



DINAS A SIR CAERDYDD
CITY AND COUNTY OF CARDIFF

COUNCIL SUMMONS

THURSDAY, 23 MARCH 2017

GWYS Y CYNGOR

DYDD IAU, 23 MAWRTH 2017,

You are summoned to attend a meeting of the **COUNTY COUNCIL OF THE CITY AND COUNTY OF CARDIFF** which will be held at Council Chamber, City Hall, Cathays Park, Cardiff CF10 3ND on Thursday, 23 March 2017 at 4.30 pm to transact the business set out in the agenda attached.

Davina Fiore
Director of Governance & Legal Services

County Hall
Cardiff
CF10 4UW

Friday, 17 March 2017

Promotion of equality and respect for others | Objectivity and propriety | Selflessness and stewardship
Integrity | Duty to uphold the law | Accountability and openness

<i>Item</i>		<i>Approx Time</i>	<i>Max Time Allotted</i>
1	<p>Apologies for Absence</p> <p><i>To receive apologies for absence.</i></p>	4.30 pm	5 mins
2	<p>Declarations of Interest</p> <p><i>To receive declarations of interest (such declarations to be made in accordance with the Members Code of Conduct)</i></p>		
3	<p>Minutes (Pages 1 - 18)</p> <p><i>To approve as a correct record the minutes of the meeting 23 February 2017.</i></p>		
4	<p>Petitions</p> <p><i>To receive petitions from Elected Members to Council.</i></p>	4.35 pm	5 mins
5	<p>Public Questions</p> <p><i>To receive previously notified questions from Members of the Public.</i></p>	4.40 pm	15 mins
6	<p>Lord Mayor's Announcements</p> <p><i>To receive the Lord Mayor's announcements including Recognitions and Awards.</i></p>	4.55 pm	5 mins
7	<p>Adjudication Panel for Wales - Notice of Decision (Pages 19 - 22)</p> <p><i>To note the decision of the Adjudication Panel for Wales.</i></p> <p><i>Report of the Director Governance and Legal Services.</i></p>	5.00 pm	5 mins
8	<p>The City of Cardiff Council Bilingual Cardiff: 5 - Year Welsh Language Strategy 2017 - 2022 (Pages 23 - 118)</p> <p><i>To approve the recommendations of Cabinet 16 March 2017</i></p>		

9	<p>Population Needs Assessment for Cardiff and the Vale of Glamorgan (Pages 119 - 266)</p> <p><i>To approve the recommendations of Cabinet 16 March 2017.</i></p>	5.20 pm	15 mins
10	<p>Annual Pay Policy Statement 2017/18 (Pages 267 - 294)</p> <p><i>To agree a Pay Policy Statement for 2017/18, in accordance with the requirements of the Localism Act 2011.</i></p>	5.35 pm	15 mins
11	<p>Amendments to the Constitution - Constitution Committee 2 March 2017 (Pages 295 - 312)</p> <p><i>Report of the Director of Governance and Legal Services</i></p>	5.50 pm	15 mins
12	<p>Statements</p> <p><i>To receive statements from the Leader and Cabinet Members</i></p>	6.05 pm	45 mins
Notice of Motion			
13	<p>Motion 1</p> <p>A recent report from Inrix, one of the world's leading traffic agencies, has analysed traffic and congestion in over 1000 cities worldwide - the largest study of its kind ever undertaken.</p> <p>Researchers concluded that traffic congestion has a bigger negative impact on businesses in Cardiff than in any other UK city.</p> <p>It also reported that:</p> <ul style="list-style-type: none"> • Daytime congestion occurs in Cardiff 15% of the time. • Drivers spend an average of 32 hours a year stuck in jams at peak periods. <p>This report arrives at a time when the 2017/19 Corporate Plan highlights predictions of future population increases of up to 26%, the highest of any city in the UK and at a time when the city's pollution levels are causing serious health</p>	6.50 pm	30 mins

	<p>concerns.</p> <p>Council calls on the next council administration to challenge the WG population projections for Cardiff. This will be necessary in the context of the country's imminent departure from the EU and potential release from the constraints of its open border policies. A fresh assessment of predicted population growth by professionals would take into account these new and important factors.</p> <p>It further calls for a reconsideration of the housing projections which result from these population predictions. Any adjustment in predictions of population growth should be reflected in the city's plans to allocate green field land for development. It will also clearly have an impact on vehicle use, pollution and pressure on our roads.</p> <p>Finally, Council rejects any proposal to introduce congestion charging in the city. Such a policy would impact negatively on the city's prosperity and deter inward investment at a time when the City Deal will be seeking to encourage wealth creation and employment growth throughout South Wales.</p> <p>Proposed by: Councillor David Walker</p> <p>Seconded by: Councillor Dianne Rees.</p>		
<p>14</p>	<p>Motion 2</p> <p>Notes the significant real term cuts to the Council's budget experienced over the last 4 years, amounting to £120 million of savings, and further notes that this is the direct result of a failed strategy of austerity implemented by a Conservative-led UK Government.</p> <p>Notes that due to the financial strategy pursued by the Welsh Labour Government, that the impact of spending cuts have been considerably less in Wales than in England and Scotland.</p> <p>Welcomes the fact that the final financial settlement from Welsh Government for Financial Year 17/18 was not as severe as forecast, which allowed vital investment in areas such as social services, street cleansing and highways.</p> <p>Thanks its employees for the resolve and resilience they have shown in the face of unprecedented austerity, and congratulates all Council staff for their hard work, which has delivered record improvements in performance, from recycling rates to education results, and has helped make</p>	<p>7.20 pm</p>	<p>30 mins</p>

	<p>Cardiff one of the most liveable cities in Europe.</p> <p>Resolves to continue supporting our staff by remaining a living wage employer, by ensuring that each member of staff is always treated with respect, and by continuing to prioritise front line services.</p> <p>Resolves to petition the Welsh Government to continue to mitigate the most devastating impact of continued Westminster Government austerity, in order for Cardiff Council to further build on plans and initiatives implemented over the last 5 years.</p> <p>Proposed by: Councillor Huw Thomas.</p> <p>Seconded by: Councillor Christopher Weaver.</p>		
<p>15</p>	<p>Motion 3</p> <p>This Council notes that:</p> <ul style="list-style-type: none"> · its Local Development Plan is committed to achieve a 50:50 `modal shift' between journeys by car and trips made by walking, cycling and public transport by 2026. · the Ask Cardiff Survey found that the proportion of journeys to work by bus dropped by 2% between 2005 to 2015 from 12.7% to 10.7%. · the Labour administration is on schedule to break their promise to build a new central bus station by December 2017. So Cardiff is likely to have no bus station at all for at least 3 years. · the report on the transport interchange planning application recommended "restricting the number of buses using the interchange" as an option to reduce the air quality impact of the proposals. · it is very difficult for passengers leaving Cardiff Central Railway station to identify which bus to catch to their destination. <p>This Council therefore calls for:</p> <ul style="list-style-type: none"> · more and well located park and ride sites on strategic routes into the city. · a fit for purpose central bus station to be built as soon as possible. · work with bus providers to encourage the use of more environmentally-friendly buses that help reduce air pollution. · work with Network Rail to establish new railway stations at Mynachdy, St Fagans and St Mellons 	<p>7.50 pm</p>	<p>30 mins</p>

	<p>which link well with bus services.</p> <ul style="list-style-type: none"> · far better guidance for potential passengers on using bus services in Cardiff. · an improved train service on the City Line, including more carriages on commuter services and the introduction of a Sunday service. <p>A report on the matter should be prepared for consideration by the Executive and or Council as appropriate.</p> <p>Proposed by: Councillor Elizabeth Clark.</p> <p>Seconded by: Councillor Nigel Howells.</p>		
16	Oral Questions	8.20 pm	90 mins
	<i>To receive oral questions to the Leader, Cabinet Members; Chairs of Committee and/or nominated Members of the Fire Authority.</i>		
17	Urgent Business	9.50 pm	5 mins
Unopposed Council Business			
18	Appointment of Local Authority School Governors <i>(Pages 313 - 318)</i>	9.55 pm	5 mins
	<i>To approve the recommendations of the Local Authority Governor Panel 9 March 2017.</i>		
	<i>Report of Director of Governance and Legal Services</i>		
19	Written Questions		
	<i>In accordance with the Council Procedure Rules, Rule 17(f) Written Questions received for consideration and response will be included as a record in the minutes of the meeting.</i>		

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

THE COUNTY COUNCIL OF THE CITY & COUNTY OF CARDIFF

The County Council of the City & County of Cardiff met at County Hall, Cardiff on 23 February 2017 to transact the business set out in the Council summons dated Friday, 17 February 2017.

Present: County Councillor Walsh (Lord Mayor)

County Councillors Ali Ahmed, Manzoor Ahmed, Dilwar Ali, Aubrey, Bale, Bowden, Boyle, Bradbury, Bridges, Carter, Chaundy, Clark, Richard Cook, Cowan, Chris Davis, De'Ath, Derbyshire, Elsmore, Evans, Ford, Goddard, Goodway, Gordon, Govier, Graham, Groves, Hill-John, Hinchey, Holden, Howells, Hudson, Hunt, Hyde, Keith Jones, Joyce, Kelloway, Knight, Lent, Lloyd, McEvoy, McGarry, Merry, Michael, Mitchell, Murphy, Patel, Phillips, Rea, David Rees, Dianne Rees, Robson, Sanders, Stubbs, Thomas, Ben Thomas, Graham Thomas, Lynda Thorne, Walker, Weaver, Wild, Darren Williams and Woodman

137 : APOLOGIES FOR ABSENCE

Apologies were received from Councillors Burfoot, Ralph Cook, Kirsty Davies-Warner, Marshall, McKerlich, Parry and Simmons.

138 : DECLARATIONS OF INTEREST

The Lord Mayor reminded Members of their responsibility under Article 10 of the Members' Code of Conduct to declare any interest, at the commencement of the item of business.

The following declarations were made enbloc in relation to the Budget Proposals 2017/18:

(a) Cardiff and Vale Pension Scheme

1. Cllr Tariq Awan
2. Cllr Phil Bale
3. Cllr Joe Boyle
4. Cllr Ed Bridges
5. Cllr Paul Chaundy
6. Cllr Elizabeth Clark
7. Cllr Richard Cook
8. Cllr Jayne Cowan
9. Cllr Daniel De'Ath
10. Cllr Jonathan Evans
11. Cllr Lisa Ford
12. Cllr Russell Goodway
13. Cllr David Groves
14. Cllr Gavin Hill-John
15. Cllr Gareth Holden
16. Cllr Nigel Howells

17. Cllr Lyn Hudson
18. Cllr Bill Kelloway
19. Cllr Sam Knight
20. Cllr Julia Magill
21. Cllr Sarah Merry
22. Cllr Michael Michael
23. Cllr Georgina Phillips
24. Cllr Dianne Rees
25. Cllr Adrian Robson
26. Cllr Eleanor Sanders
27. Cllr Benjamin Thomas
28. Cllr Huw Thomas
29. Cllr David Walker
30. Cllr Monica Walsh
31. Cllr Caro Wild
32. Cllr Tariq Awan
33. Cllr Phil Bale
34. Cllr Joe Boyle
35. Cllr Ed Bridges
36. Cllr Paul Chaundy

(b) Local Authority School Governors

COUNCILLOR

Cllr Ali Ahmed

Cllr Ali Ahmed

Cllr Ashley Govier

Cllr Benjamin Thomas

Cllr Bill Kelloway

Cllr Caro Wild

Cllr Christopher Weaver

Cllr Daniel De'Ath

Cllr Daniel De'Ath

Cllr Darren Williams

Cllr David Groves

Cllr David Walker

Cllr Dianne Rees

Cllr Dianne Rees

Cllr Dilwar Ali

Cllr Dilwar Ali

Cllr Edward Stubbs

Cllr Edward Stubbs

Cllr Elaine Simmons

Cllr Elaine Simmons

Cllr Eleanor Sanders

Cllr Elizabeth Clark

Cllr Fenella Bowden

Cllr Gareth Aubrey

Cllr Garry Hunt

Cllr Garry Hunt

GOVERNING BODY

St Mary The Virgin C/W Primary School

Ysgol Gynradd Gymraeg Hamadryad

Ninian Park Primary School

Tongwynlais Primary School

Marlborough Primary School

Kitchener Primary School

Gladstone Primary

Albany Primary School

Roath Park Primary School

Lansdowne Primary School

Coryton Primary School

Llysfaen Primary School

Pontprennau Primary School

St Mellons C/W Primary School

Gabalfa Primary School

Hawthorn Primary School

Moorland Primary School

Willows High School

The Glyn Derw Michaelston Federation

Trelai Primary School

Llanishen Fach Primary School

Cathays High School

Birchgrove Primary School

Danescourt Primary School

Coed Glas Primary School

The Court School

COUNCILLOR

Cllr Georgina Phillips
Cllr Graham Hinchey
Cllr Graham Hinchey
Cllr Huw Thomas
Cllr Huw Thomas
Cllr Iona Gordon
Cllr James Murphy

Cllr James Murphy
Cllr Jayne Cowan
Cllr Joe Boyle
Cllr Joe Boyle
Cllr Joseph Carter
Cllr Kate Lloyd
Cllr Kate Lloyd
Cllr Keith Hyde
Cllr Lyn Hudson
Cllr Lynda Thorne
Cllr Lynda Thorne
Cllr Manzoor Ahmed
Cllr Mary McGarry
Cllr Mary McGarry
Cllr Nigel Howells
Cllr Nigel Howells
Cllr Paul Chaundy
Cllr Paul Chaundy
Cllr Paul Mitchell
Cllr Paul Mitchell
Cllr Peter Bradbury
Cllr Peter Bradbury
Cllr Ramesh Patel
Cllr Ramesh Patel
Cllr Richard Cook
Cllr Robert Derbyshire
Cllr Sam Knight
Cllr Susan Elsmore
Cllr Susan Elsmore
Cllr Susan Goddard
Cllr Susan Goddard
Cllr Susan Lent
Cllr Susan Lent

GOVERNING BODY

Pontprennau Primary School
Birchgrove Primary School
Ton Yr Ywen Primary School
Willows High School
Ysgol Glan Morfa
Severn Primary School
Cardiff West Community High School
(tem0)p)
Hywel Dda Primary School
Greenhill School
Howardian Primary School
Springwood Primary School
Llanedeyrn Primary School
Lakeside Primary School
Rhydypenau Primary School
Bryn Celyn Primary School
Ton Yr Ywen Primary School
Grangetown Nursery School
Ninian Park Primary School
Adamsdown Primary School
Albany Primary School
St Peter's RC Primary School
Adamsdown Primary School
Stacey Primary School
St Philip Evans RC Primary School
St David's CiW Primary School
Cantonian High School
Fairwater Primary School
Millbank Primary School
Ty Gwyn School
Fitzalan High School
Lansdowne Primary School
Radnor Primary School
Rumney Primary School
Cathays High School
Radnor Primary School
Ysgol Gymraeg Treganna
Ely and Caerau Children's Centre
St Francis RC Primary School
Howardian Primary School
Roath Park Primary School

(c) Joint Committees

BODY

Glamorgan Archives

COUNCILLOR NAME

Cllr Jayne Cowan
Cllr Adrian Robson
Cllr Huw Thomas

Cardiff Bay Advisory Committee	Cllr Peter Bradbury Cllr Bob Derbyshire
Public Services Board	Cllr Phil Bale
Prosiect Gwyrdd	Cllr Bob Derbyshire Cllr Graham Hinchey
Welsh Purchasing Consortium	Cllr Graham Hinchey
Central South Consortium Joint Education Service Joint Committee	Cllr Sarah Merry
Regulatory Services Joint Committee	Cllr Daniel De'Ath
Vale, Valleys and Cardiff Regional Adoption Collaborative Joint Committee	Cllr Sue Lent
Cardiff and Vale Health Board	Cllr Susan Elsmore

(d) Joint Boards

BODY	COUNCILLOR NAME
Cardiff Bus	Cllr Gareth Aubrey Cllr Garry Hunt Cllr Adrian Robson Cllr Elaine Simmons Cllr Ben Thomas
LGA - Community Wellbeing Board	Cllr Phil Bale
LGA – General Assembly	Cllr Phil Bale Cllr Susan Elsmore Cllr Nigel Howells
South Wales Fire & Rescue Service	Cllr Dilwar Ali Cllr Keith Hyde Cllr Georgina Phillips
WLGA – Co-ordinating Committee	Cllr Phil Bale
WLGA Council	Cllr Phil Bale Cllr Peter Bradbury Cllr Dan De'Ath Cllr Bob Derbyshire Cllr Susan Elsmore Cllr Graham Hinchey

Cllr Susan Lent
Cllr Ramesh Patel

The following additional personal interests were declared

<u>Councillor</u>	<u>Item</u>	<u>Interest</u>
Councillor Dilwar Ali	Item 8 Budget Proposals 2017/18	Member of PRU
Councillor Bradbury	Item 8 Budget Proposals 2017/18	Member of Co-operative Council's Innovation Network Ely & Caearu Sports Trust – support given other than as a Ward Councillor.
Councillor Boyle	Item 7 Corporate Plan	Dependent has statement of ALN which is referenced in the Corporate plan.
Councillor Clark	Item 7 Corporate Plan & Item 8 Budget Proposals 2017/18	Family Member in receipt of Care Services
Councillor Goddard	Item 8 Budget Proposals 2017/18	Member of Tenants Association
Councillor Groves	Item 7 Corporate Plan	Councillor and spouse in receipt of Direct Payments
Councillor Hudson	Item 7 Corporate Plan & Item 8 Budget Proposals 2017/18	Family Member in receipt of Care Services
Councillor Joyce	Item 8 Budget proposals 2017/18	Tenant of a Council property
Councillor Mitchell	Item 7 Corporate Plan & Item 8 Budget proposals 2017/18	Dependent is an employee of the Council
Councillor Sanders	Item 8 Budget Proposals 2017/18	Chair of Trustees of Cardiff Foodbank
Councillor Woodman	Item 7 Corporate Plan & Item 8 Budget Proposals 2017/18	Honorary President of Diverse Cymru

139 : MINUTES

Minutes of the meeting held on 26 January 2017 were approved as a correct record and signed by the Chairperson.

140 : PUBLIC QUESTIONS

Public Question: *Samsunear Ali*

How is the council combatting hate crime?

Reply: *County Councillor De'Ath*

Everyone has a part to play in combatting hate crime in Cardiff. We take this responsibility very seriously and we've assured there are robust police and partnership processes in place to identify, manage, and investigate all reported hate crime in the city.

Immediately following the Brexit referendum vote last year, a cross-party statement was issued that reiterated the commitment of all political parties represented here of Cardiff being an open, inclusive city, with zero tolerance of hate crime. The statement recognised that our diverse communities have, in part, contributed historically to the city's growth and success.

We also established a multi-agency task group immediately following the referendum. And this group continued to provide a horizon-scanning function and proactive response to key events, such as the anticipated triggering of Article 50 by the UK Government at the end of March.

We continue to provide hate-crime training for staff, in partnership with victim support and we actively support Hate Crime Awareness Week, which helps to raise awareness of the impact that hate crime can have on communities and the importance of reporting.

Neighbourhood Partnership Officers work closely and local schools to raise awareness of hate crime and the impact they can have on people. In addition, information is regularly distributed in areas where hate crime has occurred and ongoing engagement takes place at community events.

We also place great importance on challenging attitudes and promoting diversity in our schools and communities. We will continue to work with partner organisations to counteract any xenophobia, Islamophobia, and hostility in Cardiff that is aimed at particularly vulnerable groups, such as people with a disability and those targeted because of their sexual orientation or transgender status.

Supplementary question: *Samsunear Ali*

I have been talking to residents of the Llanedeyrn area during my canvassing in the recent months and one of the things that's of concern at the moment is that there has been recent arson attacks in the area and the residents are fearful of their security at

the moment and they also feel that the police aren't doing enough to resolve or investigate. And I think the Council needs to work closely with them to resolve this.

Would you be willing to come and meet with the residents yourself to build more confidence and show more partnership working to resolve the matters going forward?

Reply: *County Councillor De'Ath*

I can't comment on the particular instances of the situations you've described but I'm more than happy to come and meet with your residents and try and find a way forward and reassure them that it is something that we all here take extremely seriously and are determined to stamp out in Cardiff.

141 : PETITIONS

The following petitions were presented to Council: -

1. Councillor Lent - 107 signatures concerns regarding traffic speed and pedestrian safety in Inverness Place and requesting that the Council undertake speed surveys with a view to traffic calming measures being introduced.
2. Councillor Ben Thomas – 552 residents (52 signed petitioners and 500 Change.org) of Wauntreoda Road, Whitchurch and surrounding roads calling for additional road safety measures at Wauntreoda Road particularly following a serious road traffic collision on 29 January 2017.
3. Councillor Richard Cook – 131 signatures calling on the Council to undertake a retrospective impact assessment following the redevelopment of the Victoria Park splash pad facility to consider visitor and resident safety; traffic flow; availability of on-street parking; litter enforcement; provision of refuse facilities; and frequency of collection - as all of these have adversely impacted on the locality and residents.

142 : LORD MAYOR'S ANNOUNCEMENTS

St David's Day

The annual St David's Day Civic Service will take place on Wednesday 1st March at 10.45am at The City Parish Church of St. John the Baptist, St. John Street, Cardiff.

Lord Mayor's Charity

The Lord Mayor was pleased to announce that since the last meeting a donation of £10,000 had been received from the Waterloo Foundation. The total raised so far this year is just over £76,000.

The following fundraising events are arranged in March:

- Sunday the 5th of March the St David's Day Fun Run in Bute Park; and
- Friday the 24th of March a Civic Dinner at the Mansion House.

Recognition and Awards

International Mother Language Day - Cardiff's diverse network of communities came together to mark International Mother Language Day on Tuesday, 21st February 2017 at City Hall. The event was sponsored by NAID charity organisation in partnership with International Mother Language Monument Project Committee Cardiff and was organised by Councillor Dilwar Ali.

After a decade of campaigning, the Celebration and fundraising night was a great success and funds were raised by the whole community via pledges from the Founder members, Life Members, Members and friends of International Mother Language Monument (all names will be displayed on plaque boards nearby the monument). Over £95,000 was raised with auctions and raffles.

British Sign Language Charter - This month the Council became the second Council in Wales to sign the British Deaf Association's BSL Charter. This agreement sets out key pledges to improve access and the rights of deaf people. As part of this commitment the Council pledges to consult with the local deaf community on a regular basis.

The BSL Charter was signed by Dr Terry Riley Chair of the British Deaf Association, Chief Executive Paul Orders, Leader of City of Cardiff Council Councillor Phil Bale and Stuart Parkinson a youth worker and trustee of Cardiff Deaf Centre.

Mentor of the Year - Congratulations to our colleague, Councillor Fenella Bowden on winning the Business Wales Excellence in Mentoring Award - 'Mentor of the Year 2017 – Supporting Language & Culture' at last month's Wales Business Awards.

The award is recognition for all her hard work as a mentor under the Welsh Government's Diversity in Democracy programme, which provides mentoring to prospective candidates for 2017 Council elections in Wales.

Anti-bullying awards - The Inspire Awards 2016/17 were held last month at St David's Hall to recognise those who take a stand against bullying across our schools and communities.

Established in 2009 to recognise the contribution children, young people and adults make to enhance the lives of others through their selfless acts of kindness and support, the Inspire Awards are organised by Cardiff Against Bullying, the council's anti-bullying team funded by the Welsh Government's Families First programme.

Ninian Park Primary School - has been recognised for a significant rise in standards.

A report by Wales' education watchdog Estyn gave the school a good rating, the second highest possible, in four out of the five areas the inspectorate looked at.

The full report is available online via the Estyn website - www.estyn.gov.uk - and the Welsh Government's school categorisations at mylocalschool.wales.gov.uk

Forest Farm Nature Reserve - went to the Rural Oscars last month as a Welsh finalist in the Tourism Enterprise category and came away 'highly commended.'

The Awards are the Countryside Alliance's annual celebration of rural produce, skills, enterprise and heritage and the finalists were chosen from over 7,500 public nominations.

143 : CORPORATE PLAN 2017 - 2019

(Members declarations of interest under Article 10 of the Members' Code of Conduct as set out in Minute Number 138 were noted)

The Council was requested to consider the draft Corporate Plan 2017-2019 to enable it to be agreed and finalised for publication. Minor amendments to the Corporate Plan which would be updated after the meeting were included on the amendment sheet.

The Lord Mayor invited the Leader to propose the Corporate Plan and this was seconded by Councillor Merry.

The Leader set out his ambition for Cardiff within the current financial position; increasing demands and the need for the Council to be realistic in that the Council needs to change what it does and deliver services better in the future.

The plan focusses on four key priorities: -

- i. Raising Standards in schools;
- ii. Protecting the most vulnerable citizens
- iii. Creating an economy that benefits everyone; and
- iv. Working to transform and modernise Council services

The Leader reflected on what the administration had succeeded in delivering over the last 5 years in relation to its key priorities of education; reducing the number of young people not in education, employment or training; supporting disadvantaged communities; offering work placements opportunities to looked after children and care leavers. The leader focused on the provision of affordable homes; commitments to bringing forward a new rough sleepers strategy and support for the homeless; developing a strong economy and driving prosperity across the region and for Wales; the need for a sustainable approach to developing the city; jobs; its infrastructure and the City Deal for the Cardiff Capital Region will secure £1.2billion. This Council also introduced the Living Wage.

Looking forward work would continue on investing in resilient and sustainable services; programme of multi-agency Community Hubs; better facilities and buildings; online services; new approaches to service delivery; stabilisation of performance and improvement.

The Corporate Plan 2017 – 2019 was the roadmap for future progress and Delivery

In seconding the report Councillor Merry, Cabinet Member for Education detailed the progress and achievements to date in Education across the City; apprenticeships

and partnerships. The aim of the Corporate Plan was to build on achievements so far and provide an inclusive education framework for the future.

The Lord Mayor invited debate on the Corporate. Members made a number of comments in relation to performance in particular in relation to education and skills development; funding; redesigning of services in particular around neighbourhood partnerships; the importance of partnerships and shared outcomes; ensuring infrastructure it is fit for purpose of a growing city; and sustainable development plans. Members recognised the growing demands on Social Services; the need to protect the most vulnerable in the city; providing open spaces and services to help with future wellbeing of citizens and meet the ambition of being a 'liveable City'

The Leader responded to matter raised before the recommendations were put to the vote.

RESOLVED – That

1. the Corporate Plan 2017-2019 was approved including the minor updates which were included on the amendment sheet circulated at Council;
2. delegated authority was approved for the Chief Executive in consultation with the Leader of the Council to make any consequential amendments to the Corporate Plan following consideration by Council on 25 February 2016.

(Following this item there was a break in proceedings and following the break the Deputy Lord Mayor, Councillor Georgina Phillips took the Chair and the Lord Mayor left the meeting)

144 : BUDGET PROPOSALS 2017 - 18

(Members declarations of interest under Article 10 of the Members' Code of Conduct as set out in Minute Number 138 were noted)

The Council was requested to consider and approve the Cabinet Budget Proposals for 2017- 18.

The Lord Mayor reminded Members of the agreed conduct of debate for the consideration of the Cabinet Budget Proposals 2017-18. Two alternative budget proposals had been received in accordance with the Council Procedure Rules and included necessary Statutory Officer advice and had been circulated as part of the Amendment Sheet.

The Lord Mayor invited the Cabinet Member, Corporate Services and Performance, Councillor Hinchey to propose the Cabinet Budget. This was seconded by Councillor Bale.

The Cabinet Member, Corporate Services and Performance, Councillor Hinchey presented the budget to Council and Cabinet colleagues; Scrutiny Chairs, opposition Leaders, Trade Union colleagues, and the Chief Executive and Corporate Director

Resources for their knowledge, and support over the past year and, indeed, their support over the course of the last five years in bringing together a budget. .

The budget preparation had been a year-long effort, starting again in April, just two months after finalising last year's budget, and involved consultation with citizens; directorates; staff and partners. .

The better than expected settlement from Welsh Government provided additional resources to help bridge the funding gap for the coming year only. The Council still faces a budget shortfall of £81m over the next three years, and the Cabinet Secretary had warned that it may be much worse than this.

The Cabinet Member detailed the financial position and the need to bridge a £25m budget gap, on top of £213m shortfall that had already been found over the last decade. The increase proposed in the Council Tax would only address 18% of the £25m gap but meant that services will continue services that might otherwise have had to cut.

The Cabinet Member drew attention to areas that were being protected or receiving additional funding which included over £1m on cleaning the streets and fixing roads. This additional investment builds on our work over the last four and five years; Wedal Road Household Waste Recycling Centre would stay open until a new reuse/recycling centre has been opened in the city, providing an improved and better service; protection for schools and social services; provision of community hubs and services; fewer but better buildings and facilities; building on partnerships, better use of technology, being more commercial; and investing in our staff.

The budget continues our transformation agenda, and also focuses resources on improving frontline services for our citizens. The Cabinet Member commended the budget to Council.

The Leader in seconding the Budget Proposals highlighted the investment being made in cleaning and fixing the streets; improving schools and education; greater investment in social services; developing new and sustainable transport infrastructure; supporting new strategies; hosting large scale events; developing new partnerships; protecting jobs and improving services. The progress made over the last five years has been based on the values and principles held by the administration and a vision, drive and leadership to take the city forward.

The Lord Mayor invited the proposer and seconder of each of the amendments to formally move their proposal and speak.

Councillor Howells formally proposed the Liberal Democrat alternative proposal and spoke on the proposal.

Councillor Clark formally seconded the Liberal Democrat alternative proposal and reserved the right to speak later the proposal.

Councillor McEvoy formally proposed the Plaid Cymru alternative proposal and spoke on the proposal.

Councillor Holden formally seconded the Liberal Democrat alternative proposal and reserved the right to speak later the proposal.

The Deputy Lord Mayor invited the Conservative Group Finance Spokesperson for this meeting, Councillor Robson to speak before opening up the debate to all Members in accordance with the Budget Procedure Rules. Group Leaders spoke as part of the general debate.

The debate dealt with issues in relation to the allocation of the additional funding. A number of members believed it was important to have continued access to household waste recycling centres to combat littering and fly tipping in communities. Members noted the work to safeguard and streamline services; provision of play centre; funding of community facilities; additional funding to highway maintenance; education and social services; and how all these issues had to be balanced against the funding available. The proposed increase in Council Tax of 3.7% to ensure that the budget could be balanced was debated

During the Cabinet Member contributions to the debate a Closure Motion was moved by Councillor Carter and seconded by Councillor Bridges under rule 26 (a) (ii) that the question be now put.

The Deputy Lord Mayor having taken advice of the Monitoring Officer put the Closure Motion to the Vote the Vote was CARRIED.

In accordance with Council Procedure Rule 26 (c) the Deputy Lord Mayor gave the proposer of the original motion a right of reply.

At this point the Deputy Lord Mayor asked the Monitoring Officer to clarify the procedure rule in relation to a Closure Motion and the meeting was advised that in accordance with Rule 26 (c) following the right of reply the original proposal on the Budget would be put to the vote.

A motion to adjourn the meeting for 5 minutes to enable the position to be clarified with Party Group Whips was proposed by Councillor Robson and seconded by Councillor Cowan.

The Motion to adjourn was put to the vote and LOST.

The Lord Mayor invited the Cabinet Member Corporate Services and Performance to respond to matters raised during the debate.

The Cabinet Proposal as set out in the report was put to the vote and the recommendations were CARRIED.

RESOLVED – That

- 1.0 the Council, having taken account of the comments of the Corporate Director Resources in respect of the robustness of the budget and the adequacy of reserves as required under Section 25 of the Local Government Act 2003 that

the Revenue, Capital and Housing Revenue Account budgets including all proposals and increasing the Council Tax by 3.7% as set out in this report be approved and that the Council resolve the following terms: - .

2.0 note that at Cabinet meeting on 15 December 2016 the Council calculated the following amounts for the year 2017/18 in accordance with the regulations made under Section 33(5) of the Local Government Finance Act 1992:-

a) 143,032 being the amount calculated in accordance with Regulation 3 of the Local Authorities (Calculation of Council Tax Base) (Wales) Regulations 1995, as amended, as its Council Tax base for the year.

b) Lisvane	2,350
Pentyrch	3,258
Radyr	3,651
St. Fagans	1,295
Old St. Mellons	1,400
Tongwynlais	823

being the amounts calculated in accordance with Regulation 6 of the Regulations as the amounts of its Council Tax base for the year for dwellings in those parts of its area to which special items relate.

2.1 agree that the following amounts be now calculated by the County Council of the City and County of Cardiff for the year 2017/18 in accordance with Sections 32 to 36 of the Local Government Finance Act 1992:-

a) Aggregate of the amounts which the Council estimates for the items set out in Section 32(2)(a) to (d) (including Community Council precepts totalling £309,600).
£1,077,570,600

b) Aggregate of the amounts which the Council estimates for items set out in Section 32(3)(a) and (c).
£492,127,791

c) Amount by which the aggregate at 2.1(a) above exceeds the aggregate at 2.1(b) above calculated in accordance with Section 32(4) as the budget requirement for the year.
£585,442,809

d) Aggregate of the sums which the Council estimates will be payable for the year into its Council Fund in respect of Revenue Support Grant and redistributed Non-Domestic Rates.
£428,216,560

e) The amount at 2.1(c) above less the amount at 2.1(d) (net of the amount for discretionary relief of £350,000), all divided by the amount at 2.0(a) above, calculated in accordance with Section 33(1) as the basic amount of Council Tax for the year.
£1,101.69

- f) Aggregate amount of all special items referred to in Section 34(1). £309,600
- g) Amount at 2.1(e) above less the result given by dividing the amount at 2.1(f) above by the amount at 2.0(a) above, in accordance with Section 34(2) of the Act, as the basic amount of Council Tax for the year for dwellings in those parts of the area to which no special items relate. £1,099.52
- h) The amounts given by adding to the amount at 2.1(g) above the amounts of special items relating to dwellings in those part of the Council's area mentioned below, divided in each case by the amount at 2.0(b) above, calculated in accordance with Section 34(3) as the basic amounts of Council Tax for the year for dwellings in those parts of the area to which special items relate.

	£
Lisvane	1,113.99
Pentyrch	1,127.45
Radyr	1,132.39
St. Fagans	1,113.42
Old St. Mellons	1,119.23
Tongwynlais	1,122.61

- i) The amounts given by multiplying the amounts at 2.1(g) and 2.1(h) above by the number which in the proportion set out in the Council Tax (Valuation Bands) (Wales) Order 2003 is applicable to dwellings listed in a particular valuation band divided by the number which in that proportion is applicable to dwellings listed in valuation band D calculated in accordance with Section 36(1) of the Act as the amounts to be taken into account for the year in respect of categories of dwellings listed in different valuation bands.

VALUATION BANDS

Area	A £	B £	C £	D £	E £	F £	G £	H £	I £
Lisvane	742.66	866.43	990.21	1,113.99	1,361.54	1,609.10	1,856.64	2,227.98	2,599.31
Pentyrch	751.63	876.90	1,002.18	1,127.45	1,378.00	1,628.55	1,879.08	2,254.90	2,630.72
Radyr	754.92	880.74	1,006.57	1,132.39	1,384.03	1,635.68	1,887.31	2,264.78	2,642.24
St. Fagans	742.28	865.99	989.71	1,113.42	1,360.85	1,608.28	1,855.70	2,226.84	2,597.98
Old St. Mellons	746.15	870.51	994.87	1,119.23	1,367.96	1,616.68	1,865.39	2,238.47	2,611.55
Tongwynlais	748.40	873.14	997.87	1,122.61	1,372.08	1,621.55	1,871.01	2,245.21	2,619.42
All other parts of the Council's Area	733.01	855.18	977.35	1,099.52	1,343.86	1,588.20	1,832.53	2,199.04	2,565.55

- 2.2 note that for the year 2017/18, the Police and Crime Commissioner for South Wales has stated the following amounts in precepts issued to the Council, in accordance with Section 40 of the Local Government Finance Act 1992 for each of the categories of dwelling shown below:-

VALUATION BANDS

A	B	C	D	E	F	G	H	I
£	£	£	£	£	£	£	£	£
145.50	169.75	193.99	218.24	266.74	315.24	363.74	436.49	509.24

- 2.3 Having calculated the aggregate in each case of the amounts at 2.1(i) and 2.2 above, the County Council of the City and County of Cardiff in accordance with Section 30(2) of the Local Government Finance Act 1992 hereby sets the following amounts as the amounts of Council Tax for the year 2017/18 for each of the categories of dwellings shown below:-

Part of Council's Area

VALUATION BANDS

	A	B	C	D	E	F	G	H	I
	£	£	£	£	£	£	£	£	£
Area									
Lisvane	888.16	1,036.18	1,184.20	1,332.23	1,628.28	1,924.34	2,220.38	2,664.47	3,108.55
Pentyrch	897.13	1,046.65	1,196.17	1,345.69	1,644.74	1,943.79	2,242.82	2,691.39	3,139.96
Radyr	900.42	1,050.49	1,200.56	1,350.63	1,650.77	1,950.92	2,251.05	2,701.27	3,151.48
St. Fagans	887.78	1,035.74	1,183.70	1,331.66	1,627.59	1,923.52	2,219.44	2,663.33	3,107.22
Old St. Mellons	891.65	1,040.26	1,188.86	1,337.47	1,634.70	1,931.92	2,229.13	2,674.96	3,120.79
Tongwynlais	893.90	1,042.89	1,191.86	1,340.85	1,638.82	1,936.79	2,234.75	2,681.70	3,128.66
All other parts of the Council's Area	878.51	1,024.93	1,171.34	1,317.76	1,610.60	1,903.44	2,196.27	2,635.53	3,074.79

- 2.4 the Corporate Director Resources be authorised to make payments under Section 38 of the Local Government (Wales) Act 1994 from the Council Fund by equal instalments on the last working day of each month from April 2017 to March 2018 in respect of the precept levied by the Police and Crime Commissioner for South Wales in the sum of £31,215,904.

- 2.5 the Common Seal be affixed to the said Council Tax.

- 2.6 the Common Seal be affixed to precepts for Port Health Expenses for the period 1 April 2017 to 31 March 2018 namely

The County Council of the City and County of Cardiff	£ 113,755
The Vale of Glamorgan County Borough Council	12,846

- 2.7 notices of the making of the said Council Taxes signed by the Chief Executive be given by advertisement in the local press under Section 38(2) of the Local Government Finance Act 1992.
- 3.0 approve the Prudential Indicators for 2017/18, 2018/19 & 2019/20 delegating to the Section 151 Officer the authority to effect movement between the limits for borrowing and long term liabilities within the limit for any year.
- 4.0 the Treasury Management Strategy for 2017/18 in accordance with the Local Government Act 2013 and the Local Authority (Capital Finance & Accountancy) (Wales) Regulations 2003 and subsequent amendments be approved.
- 5.0 the Minimum Revenue Provision Policy for 2017/18 be approved.
- 6.0 the Section 151 Officer be authorised to raise such funds as may be required to finance capital expenditure by temporary or long term borrowing within the limits outlined in the strategy above and to bring forward or delay schemes within the Capital Programme.
- 7.0 the current Council Tax Reduction Scheme as set out in the report be maintained.

145 : WALES INVESTMENT POOL - JOINT GOVERNANCE COMMITTEE

The report presented by the Cabinet Member Corporate Services and Performance Councillor Hinchey sought Council's approval to establish a Joint Governance Committee for the Wales Investment Pool with other Local Authorities which will oversee the pooling of the investments of the eight Local Government Pension Scheme funds in Wales. A draft Inter Authority Agreement was attached to the report. Carmarthenshire County Council would be appointed as the host authority for the Joint Governance Committee.

The proposal was seconded by Councillor Elsmore.

There was no debate on this matter.

RESOLVED – That the Council

1. Notes the content of the draft Inter Authority Agreement (IAA) and delegated authority be granted to the Corporate Director Resources in consultation with the Chair of the Pensions Committee and the Director of Governance and Legal Services to approve and sign the final version of the IAA.
2. Approves the establishment of a joint committee (hereinafter referred to as the Joint Governance Committee) on conclusion of the IAA referred to in recommendation 1 above and on the basis of the terms of reference attached.

3. delegates the exercise of certain functions to the Joint Governance Committee as set out in the terms of reference and notes those functions that are reserved to Council.
4. Approves the appointment of the Chair of the Pensions Committee or his/her nominated Deputy to the Joint Governance Committee as The City of Cardiff representative.
5. delegates to the nominated representative of the City of Cardiff authority to act within the terms of reference of the Joint Governance Committee to enable the exercise of any delegated function.
6. approves that Carmarthenshire County Council (Dyfed Pension Fund) acts as Host Council with the responsibilities set out in the Inter Authority Agreement.
7. delegates authority to the Corporate Director Resources in consultation with the Director of Governance and Legal Services to agree any further minor amendments to the IAA.

146 : URGENT BUSINESS

147 : APPOINTMENT OF LOCAL AUTHORITY SCHOOL GOVERNORS

The Council was requested to approve the recommendations of the Local Authority Governor Panel 8 November 2016.

RESOLVED – That the following appointments be approved to existing vacancies

School	Ward	Start of vacancy	Appointment
Riverbank Special School	Caerau	13/06/2016 29/06/2016	Mr David French Mrs Pam Bannister
Ysgol Gymraeg Melin Gruffydd	Whitchurch	04/10/2015	Miss Maegan Davies-John

148 : POLITICAL BALANCE AND ALLOCATION OF COMMITTEE SEATS

The Council received a report setting out the current political balance arrangements and identifying the Committee vacancies. No nominations had been received from Party Groups to any vacancies.

RESOLVED – That

- (1) the change in the political composition of the Council was noted;
- (2) the composition of Committees and the allocation of seats was noted.

