple of weeks and would like to say thank you again for all of what you done THANK YOU!!!"*

Following on from Boxing SWEET\*, ECLP have kept in touch with B and have just finalised the details for her to come on a two week work placement with us at ECLP, which we are really looking forward too. We hope to offer her a taste of all the things we do involving her in different projects with health, learning and prosperity. She will assist with community event, including family learning signature workshops, work clubs and get cooking courses as well as complete administrative tasks. We will also include B in the planning and design of the next NEET course ECLP delivers, which will no doubt give us a much better insight into what's needed and will also give B a worthwhile project to get her teeth into!

## ECLP Communities First Key Achievements – Shine Girl,

### The Shine Project

There is a clear correlation between a happy mind and capacity to learn and in the first 2 years of working in the area ECLP heard a lot about self-harm in our high schools and the impact on attendance and educational attainment. In February 2015 ECLP officers spoke to a Doctor working in Child and Adolescent Mental Health Services who had co-founded Shine Wales to deliver an international programme called Shine Girl that encourages teenage girls to re-evaluate their perceptions of Worth, Value and Strength (resilience).



ECLP worked with the charity to apply to the Neighbourhood Partnership Fund to match fund ECLP project budgets and piloted Shine Girl across all 3 of our cluster High Schools. In Quarters 3 and 4 the programme was delivered to St. Illtyd's and Eastern High pupils. Repeating the success witnessed in St. Teilo's in Quarter 1, ECLP continued to see fantastic results in terms of measured improvements in self-esteem. 35 girls from Years 9 and 10 participated in total and in many cases ECLP have seen improved self-esteem translate to either increased school attendance (although in many cases this wasn't an identified problem, or at least not yet) and/or academic performance.



All 3 schools have committed to 50% funding Shine Girl programmes during 2016/17 and with our evidence the charity have secured £1000 from the Community Trust Fund towards further activities. This year Shine Girl will become an established intervention, not only in our high schools but others across Cardiff as news spreads of its success; Shine Wales now also operate in Llanishen High and Cantonian High.



### LIFT Programme Cardiff East Cluster – Delivered by Cardiff Community Housing Association (CCHA).

Lift is an ambitious Welsh Government programme to provide, by the end of Dec 2018, 5,000 training and employment opportunities for people living in households where no-one is in work. The programme supports those who have spent more than 6 months out of work and who face the greatest barriers to becoming employed, such as young single parents, adults with few or no formal qualifications; people with poor employment records and disabled people.

Research shows that people in households with these characteristics are much less likely to gain employment than others. The Lift Programme in Cardiff East is delivered by Cardiff Community Housing Association (CCHA). The Programme serves the communities of Llanedeyrn, Pentwyn, Llanrumney, Rumney, Trowbridge and St Mellons.

Operating from offices in Trowbridge Community Centre the Lift programme Mentors also attend 1 to 1 appointments in community facilities across the Cluster area. The Lift team work in close partnership with community based programmes to share ideas, generate referrals and collaborate on large scale projects.

A Lift representative also attends Job Centre Plus on a fortnightly basis, working directly with Job Centre advisors, promoting the programme, generating referrals, meeting participants and assisting them through often complex DWP processes and building positive working relationships.

The Lift programme participants are offered bespoke, 1 to 1 support. Participants can take up a range of opportunities as part of their individual tailored action plan; these outcomes are documented and evidenced.

**Table 26 - Key Achievements**

Opportunity	Total number achieved/ 2014- 2016
Total people enrolled onto programme	<b>374</b>
Basic skills	<b>38</b>
Preparation for full-time employment	<b>33</b>
Work Placements	<b>88</b>
Employed	<b>114</b>
Known to still be in employment after 6mths	<b>42</b>
Vocational Training	<b>191</b>
<b>Total Opportunities</b>	<b>464</b>

The Lift Programme has a number of Welsh Government identified opportunities for Work Placements. The Cardiff East Mentors work with the participant to get them the right skills and training for them, whilst addressing barriers such as childcare, finance, travel and clothing, to enable them to take up one of the opportunities on offer. The Mentor will also liaise with the partner organisation to negotiate the opportunity to overcome some of the barriers faced by Lift participants.

Cardiff East works closely with Cardiff and the Vale University health Board, Public Health Wales, Velindre Cancer Care and Aneurin Bevan. They also work with 6 housing associations CCHA, Hafod, Newydd, Taff, Cadwyn and Wales and West

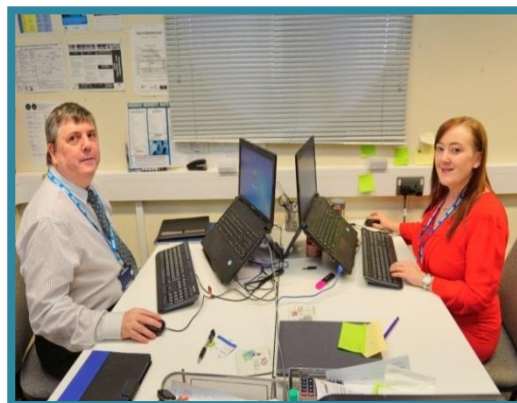
Welsh Government as an example of best practice often uses the Cardiff Lift Programme, in particular with the monitoring and reporting systems and processes they have put in place. The database used to collate data and record opportunities designed by the Lift team and CCHA has now been rolled out to 7 Lift teams across Wales and Cardiff East has been supporting them with implementing the database and paperwork to go with it. This is also the case with monitoring and reporting opportunities offered by the Registered Social Landlords (RSL's).

## Lift Case Studies - NHS Shared Services – I.T. Work Placement leads to Employment

John Holdham, age 56 from Trowbridge attended the NHS Roadshow and was thrilled to secure an 8 week placement working in IT. Unemployed for 10 years, John has struggled to find paid work due to low self-confidence coupled with a lack of qualifications and work experience. For many years he volunteered teaching people Basic Skills and had always been interested in computers.

He told us: *"The support from Natalie and Susan has been amazing. They helped arrange my placement, supported me with interview skills and gave me the motivation to go for it. This placement will help build my confidence and give me skills and experiences which will hopefully help me get a job."*

John now has secured a fulltime permanent contract with NHS, following his work placement. John is supporting the Lift Programme, too! As part of the partnership between Lift and NHS Shared Services, any Lift participants interested in going into the NHS are able to complete the NHS E-Learning toolkit, which involves 10 modules. John is on hand to assist and support Lift participants, setting up their guest accounts and giving technical advice. His Manager Sharon Jones is very impressed with his work and progress.



## Lift Case Study - CCHA tenant from Trowbridge

Pete Dorset, age 35 a former CCHA tenant from Trowbridge, was referred to the Lift Programme from Job Centre Plus in May of this year. He had been out of work for nearly 2 years and was struggling to find employment.

Pete received support to rewrite his CV which was sent to a number of agencies on his behalf. Within a few weeks, he had secured an 8 week work experience placement in the restaurant at Cardiff Castle. Pete really impressed his manager and as a result was offered a full-time job. He is now earning a good wage and his family are much better off than they were when Pete was on benefits.



*Peter Meets Leslie Griffiths (Welsh Government Communities and Housing Minister)*

He told us: *"My life before just felt like a waste but now that I've got this opportunity, I'm so happy, I'm actually over the moon! My ultimate goal is to become a chef, so this job is definitely a step in the right direction, and is helping me to realise my dreams. And the view from my office is amazing!"*

Restaurant manager Carmen is full of praise for Pete: *"He's doing fantastically well. I've noticed such a huge improvement since he started, he's much more confident with the customers now, and always turns up early and rearing to go for his shifts! He gets on with everyone, and we're really happy to have him with us."*





## 5.4 STAR Communities First Cluster 2015-16

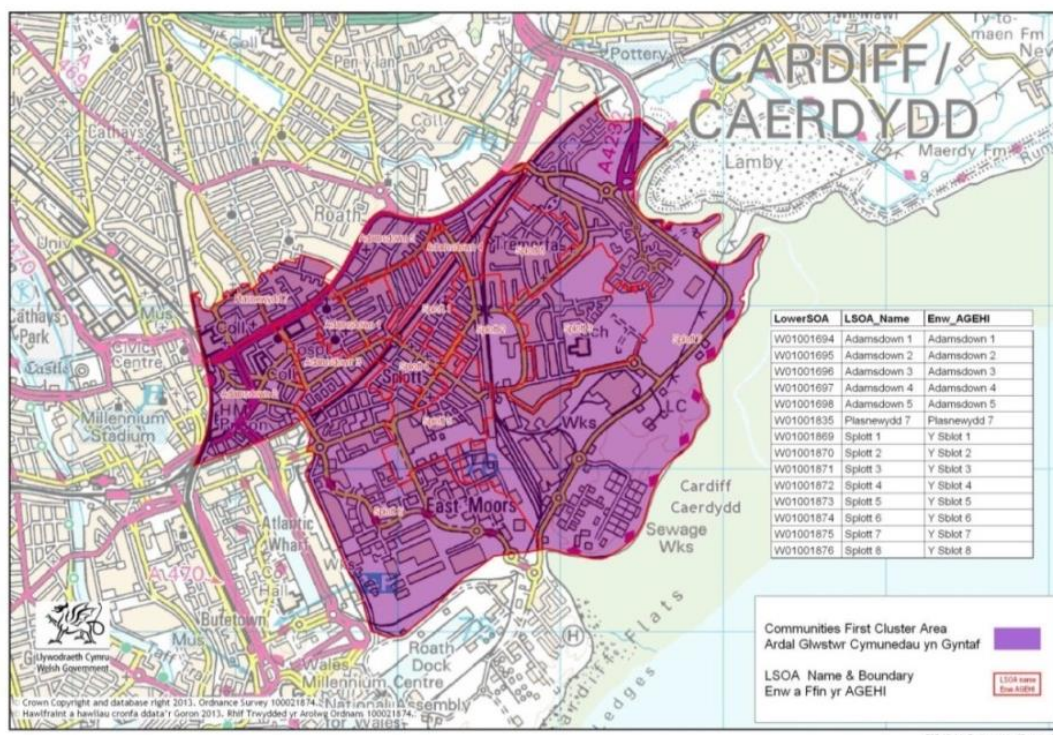
The STAR Communities First Cluster covers Splott; Tremorfa; Adamsdown and a small part of Plasnewydd. The area is incredibly diverse with one primary school having 76% of pupils with a first language other than English or Welsh.

STAR Communities First Cluster is managed by Cardiff Community Housing Association (CCHA). CCHA was established in 1996 when Adamsdown Housing Association and Moor Housing Association merged. They are a housing association with over 2,600 homes in South East Cardiff, with the aim of providing excellent homes and services and creating communities where people want to live. The Communities First team has 14 members of staff.

STAR Cluster was established to develop and deliver a range of different projects and activities to regenerate and improve the communities of Splott, Tremorfa, Adamsdown and Plasnewydd (South Roath). The STAR Delivery Plan includes a wide range of projects and activities developed in consultation with the communities we serve and partners in the working area. The projects are all designed to support the key objectives of the CF Programme – Healthy, Prosperous and Learning Communities underpinned by strong levels of Community Involvement.

### Where Does STAR Communities First Work?

The Cardiff STAR Communities First Cluster is made up of parts of Adamsdown, Plasnewydd and Splott. The area has been formed from 14 smaller statistical areas with a total population of 25,300 people.



STAR Cluster Area



# STAR Communities First

Developing Communities and Creating Opportunities

## How much did we do?

**21**  
projects



**4,208**  
participants



**5,131**  
sessions



## How well did we do?



**15,021**  
volunteer hours



**16,004**  
outcomes achieved

**88**

people secured employment



more than  
**276**  
people earned one or more qualifications

**328**

people financially better off



(benefit gains of £625,984 and assisted clients to manage debt totalling £263,638)

more than **1,203**



people reported feeling more positive and confident to improve their lives

**848**



people are making healthier choices

**875**



parents more confident supporting their children

**508**



children improved their academic performance

## How is anybody better off?

2015/16 figures



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## STAR Cluster Communities First Prosperity Theme

Table 28 below shows the priorities and projects delivered by STAR Communities First for 2015 to 2016 under the Prosperity Theme. There are some changes in projects delivered from years 2013/16.

**Table 28**

<b>Prosperous Communities Projects</b>	<b>Project Aims/Purpose</b>
<b>PRIORITY - Helping People to Develop Employment Skills and find Work (ages 25+)</b>	
Community based Work Clubs	This project delivers community based work clubs providing a range of sessions and advice surgeries in pre-employment skills, basic skills, IT skills, CV writing and job application support.
Employment related training (Adults)	This project works with participants who are work ready to deliver training opportunities that will have a substantial chance of resulting in a job outcome for the individual or individuals involved.
<b>PRIORITY - Reducing Youth Unemployment and disengagement (ages 16-24)</b>	
Youth employment mentoring	This project works alongside other agencies and organisations who are working with young people aged 16-24, who are not in employment, training or education.
<b>PRIORITY - Promoting Digital Inclusion</b>	
Digital & Financial Inclusion	The project works through key service provider partners and their front line staff to identify and engage with people with problems of digital and financial exclusion.
<b>Financial Inclusion - Improving Financial Capability, managing debt and raising income</b>	
STAR Citizens Advice Project (CAB)	The CAB Engagement and Outreach Advice Services provide an independent source of advice, advocacy and representation to vulnerable people living in the STAR (Adamstown, Splott and Plasnewydd) Communities First Cluster of Cardiff.
<b>PRIORITY - Supporting Enterprise and timebanking building social capital</b>	
Timebanking	Establishment and embedding of time credits scheme. Enabling community members to earn and spend credits. Coproduction of opportunities.

## STAR Cluster Prosperity Theme Achievements 2013-2016

**Table 29- Key Achievements** below illustrates the key achievements to date for the STAR Cluster under the theme of Prosperity for the years 2013/16.

Prosperous Communities Key Achievements	2013/2014	2014/2015	2015/2016	2013/2016 Total
Total participants	326	1,346	1,556	<b>3,228</b>
Total sessions	297	907	945	<b>2,149</b>
Total volunteer hours	62.5	4,156	11,635	<b>15,854</b>
Total outcomes achieved	419	4,900	11,226	<b>16,545</b>
Gaining an employment related qualification	119	75	104	<b>298</b>
Entering employment (ages 25+)	6	44	51	<b>101</b>
Entering employment (16-24)	n/a	26	37	<b>63</b>
Gaining basic IT Skills	35	78	87	<b>200</b>
Reducing and managing debt	11	182	63	<b>256</b>
Supported access to benefits they are entitled too	n/a	341	186	<b>527</b>

## STAR Cluster Communities First Learning Theme

**Table 30** below shows the priorities and projects delivered by STAR Communities First for 2015 to 2016 under the Learning Theme for the Communities First Programme. There are some changes in projects delivered from years 2013/16.

Learning Projects	Communities	Project Aims/Purpose
<b>PRIORITY - Supporting Young People to Do Well at School</b>		
Homework Clubs		Homework Clubs are volunteer-led programs held in school and community venues which help children with their homework and provide other learning opportunities/ experiences, with help from student tutors provided by Cardiff University.
PDG - Improving literacy & numeracy through OOSH (Out of School Hours) provision		The project develops and adds resource for both 1-2-1 and small group interventions to raise levels of literacy rates at accelerated rates using specialist staff and volunteers to support learners.
<b>PRIORITY - Supporting Families to be Engaged in their Children's Education</b>		
School Attendance		The project will use a range of interventions and activities working to promote a better understanding of the importance of school. It will develop and use existing partnerships and programmes to increase attendance in identified pupils and ease the transition from Key stage 2 to 3 for all pupils.
Family Learning		This project is designed to provide a flexible supportive response to the needs of chaotic, troubled and struggling families within the cluster. It will develop a series of interventions including:

	<ul style="list-style-type: none"> <li>• A nurturing programme of parenting sessions in partnership with the schools and nurseries.</li> <li>• Delivery of the FAST and Strengthening Families programmes</li> <li>• Intergenerational learning classes</li> </ul>
Increased parental engagement	The project will centre on school based provision which targets specific parents to be involved in their child's education through shared learning experiences facilitated by the OOSH/Family Learning Co-ordinator.
<b>PRIORITY - Lifelong Learning in Communities</b>	
Community based volunteering	This project is supporting volunteers already engaged with the programme and developing new volunteering opportunities for community members to support and develop community projects and activities.
Youth Voices	This project is encouraging local young people to be involved in public engagement activity, where they develop the confidence to have a voice and are given the opportunity to take part and have their say.
ESOL Provision	The project is involving an essential mix of formal and informal ESOL learning to engage with participants and developing the English skills of non-English speaking community members.
Lifelong Learning Courses	This project is extending the range of learning courses available to community members in partnership with adult community education, HE & FE establishments. Past courses have been successful in that people have gained qualifications, visited university and have undertaken volunteering, going into higher education or into employment.
<b>PRIORITY - Improving Adult Basic Skills</b>	
First Steps to Learning/ Essential Skills	This project helps meet the overwhelming need for Essential skills training in this area both within the indigenous community and within EMC groups both established and new arrivals.