149 : URGENT DECISION TAKEN IN RESPECT OF GLYN DERW AND
MICHAELSTON FEDERATION - APPOINTMENT OF ADDITIONAL
GOVERNOR

The Council received for information in accordance with the Council's Scrutiny Procedure Rule 13(a), the urgent officer decisions taken in respect of Glyn Derw and Michaelston Federation to appoint Mr. Hefin Jones as an additional governor and the nomination of Mr. Jones to be Chair of the Governing Body with effect from 10 February 2017.

The decision was taken in consultation with the Cabinet Member with portfolio responsibility for Education and Local Ward Members, who were all fully supportive of the decision; and the Monitoring Officer and the Chair of the Children and Young People agreed the decision should be taken on an urgent basis.

(The meeting closed at 9.20pm)

Chair: _____

Date: _____

**DINAS & SIR CAERDYDD
CITY & COUNTY OF CARDIFF**



COUNCIL

23 MARCH 2017

**REPORT OF THE DIRECTOR OF GOVERNANCE AND LEGAL
SERVICES AND MONITORING OFFICER**

ADJUDICATION PANEL FOR WALES – NOTICE OF DECISION

Reason for this Report

1. To inform Council of the recent decision of the Adjudication Panel for Wales (APW) in relation to a complaint against Councillor McEvoy.

Background

2. In August 2015 the Council's Monitoring Officer referred to the Public Services Ombudsman for Wales a number of complaints she had received from staff members, members of the public and other Councillors alleging that Councillor Neil McEvoy's conduct on and about Thursday 23rd July 2015 had breached the Members' Code of Conduct and put Council employees at risk.
3. The Ombudsman investigated the complaints and issued a report of his findings under section 69 of the Local Government Act 2000. The Ombudsman's finding was that the report of his investigation should be referred to the President of the Adjudication Panel for Wales for adjudication by a tribunal.

Issues

4. A Case Tribunal was convened by the President of the Adjudication Panel for Wales and a public hearing was held on Thursday 2nd and Friday 3rd March 2017 at the Cardiff and Vale Magistrates Court.
5. The Case Tribunal "*found by unanimous decision that Councillor McEvoy failed to comply with Cardiff Council's Code of Conduct*" and "*that Councillor McEvoy should be suspended from acting as a member of Cardiff Council for a period of one month*". A copy of the APW's Notice of Decision dated 3rd March 2017 is appended as **Appendix A** to this report. Members will note that Councillor McEvoy has the right to seek the leave of the High Court to appeal against the decision. Permission to appeal must be requested by filing a notice at the High Court within 21 days from the date of the decision (Civil Procedure Rules, Rule 52.12(2) (b)).

6. The APW's full Decision Report has also now been published on the APW website dated 14th March 2017 at <http://apw.gov.wales/decision/refs1-decisions/ref-apr16-mar17/cllr-neil-mcevoy-final/?lang=en>
7. The implications of the Adjudication Panel's decision are that Councillor McEvoy is suspended from the Office of Councillor for 1 month from 3 March 2017 to 3 April 2017. The suspension means that his allowance as Councillor has been stopped; his email account suspended; and a note put on the website to advise of his suspension. Mr McEvoy may raise matters in his role as Assembly Member or as a member of the public during his suspension period.

Legal Implications

8. Under Part III of the Local Government Act 2000 ("the Act"), the Public Services Ombudsman may investigate complaints of misconduct by elected Members. Following such an investigation, the Ombudsman may determine that the matters which are the subject of the investigation should be referred to the president of the Adjudication Panel for Wales for adjudication by a tribunal falling within section 76(1) of the Act ("a case tribunal").
9. This is the first time Cllr McEvoy has been found to be in breach of the Code of Conduct. If there were to be any further breaches of the code, this breach would be taken into account in deciding on an appropriate sanction.

Financial Implication

10. There are no direct financial implications arising from the content of this report.

Recommendations

The Council notes the findings of the Adjudication Panel for Wales in relation to this case.

DAVINA FIORE
DIRECTOR OF GOVERNANCE AND LEGAL SERVICES AND MONITORING
OFFICER
15 March 2017

Appendix A – Adjudication Panel for Wales, Notice of Decision, Tribunal Case Reference APW/002/2016-017/CT, dated 3rd March 2017

Background Paper

Adjudication Panel for Wales, Decision Report, Tribunal Case Reference APW/002/2016-017/CT, dated 14th March 2017
<http://apw.gov.wales/decision/refs1-decisions/ref-apr16-mar17/cllr-neil-mcevoy-final/?lang=en>

Panel Dyfarnu Cymru Adjudication Panel for Wales

NOTICE OF DECISION

TRIBUNAL REFERENCE NUMBER: APW/002/2016-017/CT

RESPONDENT: Councillor Neil McEvoy

RELEVANT AUTHORITY: Cardiff Council

1. A Case Tribunal convened by the President of the Adjudication Panel for Wales has considered a reference in respect of the above Respondent.
2. In a letter dated 9 November 2016 the Adjudication Panel for Wales received a referral from the Public Services Ombudsman for Wales ("the Ombudsman") in relation to allegations made against Cllr McEvoy. The allegations were that Cllr McEvoy had breached Cardiff Council Code of Conduct by way of his conduct towards an officer of the council following a court hearing at the Cardiff Civil and Family Justice Centre on 23 July 2015.
4. At a hearing on Thursday 2 and Friday 3 March 2017 at the Cardiff and the Vale Magistrates Court, the Case Tribunal found by unanimous decision that Cllr McEvoy failed to comply with Cardiff Council's Code of Conduct as follows:
 - 4.1 Paragraph 4(b) of the Code of Conduct states that [You must] show respect and consideration for others.
 - 4.2 The Case Tribunal found that Cllr McEvoy breached this paragraph by directing the words "I can't wait until May 2017 when the restructure of the Council happens" to Mrs Deborah Carter, a finance team manager of Cardiff Council in a manner designed to upset her and cause her to be afraid her job was at risk while she was performing her duties on behalf of the Council.
 - 4.3 Paragraph 4(c) of the Code of Conduct states that [You must] not use bullying behaviour or harass any person.
 - 4.4 The Case Tribunal found that Cllr McEvoy had bullied Mrs Carter, but not harassed her, when behaving as outlined above.
 - 4.5 The Case Tribunal found that Cllr McEvoy had not breached Paragraph 6.1 (a) of the Code of Conduct, in that his conduct did not bring his office or authority into disrepute.
5. The Case Tribunal decided by unanimous decision that Cllr McEvoy should be suspended from acting as a member of Cardiff Council for a period of one month with effect from the date of this notice.
6. Cardiff Council and its Standards Committee are notified accordingly.

7. The Respondent has the right to seek the leave of the High Court to appeal the above decision.

Signed..........

Date.....3.3.17.....

Claire Sharp
Chairperson of the Case Tribunal

Susan Hurds
Panel Member

Glenda Jones
Panel Member

**CITY OF CARDIFF COUNCIL
CYNGOR DINAS CAERDYDD**



COUNCIL: 23 MARCH 2017

CABINET PROPOSAL

THE CITY OF CARDIFF COUNCIL BILINGUAL CARDIFF: 5-YEAR WELSH LANGUAGE STRATEGY 2017 – 2022

Reason for this Report

1. To agree and approve the content of the Bilingual Cardiff Strategy 2017-2022 (**Appendix 1**) in accordance with the Welsh Language Standards (No.1) Regulations 2015 under the Welsh Language (Wales) Measure 2011

Background

2. The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language by way of sub-legislation (Welsh Language [No.1] Regulation Standards 2015). The standards issued to the City of Cardiff Council are listed in 'The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011 (**Appendix 2**)
3. Standard 145 of the Welsh Language Standards (No.1) Regulations 2015 requires the Council to produce and publish a five year strategy by the 30th of September 2016 which sets out how we will promote and facilitate the use of Welsh. This strategy includes a target to increase the number of Welsh speakers within Cardiff as well as specific actions to facilitate the use of the language in line with the Welsh Government's Welsh Language Strategy 2012—17 and draft strategy: *a million Welsh speakers by 2050* (published for consultation August 2016).

Welsh Language Standard 145 states:

You must produce, and publish on your website, a 5-year strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) (a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and (b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website

within 5 years of publishing a strategy (or of publishing a revised strategy).

4. Over the last 25 years, the number of Welsh speakers in Cardiff has more than doubled with the latest 2011 census figures indicating that over 16% of the city's population have one or more skills in the language. As the city grows our aim in this strategy is to increase the number and percentage of Welsh speakers and learners in Cardiff, as well as increase the use of the Welsh language in the city.
5. The Welsh Government's current Welsh language strategy *A living language: a language for living* comes to an end on 31st March 2017. In August 2016 the Welsh Government published for consultation a new draft Welsh language strategy with a target of a million Welsh speakers by 2050. The consultation period for the draft strategy has now ended and it is expected that the new strategy will be published later this year. We will endeavour to ensure that our strategy connects with the priorities and actions within the Welsh Government's new strategy, which may mean that a review is required in 2017-18 in order to further align this strategy with the new national document.
6. The Council has a statutory duty under standard 145 to include in the strategy a target for increasing or maintaining the number of Welsh speakers by the end of the 5 year period concerned. To support the Welsh Government's vision for a million Welsh speakers by 2050, and in order for Cardiff to play its part in achieving this vision, we would need to increase the number of Welsh speakers (aged 3+) in Cardiff by 15.9% from 36,735 (2011 Census) to 42,584 (2021 Census). This target has been included in the Bilingual Cardiff Strategy.
7. The methodology used for this target was to apply the percentage increase required each year in the number of Welsh speakers to reach a million by 2050 (from 562,016 in 2011 Census). This 1.5% per annum growth rate if applied to Cardiff would increase the number of Welsh speakers to 42,584 by the 2021 Census; an increase of 15.9% on the 2011 Census figure.
8. The approach set out in the Bilingual Cardiff Strategy is structured to reflect the strategic areas outlined in the Welsh Government's current Welsh language strategy, namely The Family, Children and Young People, The Community, infrastructure, the Workplace and Welsh Language Services.
9. Following consultation, the strategic areas named above have been combined in order to produce 3 strategic areas 1) The Family, Children and Young People 2) Community and Infrastructure and 3) Welsh Language Services and the Workplace. The draft Bilingual Cardiff Strategy sets out our priorities under each of these areas, and identifies the change that we will need to make to realise the vision set out in the strategy.

10. Supporting young people, families and communities to learn and speak Welsh is also at the heart of delivering our ambitions. Recent years have seen a significant increase in the growth of Welsh medium education in the city with an ever increasing number of our children and young people now receiving their education in Welsh. The education system and the Council's Welsh in Education Strategic Plan will play a key role in ensuring the future growth of the language as we aim to increase the number of children – and parents – who have the opportunity to learn and speak Welsh, and have opportunities to use the language outside the school gates.
11. This is a strategy for the city as a whole, not for any one organisation. Delivering the strategy will rely on partnership working: between public sector partners; between the public, private and education sectors; as well as the citizens. The success of the strategy relies on strong partnership working, please see Appendix 2 of the strategy for a list of partner organisations.
12. Through this strategy we will be starting a journey to promote and facilitate the Welsh language in Cardiff, and revising the strategy in order to set further targets. It is accepted that the Council's vision of creating a bilingual Cardiff cannot be achieved within 5 years alone.

Welsh in Education Strategic Plan 2017-2020

13. Every three years each local authority in Wales is required to submit a three-year Welsh in Education Strategic Plan (WESP). A WESP is a plan that details the strategic direction for the planning and delivery of Welsh-medium and Welsh-language education in the authority.
14. Cardiff's Welsh in Education Strategic Plan covers the period 2017-2020. The Plan is underpinned and informed by Welsh Government's current Welsh-medium Education Strategy (April 2010) and policy statement for 2015-16 (March 2016) as well as being an integral part of the Bilingual Cardiff: 5 Year Welsh Language Strategy (2017-2022).
15. The target to increase the number of Welsh speakers in Cardiff in line with the Welsh Government's vision will largely be achieved through the WESP and the Education system. The aspirations within Cardiff's WESP are in line with Bilingual Cardiff five year strategy and this is reflected through aligned visions and specific actions being reflected in both documents.
16. Both strategies share the same vision which is to realise the Welsh Government's vision of a million Welsh speakers in Wales by 2050 and to develop a bilingual Cardiff with Welsh-medium education and childcare that is available to all, and where the Welsh language is protected and nurtured for future generations to use and enjoy.
17. The Minister for Lifelong Learning and Welsh Language has indicated their intention to review the WEPSSs as part of their wider review into the legislative framework for the Welsh language. (*The Culture, Welsh Language and Communications Committee / 18/01/2017 No 244*).

18. Further, the Welsh Government has now included Education as one of the six strategic areas within their draft Welsh Language Strategy which will replace a previously separate Education Strategy. Once their Welsh Language Strategy has been finalised and published later this year there would be scope for the Council to review the Bilingual Cardiff Strategy and include Education/WESP as part of this.

Consultation

19. Prior to public consultation an internal consultation workshop event was held with Welsh Language Coordinators, Champions and policy officers to formulate the strategy's main priorities. Following this event an internal consultation survey was published on the Council's intranet in order to seek the views of our employees and in order to further develop our strategic priorities. The draft strategy was then considered by SMT and the Bilingual Cardiff Members Group prior to publication of the draft Strategy on 30th September 2016.
20. Public consultation period commenced on the 30th of September 2016, and lasted for a total of 6 weeks during which time the Strategy was considered by the Policy Review & Performance Scrutiny Committee.
21. As part of the consultation a workshop event was held on the 20th of October with our 26 main partners and stakeholders. Attendees included Welsh Government, the Welsh Language Commissioner, Cardiff University, the Public Service Board organisations, Menter Caerdydd, and Urdd Gobaith Cymru.
22. 254 responses were received during the consultation period. Of the responses received to the public consultation (223 responses) **70.3%** strongly agreed or tended to agree with the vision of a truly bilingual Cardiff. **53.2%** agreed with our target for increasing the number of Welsh speakers in Cardiff.

In order to support the Welsh Government's vision of a million Welsh speakers by 2050, we would need to increase the number of Welsh speakers (aged 3+) in Cardiff by 15.9% from 36,735 (2011 Census) to 42,584 (2021 Census). Do you agree with our provisional target?

Yes	118	(53.2%)
No - it is too high	72	(32.4%)
No - it is too low	32	(14.4%)

Do you agree with the overall vision of a truly bilingual Cardiff?

Strongly Agree	126	(56.8%)
Tend to Agree	30	(13.5%)
Neither	11	(5.0%)
Tend to Disagree	18	(8.1%)
Strongly Disagree	35	(15.8%)

Don't Know 2 (0.9%)

** Percentages do not total 100% due to rounding error.*

Implementation & Monitoring

23. Standard 146 requires the Council to assess the extent to which the targets and actions in the strategy have been met 5 years after publishing the strategy. The assessment will include the latest available number of Welsh speakers and their ages, and a list of the activities that the authority has arranged or funded during the previous 5 years in order to promote the use of the Welsh language.

Standard 146 States:

Five years after publishing a strategy in accordance with standard 145 you must—

(a) assess to what extent you have followed that strategy and have reached the target set by it, and

(b) publish that assessment on your website, ensuring that it contains the following information—

(i) the number of Welsh speakers in your area, and the age of those speakers;

(ii) a list of the activities that you have arranged or funded during the previous 5 years in order to promote the use of the Welsh language.

24. As this is a strategy for the city as a whole, not for any one organisation, delivering the strategy will rely on partnership working, between the public, private and education sectors. All the partners listed within this strategy have agreed to implement and monitor progress against the relevant actions within the action plan.
25. An independent external review of the strategy will be arranged before the end of the year after the Welsh Government's new Welsh language strategy is published to ensure that the Bilingual Strategy action plan is delivering the priorities within the 3 strategic areas.
26. Further, Cardiff's long established Welsh Language Forum, now renamed the Bilingual Cardiff Forum, which includes representation from the Bilingual Cardiff partners, have agreed to undertake the role of implementing and monitoring this strategy on behalf of their organisations whilst the Bilingual Cardiff team will lead on facilitating the Strategy from the Council's perspective.
27. The Bilingual Cardiff Member Group is scheduled to meet on the 13th of March 2017 and will be consulted on their views on future governance arrangements for this strategy. Following this meeting Cabinet will be provided with a verbal update. Subject to their views, it is recommended

that Scrutiny take on the governance responsibility for the strategy in future.

Potential Funding Opportunities

28. On 18th of October 2016, Welsh Government announced that the Welsh language is to receive an additional £5m in funding. Since then they have confirmed that £3m of this will be invested in the National Centre for Learning Welsh to improve and increase the use of Welsh in the workplace. It is intended that this investment will enable the National Centre for Learning Welsh to provide practical support to bodies, putting them in a position to provide an outstanding bilingual service to the public and comply with the Welsh language standards. This funding will assist in meeting the priorities identified in relation to strategic area 3 in the Strategy, namely the Workplace and Welsh Language Services.
29. The remaining £2m will be allocated to the promotion and facilitation of the Welsh language; however no formal announcement regarding the exact nature of this investment has yet been issued.

Reasons for Recommendations

30. Standard 145 of the Welsh Language Standards (No.1) Regulations 2015 requires the Council to produce and publish a five year strategy which sets out how we will promote and facilitate the use of Welsh. The draft strategy was published for consultation on the 30th of September 2016 and the accompanying action plan was produced with partners following the consultation period.

Legal Implications

31. Standard 145 of the Welsh Language Standards requires the Council to produce, and publish on its website, a 5-year strategy that sets out how it proposes to promote the Welsh language and to facilitate the use of the Welsh language more widely in its area. The Strategy must include (amongst other matters)
 - a) a target (in terms of the percentage of speakers in Cardiff) for increasing or maintaining the number of Welsh speakers in Cardiff by the end of the 5 year period concerned, and
 - b) a statement setting out how the Council intends to reach that target;

The Council must review the Strategy and publish a revised version on its website within five years of publishing the Strategy (or of publishing a revised Strategy).

32. Five years after publishing the Strategy the Council must –

- a) assess to what extent it has followed the Strategy and has reached the target set by it, and
 - b) publish that assessment on the Council's website, ensuring that it contains the following information -
 - i. the number of Welsh speakers in Cardiff, and the age of those speakers;
 - ii. a list of the activities that the Council has arranged or funded during the previous five years in order to promote the use of the Welsh language.
33. Failure to comply with the above requirements may be investigated by the Welsh Language Commissioner, with the potential to lead to enforcement action and possibly an ultimate criminal sanction.
34. Sound strategies and policies are based on adequate consultation with stakeholders and the consultation that has taken place is described in paragraphs 19 - 22 of this Report.
35. In making decisions the Council has to satisfy its public sector duties under the Equality Act 2010. The Council must have due regard to the need to
- (1) eliminate unlawful discrimination (2) advance equality of opportunity, and (3) foster good relations on the basis of protected characteristics.

Protected characteristics are:

- Age
 - Gender reassignment
 - Sex
 - Race – including ethnic or national origin, colour or nationality
 - Disability
 - Pregnancy and maternity
 - Marriage and civil partnership
 - Sexual orientation
 - Religion or belief – including lack of belief
36. The Report identifies that an Equality Impact Assessment has been carried out. The purpose of an Equality Impact Assessment is to ensure that the Council has understood the potential impacts of the proposal in terms of equality so that it can ensure that it is making proportionate and rational decisions having due regard to its public sector equality duty. The Cabinet must have due regard to the Equality Impact Assessment in making its decision.

Financial Implications

37. This report sets out the five year Welsh Language Strategy. In the event of any action being required as a result of the contents of the Strategy

then any associated costs would need to be found from within the existing budgetary resource allocation or from externally funded sources. Where externally funded sources are identified then consideration needs to be given of any terms and conditions associated with the funding and advice sought.

Equality Impact Assessment

38. An Equality Impact Assessment has been completed and concludes that the Bilingual Cardiff: 5-Year Welsh Language Strategy would have a positive impact on the development of the Welsh language (**Appendix 3**).

CABINET CONSIDERATION

The Cabinet considered this report on 16 March 2017 and agreed to an independent external review of the strategy and action plan.

CABINET PROPOSAL

Council is recommended to;

1. Approve the Bilingual Cardiff: 5 Year Welsh Language Strategy 2017-2022 for adoption.
2. Agree that the scrutiny of the Bilingual Cardiff Strategy be specifically included in the terms of reference for the Scrutiny Committee dealing with policy and partnerships.

THE CABINET

16 March 2017

The following appendices are attached:

Appendix 1 – Bilingual Cardiff: 5-Year Welsh Language Strategy 2017 – 2022

Appendix 2 – The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011

Appendix 3 – Equality Impact Assessment

Appendix 4 - Statutory Screening Tool

Welsh Language Strategy

2017 - 2022

Caerdydd
Ddwyieithog



Prepared in line with the requirements of
Welsh Language Standard 145 under the
Welsh Language Standards (No.1) Regulations 2015

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



Bilingual Cardiff: 5-Year Welsh Language Strategy

The Bilingual Cardiff strategy is the first Welsh language promotional strategy for the City of Cardiff Council. It sets out our priorities for facilitating and promoting the Welsh language in Cardiff with our partners, starting our journey to become a truly bilingual capital for Wales.

The language is now so much more part of the city than it was when I was growing up, and this is something to celebrate. Though I'm not a fluent Welsh speaker, I like many others, take great pride in living in an increasingly diverse city with two official languages - and over 100 unofficial ones.

Over recent years, there has been a leap in the number of Welsh speakers in the city, not least because of the growth of Welsh-medium education, with an ever increasing number of children and young people receiving their education in Welsh.

The growth in Welsh medium education in the city means more of our children and young people have the opportunity to become confident bilingual adults. But this opportunity should not only be limited to those who attend Welsh medium schools; every child regardless of whether they attend Welsh or English medium education should leave school with Welsh skills. The Council's Welsh in Education Strategic Plan 2017-2020 will play a key role in facilitating the growth in Welsh education as well as improving the standards in Welsh across our city's schools.

This strategy includes a target to increase the number of Welsh speakers in Cardiff over a five-year period in line with the Welsh Government's vision for a million Welsh speakers by 2050. For Cardiff to play its part in achieving this vision our aspiration is to

double the number of Welsh speakers in Cardiff by 2050. As Wales' capital city we want to lead the way in creating a truly bilingual modern country proud of its rich linguistic and cultural heritage.

As well as increasing the number of Welsh speakers and learners, one of the key priorities throughout the Bilingual Cardiff Strategy is to extend opportunities to use the Welsh language within our communities. We welcome the National Eisteddfod in 2018 and the Urdd Eisteddfod the following year, showcasing the best of Welsh language and culture in the heart of the city. The National Eisteddfod will be a unique event as it will be the first time that the Eisteddfod will be held without a single Maes making it more accessible than ever to new audiences and providing an unprecedented opportunity for the Welsh language to reach so many more people.

This is a strategy for the city as a whole, not for any one organisation. The current financial situation faced by all local authorities means that delivering the outcomes of this strategy will be challenging, but it also presents great opportunities and firm foundations upon which to forge new and stronger partnerships which help the Welsh language to prosper in our capital city.

Diolch yn fawr

Cllr Phil Bale
Leader, City of Cardiff Council

Contents

Bilingual Cardiff	2
Cardiff Language Profile	3
Policy Context	5
Working with Partners	7
Strategic Area 1: Families, Children and Young people	8
Strategic Area 2: Community and Infrastructure	9
Strategic Area 3: Welsh Language Services and the Workplace	10
Appendix I: Bilingual Cardiff: 5 Year Strategy Action Plan	11
Appendix II: Lead Partners	21

Overview

The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language by way of sub-legislation (Welsh Language Standards (No.1) Regulations 2015). The standards issued to the City of Cardiff Council are listed in 'The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011'.

Standard 145 requires the Council to produce and publish a five year strategy by the 30th of September 2016 which sets out how we will promote and facilitate the use of Welsh. This strategy will include a target to increase the number of Welsh speakers within Cardiff as well as specific actions to facilitate the use of the language in line with the Welsh Government's Welsh Language Strategy 2012—17 and draft strategy: a million Welsh speakers by 2050 (published August 2016).

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Welsh Language Standard 145 states:

You must produce, and publish on your website, a 5-year strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) (a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and (b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).

Bilingual Cardiff

Mission Statement

Work with partners to double the number of Welsh speakers in Cardiff by 2050 through the Bilingual Cardiff Strategy, in line with Welsh Government's vision

Vision

Our vision is to develop a truly bilingual Cardiff. A Cardiff where our citizens can live, work and play, as well as access services and support in Welsh or English equally. A capital city where bilingualism is promoted as something completely natural, and where the Welsh language is protected and nurtured for future generations to use and enjoy.

Cardiff is changing fast. The capital city of Wales is one of the fastest growing major cities in Britain, and is growing far faster than any other local authority area in Wales. Over the last 25 years, the number of Welsh speakers in Cardiff has more than doubled with the latest census figures indicating that over 16 % of the city's population have one or more skills in the Welsh language.

As the city grows our aim in this draft strategy is to increase both the number and percentage of Welsh speakers and learners in Cardiff. We fully support and share the Welsh Government's vision for a million Welsh speakers by 2050. In order for Cardiff to play its part in achieving this vision, we would need to increase the number of Welsh speakers (aged 3+) in Cardiff by 15.9 % from 36,735 (2011 Census) to 42,584 (2021 Census).

Our approach set out in this document is structured to reflect the strategic areas outlined in the Welsh Government's Welsh language strategy. This strategy is structured around 3 strategic areas which have been identified with the aim of increasing the use of Welsh.

The Bilingual Cardiff strategy sets out our strategic priorities under each of these areas, and identifies the change that we will need to make to realise our vision of a bilingual Cardiff.

This is a strategy for the city as a whole, not for any one organisation. Delivering the strategy will therefore rely on partnership working: between public sector partners; between the public, private and education sectors; and, most importantly of all, with the people of Cardiff. The platform for doing this is already in place. The Bilingual Cardiff conference, convened by the Council, brought partners from across the city together and led to the idea for a new and dedicated facility in the city which would showcase the Welsh language and Welsh culture as well as creating new opportunities for people to socialise, participate and express themselves in a bilingual atmosphere. As a result Yr Hen Lyfrgell, Cardiff's Welsh Culture Centre opened in February 2016 in the Old Library building. This centre – and the partnership approach that it represents - will play a key role in the promotion of the Welsh language in the city and the implementation of this strategy's priorities.

Supporting young people, families and communities to learn and speak Welsh will also be at the heart of delivering our ambitions. Recent years have seen a significant increase in the growth of Welsh medium education in the city with an ever increasing number of our children and young people now receiving their education in Welsh. The education system and the Council's Welsh in Education Strategic Plan will play a key role in ensuring the future growth of the language as we aim to increase the number of children – and parents – who have the opportunity to learn and speak Welsh, and have opportunities to use the language outside the school gates.

A bilingual capital: Cardiff's language profile

Cardiff is Britain's fastest growing major city behind London. Between 2002 and 2013 the city's population grew by 13 % and this growth is set to continue, with a projected growth of 26 % by 2036.

Cardiff is not only the largest Welsh local authority, it has also experienced the largest population growth over the last ten years, and is projected to expand at a much faster rate than any other area in Wales over the coming years.

The city has also seen a significant increase in the number and percentage of Welsh speakers, with numbers doubling in the 20 years between the 1991 and 2011 censuses. The 2011 census statistics indicate that 16.2 % of the population of Cardiff have one or more skills in the Welsh language (ability to read, write or/and understand Welsh), and 36,735 or 11.1 % of the county's population are Welsh speakers.

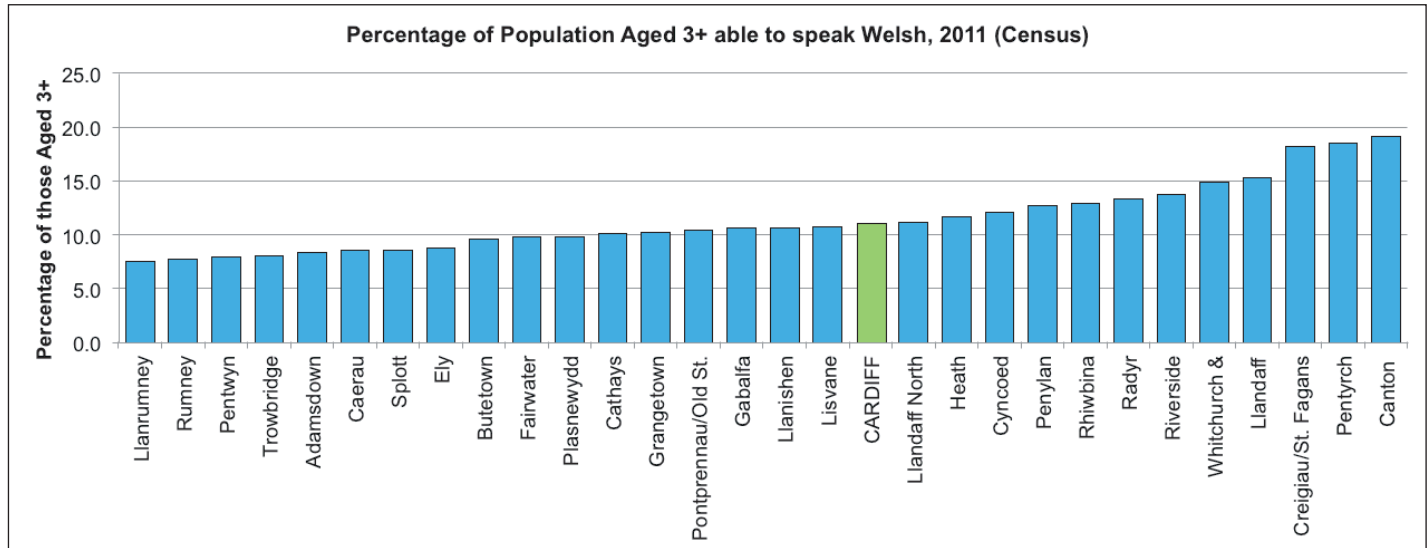
Comparison in the number and percentage of Welsh speakers between 1991 and 2011¹

	1991	2001	2011
Cardiff	18,071 (6.6 %)	32,504 (11 %)	36,735 (11.1 %)

Cardiff is the local authority with the fourth highest number of Welsh speakers and has seen a consistent rise in both the number and percentage of Welsh speakers over the past 25 years. The concentration of Welsh speakers is fairly evenly distributed across the city's electoral wards.



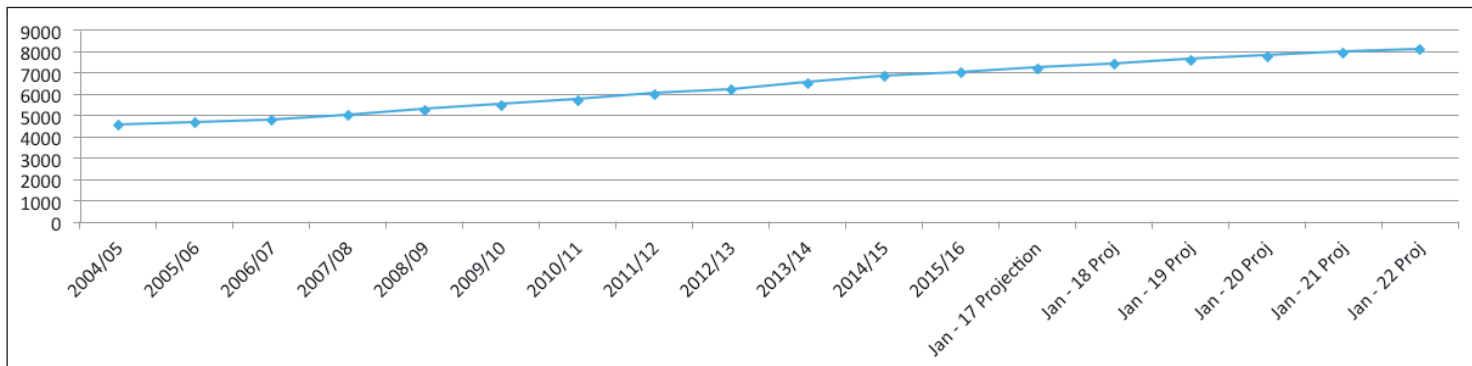
¹The 2011 Census represents the most recent data on numbers of Welsh speakers in the city.



Such a growth in the number of Welsh speakers has been principally driven by two well documented trends. Firstly, the last quarter century has seen a significant migration of Welsh speakers to Cardiff from other areas of Wales. Secondly, it reflects the committed practices and policies towards Welsh medium education in primary and secondary schools in Cardiff. The city has currently three Welsh medium secondary schools, and seventeen Welsh primary schools (of which two are dual stream primary schools).

The most recent numbers on roll data confirmed 4567 pupils in attendance at primary level and 2248 aged 11-16 years at secondary level (October 2016). For further information relating to Cardiff’s Welsh language profile please see <http://www.mentercaerdydd.org/files/downloads/about/2016/pr-offil-iaith-caerdydd-2016-english.pdf>

Number of students enrolled in Welsh medium education 2004/5 – 2022 (projected)



² Please see The City of Cardiff Council Welsh in Education Strategic Plan 2017-2020

Policy Context

Although this five-year strategy is a new statutory requirement of the Welsh language standards (No.1) Regulations 2015, it builds upon the work already undertaken in Cardiff to meet the needs of Welsh speakers, learners and our communities. Through this strategy we will also ensure that we meet the requirement of one of the seven 'well-being' goals in the Well-being of Future Generations (Wales) Act 2015 – A Wales of vibrant culture and thriving Welsh language.

The following section sets out the statutory and policy framework within which this new strategy sits:

Welsh Language (No.1) Regulation Standards 2015

From 30th March 2016 all local authorities in Wales have a statutory duty to comply with new regulation Welsh language standards which explain how they as organisations should use the Welsh language in different situations.

The duties which come from the standards mean that organisations should not treat the Welsh language less favourably than the English language, together with promoting and facilitating the use of the Welsh language.

The Well-being of Future Generations (Wales) Act 2015

This Act aims to improve the social, economic, environmental and cultural well-being of Wales. The Act will make the public bodies listed in the Act think more about the long term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach.

One of the seven Well-being goals listed in the Act is “A Wales of vibrant culture and thriving Welsh language”.

Welsh Government Welsh Language Strategy

A living language: a language for living – Welsh language strategy 2012 to 2017 **

This is the Welsh Government’s strategy for the promotion and facilitation of the use of Welsh language in everyday life. The Welsh Government’s vision is to see the Welsh language thriving in Wales. To achieve that, the strategy aims to see an increase in the number of people who both speak and use the language.

**** The Welsh Government has recently launched a new draft strategy ‘A million Welsh speakers by 2050’ for consultation on 1st August 2016. We will endeavour to ensure that our strategy will connect with the priorities and actions of this strategy, which may mean that a review is required in 2017 in order to further align this strategy with the new national document.**



Welsh Government: More than just words

The strategic framework for Welsh language services in health & social care

'More than Just Words' is the Welsh Government's strategic framework for improving Welsh language services in health, social services and social care. This is vital in ensuring positive well-being outcomes for individuals, something which underpins the Social Services and Well Being (Wales) Act 2014. The Codes of Practice under the Act require local authorities to ensure Welsh language services are built into service planning and delivery and that services are offered in Welsh to Welsh speakers without them having to request it as required by the 'Active Offer'.

The City of Cardiff Council Corporate plan 2016-18 & What Matters Integrated Partnership Strategy

The City of Cardiff Council's Corporate Plan sets out what the



Council will do to deliver its vision of becoming Europe's most liveable capital city. Working to achieve this vision will also contribute to Cardiff's integrated partnership strategy - What Matters - and its seven outcomes which have been jointly agreed by public service and third sector partners. The Corporate Plan is refreshed annually and the What Matters Strategy will be superseded with a new Well-Being Plan in 2017, as mandated by the Well-being of Future Generations Act.

The City Of Cardiff Council: Welsh in Education Strategic Plan 2017-2020

The School Standard and Organisation (Wales) Act (2013) places a statutory requirement on local authorities to prepare and introduce a Welsh in Education Strategic Plan (WESP). The Act enables Welsh Ministers to approve the Plan submitted, approve the Plan with modifications or reject the Plan and require the authority to prepare another. The WESP focuses on the targets in the Welsh Medium Education Strategy and local authorities are expected to report annually on performance against these targets

The City Of Cardiff Council: 2020 Strategy

'Cardiff 2020' builds on progress made to deliver improvement in education over recent years, setting out an ambitious programme to ensure that all children and young people in Cardiff have the opportunity to succeed. The aim of the strategy is to create a great place to live, work and play for children and young people. It also means ensuring access to a variety of cultural activities in Welsh and English.

Working with partners

As a City wide strategy, the success of the Bilingual Cardiff vision as outlined in this strategy depends on collaborative working with our partners and stakeholders.

We have seen the success and importance of collaborative working in recent years with the Council working in partnership with stakeholders on the creation of the Welsh Culture Centre ('Yr Hen Lyfrgell') which opened in February 2016. The centre promotes and celebrates Welsh as a living language in the capital city in a friendly and welcoming centre open to all citizens of Cardiff and its visitors. Yr Hen Lyfrgell offers a variety of facilities and activities in a sociable and inclusive atmosphere where the Welsh language and culture is at the heart of everything. The centre will be a key driver in the development and promotion of the language in Cardiff and will facilitate certain actions which will develop from this strategy.

During the last number of years the Council has worked effectively with Menter Caerdydd to provide a number of Welsh medium services to children, young people and adults. These include Welsh language play sessions for children, holiday care provision, training courses and supporting Tafwyl festival which has developed to become one of the Wales' primary Welsh language events.

Cardiff's long established Welsh Language Forum, now renamed the Bilingual Cardiff Forum, which includes representation from the Bilingual Cardiff partners, will undertake the role of implementing and monitoring this strategy on behalf of their organisations whilst the Bilingual Cardiff team will lead on facilitating the Strategy from the Council's perspective.

As well as working with established partners, the city's sporting and arts communities are important stakeholders whom we will look to work with in developing and promoting the Welsh language across the city. Please see appendix II for lead partners.



Strategic Area 1: Families, Children and Young people

Vision:	Families, children and young people have ample opportunities to use Welsh every day.
Outcome:	Families, children and young people choosing to use Welsh together, outside the school gates and in a social setting.
Priority Areas:	<ul style="list-style-type: none">• Promote the benefits of Welsh Medium education to all Cardiff communities and implement the Welsh in Education Strategic Plan.• Improve provision and standards in Welsh in both Welsh medium schools and English medium schools through the Welsh in Education Strategic Plan.• Promote the benefits of transferring the Welsh language within the family, and give children and young people the opportunity to become confident bilingual adults.• Provide opportunities for families to use Welsh together.• Increase the provision of Welsh-medium extra-curricular activities and opportunities for children and young people to use Welsh outside the school gates.• Develop opportunities for children and young people in English medium settings to positively connect with the Welsh language.• Improve rates of progression between early years to post-16 education.• Ensure that the Welsh language is seen as a valuable skill for training and employment.

Strategic Area 2: Community and Infrastructure

Vision:	A city with a fully bilingual linguistic landscape which has the Welsh language as an integral part of its social and civic activities
Outcome:	The position and visibility of the Welsh language in the community is strengthened and supported.
Priority Areas:	<ul style="list-style-type: none"> • Promote the Welsh language as a unique selling point for Cardiff as a capital and core city and promote the 'Bilingual 'Cardiff' brand. • Increase the use of the Welsh language in all high profile and major events hosted in Cardiff, support existing Welsh-language community events and share good practice. • Increase the visibility of the Welsh language within the city to reflect a 'Bilingual Cardiff' through existing planning mechanisms. • Introduce the Welsh language to new and emerging communities as a way of convening Welsh culture and promote Welsh language learning and Welsh medium education. • Support Yr Hen Lyfrgell – Cardiff's Welsh Culture Centre to increase outreach activities and develop opportunities to showcase Cardiff's extensive Welsh language history and heritage.



Strategic Area 3: Welsh Language Services and the Workplace

Vision:	High quality services are available in Welsh and English equally.
Outcome:	Increase in the use of Welsh language services.
Priority Areas:	<ul style="list-style-type: none">• Increase the number/percentage of Welsh speakers within the Bilingual Cardiff partner organisations and enable and support fluent staff, as well as staff who are learning, to use the Welsh language in the workplace, and encourage Bilingual Cardiff partner organisations to adopt the same approach.• Encourage Bilingual Cardiff partner organisations to provide Welsh language training and Welsh language awareness training to all Senior Managers and staff.• Implementation of the Welsh language standards by relevant Bilingual Cardiff organisations resulting in increasing the availability and use made of Welsh language services.• Demonstrate a strong commitment to the Welsh language in collaboration arrangements and 3rd party contract and commissioning documents and ensure Welsh language considerations are included from the outset.• Increase opportunities for people to receive Health & Social Care in Welsh.• Examine the way our services are offered to the public and work with specialists in language choice architecture to ensure equitable linguistic choice.

Appendix I: Bilingual Cardiff: 5 Year Strategy Action Plan

The family, children & young people

PRIORITIES	ACTION	TARGET / TIMETABLE	LEAD PARTNERS
Promote the benefits of Welsh Medium education to all Cardiff communities and implement the Welsh in Education Strategic Plan.	Implement Welsh in Education Strategic Plan 2017-2020	Increase the number of students attending Welsh Medium schools by 12.3 % by 2022.	The City of Cardiff Council - Education & Lifelong Learning.
	Promote the benefits of Welsh medium education by providing information to every family in Cardiff, on the Council's website, schools admissions booklet and in relevant circulars (e.g. Primary Times, In Cardiff etc)	Specific section to be included in Schools admissions booklet 2018/19 and Council's website by October 2018 and annually thereafter.	The City of Cardiff Council - Education & Lifelong Learning
	Bilingual Cardiff organisations to promote and support Mudiad Meithrin in delivering the Welsh Government's 'Cymraeg i Blant' programme across Cardiff.	Commencing March 2018	Mudiad Meithrin, Welsh Government, The City of Cardiff Council, Cardiff & Vale Health Board
Improve provision and standards in Welsh in both Welsh medium schools and English medium schools through the Welsh in Education Strategic Plan.	Implement Welsh in Education Strategic Plan 2017-2020	Increase the percentage of learners at the end of Key Stage 4 who achieve grades A*- C in GCSE Welsh first language to 85 % by 2020.	The City of Cardiff Council - Education & Lifelong Learning.
		Increase the percentage of learners entered for GCSE Welsh second language full course to at least 80 % by 2020.	The City of Cardiff Council - Education & Lifelong Learning.