## STAR Cluster Learning Theme Achievements 2013-2016

**Table 31- Key Achievements** below illustrates the key achievements to date for the STAR Cluster under the theme of Learning for the years 2013/16.

Learning Communities Key Achievements	2013/2014	2014/2015	2015/2016	2013/2016 Total
Total participants	1,283	1,827	2,226	<b>5,336</b>
Total sessions	2,080	3,241	3,605	<b>8,926</b>
Total volunteer hours	1,156	996	2,875	<b>5,027</b>
Total outcomes achieved	2,265	3,318	3,776	<b>9,359</b>
Improved academic performance	n/a	540	508	<b>1,048</b>
Parents more engaged with school	385	646	717	<b>1,748</b>
People gaining a qualification	159	154	172	<b>485</b>
Improved literacy skills	n/a	53	40	<b>93</b>
Improved numeracy skills	n/a	36	22	<b>58</b>
Progressing to further/ Higher Learning	119	74	70	<b>263</b>

## STAR Cluster Communities First Healthier Theme

Table 32 below shows the priorities and projects delivered by STAR Communities First for 2015 to 2016 under the Healthier Theme for the Communities First Programme. There are some changes in projects delivered from years 2013/16.

Healthier Communities Projects	Project Aims/Purpose
<b>PRIORITY - Promoting Physical Well Being (Ages 7 and above)</b>	
Increased physical activity	The project is expanding on the good work already under way across the Cluster to increase opportunities for and access to free physical activities. This has included numerous physical activity days, litter picks, Pilates, bike rides and community partnerships as well as providing formal training for community members to become registered coaches, many of whom have secured employment as a result.
<b>PRIORITY - Encouraging Healthy Eating</b>	
Food Wise	There are 4 elements to this project: <ul style="list-style-type: none"> <li>• Access to affordable fruit and vegetables by supporting the fruit and veg co-ops in the STAR cluster</li> <li>• Edible Garden Network – The Edible Garden Network encourages local people to grow their own in their gardens, window boxes or on a shared plot.</li> <li>• Education (Using Food &amp; cookery sessions and Weight Management Classes.)</li> <li>• Skills development in order to plan, prepare and cook healthy but low cost meals.</li> </ul>

<b>PRIORITY -Reducing Risk</b>	
Health outreach programme	Working in partnership with key service delivery partners and health promotion partners, Communities First is co-ordinating a range of health road shows and screening surgeries that move around the community to educate, inform and encourage people to access the services available to them.
<b>PRIORITY - Supporting People (with additional needs) to Live in the Community</b>	
Ageing Well – Healthy, Wealthy and Wise	The project is helping groups of older people to establish local activity clubs based on a successful model used by Age Concern. HWW is a substantial multi-faceted project aimed at people 50 years and older which will encourage and enable them to participate in activities that stimulate, challenge and educate them.
Healthy Young People	The project is working through successful mechanisms already in existence across the Cluster (the Youth Action Group and Neighbourhood Partnership Improving Outcomes for Children and Young People Group) to deliver youth programmes and schemes with partner organisations.

## STAR Cluster Healthier Theme Achievements 2013-2016

**Table 33- Key Achievements** below illustrates the key achievements to date for the STAR Cluster under the theme of Healthier Communities for the years 2013/16.

<b>Healthier Communities Key Achievements</b>	<b>2013/2014</b>	<b>2014/2015</b>	<b>2015/2016</b>	<b>2013/2016 Total</b>
Total participants	489	560	426	<b>1,475</b>
Total sessions	195	467	581	<b>1,243</b>
Total volunteer hours	839	507	511	<b>1,857</b>
Total outcomes achieved	454	1,177	1,002	<b>2,633</b>
Increased physical activity	45	134	89	<b>268</b>
Regularly participate in physical activity/ sport	20	87	52	<b>159</b>
Eat more fruit and vegetables	14	51	66	<b>131</b>
Better knowledge of risky behaviour	120	123	126	<b>369</b>
Reduced social isolation	7	106	51	<b>164</b>
Engaged in more community activity	32	124	57	<b>213</b>

## STAR Communities First Individual Case Study – Travelling Ahead

CP is a 17 year old young woman, who identifies as an Irish traveller. She has grown up on a static caravan park in Tremorfa and attended a mainstream primary school in Splott. Following issues with older siblings and cousins around transition and local High schools, CP was removed from education as it was felt by the family that school were unable to keep her safe and offer her a beneficial and meaningful education. CP was to be home educated by her family. Due to issues around a lack of confidence in the education system, many of the elders on the site have very low educational attainment CP had very little support from home in her 'home schooling' and quickly fell out of education all together.

STAR Officers first met CP when she was 14 years old and attending Splott Play Centre on a daily basis. She had not been in mainstream education for more than 2 years, but was attending a forum for gypsy traveller young people, who focused on the rights of children and young people, especially around education. CP quickly became aware through the work the forum was doing, that mainstream, full time education was not the only option open to her and wanted to explore some of the other opportunities open to her, with a view of returning to education. STAR linked CP up with the Youth Employment Mentor (Laura Butler), who was able to put CP in contact with other providers such as Princes Trust, ACT and Itec. Laura was able to arrange for visits and interviews for CP to discover what was available to her and what her options were with returning to education. With these opportunities and Laura supporting her through the transition CP eventually decided to attend a part time childcare course at ACT. This was not easy to start as CP was not used to attending a formal education setting, following set rules and running to time! She did however stick with the course for a couple of terms, despite a couple of hurdles along the way.

CP had continued to attend the forum, where she had begun to take the lead in many of the activities, especially around the lobbying of fairer education options for young people who are not able to attend full time education. CP led a group of young people who attended the Welsh Assembly to meet with ministers to share their thoughts and concerns around this subject and hoped to influence policy changes. The Ministers seemed impressed with the points being made and the arguments being given by the young people. This led



on to a number of projects including visits from the Police and Crimes Commissioner, Children's Commissioner and the Assistant Director of Education. CP was picking up momentum with her lobbying for this course and had drawn the attention of the Children's Commissioners Young Ambassadors project, where the forum were invited to join a Wales wide advisory group. These projects were being co delivered by Communities First, Splott Play Centre (Cardiff Play Services) and Save the Children.



Over the last year CP has gone from strength to strength. She has continued with her education and although she has changed courses twice, she is now coming to the end of a childcare course with Itec. She has managed to complete all of her work and a successful community placement.



**CP Delivering Training**

CP has also continued with her work with the Children's Commissioner and has played an active role on the advisory group. This year the group have used the skills they have learnt to consult with other young people to be able to offer informed advice on the updating of the rights for 11-18 year olds which has now been implemented. She was also invited to be on the interview panel for new roles within the commissioner's office. Whilst doing all of this I was able to support CP through her driving theory test and later her driving test, which she now hopes to put to good use in being able to attend more forums and training delivery opportunities over the next year, as well as being able to see more of the UK for herself. She is very much looking forward to continuing her current work and accessing more CF projects into adult learning.

She has also continued to be an active member of the forum and lead the group in delivering training to professionals for Show Racism the Red Card and peer mentor training

Since coming back from her last trip, CP has been invited by the university to deliver further sessions which will be paid work

Continuing on from the peer mentor training CP has taken part in a European mentoring project run by the University of Central Lancashire, where she has been able to travel around Europe, working with other young people and delivering training

## STAR Communities First Key Achievements – Lifelong learning in the Community

During the last year 128 people have engaged on lifelong learning courses, many have completed more than 1 course. STAR Cluster also has 16 learners volunteering regularly with the team either as Street Reps or supporting Tutors in the classroom.

A range of lifelong learning courses have been delivered including Child's Play, Child Psychology, Youth and Community Studies, Preparing to Teach, Steps to Excellence, Food Hygiene, Complimentary Therapies and Engendering Change. These courses have been run in partnership with Cardiff University, Cardiff Metropolitan University, Cardiff ACL, WEA and Women Connect First.

The courses have been delivered at a range of venues across cluster. Star CF was the pilot area for both reflexology and youth and community courses. 3 learners who have passed these classes have enrolled onto a 'Pathways to Degree' course at University. A further 5 learners have started a Level 4 Women in the Community course at Cardiff University.



*"Over the past year I have completed a number of childcare courses. As part of one of the courses I visited the Senedd in Cardiff Bay for the first time. The courses have given me the confidence as well as the inspiration to get involved in local issues. Since doing the courses I have been campaigning for a local library, written and delivered public speeches, organised a public meeting, ran a petition, designed campaign leaflets, been interviewed as a spokesperson by local news outlets (newspaper and TV), appeared on live radio and delivered a presentation at County Hall. I would recommend these courses because they are very accessible to learners who have been out of education a long time or are seeking a change in career." Quote From Splott Learner*

*"My certificates in Helping Children to Learn and Childs Play helped me get a volunteer placement as a teaching assistant in a primary school. At the same time I have started pathways to degree course in social science at Cardiff University. I get a real buzz walking through the entrance to the building-even getting my student library card felt great! My world opened up-it's not just what you learn in class, even though you do see things in a new light, it's also what you get from pushing yourself out of your comfort zone, in new experiences and the connections you make with tutors and fellow students. The best thing is, my two daughters tell me they're proud of me, they see me working towards my goals, no longer "invisible" but standing up for things I believe in, and taking a more active role in the community, and being a leader. I feel I'm being a positive role model for them, which I love. I would like to thank Communities First and Cardiff University-I never thought at my age I would be "going back to school" and enjoying it's much, these courses have changed my life! "Quote from Alice Shing-Splott resident*

## 6. NEXT STEPS

### 6.1 Communities for work (CfW)

Communities for Work (CfW) is a new Programme introduced by Welsh Government as a complementary, programme to Communities First. CfW is funded with support from the European Social Fund (ESF) to deliver employment support services in all 52 Communities First Clusters in Wales. The Programme will focus on reducing the number of 16-24 year olds who are not in education, employment or training (EET) and increasing the employability of economically inactive and long term unemployed adults who have complex barriers to employment



It builds on the existing Communities First programmes to tackle poverty to help get people into work. It combines the experience and best practice from previous successful programmes such as Want to Work and other programmes which have been supported through CF, such as the Parent Employer Adviser Shared Outcome Initiative and the Lift programme. The programme focuses on the most deprived communities, to provide 1-to-1 support, guidance and training. It is a voluntary programme to help those adults furthest away from the labour market into employment. The programme is co-sponsored by Job Centre Plus, each Cluster will have a dedicated set of staff which will comprise of an Adult Employment Mentor, Youth Employment Mentor, and Triage Support Worker employed directly by the Clusters. They will be joined by a Parent Employment Advisor and Community Employment Advisor employed through Job Centre Plus.



The target groups are people living in a Communities First cluster area:

- with low or no skills
- with work limiting health conditions
- with care or childcare responsibilities
- from jobless households
- Not in Education, Employment or Training
- From a Black Minority Ethnic group.

Overall agreed performance of the CfW Programme is set nationally, but is managed locally with set performance figures. The performance requirements for the Cluster staff are 12 new enrolments per month, with 2 job outcomes per month for the mentors, with additional performance expected from the JCP employed Advisors of a further 12 enrolments per month, and 4 job outcomes per month.

The key objective for the Communities for Work programme is to tackle poverty through sustainable employment by:

- Providing intensive mentoring and specialist employment advice to help overcome barriers to employment
- Providing motivation and confidence for participants to consider employment opportunities.
- Helping people gain the soft skills for example, time keeping in order for them to find and keep a job
- Helping participants acquire/update their job search skills in order for them to find and keep a job
- Helping participants acquire vocational skills in order for them to meet the demands of the labour market.
- Providing resources and support to help them apply for vacancies

A barriers fund has been designed to help participants make the transition from inactivity to activity by reducing barriers to participation and employment. Awards can be made to purchase essential items or to cover costs that without which the individual would be unable to take up employment. This includes travel expenses, interview and work clothing etc.

Mobilisation of the programme for Cardiff Communities First started on 1<sup>st</sup> April 2016, in which Clusters and the Lead Delivery Body started to recruit the ESF Co-ordinator, Adult Mentors, Youth Mentors and Triage Workers. Cardiff expects to have full teams in place and operational by August 2016. Work at present is focused on building solid foundations in the processes and procedures that need to be in place with the Job Centre Plus and Welsh Government regarding managing European Funding.



Across Cardiff, there are a number of services, which focuses on specialised areas of employment. The focus for this year has been developing joined up working. Communities First and the Into work team have started to look at mapping provision across the city to establish awareness for service delivery staff and create consistent service/ provision across Cardiff to best utilise the resources.

A steering group has been established to recognise all relevant employability parties. The group discussion resulted in a '**Cardiff Into Work Offer**' which will bring every service across Cardiff together to ensure everyone is clear upon all programmes, eligibility criteria, referral processes. This is with the expectation, when an individual walks through any door in Cardiff looking for help, there will be a triage approach which directs the individual to the most appropriate service for them.



## 6.2 Well-being of Future Generations (Wales) Act

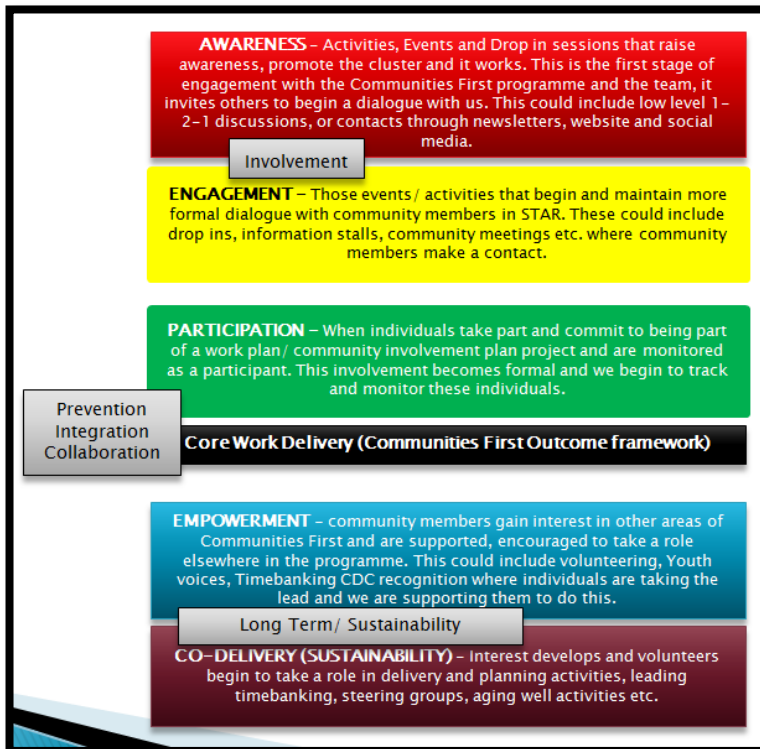
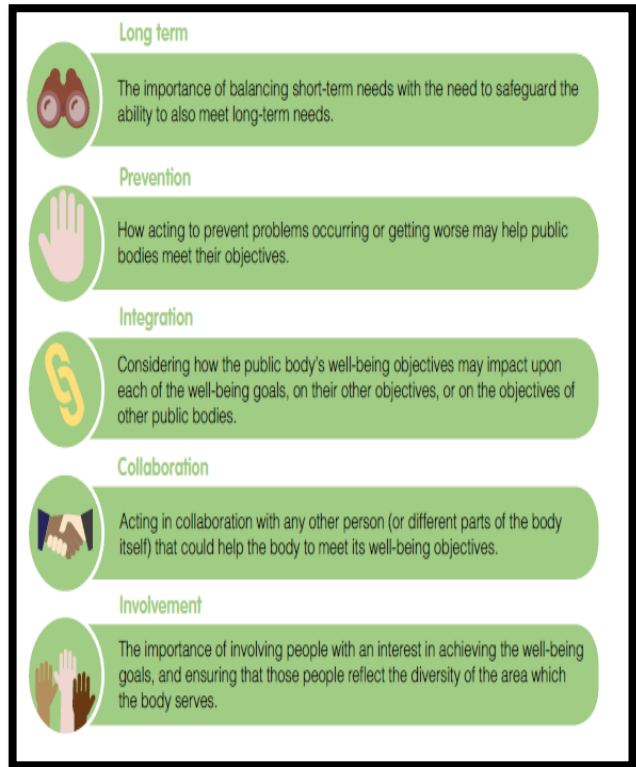
*The Future Generation's Sustainability Principles*

The Wellbeing of Future Generations (Wales) Act is legislation requiring public bodies and partners to put long-term sustainability at the forefront of their thinking, and work with each other along with other relevant organisations (such as sector groups) and the public to prevent and tackle problems. It passed into law in April 2015.

The Future Generation's Sustainability Principles coincide with the underpinning key strand that runs throughout Communities First, the community involvement. Cardiff communities first ultimately use community involvement as a tool to 'Empower and Building Resilience, Connecting Communities, to be the agent to allow communities to realise their potential through effective Community Development Practices.'

### **Cardiff Communities First Community Involvement Model**

Cardiff Communities First aims to recognise the efforts which go into engaging with individuals who are seen as 'hard to reach'. A great deal of work goes into providing intense support, building aspirations in an area of deprivation. Supporting individuals to have a voice, to enable community members to believe they have the ability to input into local services. For every aspect of the strategic



themes there is a robust performance framework which ensures consistency across Wales. Yet all the additional work that is completed, much of which aligns with the Future Generations Principles and Indicators is not measured.

This year Cardiff Communities First aim is to progress the community involvement framework against the community involvement model to report on how effective the awareness, engagement and participation methods are for helping people to become better off, to the community members who are empowered and the groups and individuals who start to lead and co-deliver on services in their area.

## 6.3 Welsh Government Alignment of the Anti- Poverty Agenda

The disparities in wealth across the City and in key factors such as life expectancy are clearly identifiable in Cardiff. Where people are disadvantaged and this sense of ‘pockets of deprivation’ is often exacerbated as many are close to areas of affluence. The rising cost of living, static incomes, changes to benefits, welfare reform or unemployment can lead some people to struggle to pay for essentials such as heating and food. Despite being a capital city, Cardiff has seen an increase in the use of Food Banks and Fare Share projects in recent years.

The key challenge for Cardiff will be preventing poverty by giving people the best start in life by breaking the link between socioeconomic disadvantage, health inequalities, educational underachievement and impaired life chances. Building sustainable and resilient communities so nobody is left behind, communities are confident, capable and involved. To help people to improve their skills, enhance the relevance of their qualifications and remove barriers to employment we will need to mitigate the impact of poverty, we intend to do this through the provision of a coherent programme of support targeted towards those who are disadvantaged by poverty and/or health inequality

To address poverty we are driven by an ambition to align national and local initiatives to deliver a coherent range of services, which are well publicised and accessible in communities:

- Early Years and Childcare, Flying Start, Families First, Team Around the Family
- The Integrated Youth Offer, Employment and Training Support, Jobs Growth Wales, Youth Engagement and Progression Framework.
- Coherent and joined up approach for the delivery of Communities First and Into Work Services.
- Strategies to improve financial, economic and digital inclusion for those most affected by poverty.
- Supporting People Strategies to prevent homelessness and enable independent living;
- Older People Strategies to address the issues faced by older people such as a refocus on the delivery of domiciliary and day care services.

The approach we are taking is to ensure tackling poverty is a cross-cutting theme, with the establishment of a multi-agency Tackling-Poverty Working Group that will oversee the integration, alignment and reporting of national and local anti-poverty programmes.

### Conclusion

The City of Cardiff Council will continue to monitor Communities First delivery, and as part of this, we will be monitoring performance and spend closely to ensure that the funding used is fully utilised to ensure maximum impact.

The Council will also be ensuring that the Cardiff Communities First programme meets new requirements around reporting to Welsh Government. In particular, we will be reporting against community involvement measures aligned with the Future Generations indicators. The contribution Communities First makes should be realistic and achievable. There is a need to strike a balance between pursuing and realising national objectives whilst ensuring that outcomes delivered are tailored to, and respectful of local context and the differing needs of communities.

**CITY & COUNTY OF CARDIFF**

**DINAS A SIR CAERDYDD**

**COMMUNITY AND ADULT SERVICES SCRUTINY COMMITTEE**

**6 JULY 2016**

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**BRIEFING REPORT – SOCIAL SERVICES AND WELLBEING (WALES)  
ACT 2014 – PREVENTATIVE SERVICES**

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**Purpose of Report**

1. The Community & Adult Services Scrutiny Committee has requested regular briefing reports be provided on the implementation of the Social Services and Wellbeing (Wales) Act 2014, hereafter referred to as the Act.
2. The Act provides a pathway approach to social services and sets out the requirements and duties for local authorities for each stage in the pathway. Members have previously received updates on the first stage (Information Advice and Assistance). This briefing provides information on the next stage (preventative services) and details how these have been planned and promoted.
3. The briefing report, which has been prepared by Adult Social Services officers, is attached at **Appendix 1** and sets out:
  - a. The work of the regional Social Services Planning and Promoting Preventative Services task and finish group.
  - b. The work of the Preventative Services Project, being delivered by Independent Living Services.
  - c. A short summary of the Population Needs Assessment, required by the Act.
4. The report stresses that the Act requires that prevention underpin all aspects of the delivery of care and support, with greater emphasis required on earlier intervention, community preventative services, reablement and independent living.

5. The briefing report details that work has been undertaken to map the current position in relation to preventative services across Cardiff and the Vale of Glamorgan, resulting in a report which is attached as **Appendix A to Appendix 1**. The Planning Promoting Preventative Services task and finish group considered the findings of the report and their views are detailed at point 22 of the briefing report. The Regional Steering Group is now considering how best to take work forward, as detailed at point 23 of **Appendix 1**.
6. The briefing report details the following preventative services:
  - a. Dewis Cymru – providing information on resources available to improve wellbeing, including support services and advice services.
  - b. Independent Living Services – including First Point of Contact, Occupational Therapy, Joint Equipment Services, Adaptations and Day Opportunities.
7. As the report is for information only, no Cabinet Members or officers will be present at Committee for this item.

### **Financial Implications**

8. There are no direct financial implications arising from this report. However, financial implications may arise if and when the matters under review are implemented with or without any modifications.

### **Legal Implications**

9. 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.

### **RECOMMENDATION**

The Committee is recommended to note the briefing report and consider the future scrutiny of this item.

**DAVID MARR**  
**Interim Monitoring Officer**  
**30 June 2016**

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**City of Cardiff Council**

**Adult Social Services**

**Community & Adult Services Scrutiny Committee**

**Wednesday 6<sup>th</sup> July 2016 at 5:00pm**

**Committee Room 4, County Hall**

## **The Social Services and Well-being (Wales) Act 2014 Preventative Services Briefing**

### **Purpose**

1. The purpose of this report is to brief the Community & Adult Services Scrutiny Committee Members on the work undertaken across Cardiff and Vale region to address the requirements set out in the Social Services and Well-being (Wales) Act 2014 to plan and promote preventative services.
2. The report will also include information on *Dewis Cymru* which provides a central place where information about well-being can be accessed by members of the public and professionals across Wales.
3. The report outlines the work of the regional Social Services Planning and Promoting Preventative Services Task and Finish Group, and the Preventative Services Project that is being delivered by Independent Living Services. It also provides a short summary of the Population Needs Assessment.

### **Background information on the Social Services & Well-being (Wales) Act 2014 (The Act)**

4. The Act radically transforms the way social services are delivered in Wales, ensuring they meet the needs of individuals, giving people a voice in how Social Services assess and deliver their care and support and ensuring services are sustainable for the future.
5. It focuses on earlier intervention, increasing preventative services in the community, helping people maintain their independence and enabling people to get the help they need before their situation becomes critical. Prevention is a theme that should underpin all aspects of the delivery of care and support. This will help to reduce pressure on more costly statutory services.

## 6. Additionally the Act:

- Ensures easy access to information and advice is available to all
- Introduces new eligibility criteria focused on individual need, replacing the current threshold system
- Introduces portable assessments, so people who move from one part of Wales to another will receive the services they need in their new area without immediately having to undergo a new assessment
- Requires local authorities and health boards to come together in new statutory partnerships to drive integration, innovation and service change.

## Dewis Cymru

7. Dewis is the place for information and advice regarding well-being in Wales and helps people find what they need to know for both themselves and the person they may care for. The resource originally developed across North Wales is now being adopted by the other regions across Wales and was launched in Cardiff & the Vale of Glamorgan in April 2016. To view Dewis please go to [www.dewis.wales](http://www.dewis.wales)
8. Dewis Cymru promotes people's well-being by making it easier for them to find out about how to improve their well-being, and the sources of advice and support which can help them. It is also intended to support the successful delivery of the new requirements placed on local authorities, around Information, Advice and Assistance, as set out Part 2 of the Act. Dewis is of equal use to professionals when developing a support plan and when information / advice advisors need to discuss or suggest options of support or engagement.
9. Dewis has two parts. The first is a narrative content, to help people identify their own needs; the second part is the resource directory. The resource directory has all services on an equal footing; a resource can be a lunch club or a commissioned service. As part of the development they have developed the search facility with feedback to make improvements. The resource directory includes a range of resources; these may be Community services, Health services, Local Authority services, Third Sector services as well as commercial services.

10. Each entry in the Resource Directory include a large amount of information answering the following key questions:

- What is it?
- Who is it for?
- Is there a cost? If so how much?
- How to contact?
- Where the resource is? Geographical area covered (currently down to Ward level, maybe possible to go to Lower Super Output Area (LSOA) level)

Each resource will have to be reviewed at least twice a year, though this can be more frequently if providers decide. Reminder emails will be sent to providers when any resources that have been logged on Dewis are due to be reviewed.

11. In the longer term, Dewis will support the development and commissioning of preventative services across Cardiff and the Vale of Glamorgan as working in partnership with the University Health Board and the Third Sector we begin to make increasing use of the database which will provide us with a better understanding of what services are available and will enable us to identify any gaps.

## **The Act's requirements for the Provision of Preventative Services**

12. Linked to local assessment, local authorities are also required to provide or arrange for the provision of preventative services in order to, for example:

- Help prevent or delay the development of people's needs which require care and support;
- Reduce the needs for care and support for those who have these needs;
- Promote the upbringing of children by their families, when it is consistent with the wellbeing of the child;
- Prevent people from suffering abuse or neglect;
- Enable people to live as independently as possible;
- Reduce the need for,
  - Care of supervision orders under the Children Act 1989
  - Criminal proceedings against children
  - Proceedings which may lead to children being placed into local authority care.

In order to do the above, the local authority must pay attention to existing services and which make the best use of resources available. The local authority has the duty to promote the third sector in the provisions of their areas of care.

13. The Act reinforces a partnership approach to prevention and a recognition that developing and delivering preventative services can only occur through the local authority working closely with key relevant partners. Indeed, the whole local authority, not just social services needs to have a stake, and in terms of assistance to improve well-being, people may well require input from a variety of different key sectors, community and local businesses.
14. The Act brings in new duties to promote not for profit organisations to provide Preventative services which include social enterprises, co-operatives, user-led services and the third sector. The NHS also has a key role to play in terms of preventing and managing health issues for adults and children in line with “prudent health care.” The contribution to prevention made by other statutory services such as the police, the fire service and schools is also very important.

## **Planning and Promoting Preventative Services Task Group**

15. A regional Planning and Promoting Preventatives Services Task and Finish Group has been operational since September 2015 to support the implementation of the Act. The group is co-chaired by Angela Bourge, Operational Manager for Strategy, Commissioning & Resources (Cardiff) and Suzann Clifton – Head of Service for Business & Innovation (Vale of Glamorgan). The group takes its membership from a range of statutory and voluntary sector organisations that are engaged in delivering or supporting the delivery of preventative services for adults and children across the region.
16. As part of the work of the task and Finish Group, a *Briefing Report on the Current Position in relation to Preventative Services across Cardiff and the Vale of Glamorgan* was produced by Val Connors (Practice Solutions) who provided a resource to the group. The purpose of the report was to describe the current position with regard to preventative services across the region, as well as setting out the linkages to other relevant areas of the Act Implementation. It identified key actions to take forward the preventative agenda across the region. The full briefing is located at **Appendix A** of this report for information.

17. The briefing report clarified that “*Prevention*” is a term that is used increasingly frequently when describing health and social care services and policy. However, there is no definition or consensus as to what constitutes ‘preventive services’. It recognised that this lack of clarity is further compounded by the haziness around the boundary between health and social care and between social care and wider community services such as housing and transport.
18. The report recognised that at its simplest, taking a preventative approach means building a stronger community infrastructure in neighbourhoods /localities and providing accessible public services for vulnerable adults to reduce, delay or prevent them from becoming socially excluded and needing more intensive, costly support. Its primary focus is not personal care for those with substantial and complex needs and it is not a simple re-labelling of existing traditional low level services, e.g. laundry services, meals-on-wheels.
19. However, the report identified that from a narrow perspective, a preventive service may be one that aims to prevent or delay a specific condition or outcome. An example, it could be a service that aims to prevent admission to hospital because of a fall, where there is a well-defined outcome. A holistic or whole-systems approach to prevention carries within it both the idea of inclusion and engagement. It adds value to the social cohesion agenda, by delivering services and support that help to create and strengthen the ‘glue’ that binds communities together. People are enabled and supported to maintain and improve their own wellbeing, that of their families, neighbours and local communities. Using a wider definition, the report recognised that prevention includes activity that enhances and extends quality of life.
20. The report concluded that there is already a range of provision within the community and many preventative services already exist, and that as a region the population assessment will enable us to identify the specific services, who these services are for, the geographical coverage or whether there are any gaps in the current provision.
21. The Planning and Promoting Preventative Services Task and Finish Group considered the findings of the briefing report and convened a workshop in April 2016 to consider two of its strategic recommendations and how these should be taken forward.
- The development of a joint prevention strategy with all key partners and stakeholders and,
  - Consideration of the arrangements required to develop a joint commissioning approach which supports the shift in health and social care towards prevention and early intervention.

22. Members of the Task and Finish Group who attended the workshop identified that in order for these strategic recommendations to be progressed the following conditions needed to be promoted in order to achieve success:

- **Conditions for creating an effective Preventative Strategy**
  - Co-operation and collaboration between partner agencies at the most senior level as well as operational levels
  - A commitment to join up cross-cutting work-streams to achieved better synergy (e.g. tackling Poverty programmes / Future generations Act / Social services & Well-being Act)
  - Recognition of the role of the independent sector
  - Actively promote and support Social Enterprise
  - Recognition that prevention is everybody's business, recognising the different levels of prevention (e.g. primary, secondary & tertiary)
  - Commitment to Co-production
  - Recognition that there may need to agree an invest to save arrangement where money freed up from provision of services for people with complex needs is reinvested to strengthen preventative services
  - Think Family Approach
  
- **Conditions for creating joint commissioning that supports prevention & early intervention**
  - Robust governance arrangements need to be in place that promote an outcome focussed approach to commissioning.
  - Pooled budgets are not always necessary – we need to start the process with small, manageable steps that do not create further barriers for progressing the joint-commissioning agenda but act as enablers
  - An understanding that commissioning for early intervention is different to commissioning for complex needs and that it may not always end up with the procurement of services
  - We need to develop a more co-operative approach that promotes co-production

23. The feedback from the workshop has been shared with the Regional Steering Group and at the time of writing this report, consideration is being given to how best to take this work forward. There are clearly some merits in bringing together current preventative work-streams that focus on either children & families or adults to provide an all -inclusive population approach. However, consideration is also being given to how we can continue to promote the preventative agenda at a local level where significant progress has already been made in some areas whilst maximising the benefits of planning,



promoting and commissioning preventative services on a regional basis where it is appropriate and practicable to do so.