		Increase the percentage of the total year 11 cohort who achieve grades A*-C in GCSE Welsh second language to 40 % by 2020.	The City of Cardiff Council - Education & Lifelong Learning.
Promote the benefits of transferring the Welsh language within the family, and give children and young people the opportunity to become confident bilingual adults.	Develop comprehensive Cardiff wide face to face sessions for families summarising the advantages of bilingualism as well as providing information on Welsh language nurseries and schools.	4 sessions every year from September 2018 onwards	Menter Caerdydd, The City of Cardiff Council - Education & Lifelong Learning & Bilingual Cardiff, Dechrau'n Deg, Mudiad Meithrin, Family Information Service.
	Assess the demand and where identified, provide opportunities both formally and informally for parents to learn Welsh at Welsh schools and locations across the city.	Assess the demand to inform future Welsh training opportunities by July 2018.	The City of Cardiff Council - Education & Lifelong Learning, School of Welsh (Welsh for Adults), Cardiff University, National Centre for Learning Welsh
	Create a support network for non-Welsh speaking parents who send their children to Welsh schools	From September 2018.	The City of Cardiff Council, Welsh Medium Schools
Provide opportunities for families to use Welsh together	Develop and promote a calendar of Welsh medium events and activities aimed at families for children and parents to learn Welsh together.	From September 2017 and annually thereafter.	Menter Caerdydd, Urdd Gobaith Cymru, Mudiad Meithrin, School of Welsh (Welsh for Adults), Cardiff University, Urdd Gobaith Cymru
	Increase the number of read aloud sessions or other Welsh medium activities for parents and children in all Cardiff's hubs and libraries.	From September 2018 and annually thereafter. Increase of 25 % by 2022.	The City of Cardiff Council, Menter Caerdydd, Mudiad Meithrin
	Provide opportunities for free informal family activities for learning Welsh.	From September 2018 and annually thereafter.	School of Welsh (Welsh for Adults), Cardiff University, National Centre for Learning Welsh, The City of Cardiff Council, Menter Caerdydd, Urdd Gobaith Cymru, Mudiad Meithrin

	Increase the number of Welsh medium event in Cardiff Children's Literature Festival by 30 %.	From March 2018	Literature Wales, The City of Cardiff Council, School of Welsh, Cardiff University	
Page 45	Increase the provision of Welsh-medium extra-curricular activities and opportunities for children and young people to use Welsh outside the school gates.	Plan, coordinate and advertise a joined up calendar of Welsh medium Care, Play and Recreational activities for children between the ages of 4 – 11 and 11-18 years old.	From September 2017 and annually thereafter.	Menter Caerdydd, Urdd Gobaith Cymru, The City of Cardiff Council's Youth Service
		Plan and coordinate activities with Yr Hen Lyfrgell, Welsh medium schools and stakeholders to support and promote the National Eisteddfod in Cardiff 2018.	From September 2017 to August 2018.	Eisteddfod Genedlaethol Cymru, Yr Hen Lyfrgell, Menter Caerdydd, Urdd Gobaith Cymru, Mudiad Meithrin
	Use Welsh Language Music Day as springboard to attract young people to be involved socially and as artists in a Welsh Music Scene	February 2018	Welsh Government	
Develop opportunities for children and young people in English medium settings to positively connect with the Welsh language.	Investigate the possibilities of developing twinning opportunities between Welsh medium and English medium schools to work together on certain projects	January 2018	The Central South Consortium Joint Education Service, Welsh medium schools, English medium schools.	
	Conduct a feasibility study to investigate viability of providing bilingual afterschool clubs and holiday childcare for children attending English medium schools, and respond to demand.	Complete feasibility study by December 2017.	All English medium schools, Menter Caerdydd, Urdd Gobaith Cymru.	
	Assess the feasibility of hosting a Bilingual Cardiff Eisteddfod for Welsh and English medium Cardiff school in the run up to the 2018 National Eisteddfod.	Complete feasibility study by September 2017.	The City of Cardiff Council The Central South Consortium Joint Education Service, Eisteddfod Genedlaethol, Urdd Gobaith Cymru.	



Improve rates of progression between early years to post-16 education.	Implement Welsh in Education Strategic Plan 2017-2020	Increase the number of seven year olds taught through the medium of Welsh by 1.2 %, from 15.2 % in January 2016 to 16.4 % by 2020.	The City of Cardiff Council and Welsh Education Forum
		Increase the number of year nine learners who are assessed in Welsh (First Language) by 1.5 % to 14.4 % by 2020.	The City of Cardiff Council and Welsh Education Forum
		Increase the percentage of learners aged 17 who study 2 or more subjects through the medium of Welsh by 4 % to 95 % by 2020.	The City of Cardiff Council and Welsh Education Forum
Ensure that the Welsh language is seen as a valuable skill for training and employment.	Provide up-to-date and consistent information to young people about job opportunities and apprenticeships that require bilingual skills.	Develop a joint strategy by April 2018	Coleg Cymraeg Cenedlaethol, School of Welsh Cardiff University, University of South Wales, Colleges Wales, The City of Cardiff Council.
	Develop a resource for all Bilingual Cardiff partners to advertise all Welsh essential posts in a central, easily accessible directory.	Resource available from September 2018	Coleg Cymraeg Cenedlaethol, School of Welsh Cardiff University, University of South Wales, Colleges Wales, The City of Cardiff Council, Menter Caerdydd
	Bilingual Cardiff partner organisations to develop Welsh medium work experience and apprenticeship schemes within their organisations.	To start in September 2018	Coleg Cymraeg Cenedlaethol, School of Welsh Cardiff University, University of South Wales, Colleges Wales, The City of Cardiff Council

The community and infrastructure

PRIORITIES	ACTION	TARGET / TIMETABLE	LEAD PARTNERS
Promote the Welsh language as a unique selling point for Cardiff as a capital and core city and promote the 'Bilingual Cardiff' brand.	Develop a fully bilingual 'destination Cardiff' brand to promote Cardiff in Wales and internationally.	Brand developed by December 2018 and subsequent buy-in and implement accordingly	The City of Cardiff Council Tourism Team to be adopted by all partners.
	Ensure that economic, business and tourism marketing information includes reference to Cardiff as a bilingual city.	December 2018	The City of Cardiff Council's Bilingual Cardiff, Tourism, Economic Development teams.
	Encourage private businesses that support the Welsh language to use or display the Bilingual Cardiff brand within their shops or businesses.	Materials produced by April 2017. Awareness raising campaign from September 2017 Relevant businesses and organisations to use Bilingual Cardiff logo from April 2018 onwards	The City of Cardiff Council Bilingual Cardiff team, Menter Caerdydd, Yr Hen Lyfrgell
Increase the use of the Welsh language in all high profile and major events hosted in Cardiff, support existing Welsh-language community events and share good practice.	Ensure that the need to promote the Welsh Language in all campaigns and materials bilingually is incorporated into any contract, tender, license or any other legal agreement with events' organisers and that all events are bilingual.	To be completed by March 2018. Audit of events held between March 2018 - March 2019.	The City of Cardiff Council Events, Tourism and Bilingual Cardiff, Welsh Government.
	Encourage and work in partnership with major event stakeholders to showcase Cardiff as a thriving bilingual city.	From April 2017	The City of Cardiff Council Events, Tourism and Bilingual Cardiff, Welsh Government
	Collate information on all Welsh language events and all partners to promote the Welsh Government 'Cymraeg' website.	All bilingual Cardiff partners to provide information on their Welsh language events to Welsh Government from September 2017 onwards.	Welsh Government, All Bilingual Cardiff partners

<p>Increase the visibility of the Welsh language within the city to reflect a 'Bilingual Cardiff' through existing planning mechanisms.</p>	<p>Investigate and where appropriate identify planning mechanisms to ensure that planning applications for large developments such as chain stores, supermarkets and retail consider the need to display bilingual signage and notices.</p>	<p>Shop Front and Signage Guidance Supplementary Planning Guidance to be completed by December 2017. Operational from January 2018</p>	<p>The City of Cardiff Council - planning</p>
	<p>Investigate and where appropriate identify planning mechanisms to ensure that planning applications for new housing developments consider the need to adopt Welsh or bilingual names, displaying bilingual signage and notices.</p>	<p>Shop Front and Signage Guidance Supplementary Planning Guidance to be completed by December 2017. Operational from January 2018</p>	<p>The City of Cardiff Council - planning</p>
	<p>The City of Cardiff Council to adopt the principle that Welsh is positioned first on all display materials produced by the Council.</p>	<p>From September 2017</p>	<p>The City of Cardiff Council.</p>
<p>Introduce the Welsh language to new and emerging communities as a way of convening Welsh culture and promote Welsh language learning and Welsh medium education.</p>	<p>Liaise with third sectors to develop provision of Welsh language classes for new and emerging communities including refugees and migrants to identify further opportunities for new communities in the city to learn Welsh</p>	<p>A number of Welsh taster classes available by January 2018</p>	<p>School of Welsh (Welsh for Adults) Cardiff University, National Centre for Learning Welsh The City of Cardiff Council, Welsh Refugee Council</p>
	<p>Outreach activities by Welsh Medium schools in local communities.</p>	<p>From September 2019</p>	<p>Welsh medium schools (Facilitated by the City of Cardiff Council - Education & Lifelong Learning) Cardiff University (Welsh for Adults).</p>

Support Yr Hen Lyfrgell – Cardiff’s Welsh Culture Centre to increase outreach activities and develop opportunities to showcase Cardiff’s extensive Welsh language history and heritage.	Yr Hen Lyfrgell to plan, coordinate and advertise a calendar of outreach activities to introduce the Welsh language and extensive history and heritage to new audiences.	From September 2019.	School of Welsh, Cardiff University, Menter Caerdydd, The City of Cardiff Council - Cardiff Story Museum, The National Museum of Wales.
	Develop opportunities to increase awareness of the Welsh language in innovative ways, inspired by the recent successes of FAW in this field and roll-out to all Bilingual Cardiff partners to ensure greater support and shared ownership of the language.	Prepare an action plan by September 2018. Implement plan from September 2019.	The City of Cardiff Council – Bilingual Cardiff, School of Welsh, Cardiff University, FAW, all Bilingual Cardiff partners.
	Offer bite size Welsh language taster courses to all visitors to YHL during the UEFA Champions League Final 2017 to promote the language in a positive light and raise awareness internationally that we are a bilingual city.	June 2017	School of Welsh (Welsh for Adults), National Centre for Learning Welsh, FAW

Page 49

Welsh language services and the workplace

Increase the number/percentage of Welsh speakers within the City of Cardiff Council and enable and support fluent staff, as well as staff who are learning, to use the	Increase the number of bilingual staff in The City of Cardiff Council to reflect the percentage of Welsh speakers in the community and encourage other public Bilingual Cardiff organisations to adopt the same approach.	By 2022 increase the number of staff with Welsh language skills within the Council’s workforce by 50 %. Share good practice with other public organisations by April 2022.	The City of Cardiff Council, Coleg Cymraeg Cenedlaethol, University of South Wales, School of Welsh, Cardiff University, Colleges Wales, Recruitment Agencies
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Welsh language in the workplace, and encourage Bilingual Cardiff partner organisations to adopt the same approach.	Create a Welsh tutor post within Cardiff Council responsible for providing a comprehensive training programme to staff.	Post created by April 2018	The City of Cardiff Council
	Through the Bilingual Cardiff forum, work with Bilingual Cardiff partner organisations to increase the use of Welsh within the workplace.	From January 2018	The City of Cardiff Council, All Bilingual Cardiff organisations.
Encourage Bilingual Cardiff partner organisations to provide Welsh language training and Welsh language awareness training to all Senior Managers and staff.	Ensure that all The City of Cardiff Council staff and managers to attend Welsh language awareness courses and encourage other public Bilingual Cardiff organisations to adopt the same approach.	Report annually on number and percentage of staff who have received training.	The City of Cardiff Council, Public Services Board, School of Welsh, Cardiff University
	The City of Cardiff Council to provide Welsh language learning and improver courses to all public facing staff and encourage other public Bilingual Cardiff organisations to adopt the same approach.	Report annually on number and percentage of staff who have received training.	The City of Cardiff Council, Public Services Board, School of Welsh, Cardiff University
Implementation of the Welsh language standards by relevant Bilingual Cardiff organisations resulting in increasing the availability and use made of Welsh language services.	Implement the Welsh language standards and assist other public Bilingual Cardiff organisations to achieve the same.	From relevant statutory compliance dates.	All relevant Bilingual Cardiff partners.
	Prepare a Bilingual Cardiff Directory outlining all the Welsh language public services available in Cardiff and promote to increase uptake of the Welsh services that are available.	Directory prepared by March 2018	Menter Caerdydd, Welsh Government, the City of Cardiff Council, Public Services Board

<p>Demonstrate a strong commitment to the Welsh language in collaboration arrangements and 3rd party contract and commissioning documents and ensure Welsh language considerations are included from the outset.</p>	<p>Encourage all Bilingual Cardiff public partners to ensure that Welsh language considerations are an integral part of developing policies and within impact assessments.</p>	<p>From relevant statutory compliance dates.</p>	<p>The City Cardiff Council, Public Services Board, all Bilingual Cardiff partners.</p>
	<p>Prepare guidance on Welsh language requirements to all 3rd party contractors working within the public sector.</p>	<p>September 2017</p>	<p>The City Cardiff Council, Public Services Board, all Bilingual Cardiff partners</p>
	<p>Build in bilingual capacity to new public facing I.T solutions including interfaces offering language choice.</p>	<p>From relevant statutory compliance dates.</p>	<p>The City Cardiff Council, Public Services Board, all Bilingual Cardiff partners.</p>
<p>Increase opportunities for people to receive Health & Social Care in Welsh.</p>	<p>Ensure that an Active Offer of Welsh language services is communicated to all Social Services staff and within commissioned services.</p>	<p>March 2018</p>	<p>The City of Cardiff Council, Cardiff & Vale Health Board</p>
	<p>Include Welsh language service provision within third sector and independent contract specifications, service level agreements and grant funding processes, where a need is identified.</p>	<p>March 2018</p>	<p>The City of Cardiff Council, Cardiff & Vale Health Board</p>
	<p>Maximise ability to provide services in Welsh. Where gaps in workforce capacity to deliver services in Welsh are identified these should be communicated to inform the organisation's Bilingual Skills Strategy</p>	<p>March 2018</p>	<p>The City of Cardiff Council, Cardiff & Vale Health Board</p>





Examine the way our services are offered to the public and work with specialists in language choice architecture to ensure equitable linguistic choice.	Conduct experiments by offering existing online or computerised Council services via different language choice architectures, in order to ascertain which is the most likely to ensure the highest level of use in Welsh	January 2018	School of Welsh, Cardiff University
	Conduct research with parents of pre-school age children to ascertain what linguistic choice architecture mechanisms and/or considerations the Council may need to put into place in order to increase the number of children in Welsh medium education in Cardiff.	January 2018	School of Welsh, Cardiff University, the City of Cardiff Council.

Appendix 2: Lead partners

As a City wide strategy, the success of the Bilingual Cardiff vision as outlined in this strategy depends on collaborative working with our partners and stakeholder. The following lead partners have agreed to implement and monitor progress against the relevant actions within the action plan.

Cardiff Public Service Board

As part of the implementation of the Well-being of Future Generations Act (Wales) 2015, all local authorities in Wales are required to establish Public Services Boards (PSBs). PSBs bring public and third sector bodies together to work in partnership to improve economic, social, environmental and cultural well-being.

The statutory members of a PSB are as follows:

- The City of Cardiff Council
- Cardiff and Vale University Health Board
- South Wales Fire and Rescue
- Natural Resources Wales

Membership of the Board must also include a number of other partners who participate in its activity as 'invited participants'.

Representatives of the following sit on the Cardiff PSB:

- The Welsh Ministers
- The Chief Constable of South Wales Police
- The South Wales Police and Crime Commissioner
- Representatives of the National Probation Service and Community Rehabilitation Company
- Cardiff Third Sector Council

Other partners who exercise functions of a public nature can also be involved in the delivery of its work.

PSBs have a duty under the Well-being of Future Generations Act to assess the economic, social, environmental and cultural well-being of the local area and to produce a local well-being plan setting out well-being objectives that will contribute to achieving the Welsh Government's 7 well-being goals. More information on these goals can be found here

Note: The Cardiff Public Services Board which held its first meeting in May 2016 replaced the Cardiff Partnership Board and the Cardiff and Vale Joint Local Services Board.

Cardiff University (School of Welsh)

The School of Welsh at Cardiff University is a world class academic unit with a global reputation. It specialises in a range of fields relating to the Welsh language and its culture, including literature, linguistics, sociolinguistics, translation, education, planning and policy. It has strong international links, especially with countries that are home to minority languages, such as Canada, Catalonia, the Basque Country and Ireland. The school's staff also specialise in various aspects of the Welsh language and its culture in Cardiff and the surrounding areas.

National surveys show that the School excels in its teaching, its research and the effect of its research outside the academic field. It delivers world class education from undergraduate level to PhD level. Cardiff Welsh for Adults is part of the School and it delivers courses to over 2,000 students in the capital. The School is also responsible for the Welsh for All scheme (which gives an opportunity to hundreds of Cardiff University students to learn Welsh for free) and is one of the centres for the National Sabbatical Scheme (which develops the Welsh skills of education practitioners).

The School of Welsh is part of Cardiff University, an ambitious and innovative university with a bold and strategic vision. Its world-leading research was ranked 5th amongst UK universities in the 2014 Research Excellence Framework for quality and 2nd for impact. The university provides an educationally outstanding experience for its students. Driven by creativity and curiosity, Cardiff University strives to fulfil its social, cultural and economic obligations to Cardiff, Wales, and the world.

Coleg Cymraeg Cenedlaethol

The Coleg Cymraeg Cenedlaethol works through branches located across seven universities in Wales. The aim of the branches is to support the work of the Coleg and act as a local point of contact for students.

The choice of Welsh medium courses has expanded significantly in recent years. There are currently over 1,000 courses for Welsh medium students, along with over 150 undergraduate scholarships awarded to students annually.

The work of Coleg Cymraeg Cenedlaethol includes:

- Ensure more study opportunities for Welsh medium students - in partnership with the universities
- Train, develop and fund new Welsh medium lecturers for the future
- Fund undergraduate and post-graduate scholarships
- Support students studying course through the medium of Welsh
- Increase the number of students choosing to study their whole course or part of their course through the medium of Welsh
- Develop quality modules, courses and resources for Welsh medium students.

ColegauCymru

ColegauCymru / CollegesWales is the national educational charity that represents 14 of Wales' further education (FE) colleges and designated FE institutions. Its Board comprises of college principals and chairs of corporations, appointed by member colleges. It also works closely with a wide range of partners in post-16 education, training and skills.

Through ColegauCymru colleges are represented on various committees and groups which influence and shape policy in post-16 education and life-long learning. In the Cardiff area we are seeing a growth in the demand for Welsh medium/ bilingual post-16 academic, vocational and work-based learning opportunities, and colleges involvement is instrumental in developing successful community WESP plans. Responding to this increase in demand for Welsh language delivery of post-16 education, training and skills are Cardiff and Vale college, St David's Catholic college and wea ymca community college. They can all offer a bilingual service, and are eager through partnership to expand this delivery.

Mainstreaming the Welsh language in further education colleges is a strategic aim for ColegauCymru. Colleges have increased the percentage of bilingual provision substantially over recent years and have surpassed the targets set by the Welsh Government in its Welsh-Medium Education Strategy (2010). In 2010/11, 5.7 % of learning activities in further education colleges were delivered bilingually or through the medium of Welsh. The target was 7 % by 2015 and 10 % by 2020. The Welsh Government's annual report on the Strategy (July 2015) shows that colleges had reached 8.5 % by 2013/14 – higher than the 2015 target and well on course to meet the 2020 target.

Colegau Cymru work closely with Sgiliaith, a progressive and innovative centre located in Grŵp Llandrillo Menai and funded by the Welsh Government. It provides training and support to further education colleges and other providers in order to increase bilingual and Welsh-medium teaching skills.

Eisteddfod Genedlaethol Cymru

The National Eisteddfod of Wales is one of the world's greatest cultural festivals and is held annually during the first week of August. It is a travelling festival, alternating between north and south Wales. The 2018 festival will be held in Cardiff for the first time since 2008.

The festival, which attracts 150,000 visitors, celebrates the Welsh language and the culture of Wales in an inclusive and eclectic way. Much work has been done over the past decade to develop the festival as a family-friendly and accessible event, evolving and changing from year to year as it visits different parts of Wales.

Described as Wales' leading mobile regeneration project, the festival is the culmination of a two year community project, which sees local people come together to raise awareness and funds for the event itself. This work has started in Cardiff, and events and activities are being organised in areas across the city. These events bring together people of all ages and backgrounds. Although organised to promote the Eisteddfod, the language and Welsh culture, the events are diverse and varied, designed to bring people together to celebrate and prepare for the festival's visit. Working with a wide range of organisations, the Eisteddfod is a catalyst for developments, and the legacy of the project and festival are acknowledged in the following areas:

- **Community:** an increase in the number of community activities held across the region in the two years up to the festival itself;

- **Language:** an increase in interest in the language and in the take-up of lessons by adults;
- **Culture:** an increase in the number of groups set-up to compete, in artists creating works and in books and music published in Welsh for the Eisteddfod;
- **Economy:** the economic impact of the Eisteddfod week has been independently verified as worth £6-8 million to the local economy (figures: Cardiff County Council, 2008);
- **Volunteering:** an increase in the number of people volunteering through the medium of Welsh and willing to work with other organisations following the Eisteddfod's visit.

The 2018 Eisteddfod will be held in Cardiff Bay, and will be a fence-free festival. This is a brand new approach for the Eisteddfod, combining the use of temporary structures and the buildings in the area, bringing together all the elements of the traditional Eisteddfod in a new and exciting way.

Literature Wales

Literature Wales is the national company for the development of literature in Wales. It believes that literature is for everyone and can be found anywhere. The organisation's many projects and activities include Wales Book of the Year, the National Poet of Wales, Bardd Plant Cymru and Young People's Laureate Wales, Literary Tourism initiatives, Writers on Tour funding scheme, creative writing courses at Tŷ Newydd Writing Centre, Services for Writers (including Bursaries and Mentoring) and Young People's Writing Squads. The Chief Executive is Lleucu Siencyn.

Literature Wales is a registered charity (no. 1146560) and works with the support of the Arts Council of Wales and the Welsh Government.



Menter Caerdydd

Menter Caerdydd was established in June 1998, with the aim of promoting and expanding the use of Welsh in Cardiff by creating opportunities for the city's residents to use the language outside work and school. Today, Menter Caerdydd is seen as one of the most successful Language Initiatives in Wales with over 40,000 service users.

Menter Caerdydd delivers services by working in partnership with a number of Welsh organisations in Cardiff, as well as other organisations in the city whose focus stretches beyond offering activities in Welsh. Menter Caerdydd's main partners are the Welsh Government and Cardiff City Council who are responsible for funding a number of services offered in Welsh in the City. It's a registered charity and a Company Limited by Guarantee.

Menter Caerdydd's core work encompasses six priorities, namely:

- Promoting and creating opportunities to use Welsh.
- Building confidence and changing people's attitude towards Welsh.
- Reinforcing Welsh and its use within families.
- Developing employment and training opportunities for young people and adults.
- Developing Welsh Festivals to raise awareness of Welsh.
- Ensuring that Welsh has a visual platform on a digital level.

Menter Caerdydd's services and activities include leading on the Yr Hen Lyfrgell project – Cardiff's Welsh Culture Centre, Co-ordinating

Training and Volunteering opportunities for 16+ students in Welsh, co-ordinating Tafwyl – Cardiff's Welsh language festival, organising weekly clubs for children, free play opportunities and workshops and Care Plans during the Holidays, social opportunities and activities for learners and families, and leading the City's Welsh Language Forum.

By focussing on these main priorities, Menter Caerdydd encompasses the Welsh Government's and Cardiff City Council's main strategic priorities in terms of language, families, children and young people, the community and the workplace.



Mudiad Meithrin

Mudiad Meithrin: a national voluntary organisation of cylchoedd meithrin, cylchoedd Ti a Fi, wraparound care, meithrin sessions and Welsh-medium nurseries that provide early years experiences, childcare and education of a high quality for approximately 22,000 children each week.

Cylchoedd meithrin, day nurseries, cylchoedd Ti a Fi and after school clubs are some examples of the type of settings that are members of Mudiad Meithrin. They are distributed across the country with 288 in the north west, 186 in the north east, 260 in mid Wales, 186 in the south west and 249 in the south east.

National Centre for Learning Welsh

The Centre is a national body responsible for all aspects of the Welsh for Adults education program. It operates as a body at arm's length from Welsh Government and has a clear vision for the future.

The Centre will:

- be a visible institution setting a national strategic direction for the Welsh for Adults sector.
- provide leadership for Welsh for Adults providers.
- raise standards in teaching and learning in Welsh for Adults.
- develop an engaging, appropriate and high quality national curriculum and produce resources suitable for all kinds of learners.

The National Centre for Learning Welsh provider in Cardiff is Cardiff University.

Urdd Gobaith Cymru

The Urdd is the largest youth organisation for children and young people in Wales with over 50,000 members. 30 % of all Welsh speakers in Wales aged between 8-25 are members. The Urdd has 260 staff, 100 volunteers, 900 branches, with 200 branches in the community. In addition, there are 150 sport clubs that meet weekly.

Urdd Gobaith Cymru's aim is to provide the opportunity, through the medium of Welsh, for the children and young people in Wales to become fully rounded individuals, developing personal and social skills that will enable them to make a positive contribution to the community.



Welsh Government

The Welsh Government is the devolved Government for Wales. The Welsh Government works to improve the lives of people in Wales and make our nation a better place in which to live and work. The Government is responsible for the devolved areas that include key areas of public life such as health, education and the environment.

The Welsh language is one of the Welsh Government's areas of responsibility - Section 61(k) of the Government of Wales Act 2006 (GOWA 2006) provides that the Welsh Ministers may do anything which they consider appropriate to support the Welsh Language.

The Welsh Government's aim is to see the Welsh language thrive, and has outlined its vision to see a million Welsh speakers by the year 2050.

The current Welsh Language Strategy: A living language: a language for living 2012-2017 outlines 6 strategic areas of focus:

- the family
- children and young people
- the community
- the workplace
- services
- technology and infrastructure.

Yr Hen Lyfrgell

Cardiff's Welsh Culture Centre ('Yr Hen Lyfrgell') based at the Old Library was opened in February 2016. The aim of the centre is to promote and celebrate Welsh as a living language in the capital city in a friendly and welcoming centre open to all citizens of



Cardiff and its visitors. Yr Hen Lyfrgell offers a variety of facilities and activities in a sociable and inclusive atmosphere where the Welsh language and culture is at the heart of everything.

There is cafe, bar and restaurant serving Welsh food and drink, a shop selling quality Welsh goods, a book shop, a children's crèche, teaching rooms offering courses for Welsh learners, a flexible performance and exhibition area, and the Cardiff Story Museum. Showcasing 'the best of Cardiff and Wales', Yr Hen Lyfrgell is an energetic and innovative centre which aims to attract Welsh speakers and non-Welsh speakers alike, from Cardiff and beyond. A unique visitor attraction where the Welsh language will be used to celebrate everything that is great about Wales and its capital city - its culture, heritage and people. Yr Hen Lyfrgell is made possible through effective partnership working with the Welsh Government, the City of Cardiff Council and Cardiff based organisations – Menter Caerdydd, Cardiff University, The National Centre for Learning Welsh, Cardiff Story Museum, Mudiad Meithrin, Mela and Bodlon.



Caerdydd
Ddwyieithog

Bilingual
Cardiff





COMPLIANCE NOTICE – SECTION 44 WELSH LANGUAGE (WALES) MEASURE 2011

City of Cardiff Council – Issue Date: 30/09/2015

Standards required to comply with within 6 months.

Standard Number	Class of Standard	Standard	Imposition Date
1	Service Delivery	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	30/03/2016
2	Service Delivery	When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must - (a) keep a record of A's wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh.	30/03/2016
3	Service Delivery	When you send correspondence addressed to two individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if - (a) both individuals respond to say that they wish to receive	30/03/2016

		<p>correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to both of those individuals;</p> <p>(b) one (but not both) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to both of those individuals.</p>	
4	Service Delivery	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.	30/03/2016
5	Service Delivery	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	30/03/2016
6	Service Delivery	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).	30/03/2016
7	Service Delivery	<p>You must state -</p> <p>(a) in correspondence, and</p> <p>(b) in publications and official notices that invite persons to respond to you or to correspond with you,</p> <p>that you welcome receiving correspondence in Welsh, that you will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay.</p>	30/03/2016

8	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.	30/03/2016
9	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.	30/03/2016
10	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh in its entirety if that is the person's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	30/03/2016
12	Service Delivery	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	30/03/2016
14	Service Delivery	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	30/03/2016
15	Service Delivery	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.	30/03/2016
16	Service Delivery	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	30/03/2016
17	Service Delivery	When there is no Welsh language service available on your main telephone number (or numbers), or any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language	30/03/2016

		service will be available.	
18	Service Delivery	If a person contacts one of your departments on a direct line telephone numbers (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must provide that service in Welsh in its entirety (if necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	30/03/2016
20	Service Delivery	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.	30/03/2016
21	Service Delivery	When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.	30/03/2016
22	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.	30/03/2016
24	Service Delivery	If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	30/03/2016
24A	Service Delivery	If you have invited one person only ("P") to a meeting and P has informed you that P wishes to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation	30/03/2016

		service).	
26	Service Delivery	If you invite an individual ("A") to a meeting, and the meeting relates to the well-being of A, you must ask A whether A wishes to use the Welsh language at the meeting, and inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.	30/03/2016
26A	Service Delivery	You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting - (a) if the meeting relates to the well-being of an invited individual ("A"), and (b) if A has informed you that A wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.	30/03/2016
27	Service Delivery	If you invite more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), you must ask each person whether they wish to use the Welsh language at the meeting.	30/03/2016
27A	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.	30/03/2016
27D	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a	30/03/2016

		simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	
29	Service Delivery	If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must - (a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and (b) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.	30/03/2016
29A	Service Delivery	You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting - (a) if you have invited more than one person to the meeting, (b) if the meeting relates to the well-being of one or more of the individuals invited, and (c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.	30/03/2016
30	Service Delivery	If you arrange a meeting that is open to the public you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.	30/03/2016
31	Service Delivery	When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.	30/03/2016
32	Service Delivery	If you invite persons to speak at a meeting that you arrange which is open to the public you must - (a) ask each person invited to speak whether he or she wishes to use	30/03/2016

		the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).	
33	Service Delivery	<p>If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh -</p> <p>(a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.</p> <p>You must comply with standard 33 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ where an invitation or material advertising the meeting has asked persons to inform you whether they wish to use the Welsh language, and that no person has informed you that he or she wishes to use the Welsh language at the meeting. 	30/03/2016
34	Service Delivery	If you display any written material at a meeting that you arrange which is open to the public, you must ensure that that material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	30/03/2016
35	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).	30/03/2016

36	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).	30/03/2016
37	Service Delivery	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	30/03/2016
38	Service Delivery	Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.	30/03/2016
41	Service Delivery	<p>If you produce the following documents you must produce them in Welsh -</p> <p>(a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings;</p> <p>(b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.</p> <p>You must comply with standard 41(a) in every circumstance, except:</p> <ul style="list-style-type: none"> ○ other papers that are available to the public, which relate to management board or cabinet meetings. <p>You must comply with standard 41(b) in every circumstance, except:</p>	30/03/2016

		o other papers for meetings that are open to the public.	
42	Service Delivery	Any licence or certificate you produce must be produced in Welsh.	30/03/2016
43	Service Delivery	Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.	30/03/2016
45	Service Delivery	Any rules that you publish that apply to the public must be published in Welsh.	30/03/2016
46	Service Delivery	When you issue any statement to the press you must issue it in Welsh and, if there is a Welsh language version and an English language version of a statement, you must issue both versions at the same time.	30/03/2016
47	Service Delivery	If you produce a document for public use, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh - (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.	30/03/2016
48	Service Delivery	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	30/03/2016
49	Service Delivery	If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.	30/03/2016
50	Service Delivery	Any form that you produce for public use must be produced in Welsh.	30/03/2016
50A	Service Delivery	If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English	30/03/2016

		language version clearly states that the form is also available in Welsh.	
50B	Service Delivery	If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).	30/03/2016
52	Service Delivery	<p>You must ensure that -</p> <p>(a) the text of each page of your website is available in Welsh,</p> <p>(b) every Welsh language page on your website is fully functional, and</p> <p>(c) the Welsh language is not treated less favourably than the English language on your website.</p> <p>You must comply with standard 52 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ catalogue and contract information on the e-commerce web service Basware. 	30/03/2016
55	Service Delivery	<p>If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.</p> <p>You must comply with standard 55 in every circumstance, except:</p>	30/03/2016

		<ul style="list-style-type: none"> ○ catalogue and contract information on the e-commerce web service Basware. 	
56	Service Delivery	<p>You must provide the interface and menus on every page of your website in Welsh.</p> <p>You must comply with standard 56 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ catalogue and contract information on the e-commerce web service Basware. 	30/03/2016
57	Service Delivery	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	30/03/2016
58	Service Delivery	When you use social media you must not treat the Welsh language less favourably than the English language.	30/03/2016
59	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	30/03/2016
60	Service Delivery	You must ensure that any self service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.	30/03/2016
61	Service Delivery	When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	30/03/2016
62	Service Delivery	When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English,	30/03/2016

		the Welsh language text must be positioned so that it is likely to be read first.	
63	Service Delivery	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	30/03/2016
64	Service Delivery	<p>Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.</p> <p>You must comply with standard 64 in relation to the following by 30 March 2016:</p> <ul style="list-style-type: none"> ○ The body's main reception service <p>You must comply with standard 64 in relation to the following by 30 September 2016:</p> <ul style="list-style-type: none"> ○ Every other reception service 	30/03/2016
67	Service Delivery	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	30/03/2016
68	Service Delivery	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.	30/03/2016
69	Service Delivery	Any official notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.	30/03/2016
70	Service Delivery	When you publish or display an official notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
71	Service Delivery	Any documents that you publish which relate to applications for a grant, must be published in Welsh, and you must not treat a Welsh	30/03/2016

		language version of such documents less favourably than an English language version.	
72	Service Delivery	When you invite applications for a grant, you must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.	30/03/2016
72A	Service Delivery	You must not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).	30/03/2016
74	Service Delivery	If you receive an application for a grant in Welsh and it is necessary to interview the applicant as part of your assessment of the application you must - (a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and (b) if the applicant wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	30/03/2016
75	Service Delivery	When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was submitted in Welsh.	30/03/2016
76	Service Delivery	Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version. You must comply with standard 76 in the following circumstances: (a) If the subject matter of the tender for a contract suggests	30/03/2016

		that it should be produced in Welsh, or (b) If the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.	
77	Service Delivery	When you publish invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.	30/03/2016
77A	Service Delivery	You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).	30/03/2016
79	Service Delivery	If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must - (a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and (b) if the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	30/03/2016
80	Service Delivery	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	30/03/2016
81	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	30/03/2016
82	Service Delivery	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	30/03/2016
83	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English	30/03/2016

		language.	
84	Service Delivery	<p>If you offer an education course that is open to the public, you must offer it in Welsh.</p> <p>You must comply with standard 84 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ when an assessment carried out in accordance with standard 86 comes to the conclusion that there is no need for that course to be offered in Welsh. 	30/03/2016
86	Service Delivery	If you develop an education course that is to be offered to the public, you must assess the need for that course to be offered in Welsh; and you must ensure that the assessment is published on your website.	30/03/2016
87	Service Delivery	When you announce a message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	30/03/2016
88	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
89	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English	30/03/2016

		language.	
90	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
91	Policy Making	When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
92	Policy Making	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
93	Policy Making	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on -	30/03/2016

		(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	
94	Policy Making	<p>You must produce and publish a policy on awarding grants (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make decisions in relation to the awarding of a grant -</p> <p>(a) what effects, if any (and whether positive or negative), the awarding of a grant would have on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(b) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would have positive effects, or increased positive effects, on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(c) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would not have adverse effects, or so that it would have decreased adverse effects on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(ch) whether you need to ask the applicant for any additional information in order to assist you in assessing the effects of awarding a grant on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p>	30/03/2016

		(ii) treating the Welsh language no less favourably than the English language.	
95	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
96	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
97	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
98	Operational	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	30/03/2016

99	Operational	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	30/03/2016
100	Operational	You must - (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.	30/03/2016
105	Operational	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	30/03/2016
106	Operational	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	30/03/2016
107	Operational	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	30/03/2016
108	Operational	If you publish a policy relating to performance management, you must publish it in Welsh.	30/03/2016
109	Operational	If you publish a policy about absence from work, you must publish it in Welsh.	30/03/2016
110	Operational	If you publish a policy relating to working conditions, you must publish it in Welsh.	30/03/2016
111	Operational	If you publish a policy regarding work patterns, you must publish it in Welsh.	30/03/2016
112	Operational	You must allow each member of staff - (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about	30/03/2016

		her.	
112A	Operational	You must state in any document that you have that sets out your procedures for making complaints that each member of staff may - (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.	30/03/2016
114	Operational	If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).	30/03/2016
115	Operational	When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff - (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.	30/03/2016
116	Operational	You must allow all members of staff to respond in Welsh to	30/03/2016

		allegations made against them in any internal disciplinary process.	
116A	Operational	You must - (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	30/03/2016
118	Operational	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).	30/03/2016
119	Operational	When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff - (a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.	30/03/2016
120	Operational	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for	30/03/2016

		software (where an interface exists).	
122	Operational	You must ensure that - (a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.	30/03/2016
124	Operational	If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.	30/03/2016
125	Operational	You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.	30/03/2016
126	Operational	You must provide the interface and menus on your intranet pages in Welsh.	30/03/2016
127	Operational	You must assess the Welsh languages skills of your employees.	30/03/2016
130	Operational	You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	30/03/2016
131	Operational	You must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.	30/03/2016
132	Operational	You must provide training courses so that your employees can	30/03/2016

		<p>develop -</p> <p>(a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);</p> <p>(b) an understanding of the duty to operate in accordance with the Welsh language standards;</p> <p>(c) an understanding of how the Welsh language can be used in the workplace.</p>	
133	Operational	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.	30/03/2016
134	Operational	You must provide text or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	30/03/2016
135	Operational	You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.	30/03/2016
136	Operational	<p>When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply -</p> <p>(a) Welsh language skills are essential;</p> <p>(b) Welsh language skills need to be learnt when appointed to the post;</p> <p>(c) Welsh language skills are desirable; or</p> <p>(ch) Welsh language skills are not necessary.</p>	30/03/2016
136A	Operational	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must -	30/03/2016

		(a) specify that when advertising the post, and (b) advertise the post in Welsh.	
137	Operational	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	30/03/2016
137A	Operational	If you publish - (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.	30/03/2016
137B	Operational	You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing individuals of decisions).	30/03/2016
139	Operational	You must ensure that your application forms for posts - (a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous	30/03/2016

		translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).	
140	Operational	When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	30/03/2016
141	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	30/03/2016
142	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
143	Operational	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	30/03/2016
144	Operational	When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	30/03/2016
147	Record Keeping	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	30/03/2016
148	Record Keeping	You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.	30/03/2016

149	Record Keeping	You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).	30/03/2016
150	Record Keeping	You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.	30/03/2016
151	Record Keeping	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 127), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	30/03/2016
153	Record Keeping	You must keep a copy of every assessment that you carry out (in accordance with standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	30/03/2016
154	Record Keeping	You must keep a record, in relation to each financial year of the number of new and vacant posts which were categorised (in accordance with standard 136) as posts where - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	30/03/2016
155	Supplementary - Service Delivery	You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	30/03/2016

156	Supplementary - Service Delivery	<p>You must -</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters -</p> <p>(i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	30/03/2016
157	Supplementary - Service Delivery	<p>You must -</p> <p>(a) ensure that you have arrangements for</p> <p>(i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitating the use of those services,</p> <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	30/03/2016
158	Supplementary - Service Delivery	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints that you</p>	30/03/2016

		<p>received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
159	Supplementary - Service Delivery	You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.	30/03/2016
160	Supplementary - Service Delivery	You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	30/03/2016
161	Supplementary - Policy Making	<p>You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/03/2016
162	Supplementary - Policy Making	<p>You must -</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters -</p> <p>(i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to</p>	30/03/2016

		<p>comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	
163	Supplementary - Policy Making	<p>You must -</p> <p>(a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply,</p> <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	30/03/2016
164	Supplementary - Policy Making	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p>	30/03/2016

		(a) on your website, and (b) in each of your offices that are open to the public.	
165	Supplementary - Policy Making	You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.	30/03/2016
166	Supplementary - Policy Making	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.	30/03/2016
167	Supplementary - Operational	You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	30/03/2016
168	Supplementary - Operational	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, and (b) publish a document that records that procedure on your intranet.	30/03/2016
169	Supplementary - Operational	You must - (a) ensure that you have arrangements for (i) overseeing the way you comply with the operational standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those	30/03/2016

		standards, and (iii) facilitate the use of those services, and (b) publish document that records that procedure on your intranet.	
170	Supplementary - Operational	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to) -</p> <p>(a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 151);</p> <p>(b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);</p> <p>(c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152);</p> <p>(ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where -</p> <p>(i) Welsh language skills were essential,</p> <p>(ii) Welsh language skills needed to be learnt when appointed to the post,</p> <p>(iii) Welsh language skills were desirable, or</p> <p>(iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154);</p>	30/03/2016

		<p>(d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
171	Supplementary - Operational	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	30/03/2016
172	Supplementary - Operational	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with which you are under a duty to comply.	30/03/2016
175	Supplementary - Record Keeping	<p>You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/03/2016
176	Supplementary - Record Keeping	You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	30/03/2016

Standards required to comply with within a year.