## **Preventative Services**

24. A preventative Service Area has been set up delivered by Independent Living Services (ILS) and the First Point of Contact team under ICF, this new service area includes the Occupational Therapist, Joint Equipment, Adaptations and Day Opportunities, along with Social Workers support the First Point of Contact, providing a multi-disciplinary approach to the provision of Preventative interventions (Adults only), led by Sarah McGill.
25. Accessible information, advice and assistance is central to the promotion of well-being and early intervention. To support this, the First Point of Contact team has been put in place to ensure that all people within the local authority area have suitable information, advice and assistance to access the most appropriate services. The First Point of Contact service is a preventative service in its own right and will offer a first point of contact with the care and support system.
26. The First Point of Contact team provides a vital role to ensure preventative services are accessible, that they are known about and that people are supported to gain access to them. People need to be able to make informed choices about what outcomes they wish to achieve and how best to live their lives and manage their well-being.
27. The development of Dewis as an online resource directory to identify and promote the services that are available and how they can be accessed is fundamental to ensuring that the First Point of Contact service operates effectively. The link between Dewis and the First Point of Contact will be important for commissioning and procurement so that there is a robust commissioning cycle, which utilises all data, and involves all partners in the planning and development of preventative services. By delivering this approach it is anticipated that as a region, Cardiff and the Vale of Glamorgan will build a stronger community infrastructure which is underpinned by an improvement and expansion of information, advice and assistance which is focused towards reducing health inequalities, delaying or preventing social exclusion and the need for more intensive, costly support from statutory agencies.

## **Population Needs Assessment (PNA)**

28. The Act requires us to work together with the local health board as a partnership board to improve outcomes and the well-being of people, as well as improving the efficiency of service delivery. This will be informed by the population needs assessment report.
29. The regional partnership board includes the City of Cardiff Council, The Vale of Glamorgan Council and Cardiff and Vale University Health Board. The board will be working in partnership with Public Health Wales to complete the Population Needs Assessment in 2016/17. The PNA work stream is being led by Dr Tom Porter from Public Health Wales, with the first report being produced by 1 April 2017.
30. For the PNA we must jointly assess and report on:
- The extent of the care and support needs of the local population;
  - The extent of support needs for carers;
  - The extent to which those needs are being met;
  - The range and level of services needed to meet the care and support needs identified;
  - The range and level of preventative services needed
31. We must engage with people (including adults and children with care and support needs, carers, and the parents of children with care and support needs) and with the private sector and third sector organisations concerned with the provision of care and support or preventative services to the local population.
32. The assessment will be important in providing an evidence base for future developments. It will identify where there are gaps in services and look at ways of resourcing any gaps in service provision.

**Briefing report on the current position in  
relation to Preventative Services across  
Cardiff and the Vale of Glamorgan**

CARDIFF & VALES OF GLAMORGAN SOCIAL SERVICES

**Practice Solutions Ltd**

Author:  
Val Connors

March 2016

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## Background

The Social Services and Well Being (Wales) Act 2014 signalled Welsh Government's intention to shift the emphasis of Social Care from acute and intensive services towards prevention, health promotion and community services. It encourages investment in Prevention to improve people's wellbeing and wherever possible to prevent hospital admissions and the use of institutional care. In order to achieve this aim it will be important to embed a preventative ethos in partnership with the Third Sector, local business sector and public services across Cardiff and the Vale of Glamorgan, so that people are actively supported to:

- Look after themselves, stay healthy and retain their independence
- Participate fully as active members of their communities
- Choose and have easy access to the type of help they need, when they need it
- Remain safe and secure and continue to enjoy a good quality of life

The purpose of this paper is to describe the current position with regard to preventative services across Cardiff and the Vale of Glamorgan, as well as setting out the linkages to other relevant areas of Act implementation and key actions to take forward the agenda.

## The Social Services & Well Being (Wales) Act and Preventative Services

The Social Services & Well Being (Wales) Act will be implemented from 6 April 2016. It brings in new duties for local authorities, local health boards and other public bodies, and covers adults, children and carers.

The Act aims to reform and simplify the law: it repeals many previous laws and guidance relating to care and support and replaces them with this Act. It builds on the White Paper 'Sustainable Social Services for Wales: A Framework for Action' to modernise the law for care and support in Wales.

The Act aims to change the way **people's** care and support needs are met – putting an individual at the centre of their care and support and giving them a voice in, and choice and control over, reaching the personal outcome goals that matter to them. Central to this is the concept of **well-being** – helping people to maximise their own well-being.

The Act attempts to rebalance the focus of care and support to **prevention and earlier intervention** – increasing preventative services within the community to minimise the escalation of needs to a critical level.

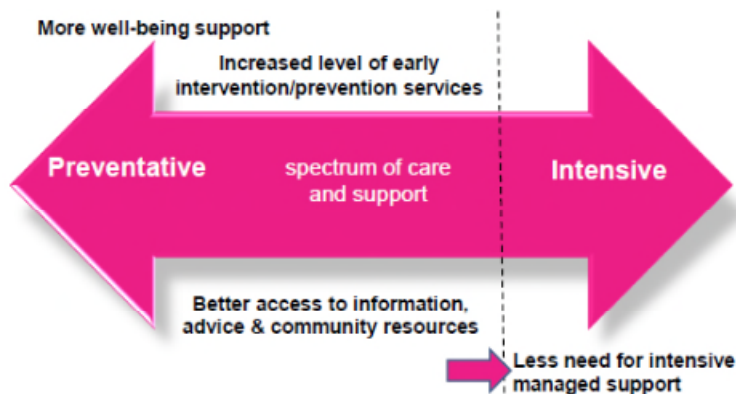
The Act creates both a strategic and practical duty in relation to preventative services. At a strategic level, local authorities and local health boards will be under a duty to assess the extent of need for a range and level of preventative services (see Population Assessment pages 16 - 19). At a practical level, local authorities are required to provide/ arrange for the provision of services that will contribute towards preventing/ delaying/ reducing the development of needs for care and support; minimising the effect on disabled people of their disabilities; helping to prevent people suffering abuse and neglect and enabling people to live their lives as independently as possible.

Strong partnership working between organisations and co-production with people needing care and support is a key focus of the Act. The Act requires a culture change from the way in which services have often been provided, to an approach based on **collaboration**, and an equal relationship between practitioners and people who need care and support and carers who need support.

These principles will enable people to be at the centre of their care and support and ensure their well-being will be central to any decisions made about their lives.

Part 2 outlines the overarching duties that relate to anything people do under the Act, including the well-being duty. Part 2 also sets out the requirements to undertake a population assessment, and provide preventative services and an information, advice and assistance service, as well as the duty to promote social enterprises / diverse forms of delivery.

## What the Act is trying to achieve in relation to Prevention



*Shown above is a diagrammatic representation of the principles and assumptions underpinning the Act.*

The key assumption is that through an increased level of effective earlier intervention / preventative services, including better access to information and advice for everyone, and well-being support for those who need some help (the left hand side of the care and support spectrum), more people will be able to be supported without need for managed intensive support. Hence the dotted line moves to the right: fewer citizens will need care and support planning for managed, complex care.

The Act attempts to rebalance the focus of care and support to prevention and earlier intervention – increasing preventative services within the community to minimise the escalation of needs to a critical level. The Act also recognises carers' vital input and aims to help them maintain their caring role, which of course will often help the people they care for to postpone the need for more managed, complex care.

Promoting prevention needs to happen at a strategic, operational and individual level by local authorities and their partners. The Part 2 Code of Practice identifies ways that local authorities can 'do' prevention on a strategic level by setting out tools, methodologies, services and behaviours. This will require a robust population assessment and good partnership working to collect, analyse and act on information about the needs and outcomes that are important to the population.

At an individual level, the local authority has a duty to assess whether, and if so, to what extent, the provision of preventative services could contribute to the achievement of personal outcomes or otherwise meet the needs of an individual. The assessment of individuals and getting this right is crucial to not only the success of promoting prevention but also providing evidence about what type of preventative services are needed and where.

## Code of Practice

The Code of Practice for Part 2 states that *“There is no one definition for what constitutes preventative activity. It can be anything that helps meet an identified need and could range from wide-scale measures aimed at the whole population to more targeted individual interventions, including mechanisms to enable people to actively engage in making decisions about their lives... local authorities should consider the range of options available.”*

The Act does require that local authorities must provide or arrange for the provision of a range and level of preventative services which they consider will achieve the following purposes:

- a. Contributing towards preventing or delaying the development of people’s needs for care and support
- b. Reducing the needs for care and support of people who have such needs
- c. Promoting the upbringing of children by their families, where that is consistent with the well-being of children
- d. Minimising the effect on disabled people of their disabilities
- e. Contributing towards preventing people from suffering abuse or neglect
- f. Reducing the need for:
  - i. Proceedings for care or supervision orders under the Children Act 1989
  - ii. Criminal proceedings against children
  - iii. Any family or other proceedings in relation to children which might lead to them being placed in local authority care, or
  - iv. Proceedings under the inherent jurisdiction of the High Court in relation to children
- g. Encouraging children not to commit criminal offences
- h. Avoiding the need for children to be placed in secure accommodation; and
- i. Enabling people to live their lives as independently as possible.

Local Health Boards must also take a preventative approach that helps achieve these aims, collaborating where appropriate.

## Charging for Preventative Services

Regulations and the Code of Practice in relation to Part 5 of the Act set out the arrangements for charging. The Act (section 69) makes clear that local authorities may impose flat rate charges for preventative services or assistance it provides or arranges in order to help the service be viable. However, flat rate charges made **must not** exceed the cost incurred in arranging or providing for the care and support, preventative service or assistance to which they relate. Local authorities should also avoid a situation where the charge discourages take up of preventative services.

In addition, the local authority **must not** charge for Reablement services provided to people returning from hospital for the first six weeks following discharge.

The local authority **must not** charge for preventative services for children.

## A Prevention Approach

Prevention is a term that is used increasingly frequently when describing health and social care services and policy. There is no definition or consensus as to what constitutes 'preventive services'. Compounding this lack of clarity is a further haziness around the boundary between health and social care and between social care and wider community services such as housing and transport. At its simplest, taking a prevention approach means building a stronger community infrastructure in neighbourhoods/localities and providing accessible public services for vulnerable adults to reduce, delay or prevent them from becoming socially excluded and needing more intensive, costly support. Its primary focus is not personal care for those with substantial and complex needs and it is not a simple re-labelling of existing traditional low level services, e.g. laundry services, meals-on-wheels.

From a narrow perspective, a preventive service may be one that aims to prevent or delay a specific condition or outcome. An example could be a service that aims to prevent admission to hospital because of a fall, where there is a well-defined outcome. A holistic or whole-systems approach to prevention carries within it both the idea of inclusion and engagement. It adds value to the social cohesion agenda, by delivering services and support that help to create and strengthen the 'glue' that binds communities together. People are enabled and supported to maintain and improve their own wellbeing, that of their families, neighbours and local communities. Using a wider definition, prevention includes activity that enhances and extends quality of life.

The Act reinforces a partnership approach to prevention and a recognition that developing and delivering preventative services can only occur through the local authority working closely with key relevant partners. Indeed, the whole local authority, not just social services needs to have a stake, and in terms of assistance to improve well-being, people may well require input from a variety of different key sectors, community and local businesses. The Act brings in new duties to promote not for profit organisations to provide preventative services which include social enterprises, co-operatives, user-led services and the third sector. The NHS also has a key role to play in terms of preventing and managing health issues for adults and children in line with "prudent health care." The contribution to prevention made by other statutory services such as the police, the fire service and schools is also very important.

The principle of supporting families in caring for children is also emphasised by the Act with a focus on helping parents develop their own ability to identify and manage problems, keeping families together in a safe, supportive and stable environment. The Act identifies specific areas for focus when considering preventative services for children and families. These are:

- The importance of cross agency work to prevent children from suffering from abuse or neglect
- The importance of preventing or delaying circumstances that might lead to a child or young person being looked after by a local authority
- The importance in youth justice to prevent offending or re-offending by children and young people

It is clear that children and families present a wide range of areas for preventative activity and there is already considerable experience to be drawn from national programmes such as Flying Start and Families First which have developed significant local approaches and initiatives.



## A Prevention Framework

In the absence of any specific definition for prevention, it may be useful to think about a prevention framework which is broken down into three general approaches – primary, secondary and tertiary prevention. These are described in more detail below.

### 1. Prevent: Primary prevention/promoting wellbeing

These are activities and services aimed at individuals who either have no current particular health or care and support needs, or where there is some identified risk that their wellbeing or quality life isn't as good as it could be. Promoting wellbeing services are often provided outside of the scope of traditional health and social care settings and provided in the community through voluntary groups or not for profit organisations. These services are focused towards people who are basically healthy but require some form of low level support or intervention to maintain their health, to be safe or get the most out of their lives.

Delivering and driving improvements in any approach to supporting independence within social care services must be seen in the context of this wider preventative agenda. Actions to address healthy lifestyle and the determinants of health through changes in behaviour can result in better health in the longer term, reduction in disease and limiting conditions and an associated reduction in demand for health and social care services. External factors such as inadequate housing and welfare reform also need to be considered.

Adopting a universal approach to this type of prevention across all sectors can help to reduce levels of need and the associated pressure that this places upon the health and social care sector as well as improving life experience and chances for people living in Cardiff & the Vale of Glamorgan. However, it is clear that much of the activity to deal with the wider prevention operates over a significant length of time and the outcomes of such interventions are not always clear. For this reason it will be important to also think about an approach in the short term which supports independence within the services that people access.

Primary prevention includes services, activities, facilities or resources provided or arranged that may help an individual avoid developing needs for care and support, or help a carer avoid developing support needs by maintaining independence and good health and promoting wellbeing. They are generally universal (i.e. available to all) services, which may include, but are not limited to interventions and advice that:

- promote access to good quality information
- support safer neighbourhoods and safer homes
- promote healthy and active lifestyles (e.g. physical activity, health walks)
- encourage lifestyle changes (e.g. stop smoking, weight loss, health trainers)
- reduce social isolation (e.g. befriending schemes)
- provide services for parents, children and young people (e.g. health visiting, basic parenting courses, teaching lifestyle skills to young people)
- encourage early discussions in families or groups about potential changes in the future, e.g. conversations about potential care arrangements or suitable accommodation should a family member become ill or disabled.

### 2. Reduce: Secondary prevention/early intervention

These are more targeted interventions aimed at individuals who have an increased risk of developing needs, where the provision of services, resources or facilities may help slow down any further deterioration or prevent other needs from developing. Research highlights effective interventions to tackle social isolation in vulnerable people to prevent loneliness are: community navigators, befriending, social interaction through community involvement and hobbies. Social group activities included group exercise, art, therapeutic writing and aspirating activities, with different studies showing a reduction in falls and improved physical health.

Early intervention includes falls prevention, floating support to help people to live in their own homes, minor adaptations to housing which improve accessibility or provide greater assistance for those at risk of a fall, and assistive technology including Telecare services. Targeted interventions also include approaches to identifying carers, including those who are taking on new caring responsibilities. Carers can benefit from support to help them develop the knowledge and skills to care effectively and look after their own health and wellbeing. Flying Start and Families First are networks of support for children and young people which also fall within the framework of preventative services.

Maximising independence services such as reablement type activities are designed to help those who already have an illness or disability to live as active and full a life as possible and to be safe in the services that they access. These services could be traditional social care and health based interventions but they need to be tailored to give people the right sort of support and help so that they can do more for themselves and remain independent for longer. Interventions will be for a short-term defined period, rather than on-going which can inadvertently lead to a reliance on services and reduce independence. Short-term targeted care and support is support required in the short term to assist people to recover their health and wellbeing.

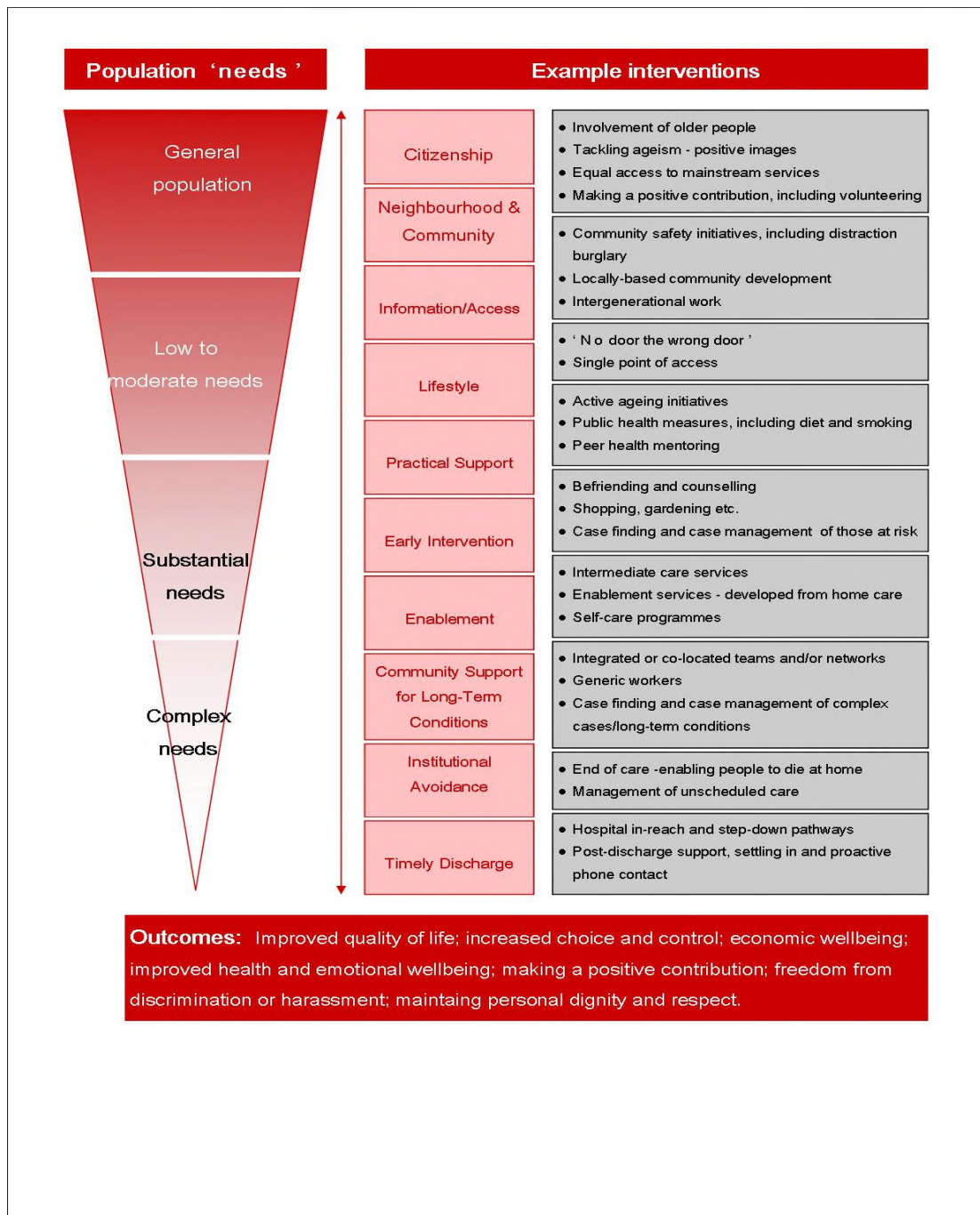
### **3. Delay: Tertiary prevention**

This is aimed at minimising disability or deterioration in people who already have an established health condition/s or complex social care need/s and are at risk of needing further or more intensive services at a further point. This could be because of normal deterioration of a progressive condition or an adverse or trigger event which if not responded to effectively could be triggered into a high cost service, emergency care or residential and/or nursing care. These interventions include supporting people to regain skills and reduce need for intensive services wherever possible and also help to manage the volatility of unscheduled or unplanned care. Examples of tertiary prevention include:

- Post discharge support to reduce the risk of someone being readmitted to hospital
- Hospital at home services to prevent unnecessary hospital admissions
- Reablement and rehabilitation services which support both prevention to hospital and post discharge arrangements
- Support to improve the quality of life of carers
- Purposeful programmes in residential, day and extra care that prevent and delay deterioration or minimise disability rather than just “contain” need
- Family support services that prevent the need for substitute care for children

## The Spectrum of Prevention

Interventions are required across all three categories of prevention set out above in order to deliver the wellbeing outcomes to which people aspire. The spectrum of prevention in relation to older people is well illustrated diagrammatically in the figure below.



*(Reference: 'Improving care and saving money: learning the lessons on prevention and early intervention for older people' DH, January 2010)*

## Cardiff & Vale of Glamorgan Prevention Services Overview

### Links with Dewis project

It was agreed at the Regional Health and Social Care strategic implementation group on 23 October 2015 that Dewis Cymru would be the regional directory of choice used across health and social care service in Cardiff and the Vale. Dewis Cymru has been developed against Section 17 of the Social Services and Well Being (Wales) Act 2014 (The Act), in terms of supporting the provision of Information, Advice and Assistance (IAA) to Citizens through the development of IAA services.

*NB: Dewis Cymru will be referred to as Dewis from now on within this report. Where Dewis appears it is referring to Dewis Cymru and not the Third Sector organisation called Dewis.*

The Dewis project ( see Project Brief at Appendix 1) has been established to support the development of a comprehensive, up to date directory of services and resources available across Cardiff and the Vale of Glamorgan. It is intended that the directory will be used by local authority staff, Cardiff and Vale of Glamorgan citizens, the Third Sector and Health professionals.

The Dewis Cymru website includes a resource directory (a database) to which local, regional or national resources that promote and support wellbeing can be added. The inclusion of these resources within the website will enable citizens to see what is available in a particular area that might be of benefit to themselves, their family member/friends or the people they care for. It will also be of equal use to professional when developing a support plan and when information/advice advisors need to discuss or suggest options of support or engagement.

The resource directory is supported by a sophisticated search function that can return results based on keywords and/or geographical areas. This approach is aimed at replacing the more traditional approach of simply collecting and listing services that may be available in a particular area.

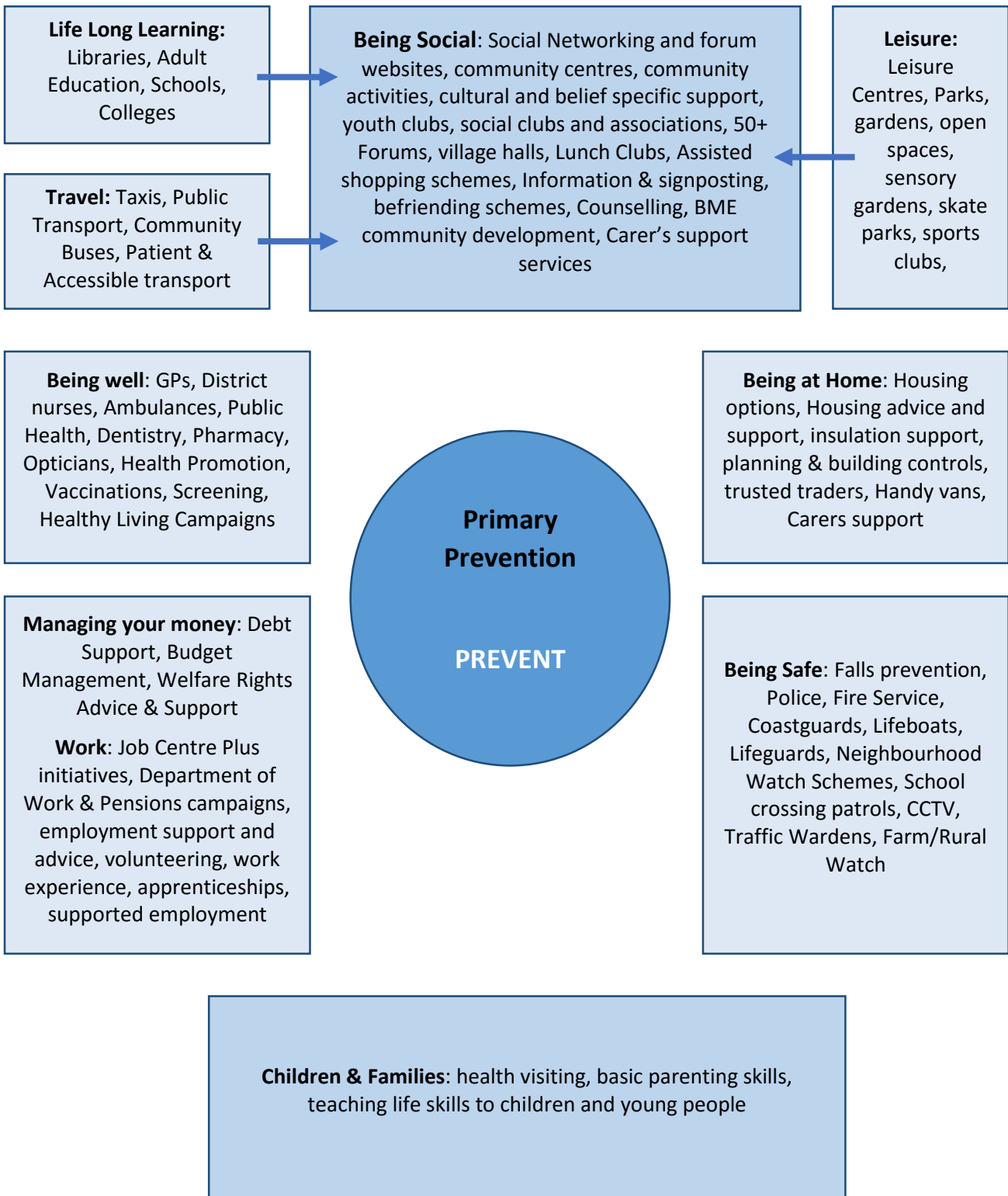
Dewis is expected to have a number of benefits for professionals and citizens alike including:

- Improved access to information and advice
- Improved access to prevention and well being services and an increase in self support
- Putting the citizen at the centre of the decision making process.
- In the longer term, Dewis is expected to support the further development and commissioning of preventative services across Cardiff and the Vale of Glamorgan as local authorities working in partnership with the University Health Board and the Third Sector make increasing use of the database to identify how services are being utilised as well as any gaps in services.

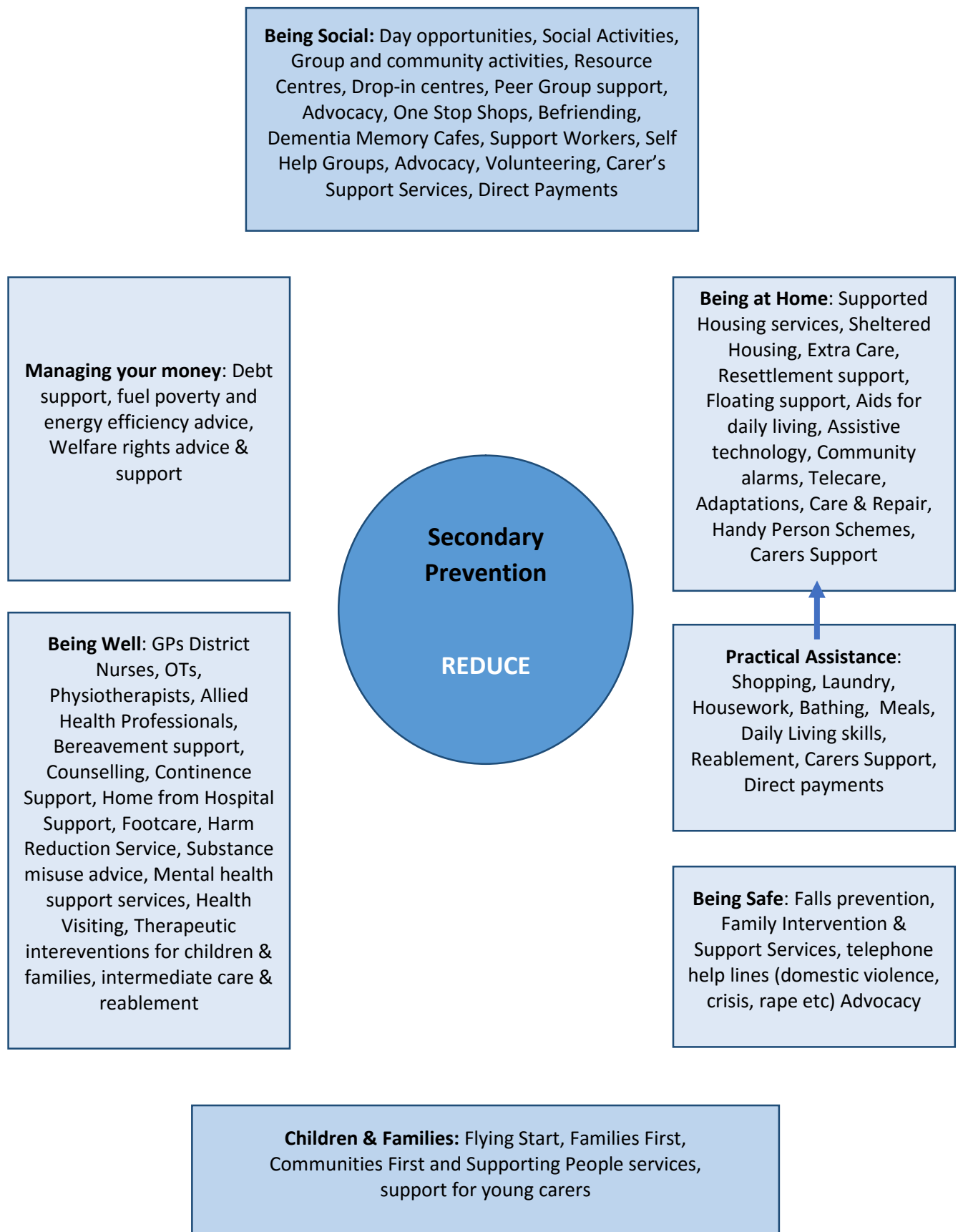
Set out below is an overview providing an example of services, broken down into primary, secondary and tertiary prevention service categories. It should be noted that some services fall into more than one category, in that they can support people with different levels of need. Not all services will be available across Cardiff and the Vale of Glamorgan and the intention of the Dewis project will be to map the current range of services to provide this picture.

Included under each of the categories below is a diagram representing the current 'What matters to you' fields found on Dewis Cymru which may be helpful in visualising the potential scope and extent of preventative services across the region. NB: A separate section for Carers is currently under development by Dewis Cymru.