Standard Number	Class of Standard	Standard	Imposition Date
13	Service Delivery	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.	30/09/2016
44	Service Delivery	If you produce the following documents, and they are available to the public, you must produce them in Welsh - (a) policies, strategies, annual reports and corporate plans; (b) guidelines and codes of practice; (c) consultation papers.	30/09/2016
51	Service Delivery	If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.	30/09/2016
101	Operational	You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	30/09/2016
102	Operational	You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	30/09/2016
103	Operational	You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such	30/09/2016

		documents to him or to her in Welsh.	
104	Operational	You must ask each employee whether he or she wishes to receive any forms that record and authorise - (a) annual leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.	30/09/2016
123	Operational	You must ensure that each time you publish a new intranet page or amend a page - (a) the text of that page is available in Welsh, (b) any Welsh language version of that page is fully functional, And (c) the Welsh language is treated no less favourably than the English language in relation to the text of that page.	30/09/2016
128	Operational	You must provide training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.	30/09/2016
129	Operational	You must provide training (in Welsh) on using Welsh effectively in - (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	30/09/2016
145	Promotion	You must produce, and publish on your website, a 5-year strategy that sets out how you propose to promote the Welsh language and to	30/09/2016

		<p>facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) -</p> <p>(a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and</p> <p>(b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).</p>	
146	Promotion	<p>Five years after publishing a strategy in accordance with standard 145 you must -</p> <p>(a) assess to what extent you have followed that strategy and have reached the target set by it, and</p> <p>(b) publish that assessment on your website, ensuring that it contains the following information -</p> <p>(i) the number of Welsh speakers in your area, and the age of those speakers;</p> <p>(ii) a list of the activities that you have arranged or funded during the previous 5 years in order to promote the use of the Welsh language.</p>	30/09/2016
152	Record Keeping	<p>You must keep a record, for each financial year of -</p> <p>(a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and</p> <p>(b) if a Welsh version of a course was offered by you in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version.</p>	30/09/2016
173	Supplementary - Promotion	<p>You must ensure that a document which records the promotion standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is</p>	30/09/2016

		available - (a) on your website, and (b) in each of your offices that are open to the public.	
174	Supplementary - Promotion	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the promotion standards with which you are under a duty to comply.	30/09/2016

Standards required to comply with within 3 years.

Standard Number	Class of Standard	Standard	Imposition Date
121	Operational	You must ensure that - (a) the text of each page of your intranet is available in Welsh, (b) every Welsh language page on your intranet is fully functional, and (c) the Welsh language is treated no less favourably than the English language on your intranet.	30/09/2018

Meri Huws

Meri Huws
Welsh Language Commissioner

Date: 30/09/2015

Equality Impact Assessment
Corporate Assessment Template

Policy/Strategy/Project/Procedure/Service/Function Title: The City of Cardiff Council Bilingual Cardiff 5-year Welsh Language Strategy 2017-2022

New/Existing/Updating/Amending:

Who is responsible for developing and implementing the Policy/Strategy/Project/Procedure/Service/Function?

Name: Ffion Gruffudd

Job Title: Head of Bilingual Cardiff

Service Team: Bilingual Cardiff

Service Area: Governance & Legal Services

Assessment Date: 16-02-2017

1. What are the objectives of the Policy/Strategy/Project/ Procedure/ Service/Function?

The City of Cardiff Council Bilingual Cardiff: 5-Year Welsh Language Strategy 2017-2022 is a statutory requirement of the Welsh language (no.1) standards which were issued to the City of Cardiff Council under Section 44 Welsh Language (Wales) Measure 2011. This is a-city wide strategy which sets out the Council's priorities for promoting and developing the Welsh language in Cardiff.

The vision of this strategy is to develop a truly bilingual Cardiff. A Cardiff where our citizens can live, work and play, as well as access services and support in Welsh or English equally. A capital city where bilingualism is promoted as something completely natural, and where the Welsh language is protected and nurtured for future generations to use and enjoy.

2. Please provide background information on the Policy/Strategy/Project/Procedure/Service/Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]

The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language by way of sub-legislation (Welsh Language [No.1] Regulation Standards 2015). The standards issued to the City of Cardiff Council are listed in 'The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011.

Standard 145 of the Welsh Language Standards (No.1) Regulations 2015 requires the Council to produce and publish a five year strategy by the 30th of September 2016 which sets out how we will promote and facilitate the use of Welsh. This strategy includes a target to increase the number of Welsh speakers within Cardiff as well as specific actions to facilitate the use of the

Equality Impact Assessment
Corporate Assessment Template

language in line with the Welsh Government's Welsh Language Strategy 2012—17 and draft strategy: *a million Welsh speakers by 2050* (published for consultation August 2016).

The draft Bilingual Cardiff strategy was published for public consultation on the 30th of September in accordance with the requirements and since then a detailed action plan for the strategy has been developed with our partners in order to deliver on the identified priorities.

Welsh Language Standard 145 states:

You must produce, and publish on your website, a 5-year strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) (a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and (b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).

The strategy includes a target to increase the number of Welsh speakers within Cardiff over a five-year period in line with the Welsh Government's vision for a million Welsh speakers by 2050. In order for Cardiff to play its part in achieving this vision, we have set a target to increase the number of Welsh speakers in Cardiff by 15.9% to 42,584 by the 2021 Census. This will primarily be achieved through the Welsh in Education Strategic Plan 2017-2020.

Of the responses received to the public consultation (223 responses) **70.3%** strongly agreed or tended to agree with the vision of a truly bilingual Cardiff. **53.2%** agreed with our target for increasing the number of Welsh speakers in Cardiff.

The Bilingual Cardiff Strategy will contribute to the seven national well-being goals within the Well-being of Future Generations Act, in particular towards Wales having a vibrant culture and a thriving living Welsh language.

The following strategic areas and vision are included within the strategy

Strategic Area 1: Families, Children and Young people

Families, children and young people have ample opportunities to use Welsh every day.

Strategic Area 2: Community and Infrastructure

A city with a fully bilingual linguistic landscape which has the Welsh language as

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

an integral part of its social and civic activities

Strategic Area 3: Welsh Language Services and the Workplace
High quality services are available in Welsh and English equally.

3 Assess Impact on the Protected Characteristics

3.1 Age

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative/]** on younger/older people?

	Yes	No	N/A
Up to 18 years	X		
18 - 65 years	X		
Over 65 years	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

One of the strategic areas within the strategy relates to Families, Children & Young People as well as Communities & Infrastructure. The action plan which accompanies the strategy outlines the specific actions relating to children, young people and also the wider community. The Bilingual Cardiff strategy will have a particularly positive impact on all ages from increased opportunities for school aged students to use their Welsh language skills as well as opportunities for the wider community to engage with the Welsh language.

What action(s) can you take to address the differential impact?

N/A

3.2 Disability

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on disabled people?

	Yes	No	N/A
Hearing Impairment		x	
Physical Impairment		x	
Visual Impairment		x	

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

Learning Disability		x	
Long-Standing Illness or Health Condition		x	
Mental Health		x	
Substance Misuse		x	
Other		x	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No identified differential impact.

What action(s) can you take to address the differential impact?

No identified differential impact.

3.3 Gender Reassignment

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on transgender people?

	Yes	No	N/A
Transgender People (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex)		x	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No identified differential impact.

What action(s) can you take to address the differential impact?

No identified differential impact.

3.4 Marriage and Civil Partnership

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on marriage and civil partnership?

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

	Yes	No	N/A
Marriage		X	
Civil Partnership		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No identified differential impact.

What action(s) can you take to address the differential impact?

No identified differential impact.

3.5 Pregnancy and Maternity

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on pregnancy and maternity?

	Yes	No	N/A
Pregnancy		X	
Maternity		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No identified differential impact.

What action(s) can you take to address the differential impact?

No identified differential impact.

3.6 Race

Will this Policy/Strategy/Project//Procedure/Service/Function have a **differential impact [positive/negative]** on the following groups?

	Yes	No	N/A
White		X	
Mixed / Multiple Ethnic Groups		X	
Asian / Asian British		X	
Black / African / Caribbean / Black British		X	

CARDIFF COUNCIL

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Corporate Assessment Template**

Other Ethnic Groups		x	
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Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No identified differential impact.

The strategy includes a priority to promote and introduce the Welsh language to new and emerging communities.

- Introduce the Welsh language to new and emerging communities as a way of convening Welsh culture and promote Welsh language learning and Welsh medium education.

What action(s) can you take to address the differential impact?

3.7 Religion, Belief or Non-Belief

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist		x	
Christian		x	
Hindu		x	
Humanist		x	
Jewish		x	
Muslim		x	
Sikh		x	
Other		x	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No identified differential impact.

What action(s) can you take to address the differential impact?

N/A

3.8 Sex

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on men and/or women?

	Yes	No	N/A
Men		x	
Women		x	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No identified differential impact.

What action(s) can you take to address the differential impact?

No identified differential impact.

3.9 Sexual Orientation

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on the following groups?

	Yes	No	N/A
Bisexual		x	
Gay Men		x	
Gay Women/Lesbians		x	
Heterosexual/Straight		x	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No identified differential impact.

What action(s) can you take to address the differential impact?

No identified differential impact.

3.10 Welsh Language

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on Welsh Language?

	Yes	No	N/A
Welsh Language	X		

CARDIFF COUNCIL

Equality Impact Assessment Corporate Assessment Template

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

This is a city wide strategy which aims to promote and facilitate the Welsh language across Cardiff. It will be delivered by the City of Cardiff Council as well as other external partners to increase the opportunities for people to use and engage with the Welsh language. This strategy will have a positive impact on the Welsh language in Cardiff.

What action(s) can you take to address the differential impact?

4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

The draft Bilingual Cardiff Strategy was published on the 30th of September for 6 weeks.

Prior to draft publication, internal consultees were consulted including the Welsh Language Coordinators and Champions group, Internal equality networks, Staff survey, the Bilingual Cardiff member Working Group, and the Policy Review & Performance Committee. Over 26 external partners including Cardiff University, Menter Caerdydd, Mudiad Meithrin, Welsh Language Commissioner and Welsh Government were consulted.

5. Summary of Actions [Listed in the Sections above]

Groups	Actions
Age	
Disability	
Gender Reassignment	
Marriage & Civil Partnership	
Pregnancy & Maternity	
Race	
Religion/Belief	
Sex	
Sexual Orientation	
Welsh Language	
Generic Over-Arching [applicable to all the	The Bilingual Cardiff: 5-Year Strategy will have a positive impact on the development of the Welsh language.

CARDIFF COUNCIL

Equality Impact Assessment Corporate Assessment Template

above groups]	
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6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

7. Authorisation

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Completed By : Dylan Hughes	Date:
Designation: Bilingual Cardiff	16-02-2017
Approved By: Ffion Gruffudd	16-02-2017
Designation: Bilingual Cardiff	16-02-2017
Service Area: Governance & Legal Services	16-02-2017

- 7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.

For further information or assistance, please contact the Citizen Focus Team on 029 2087 3059 or email citizenfocus@cardiff.gov.uk

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City of Cardiff Council

Statutory Screening Tool Guidance



If you are developing a strategy, policy or activity that is likely to impact people, communities or land use in any way then there are a number of statutory requirements that apply. Failure to comply with these requirements, or demonstrate due regard, can expose the Council to legal challenge or other forms of reproach.

For instance, this will apply to strategies (i.e. Housing Strategy or Disabled Play Strategy), policies (i.e. Procurement Policy) or activity (i.e. developing new play area).

Completing the Statutory Screening Tool will ensure that all City of Cardiff Council strategies, policies and activities comply with relevant statutory obligations and responsibilities. Where a more detailed consideration of an issue is required, the Statutory Screening Tool will identify if there is a need for a full impact assessment, as relevant.

The main statutory requirements that strategies, policies or activities must reflect include:

- [Equality Act 2010 - Equality Impact Assessment](#)
- [Wellbeing of Future Generations \(Wales\) Act 2015](#)
- [Welsh Government Statutory Guidance - Shared Purpose Shared Delivery](#)
- [United Nations Convention on the Rights of the Child](#)
- [United Nations Principles for Older Persons](#)
- [Welsh Language \(Wales\) Measure 2011](#)
- [Health Impact Assessment](#)
- [Habitats Regulations Assessment](#)
- [Strategic Environmental Assessment](#)

This Statutory Screening Tool allows the Council to meet the requirements of all the above legislation as part of an integrated screening method and should take no longer than 1 hour to complete.

The Statutory Screening Tool can be completed as a self assessment or as part of a facilitated session, should further support be needed. For further information or if you require a facilitated session, please contact the Operational Manager – Policy, Partnerships and Community Engagement on (029) 2078 8561 or e-mail: Gareth.Newell@cardiff.gov.uk

Please note:

- **The completed Screening Tool must be submitted as an appendix with the Cabinet report.**
- **The completed Screening Tool will be published on the Council’s Intranet.**

Statutory Screening Tool

Name of Strategy / Policy / Activity: The City of Cardiff Council Bilingual Cardiff 5-year Welsh Language Strategy 2017-2022	Date of Screening: February 2017
Service Area/Section:	Lead Officer: Ffion Gruffudd
Attendees: Self-assessment	

What are the objectives of the Policy/Strategy/Project/Procedure/Service/Function	Please provide background information on the Policy/Strategy/Project/Procedure/Service/Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]
<p>The City of Cardiff Council Bilingual Cardiff: 5-Year Welsh Language Strategy 2017-2022 is a statutory requirement of the Welsh language (no.1) standards which were issued to the City of Cardiff Council under Section 44 Welsh Language (Wales) Measure 2011. This is a city wide strategy which sets out the Council's priorities for promoting and developing the Welsh language in Cardiff.</p> <p>The vision of this strategy is to develop a truly bilingual Cardiff. A Cardiff where our citizens can live, work and play, as well as access services and support in Welsh or English equally. A capital city where bilingualism is promoted as something completely natural, and where the Welsh language is protected and nurtured for future generations to use and enjoy.</p>	<p>The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language by way of sub-legislation (Welsh Language [No.1] Regulation Standards 2015). The standards issued to the City of Cardiff Council are listed in 'The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011.</p> <p>Standard 145 of the Welsh Language Standards (No.1) Regulations 2015 requires the Council to produce and publish a five year strategy by the 30th of September 2016 which sets out how we will promote and facilitate the use of Welsh. This strategy includes a target to increase the number of Welsh speakers within Cardiff as well as specific actions to facilitate the use of the language in line with the Welsh Government's Welsh Language Strategy 2012—17 and draft strategy: <i>a million Welsh speakers by 2050</i> (published for consultation August 2016).</p> <p>The draft Bilingual Cardiff strategy was published for public consultation on the 30th of September in accordance with the requirements and since then a detailed action plan for the strategy has been developed with our partners in order to deliver on the identified priorities.</p> <p>Welsh Language Standard 145 states:</p> <p>You must produce, and publish on your website, a 5-year</p>

2.C.PPCF.002	Issue: 3	Date: Mar 16	Process Owner: Gareth Newell	Authorisation: Head of Performance and Partnerships	Page 2 of 8
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strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) (a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and (b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).

The strategy includes a target to increase the number of Welsh speakers within Cardiff over a five-year period in line with the Welsh Government’s vision for a million Welsh speakers by 2050. In order for Cardiff to play its part in achieving this vision, we have set a target to increase the number of Welsh speakers in Cardiff by 15.9% to 42,584 by the 2021 Census. This will primarily be achieved through the Welsh in Education Strategic Plan 2017-2020.

Of the responses received to the public consultation (223 responses) **70.3%** strongly agreed or tended to agree with the vision of a truly bilingual Cardiff. **53.2%** agreed with our target for increasing the number of Welsh speakers in Cardiff.

The Bilingual Cardiff Strategy will contribute to the seven national well-being goals within the Well-being of Future Generations Act, in particular towards Wales having a vibrant culture and a thriving living Welsh language.

Part 1: Impact on outcomes and due regard to Sustainable Development

Please use the following scale when considering what contribution the activity makes:		
+	Positive	Positive contribution to the outcome
-	Negative	Negative contribution to the outcome
ntrl	Neutral	Neutral contribution to the outcome
Uncertain	Not Sure	Uncertain if any contribution is made to the outcome

	Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation
		+	-	Ntrl	Un-Crtn	
Page 110	1.1 People in Cardiff are healthy; <i>Consider the potential impact on</i> <ul style="list-style-type: none"> the promotion of good health, prevention of damaging behaviour, promote healthy eating/active lifestyles etc, vulnerable citizens and areas of multiple deprivation Addressing instances of inequality in health 	x				<p>The action plan with the Bilingual Cardiff Strategy includes actions relating to play and recreational activities for children and young people between the ages of 4-11 and 11-18.</p> <p>Menter Caerdydd and Urdd Gobaith Cymru are two lead partners who specialise in providing Welsh medium play and recreational activities for children and adults across Cardiff.</p> <p>The action plan contains an action to increase opportunities for people to receive Health & Social Care in Welsh.</p>
	1.2 People in Cardiff have a clean, attractive and sustainable environment; <i>Consider the potential impact on</i> <ul style="list-style-type: none"> the causes and consequences of Climate Change and creating a carbon lite city encouraging walking, cycling, and use of public transport and improving access to countryside and open space reducing environmental pollution (land, air, noise and water) reducing consumption and encouraging waste reduction, reuse, recycling and recovery encouraging biodiversity 			x		
	1.3 People in Cardiff are safe and feel safe; <i>Consider the potential impact on</i> <ul style="list-style-type: none"> reducing crime, fear of crime and increasing safety of 			x		

2.C.PPCF.002	Issue: 3	Date: Mar 16	Process Owner: Gareth Newell	Authorisation: Head of Performance and Partnerships	Page 4 of 8
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	Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation
		+	-	Ntrl	Un-Crtn	
	<i>individuals</i> <ul style="list-style-type: none"> • <i>addressing anti-social behaviour</i> • <i>protecting vulnerable adults and children in Cardiff from harm or abuse</i> 					
1.4	Cardiff has a thriving and prosperous economy; <i>Consider the potential impact on</i> <ul style="list-style-type: none"> • <i>economic competitiveness (enterprise activity, social enterprises, average earnings, improve productivity)</i> • <i>Assisting those Not in Education, Employment or Training</i> • <i>attracting and retaining workers (new employment and training opportunities, increase the value of employment,)</i> • <i>promoting local procurement opportunities or enhancing the capacity of local companies to compete</i> 			x		
1.5	People in Cardiff achieve their full potential; <i>Consider the potential impact on</i> <ul style="list-style-type: none"> • <i>promoting and improving access to life-long learning in Cardiff</i> • <i>raising levels of skills and qualifications</i> • <i>giving children the best start</i> • <i>improving the understanding of sustainability</i> • <i>addressing child poverty (financial poverty, access poverty, participation poverty)</i> • <i>the United Nations Convention on the Rights of a Child and Principles for Older persons</i> 	x				<p>The strategy contains the following priorities which will assist the people of Cardiff achieving their full potential</p> <ul style="list-style-type: none"> • Improve rates of progression between early years to post-16 education. • Develop opportunities for children and young people in English medium settings to positively connect with the Welsh language. • Provide opportunities for families to use Welsh together. • Increase the provision of Welsh-medium extra-curricular activities and opportunities for children and young people to use Welsh outside the school gates. • Ensure that the Welsh language is seen as a valuable skill for training and employment. • Introduce the Welsh language to new and emerging communities as a way of convening Welsh culture and promote Welsh language learning and Welsh medium education. • Support Yr Hen Lyfrgell – Cardiff's Welsh Culture Centre to increase outreach activities and develop opportunities to showcase Cardiff's extensive Welsh language history and heritage.

	Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation
		+	-	Ntrl	Un-Crtn	
1.6	<p>Cardiff is a Great Place to Live, Work and Play <i>Consider the potential impact on</i></p> <ul style="list-style-type: none"> • <i>promoting the cultural diversity of Cardiff</i> • <i>encouraging participation and access for all to physical activity, leisure & culture</i> • <i>play opportunities for Children and Young People</i> • <i>protecting and enhancing the landscape and historic heritage of Cardiff</i> • <i>promoting the City's international links</i> 					<p>The strategy contains the following priorities which will positively impact Cardiff as a great place to live, work and play.</p> <ul style="list-style-type: none"> • Introduce the Welsh language to new and emerging communities as a way of convening Welsh culture and promote Welsh language learning and Welsh medium education. • Provide opportunities for families to use Welsh together. • Promote the Welsh language as a unique selling point for Cardiff as a capital and core city and promote the 'Bilingual Cardiff' brand.
1.7	<p>Cardiff is a fair, just and inclusive society. <i>Consider the potential impact on</i></p> <ul style="list-style-type: none"> • <i>the elimination of discrimination, harassment or victimisation for equality groups</i> • <i>has the community or stakeholders been engaged in developing the strategy/policy/activity?</i> • <i>how will citizen participation be encouraged (encouraging actions that consider different forms of consultation, through more in depth engagement to full participation in service development and delivery)?</i> 					<p>See Equality Impact Assessment.</p> <p>The strategy contains the following priorities relating to equality groups.</p> <ul style="list-style-type: none"> • Introduce the Welsh language to new and emerging communities as a way of convening Welsh culture and promote Welsh language learning and Welsh medium education. <p>Community & Stakeholder consultation</p> <ul style="list-style-type: none"> • Online Public Consultation - 223 Responses in total. • Staff Responses – 28 • 11th August internal consultation event – 20 Attendees • 20th October stakeholder event – 34 Attendees from 26 organisations. • 8th February 2017 –Welsh Language Forum/ • 10th February – Yr Hen Lyfrgell partners

Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation
	+	-	Ntrl	Un-Crtn	
					254 responses were received during the consultation period. Of the responses received to the public consultation (223 responses) 70.3% strongly agreed or tended to agree with the vision of a truly bilingual Cardiff. 53.2% agreed with our target for increasing the number of Welsh speakers in Cardiff.
Will this Policy/Strategy/Project have a differential impact on any of the following:					<i>Please give details/consequences of the differential impact (positive and negative), and what action(s) can you take to address any negative implications?</i>
<ul style="list-style-type: none"> Age (including children and young people aged 0-25 and older people over 65 in line with the United Nations Conventions) 	X				<p>One of the strategic areas of the Bilingual Cardiff Strategy is Families, Children & Young People. Our vision is for families, children and young people have ample opportunities to use Welsh every day.</p> <ul style="list-style-type: none"> Promote the benefits of Welsh Medium education to all Cardiff communities and implement the Welsh in Education Strategic Plan. Promote the benefits of transferring the Welsh language within the family, and give children and young people the opportunity to become confident bilingual adults. Provide opportunities for families to use Welsh together. Increase the provision of Welsh-medium extra-curricular activities and opportunities for children and young people to use Welsh outside the school gates. Develop opportunities for children and young people in English medium settings to positively connect with the Welsh language. Improve rates of progression between early years to post-16 education.

Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation
	+	-	Ntrl	Un-Crtn	
					<ul style="list-style-type: none"> Ensure that the Welsh language is seen as a valuable skill for training and employment.
• Disability			X		
• Gender Reassignment			X		
• Marriage & Civil Partnership			X		
• Pregnancy & Maternity			X		
• Race			X		<p>The strategy contains the following priorities relating to equality groups.</p> <p>Introduce the Welsh language to new and emerging communities as a way of convening Welsh culture and promote Welsh language learning and Welsh medium education.</p>
• Religion/Belief			x		
• Sex			x		
• Sexual Orientation			x		
• Welsh Language	x				<p>This is a-city wide strategy which sets out the Council's priorities for promoting and developing the Welsh language in Cardiff. Delivering the strategy will therefore rely on partnership working: between public sector partners; between the public, private and education sectors.</p> <p>The strategy includes a target to increase the number of Welsh speakers within Cardiff over a five-year period in line with the Welsh Government's vision for a million Welsh speakers by 2050. In order for Cardiff to play its part in achieving this vision, we have set a target to increase the number of Welsh speakers in Cardiff by 15.9% to 42,584 by the 2021 Census.</p> <p>All the partners listed within this strategy have agreed to implement and monitor progress against the relevant actions within the action plan.</p>

One of the requirements of the Welsh language standards that were issued to all local authorities in Wales last year is to produce and publish a five year strategy by the 30th of September 2016 which sets out how we will promote and facilitate the use of Welsh. This standard (145) also requires local authorities to include a target to increase or maintain the number of Welsh speakers within their area.

The draft Bilingual Cardiff strategy was published for public consultation on the 30th of September in accordance with the requirements and since then a detailed action plan for the strategy has been developed with our partners in order to deliver on the identified priorities.

This is a city wide strategy which sets out the Council's priorities for promoting and developing the Welsh language in Cardiff. Delivering the strategy will therefore rely on partnership working: between public sector partners; between the public, private and education sectors. In October the Council also held a successful consultation workshop with over 26 partner organisations that which assist us in implementing this strategy.

The strategy includes a target to increase the number of Welsh speakers within Cardiff over a five-year period in line with the Welsh Government's vision for a million Welsh speakers by 2050. In order for Cardiff to play its part in achieving this vision, we have set a target to increase the number of Welsh speakers in Cardiff by 15.9% to 42,584 by the 2021 Census.

Through this strategy we will be starting a journey to promote and facilitate the Welsh language in Cardiff, and revising the strategy in order to set further targets. It is accepted that the Council's vision of creating a bilingual Cardiff cannot be achieved within 5 years alone.

Page 10

WHAT ACTIONS HAVE BEEN IDENTIFIED OR CHANGES BEEN MADE TO THE POLICY / PLAN / PROJECT AS A RESULT OF THIS APPRAISAL:

The following consultation and engagement activities have been undertaken, and the action plan has been developed in partnership with our lead partners who will assist the Council in delivering the priorities of the strategy in order to achieve our vision of a truly 'Bilingual Cardiff'

- Online Public Consultation - 223 Responses in total
- Internal Staff survey
- 11th August internal consultation event
- 20th October stakeholder event - Attendees included Welsh Government, the Welsh Language Commissioner, Cardiff University, the Public Service Board organisations, Menter Caerdydd, and Urdd Gobaith Cymru.

Part 2: Strategic Environmental Assessment (SEA)

		Yes	No
2.1	Does the plan or programme set the framework for future development consent?		x
2.2	Is the plan or programme likely to have significant, positive or negative, environmental effects?		x

Is a Full Strategic Environmental Assessment Screening Needed?	Yes	No
<ul style="list-style-type: none"> ▪ If Yes has been ticked to both questions 2.1 and 2.2 above then the answer is Yes ▪ If a full SEA screening is required then please contact the Sustainable Development Unit to arrange (details below) 		x

If you have any doubt about your answers to the above questions, then please consult the Sustainable Development Unit for advice on (029) 2087 3228 or email: sustainabledevelopment@cardiff.gov.uk

Part 3: Habitat Regulation Assessment (HRA)

		Yes	No	Unsure
3.1	Will the plan, project or programme results in an activity which is known to affect a European site, such as the Severn Estuary or the Cardiff Beech Woods?		x	
3.2	Will the plan, project or programme which steers development towards an area that includes a European site, such as the Severn Estuary or the Cardiff Beech Woods or may indirectly affect a European site?		x	
3.3	Is a full HRA needed?			

Details of the strategy will be sent to the County Ecologist on completion of the process to determine if a Habitat Regulation Assessment is needed. For further information, please phone (029) 2087 3215 or email: biodiversity@cardiff.gov.uk

Part 4: Welsh Language (Wales) Measure 2011

		Yes	No	Unsure
4.1	Have you considered how the policy could be formulated so that the policy decision would have positive effects, or increased positive effects on opportunities for persons to use the Welsh language?	x		
4.2	Does the policy ensure that the Welsh language is treated no less favourably than the English language?	x		

If you have any doubt about your answers to the above questions, then please consult the Bilingual Cardiff team for advice on (029) 2087 2527 or email: Bilingualcardiff@cardiff.gov.uk

Appendix 1 – Statutory Requirements

It is possible that the Statutory Screening Tool will identify the need to undertake specific statutory assessments:

- **Equality Impact Assessment:** *This assessment is required by the Equality Act 2010 and Welsh Government’s Equality Regulations 2011.*
- **Wellbeing of Future Generations (Wales) Act:** *The Act requires sustainable development to be a central organising principle for the organisation. This means that there is a duty to consider sustainable development in strategic decision making processes.*
- **Welsh Government Statutory Guidance - Shared Purpose Shared Delivery:** *The Welsh Government requires local authorities to produce a single integrated plan to meet statutory requirements under a range of legislation. The City of Cardiff Council must therefore demonstrate its contribution towards Cardiff’s own integrated plan: “What Matters”.*
- **United Nations Convention on the Rights of the Child:** *The Children Act 2004 guidance for Wales requires local authorities and their partners to have regard to the United Nations Convention on the Rights of a Child.*
- **United Nations Principles for Older Persons:** *The principles require a consideration of independence, participation, care, self-fulfillment and dignity.*
- **Welsh Language (Wales) Measure 2011:** *The Measure sets out official status for the Welsh language, a Welsh language Commissioner, and the freedom to speak Welsh.*
- **Health Impact Assessment:** *(HIA) considers policies, programmes or projects for their potential effects on the health of a population.*
- **Habitats Regulations Assessment:** *The Conservation (Natural Habitats, &c.) (Amendment) Regulations 2007 provides a requirement to undertake Habitats Regulations Assessment (HRA) of land use plans.*
- **Strategic Environmental Assessment:** *A Strategic Environmental Assessment (SEA) is an European Directive for plans, programmes and policies with land use implications and significant environmental effects.*

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



COUNCIL: 23 MARCH 2017

CABINET PROPOSAL

POPULATION NEEDS ASSESSMENT FOR CARDIFF AND THE VALE OF GLAMORGAN

Reason for this Report

1. The Social Services and Well-being (Wales) Act 2014 (SSWB Act) requires the local authorities and the Local Health Board within each region to jointly prepare and publish before April 2017 an assessment of the care and support needs of their population, including carers who need support. A report of the assessment for the Cardiff and Vale of Glamorgan region is attached at Appendix 1. The local authorities and the Local Health Board are required formally to approve the population assessment report. This needs to be done by the Board of the Local Health Board and, in the case of the local authority, by the full Council on submission by the executive so that the information contained within the report is considered at the most senior levels within these organisations.

Background

2. The SSWB Act 2014 introduced a duty on local authorities and the Local Health Board within each region to jointly prepare and publish an assessment of the care and support needs of the population, including carers who need support. A report of the assessment for the Cardiff and Vale of Glamorgan region is attached at Appendix 1. Before final publication, the document will have a small amount of professional graphic design work done.
3. The report must be formally signed off by both Councils and the Cardiff & Vale University Health Board and published before April 2017.
4. The Part 2 Code of Practice (General Functions) of the SSWB Act sets out how a population needs assessment should be undertaken. Part 2 also requires the statutory Regional Partnership Board (RPB) to exercise the principal governance role in overseeing the production of the needs assessment. The Cardiff and Vale RPB is chaired by the City of Cardiff Council's Cabinet member for Health, Housing and Wellbeing
5. The assessment must identify:
 - the extent to which those needs are not being met;

- the range and level of services required to meet those needs;
 - the range and level of services required to deliver the preventative services required in section 15 of the Act; and
 - how these services will be delivered through the medium of Welsh.
6. The purpose of the population needs assessment is to ensure that local authorities and Local Health Boards jointly produce a clear and specific evidence base in relation to care and support needs and carers' needs to underpin the delivery of their statutory functions and inform planning and operational decisions. This will ensure services are planned and developed in an efficient and effective way by public sector partners, in order to promote the well-being of people with care and support needs. A population needs assessment is intended to drive change, partly by enabling both local authorities and Local Health Boards to focus on preventative 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. It will underpin the integration of services and particularly support the duties set out in Part 9 of the Act which deals with collaborative working.
 7. Upon completion, population needs assessment reports must be published on the websites of all local authorities and Local Health Boards involved in their production. A copy of the report must also be sent to Welsh Ministers at the time of publication. The report should be drafted using accessible language so that it can be considered by members of the public. It is important that the report explains clearly how the local authorities and the Local Health Board have arrived at their decision in relation to the needs identified and the level of services required to meet those needs.
 8. Local authorities and Local Health Boards must produce one assessment report per local government electoral cycle. They must be forward looking and consider the needs for care and support and needs for carers for the whole period up until the next population assessment is due for publication.
 9. However, given that circumstances may change, the partnership arrangement established to carry out the assessment must keep it under review. The report should be reviewed as required but at least once mid-way through the population assessment period. If this review identifies a significant change in the needs for care and support or the needs of carers, an addendum should be produced and similarly be published and sent to Welsh Ministers.
 10. In addition to supporting other statutory planning processes, the assessment should inform local the production of an Area Plan for the region, setting out the region's response to the needs identified in the assessment; this will be prepared during the period Apr 2017-Mar 2018.

Issues

11. The assessment was undertaken at the same time as the Well-being Assessments in each local authority area, required under the Well-being of Future Generations (Wales) Act 2015. Wherever possible, evidence from the assessments has been shared and the assessments inform each other.
12. The Act and associated statutory guidance require that the report is presented under a number of themed headings. The report includes information on the methods used to undertake the assessment, as well as information on care and support needs, assets, and prevention needs under each topic area. Specific findings for each topic are given in the relevant chapter.
13. A number of overarching care and support needs emerged which were identified in more than one topic area. These were:
 - **Improving information and access to services** including access to information about support and services available; timely access to mental health and primary care services; accessibility of services and information; transport to aid access to services; improving awareness, signposting and access to different forms of advocacy
 - **Tackling social isolation and loneliness** across our populations, but especially older people
 - **Support for carers** including support for young and adult carers, and respite for young and adult carers
 - **Improving transitions** between children's and adult services
 - **Links with education** including improving involvement and engagement with schools; and vocational educational opportunities, apprenticeships and adult learning
 - **Appropriate housing** to meet individuals' varied needs, and to enable people to remain independent as they age
 - **Community involvement** including increasing engagement with individual care and support plans; engagement with service planning and design; and supporting volunteers and volunteering
 - **Dementia** meeting the needs of people with dementia and their carers
 - **Joining up / integrating services** across the statutory sector and working with the third sector, including improved communication between services
 - **Substance misuse** including responding to changing patterns of misuse
14. Key prevention issues identified were:
 - **Building healthy relationships** including emotional and mental health, sexual health; prevention of child sexual exploitation (CSE); support for children and young people affected by parental relationship breakdown
 - **Practical life skills** including financial skills (for all ages)
 - **Healthy behaviours** including tobacco use, alcohol, diet and physical activity
 - **Healthy environment and accessible built environment** including tackling air pollution, and making it easier for people, particularly older

people and those with disabilities or sensory impairment, to get around

15. Key assets identified were:

- **Social capital** including positive social interactions, dementia-friendly communities, volunteers, self-care
- **Buildings and services** including community hubs, one-stop shops and libraries, Dewis Cymru
- **Organisations** including third sector organisations, community groups, statutory services including community pharmacies, multi-stakeholder partnerships
- **Physical environment** including access to green space

Local Member consultation (where appropriate)

16. In contrast to the Well-being Assessment, formal consultation on this assessment is not required. However, guidance clearly states that engagement with the local population should be a core part of the assessment. Care and support services must act in a way that strengthens the voice of residents.
17. A broad range of individuals, groups and organisations have been involved in the process of undertaking the assessment. Significant new engagement with residents through surveys and focus groups has taken place, in addition to engagement with relevant corporate and partner stakeholders (including the third and independent sectors).
18. A draft assessment report was shared and discussed with the Regional Partnership Board and its Strategic Leadership Group, as well as all other stakeholders who have contributed to the process to date. This ensures that the final document represents a balanced and accurate view of the care and support needs of our communities.

Reasons for Recommendations

19. To ensure that Cabinet members can exercise oversight of a key planning document for social care and well-being services and agree future priorities.
20. To secure approval by the full Council as required by the statutory framework for producing the assessment.

Financial Implications

21. There are none at this stage. The requirement for Area Plans to be subsequently developed and implemented, taking into account the findings of the assessment, will have potential resource implications. The priorities for action and detailed plans to address them, along with consequent financial implications, should be discussed and agreed as part of the Area Planning process

Legal Implications

22. The development and publication of a population needs assessment is a legal requirement under the Social Services and Well-being (Wales) Act 2014.
23. A number of key population groups must be covered by the assessment, as specified in the Act. The assessment must identify how services will be delivered through the medium of Welsh. There is also a responsibility for an equality impact assessment to be undertaken on the assessment and the subsequent plans to meet needs. Information on equalities and Welsh language is included in relevant sections throughout the document, with additional information in Section C. The impact assessment process will continue and be completed during the development of the Area Plans.

HR Implications

24. There are none at this stage. The requirement for Area Plans to be subsequently developed and implemented, taking into account the findings of the assessment, may have potential HR implications.

CABINET CONSIDERATION

The Cabinet considered this report on 16 March 2017 and noted the content and findings of the population needs assessment.

CABINET PROPOSAL

Council is recommended to approve the population needs assessment.

THE CABINET

16 March 2017

The following appendices are attached:

Appendix 1 – Population needs assessment for Cardiff and the Vale of Glamorgan

The following background papers have been taken into account

Social Services and Wellbeing (Wales) Act 2014 Part 2 Code of Practice (General Functions)

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Cardiff and the Vale of Glamorgan

Population needs assessment

for the Social Services and Wellbeing (Wales) Act 2014

An assessment of the care and support needs of people
living in Cardiff and the Vale of Glamorgan,
by listening to residents and local professionals
and reviewing service and population data

Version control

Version no.	Date	Comments
Draft	13 Feb 2017-3	Final draft of text. For approval by Cardiff Council and Vale of Glamorgan Council.

Contents

Executive summary.....	3
A1. Background to the assessment	7
A2. How the assessment was undertaken	9
A3. What happens next	13
A4. Background demography	14
A5. General findings and housing need.....	20
B1. Children and young people	28
B2. Older people.....	44
B3. Health and physical disabilities	55
B4. Learning disability and autism.....	64
B5. Adult mental health and cognitive impairment	69
B6. Adult carers	80
B7. Sensory loss and impairment	87
B8. Violence against women, domestic abuse and sexual violence.....	95
B9. Asylum seekers and refugees.....	101
B10. Offenders.....	106
B11. Veterans	111
B12. Substance misuse	115
B13. Cross-cutting findings.....	121
C. Equality profile and Welsh language.....	123
Appendix.....	133
Acknowledgements	134
Glossary	135
References.....	137

Executive summary

Background to the assessment

The Social Services and Wellbeing (Wales) Act 2014 introduced a duty on local authorities and Local Health Boards to prepare and publish an assessment of the care and support needs of the population, including carers who need support. This is a report of the that assessment, for the region covering Cardiff and the Vale of Glamorgan. The Act and its statutory guidance requires the presentation of the report under a number of themed headings.

The assessment was undertaken at the same time as the Wellbeing Assessments in each local authority area, required under the Wellbeing of Future Generations (Wales) Act 2015. Wherever possible evidence from the assessments has been shared and the assessments inform each other.

How the assessment was undertaken

The assessment was undertaken between February 2016 and January 2017. The aim was to identify the key care and support needs, prevention issues, and assets (such as people, buildings, organisations or services which contribute to enhancing or maintaining wellbeing) in the region.

Information was brought together from a number of sources: public surveys tailored to the audience; focus group interviews with local residents; a survey of local professionals and organisations providing care or support, including the third sector; service and population data; key documents, and previous work. Engagement work was carried out under the 'Let's Talk' brand.

A series of workshops with lead professionals in the area were held in November 2016 to start to collate and interpret the findings.

The work was overseen by representatives from the City of Cardiff Council and the Vale of Glamorgan Council, and Cardiff and Vale University Health Board, and reported to the Regional Partnership Board for Cardiff and the Vale of Glamorgan. Learning from the assessment process is included in the future recommendations in the document.

Background demography

In 2015 there were estimated to be 357,160 people living in Cardiff, and 127,592 living in the Vale of Glamorgan. The population of the Vale is projected to increase by around 1% over the next 10 years; however this masks significant growth in the number of people aged 65 or over. The population of Cardiff is projected to increase by around 10% over the next 10 years, or around 35,000 additional people. While much of this growth is among people aged 65 or over, there is also projected to be considerable growth in the number of children and young people aged under 16.

The population of South Cardiff is ethnically very diverse compared to the rest of Wales. Cardiff is an initial accommodation and dispersal centre for asylum seekers.

There are stark and persistent inequalities in Cardiff and the Vale of Glamorgan. A man living in one of the most deprived parts of Cardiff can expect to live 24 fewer years in good health compared with someone in one of the least deprived areas. In the Vale of Glamorgan a man living in one of the most deprived areas can expect to live 21 fewer years in good health compared with someone in one of the least deprived areas.