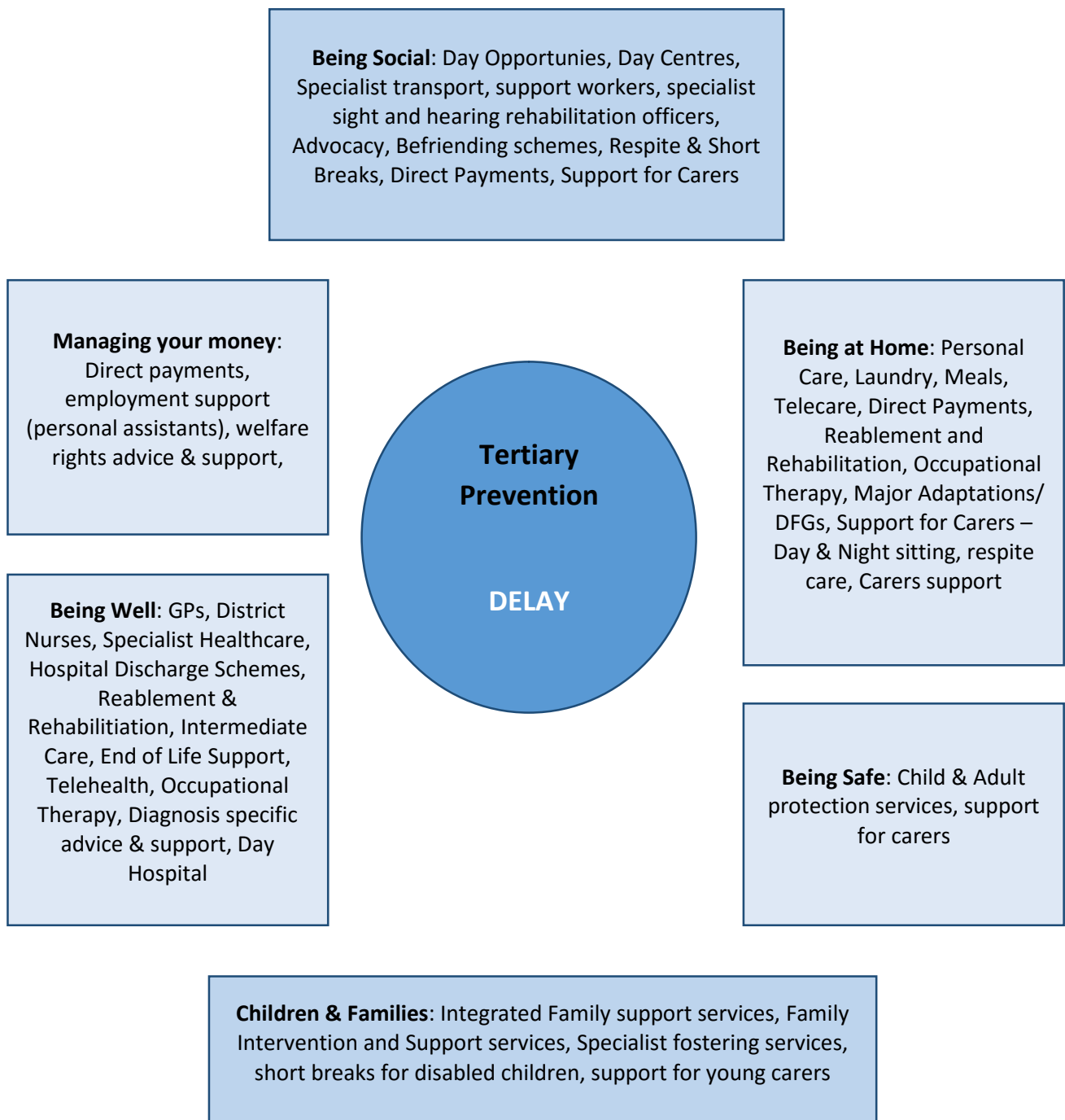
**PRIMARY PREVENTION**



**SECONDARY PREVENTION SERVICES**



## TERTIARY PREVENTION SERVICES



## Current Position re: Preventative Services across Cardiff & Vale of Glamorgan

As part of the Dewis project it was agreed to undertake a scoping exercise to identify across Cardiff and the Vale of Glamorgan:

- Directories / Databases already in existence
- What detail of information do they hold
- How and when data is being updated on them
- What programme have they been written in
- Number of organisations/ services that are held on the directory/database
- Are there paid staff to support them or are they maintained by volunteers

The results of the scoping exercise are summarised in Appendix 3 indicate that there are currently 28 known Directories/ Databases of services across Cardiff and the Vale of Glamorgan. These include the Third Sector membership directories held by the CVCs (including National organisations), Family Information Service Directories for children and families, Carers support directories, Supported Housing Directories, NHS Directories and bespoke Directories relating to Mental Health Services, Armed Forces etc.

It should be noted that there are some distinct differences between the directories and databases and the rationale for developing these. Some directories such as Cardiff & Vale Mental Health Services and “Where U stand” contain information about how to navigate the range of mental health and learning disability services, how to get and assessment, definitions of conditions etc. and provide a good resource for carers to use as a reference. Some databases such as those used by the CVCs are the mechanism used to invite members to whom they are accountable, to AGMs so that they are properly involved in the process of electing trustees, receiving information etc. Further consideration about how the information contained in these databases/ directories is captured in the future will need to be considered as part of the Dewis Cymru project and the future development of this going forward.

The scoping exercise revealed that information relating to more than 9,400 organisations/services across Cardiff and the Vale of Glamorgan are included in the directories. There is a great deal of duplication and overlap in the information contained within the directories/databases and the detail of the information held also varies significantly. The scoping exercise also highlighted a diverse range of programmes used to hold the information – excel, access, paper based systems, word list & bespoke systems, and showed that there is currently no consistent approach to how and when the data contained within the directories/databases is updated.

The aim of the Dewis project will be to provide a single point of information for citizens and professionals across Cardiff and the Vale of Glamorgan which avoids duplication and means that anyone with information about resources in their area can contribute to the database. The action plans and timescales for completing the upload of information on to the Dewis database from each organisation involved in the Dewis project are still being finalised, although the aim is to get all the known resources from both Councils on by 31 March 2016 ahead of the Act implementation date of 6 April 2016.

A key factor in the success of the Dewis project will be ensuring the sustainability, quality and consistency of the information held on the database. It is intended that this will be achieved through effective governance and management arrangements ensured by cooperative working between organisations and networks and adherence to clear website administrative roles and resource directory content standards.



## The role of the Information, Advice and Assistance Service (IAA) in supporting a preventative approach

Information, advice and assistance has a vital role to ensure preventative services are accessible, that they are known about and that people are supported to gain access to them. People need to be able to make informed choices about what outcomes they wish to achieve and how best to live their lives and manage their well-being. To support this, the Act requires that local authorities put in place an information, advice and assistance (IAA) service to ensure that all people within the local authority area have suitable information, advice and assistance to access the most appropriate services. The IAA service will be a preventative service in its own right and will offer a first point of contact with the care and support system. For many people this will be their first encounter with social services. The Code of Practice for Part 2 says that “The information, advice and assistance service will be easy to use, welcoming and informative” and people must have an opportunity to explain what matters to them, to explore what options are available, and to find the help that they feel is right for them to achieve their personal outcomes.

Professionals involved in the IAA service will have a key role in signposting and referring people to support services available in their locality, particularly preventative services. For the most part these preventative and early intervention services are not part of the social care or statutory sector market so the role of the IAA service will be to inform people about the options available to them through the local community and where appropriate to support them to access these services by assisting them to make contact rather than solely offering them basic contact details.

The commitment given to the development of Dewis as an online resource directory to identify the services that are available and how they can be accessed, is fundamental to ensuring that the IAA service operates effectively in both local authorities. It will be important to also link both Dewis and IAA to commissioning and procurement so that there is a robust commissioning cycle, which utilises all data, and involves all partners in the planning and development of preventative services. By delivering this approach it is anticipated that as a region, Cardiff and the Vale of Glamorgan will build a stronger community infrastructure which is underpinned by an improvement and expansion of information, advice and assistance which is focused towards reducing health inequalities, delaying or preventing social exclusion and the need for more intensive, costly support from statutory agencies.

Further information about how the IAA service operates across Cardiff and the Vale is included at Appendix 3 together with some examples of case studies demonstrating the benefit of a preventative approach.

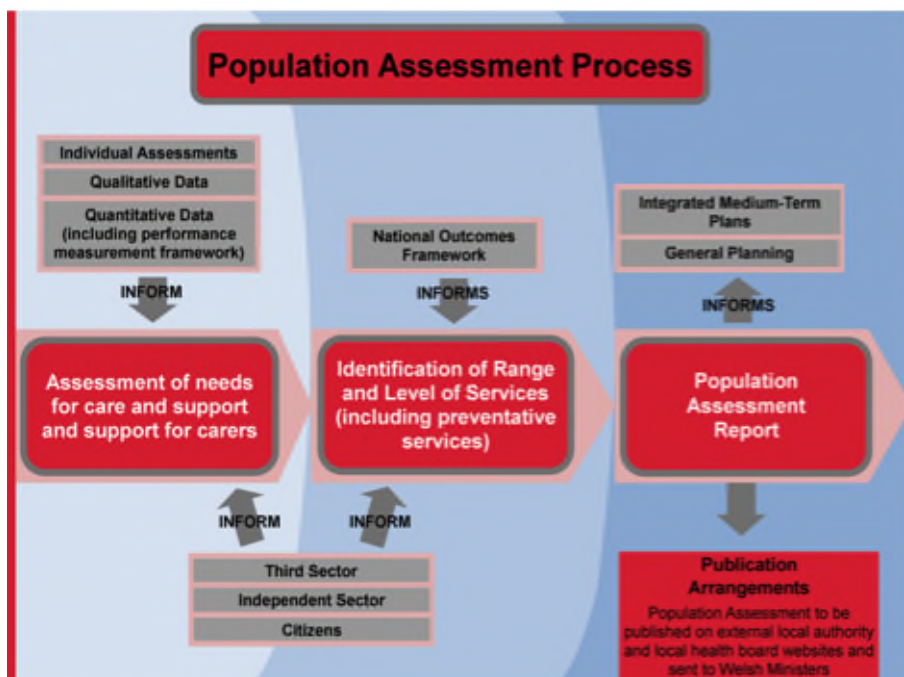
## Population Assessment

The Act requires local authorities and local health boards to jointly assess the extent to which there are people who need care and support, or carers who need support, in the local area. This population assessment links to and supports other requirements on local authority social services under the Act. For example, this assessment will inform local authorities in meeting the requirement contained within section 16 of the Act to promote social enterprises, co-operatives, user led services and the third sector. It will support the requirement to identify the care and support, and preventative services, these alternative service models should provide. It will similarly inform the nature of the information, advice and assistance service required.

In summary, the outline requirements set out in the Code of Practice are:

- That the responsible bodies (local authorities and Local Health Boards) must jointly produce a report of the outcome of the population assessment.
- That local authorities and Local Health Boards must have regard to the statement of well-being outcomes (issued under section 8 of the Act) when carrying out population assessments.
- That local authorities and Local Health Boards must engage with people (including adults and children with care and support needs, carers, and the parents of children with care and support needs) in the production of a population assessment report and establish a procedure for this engagement.
- That local authorities and Local Health Boards must engage with private sector and third sector organisations concerned with the provision of care and support or preventative services to the local population in the production of a population assessment report.
- That the first population assessment reports must be produced by 1 April 2017. Each local authority and Local Health Board must publish the relevant population assessment on its website and submit a copy to Welsh Ministers.
- That population assessment reports must be kept under review.

The following diagram is included in the Code of Practice as an illustration of what the process is all about:



It is intended that the population assessment will drive change, by enabling both local authorities and Local Health Boards to focus on preventing approaches to care and support needs. It will provide the information required to support resource and budgetary decisions; ensuring services and outcomes are targeted, sustainable, effective and efficient.

The draft Code refers to the population assessment ensuring good outcomes for people. It also refers to the Outcomes Framework and performance measurement framework in respect of how need should be assessed. In summary, the purpose of the assessment is to:

- Ensure services and strategies are based on evidence;
- Ensure a focus on prevention;
- Inform other activity such as developing social enterprises and information and advice services;
- Ensure a link with other strategic planning requirements including the Integrated Medium Term Plan (IMPT) and housing and homelessness services.

At a strategic level the population needs assessment will provide the opportunity to review not just population needs but the effectiveness of those currently being provided. The population assessment is intended to be a key tool to assist with monitoring and evaluating services to establish whether they are meeting individual and population well-being outcomes. The first population assessment reports must be produced by April 2017 and currently SSIA and PHW are working together to create a toolkit to support the development of these reports. The final content of the toolkit is in the process of being developed with an anticipated publication date of April 2016.

It is clear that the population assessment will be a vital component in assessing the current range and level of preventative services and whether these are sufficient. However, the requirement on local authorities to provide or arrange preventative services will come into force from 6 April 2016 a full year before the population assessment reports have to be completed. In the meantime it is expected that local authorities and health boards will provide or arrange services based on their current knowledge and understanding of the care and support needs and the support needs for carers and the Dewis project will have a key role to play in supporting this. Ensuring that as much information as possible about preventative services can be uploaded on to the Dewis ahead of the Act implementation date of 6 April 2016 will be vital to ensuring that the region is able to meet the requirements of the Act in this respect.

## Conclusions and Next Steps

Work already undertaken with regard to the Dewis project and the development of IAA services across Cardiff and the Vale of Glamorgan indicate that there is already a range of provision within the community and many of the primary, secondary and tertiary preventative services identified on pages 12 – 14 already exist. However, until the population assessment has been completed, the region will not be able to identify specific services, who these services are for – whole population, specific user groups, eligible individuals etc; the geographical coverage; or whether there are any gaps in the current provision.

**In the short term** there is a need for:

- The Dewis Cymru project to deliver on its Project Brief and Plan:
  - To complete regional and local action plans
  - Upload information about resources into the Dewis database ensuring that sufficient information is available for the system to go “live” by 6 April 2016
  - Promote the use of Dewis with staff across both local authorities, the health board, the Third Sector and other providers
  - Publicise Dewis and the IAA service externally to the public across Cardiff and the Vale of Glamorgan
- The project plans for Dewis and the IAA service to be effectively linked ensuring that IAA staff receive appropriate training to deliver the service and the requirements of the Act
- Ensure that there are effective arrangements in place to undertake the population assessment and that information uploaded into Dewis can be used to contribute to identifying the range of preventative services currently available
- Consider how the local authority and its partners will identify wider community and neighbourhood activities and groups not captured in the current range of Directories and resources to be uploaded on to Dewis.

**In the longer term** following the completion of the population assessment report, consideration will need to be given to:

- Developing a joint prevention strategy with key partners which seeks to create a culture of prevention and early intervention and supports the ethos of the Act. This would need to be developed across statutory agencies, third sector organisations and private providers in consultation with citizens and could potentially focus on the following key commitments:
  - Making enablement and prevention 'everyone's business'
  - Offering early support to all people
  - Ensuring that prevention and enablement activities reach all people
  - Enabling people to live in accommodation and access aids to daily living that support their independence, health and wellbeing
  - Delivering Public Health activities that have been proven to help people stay healthy and well, and that are targeted to people who most need that help
  - Giving people information, advice and support so they can help themselves to stay as healthy and well as possible
  - Enabling family carers to continue caring and stay well
  - Ensuring that networks of community support are built around people who are isolated
  - Developing partnerships with community organisations and groups to deliver early intervention and prevention activities across the region
  - Making sure people get more ‘joined up’ health and care support, and staff work in a more unified way around individuals with significant health and care needs

- Developing joint commissioning strategies to support the required strategic re-orientation of health and social care towards prevention and early intervention and enable a sustainable approach to offering opportunities for people across the region to stay active, healthy and independent for as long as possible in their home and community of choice.
- Agreeing with partners, priorities for investment to support the shift towards prevention and early intervention ensuring that there is a balanced investment in respect of services available for:
  - The general population (universal services) – primary preventative services and support
  - Low level preventative services for more vulnerable groups of people – secondary preventative services and support
  - People with high level, more complex needs – tertiary preventative services and support.

## Recommendations

- 1) Ensure that the Dewis Cymru project delivers on its Project Brief and Plan within the required timescales and that this is monitored and evaluated.
- 2) Ensure that there are effective links between the Dewis project plans and those required to deliver the IAA service and Population Assessment.
- 3) Ensure that staff who deliver IAA services receive appropriate training so that they are competent and skilled in accordance with the requirements of the Act.
- 4) Consider developing a joint prevention strategy with all key partners and stakeholders.
- 5) Consider the arrangements required to develop a joint commissioning approach which supports the shift in health and social care towards prevention and early intervention.
- 6) Agree with partners, priorities for investment which support a preventative approach.