Key findings

Detailed findings across eleven population groups are presented in the main report. A number of findings were common to one or more of these groups, and addressing these is recommended as a priority. Underlying each of these issues is the broader and persistent issue of **inequality** between and within our communities. The cross-cutting findings are:

Care and support needs

- **Improving information and access to services** including access to information about support and services available; timely access to mental health and primary care services; accessibility of services and information; transport to aid access to services; improving awareness, signposting and access to different forms of advocacy
- **Tackling social isolation and loneliness** across our populations, but especially older people
- **Support for carers** including support for young and adult carers, and respite for young and adult carers
- **Improving transitions** between children's and adult services
- **Links with education** including improving involvement and engagement with schools; and vocational educational opportunities, apprenticeships and adult learning
- **Appropriate housing** to meet individuals' varied needs, and to enable people to remain independent as they age
- **Community involvement** including increasing engagement with individual care and support plans; engagement with service planning and design; and supporting volunteers and volunteering
- **Dementia** meeting the needs of people with dementia and their carers
- **Joining up / integrating services** across the statutory sector and working with the third sector, including improved communication between services
- **Substance misuse** including responding to changing patterns of misuse

Prevention issues

- **Building healthy relationships** including emotional and mental health, sexual health; prevention of child sexual exploitation (CSE); support for children and young people affected by parental relationship breakdown
- **Practical life skills** including financial skills (for all ages)
- **Healthy behaviours** including tobacco use, alcohol, diet and physical activity
- **Healthy environment and accessible built environment** including tackling air pollution, and making it easier for people, particularly older people and those with disabilities or sensory impairment, to get around

Assets

- **Social capital** including positive social interactions, dementia-friendly communities, volunteers, self-care
- **Buildings and services** including community hubs, one-stop shops and libraries, Dewis Cymru
- **Organisations** including third sector organisations, community groups, statutory services including community pharmacies, multi-stakeholder partnerships
- **Physical environment** including access to green space

What happens next

The scale and breadth of the care and support needs and prevention issues identified in this assessment are significant and should not be under-estimated. Part of the next stage in addressing the issues presented will be to understand the best mechanisms for delivering action against each. This will feed into corporate planning processes, Area Plans, and other mechanisms as appropriate.

It will be necessary to flesh out what is achievable, and in what time frame, for each issue; as well as whether the issue aligns with existing statutory responsibility for delivery.

There will also be a need to prioritise what the public sector itself has the capacity and resource to directly deliver. This assessment and the Social Services and Wellbeing Act itself present a new opportunity to work increasingly closely with third sector organisations including charities, social enterprises and co-operatives, and communities themselves by building on their assets, to jointly meet the needs of the population.

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Section A.

Background, methods and general findings

A1. Background to the assessment

Legal requirement

The Social Services and Wellbeing (Wales) Act 2014 introduced a duty on local authorities and Local Health Boards to prepare and publish an assessment of the care and support needs of the population, and carers who need support.^{d82} Areas should also identify assets which benefit and support wellbeing in the community.

This assessment should inform local plans for provision of care and support services, and measures to prevent and delay care and support needs. The Act requires the first population needs assessment to be published by the end of March 2017. There will then be a one year period from April 2017 to March 2018 for local areas to prepare their plans in response to this assessment.

There is also a legal duty on statutory bodies for this assessment to inform routine planning, such as Health Board Integrated Medium Term Plans, and local Homelessness Strategies.

The Region

Population needs assessments (PNAs) should be undertaken at a 'regional' level. For us, the region is defined as Cardiff and the Vale of Glamorgan, although the assessment should include information at lower geographic levels where available, including local authority level.

A statutory Regional Partnership Board (RPB) has been set up for Cardiff and the Vale of Glamorgan, including representation from the City of Cardiff Council, Vale of Glamorgan Council, Cardiff and Vale University Health Board (UHB), the third sector and County Voluntary Councils. The RPB has a duty to oversee implementation of the Act including the population needs assessment and subsequent plans.

Core themes

The Act and its statutory guidance requires us to publish the findings under certain core themes (such as Children and young people, Older people, etc.), although we are also allowed to add further themes as relevant to our population. In Cardiff and the Vale of Glamorgan we have therefore added Asylum seekers and refugees, Veterans, and Substance Misuse as important additional areas.

The themes presented here are:

- Children and young people
- Older people
- Health and physical disabilities
- Learning disability and autism
- Mental health
- Sensory loss and impairment
- Carers who need support
- Violence against women, domestic abuse and sexual violence
- Offenders
- Asylum seekers & refugees
- Veterans
- Substance Misuse

It is recognised that many individuals and their needs will fall into two or more of these themes and sometimes needs do not neatly relate to a particular aspect of an individual's background or history. Therefore the grouping into themes should be treated as one particular way to describe the population but many others are valid. Each theme chapter suggests other chapters which are likely to contain related needs.

A glossary at the end of the report explains acronyms and some technical terms which you may come across in this document.

Welsh language and equality profile

The Act requires that as part of the process of the PNA and subsequent planning, Welsh language needs are taken into account and plans are put in place for Welsh medium provision of services as required.

The Act also requires that an Equality Impact Assessment is undertaken on the process of the assessment and subsequent planning.

Within this PNA, therefore, an equality profile including information on Welsh language and needs specific to particular groups with protected characteristics, is also presented. An assessment of the impact of specific plans, and description of planned Welsh medium provision to meet the needs identified, will be undertaken as part of the subsequent area planning process.

Wellbeing of Future Generations (Wales) Act 2015

Following a similar timescale to the population needs assessment, local areas are also required to produce a Wellbeing Assessment in support of the Wellbeing of Future Generations (Wales) Act 2015.^{d83} Wellbeing Assessments have a wider focus than the PNA, including a broader social, environmental, cultural and economic assessment, and consider a longer time period of 10-20 years. There will however be some overlap between the Wellbeing Assessment and the PNA, and each should inform the other.

Wellbeing Assessments are overseen by Public Services Boards (PSBs). In our area there are two PSBs, one for Cardiff and one for the Vale, and two Wellbeing Assessments in preparation.

Wherever possible the processes for this PNA and the Wellbeing Assessments has been aligned to reduce duplication of effort. For more information see section A2, How the assessment was undertaken. The main findings from the Wellbeing assessments are summarised in section A5.

A2. How the assessment was undertaken

Timeframe

This assessment was undertaken during the period February 2016-January 2017.

Methods used

A number of methods and sources were used to gather information for this assessment, to give a balanced and rounded view of the main care and support needs and assets in Cardiff and the Vale of Glamorgan.

These were:

- public surveys, for adults and for young people
- focus group interviews with local residents
- a survey for local professionals and organisations providing care or support
- service and population data
- information from key documents and previous work
- a series of workshops for professional leads

These are described below. In many cases there are technical documents available which go into more detail about each of the methods and their findings. A single brand for engagement activities, 'Let's Talk', was agreed and used across both the PNA and the Wellbeing assessments being undertaken during a similar time frame.

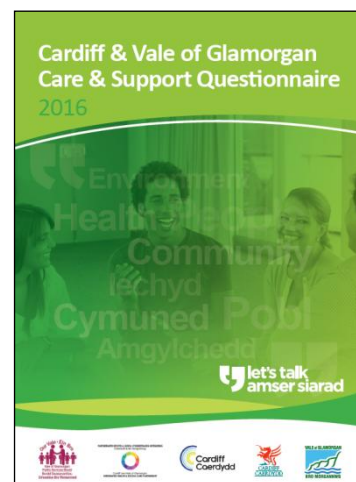
In the context of this assessment, 'assets' are people, buildings, organisations or services which contribute to enhancing or maintaining wellbeing.

a. public surveys, for adults and for young people

Two public surveys were developed, one for adults and the other for young people.

The adult survey was for people resident in Cardiff and the Vale of Glamorgan. It was made available online and in paper form, in English and Welsh, and distributed at public venues across the two counties. The survey was live between 14 September 2016 until 25 November 2016. Awareness of the survey was raised through press releases, council, Health Board and third sector websites, and 4,000 hard copies of the survey in public locations.

Direct links to the electronic survey were also sent to Citizens' Panels run by Cardiff Council (approx. 6,000 people) and Vale of Glamorgan Council (approx. 1,200 people). People completing the survey were asked to say whether they were completing the survey for themselves or on behalf of someone else, for example someone they cared for.



A total of 1,278 surveys were completed. Of those specifying where they lived (four in five respondents), around 83% were from Cardiff, and 17% from the Vale of Glamorgan. This indicates a slight over-representation of people from Cardiff, who represent 74% of the combined population of Cardiff and the Vale. One in five people did not say which area they came from. Analysis of the findings for both Cardiff and the Vale was undertaken by Cardiff Research Centre. Further detail on the breakdown of people who answered the survey is available in a separate report. 456 respondents said they would like to receive information on the outcomes of the assessment; and 432 indicated they would be interested in getting involved in future engagement work.

The surveys were complemented with a postcard to raise awareness of the assessment and asking three general questions about care, support and wellbeing in Cardiff and the Vale of Glamorgan.

The children and young people's survey was developed in conjunction with a group of young people, and made available online. Awareness of the survey was raised via Twitter and 'the Sprout', a news and event website for young people in Cardiff but accessed across Cardiff and the Vale. A total of 78 surveys were completed online.

b. focus group interviews with local residents

Twenty five bespoke focus group interviews were carried out with local residents. 18 of these were carried out by a commissioned market research organisation, Beaufort Research, on behalf of the statutory organisations. A separate detailed report is available giving more information about the focus groups and the information gleaned from them. A list of the main focus groups commissioned is given in the Appendix. Third sector organisations across Cardiff and Vale were also invited via the County Voluntary Councils (GVS and C3SC) to participate in collecting views from local residents, and free training on running focus groups was offered to prospective organisations, resulting in a small number of additional focus groups (see Appendix).

In addition at all stages of the PNA existing engagement information, such as that collected for previous exercises but still valid and relevant, has been sought. This has been included where available.

c. a survey for local professionals and organisations providing care or support

This survey was for professionals and organisations working with people in Cardiff and the Vale of Glamorgan, and who provide care, support or advice. It was made available online in English and Welsh. Awareness of the survey was raised by cascaded email and organisational intranets within the statutory organisations, and via the County Voluntary Councils to third sector organisations, and to social enterprises and private service providers.

145 surveys were completed. Just over half of these were completed on behalf of an organisation, with two in five completed by individual professionals representing their own views. Over 80 different organisations were represented in responses. The most common responses were from the third sector (36.9%), local authorities (21.5%), the NHS (17.4%), and independent care providers (10.1%). 8 in 10 organisations (79.9%) served people in Cardiff, while half (49.3%) served the Vale.

Analysis of the findings was undertaken by Cardiff Research Centre. Further detail on the breakdown of professionals and organisations who answered the survey is available in a separate report.

d. service and population data

Relevant service and population data were collated and analysed. A starting point was the all-Wales data catalogue developed by the Welsh Local Government Data Unit for the population needs assessments. Professional leads were also asked to identify any additional datasets which were available which told us about local care and support needs.

e. information from key documents and previous work

Relevant background strategy, policy and needs documents were identified by professional stakeholders for their relevant area, and by web searches for relevant topics. Key messages relevant to our population were identified. In many cases national (Wales or UK) work is quoted which can help either in confirming

local findings, or filling a gap in our local knowledge. In this case an assumption has to be made that similar issues are found locally.

f. a series of workshops of professional leads

Three half-day workshops were held out in November 2016 to agree the key needs, assets and actions in each themed area. Professional statutory leads, relevant third sector partners, the Community Health Council were invited to the workshops. Each workshop focused on 3-5 of the key themes and attendees used initial information available from the surveys, quantitative datasets, and focus group engagement, to agree the main findings and also any outstanding gaps and additional data sources to include.

Suggested areas for action

Suggested areas for action to address the needs identified were discussed and agreed at the professional workshops held in November 2016 and are given in the relevant topic chapter.

Under the Social Services and Wellbeing (Wales) Act population needs assessments should include the needs, assets and prevention issues in the first section of the report, with the range and level of services required to address these identified in section two. To aid readability of this report, each themed chapter includes information required for both sections 1 and 2 of the Act for that topic.

The recommendations begin to identify the areas of service and support provision which require review. These recommendations are not exhaustive or conclusive, and a more detailed assessment of the range and level of services required to meet the needs identified will be formalised and confirmed as part of the Area planning process (see A3, What happens next?) over the next year. A set of over-arching, cross-cutting recommendations are described in chapter B13.

Oversight of assessment

The assessment process was overseen by an operational Steering Group which met fortnightly and reported to the Regional Partnership Board. At the start of the process an Engagement sub-group with wider membership was convened to agree the overall approach to engagement. It was from this subgroup that the idea for a single engagement 'brand' across the PNA and the Wellbeing assessments originated and was agreed.

The Steering Group included lead representatives from the statutory agencies responsible for collating the assessment, with the overall lead agency agreed by the RPB to be Cardiff and Vale UHB. A Consultant in Public Health Medicine in Cardiff and the Vale chaired the Steering Group.

Alignment between the PNA process and the simultaneous Wellbeing assessment process being undertaken in both local authority areas was discussed at each meeting, to ensure that wherever possible information and processes were shared and aligned between the two assessments.

Critique and limitations of assessment

Within the timeframe given for the assessment it is felt that the views sought and included here through the engagement approaches described represent a good cross-section of local residents and professionals. However, it became clear during the engagement process that trying to engage with service users, the third sector, statutory organisations, and local residents over the summer period presented a challenge due to the holiday period.

The use of focus groups across a variety of population groups provided a rich source of information about local needs and assets and would definitely be recommended for future assessments. In terms of planning these, commissioning an external organisation to undertake this work was successful. Third sector organisations kindly helped with arranging the logistics for many of these focus groups. An earlier approach, of offering free training in running focus groups and asking third sector organisations if they could help with this process, had mixed results. Although many organisations were keen to support this approach and attended training, ultimately because of understandable capacity issues in these often small organisations, it was difficult for them to run the groups within the timeframe of the assessment.

The public survey had a good response rate, although lower than some similar surveys, possibly due to the time of year it was taking place. Fewer responses were received from people living in the Vale of Glamorgan compared with Cardiff than would be expected, with 17.4% of responses coming from the Vale, which makes up around 26.3% of the population of the region. Older people aged 75 and over were also under-represented in the survey responses.

Some population groups of interest proved difficult to arrange focus groups within the time available. These included older carers, prisoners, and people who accessed or wished to access services in the Welsh language.

The Social Services and Wellbeing Act introduced a number of new duties on local authorities, in addition to the requirement to carry out this assessment. As many of these other duties (for example duties around carers, and new data collection processes) are still in the initial phase of implementation, this assessment process is too early to report on their impact. However, they should be picked up in future assessments.

Recommendations on future assessment process

The overall approach taken to the assessment seemed successful, but to improve future assessments the following are recommended:

- Scope a co-ordinated function across public sector bodies in the region, and the third sector, to maintain an up-to-date knowledge of current and recent engagement exercises, with a complementary function of maintaining a bank of questions local policymakers would like answered. This would make it easier to identify existing engagement material, where the gaps are, and how best to undertake and log new activity
- Agree the frequency and nature of future updates to this assessment. While the Act requires one mid-term refresh and then a new assessment in 5 years' time, the value of a maintaining an up-to-date, 'live', resource which represents the current state of knowledge on local care and support needs, should be reviewed

A3. What happens next

Taking forward the suggested actions

The actions at the end of each chapter in this assessment ('Suggested areas for action') are an initial response to the findings presented. At this stage they deliberately do not identify the organisations best placed to deliver on these actions, or how to co-ordinate and oversee their implementation. A set of priority cross-cutting findings is given in chapter B13.

The scale and breadth of the care and support needs and prevention issues identified in this assessment are significant and should not be under-estimated. Part of the next stage in addressing the issues presented will be to understand the best mechanisms for delivering action against each. Some of these may optimally sit with the Regional Partnership Board itself, while others may be better delivered through the Public Services Boards, or other partnership mechanisms. This will feed into corporate planning processes, Area Plans, and other mechanisms as appropriate. Area plans must be agreed by each region by April 2018 in response to this assessment.

It will be necessary to flesh out what is achievable, and in what time frame, for each issue; as well as whether the issue aligns with existing statutory responsibility for delivery.

There will also be a need to prioritise what the public sector itself has the capacity and resource to directly deliver. This assessment and the Social Services and Wellbeing Act itself present a new opportunity to work increasingly closely with third sector organisations including charities, social enterprises and co-operatives, and communities themselves by building on their assets, to jointly meet the needs of the population.

A4. Background demography

Population structure and growth

In 2015 there were estimated to be 357,160 people living in Cardiff, and 127,592 living in the Vale of Glamorgan.^{d74}

The population age structure of the Vale of Glamorgan is very similar to the Wales average, with the exception of a slightly lower number of young adults (20-24yrs). The population of the Vale will increase modestly over the next 10 years, by around 1% or 1,255 people. However, this masks significant growth in the over 65s category.^{d35}

The Vale has a relatively stable population size which reflects a low net migration rate, and roughly equal birth and death rates.

The population of Cardiff is growing rapidly in size, currently projected to increase by 10% between 2016-26, significantly higher than the average growth across Wales and the rest of the UK. An extra 35,000 people will live in and require access to health and wellbeing services.^{d35}

The Cardiff population is relatively young compared with the rest of Wales, with the proportion of infants (0-4 yrs) and young working age population (20-39yrs) significantly higher than the Wales average. This reflects in part a significant number of students who study in Cardiff. There will be significant increases in particular in people aged 0-16 and the over 65s.^{d35}

Table. Projected percentage increase in population of (a) Cardiff; and (b) the Vale of Glamorgan, by broad age group, over 3, 5 and 10 years from 2016. Source: StatsWales (2014-based projections)

(a) Cardiff

Age group	Projection year		
	2019	2021	2026
0-4	1.1	3.8	11.7
5-16	6.4	10.3	16.0
17-64	1.5	2.5	5.4
65-84	5.7	9.5	23.1
>84	7.2	12.5	26.6
All	2.7	4.6	9.8

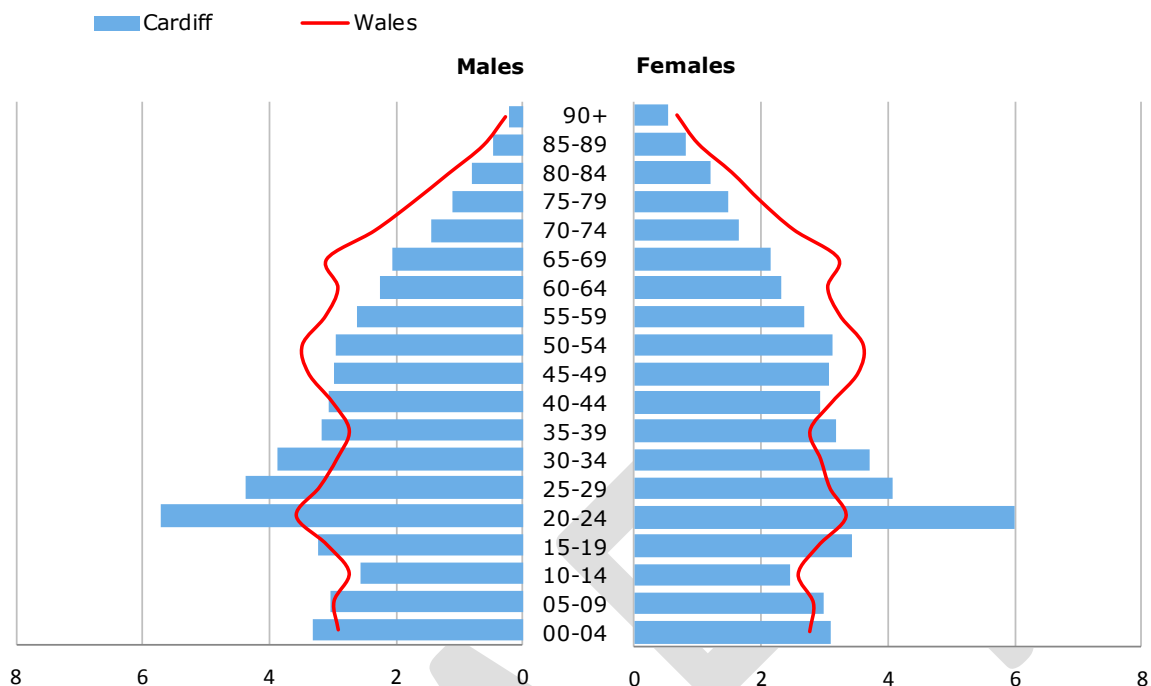
(b) Vale of Glamorgan

Age group	Projection year		
	2019	2021	2026
0-4	-3.2	-3.4	-3.8
5-16	1.4	2.2	-0.3
17-64	-1.6	-2.8	-5.5
65-84	5.9	9.7	19.5
>84	7.1	13.0	36.2
All	0.3	0.6	1.0

Figure. Percentage of population by age and sex, (a) Cardiff and (b) Vale of Glamorgan (2015)

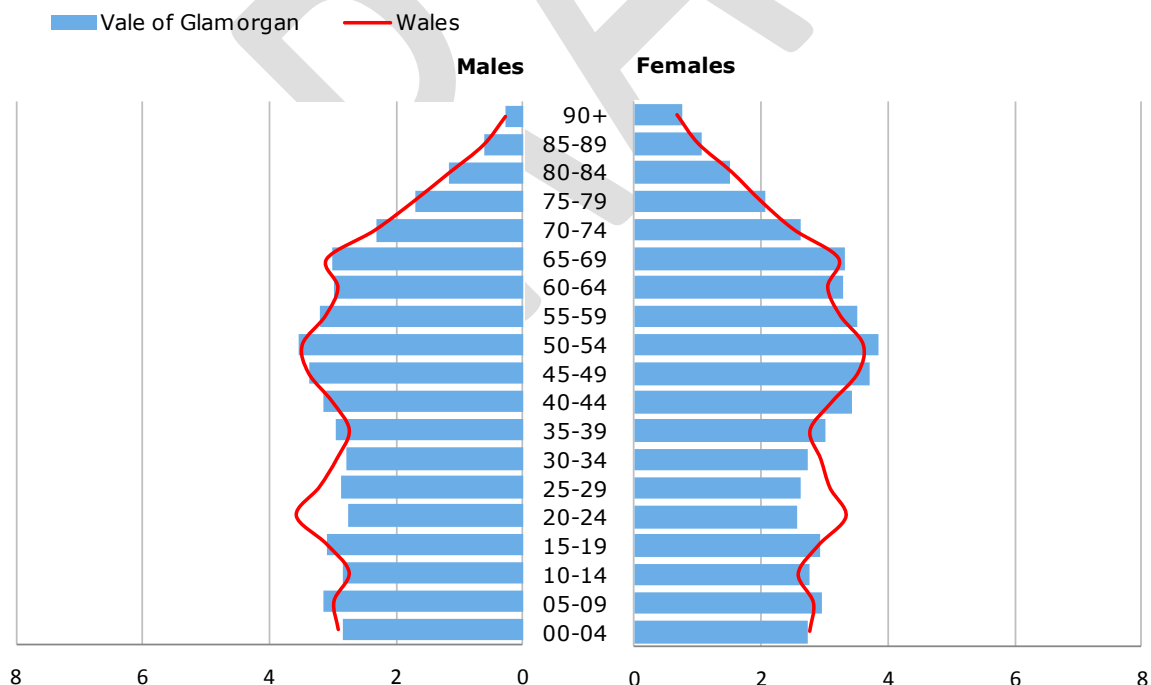
Percentage of population by age and sex, Cardiff and Wales, 2015

Produced by Public Health Wales Observatory, using MYE (ONS)



Percentage of population by age and sex, Vale of Glamorgan and Wales, 2015

Produced by Public Health Wales Observatory, using MYE (ONS)



The significant increase in the size of the population in Cardiff is driven principally by a birth rate which exceeds the death rate, contributing to around 0.5% growth each year, and net in-migration, which contributes around 0.3% growth annually. In-migration rates have over recent years declined slightly in Cardiff, and is running at around 1000-2000 people per year (net).

The population of South Cardiff is ethnically very diverse, particularly compared with much of the rest of Wales, with a wide range of cultural backgrounds and languages spoken. Arabic, Polish, Bengali and Chinese are the four most common languages spoken after English and Welsh. Cardiff is an initial accommodation and dispersal centre for asylum seekers.^{d35}

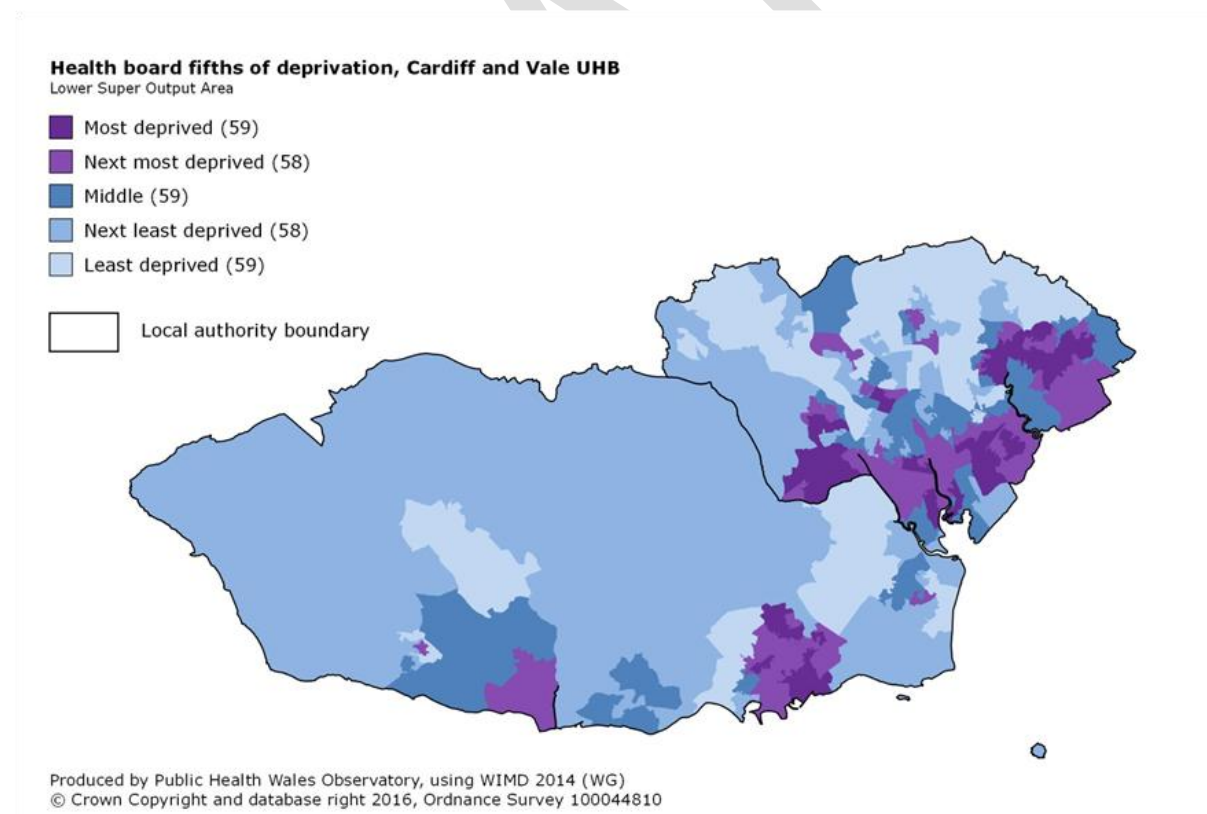
Inequalities

There are stark and persistent inequalities in Cardiff and the Vale of Glamorgan.^{d21} While both Cardiff and the Vale are home to some of the most affluent parts of Wales, they each also have areas of significant deprivation. The gap between the most and least deprived shows no sign of reducing. The Wellbeing assessments for Cardiff and the Vale of Glamorgan both highlight inequality as a key issue in our communities.^{d125,d129}

Cardiff has the third highest proportion of most deprived local areas out of all local authorities in Wales, behind Blaenau Gwent and Newport, with over 1 in 6 (17.6%) people in Cardiff living in these areas.^{d43} For young people under 18, this proportion rises to nearly a quarter (23.1%). Many of the more deprived areas are in and around south Cardiff, contrasting with the northern half of the City.

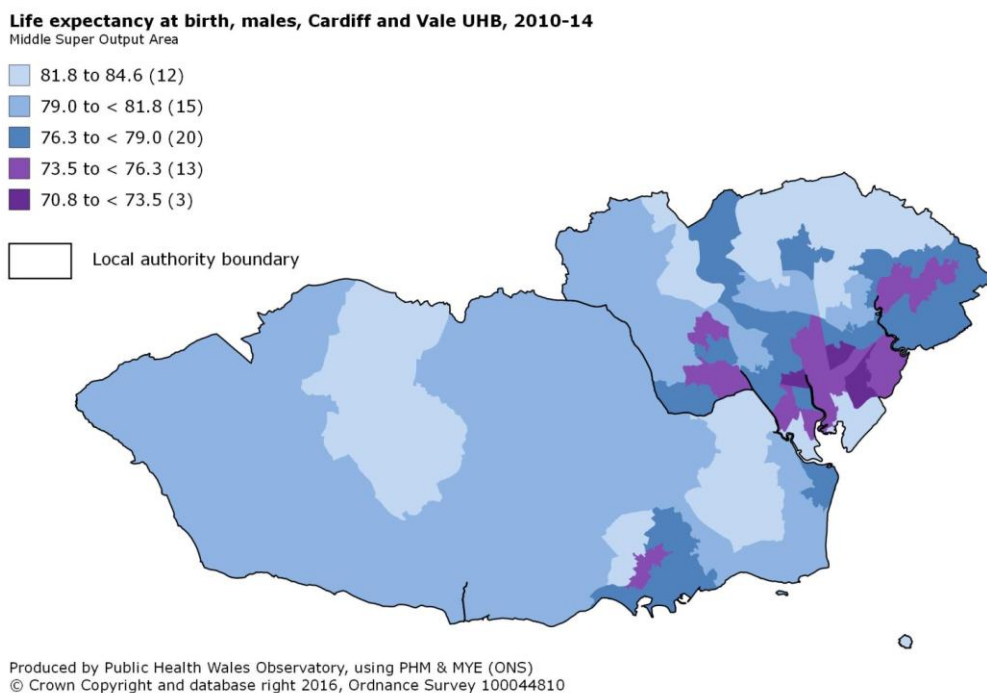
Within the Vale of Glamorgan 14% of local areas are among the most deprived in Wales, clustered in the central Vale around Barry, but there are also significant pockets in the Western Vale too.

Figure. Fifths of deprivation across Cardiff and the Vale of Glamorgan (2014 data)



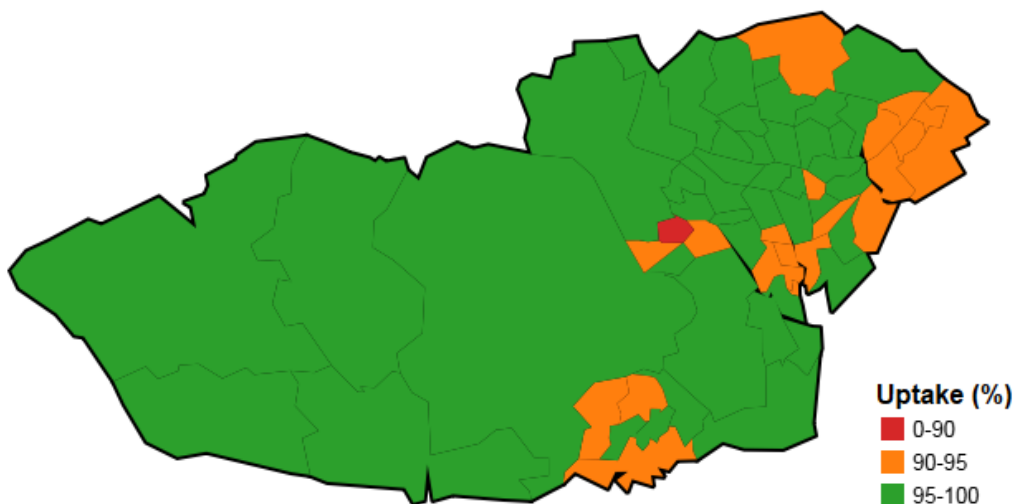
Within Cardiff, men in the most deprived areas can expect to live on average 11 years less than those in the least deprived areas. For healthy life expectancy the gap is even wider, with 24 fewer years of healthy life experienced by men in the most deprived areas. For the Vale of Glamorgan, the gap is 8 years and 21 years respectively. See figure.

Figure. Life expectancy at birth for males across Cardiff and the Vale of Glamorgan (2010-14)



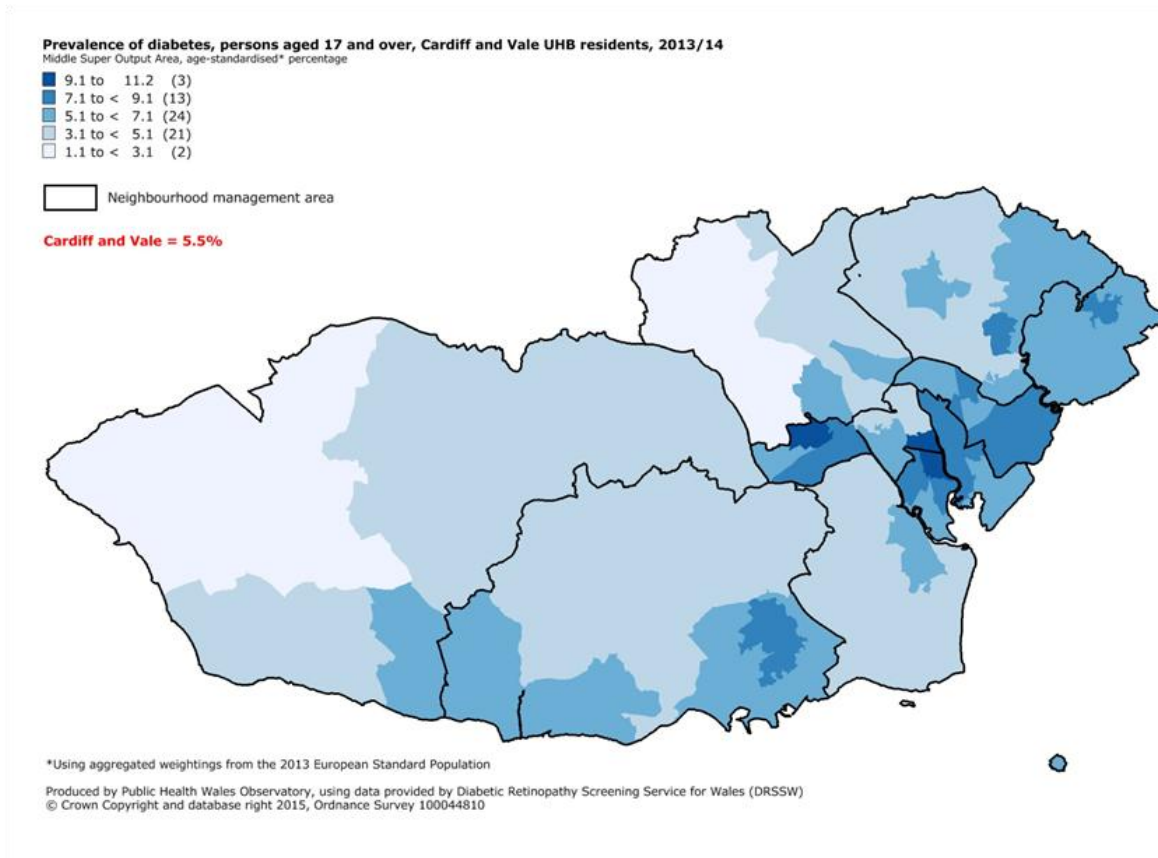
Inequalities are seen across health behaviours and outcomes, too. For childhood immunisations, for example, there is a significant variation in uptake by area of residence:

Figure. Uptake of the 5 in 1 primary immunisation in resident children reaching one year of age between Oct 2015-Sep 2016, Cardiff and the Vale of Glamorgan. (Source: Vaccine Preventable Disease Programme, Public Health Wales)



Rates of many chronic diseases are also higher in more deprived areas, such as diabetes:

Figure. Prevalence of diabetes among adults across Cardiff and the Vale of Glamorgan (2013/14)

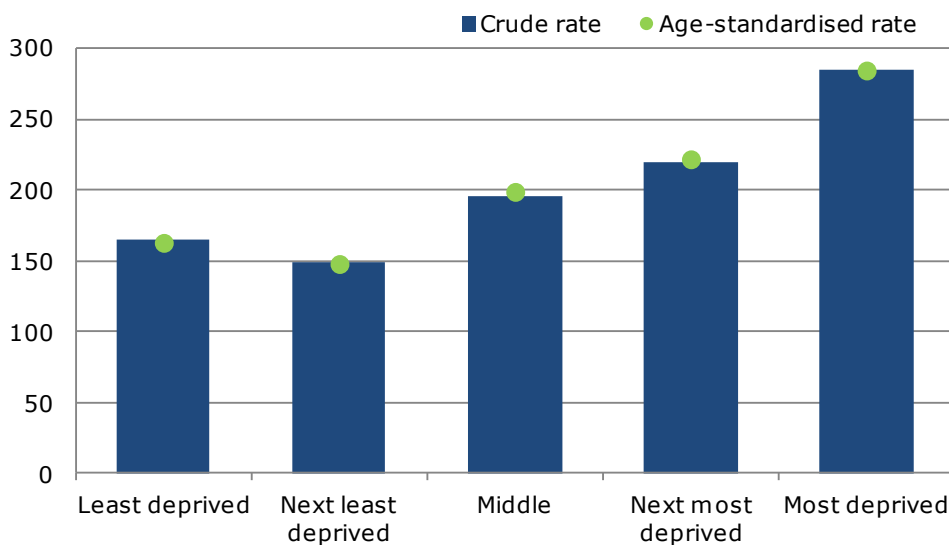


People living in more deprived areas are more likely to attend the Emergency Department than those in less deprived areas:

Figure. Attendances at Emergency Unit, University Hospital of Wales, by deprivation fifths (2013)

Emergency Unit attendances, University Hospital of Wales, crude and European age-standardised rate per 1,000, Cardiff and Vale residents by deprivation fifth, 2013

Produced by Public Health Wales Observatory, using WIMD (WG), MYE (ONS) and UHW EU dataset (Cardiff & Vale UHB Information Dept.)



Recognition of these inequalities - which reflect differing community needs at a neighbourhood and locality level within Cardiff and the Vale of Glamorgan - is vital to addressing needs successfully. Because of this, many of the actions and issues identified in this assessment will require a bespoke approach to be taken in each neighbourhood and locality area, based on the importance of the issue is in that area and the local assets and resources available.

DRAFT

A5. General findings and housing need

5.1 General information from local residents and service users

Overall level of wellbeing was reported as 'very good' by nearly 2 in 5 respondents (38.1%) from Cardiff, compared to a quarter (25.4%) from the Vale of Glamorgan. Three-fifths of respondents reported having 'full control' over their daily life, although this figure was lower in the Vale of Glamorgan (53.8% compared with 61.1% in Cardiff). Physical ability, emotional or mental health, and lack of money, were the most commonly cited factors preventing individuals having control over their life.

Around two-fifths of respondents (43.1%) felt there was somewhere (e.g. a place, club, community group etc.) in their community which made a positive difference to their wellbeing. There were many diverse answers given but the most common were local gyms, leisure centres and exercise facilities; religious centres; parks and open spaces; and volunteering as an activity. Of people who wished to use community facilities, the main reasons given for not accessing them were a lack of information; finances; emotional or mental health; transport; physical difficulties; nothing currently available; and unsuitable times.

More than half the respondents (54.8%) had received help, advice or support with the aim of preventing or reducing problems in the future. The most common of these were immunisation; exercise/keeping active; counselling; and care services. More than half of respondents specified that the help they had received had come from their GP (commonest responses given in table).

Table. Source of preventive advice, service or support among respondents to public survey in Cardiff and the Vale of Glamorgan (2016)

Source of preventive advice, service or support	No.	%
GP	301	55.3
Hospital	138	25.4
Somewhere else	112	20.6
Other Health Services	90	16.5
Internet	71	13.1
Charity, volunteer or community group	70	12.9
Family/friends or neighbour	60	11.0
Social worker	54	9.9
Library or Community Hub	39	7.2
Pharmacist	36	6.6
Education Services	31	5.7

Nearly one in five respondents (19.8%) found it difficult or very difficult to find information and advice on the help available to them.

In terms of services which people felt were not currently available to them, but which would benefit their independence and wellbeing, the commonest responses related to: mental health and counselling; practical help with things like gardening and shopping; transport; community based social activities; accessible advice services; and clear signposting to where help can be found.

Nearly half the survey respondents (46.4%) identified themselves as belonging to one or more of the population groups in part B of this report. A third reported a long term health condition or physical disability.

Just over 1 in 10 (12%) of all respondents were currently in receipt of care and support services or had previously received them. Of those who received services, 7 in 10 (69.3%) reported they were happy with the services they received. 6 in 10 (59%) felt they were sufficiently involved in decisions about their care and support, with a further quarter (23.7%) saying they were sometimes involved. 1 in 10 (10.8%) did not feel sufficiently involved in these decisions.

5.2 General information from professionals

In the survey of professionals and organisations carried out for this assessment, the most commonly cited reasons for people having difficulty accessing services and groups in their community were: lack of information; emotional or mental health issues; availability of local services; transport; and finances.

In terms of advice, services or support which is not currently available which professionals felt would benefit the wellbeing of the people they support, common responses included mental health, counselling and emotional support services, and transport.

Professionals felt their service users were most likely to seek advice from their GP; family/friends or neighbour; the internet; third sector organisations; social workers; and libraries or Community Hubs.

Nearly two thirds of respondents (63.8%) felt that the public would find it difficult to find information on advice and help available to them. Interestingly this is higher than the small but still significant proportion of respondents to the public survey identifying this as an issue.

Among professionals, 7 in 10 (70.3%) thought their service users were sufficiently involved in decisions about their care, slightly higher than the 6 in 10 reported by service users (see above).

5.3 General information from other sources

Accessing information about advice, support and services

A report by Citizens Advice on accessing and paying for social care in Wales^{d38} found that there was a general lack of awareness of how the social care system works and people don't know how to access care, felt confused about the process and didn't feel able to challenge decisions. There was strong support for a single centralised source of information for advice about accessing care. Although this report was Wales-wide, this is a similar finding to the responses to the survey and focus groups in our area.