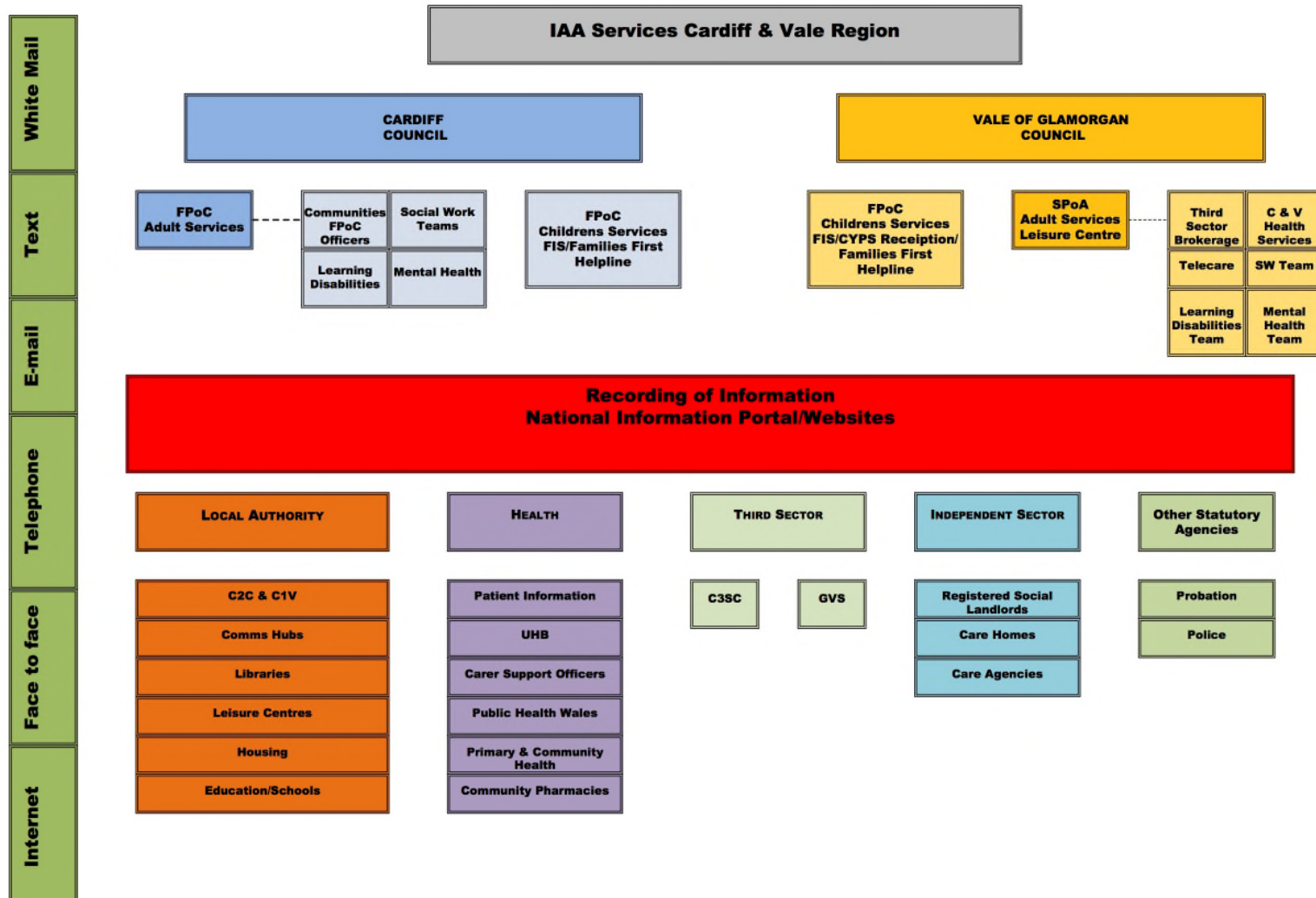
## Appendix 1

To view the Dewis Project Brief, please click on this link:

[Dewis Project Brief v0.4](#)

## Appendix 2

The diagram below sets out the approach to IAA services across Cardiff & the Vale of Glamorgan and highlights the range of different services and partners who provide these services.



## Case study examples

### Case Study 1: Care and Repair Cardiff and the Vale Casework Service

#### Background

Mr M contacted Care & Repair Cardiff as he had been sent a letter from the GP surgery offering him a 'Healthy@Home Check' from Care & Repair. Mr and Mrs M have never asked for help in the past but contacted us as were curious as to what we could offer.

#### What did we do?

- A Caseworker visited Mr and Mrs M and identified that both would be eligible for Attendance Allowance due to health conditions. A claim was put in and both received High Rate. Due to this, the Caseworker put in for Carers Allowance for both and as a result, they were then entitled to claim Guaranteed Pension Credit and full Council Tax Benefit, Severe Disablement Allowance and Carers Premium.
- The Caseworker also identified the need for rails and a stair lift in the home. In turn, a referral was made to Care & Repair's Occupational Therapist who assessed and referred them for a heavy duty stair lift, two internal grab rails, an external rail and a 5" bath step.
- Due to the nature of Mrs M's health and her need for a downstairs toilet, the Caseworker sought funding via the ILG grant (Independent Living Grant) to fund a downstairs toilet extension. Care & Repair's Contractors Panel was used to source quotations and to undertake the works. Care & Repair's Occupational Therapist provided the Caseworker with a report to enable the fees for the Building Planning and Building Control to be waived.
- As a result of the Pension Credit Award, the couple were now eligible for an ECO grant for a new boiler.
- The Caseworker also referred to Care & Repair's Home Safety and Security Project for 2 smoke detectors.

#### How are they better off?

- Both Mr and Mrs M can live in dignity in respect to personal care, due to the stair lift and the down stairs toilet being provided. The stair lift cost £3,000.00 and the ILG was £6,748.00.
- Both Mr and Mrs M were at risk of falls and the stair lift has lowered that risk. The other adaptations provided may also prevent falls in the home, at a cost of approximately £120.00.
- Mr and Mrs M feel safer by having the smoke detectors in place at a cost of £50.00.
- Mr and Mrs M feel more independent and financially stable due to the extra money they have received. The couple are now better off by £272.00 extra per week.
- Due to the new boiler, Mr and Mrs M are now warmer and saving on fuel bills and due to the efficiency of the new boiler approximate value of £3,000.00. Their worries about the old boiler – numerous repairs, have now been removed.

#### What would have happened if Care & Repair did not exist?

- Mr and Mrs M may have fallen without the use of the adaptations in the home.
- Their well-being (due to personal issues) may have also suffered without the use of the stair lift and the downstairs toilet.
- Again, poor well-being could have been caused by worry over the high heating costs and the repair costs of the old boiler.



- Mr and Mrs M would have missed out on benefits and thus extra money per week helping them to stay independent.
- Should there have been a fire in the home, Mr and Mrs M may not have been able to get out of their home in adequate time, without the early detection from the smoke detectors that had been provided.

## Case Study 2: Cardiff Independent Living Service

### Background

Mr L is 51 years of age and has Necrotic Toes causing severely reduced mobility. District Nurses attend every day for wound care. Mr L requested assistance with a benefit entitlement checks and advice on somebody to help with household tasks.

### What we did and How the person is better off:

An independent living visiting officer visited Mr L and undertook a full holistic review of the service users needs in order to remain independently living in their own home.

Mr L mobilises on crutches and it became apparent that he struggled to get to back into the chair's low position. After discussing how he bathes and mobilises around the house it was agreed that I refer to the Occupational Therapy Service.

Full income maximisation review was undertaken by the visiting officer, and a referral for a new claim for Daily Living component of PIP of an additional £82.30 per week was made. Once in payment Mr L will then be eligible to the Severe Disability Premium payment within his Employment Support Allowance, which is £61.85 per week. Both benefits provided him with an additional £7,495.80 per year!

Mr L's home had no smoke alarms therefore referral made to the Fire Safety team to visit.

The visiting officer completed a Swalec Warm Home Discount Scheme application form completed to get £140 off his energy bills.

A referral to Speakeasy was made as due to his mobility he struggles to prepare food in the kitchen, which has been compounded by the fact that his microwave blew up which he said was 'his life line'. Speakeasy were able to provide Mr L with a microwave from a contact they had in a nearby church to where Mr L lives as they had a spare – the church arranged to drop the microwave to Mr L. Mr L also had arrears with his energy bills which Speakeasy also helped with.

Mr L had a leak in his bathroom which is causing a damp smell therefore referral was made Care and Repair to get assistance with this.

The visiting officer assisted Mr L to search for cleaning services and he us

### Service user/citizen feed back

Mr L was amazed at the number of things the Independent Living Visiting Officer was able to help him with. He said having his microwave back was such a relief. All this would not have been provided without this intervention. He is better equipped in his home to get around after the Occupational Therapy visit. Mr L could not believe he would be better off by £7,495.80 per year. He sent a thank you to the officer involved.

## Case Study 3: Independent Living Service Cardiff

### Background

Mr S is in his mid 70's and lives with his 16 year old granddaughter who is disabled and requires 24 hour care. Mr S lost his wife to cancer just after Christmas who had been the main carer to his granddaughter.

The telephony Contact Officer from our first Point of Contact team identified that the support from an Independent Living Visiting Officer was required.

### **What We Did**

The visiting officer checked Mr S income with the DWP to ensure that his pension was up to date since his wife had passed away as Mr S didn't know what money he had to manage with. The visiting officer made a phone call to his bank for him to check his balance and find out his payment dates. A request was also put in to set up internet banking.

The visiting officer contacted SSE due to an overdue bill and his wife was still the main account holder. The name was changed a cheaper tariff identified. She also checked they had his granddaughters oxygen tank on their system as that would reduce the bill.

The visiting officer showed Mr S how easy it was to order shopping off his smart phone which he was using and we got some quotes for an internet package. The visiting officer also connected him to set him up with an Asda shopping app via his phone.

The Visiting officer also provided Mr S with a list of clubs to meet people and be less isolated. He discussed being able will be able the clubs once assistance organised through a carers assessment was in place for his granddaughter.

### **How the person is better off:**

Mr S is very happy knowing that he will be able to take care of the essential things around the home and be self-sufficient.

### **Service user/citizen feed back**

Mr S said "I would not have managed without you, a great help, something easy to you but seemed impossible to me and now I know what I am doing. You have been a saviour today."

## Case Study 4: Putting Families First

### Background

The parent was identified by the school as being disengaged and uninvolved with her children's education. She was approached by the Learning Support Assistant who encouraged her to join the group. After much persuading, the parent attended sessions in Reading Readiness and the Parent Nurture Programme. Initially she was a quiet group member, reserved and uncommunicative; she struggled with group situations and was withdrawn, choosing not to participate due to a lack of confidence in her own abilities.

### What we did

Over a period of weeks and then months, the parent's confidence began to grow as she attended a number of other Putting Families First courses. On attending a Welsh course the parent began to help other learners struggling with their pronunciation. The parent moved on to becoming more involved with school life and supported the planting of trees within a school group activity. The parent has progressed from being completely disengaged with the school and every aspect of her children's education, to being an affirming advocate for education, and leading on several projects which benefit both herself and her family.

### How the person is better off

The parent has grown in both experience and confidence and is now re-engaging with her children's education and has reported as now having the confidence to support them with their school work. Her children regularly see their mum coming to school and taking part in school life.

The parent is now a trustee for the committee set up to improve the school café, she supports the drop in at the café every week and makes herself available to chat with other parents. She has trained to deliver Geocache sessions for forest schools, she assists with the vegetable co-op and supports and promotes all learning / school and community activities that are offered. She seeks opportunities to share what she has gained with others.

She found that she enjoyed working with children so much that she sought advice from the Putting Families First Learning Support Assistant, who guided her on the next steps to becoming a Learning Support Assistant. The parent has now enrolled on a Level 3 Childcare course and is currently undertaking a placement at Ysgol Gwaun Y Nant.

## Case Study 5: Western Vale Family Support project

### Background

The family - a single mum and her two children aged 4 and 3 months, live in the Western Vale. A referral was made for parenting support from the health visitor. There was a history of domestic violence as well as mum suffering from depression and having financial and housing issues. Both the children's names were on the child Protection register. The youngest child also had health problems and was due to have tests.

### What we did

Support initially concentrated on routines for both children as well as boundaries and consequences for the older child. This incorporated sleep and bedtime routines as well. Due to mum's financial situation a referral was also made to the local food bank, with mum engaging well with the support from Western Vale Family Support and with Social Services and Atal Y Fro. Mum was happy to take on board the advice and support given and put this into practice, she was able to acknowledge and comment on the positive changes she was noticing with the children's behaviour, especially the good behaviour demonstrated by the older child, and put this down to the more structured routine she had established.

As the support continued Mum reported that she felt more confident in her parenting, and although the children's names remained on the Child Protection register at the time of the review case conference it was acknowledged how much progress mum had made.

An incident with mum's ex-partner, and with the youngest child reaching new stages of development, resulted in a new referral being put in from the Social worker for further ongoing support, as mums confidence about going out had dipped due to the incident with her ex. Despite this, Mum continued to evidence that she was sticking with her daily and bedtime routine and was using the strategies and advice given to deal with unwanted behaviour from her oldest daughter.

The health issues with the youngest child continued, with mum having to attend a number of hospital appointments, along with two weeks stays in hospital. Despite this, mum continued to progress and gain confidence in her parenting ability. In addition to receiving the 1-1 support within her home, she now started to attend the Pop in and Play sessions at the gathering Place.

### How the person is better off

In May 2014 the children's names were removed from the child protection register with acknowledgment of the progress mum had made in respect of her parenting skills and confidence being recognised. This resulted in the 1-1 support ending. Prior to the end of the programmes support a home safety review was carried out, with equipment and advice given. Mum continues to access the pop in and play session at the gathering Place where she can access support and advice if needed on an informal basis and the children having the opportunity to enhance their social development, as well as having fun and enjoying the variety of toys and art and craft activities on offer.

Mums comment on her evaluation form stated *"I have learnt a lot from all the sessions and I have learnt to prioritise my children's needs over my own. I am extremely grateful for all the help and support I've received"*

### Appendix 3: Results of the Scoping exercise for the Dewis Project

List directories / databases already in existence	What detail of information does it hold?	How is the data updated? E.g. Role of staff member / volunteer?	When is data updated?	What programme have they been written in e.g. Excel, Access etc	Number of organisations that are held on the directory/database	Duplication?
<b>C3SC</b>						
C3SC Membership directory of Third Sector Organisations	Name, contact details and brief description of the organisation (generally not individual services)	Electronically via admin staff at C3SC	Adhoc when people contact us.	E-vol	approx 640	
<b>VALE FIS</b>						
Family Information Service (FIS) Childcare Directory <a href="https://earlyyears.valeofglamorgan.gov.uk/fiso_live/publicenquiry/Default.aspx">https://earlyyears.valeofglamorgan.gov.uk/fiso_live/publicenquiry/Default.aspx</a>	Comprehensive details of childcare settings including childminders, day nurseries, playgroups etc. Info includes: opening times, contact details, cost, age range, facilities, whether can cater for special needs, school pick up, description etc	Annual review whereby staff in the FIS Team contact the service by email and phone. Also the facility for services to update their own details on line. Childminders are updated 6	Nov - Jan annually (in preparation for the Childcare Sufficiency Assessment CSA)	External system - Tribal, hosted on Vale Council website	320	no

		monthly.				
FIS Family Support Directory <a href="https://earlyyears.valeofglamorgan.gov.uk/fiso_live/fsd/">https://earlyyears.valeofglamorgan.gov.uk/fiso_live/fsd/</a>	Comprehensive details of services that support children and young people and their parents eg. parenting, child development, health, disability, substance misuse, carers etc. opening times, contact details, cost, age range, language used, whether can cater for special needs, description, referral process, eligibility criteria, area served etc	Annual review whereby staff in the FIS Team contact the service by email and phone. Also the facility for services to update their own details on line	Annually throughout the year.	External system - Tribal, hosted on Vale Council website	327	Yes as contains information on Children & Young People Services teams and many third sector organisations
FIS Activities for Children & Young People age 0-20yrs <a href="https://earlyyears.valeofglamorgan.gov.uk/fiso_live/publicenquiry/Default.aspx">https://earlyyears.valeofglamorgan.gov.uk/fiso_live/publicenquiry/Default.aspx</a>	Details of leisure activities, parent & toddler groups, art and music groups, soft play etc. Info includes address, description, contact, age range, cost, opening times, whether cater for special needs, language used etc	Annual review whereby staff in the FIS Team contact the service by email and phone. Also the facility for services to update their own details on line	Annually throughout the year.	External system - Tribal, hosted on Vale Council website	251	Yes with leisure, sports, community centres and third sector

Sports clubs for children, young people and adults (Sports & Play Development Team)	Online - name of club, type of sport, contact name, email and tel number. Back office - age, disability friendly, area, description, child protection trained and policy, DBS check, insurance	Used to be the role of an administrator but no funding so not being updated at the moment	When they are notified of changes. Less than annually depending on resources	Access	140	some with FIS activities directory and third sector sports clubs
Community Centres in the Vale	Address, contact details, cost, facilities, all activities taking place in the community centres, including name of activity, day and time	Staff member updates when he receives an update	When notified	word list		Activities for children and young people will also be held on FIS Activities directory and duplication with third sector
Care Directory	Contact details of approved residential, nursing, domiciliary and day care services	Role of the Contract Monitoring Officer. Constantly updated	As and when changes occur	word list	44	no
Supporting People Directory (Accommodation, supported housing, floating support, services for older people)	Housing related support services funded by Supporting People that currently exist in the Vale of Glamorgan, the services that they provide, who they are for, their location and how they can be accessed.	Contracts Officer updates info as they commission the services	At least annually, usually in June (in line with tendering process)	word as lots of narrative	approx. 70	yes - housing associations, third sector support, FIS Family Support Directory

Armed Forces Directory	Contact details, who the service supports etc (lots of national organisations)					yes but most are national organisations
Adult Courses (paid courses)	details of course, venue, dates costs for all Vale	Area Development Officer updates daily	Daily	In-house IT system that links to website		no
Get Back On Track courses (free or subsidised courses)	details of course, venue, dates costs for all Vale	Adult Education Development Officer updates as and when	monthly when new courses arise	word flyer		no
Youth Engagement Directory						
<b>Other directories we are aware of</b>						
NHS Direct Wales - Health & Wellbeing services <a href="http://www.nhsdirect.wales.nhs.uk/localservices/">http://www.nhsdirect.wales.nhs.uk/localservices/</a>						
Cardiff & Vale Mental Health Services Directory <a href="http://www.cavamh.org.uk/directories/mental-health-directory/introduction">http://www.cavamh.org.uk/directories/mental-health-directory/introduction</a>	Comprehensive information about third sector, and other sector, mental health services.					