Dewis Cymru (www.dewis.wales) is a new pan-Wales website which aims to be a single point of information for care and support, for both the public and professionals. The website was formally launched in June 2016 but is not yet widely recognised by members of the public, with only one in six (16.9%) aware of the website, while only 1 in 20 had actually used the site. Awareness and use of the site were higher in the Vale of Glamorgan than Cardiff.

According to Ofcom, which regularly reviews household use of the internet across the UK, 86% of adults in Wales regularly use the internet, similar to the 87% across the UK as a whole.^{d107} Among people aged under 45, regular use of the internet exceeds 95% across the UK, but drops to 72% among 65-74 year olds and to 42% among over 75s. Of people who use the internet regularly in Wales, nearly half (47%) seek information on health-related issues, higher than the UK average of 44%. A third (33%) seek information or services on

Government or council websites. Interestingly this figure is significantly lower than a similar question asked in the National Survey for Wales which found that, out of internet users in Wales, nearly two thirds (62%) had sought information on government or public service websites. This figure is higher among owner occupiers (64%) compared with people living in social housing (52%).^{d108} Figures in the National Survey for Wales also suggest household access to the internet is 15% lower (71% compared with 86%) in the most deprived areas in Wales compared with the least deprived.

Tackling Poverty Programmes

Four major tackling poverty programmes funded by Welsh Government are run in local authorities across Wales. These are Families First, Communities First, Flying Start and Supporting People.

Families First provides early help and prevention for families with children, particularly those on low incomes or who are vulnerable in some other way.

The grants received by local authorities to commission Families First projects was reduced in 2016/17, with a consequent impact on service provision. Welsh Government has now given local authorities notification of indicative funding at the same level for 2017/18. Interim guidance on commissioning the next Families First programme has been released, focusing on parenting and youth support, further building the Team Around the Family (TAF) model, and with continued support for families affected by disability. Under this approach some existing elements of the current programmes which could potentially be supported via other routes, including services such as childcare, support into work, financial education and sexual health education, may no longer be funded by Families First.

Communities First is a community-focused programme to reduce persistent poverty. Communities First Delivery Teams work with residents, community organisations, business and other key partners in geographical areas called 'Clusters'. Clusters are drawn from the most deprived areas in Wales and cover a population of 10,000-15,000 people. The focus is on achieving the long-term sustainability and wellbeing of communities.

Within Cardiff and Vale there are 5 Communities First clusters, one in the Vale of Glamorgan (Barry) and four in Cardiff (Caerau and Ely; Splott, Tremorfa, Adamsdown and Roath; Butetown, Grangetown and Riverside; and East Cardiff, Llanedeyrn and Pentwyn).

It has recently been announced by Welsh Government that the Communities First programme will be reviewed, with a new approach focusing on employment, early years and empowerment.^{d44}

Flying Start supports parents of children under the age of 4 in more deprived areas by providing health advice, learning skills support and practical ideas to help them give the best possible start to their children. The core elements of Flying Start are free part-time quality childcare; parenting support; intensive health visitor support; and support for early language and literacy.

In Cardiff, Flying Start is offered to eligible families in 43 lower superoutput areas (LSOAs) across the City, which include 8 primary school catchment areas. 4,901 0-3 year olds are supported in these areas. The Flying Start programme in Cardiff receives an overall budget of £10.3m from Welsh Government.

In the Vale of Glamorgan, Flying Start is offered to eligible families in 17 lower superoutput areas (LSOAs), although only 7 of these are covered in their entirety, across the ward areas of Gibbonsdown, Buttrills, Cadoc, Castleland, Court, and Illtyd. Six primary schools are included in these areas. 1,200 0-3 year olds are

supported in these areas. The Flying Start programme in the Vale receives an overall budget of £2.6m from Welsh Government.

Supporting People is a national framework for planning, delivering and monitoring housing related support services.

5.4 Housing need

Cardiff

In the public survey, two thirds (67.4%) of respondents in Cardiff felt their home met their needs very well.

The Cardiff Housing Strategy 2016-21 describes housing need in the City.^{d32} The Council and Housing Associations have in total around 24,000 units of social rented accommodation. Demand for housing is high across all wards, with new units planned for popular wards near the City centre. An average of 1,644 lets are made by social landlords in Cardiff each year. In 2014/15 there were around 9,500 applicants waiting for housing in Cardiff. Of these people, less than 1% (0.3%) had an immediate need (38 applications), with a further 6.4% (577 applications) banded as an 'urgent need'. Of those on the waiting list, a quarter (26%) had a medical need, and nearly a third (29%) of the households were living in overcrowded conditions. There were nearly 2,000 applicants on the waiting list aged 50 and over. The weekly average of rough sleepers in Cardiff is 42, of whom on average 15 are long-term rough sleepers who refuse or whose lifestyle is too chaotic, to access provision. The number of rough sleepers varies significantly over the course of the year. The household Benefit Cap is being reduced in 2016/17, affecting 500 households in Cardiff.

The Welsh Housing Quality Standard in Social Housing was introduced in 2002 to provide a minimum standard that all social housing should meet. In 2012 Cardiff became the first local authority area in Wales to meet the WHQS.

For the Gypsy and Traveller community, there are 43 households on the waiting list for Council-operated sites in Cardiff. An accommodation needs assessment was undertaken in 2015 of the two sites to plan for future development, which demonstrated a clear need in Cardiff for the provision of additional permanent and transit socially rented Gypsy and Traveller accommodation.^{d114}

The most common specific needs among people accessing Supporting People funding were: age (older or young person); mental health; domestic abuse; refugee issues; and learning disabilities. The Cardiff Supporting People Team annual grant is £16.3m.

Housing advice is available at the Community Hubs in Cardiff in St Mellons, Ely, Llanrumney, Grangetown, Butetown, Fairwater, and a partnership hub in Rumney. These Hubs provide information and support on a variety of public services. A new hub in Llandaff North has recently opened, and planned future hubs include Splott, Llanedeyrn and Llanishen.

In July 2016, CSSIW recorded that there were 38 care homes for older people in Cardiff, of which 18 offered nursing care. In November 2016 there were 63 domiciliary care providers in Cardiff.

Vale of Glamorgan

In the public survey, nearly three quarters (73.7%) of respondents in the Vale of Glamorgan felt their home met their needs very well.

The Vale of Glamorgan Local Housing Strategy 2015-20 describes housing need in the county.^{d89} The average house price in the Vale of Glamorgan is high, and second only to Monmouthshire among local authorities in Wales. This does however vary significantly within the Vale. In terms of housing need, the households in the Vale most likely to find private housing unaffordable are lone parents, single people and single pensioners; in the rural Vale families with children are most likely to be priced out of the market. 7.2% of households are living in unsuitable housing, and in April 2014 151 households were living in temporary accommodation. The key outcome of the Local Housing Market Assessment in 2010 was that there was a need for 915 additional units of affordable housing per year in the Vale, mostly in Barry and Penarth areas (including Dinas Powys and Sully). The quality, suitability, adaptability and affordability of housing for older people are recognised as key factors enabling individuals to continue to live independently for as long as possible. Among over 65s in the Vale, the majority are owner occupiers, with around one in ten (11.9%) living in social housing and a minority (4.1%) in private rented accommodation. In 2015 nearly half (47.5%) the homes owned by social landlords in the Vale met the Welsh Housing Quality Standard. An assessment of the need for Gypsy and Traveller accommodation was undertaken in the Vale of Glamorgan in 2013, identifying a need for 18 permanent pitches to be provided in the Vale.

In the Vale the number of people assessed for homelessness varies between around 270-430 per year. The most common reasons for homelessness are the loss of rented or tied accommodation; being asked to leave friends' or families' homes; moving on from institutional care; and fleeing domestic abuse. Most people accepted as homeless are single people.

The Vale of Glamorgan Supporting People Team annual grant is £3.5m. Over 2500 service users are supported every week and 95% of users were happy with the support they received.^{d89} Priorities for new services include supported housing for people with personality disorders; people experiencing domestic abuse; fully wheelchair accessible accommodation; adult placements for people with learning difficulties or mental health issues; and ExtraCare clients who require additional support and care but wish to live independently.

In July 2016, CSSIW recorded that there were 22 care homes for older people in the Vale of Glamorgan, of which 8 offered nursing care. In July 2016 there were 39 domiciliary care providers in the Vale of Glamorgan.

Housing need among children & young people

Both Cardiff and the Vale of Glamorgan have 'one stop shops' for young people who are at risk of homelessness. In each area the 'one stop shop' is made up of third sector organisations and Children's Services. In Cardiff there is also representation from the Housing Department and Careers Wales.

Both areas also have mediation services for young people over the age of 13 and Supported Housing and specialist Floating Support Services funded by Supporting People for young people aged over 16.

In October 2015 the Young Person's Gateway was launched in Cardiff, with the aim of offering housing solutions for young people aged between 16 and 21. The service is offered to clients who are under a duty of Children's Services or homelessness legislation, or those who are in need of supported accommodation within a young person project.

Fuel poverty

A household in Wales is defined as being in fuel poverty if they spend 10% or more of their income on energy costs, including Housing Benefit, Income Support or Mortgage Interest or council tax benefits on

energy costs. People who struggle to keep their homes warm usually have low incomes and are often the most vulnerable people in our communities.

Of the 52,100 households in the Vale of Glamorgan, it is estimated that just over 1 in 5 (22.4%, 11,692) are living in fuel poverty.^{d100} In Cardiff, nearly a quarter (23.8%, 33,060) of households are estimated to experience fuel poverty.

There is a growing body of evidence to show that there is a close association between cold homes, fuel poverty, and poor health. This includes impacts on both physical and mental health, and on illness and death rates, in younger and older people.^{d99} By taking action on fuel poverty and cold homes, the burden on the health and social care system can be reduced, as well as helping to address both the causes and effects of climate change.

5.5 Wellbeing assessments

Headline needs identified in the Wellbeing assessments in Cardiff and the Vale of Glamorgan which are relevant to this assessment are listed below.^{d125,d129}

Cardiff

- Over the next 20 years Cardiff is projected to grow faster than all major British cities apart from London. It will put pressure on the city's physical and social infrastructure and public services. There will be a need for more health services. The growth in the city's older population will mean greater demand on health and care services
- Large inequalities exist within the city. Some of the poorest wards in Wales are to be found within walking distance of some of the most affluent
- Levels of wellbeing vary significantly across the city, with stark differences in how prosperous, safe, healthy, skilled, clean and green Cardiff is in the most affluent and more deprived communities
- Housing, a central component of quality of life, remains relatively unaffordable in Cardiff and recent years have seen a substantial increase in the number of people who are homeless or sleeping rough
- After 10 years of continual growth in Cardiff's total economic output in the years preceding the economic crash, economic output per capita is only now returning to pre-crisis levels. The proceeds of economic growth have not been felt by all the city's residents. The large disparities in levels of unemployment, household poverty and workless households closely align with health, crime and educational inequalities across the city
- Cardiff is a comparatively safe city. Over the last 10 years crime has fallen dramatically. However there has not been an equivalent fall in the fear of crime. The city's deprived communities are more likely to suffer the effects of crime
- A small number of people - particularly children and women - are subject to abuse, violence and exploitation
- There is a significant and growing gap in healthy life expectancy between those in the least and most deprived areas of the city, which now stands at over 20 years. In terms of healthy lifestyles, more than half of the population are overweight, obese or underweight, comparatively few people undertake physical activity and there is a high number of people smoking and drinking to excess
- Too many young people are failing to make transition from school into education, employment or training
- Over 60% of residents think that transport in the city is a serious or very serious problem

Vale of Glamorgan

- Clear inequalities between the 'haves' and the 'have nots' often masked by local authority level statistics
- The largest inequality gap in healthy life expectancy in Wales for females
- High levels of alcohol consumption particularly by older people in rural areas
- Green spaces may not always found in the areas where they are needed most to have a positive impact on well-being
- Engaging with harder to reach groups still proves challenging and new innovative ways to reach all of our population must be considered
- A risk of isolating those in rural areas who find it difficult to access services
- A lack of data in relation to a number of equality groups to better understand the needs and assets of all of our population
- Long term economic impacts of the EU referendum result are unknown, residents of the Vale are concerned about this
- High house prices which may become unaffordable to local people and the impact this has on a feeling of belonging and community cohesion
- The impact of further welfare reforms increasing the divide between those in the most and least deprived areas
- An increased demand for services due to an ageing population at a time of financial austerity
- Linked to an ageing population particularly in rural areas an increased risk of social isolation due to concerns around transport links in rural communities
- The impact of Adverse Childhood Experiences on life chances with high levels of harmful behaviours concentrated in the most deprived areas

Section B.

Findings by population theme

Guide to information presented in each chapter

Each of the chapters B1-B12 in this section are laid out in the same way so that information can be found readily. B13 is a summary of themes common to more than one population group

Summary *A brief summary of the key needs, preventive needs and assets for the group*

What do we know about this group?

Information from population and service data *Including information from statutory services where relevant, national surveys and the Census*

Information from residents and service users *Including information from the public survey and focus groups.*

Quotes from residents and service users show this symbol: 

Information from professionals working with this group *Including information from the professional and provider survey, and professional workshops*

Information from other sources *Including information from relevant government strategies, policies and research*

Gaps in our knowledge

Main needs *Key care and support needs identified in the group*

Prevention recommendations *Key prevention recommendations identified for the group*

Assets *Key assets which support the wellbeing of the group*

Suggested areas for action *Actions for consideration in the region. The mechanism for this will vary for each action; for more details see A3, 'What happens next?'*

B1. Children and young people

Including carers who are children or young people; and mental health of children and young people

Note: In general this chapter uses the legal definition of 'child', which includes all individuals between birth and 18 years old. However, in some specific circumstances services use other definitions, for example catering for individuals up to 21 or 25 years old. These groups are included here where relevant

Other chapters of relevance: Asylum seekers and refugees; health and physical disabilities; learning disability and autism; mental health; offenders; sensory loss and impairment; violence against women, domestic abuse and sexual violence

Summary Children and young people

Care and support needs Support for children and young people affected by parental relationship breakdown and domestic violence; access to services including primary care and mental health; support for people with ADHD and autism; access to services for looked after children and children in need; support for young carers; more involvement of children in decisions about them; smoother transitions from child to adult services; accommodation; vocational education and apprenticeships; increasing complexity of needs; specific needs of children and young people with a disability

Prevention issues Building healthy relationships; practical life skills including financial skills; healthy lifestyles including healthy eating, physical activity and play; increased focus on adverse childhood experiences (ACEs); actions to reduce proportion of children becoming not in education, employment or training (NEET), especially in Cardiff

Assets Positive social interactions; respite care for young carers; counselling services; positive physical environment; careers advice; Families First projects and Flying Start; arrangements for engaging with children and young people; bespoke support for individuals; Family group conferencing (Cardiff); paid and volunteer workforce; funding for children and young people with a disability

1.1 What do we know about this group?

1.1.1 Information from population and service data

The population of Cardiff is relatively young compared with the rest of Wales, with the proportion of infants (0-4yrs) significantly higher than the Wales average. There will be an increase in the next 10 years in the number of people aged 5-16.^{d15} The proportion of young people in the Vale of Glamorgan is similar to the Wales average.

The rate of referrals to children's services in Cardiff is in line with the Wales rate, while the rate in the Vale of Glamorgan is lower. Given Cardiff's higher proportion of young people in the population compared with Wales in practice this suggests a lower rate than the Wales age-adjusted average for Cardiff too.

Safeguarding and child protection

Social Services have a statutory responsibility to investigate situations where a child or young person may be suffering abuse or neglect, or is at risk of suffering abuse or neglect. Referrals are received from a number of sources including families themselves, the police, schools, health visitors, GPs, hospitals and members of the public.

In Cardiff in March 2016 there were 340 children on the child protection register. In the Vale of Glamorgan the figures was 100. Over the course of the year the number of children on the register increased by 33.7% in Cardiff and 12.2% in the Vale, compared with a Wales average increase of 4.2%, although with relatively small numbers (from a statistical perspective) some variation would be expected. In both Cardiff (46) and the Vale (37) the rate of children on the protection register out of 10,000 people aged under 18 was below the all-Wales average of 49.^{d121}

In Cardiff, 58% of children were on the child protection register due to neglect; 25% due to emotional abuse; 16% physical abuse; and 1% sexual abuse. In the Vale of Glamorgan the corresponding figures were 57% emotional abuse; 35% neglect; 8% physical abuse; and 1% sexual abuse. Further information on child sexual exploitation is given in chapter B8, Violence against women, domestic abuse and sexual violence.

Looked after children and children in need

A child who is being looked after by their local authority is known as a looked after child. They might be living: with foster parents; at home with their parents under the supervision of social services; in residential children's homes; other residential settings like schools or secure units. They may have been placed in care voluntarily by parents struggling to cope, or Children's Services may have intervened because a child was at significant risk of harm.

Looked after children are more likely to have a statement of special educational needs, be excluded from school, and to leave school with no qualifications, compared with children in the general population. Looked after children are also more likely to experience emotional and mental health issues.

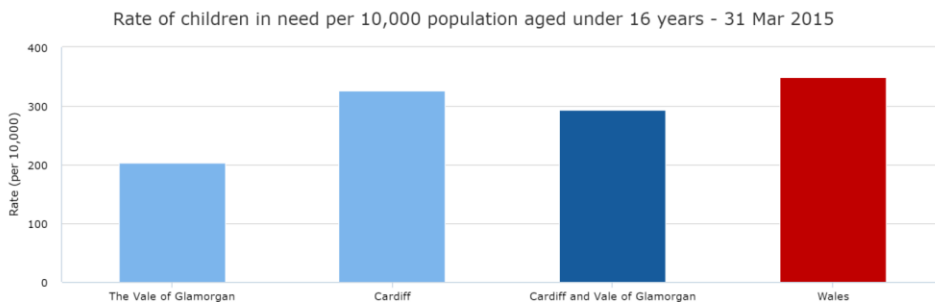
In Cardiff in 2015 there were a total of 2,135 children in need, including 620 looked after children. In the Vale of Glamorgan there were 480 children in need, including 120 looked after children.^{d74}

In 2017 a Corporate Parenting Strategy is being introduced across the Cardiff partnership to set out how looked after children will be cared for.^{d52} In the Vale of Glamorgan a cross-party Corporate Parenting Panel actively considers issues affecting looked after children.^{d124}

In 2015 in both Cardiff (91%) and the Vale of Glamorgan (90%), school attendance rates of children in need were marginally below the all-Wales average of 92%.^{d74} Across Wales, 35% of children in need achieve 5 or more A*-G GCSE passes. In Cardiff the rate was 31% and in the Vale it was 37%.

Figures for the number of children seen by Youth Offending Services is given in chapter B10, Offenders.

Figure. Rate of children in need per 10,000 population aged under 16, Cardiff and Vale of Glamorgan (2015)



	31 Mar 2015
The Vale of Glamorgan	203
Cardiff	327
Cardiff and Vale of Glamorgan	294
Wales	349

Source: Welsh Government (WG)

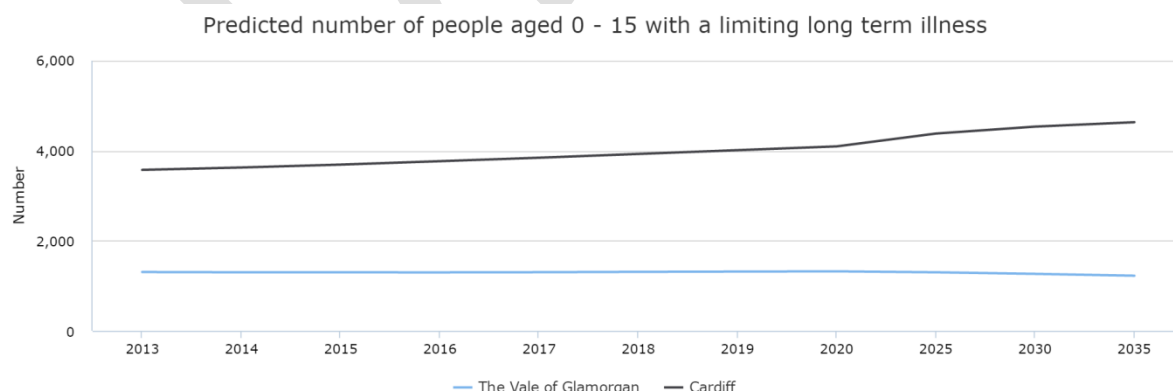
Care leavers

During 2015/16, there were 20 care leavers reaching the age of 19 in the Vale of Glamorgan, of whom 10 were not in education, employment or training (NEET), and the remainder were. In Cardiff, there were 65 care leavers reaching the age of 19, of whom 30 were NEET (note numbers are rounded for confidentiality purposes).^{d74}

Long term illness and disability among children and young people

The number of people aged 15 and under with a long term illness is predicted to increase significantly over the next 20 years, with a period of particularly high growth starting in 2020. A similar increase is projected for rates of severe disability in Cardiff. The rates of both long term illness and severe disability in the Vale of Glamorgan are projected to be stable.

Figure. Predicted number of children and young people with a limiting long term illness, Cardiff and Vale of Glamorgan



Source: Welsh Government (WG)

In the Vale of Glamorgan, 393 children and young people were registered on the voluntary index of children and young people with disabilities and additional needs in March 2016. In the previous year, 107 new registrations had been added and 39 children removed. Over half (51%) are between 4 and 11 years old, and a third (34%) are involved with Social Services. Nearly half (45%) live in Barry. The primary reason

for registration in nearly a third (31%) is autism spectrum disorder (ASD).^{d2} The Disability Index was extended to Cardiff in September 2016, as a regional approach to understanding the needs of disabled children and young people in our area. 90 children and young people were registered on the index in Cardiff in January 2017, with registrations expected to rise over the next 2 years in Cardiff as the approach is embedded.

In Cardiff, there has been a shift in the threshold in recent years at which children with disabilities receive support from the local authority, with fewer children now receiving support, whereas caseloads in the Vale of Glamorgan have remained roughly similar. Increases have been seen in Cardiff in the number of children with disabilities and their families accessing services through Families First.

Education

In 2015/16 in Cardiff there were 53,744 pupils. This included 33,086 in primary schools, 19,821 in secondary school, and 552 in special schools.^{d74} In the Vale of Glamorgan there were 22,184 pupils in total, including 12,575 in primary schools, 8,104 in secondary school, and 234 in special schools.^{d74}

In 2010/11 there 50,361 pupils in schools in Cardiff, and 21,892 pupils in schools in the Vale. This represents an increase of 6.7% in Cardiff and 1.3% in the Vale.

Not in education, employment or training (NEET)

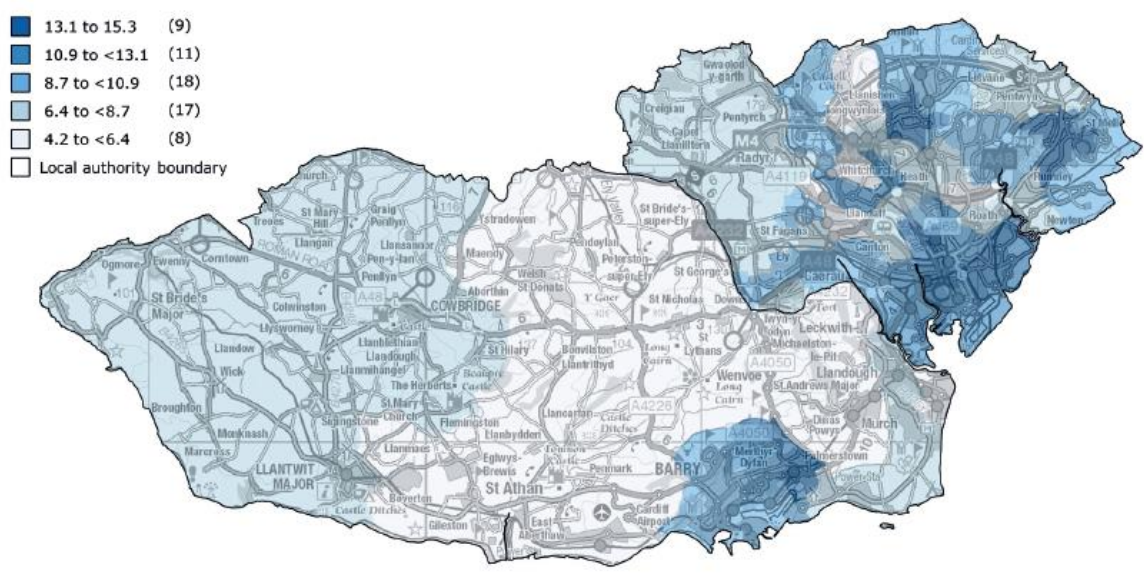
In the Vale of Glamorgan, the percentage of year 11 pupils who go on to be not in education, employment or training (NEET) continues to decrease year on year, and is below the Welsh average.^{d5} Levels in Cardiff have also declined but remain high compared with the rest of Wales.^{d43}

Preventive health needs

Many children are developing unhealthy behaviours in terms of physical activity and diet.^{d35} Teenage pregnancies, while falling in Cardiff, remain above the Wales average; teenage pregnancies in the Vale are below the average.^{d79}

In a Europe-wide survey of the health behaviour of school aged children in 2013/14, 3% of young people in Cardiff and Vale aged 11 to 16 reported smoking at least once a week, and 4% reported drinking alcohol.^{d136} 8% reported taking any drugs. Over a third (36%) reported being bullied in the past two months. 18% reported trying e-cigarettes occasionally or regularly, higher than the Wales average of 12%. 44% reported walking or cycling to school, the highest rate in Wales.

Figure. Proportion of children who are obese, 3 years combined data, 2012/13-2014/15, Children aged 4 to 5 years, Cardiff and Vale UHB



Due to smaller sample sizes at MSAO level, caution should be taken when making comparisons between areas.

Produced by Public Health Wales Observatory, using CMP data (NWIS)
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Families First in Cardiff

Families First in Cardiff has service users throughout the City, with the highest number in Ely, Caerau, Grangetown, Trowbridge, Splott, Pentwyn and Riverside.^{d25} The highest proportion of service users were in the Child and Youth Engagement; Emotional Health and Wellbeing; and Early Years packages. The highest proportion of referrals were in the 12-16 age group, followed by 8-11 and 0-4 year olds. 15.2% of service users were children with a disability, 4.7% adults with a disability, with the remainder not experiencing a disability. Over 500 families with more complex needs were referred in 2014-15 for support, an increase of over 200 on the previous year.^{d27} Nearly all (98%) of these families said the services involved met their needs.

In terms of sources of referrals, schools and education, and self-referrals were the principal sources, although the source varied considerably by Package. Third sector organisations and health visitors also made a significant number of referrals. The Families First Freephone telephone line is an important central point of information and support to access services, used by professionals and families. Parenting is one of the services in greatest demand.

Families First in the Vale of Glamorgan

The Vale of Glamorgan Families First programme consists of a series of interlinked commissioned projects supporting a centralised Team Around the Family (TAF), branded as the FACT team.^{d90} In 2015/16, 2,717 individuals accessed and benefited from the programme in the Vale, representing a small increase (0.8%) compared with the previous year. Over half the individuals (1,551) were children and young people themselves, 1,166 were family members, and 145 were professionals.

In common with TAF services across Wales, FACT are experiencing cases of increasing complexity, longer periods of intervention and more children bordering on 'children on need' rather than early prevention.

1 in 10 (9.5%) of individuals accessing the programme were in contact with the TAF, a decrease on the previous year. It is thought this was in response to the implementation of the Families First Freephone Advice line which was accessed by 2.5% (68).

Nearly 1 in 5 (18%) of people accessing Families First accessed a Disability Strand Project, and 2 in 5 (40%) accessed specific projects commissioned as part of Families First to meet families' needs.

Integrated Family Support Service (IFSS)

The Vale of Glamorgan and Cardiff IFSS undertakes intensive direct work with families through time-limited, family-focused interventions, as well as providing advice to practitioners and agencies on engaging with complex families with parental substance misuse. During 2015/16 the IFSS received 137 referrals and worked with 93 families, 71 in Cardiff and 22 in the Vale of Glamorgan. This was a significant increase compared with the previous year, when the IFSS worked with 36 families.^{d124}

Young carers

A young carer is someone aged 18 or under who helps look after a relative who has a condition, such as a disability, illness, mental health condition, or a drug or alcohol problem. Most young carers look after one of their parents or care for a brother or sister.

At the 2011 Census, 1,579 young carers were identified in Cardiff and the Vale of Glamorgan,^{d46} although the Census is recognised as underestimating the number of young carers when compared with surveys of schoolchildren across the UK in which they are asked if they have caring responsibilities.

Young adult carers are defined as carers aged 18-25. This group is particularly vulnerable to transition on leaving school, and are more likely to be not in education, employment or training (NEET), or experience difficulties balancing caring with college or university.^{d126}

1.1.2 Information from local residents and service users

In a survey for this PNA of young people across Cardiff and Vale the commonest issues which were reported to affect young people in their everyday lives (most common first) were: emotional and mental health; body image; family issues; school; relationship problems; housing; discrimination; and sexual health.

Friends, parents and schools/colleges were the main source of help and support, followed by the doctor, siblings, grandparents and online support. One in six had sought help at school/college but not been able to get it.

In terms of what makes someone useful to turn to for support, the commonest answer given was that they were open minded and non-judgemental. Having knowledge/experience and being caring and kind were also key attributes (Box 1A).

Box 1A. What makes someone useful to turn to for support



Understanding, not patronising, takes you seriously, patient, open-minded, always readily available, confidential, compassionate, kind, personal, adaptable approach (C&YP survey)

Non-judgmental listening. Helps if someone has been through similar experiences (C&YP survey)

An open mind. Patience. Experience (C&YP survey)

In terms of what could make a positive difference to health and wellbeing in their community, young people answering the survey came up with a variety of answers, including youth centres, 'more talk about mental health in schools' and better access to GP facilities.

Assets identified by young people in focus groups included positive social interactions and activities with friends (box 1B), and respite care (1C)

Box 1B. Positive social interactions and activities



Being with my mates, my best friend [is important to me]. (Young person with disability / learning difficulties)

Box 1C. Respite care for young carers



We get the opportunity to do what we want when we go to youth club because without that opportunity we'd be having day to day troubles but thanks to the [charity] we get the support we need and we get time off and get to relax. (Young carer)

Other assets identified include support by third sector organisations to develop social skills and self-confidence; the ability to get involved with activities including sport, leisure and trips; the influence of access to a positive environment on wellbeing (Box 1D); and counselling services (although it was separately raised that access to services could be difficult). For one young person careers' advice they received was really valued, although for others who were not in education, employment or training (NEET) they thought more could have been done to ensure there was a clear pathway for them when they left education.

Box 1D. Impact of access to environment on wellbeing



I'd just say getting out of my local area makes me feel a lot better. Being around nice areas in the countryside, things like that. . . . My father, when he's off, he takes us up the coastal areas whenever he can. (NEET)

One focus group participant, who was a carer for her child, highlighted how she had finally found someone who is trying to find the right solution for her child's particular needs, rather than a predetermined 'off the shelf' solution (Box 1E). Others also highlighted that services need to be more flexible with a recognition that 'one size doesn't fit all'.

Box 1E. Tailored support for children



I've finally got the authorities to accept that there is no provision for my [child] in Wales. So the last couple of weeks, I've had somebody working with me, who for the first time is going not, 'Here's the box, how do you fit [the child] in it?' But, 'What are [the child's] needs and how do we accommodate them?' . . . [The child] has for the first time in two years actually engaged with somebody, albeit for an hour or so in a day. So the last two weeks have been better probably, certainly than the last two years. (Parent carer)

In terms of needs identified in the focus groups, reduced support and availability of some services was highlighted, particularly around respite and mental health services. Better support for young people who cared for other members of their family was also highlighted. (Box 1F)

Box 1F. Reduced support and availability of some services



The social worker [was someone we could turn to]. They're good and there's this one person on Thursday they normally come to the house and work with my brother but they've stopped now because they finished their course. . . . (Young carer)

There's people there who really need help, but then they just can't, they can't access it, because it's just too late by that point, and... they're low on psychiatrists or therapists. When I went there was only the psychiatrist and one therapist out of the whole service in Cardiff and Vale I think. (Mental health young people)

Some young people indicated they could not be as independent as they would like, or as involved in decision making as they would like (Box 1G). A pilot consultation was undertaken in 2016 by Cardiff and Vale substance misuse Area Planning Board into the views of young people aged 16-18 in Cardiff and Vale.^{d3} One of the key findings of the survey was that a major barrier to young people accessing services was a perception that professionals didn't always listen to and respect young people. This was followed by lack of confidence, embarrassment and anxiety.

Box 1G. Lack of independence and involvement in decision making



I didn't really know what was going on when I was getting support, it was just kind of going with it, and I think I didn't really have much of a voice or as much control as I would like. There was a time where the psychiatrist kicked me out of the room to speak to my parents on my behalf. (Mental health illness)

In my house at the moment, I've got to say this, not enough privileges that I get because, like, say I want to go out with my mates, . . . they have to do all risk assessments and everything. . . . It's all the risk assessments they have to do for me and it's just absolutely rubbish. Everything. One thing, oh, I'll go down to the shop for munch, and stuff like that, they have to do a risk assessment just for going to the shop. (NEET)

At a day long youth conference in December 2015, young people from high schools, colleges, universities and others, discussed the main challenges facing Cardiff and suggested actions to address these.^{d26} Key challenges young people identified included:

- Obesity, alcohol use, smoking
- Transport - more reliable public transport
- Level of pupil support across schools, quality of work experience, variety of course options in year 9
- Health services including waiting times and mental health service access
- Gender inequalities, support for people with disabilities, poverty

Assets identified in Cardiff included its facilities, events, parks and open spaces; shopping and activities in the City Centre, and its culture and diversity. Libraries and youth centres were also identified. There needs to be an increased awareness of what health services are available, and services should be available in local areas.

Both Cardiff and the Vale took part in the youth participation 'Make Your Mark' campaign in 2016. In Cardiff over 9,500 young people took part, with the top issues voted for being: 'a curriculum which prepares us for life', tackling racism and religious discrimination, and first aid education.

In the Vale over 4,100 young people took part, with the top issues vote for being: 'a curriculum which prepares us for life', votes at 16 and transport. In the Vale of Glamorgan the Vale Youth Cabinet enables young people to voice their opinions about local issues and influence policy decisions.^{d31}

Transport, managing money and 'life skills' were also themes in the focus group discussions (Box 1H), as well as difficulty with the transition from children's to adult services.

Box 1H. Managing money and 'life skills'



Participant 1: They can teach us how to learn to read and write but they don't teach us about money or financial education. They don't really teach that. Participant 2: School didn't help me at all. (NEET)

I'd like [schools] to ask us about jobs when we are older. I want lessons where they are asking us about what we want to do and stuff [others in group agree]. And how you use your

money and stuff. (Young people)

Thinking about what you said about the transition to adulthood I guess, I can't really see the harm in having a couple of lessons to give to Year 11s in school, because I think that's the last year they're officially in school, after that they have their choice then, and I think what's the harm in teaching them a few life skills. (Mental health young people)

Long waiting lists for NHS mental health services for children were highlighted (Box 1I).

Box 1I. Waiting lists for child mental health services



[NHS mental health service] are not very good because they take forever don't they? Like my brother was supposed to get a diagnosis in the summer [for a child] and they've pushed it back again. (Parent carer)

One participant explained that advocacy services were extremely difficult to access for children. There was a suggestion for a single point of contact to 'navigate through this quagmire'. This seemed to be the case particularly for children with complex needs. (Box 1J)

Box 1J. Children with complex needs



Where it really comes unstuck seemingly is when there's complex needs. So all I get all the time is, 'Oh [the child] is complex. We don't have a diagnosis so we don't know what it is, but we all think it's comorbidity or something'. . . . If there's a linear line where you get a referral from a GP into [a young person's mental health service], there's a diagnosis, it seems to be better. (Parent carer)

Initial findings were available from new survey data collected under the Social Services and Wellbeing Act from children and young people accessing Social Services in the Vale of Glamorgan.^{d137} This information wasn't yet available for Cardiff. In the Vale, most young people responding to the survey were happy with where they live, with a few exceptions. They are also satisfied with the people they live with and are able to do most of the things they like to do. Some regretted not living with their parents but they were still happy with the people they live with. There was generally a good level of awareness of support they can access if they feel they need to. Young people generally felt listened to, and mostly had the information and advice they need, and are satisfied with the support they receive.

Care leavers

A listening event in 2016 with care leavers in Cardiff^{d55} found that young people would like more council housing to be available to avoid reliance on the private rented sector; more children's residential homes as an alternative to foster care and supported lodgings; better out of hours social workers/personal advisors

for young people, and out of hours advice and support services to be widely promoted; clear guidance on what care leavers are entitled to when leaving care and further education. Fears of young people preparing to leave care included budgeting and money, needing emotional support and loneliness.

Young carers

Engagement with young carers in Cardiff and the Vale in 2015/16 identified that, in terms of support, improvements could be made in communication, having someone to talk to, and in improving awareness of what young carers do and how they can be supported, for example by schools and colleges.^{d56} Many get information and support through the Young Carers' Project, family members, other carers and the internet, and would like more information available through school and the health service (hospitals, pharmacies and doctors). Nearly 6 in 10 (57%) say they are never or are only sometimes given the right support at school, and half would like more school.

1.1.3 Information from professionals working with this group

7 in 10 (70.3%) of respondents to the professional survey identified that sexual health advice as a significant need. Just over half (55.1%) also suggested better access to parenting classes as a need.

In the PNA workshops, professionals working with children and young people highlighted the following key needs and assets:

Key needs (including preventative)	Key assets
Building healthy relationships - role of education in supporting resilience, emotional and mental health and wellbeing, and sexual health, and prevention of child sexual exploitation (CSE)	The Sprout (Cardiff)
Practical life skills including financial skills, online safety	Families First projects
Support for C&YP affected by parental relationship breakdown or domestic violence	Arrangements for listening to voice of C&YP
Support for young carers including respite	Family group conferencing (Cardiff)
Enabling smoother transitions from child to adult services	Paid and volunteer workforce including education services, social services, health
Improved support for people with ADHD and autism	Integrated autism service funded by WG
Safe, secure and appropriate accommodation	Neurodevelopment service funded through Together for Children and Young People
Vocational educational opportunities and apprenticeships	
Healthy lifestyles including healthy eating, physical activity and play	
Youth mentoring and school-related support	
Access to appropriate services in a timely fashion (including specialist mental health services)	

Children and young people with a disability

In professional feedback, it has been highlighted that in Cardiff following the change in support thresholds there are families who don't meet the threshold but are still significantly affected by disability. Another effect of the change in threshold is that it is more difficult to understand the needs and outcomes of disabled children in the area as a whole, making it harder to plan for them. This is in contrast to the Vale of

Glamorgan where caseloads within the Child Health and Disability Team have remained static and the register for disabled children well embedded.

Across the region there are a number of parent-led groups that bring together parents of children with disabilities who form their own support network and arrange activities. These groups have a strong voice in supporting the development of services and are open to engagement. However, these groups do not capture the wider voice of all disabled children. The Cardiff and Vale Parents' Federation provide some support in this area, and has a focus on both children and adults with disabilities.

Transition for young people with disabilities

There are approximately 30–40 young people with disability who transition from Child Health and Disability Teams to adult services every year in Cardiff. Case studies from recent years highlight both good practice alongside ongoing improvements that need to be made to support more effective transitions. There is a strong case for developing lifespan services to enhance the experience of the young person, reduce duplication and reduce disruption. Transition planning responsibilities within Cardiff Child Health and Disability Team are held with each social worker, with transition meetings held across Children and Adults Services to support effective communication. There is a transition 'team' within adult learning disabilities services in Cardiff who receive the majority of cases moving into adult services.

Two additional social workers have been funded through the Intermediate Care Fund to support an early approach to transition planning with young people aged 16–25 years in Cardiff with the most complex needs.

In the Vale of Glamorgan, between 12–18 young people with disability transition each year between Children's and Adult services. There is a dedicated transition team within Child Health and Disability Team in the Vale who plan every young person's transition, and who liaise on a quarterly basis with all adult services to support long term planning into adult services. There is a transition team in adult services in the Vale.

The Vale of Glamorgan have embedded a Transition Management System (TRIG) which provides a formal forum to ensure that all young people transitioning from Children's Services are effectively supported into adulthood.

Through the regional Disability Futures Programme, this Transition Management System will be rationalised across Cardiff and the Vale of Glamorgan to provide a consistent approach for those young people with disabilities moving into adult hood.

It is anticipated the Additional Learning Needs (ALN) Bill will also have a significant impact in this area when implemented.^{d86} The ALN Bill places support for learners in Further Education (FE) Institutions on a more equal footing with support for learners in schools and should therefore improve transition between school and post-16 education. In some cases local authorities will need to secure specialist post-16 education or training for a young person to meet their needs for additional learning provision.

1.1.4 Information from other sources

Mental wellbeing

Across Wales, while the majority of children and young people enjoy good levels of mental wellbeing, around 1 in 5 report low life satisfaction.^{d4} Just under 1 in 3 children and young people reported two or more physical symptoms per week which could indicate poor mental wellbeing, and it is estimated that

around 1 in 8 10-15 year olds has a mental health problem. While a majority of young people can rely on the support of family and peers when things go wrong, around a third do not feel that is the case. There is a consistent and significant relationship between reported low levels of mental wellbeing and family affluence; young people from less affluent backgrounds are more likely to report poorer wellbeing. Bullying is reported by just over 1 in 10 children in Wales and is associated with higher levels of anxiety, depression, underachievement and substance misuse.^{d4}

Children who are looked after or in need are known to be at greater risk of mental health problems.^{d4} There is a potential for a greater role for school nurses in supporting mental and emotional health with school age children. A national report has also identified a lack of connectivity between different policy and service areas working in children's mental health.^{d4} Rates of admission to hospital where there is a mention of mental or behavioural issues related to the admission has risen significantly over the last 5 years across Wales.^{d4}

Together for Mental Health is the Welsh Government 10 year strategy to improve mental health and wellbeing.^{d33} Many of the themes identified here are included in the strategy, including supporting the resilience and emotional wellbeing of children and young people; supporting children and young people with additional learning needs, including those with mental health needs; and ensuring timely access to services for people with neurodevelopmental conditions (including autism spectrum disorder and attention deficit hyperactivity disorder).