<p>Cardiff &amp; Vale Parents Federation 'Where U Stand' Directory  <a href="http://www.wherestand.org/">http://www.wherestand.org/</a></p>	<p>Extensive database of groups and organisations with information on services and how to access them. Written for carers by carers, especially those caring for a person with a learning disability. Hard copy is over 200 pages of A4. The online version is updated weekly and is far larger in content. The guide has a regional bias with much Wales-wide and UK content. It includes searchable database features by topic, region and keywords plus feedback by members. Enjoys around 2000 visits per quarter and used by social work professionals and families alike.</p>	<p>All staff maintain it but we dedicate some time per week for this</p>	<p>weekly or when information is presented</p>	<p>Joomla online content</p>	<p>350</p>	<p>Many databases have used Where You Stand as the basis for their content over the years. We have been involved in the development of several LG resources over the past two decades. In addition to around 350 groups and organisations held online a further 100 plus entries are included relating to a variety of services and opportunities including legislation and where to go to seek assistance.</p>
<p><b>Cardiff FIS</b></p>						

Directory of Childcare Provision (registered and unregistered)	A range of information about childcare provision in Cardiff required by customers to enable them to make informed choices about childcare provision along with contact details for settings. Information used to inform Childcare Sufficiency Assessments (statutory duty of Local Authority)	By FIS, By identifiable staff member	Providers regularly reminded of the need to update details especially when required due to changes to service.	In house Cardiff Council database that can be extracted to Excel/PDF.	467	
Directory of Family Support Services	A range of information about Support Services for children, young people and families in Cardiff to enable customers to make informed choices about services available to meet their needs along with contact details for services.	By FIS, By identifiable staff member	Providers regularly reminded of the need to update details especially when required due to changes to service.	In house Cardiff Council database that can be extracted to Excel/PDF.	294	

Directory of Activities	A range of information about activities and play provision in Cardiff to enable customers to make informed choices about activities and play provision with contact details for settings. Information used to inform Play Sufficiency Assessments (statutory duty of Local Authority)	By FIS, By identifiable staff member	Providers regularly reminded of the need to update details especially when required due to changes to service.	In house Cardiff Council database that can be extracted to Excel/PDF.	70	
<b>Glamorgan Voluntary Services Directories</b>						
GVS Members Directory	Contact details, area of interest, brief description, memberships related information, confidentiality option	Shared responsibility between staff	As and when an organisation joins / contacts GVS. Also verified annually	Access and Evol	487	Is specifically a members databases for purpose of charity operations.
Cardiff and Vale Carers Directory	A - Z of third sector, and other services for carers. Brief description of service and contact details	GVS. Ceri Venners and Linda Pritchard	Periodically - dependent on funding	Paper document and PDF on line	150	Some duplication, but this is specifically about carers services.
Older Peoples Directory	Brief description of service and contact details. Listed by type of service, eg. advocacy, befriending.	GVS. Ceri Venners and Linda Pritchard	Periodically - dependent on funding	Paper document and PDF on line	Approx 180	Some duplication.

Wales Council for Voluntary Action						
WCVA Directory	Broken into categories based on type and size, basic information, company house / charity number, active location, summary	WCVA contacts directly on a monthly basis (Nigel Evans)	Monthly mail outs - aim to target entire directory once per year	SQL	4196 (includes duplicates, and potentially out of date)	
WCVA National Voluntary Organisation Directory	Broken into categories based on type and size, basic information, company house / charity number, active location, summary	WCVA contacts directly on a monthly basis (Nigel Evans)	Monthly mail outs - aim to target entire directory once per year	SQL	700 (National)	
Community Database (Library Service)	Name, description, times, contact details, last updated, associated costs, other notes	Role of staff within the Library service	As and when the library service is approached	Library management system - 'V Smart'		

**CITY & COUNTY OF CARDIFF  
DINAS A SIR CAERDYDD**

**COMMUNITY AND ADULT SERVICES SCRUTINY COMMITTEE**

**6 JULY 2016**

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**COMMITTEE BUSINESS REPORT**

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**Background**

1. At the Committee meeting on 16 September 2015 Members discussed how they wished to deal with future reports concerning committee business, such as correspondence reports and work programme reports. Members decided to combine these within an overarching Committee Business report.
2. This report includes the correspondence schedule, at **Appendix A**.

**Correspondence update**

3. Following most Committee meetings the Chair writes a letter to the relevant Cabinet Member or officer, summing up the Committee's comments, observations and recommendations regarding the issues considered during that meeting. At the Committee meeting on 8 June 2016 Members received a report detailing the Committee-related correspondence sent and received by the Committee relating to Committee meetings held on 2 March 2016 and 11 May 2016.
4. The correspondence schedule attached as **Appendix A** provides an update since 8 June 2016 Committee meeting, with the following information:
  - i. Date the letters were sent;
  - ii. To whom the letter was addressed;
  - iii. The key recommendations set out in the Chair's letters;
  - iv. Date the response was received; and
  - v. The response of the Cabinet Member(s) to those recommendations.

5. The schedule attached at **Appendix A** shows:
  - i. *Response Received* – from Councillor Elsmore to the Chair’s letter regarding Directorate Delivery Plans and the Syrian & Afghan resettlement schemes, following Committee on 11 May 2016.
  - ii. *Response Received*– from Councillor Hinchey to the Chair’s letter regarding Directorate Delivery Plan template, following Committee on 11 May 2016.
  - iii. *Response Received*– from Councillor De’Ath to the Chair’s letter regarding Directorate Delivery Plans community safety content, following Committee on 11 May 2016.
  - iv. *Response Awaited* - from Councillor Elsmore to the Chair’s letter regarding Quarter Four performance, following Committee on 8 June 2016.
  
6. Copies of the Chair’s letters and any responses received can be found on the Council’s website page for the relevant Committee meeting, with a hyperlink provided at the top of the page, entitled ‘*correspondence following the committee meeting*’.

### **Way Forward**

7. During their meeting, Members may wish to reflect on the correspondence schedule, attached at **Appendix A**.

### **Legal Implications**

8. 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**

9. 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.

### **RECOMMENDATIONS**

The Committee is recommended to:

- I. Note the content of the consultation schedule attached at **Appendix A** and consider any further correspondence required.

**David Marr**  
**Interim Monitoring Officer**  
**29 June 2016**

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## APPENDIX A – CASSC Correspondence Schedule, as at 29 June 2016

Date Sent	Sent to	Topic	Comments and Recommendations Made	Date reply received	Response Received
18 May 2016	Cllr Elsmore	<b>Directorate Delivery Plans</b>	<ul style="list-style-type: none"> <li>• <i>Recommendation – that an ‘at a glance’ summary be provided, on page 16 of the Social Services Delivery Plan before the detail of action plan.</i></li> <li>• <i>Recommendation - that the Social Services Plan clearly identifies the top priorities that have to be achieved.</i></li> <li>• <i>Recommendation – that further thought be given to the content of the potential impact column on Page 47 of the Social Services Plan.</i></li> <li>• <i>Recommendation – that the Social Services Plan be amended to make it clear which actions are being taken to address the following areas for improvement identified by the CSSIW: quality of residential care; and the timeliness of reviews for older people.</i></li> <li>• <i>Recommendation – that further details on the other performance tools used in Adult Social Services – such as the Directorate Dashboard and consideration by senior managers – be referenced in the Plan.</i></li> <li>• <i>Recommendation – that the performance milestones provided on Page 23 for the action ‘work to make Cardiff a recognised Dementia Friendly City by March 2018’ be elaborated.</i></li> <li>• <i>Seek clarification – regarding whether or not a review of advice services should be included as an action in the Communities</i></li> </ul>	14 June 2016	<p><b>Response Received</b>  <b>Thank Members for constructive comments.</b></p> <ul style="list-style-type: none"> <li>• <b>Corporate project to improve Delivery Plans so ‘it would be premature for us to change the structure of the corporate template until this work is completed.’</b></li> <li>• <b>Corporate Plan identifies the top priorities – the Delivery Plan has to incorporate all statutory responsibilities</b></li> <li>• <b>Accept that the Plan should be strengthened with regard to CSSIW area for improvement ‘quality of residential care’ and the plan will be reviewed accordingly. Not accepted re ‘timeliness of reviews for older people’ as improvements already made.</b></li> <li>• <b>Further reference will be made to the dashboard in the performance section.</b></li> <li>• <b>Accept that dementia friendly milestones ‘are vague and this is because the creation of our</b></li> </ul>

Date Sent	Sent to	Topic	Comments and Recommendations Made	Date reply received	Response Received
		<b>Syrian &amp; Afghan resettlement schemes</b>	<p><i>Delivery Plan.</i></p> <ul style="list-style-type: none"> <li>• <i>Accept the Director of Communities, Housing and Customer Services offer to provide an explanatory note on the details of how the homelessness targets were decided.</i></li> <li>• <i>Note that there will be a 24 hour emergency helpline.</i></li> <li>• <i>Critical to manage messages regarding these schemes to avoid confusion and misunderstanding.</i></li> <li>• <i>Request further briefing as part of work programming process.</i></li> </ul>		<p><i>specific dementia action plan is in its infancy. I would be pleased to share the action plan with CASSC once ready. In the meantime I welcome any Member suggestions of particular actions that we need to consider in the action plan.'</i></p> <ul style="list-style-type: none"> <li>• <i>It is right that a review of advice services should be included as an action – details provided in letter of this.</i></li> <li>• <i>Explanation of homelessness targets provided in letter..</i></li> </ul>
18 May 2016	Cllr Hinchey	<b>Directorate Delivery Plans Template</b>	<ul style="list-style-type: none"> <li>• <i>Members are pleased to see that the template has enabled a clear thread to be visible from our partnership and corporate plan commitments through to the actions in the Delivery Plans.</i></li> <li>• <i>Members have concerns that the application of the template may be too rigid in other areas, thus meaning that Delivery Plans may not meet the needs of the Directorates.</i></li> <li>• <i>Request whether it is possible for Joseph Reay to lead a review of the template for Directorate Delivery Plans so that the template for 2017/18 delivers fit-for-purpose Plans. As part of this review, Members ask</i></li> </ul>	<b>8 June 2016</b>	<p><b>Response Received</b>  <b>Thanks for letter and comments:</b>  <b>'The Performance and Governance programme, which sits within the Council's Organisational Development Programme, contains a Business Planning project.... A key element of this will be the review of the Council's Directorate Delivery Plan framework and approach</b></p>

Date Sent	Sent to	Topic	Comments and Recommendations Made	Date reply received	Response Received
			<p><i>that more guidance be given to including appropriate performance measures in Delivery Plans, to ensure that outcomes are included and that other measures – input, process and output – are included where needed to monitor declining/ bad performance or to track commercially important information.</i></p>		<p><b>and Members’ comments will be fed into this work.’</b></p>
18 May 2016	Cllr De’Ath	<b>Directorate Delivery Plans Community Safety</b>	<ul style="list-style-type: none"> <li>• <i>Raise concern regarding the lack of wording and actions directly referencing community safety, community cohesion and tackling human trafficking in [these] Plans. Members can see that several actions in the plans we considered contribute to these areas – for example safeguarding actions, city centre management and night time economy actions, recommissioning of domestic violence services, and other actions detailed under the outcome heading ‘People in Cardiff are safe and feel safe’. However, none of these actions capture the overarching role the Council has in contributing to crime and disorder reduction and promoting community safety and community cohesion.</i></li> <li>• <i>Consensus seems to be that these should have been referenced in the Resources Delivery Plan, under the relevant section on partnerships. Members therefore request that the omissions be addressed by the addition of appropriate references to the role of the Council as outlined above.</i></li> </ul>	<b>28 June 2016</b>	<p><b>Response Received</b>  <b>Welcomed feedback from Committee. ‘Resources Directorate Delivery Plan now contains Directorate Action to:</b>  <b>Drive forward the Council’s community safety work programme through robust partnership arrangements to help make Cardiff safer, reduce crime and disorder and promote community cohesion.</b>  <b>Milestones for this action will be used to give details about the wide range of activity that takes place.. around the Community Safety agenda.’</b></p>

Date Sent	Sent to	Topic	Comments and Recommendations Made	Date reply received	Response Received
10 June 2016	Cllr Derbyshire	<b>Bringing empty private sector properties back into use</b>	<ul style="list-style-type: none"> <li>• <i>Appreciate officer's candour in explaining reasons for dip in performance</i></li> <li>• <i>Pleased to hear protocol will be developed regarding how to deal with empty private sector properties.</i></li> <li>• <i>Note that the above will include resolving resources required and determining an appropriate target for performance indicator PSR/004.</i></li> <li>• <i>Members feel it would be useful to undertake a cost/benefit analysis regarding work to deal with empty private sector properties – this should help establish appropriate level of resources and should help determine appropriate target.</i></li> <li>• <i>Members ask to be kept informed of progress in resolving above.</i></li> <li>• <i>Members wish to know how many empty properties are currently being dealt with and how many were dealt with in 2015/16, with regard to PSR/004.</i></li> <li>• <i>Members thank officers for preparing the Briefing Report on the HMO Licensing Schemes.</i></li> </ul>		<b>No response required</b>
10 June 2016	Cllr Elsmore	<b>Cabinet Response to Information, Advice and Assistance Inquiry</b>	<ul style="list-style-type: none"> <li>• <i>Members are disappointed at the tone of the Cabinet Response – Members feel a more constructive tone could have been taken, giving credit where there has been learning from the Inquiry.</i></li> <li>• <i>Note that the Director of Social Services stated he took 2 things from the Inquiry – the need to move from a medical model and the finding of the survey that many respondents were unclear how to access information, advice and assistance services.</i></li> </ul>		<b>No response required</b>

Date Sent	Sent to	Topic	Comments and Recommendations Made	Date reply received	Response Received
10 June 2016	Cllr Elsmore	<b>Quarter 4 performance report</b>	<ul style="list-style-type: none"> <li>• <i>Thanks to officers for providing additional information requested prior to the meeting, which usefully helped to focus discussion at the meeting</i></li> <li>• <i>Members wish to receive indicators for discretionary disabled adaptation grants below £3K and for both short term voids and longer term voids.</i></li> <li>• <i>Members recommend that staff and contractors be reminded of their responsibilities to follow the agreed process to close an emergency repair once it is made safe.</i></li> </ul>		<b>Response Awaited</b>

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