Child and adolescent mental health services (CAMHS) have recently been reviewed in Cardiff and Vale, including the introduction of a new Emotional Wellbeing Service providing emotional wellbeing support and brief interventions for young people up to 18 years of age. The review noted an increasing recognition of stress, anxiety, depression and behavioural issues including risk taking among children and young people. Access to timely risk assessment and specialist services were also highlighted.^{d127} Primary mental health support has transferred to the Community Child Health department, and a new neurodevelopmental disorder service has also been introduced.

In the Vale of Glamorgan a number of schools have been using a web-based system ('Selfie') to survey pupils about their wellbeing. Since its introduction in 2015, over 9,000 children in Vale schools have been surveyed. This has helped identify children with lower levels of wellbeing and helped target action plans to improve their wellbeing. It has also been possible to identify whole school issues with bullying, worry and social experiences and work with headteachers to explore this further. Information is also available from the detailed Schools Super Survey.

Young people not in education, employment or training (NEET)

In terms of reducing the number of young people who are not in education, employment or training, a review of the literature suggests that working across organisational and geographic boundaries, and basing interventions on features of other successful programmes, are recommended.^{d6} In addition the review found support for: acting early (strategies implemented before age 16); tackling barriers and obstacles; working with local employers; and tracking people and monitor progress;

Sexual health

Regarding sexual health services, NICE guidance recommends offering culturally appropriate, confidential advice tailored to the young person; ensuring young people understand their information will be treated confidentially; providing contraceptive services after pregnancy and abortion; encouraging the use of

condoms as well as other forms of contraception; and advises how schools and other education settings can provide contraceptive services.^{d7}

Parenting support

Welsh Government guidance on parenting sets out a number of recommended evidence-based parenting programmes for local implementation.^{d116}

Transition

There is best practice guidance from NICE on transitions from children's to adult services for young people using health and social care services.^{d9} There is additional evidence on best practice from the Social Care Institute for Excellence on mental health service transitions for young people.^{d10}

Housing and homelessness

Safe, secure and appropriate accommodation is a basic need. The profile of statutorily homeless households in Wales changed significantly between 2009/10 and 2014/15, with an increase in the number of people fleeing domestic abuse (up 19%) and people with poor mental health or learning disabilities (up 24%).^{d14}

Adverse Childhood Experiences (ACEs)

Adverse Childhood Experiences (ACEs) are stressful experiences occurring during childhood that directly harm a child (e.g. sexual or physical abuse) or affect the environment in which they live (e.g. growing up in a house with domestic violence). Nearly half (47%) of adults in Wales experienced at least one ACE during childhood, and 14% suffered 4 or more. Compared to people with no ACEs, people with 4 or more ACEs are 6 times more likely to smoke; 6 times more likely to have had underage sex; 15 times more likely to have committed violence against another person in the previous year; 16 times more likely to have used heroin or crack cocaine; and 20 times more likely to be incarcerated during their lifetime.^{d28}

In Wales, a quarter (23%) of adults were exposed to verbal abuse as a child; a fifth (20%) to parental separation; 17% to physical abuse; 16% to domestic violence; 14% to mental illness; 14% to alcohol abuse; 10% to sexual abuse; and 5% each to drug use or incarceration of a parent. Figures at local authority level are not currently available.

1.1.5 Gaps in our knowledge

- Voices of children with a disability who are not accessing services
- It has been noted that recorded rates of disability among children are dependent on whether the rate reflects those who meet a particular threshold to receive services (a threshold which can vary between local authorities), or self-identified needs

1.2 Main needs

- Increased support for children and young people affected directly or indirectly by parental relationship breakdown and domestic violence
- Access to appropriate services in a timely fashion, including primary care and mental health services, and services and support for young people with ADHD and autism
- Access to appropriate services for looked after children and children in need, recognising increased rates of emotional and mental health issues

- Increased support for young carers including respite, and increased awareness of what young carers do
- Increased involvement by children and young people in decisions made about them
- Enabling smoother transitions from child to adult services
- Safe, secure and appropriate accommodation
- Vocational educational opportunities and apprenticeships
- Increasing complexity of needs
- Children and young people with a disability
 - Recommissioning of services which are bespoke to needs and delivered regionally
 - Transition across services and through difficult periods
 - Access to timely support from relevant services to meet needs
 - Awareness of needs particular to this group at a strategic level, especially during times of austerity

1.3 Prevention recommendations

- Building healthy relationships
 - Supporting resilience, emotional and mental health and wellbeing, sexual health, and healthy relationships
 - Prevention of child sexual exploitation
 - Body image
 - Discrimination
 - Youth mentoring and school-related support
 - Potentially increased role for schools and education in this
- Practical life skills including financial skills, online safety
- Healthy lifestyles including healthy eating, physical activity and play
- Increased focus on decreasing adverse childhood experiences (ACEs) in order to improve children's prospects
- Continued actions to reduce the proportion of young people going on to be not in education, employment or training (NEET), especially in Cardiff

1.4 Assets

- Positive social interactions with friends and family, and help and support from schools
- Respite care for young carers
- Counselling services
- Positive physical environment
- Careers advice
- Families First projects and Flying Start
- Arrangements for engaging with children and young people
- Bespoke support for individuals
- Family group conferencing (Cardiff)
- Paid and volunteer workforce
- Children and young people with a disability
 - Ring fenced disability funding (Welsh Government and Families First)

- Intermediate Care Fund support for children with complex needs, with strong links to regional adult learning disabilities services
- Engaging families who are able to articulate needs
- Opportunities to redesign services across a regional footprint under the Local Safeguarding Children Board
- Healthy Schools and Healthy and Sustainable Pre-School scheme

1.5 Suggested areas for action

- Increase engagement and involvement with schools around preventing future care and support needs, including healthy relationships (emotional, mental and sexual health), practical life skills, online safety, and promoting healthy lifestyle choices
- Increase support for young carers including access to respite
- Improve timely access to services
- Recognise the diversity of children and young people and tailor services to meet individual needs
- Improve parenting and family support and family wellbeing
- Improve experience of transition from children's to adult services, across service areas
- Provide complementary support in targeted services for vulnerable groups e.g. young carers at risk of homelessness
- Support sustainable services for children and young people with disabilities, and their carers
- Support young people at risk of child sexual exploitation (CSE)
- Support bespoke and vocational education and training opportunities and apprenticeships
- Increase engagement of young people in decisions about them, and in planning services
- Take advantage of technology to communicate with children and young people where appropriate

B2. Older people

Other chapters of relevance: Asylum seekers and refugees; adult carers; health and physical disabilities; learning disability and autism; adult mental health and cognitive impairment; offenders; sensory loss and impairment; veterans; violence against women, domestic abuse and sexual violence

Summary Older people

Care and support needs Maintenance and sustainability of key services; access to information and advice; integrated management of mental health and physical health issues; integration of health, housing and social care; social isolation and loneliness while maintaining independence; practical help with day-to-day tasks; needs of those with dementia and their carers; suitable housing for life; accessible built environment; increased consistency and quality of care home places commissioned; improved transport; access to different types of advocacy; digital inclusion; intergenerational integration in communities

Prevention issues Financial management; healthy environment and behaviours; falls prevention; outcomes-based commissioning for domiciliary care

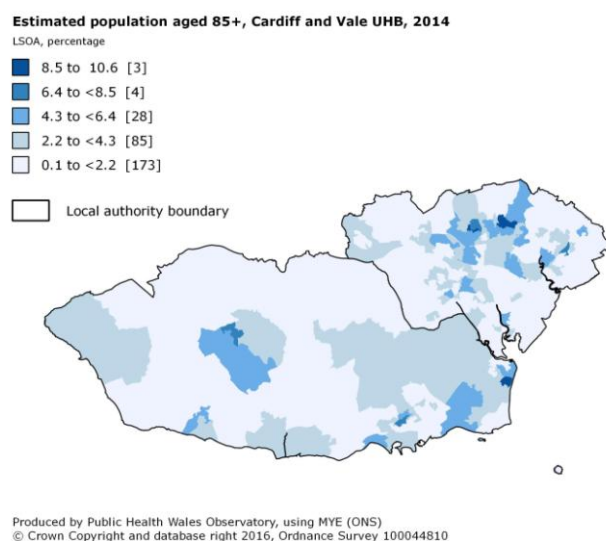
Assets Social interactions; physical activity and green spaces; volunteering; community centres, lunch clubs, churches; dementia strategy and supportive communities; relationships with third sector partners; intermediate care fund; unpaid carers; private sector; social enterprises and alternative delivery models; independent living services; telecare

2.1 What do we know about this group?

2.1.1 Information from population and service data

The demography of Cardiff and the Vale of Glamorgan differ considerably. In general, Cardiff has a younger population while the Vale's population has a larger older age population more in line with the Wales average. In both areas however there is projected to be a continued increase in the number of people aged over 65, and over 85. The areas with the highest proportion of people aged over 85 are shown below:^{d11}

Figure. Estimated population aged 85 and over, Cardiff and Vale of Glamorgan (2014)



The tables illustrate that the proportion of the population aged over 65 will increase across Wales, including in both Cardiff and the Vale of Glamorgan.^{d74}

Table. Projected population age structure, (a) Cardiff and (b) Vale of Glamorgan (2015)

Age (yrs)	Proportion of population			
	2015		2025 (projected)	
	All Wales	Cardiff	All Wales	Cardiff
0-4	5.9%	6.6%	5.4%	6.4%
5-16	13.2%	12.8%	13.7%	14.0%
17-64	60.8%	66.9%	58.3%	64.7%
65-84	17.5%	11.7%	19.1%	12.6%
>85	2.6%	2.0%	3.5%	2.3%

Age (yrs)	Proportion of population			
	2015		2025 (projected)	
	All Wales	Vale	All Wales	Vale
0-4	5.9%	5.6%	5.4%	5.2%
5-16	13.2%	13.9%	13.7%	13.7%
17-64	60.8%	60.2%	58.3%	56.8%
65-84	17.5%	17.5%	19.1%	20.5%
>85	2.6%	2.8%	3.5%	3.8%

Dementia

The number of people living with dementia is also projected to rise significantly.^{d15} The driver for this is mostly the increase in the over 85 population (see above). There is evidence that the risk of developing dementia at any given age is actually starting to fall, but this decline does not sufficiently offset the rise in the population size. Similarly to diabetes, there are thought to be many people currently living with dementia whose condition has not yet been diagnosed.

Table. Estimated number of people with dementia in Cardiff and Vale, 2015 to 2025 (Source: Daffodil Cymru)^{d88}

Age group	Year		
	2015	2020	2025
30-64 yrs (early onset dementia)	109	116	121
65-69 yrs	282	269	291
70-74 yrs	465	576	554
75-79 yrs	813	894	1,110
80-84 yrs	1,262	1,375	1,540
85 yrs and over	2,565	2,875	3,355
65 yrs and over (total)	5,387	5,988	6,849

For more information on the needs of people with dementia please see chapter B5, Adult mental health and cognitive impairment, and for the needs of their carers see chapter B6, Adult carers.

Multi-morbidity and risk factors for disease

As described in chapter B3, Health and physical disabilities, the number of people with 2 or more chronic illnesses is increasing, and as people age they are more likely to experience multiple conditions at the same time ('multi-morbidity'). Unhealthy behaviours are common in older people too, just as with the rest of the population. In particular there is concern over significant numbers of older people who drink excessive alcohol.^{d135}

Frailty

Whether someone is frail is affected by many factors, especially the presence or absence of long-term illness. A detailed modelling exercise has been undertaken across Cardiff and the Vale of Glamorgan which suggests that overall, the number of frail older people is estimated to be higher in Cardiff North and West (3,550 people) and the Vale (2,280) compared with Cardiff South and East (1,780).^{d30} However, this represents a far higher proportion of older people in Cardiff South and East, because more have long-term illness. The model projects that, based on frailty, demand for services will increase by 31% in the Vale over the next 10 years, 25% in Cardiff North and West, and 18% in Cardiff South and East. The number of older people with both frailty and dementia is estimated as 1,271, with the proportion of older people in this cohort increasing with age.

Delayed transfers of care

For information on delayed transfers of care (DTOC) please see chapter B3, Health and physical disabilities.

2.1.2 Information from local residents and service users

Just over a quarter (26.7%, 330 people) of responses to the public survey were from people aged 65 or over.

In focus groups, older people highlighted the benefits to wellbeing of social interaction with others (Box 2A).

Box 2A. The impact of social interaction on wellbeing



I think belonging to a number of organisations that involves a lot of different meetings [is important to well-being]. (Older person)

I'll talk to anyone and everybody because people are so interesting. Really that gives you something else to think about besides yourself, to put my life in a nutshell. (Older person)

The benefits of physical activity and green spaces were also highlighted by participants (Box 2B)

Box 2B. Physical activity and green spaces



Exercise, sometimes if you're not well yourself you go along to these groups and you get inspired by other people. . . . That's what I get out of it personally and the exercise as well. (Older person)

You're with the trees, the nature, it's quiet and you meet people and have a chat with them. You don't know them, but you stop and have a nice chat. So it's a big part of my quality of life. (Older person)

In terms of independence, access to the bus network and free bus pass helped, as did living near amenities. Volunteering also had a positive impact on wellbeing (Box 2C)

Box 2C. Volunteering



Volunteering I think is wonderful because you just meet so many different people. (Older person)

I really believe that what we are, what our identity is actually a reflecting back of our contact with other people. You're learning about them and they're learning about you. (Older person)

A number of statutory and third sector services were also mentioned by older people in the focus groups as services which help maintain their wellbeing. Services which help with home adaptations are welcomed, increasing confidence and personal safety, with a very high level of satisfaction.^{d54}

In terms of needs identified during the focus groups, there was a perception of reductions in statutory services supporting older people (Box 2D)

Box 2D. Reductions in statutory services



Everybody in social care is rationing their services wherever they can. They're trying to put people off or signpost them somewhere else because they haven't got the money to actually provide the service. (Older person)

I get support from small voluntary or communities from the church. Little groups, but as the local authorities and to some extent the Health Service increasingly restrict what's available, then they leave it to what we call the third sector voluntary organisations. But those voluntary organisations themselves are under immense strain. . . . (Older person)

Regarding accessing services, some participants in focus groups were unhappy with the way in which they felt they were being pushed to having to interact with organisations online (Box 2E). This also applied to directories of services such as Dewis Cymru.

There were also concerns raised about the difficulty in getting through on the phone to make GP appointments, and NHS waiting times more generally.

Box 2E. Perception of push to interacting with organisations online



Everyone usually wants to correspond with you through emails. So when I said, 'I haven't got internet access at home they just say, 'Why haven't you got internet access?' . . . Council officials [said it]. 'Well you provide it and I'll have it, but at the moment I can't do those things'. (Older person)

Many older people do not use the internet so would not be able to access Dewis so wider distribution of written information is needed (Public survey)

There was feedback from participants that it would be beneficial to promote more widely services and support available for older people, for example through a 'one stop shop', and that there should be more integration between services (Box 2F)

Box 2F. 'One stop shop' and integration of services



One week I had three hospital appointments it cost me £xx pounds in taxis. Well I didn't know I could use the National Health Ambulance Service until I was told. So I couldn't claim my money back for my taxis they told me, but I didn't know I could use those ambulances. (Older person)

GPs, health authorities, councils, you've all these different departments and you can be sent to them all. One person should be in control, so you've only got to tell your story once. (Older person)

In the public survey, better transport was the most commonly cited support or service which could be made available to help with people's independence and wellbeing now or in the future. Of people responding to this section, a quarter (26.0%) mentioned transport, including references to relying more heavily on transport as one ages. (Box 2G)

Box 2G. Better transport



If I had reduced mobility I would want more community transport - perhaps volunteer drivers to take me to social activities and exercise classes - taxis are so expensive (Public survey)

In the future - reliable transport for hospital visits, GP visits and other important appointments (Public survey)

A better public transport system. I have a train station very close but the service is hideously crowded, dirty and unreliable (Public survey)

Practical and flexible help with things like gardening/shopping etc. was an area where resources were currently felt to be lacking but that assistance with these day to day tasks could make a real difference to individual wellbeing (Box 2H).

Box 2H. Practical help with gardening, shopping etc.



We care for an elderly relative with dementia and desperately want to keep her at home, but it's the juggling of the more practical things e.g. housework, garden maintenance, changing beds etc. that we find difficult alongside working and looking after our own family and home." (Public survey)

"Practical help with gardening and small repairs. I used to be able to do this all myself alone, but I can't do this now." (Public survey)

"I have a big garden and I would like some help in maintaining it as it upsets me that it is becoming overgrown now that I can't get out to tend to it." (Public survey)

2.1.3 Information from professionals working with this group

Respondents to the professional survey were keen to highlight the importance of local libraries, Hubs, community centres and cafes as these are the places that for many enable regular social interaction and combat isolation. A full, varied and accessible range of activity's based in these locations was viewed as crucial to improving individual wellbeing with dancing, singing, exercise, cooking and crafts all suggested as suitable classes (Box 2I)

Box 2I. Places and activities which have a positive impact on wellbeing



“Luncheon clubs not only bring individuals together but also ensure that individuals get a healthy meal, access to information and support.” (Professional survey)

Café 50 (Pontyclun) “offers somewhere for the older generation to go on a daily basis, to socialise, have lunch and talk to people” (Professional survey)

“Community Centre and local churches and religious organisations foster a sense of community, belonging and connectedness” (Professional survey)

In the professional survey, access to appropriate transport such as volunteer/community drivers, was suggested as something which would help older people be more independent and improve wellbeing by allowing access to doctors’ appointments and social activities.

Professionals also identified, in common with the results from the public survey, that provision of information online was not suitable for all older people.

In the PNA workshops, professionals working with older people highlighted the following key needs and assets:

Key needs (including preventative)	Key assets
Social isolation while maintaining independence	Volunteers
Needs of those with dementia and their carers	Dementia strategy
Access to information and advice	Dementia supportive communities
Financial management	Good relationships with third sector partners
Integration of health, housing and social care	Intermediate care fund
One-stop shop for all information, advice and services	Unpaid carers - ensure supported
Volunteers	Private sector e.g. corporate social responsibility
Healthy environment and behaviours	Social enterprises / alternative delivery models
Suitable housing for life e.g. when regenerating an area or new builds	
Accessible built environment	
Transport	
Access to different types of advocacy	
Digital inclusion	
Intergenerational integration in communities	

2.1.4 Information from other sources

National Strategy for Older People

In the national Strategy for Older People in Wales,^{d12} the needs of older people across Wales are summarised as: ‘I have a sense of purpose and good relationships’ (social resource), ‘I live in a community that is sensitive to my needs’ (environmental resource) and ‘I can afford a good quality of life’ (financial resource).

The Strategy also highlights: feeling like older people belong is important to them; having something to do and feeling needed and productive makes older people feel better; accessible information and advice to enable access to services and opportunities are important; carers have support so they can balance their own needs with their caring role.

Regarding the environment: cost, transport, poor pavements, lighting and lack of public toilets are typical barriers to engagement; public and community transport alone are not sufficient to meet their needs and running a car or paying for a taxi is beyond their means; and their housing needs change as they age and the home or its location needs to adapt to their changing needs.

When discussing finances, the national Strategy found older people felt: many people rely on means testing to supplement their income above the state pension; increasing costs are forcing people to use savings; older people are cutting expenditure on food and fuel, and reducing social activities; paying for energy is a particular issue for some older people; older people want more opportunities and support to find new employment.

Ageing Well in Wales sets out a number of key aims, including:^{d13} age-friendly communities; improving falls prevention; building and promoting dementia-friendly communities; continued learning and employment; reduce levels of loneliness and isolation.

Advocacy

Independent advocacy is a service for individuals to ensure their wellbeing is placed at the centre of services which support them. Across Wales there has been a pattern of advocacy services broadening their scope, with fewer focused on older people specifically, but a larger number available for people of wider age groups.^{d58} While the total number of advocates has increased in the last three years, there was a concern among advocacy providers about their long-term funding.

The Ageing Without Children charity highlights that many people who are getting older and who do not have children are concerned that they will not have anyone to speak for them or that they may be ignored or mistreated.^{d65} Themes in their research with older people without children included feeling invisible; being judged for not having children; practical support; and losing touch with other generations. Implicit assumptions may be made that people can rely on family help. The charity estimates that between 1 in 4 and 1 in 5 older people are without children, and notes that this rate is considerably higher among LGBT people, and people with disabilities.

Digital inclusion

Many older people have sight loss, and a study by RNIB across the UK among people aged 65 and over who were blind or partially sighted found that there were a series of barriers to using the internet.^{d57} These included a perception that sight loss prevents people from getting online (while it can be more difficult to use the internet, there are various tools and access technologies to enable this, although some come at a cost); fears about online safety; and a lack of awareness of the potential uses and benefits of going online. Ultimately however around half those responding in the study (51%) said they were not online because they did not want to use the internet.

Health and social care integration

Whole Systems Partnership undertook a review of community health and social care services and options for integration in 2015.^{d30} This review found a lack of clarity and consistency on out of hospital community services for older people, meaning patients were not necessarily being directed to and seen by the service which best meets their needs. In particular, it found that older people's physical and mental health problems were often managed separately. The review made a number of specific recommendations including:

- Create a single point of access across Cardiff and the Vale of Glamorgan for health, social care, third sector services, and potentially housing services too;
- ‘Virtual’ integration of many services with a single team and management of services, single assessment and case manager, operating at locality level

The review also projected future needs relating to frailty, indicating that over a 10 year period demand for services in the Vale and Cardiff North and West would outstrip population growth in over 65s alone, because of higher prevalence of frailty in this population. Over the next 4 years, the report estimates 245 additional people in Cardiff and 134 additional people in the Vale would require support in their home or a care home, compared with the current situation.

Care homes

In 2013/14 the Care and Social Services Inspectorate Wales (CSSIW) found that around a quarter of care homes in Wales did not meet the inspectorate’s requirements. The Older People’s Commissioner has found that older people living in care homes often became institutionalised, did not have their basic health needs met, were unable to access specialist services, and their emotional needs were not fully recognised.^{d39}

Information on the number of care homes in Cardiff and the Vale of Glamorgan is given in chapter A5, General findings and housing need.

Domiciliary care

A recent national review of domiciliary care by CSSIW^{d41} found that across Wales there is a serious lack of care and support capacity and the market for domiciliary care is very fragile, and this places increased pressure on delayed transfers of care from hospitals. The report calls for flexible, outcome-based commissioning and more standardised ways of working, and also further encouraging an increase in the number of people who choose to use direct payments. A linked report for Cardiff^{d42} found a positive impact of a recently adopted online purchasing system called Matrix, but risks to the sustainability of the domiciliary care market in Cardiff.

In 2016 there were 63 providers of domiciliary care in Cardiff, and 39 in the Vale of Glamorgan.

Resilience in older people

A detailed review of the literature was conducted by the Social Services Improvement Agency in Wales into factors which enable older people to be more resilient, and those which were more likely to lead to increased need for care and support.^{d109} Key factors which enhanced older people’s resilience included: having choices and being in control (including having the right to take risks); having a strong sense of identity, continuity and belonging; coping with worry and uncertainty; planning for change and transitions; and feeling socially connected. Triggers for crisis were broadly themed into: loneliness and isolation; loss of confidence; fall/accident; carer break-down/bereavement; crime or abuse; health deterioration (especially dementia); and external changes.

Reducing loneliness and isolation

AgeUK reviewed the academic literature as well as promising approaches being taken around the UK to reduce loneliness and isolation, particularly in old age.^{d64} Whilst they found a lack of high quality evidence to demonstrate the impact of interventions on loneliness, a number of approaches were felt to be promising by experts in the field. Interestingly these were not those which historically have often been implemented, such as lunch clubs and social groups, but either ‘foundation services’ (focused on individuals

at the stage before they started to access lunch clubs, book groups, etc.), or 'structural enablers' (how the community itself rather than formal services respond to the challenge of loneliness). It also recognised 'gateway services' including transport and technology, which play a critical role in enabling new social connections to be made, and existing ones to be maintained. Traditional interventions ('direct interventions') such as group-based and one-to-one services were not dismissed but it was felt other opportunities were being missed if the focus was solely on these. Foundation services included data sharing between public services to enable targeted home visits to individuals at highest risk of loneliness, to offer them a menu of support options. Structural enablers include a neighbourhood environment approach, asset-based community development, and promoting volunteering. The research highlighted a gap in knowledge on effective interventions for BME and LGBT communities.

An additional review into the triggers of loneliness and some of the interventions people would find helpful has recently been published.^{d134} Triggers included intrinsic factors (such as health, income), community factors (such as ability to socialise, transport infrastructure), work/life balance and the rise of digital and online engagement.

2.1.5 Gaps in our knowledge

No significant gaps have been identified.

2.2 Main needs

- Maintenance and sustainability of key services supporting older people
- Access to information and advice, not just online, e.g. 'one stop shop' model
- Integrated management of mental health and physical health issues
- Integration of health, housing and social care
- Social isolation and loneliness while maintaining independence
- Practical help with day-to-day tasks such as shopping and gardening
- Needs of those with dementia and their carers
- Suitable housing for life e.g. when regenerating an area or new builds
- Accessible built environment, including good lighting and toilets
- Increased consistency and quality of care home places commissioned
- Improved transport
- Access to different types of advocacy
- Digital inclusion
- Intergenerational integration in communities

2.3 Prevention recommendations

- Financial management
- Healthy environment and behaviours
- Falls prevention
- Outcomes-based commissioning for domiciliary care

2.4 Assets

- Social interactions
- Physical activity and green spaces
- Volunteering

- Community centres, lunch clubs, churches
- Dementia strategy
- Dementia-friendly communities
- Good relationships with third sector partners
- Intermediate care fund
- Unpaid carers - ensure supported
- Private sector e.g. corporate social responsibility
- Social enterprises / alternative delivery models
- Independent living services
- Telecare

2.5 Suggested areas for action

- Tackle social isolation in communities, while helping people maintain independence
- Improve access to information and advice through a number of mechanisms, including 'offline' mechanisms
- Recognise diversity of people within the 'older people' group and tailor services to meet individual needs
- Manage people's mental and physical health conditions together in a holistic way
- Increase focus on prevention, including identifying joint working strategies around lifestyle behaviours such as alcohol use
- Improve access to high quality domiciliary care
- Ensure new building developments are fit for a growing older population, and provide a variety of housing options to meet different needs
- Support older people to remain independent at home for as long as possible
- Support and expand dementia-friendly communities
- Increase access and signposting to advocacy
- Pilot inter-generation projects in communities, e.g. self-sustaining communities, street parties etc.
- Make optimal use of community resources and assets, e.g. GP surgeries, Hubs etc.
- Promote and support social enterprises and co-operatives as an alternative model of service delivery
- Tackle environmental pollution (action in conjunction with Public Services Boards)
- Improve transport for older people (action in conjunction with Public Services Boards)
- Scope use of pooled budgets to allow for joint long term planning, projects and developments

B3. Health and physical disabilities

Other chapters of relevance: Asylum seekers and refugees; adult carers; children & young people; learning disability and autism; adult mental health and cognitive impairment; offenders; older people; sensory loss and impairment; veterans; violence against women, domestic abuse and sexual violence

Summary Health and physical disabilities

Care and support needs Access to information and services; maintaining and increasing provision and sustainability of community services and support; improved flexibility of services, including services closer to home; transition points; joining up services; vulnerable groups; transport & social isolation; better use of existing public sector buildings; appropriate housing; unhealthy behaviours widespread; increasing prevalence of long term conditions

Prevention issues Reduce social isolation; ensuring adequate nutrition; immunisations, sexual health, stop smoking support; improved access to counselling; falls prevention; improve air quality

Assets Home adaptations; volunteering and time credits; self care; community Hubs, libraries; community groups; dementia-friendly communities; prevention services e.g. self management classes

3.1 What do we know about this group?

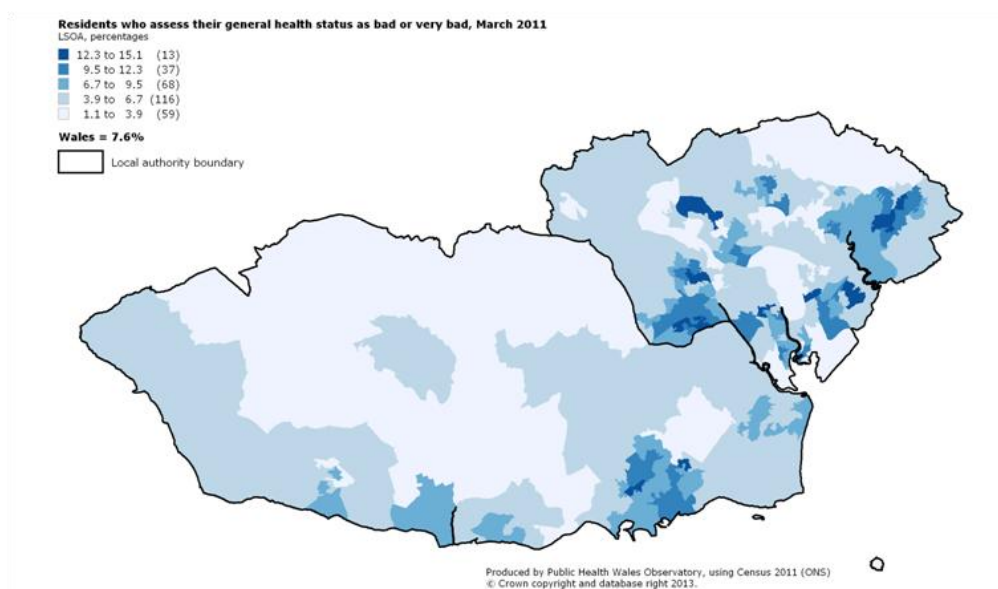
3.1.1 Information from population and service data

Over 30,000 people in Cardiff and the Vale of Glamorgan classified themselves in 'bad' or 'very bad' health, a rate of 6.4%.

Within local neighbourhoods in Cardiff the proportion of residents reporting bad or very bad health ranged from 1.2% in the Cathays area (LSOA 032C) to 15% in the Rumney area (LSOA 016A). However these are crude percentages only and do not take into account the age structure of the population. The areas with the highest percentages are found in the Rumney and Llanrumney areas of Cardiff.

Within the Vale of Glamorgan the areas with the highest proportion of people reporting bad or very bad health are found in the Cadoc and Buttrills areas.

Figure. Self-reported general health status, Cardiff and Vale (2011)



This compares with the Wales average of 7.6%. Across Cardiff and Vale, the broad ethnic group with the most people rating themselves in 'bad' or 'very bad' health is white, at 6.7%; all other ethnic groups are below the average of 6.4%, with Asian/British Asian ranking the lowest, with 3.7% rating their health as bad.

The proportion of people who self report 'bad' or 'very bad' health is lower in Cardiff and Vale among people who can read, write and speak Welsh (1.9%) compared with people without Welsh language skills (7.4%).^{d84}

Around 1 in 7 (15%) of the adult population in Cardiff and Vale considered their day-to-day activities were limited a lot by a long-term health problem or disability. A third (32%) had a limitation of any sort. These rates are slightly lower than the Wales average of 16% and 34% respectively.

Burden of disease across Primary Care Clusters

Recorded chronic illness varies across the area.^{d15} Within Cardiff, many parts of South Cardiff have higher recorded rates of disease than the Wales average, with particularly high rates of diabetes recorded in Cardiff City and South. In the Vale of Glamorgan, Eastern and Western Vale have lower rates of chronic illness than the Wales average, in marked contrast to Central Vale which is above the average for all chronic diseases with the exception of heart failure. It should be noted that while recorded rates are a helpful guide to actual illness in the population, a higher rate may reflect better diagnosis and a lower rate may mask undiagnosed cases in the community.

Heart disease, lung cancer and cerebrovascular disease are the leading causes of death in men and women.

Risk factors for disease

Unhealthy behaviours which increase the risk of disease are endemic among adults in Cardiff and the Vale, although tobacco and alcohol use are showing signs of improving.^{d35, d43} Many (but not all) of the most common chronic conditions and causes of death may be avoided by making changes in health-related behaviours.

- Two fifths drink above alcohol guidelines (42% Cardiff, 42% Vale)
- Around two thirds don't eat sufficient fruit and vegetables (64% Cardiff, 68% Vale)
- Over half are overweight or obese (52% Cardiff, 53% Vale)
- Around three quarters don't get enough physical activity (72% Cardiff, 71% Vale)
- Around one in five smoke (19% Cardiff, 18% Vale)

There is considerable variation in rates of unhealthy behaviours within Cardiff and the Vale, leading to health inequalities:^{d35}

- Smoking rates vary between 13% and 34% across Cardiff, and between 16% and 30% across the Vale
- Similar patterns are seen for other behavioural risk factors for disease
- Many children in Cardiff and Vale are also developing unhealthy behaviours
- Two thirds (67%) of under 16s don't get enough physical activity
- Over a third (34%) of under 16s are overweight or obese

Some of these are illustrated on maps in chapter A4, Background demography.

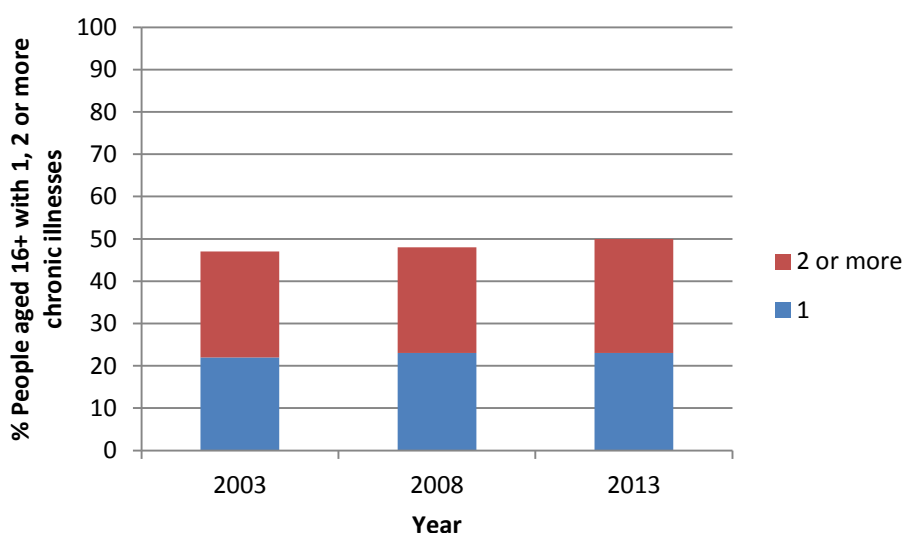
Air pollution is a significant cause of illness and deaths:^{d35}

- It is estimated 143 deaths each year in Cardiff and 53 each year in the Vale among over 25s are due to man-made air pollution. The burden and impact of environmental air pollution is worse with increased deprivation, and Cardiff has the worst air pollution measured by PM_{2.5} levels in Wales
- It is estimated that long-term exposure to man-made air pollution is responsible for 5.1% of all deaths in Cardiff and Vale

The disease profile in Cardiff and Vale is changing:^{d35}

- The number of people with two or more chronic illnesses in Cardiff and Vale has increased by around 5,000 in the last decade, and this trend is set to continue.

Figure. Percentage of individuals in Wales with 1, 2 or more illnesses by year^{d76}



- Around 1 in 7 (15%) people consider their day-to-day activities are limited by a long-term health problem or disability

- Many people with chronic conditions are not diagnosed and do not appear on official registers
- Due to changes in the age profile of the population and risk factors for disease, new diagnoses for conditions such as diabetes and dementia are increasing significantly

Food poverty

An estimated 5.6% of people aged 15 or over in the UK reported struggling to get enough food to eat and a further 4.5% report that, at least once, they went a full day without anything to eat.^{d117}

Although no official government figures exist for local areas in the UK, in 2015 in Cardiff as part of the Ask Cardiff survey, 5.4% of respondents reported that they or a family member had missed a meal in the past fortnight because of a lack of money. This figure ranged from 4.2% in Cardiff North to 7.8% in Cardiff South East.

The Trussell Trust foodbanks in the Vale of Glamorgan gave 3,200 three-day emergency food supplies to people in crisis in 2015.^{d140} In Cardiff the figure was 12,140.^{d141}

Health service use

Around 1 in 5 adults have visited their GP within a 2 week period; and nearly three quarters visit a pharmacy over a year period. The highest rates of attendance at the Emergency Department are from people living in more deprived areas of Cardiff and Vale.

In 2015-16, there were 54 delayed transfers of care (DTOCs) in the Vale of Glamorgan, and 263 in Cardiff. In December 2016, this equated to 3% (1 in 30) of Cardiff and Vale UHB beds which were occupied as a result of a delayed transfer of care.^{d74} The rate of delayed transfers of care was higher in Cardiff (17.8 per 10,000 people aged 75+) and the Vale (18.1 per 10,000 people aged 75+) compared with Wales (15.1 per 10,000 people aged 75+) The rate was particularly high for mental health beds.

The Cardiff Council Reablement service helped around three quarters (76.6%) of people achieve independence who accessed the service.^{d36} In the Vale of Glamorgan, 80% of people who access the service report increased independence.^{d93}

3.1.2 Information from local residents and service users

In the public survey, a third of respondents (33.3%, 426 people) said they had a long term health condition or physical disability.

In response to a question in the public survey over control over their daily life, just over 1 in 10 respondents (12.8%) said they had either no control (1.8%) or some control but would like more (11.0%). Of these individuals, nearly half (47.8%) identified physical ability as a factor preventing them from having sufficient control in their life, and this was also the most common factor identified.

Among people identifying with one or more of the thematic groups in this report, around a fifth (21.8%) said they sometimes or never are able to leave their home, in contrast to 1.5% of people not in these groups. Nearly 4 in 10 (39.2%) of people in these groups said they sometimes or never could get to all the places they want, compared with 5.5% of people not in these groups. Physical difficulties was also a common reason given for not being able to access places or activities in the community.

Of respondents in one of the thematic groups in this report, one in ten (10.4%) said their home meets only some of their needs or is totally inappropriate for their needs. Of these people, the commonest reasons for

this were that their home needed adaptations; had poor access (e.g. too many steps), was too small, or was in a poor state of repair. In Cardiff, demand for adaptations to housing for people with disabilities is increasing annually, with nearly 3000 adaptations carried out in Cardiff in 2014/15.³²

Nearly a third (29.7%) of respondents in one of the thematic groups reported not being able to prepare nutritious meals by themselves, and 7.3% said they didn't have enough to eat or drink.

Over a quarter of respondents in the groups (26.8%) reported feeling unsafe from falling inside or outside the home.

In the professional survey the most common answer to where people were most likely to look for advice was the GP (11%), and over half (55.3%) of respondents to the public survey said they had received advice or support from their GP practice.

The Wellbeing assessment in the Vale of Glamorgan found that local residents highlighted that improving the transport system would help with wellbeing.^{d125} This included increased and improved train and bus times to make travel to larger areas and activities easier. There were also suggestions that access to mental health support including counselling and one to one support, could be improved.

In focus group discussions, things which support health and wellbeing among people with a health issue or disability included access personal mobility solutions such as an electric wheelchair, Motability car or automatic car. Some people had also had good experiences with the bus network, although others found accessibility difficult.

Box 3A. Access to mobility



I have a Motability car, which is my Motability buggy. I did have a period of using Cardiff buses. I thought all in all a very good experience actually [with the buses]. (Physical disability)

One participant had a good experience in accessing adaptations for her home (Box 3B), although others described how they had to pay for adaptations themselves, or how they felt adaptations may have been done by the Local Authority at a higher price than was necessary.

Box 3B. Home adaptations for physical disability



There's enough help for me to access [adaptations] if I wanted to access it I think. I've been told I could get a stair lift, fitted shower. I mean I only rang up and asked if they could lower my cupboards because they were too high, because the arthritis, reaching up. I couldn't stand on a stool because of high blood pressure, and the next they come out and refitted the kitchen. You open the cupboards and down come these baskets, and touch them like that and they go up again. So there's plenty for me. No problem there I think. Everywhere I've gone has all been acceptable for my needs. (Mental health illness and physical disability)

Other factors which improved wellbeing in this group included: having access to a local library/Hub as a source of information and to meet with friends; being able to shop online and have home deliveries; being able to exercise; and volunteering.

In terms of advocacy, a request was made in one of the focus groups for a Commissioner for Disabled People in Wales in the same way there are existing commissioners for Older People and Children.

In the public survey over half of respondents said they had received help to prevent or reduce problems in the future. The most common of these was immunisation (23.4% of all respondents), with others including exercise and keeping active (12.1%) and physiotherapy (9.8%) (Box 3C).

Box 3C. Support and services which were helpful



Flu jab available promptly at pharmacy without need to book appointment or sit around waiting for long period (Public survey)

Physiotherapy services very well organised, available nearby(ish), quick to get appointment, with friendly and knowledgeable staff. Helped before & after surgery for knee issue. (Public survey)

Without the Stroke Association help, I would not have known about the council tax help I have been able to get, nor the vital assistance I eventually have been able to receive via the DWP (Public survey)

The pulmonary rehab course was very beneficial in allowing me to understand and cope with day to day issues relevant to my condition (Public survey)

The X-Pert Course to manage my Diabetes was excellent at helping me take responsibility for my own health. (Public survey)

Cardiff and Vale UHB ran a feedback exercise called 'Values into Action' in 2016, receiving nearly 700 contributions from patients.^{d63} Patients' priorities for an improved experience included: improving two-way communication between clinical teams, patients and carers; excessive waiting for appointments, test results, in clinics, for discharge; build on examples of good patient experience already happening; and improving parking, reducing anxiety, and better food.

In a focus group with homeless people and their support workers, the significance of being able to access the GP in a timely way was emphasised, with knock on impacts if this wasn't possible (Box 3D).

Box 3D. Significance of being able to access the GP in a timely way



There are repercussions based on not getting a doctor's appointment or missing one and not being able to get another one for a month... loss of sick note means loss of benefit, means loss of housing (Homelessness support worker)

3.1.3 Information from professionals working with this group

Professionals at a workshop for the PNA felt that in terms of providing easy access to information on services for the public, there were too many different systems and mechanisms to update, which was a very repetitive process. It was felt that in future Dewis may be a logical solution to this.

At the workshop, professionals working in health and with people with disabilities highlighted the following key needs and assets:

Key needs (including preventative)	Key assets
Access to information and services	Volunteering and time credits
Maintaining and increasing provision and sustainability of community services and support	Self care including Wellbeing4U and expert patient programme
Improving flexibility of services	Community hubs
Transition points (e.g. child to adult services)	Community groups
Joining up services	Dementia-friendly communities
Vulnerable groups	
Transport & social isolation	
Better use of existing buildings	
Appropriate housing	
Public health information	

In the professional survey, when asked what factors most prevent people from accessing services and groups in their community, physical ability was a common response. In terms of prevention, immunisation, sexual health advice, counselling, social interaction, physiotherapy, help to stop smoking, keeping active, and helping to prevent trips and falls, were identified as significant areas which could benefit from more availability.

Access to appropriate transport such as volunteer/community drivers, was suggested as something which would help disabled people be more independent and improve wellbeing by allowing access to doctors' appointments and social activities.

In terms of accessing information and advice, the most common source identified by respondents to the professional survey was the GP, followed by family, friends and neighbours, and the internet.

3.1.4 Information from other sources

Breaking the Barriers

An event held in 2015 to look at the barriers faced by disabled people in our area identified a host of needs, including:^{d98} disabled people's dignity and respect should be central to social services care package delivery; improved integration and multi-agency working around continuing healthcare (CHC); difficulty accessing primary care, in particular lack of availability of appointments which take into account times when a carer is able to accompany someone, and lack of availability of British Sign Language, community translation and interpreter services; improving involvement of service users in assessing their care needs; advocacy, especially for people with learning difficulties; preventative services; bullying of young disabled people in mainstream school; lack of consistency in support during education transitions; lack of disability awareness and support by public transport operators; and accessibility of the built environment.

Shaping Our Future Wellbeing strategy

During the development of the Cardiff and Vale UHB 10 year strategy, *Shaping our Future Wellbeing*,^{d128} the views of local residents on what they wanted to see from their health service were summarised and included:

- I want to know how to minimise my risk of developing disease and be supported to make any lifestyle changes that enable me to live a healthy life;
- I want to understand the available treatment options and be supported to choose one which is best for me, accounting for my personal, cultural and physical needs;
- I want services that accommodate my needs as an individual, respecting the roles I play in my personal and family life;
- I want to decide how and where my care is delivered at the end of my life;
- I need to understand my condition and its treatments so that I can be involved in the planning of my care, play a role in monitoring my condition and recognise times where I need to access health care services;
- I need rapid access to knowledgeable healthcare professionals who can advise me what to do when my health deteriorates;
- I need care which is delivered close to where I live and work, so I can continue to lead as normal a life as possible;
- I want to maintain my independence and have the best quality of life possible;
- I want to receive joined up care from a range of health professionals who communicate effectively with each other and work as a team

Adverse Childhood Experiences (ACEs)

Adverse Childhood Experiences (ACEs) are stressful experiences occurring during childhood that directly harm a child (e.g. sexual or physical abuse) or affect the environment in which they live (e.g. growing up in a house with domestic violence). Nearly half (47%) of adults in Wales experienced at least one ACE during childhood, and 14% suffered 4 or more.^{d28} Figures for ACEs are currently only available at an all-Wales level.

Compared with people with no ACEs,^{d29} people aged under 70 with 4 or more ACEs were 4 times more likely to develop type 2 diabetes, 3 times more likely to develop heart disease, and 3 times more likely to develop respiratory disease. Over a year period this group of individuals were also twice as likely to have frequently visited a GP, three times more likely to have attended A&E and three times more likely to have stayed overnight in hospital.

Making a difference

Public Health Wales summarised the priority areas for prevention including a series of 'best buy' interventions in its 2016 report, *Making a difference*.^{d146} These interventions included smoking cessation counselling; active transport strategies; promotion of physical activity and healthy eating in workplaces, schools and communities; safe green spaces; and low emissions zones.

3.1.5 Gaps in our knowledge

No significant gaps have been identified.

3.2 Main needs

- Access to information and services

- Maintaining and increasing provision and sustainability of community services and support
- Improved flexibility of services, including services closer to home
- Transition points (e.g. child to adult services)
- Joining up services
- Vulnerable groups
- Transport & social isolation
- Better use of existing public sector buildings
- Appropriate housing
- Unhealthy behaviours widespread
- Increasing prevalence of long term conditions
- Air pollution
- Food poverty

3.3 Prevention recommendations

- Reduce social isolation
- Ensuring adequate nutrition
- Immunisations, sexual health, stop smoking support
- Improved access to counselling
- Falls prevention
- Improve air quality

3.4 Assets

- Home adaptations
- Volunteering and time credits
- Self care including Wellbeing4U and expert patient programme
- Community Hubs, Libraries
- Community groups
- Dementia-friendly communities
- Prevention services e.g. self management classes
- Making every contact count (MECC)

3.5 Suggested areas for action

- Improve access and waiting times for primary and secondary care services
- Ensure information for public and service users is correct and easy to understand
- Streamline people's journey through services - ensure services are flexible to meet the needs of each individual, and people get the right service at the right time
- Further embed awareness and messages around healthy lifestyle choices
- Tackle environmental pollution
- Improve transport for people with health and physical disabilities
- Embed co-production and citizen-based approach in service design, ensuring vulnerable groups are represented
- Progress integration of services across agencies, as a way of enabling other actions
- Ensure planning is long term, sustainable, and strategic

B4. Learning disability and autism

Other chapters of relevance: Adult carers; children & young people; health and physical disabilities; adult mental health and cognitive impairment; offenders; older people; sensory loss and impairment

Summary Learning disability and autism

Care and support needs Increased accessibility of information and services; accessible and affordable transport; respite accessible for all people; complex day opportunities; enable people who require services to make decisions about their support needs; recognise and support people who fall between gaps in service provision

Prevention issues Increase routine involvement of people with learning disabilities and autism in public sector consultations

Assets Socialising; physical activity; respite funding; staff in supported accommodation; local in-house day services for complex needs; ground-floor supported living; establishment of Integrated Autism Service; Intermediate Care Fund support for children with complex needs

4.1 What do we know about this group?

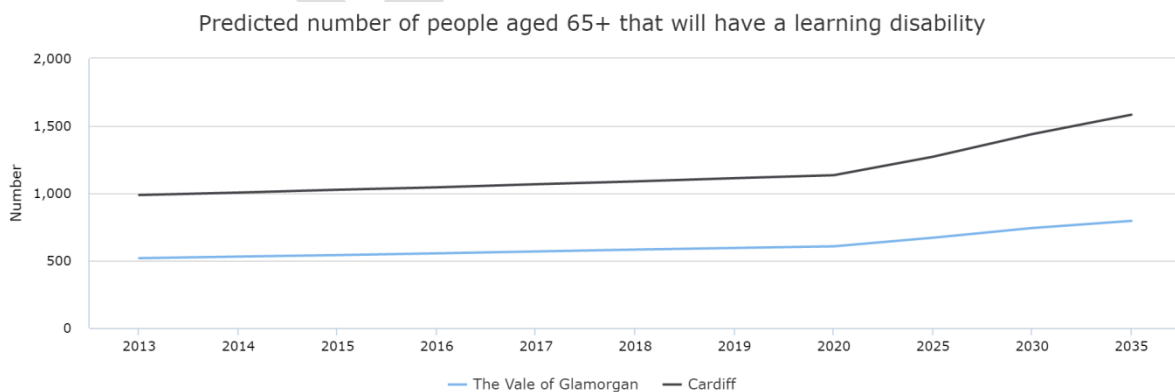
4.1.1 Information from population and service data

Learning disability

There were 1,426 people registered with learning disability in Cardiff in 2015-16, and 542 in the Vale of Glamorgan.^{d74} These numbers have stayed roughly stable in the Vale over the last 10 years but have risen significantly in Cardiff, by around 40%.

A significant increase is projected in the number of older people with learning disability in both Cardiff and the Vale of Glamorgan.

Figure. Predicted number of older people aged 65 and over with a learning disability, Cardiff and Vale of Glamorgan



Source: Welsh Government (WG)

Increases are also projected in the number of children and young people with learning difficulty or autism spectrum disorder.

As the population of young people with disabilities and life-long conditions rises, this increases the number of people transitioning from children's to adult services, and those with long-term needs as an adult.

Autism spectrum disorder (ASD)

UK research suggests that around 1.2% (116 per 10,000) of children and young people have ASD (autism spectrum disorder).^{d142} However, not all these people will be formally diagnosed.

Applied to the population of Cardiff gives an estimate of 553 children aged 5-16 with ASD, and 2,778 people aged 17-64 with ASD. In the Vale of Glamorgan this gives an estimate of 210 children aged 5-16 with ASD, and 887 people aged 17-64 with ASD.

4.1.2 Information from local residents and service users

In the focus groups, several participants talked about activities they took part in which contributed to their wellbeing (Box 4A)

Box 4A. Positive impact of socialising on wellbeing



I enjoy going out to open mic nights and karaoke. I like walking as well. (Learning disability / autism)

Swimming makes me relax, it takes away all the aches and pains. (Learning disability / autism)

What I like doing is socialising with friends and getting out and about. (Learning disability / autism)

Staff in supported accommodation and systems to help with personal finances were also described positively (Box 4B). Physical health related support included a physiotherapist, GP, dietitian and a chiropodist. Help with filling in forms and using Hubs to access Council services including housing were also mentioned.

Box 4B. Support services



My community help me because they've got intercoms in the system. And even like in the mornings, 'Are you all right, [name]?'. (Learning disability / autism)

The money situation's pretty healthy thankfully. But what happens is we do a weekly planner, I put down all the activities I'm doing and how much money I'm going to need each day. (Learning disability / autism)

In terms of needs, access to services was an issue for some people, including services which were no longer running (Box 4C), and access to the GP.

Box 4C. Access to services



I like going to the gym. I used to [go] with my physio, but I can't at the moment because he's finished. . . . I'd like to find out if someone else is doing that to help me again. (Learning disability / autism)

In the focus groups there were calls to ensure the voices of disabled and autistic people were heard by statutory authorities. There was also requests for material e.g. on consultations to be available in easy-read format. (Box 4D)

Box 4D. Consultation with people with learning disabilities and autism



Make it easier for us to have our say directly to all the major departments. That's the council departments, Hubs, buses. (Learning disability / autism)

4.1.3 Information from professionals working with this group

In the professional survey how venues welcome people with a learning disability was highlighted as a barrier to accessing services (Box 4E).

Box 4E. Accessibility of services



"Many venues are not welcoming to people with a learning disability or expect them to have a carer with them - often an individual only needs a little friendly support to ensure they are safe and welcome" (Professional survey)

At the PNA workshop, professionals working with people with learning disability and autism highlighted the following key needs and assets:

Key needs (including preventative)	Key assets
Accessible and affordable transport Respite accessible for all people Complex day opportunities Enabling people who require services to make decisions about their support needs Accessible information for all People who fall between gaps in service provision	Respite funding Local in-house day services for complex needs Ground-floor supported living

The mechanism for how specialist health support for people with learning disabilities is commissioned, with provision by Abertawe Bro Morgannwg University Health Board, was also raised as a potential issue by a professional. There was concern that there may be insufficient control over the model of provision and that this arrangement would benefit from being reviewed.

4.1.4 Information from other sources

Consultation with people with autism spectrum disorder (ASD), their carers and families

As part of an updated Welsh Government strategy to support people with ASD, their carers and families, detailed feedback and consultation was undertaken.^{d102} This found broadly similar issues among adults and children. Assessment and diagnosis in children was a major issue, specifically long waiting times, lack of information around the assessment, and insufficient information at the point of, and immediately after, diagnosis. In terms of ongoing support, issues included: support for emotional and behavioural issues; support for ASD-specific issues and life skills; and access to social and leisure opportunities within the local community. Other general issues raised included a lack of skills and knowledge among staff in generic and community services to support individuals with ASD; people with higher functioning ASD falling into gaps between mental health and learning disability services; and adaptation of generic community support to make it suitable for people with ASD. Many of these areas have planned actions to address them in the refreshed strategy which resulted.^{d101}

Integrated Autism Service

Welsh Government guidance on development of an Integrated Autism Service describes the strategic direction for the region over the next 3 years in development of services for people with autism.^{d101} Cardiff and the Vale of Glamorgan have a well embedded Autism Strategy and action plan, with a regional steering group in place overseeing the development of services. This has engagement from a wide range of services, partners and parents.

Development of integrated autism services locally will be based on a lifespan model. This will be the first service across the region to deliver in this way. This will be a new service but will encompass existing support services for people with autism delivered across Cardiff and the Vale of Glamorgan, including alignment with Adult Mental Health services and the Children's Neurodevelopment Service. Diagnostic services for adults with ASD will be aligned with NICE guideline recommendations,^{d144} with a multi-agency diagnostic process being developed.

4.1.5 Gaps in our knowledge

No significant gaps have been identified.

4.2 Main needs

- Increased accessibility of information and services
- Accessible and affordable transport
- Respite accessible for all people
- Complex day opportunities
- Enable people who require services to make decisions about their support needs
- Recognise and support people who fall between gaps in service provision

4.3 Prevention recommendations

- Increase routine involvement of people with learning disabilities and autism in public sector consultations

4.4 Assets

- Socialising
- Physical activity
- Respite funding
- Staff in supported accommodation
- Local in-house day services for complex needs
- Ground-floor supported living
- Establishment of Integrated Autism Service, launching May 2017
- Intermediate Care Fund support for children with complex needs, with strong links to regional adult learning disabilities services

4.5 Suggested areas for action

- Work with partners to make information accessible for all
- For complex health needs, improve access to day opportunities and reduce number of out of County placements
- Increase availability of accessible accommodation
- Review specialist health provision for people with learning disabilities
- Recognise and support people who fall between gaps in current service provision
- Expand education and employment project (Project SEARCH)
- Improve access to information and interventions which are autism-specific
- Work with partners to improve access to assessments without raising unrealistic expectations
- Develop better transport options for people with complex needs
- Improve mechanisms for engaging with people with learning disability and autism in partnership planning

B5. Adult mental health and cognitive impairment

'Adult mental health' here refers to individuals aged 18 and over. For young people see the Children & young people chapter.

Other chapters of relevance: Asylum seekers and refugees; adult carers; children & young people; health and physical disabilities; learning disability and autism; offenders; older people; sensory loss and impairment; veterans; violence against women, domestic abuse and sexual violence; substance misuse

Summary Adult mental health and cognitive impairment

Care and support needs Increased timely access to low level mental health services; joined up information, advice and services; loneliness and social isolation, especially among people with dementia and some BME groups; access to appropriate housing & support; continuing partnership approach between statutory agencies and with third sector; support for families of people with mental health issues; community hubs and one-stop shops; supporting GPs with decisions around referrals; dementia-specific needs and recommendations; peer support and mentoring to guide people through system

Prevention issues Self-help, behaviour change and lifestyle choices; increased social contact; training for staff on mental health to improve awareness and knowledge of how to support people

Assets Socialising; compassionate healthcare professionals; libraries, Hubs, cafes, community centres; positive environment; gyms, leisure centres; employment and volunteering; counselling (once accessed); peer support, mentoring and self-help; shared training; multi-stakeholder partnerships; community assets including social capital; online communities; third and private sector organisations providing support

5.1 What do we know about this group?

5.1.1 Information from population and service data

Self-reported mental wellbeing in Cardiff and Vale UHB area is in line with the Wales average, although this masks a slightly lower score in Cardiff compared with the Vale.^{d76} Consistent with this, UK-wide self-reported happiness scores in 2015-16 were slightly above the average of 7.5 out of 10 in the Vale of Glamorgan (7.68) but below the average in Cardiff (7.41). However, these figures are subject to considerable annual fluctuation.^{d77}

Dementia

A recent health needs assessment of people with dementia in Cardiff and Vale highlighted that dementia has overtaken heart disease as the leading cause of death among women in England and Wales.^{d73} There are estimated to be 5,000 people with dementia in Cardiff and the Vale of Glamorgan, nearly 6 in 10 (58%) of whom have a diagnosis.

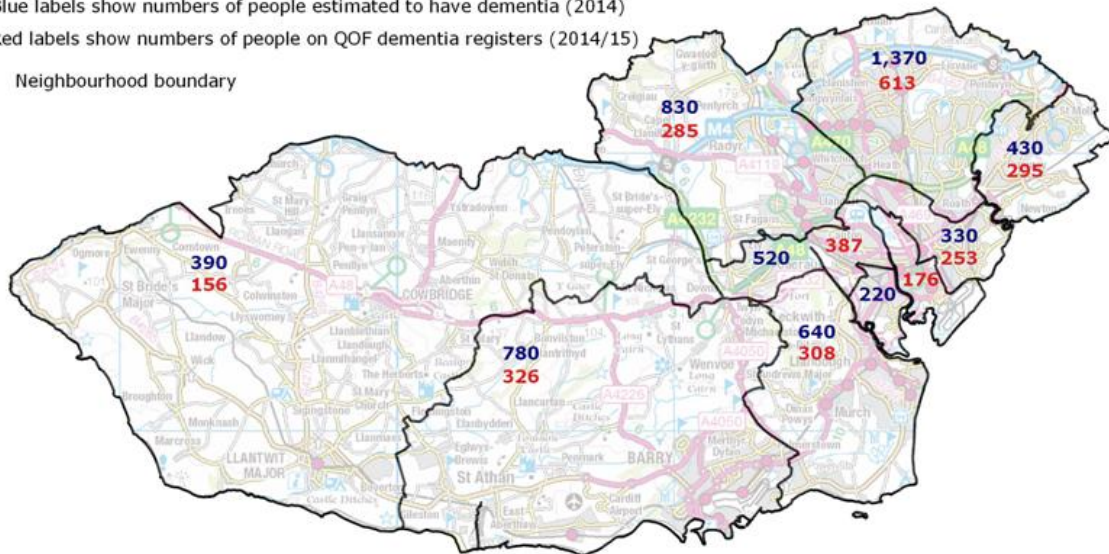
Figure. Estimated number of people with dementia in Cardiff and the Vale of Glamorgan (2016)

People with dementia, 2014 / 2014/15
Neighbourhood management areas in Cardiff & Vale UHB

390 Blue labels show numbers of people estimated to have dementia (2014)

156 Red labels show numbers of people on QOF dementia registers (2014/15)

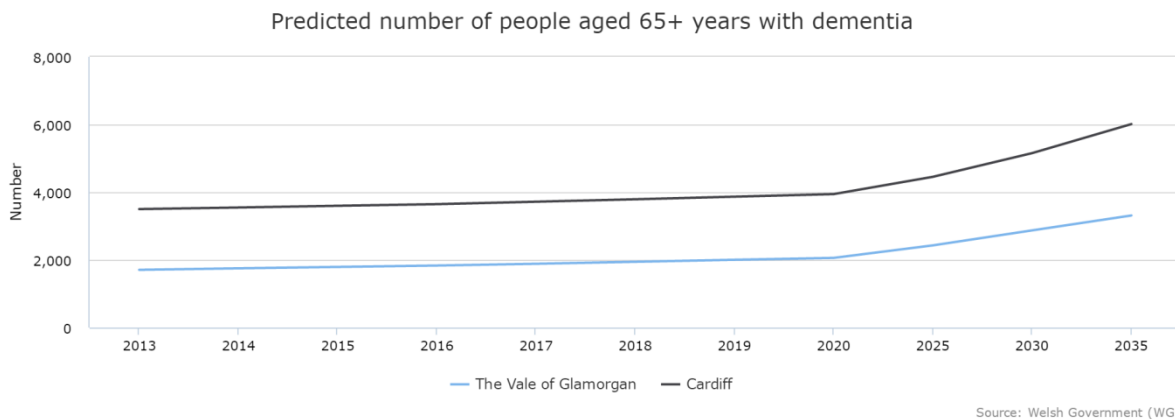
□ Neighbourhood boundary



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Due to a growing and ageing population this number is expected to increase to nearly 7,000 by 2025.

Figure. Predicted number of older people aged 65 and over with dementia in Cardiff and the Vale of Glamorgan



Source: Welsh Government (WG)

Suicide

Suicide is a major cause of death amongst the 15 to 44 age group.^{d81} In Wales over the period 2010 – 2012 it accounted for almost one in five deaths in males aged 15 to 24 years and just over one in ten deaths amongst women of that age. Rates are higher in our more deprived communities and this gap appears to be widening in Wales.

NHS mental health services

Benchmarking data in 2014 showed that the Adult Community Mental Health Team caseload per 10,000 people (weighted population) was 147 within Cardiff and Vale, similar to the UK average of 140.^{d118} Within the service, there were 252 contacts per whole time equivalent member of staff, compared to 240 across

the UK. The number of admissions per 100,000 people was 245 locally, compared to 234 across the UK. Bed occupancy in Cardiff and Vale was 115%, whereas across the UK it was 91% on average.

Rates of hospital admissions for mental health issues in Cardiff and the Vale of Glamorgan (26.3 per 10,000) are below the Wales average (31.6 per 10,000 population).^{d75}

5.1.2 Information from local residents and service users

In response to a question in the public survey over control over their daily life, just over 1 in 10 of all respondents (12.8%) said they had either no control (1.8%) or some control but would like more (11.0%). Of these individuals, around two fifths (42.8%) identified emotional or mental health as a factor preventing them from having sufficient control in their life. This was the second most common response after physical ability.

Of all respondents, 1 in 7 (15.2%) said they feel lonely some (12.4%) or all/most of the time (2.8%). These proportions were around the same between Cardiff and the Vale of Glamorgan. Among people belonging to one of the thematic groups featured in this report, the proportion feeling lonely some or all of the time increased to nearly 1 in 4 (23.3%).

In terms of current support for wellbeing, participants in focus groups discussed the ability to talk with other people, support groups, courses and therapy (Box 5A).

Box 5A. Positive impact of socialising with other people



Seeing other people there that are going through the same sort of thing that I'm experiencing, because you feel alone, as much as you know you're not alone, you feel alone and you feel nobody else is around you, you're like an island. (Mental health illness)

It was about that not feeling like you're the only one, and going into a room and other people talking about their symptoms, what they were thinking, how they were feeling, and just that sense of, it's not just me then. I'm not mad. (Mental health illness)

A group in a local community centre was described which gave people the opportunity to make friends and chat, and share food with others. Participants in that group had found out about it through word of mouth. Groups run by their own members also contributed to positive wellbeing. There was also praise for some GPs (Box 5B) and community mental health services.

Box 5B. Compassionate healthcare professionals



In all fairness, the GPs have been absolutely fantastic. They've been very supportive. They've spent the time. I haven't gone in there, I've run over the 10 minutes if you like when I've had to express how I'm feeling. (Mental health illness)

Libraries and Hubs were referred to as helpful sources of information. The latter were described as being convenient, for example, to access computers, advice on seeking employment, benefits, housing and Citizens' Advice. Gym and art classes also contributed to positive wellbeing.

Green spaces, parks, woods, fishing spots and the coast were also mentioned in the focus groups as having a positive impact on wellbeing, as did physical exercise. The safety of the area was also important. In the public survey, of the 473 people who described places or activities which helped their wellbeing, a quarter (25.8%) referred to local gyms, leisure centres and exercise facilities. Churches and religious centres were mentioned by one in five (19.5%). Parks and open spaces were mentioned by one in eight (13.1%) respondents. These areas were important for walking, exercise, relaxation and contemplation. (Box 5B2) Ironically in the same survey emotional and mental health issues, including a lack of confidence, were a common barrier given to being able to access these same places, along with physical difficulties, transport and finances. There is also evidence that community regeneration programmes such as Communities First can have a positive impact on mental wellbeing and reduce inequalities in mental health.^{d59}

Box 5B2. Places which help with wellbeing



The local leisure centre - I regularly attend the gym there which helps me keep fit and well, both mentally and physically. (Public survey)

Tai chi helps with emotional and physical wellbeing (Public survey)

The church provides me with a lot of informal support and friendship (Public survey)

Bute Park. It helps me escape the city and makes for great walking (Public survey)

I also enjoy the parks and gardens, in particular Roath Park lake area - just to walk amongst the trees and see the lovely flowers lifts the spirit. (Public survey)

Employment and volunteering significantly contributed to people's wellbeing (Box 5C). In the public survey, a tenth (9.9%) of those naming places or activities which helped with their wellbeing, identified volunteering. Volunteering activity included sports clubs, befriending services, gardening and litter picks. Participation was described as providing rewards including a sense of purpose and an opportunity for social interaction.

Box 5C. Employment and volunteering



Work at the moment is helping me. It's the one that I'll get up and go to. . . . I think it's routine. (Mental health illness)

They're supporting me with moving on from social networks, social care to life... and that could be training or finding a job or volunteering and they've managed all that, so they've helped me identify a volunteering position. (Mental health illness and substance misuse)

For me at the minute it's [a Welsh Government funded programme that's most important] because I do a lot of volunteer work with them and we've done litter picks and we get time

credits and the community centre has loads of things going on. (Mental health illness)

In the public survey over half of respondents said they had received help to prevent or reduce problems in the future. This included counselling (10.2% of all respondents) and other mental wellbeing (8.8%) (Box 5C2)

Box 5C2. Support and services which helped prevent or reduce problems



I have started counselling sessions for anxiety. So far I have only had two sessions but feel much more happy and at ease already (Public survey)

The call from the Primary Mental Health Support Services was very supportive and professional and I felt reassured that someone understood my specific needs as an individual. In addition I received all the necessary information that we had talked about via the phone sent in the post (Public survey)

In terms of need, some people in the focus groups mentioned a lack of support and understanding from friends and family (Box 5D). There was also a suggestion that in some cases people struggled to receive professional help unless their situation was 'really extreme', with long waiting lists for lower-level services such as counselling.

Box 5D. Lack of support and understanding from friends and family



I've not really got anybody supporting me at the moment, I've got a disabled daughter who I support, so that's quite hard. (Mental health illness)

I don't think there is much support for families because I've found that, as I said earlier, my [ex] husband didn't understand depression at all and I think it was a real fear as though it might be catching but also embarrassed - he was really embarrassed about me having a mental illness. (Mental health illness)

A lack of information about services available was mentioned, along with long waits for general and specialist mental health treatment. Issues with accessing GP appointments were also raised. Participants described seeking private treatments such as reflexology and hypnotherapy, and requested the ability to be prescribed alternatives to medication such as yoga or meditation. One participant described how she felt mental health services focused more on what to do if she had a 'crisis' rather than ongoing support and crisis prevention (Box 5E).

Box 5E. Mental health services focused on 'crisis' rather than prevention



The problem I've found with the mental health services is that I always feel like I'm in the middle, I'm at the stage now where I'm not ill enough to be going into hospital, but I'm not well. . . . [The NHS service] have sent me a load of stuff in the post. Then it was, I had to motivate myself to go and get help. (Mental health illness)

Improved mental health services. My husband could do with support but we don't know where to turn (Public survey)

Bounced from doctor to doctor so repeatedly having to explain specific problems, resulting in no clear information. Responses from GP mostly pushed drug based solutions and wait 6 months - year to receive any counselling (Public survey)

Memory clinic waiting list was long and info didn't materialise until the diagnosis, but the info I eventually got would have been helpful earlier (Public survey)

Other participants mentioned that there was insufficient availability of counselling, with a fixed number of sessions only available. Better access to counselling was a very strong theme in the public survey and mentioned in a number of areas as something people would like, to prevent problems in the future (Box 5E2).

Box 5E2. Improved access to counselling



Initial 6 week counselling for depression via GP good but not long enough, only just started 16 week course with MIND after 10 month wait (Public survey)

Length of time taken to see counsellor (6 month waiting list so by the time I saw a counsellor the original reasons for seeking counselling were long since passed. (Public survey)

Easy access to mental health support (talking therapies) before getting to crisis stage where intervention is guaranteed i.e. preventative care before reaching breaking point. (Public survey)

I think mental health support needs to be acted on faster. I have been asking for counselling for 15 years but have repeatedly been sent away with anti-depressants which have only made my problems worse. (Public survey)

There was also a suggestion from some participants that it was better to receive firm direction on attending sessions and have pre-booked appointments, rather than leave up to individuals to make the first contact (Box 5F) There was also a request for the ability for participants to meet informally again after a course has finished, for example facilitated by a room being provided for this purpose.

Box 5F. Preference for receiving firm direction rather than relying on self-motivation



I would rather somebody said, right, this is somebody you need to speak to, we've made an appointment, you need to go there at this time, that day, that's when it is. Rather than, it's a bit flimmy flimmy, it's just 'yes here's some people who could help you, have a look and see

what you want to do'. (Mental health illness)

Opportunities for social contact were mentioned by 1 in 10 (9.5%) people in the public survey who answered a question about things which could make a positive difference to wellbeing now or in the future (Box 5G)

Box 5G. Opportunities for social contact



Companionship occasionally at home and for visits to theatres or other performances or on holidays. (Public survey)

Maybe a community centre that caters for activities such as bowls, skittles get together to have a coffee on a morning or drink an entertainment on an evening, or local sports centre for all activities. (Public survey)

Groups that bring people together are so necessary... I am surprised there seem to be no community centres where charitable groups can meet others for free. (Public survey)

During engagement with service users for the recent dementia needs assessment,^{d73} nine key themes were identified: isolation and loneliness (Box 5H); kindness and compassion; co-ordination of services; caring for carers; what to do in a crisis; moving support to primary care; inequality in access to services; dementia is everyone's business; prevention is essential. Transport was also highlighted, particularly if someone with dementia was previously able to get to places by driving themselves.

Box 5H. Living with dementia



I just miss my husband so much, and not being able to go out. I get lonely, very lonely... I just wish more people would pop in and say hello, but they have got their lives. I wish I had my car (Person with dementia, dementia needs assessment)

I love getting together with other people in groups... there is a need for people to be able to get together to do hobbies, or to talk and share even a cup of tea. (Person with dementia, dementia needs assessment)

A regular mental health 'feedback fortnight' was run in 2016 across Cardiff and the Vale.^{d62} This included an online and paper survey, focus groups held by CAVAMH and Hafal, and a 'Celebrating Recovery' event. 44 surveys were completed, and a further 128 people were involved through focus groups or the event. Themes identified included:

- Relationships: the relationship with care providers was important in whether people considered their needs were met. Where professionals have good relationships with clients this is seen as an asset; where there is a lack of understanding, sympathy or knowledge, this is a need
- Communication: communication between service users and carers/service providers was important, and communication between service providers - this meant there was less necessity for service users to repeat themselves
- Education: some people felt that the skills of some staff could be boosted with specialist training on supporting people with their mental health issues; and some people recognised their own lack of knowledge about mental health and wanted more training themselves
- Community services: service users and carers valued non-statutory support as well as statutory support, including services which were not time-limited and which operated out of hours
- Access to services: while people valued the support they got from services, there were many instances where they would value quicker access and longer periods of support

Needs raised in a discussion at the Cardiff and Vale Mental Health forum in November 2016 included:^{d61} having meaningful care and treatment plans; address financial, housing and social issues for people with mental health issues; focus on quality relationships, both within and between staff and patients, to improve recovery times; increase service user and carer involvement; improve communications, including links with third sector organisations, police, housing, and signposting from GPs. Prevention was seen as a key issue, including giving prevention more emphasis across the NHS and recognising the value of the natural environment.

5.1.3 Information from professionals working with this group

In the professional survey, when asked what factors most prevent people from accessing services and groups in their community, 'emotional and mental health issues' were the joint most popular response, corresponding to a similar finding in the public survey.

Respondents to the professional survey were also keen to highlight the importance of local libraries, Hubs, community centres and cafes as these are the places that for many enable regular social interaction and combat isolation.

Two thirds (67.6%) of professionals identified increased availability of counselling as something which would be beneficial for their client group in the future. A similar proportion (64.7%) also identified more social interaction as being beneficial for their clients in future.

In the PNA workshops, professionals working in adult mental health highlighted the following key needs and assets:

Key needs (including preventative)	Key assets
Joined up information, advice and services	Peer support, mentoring and self-help
Access to appropriate housing & support	Shared training
Self-help, behaviour change and lifestyle choices	Multi-stakeholder partnerships
Continuing partnership approach between statutory agencies and with third sector	Community assets including social capital
Community hubs, one-stop shops etc. to improve access to services	Neighbourhoods and communities of interest
Supporting GPs with decisions around referrals	Online communities
Dementia	
Peer support and mentoring to guide people through system	

5.1.4 Information from other sources

Prevention of dementia

The recent dementia needs assessment also highlighted that one in five cases of dementia may be preventable with exercise, diet, diabetes prevention, and early treatment of depression.^{d73}

Adverse Childhood Experiences (ACEs)

Adverse Childhood Experiences (ACEs) are stressful experiences occurring during childhood that directly harm a child (e.g. sexual or physical abuse) or affect the environment in which they live (e.g. growing up in a house with domestic violence). Nearly half (47%) of adults in Wales experienced at least one ACE during childhood, and 14% suffered 4 or more.^{d28}

The prevalence of low mental wellbeing in adults increases with the number of ACEs experienced in childhood.^{d34} On average, one in five (19%) adults have low mental wellbeing. This is slightly lower (14%) for people who experienced no ACEs as a child, compared with two in five (41%) of people who experienced four or more ACEs as a child.

Welsh Government strategies

Together for Mental Health is the Welsh Government 10 year strategy to improve mental health and wellbeing.^{d33} Many of the themes identified here are included in the strategy, including improving access to information and advice to promote mental wellbeing, including low-level interventions; reduce loneliness and unwanted isolation; and improving integration between public sector and third sector provision.

Talk to me 2 is the Welsh Government strategy on suicide and self-harm, which highlights the key groups who are at higher risk of suicide and self harm.⁸¹ Individual risk factors include those who: are male; are of low socioeconomic status; have restricted educational achievement; have a mental illness; have a major physical or chronic illness; experience alcohol or substance misuse. Stressful life events, including job loss and divorce/separation also put people at higher risk.

Welsh Government launched a consultation on a new dementia strategy in January 2017.^{d80} This includes a focus on: risk reduction and health promotion; recognition and identification of dementia; assessment and diagnosis; living well with dementia; and support in the community.

Access to mental health services

The report 'Is Wales Fairer?' highlights the need to improve access to mental health services, and reduce the rate of suicide especially among men.^{d39} The Cardiff and Vale Mental Health Forum principles call for 'recovery focused, person-centred services, responsive to the needs of those using services and their carers'; and that people using services must have the opportunity to be involved in the planning and delivery of services.^{d60}

Minority Ethnic Elder Advocacy (MEEA) project

MEEA provides independent advocacy services to minority ethnic elders aged 50 and over across Wales. Of over 800 people registered with the MEEA project, around 10% believe they suffer from bad or very bad mental health. These rates are even higher among Bangladeshi and mixed race participants (23% and 21%

respectively). 4 in 10 (41%) of MEEA beneficiaries report feeling lonely sometimes or often, much higher than the level found in the public survey for the PNA. However, loneliness may be a reason for participating in the MEEA project, and this group also reported a low level of oral English skills, which could also contribute to this effect.^{d40}

Five ways to mental wellbeing

Five ways to mental wellbeing is an evidence-based approach which encourages individuals to do five things each day to improve their personal wellbeing:^{d87} connect; be active; take notice; keep learning; and give.

5.1.5 Gaps in our knowledge

- Number of people receiving domiciliary care who have dementia (figure not known)
- Data completeness for coding of ethnicity within mental health databases for community and inpatient care

5.2 Main needs

- Increased timely access to low level mental health services including counselling and family support
- Joined up information, advice and services
- Loneliness and social isolation, especially among people with dementia and some BME groups (including asylum seekers and refugees)
- Access to appropriate housing & support
- Continuing partnership approach between statutory agencies and with third sector
- Support for families of people with mental health issues
- Community hubs, one-stop shops etc. to improve access to services
- Supporting GPs with decisions around referrals
- Dementia-specific needs and recommendations
- Peer support and mentoring to guide people through system

5.3 Prevention recommendations

- Self-help, behaviour change and lifestyle choices
- Increased social contact
- Up-to-date training for staff on mental health to improve their awareness and knowledge of how to support people
- Further promotion of dementia friends training and dementia-friendly cafes

5.4 Assets

- Socialising
- Compassionate healthcare professionals
- Libraries, Hubs, cafes, community centres
- Positive environment
- Gyms, leisure centres
- Employment and volunteering
- Counselling (once accessed)
- Peer support, mentoring and self-help

- Shared training
- Multi-stakeholder partnerships
- Community assets including social capital
- Online communities and tools
- Third and private sector organisations providing support

5.5 Suggested areas for action

- Improve access to low level mental health services, counselling and family support
- Scope actions to address loneliness and social isolation
- Scope provision of a single point of contact for mental health issues
- Explore where best to deliver mental health services to maximise access while reducing stigma
- Improve clarity of referral pathways and criteria, shared through partnerships and networks, and support professionals in decision-making
- Ensure provision of appropriate training of staff in mental health issues
- Explore where joint funding of services would benefit public / service user experience
- Implement recommendations from dementia health needs assessment
- Share examples of good practice between partner organisations

DRAFT

B6. Adult carers

For young carers and young adult carers please see the Children and young people chapter

Other chapters of relevance: Children & young people; health and physical disabilities; learning disability and autism; adult mental health and cognitive impairment; older people; sensory loss and impairment

Summary Adult carers

Care and support needs Access to information including financial support and services available; access to services including transport; ensure discharge planning process involves consultation with carer; housing; respite care; mental health support; social isolation; raise awareness of who is a carer; improve access to carers' assessments; transitions (child to adult); address perceptions of feeling judged by services

Prevention issues Increase and enable peer support groups for carers; ensure health and social care professionals receive appropriate training on carers' issues

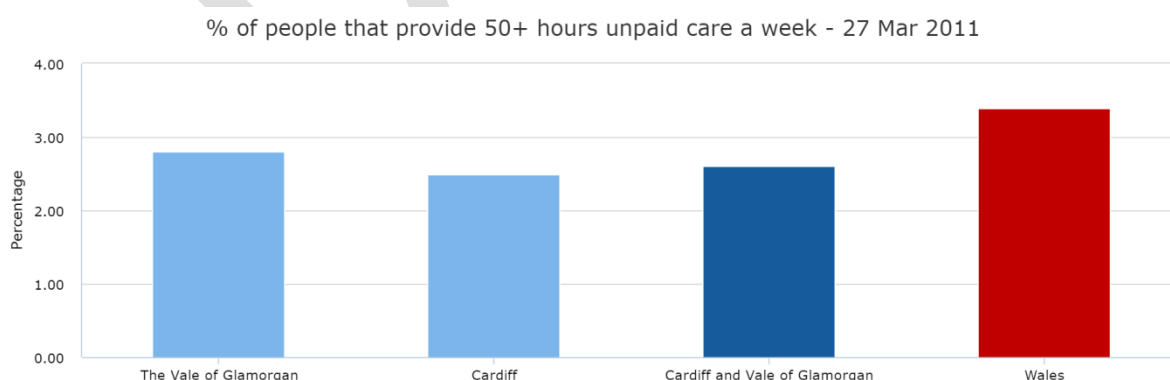
Assets Physical activity and access to outdoor space; community services including third sector; carers themselves and their social networks; GPs and community pharmacies

6.1 What do we know about this group?

6.1.1 Information from population and service data

At the 2011 Census, 50,580 carers were recorded in Cardiff and the Vale of Glamorgan. This represented a 12% rise over the number in the previous Census 10 years earlier.^{d46} The percentage of people in the population who identify as carers is below the Wales average in both Cardiff and the Vale of Glamorgan.

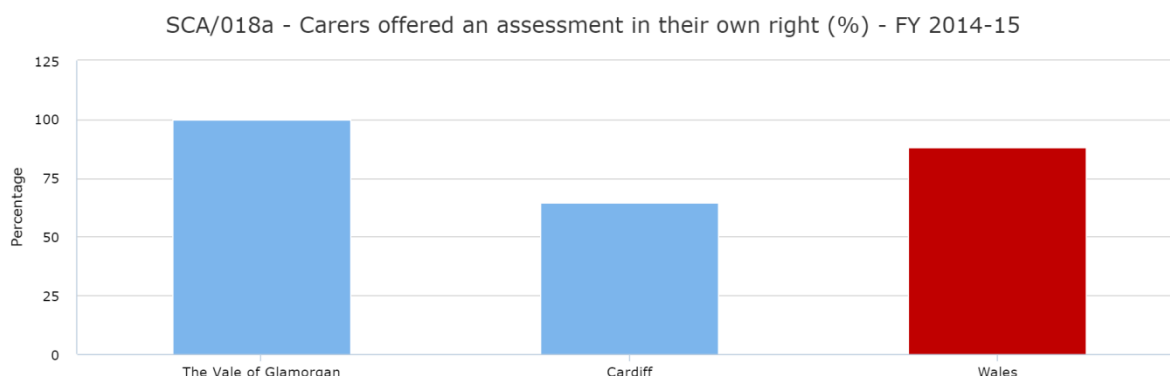
Figure. Proportion of people who provide 50 or more hours of unpaid care per week, Cardiff and Vale of Glamorgan (2011)



In 2014/15, over 6 in 10 (64%) of known carers were offered an assessment by Cardiff Council, a significant increase on the previous year, although the rate of completion of the assessment was only 1 in 4 (26.3%),

and the rate remained below the Wales average.^{d36} The rate in the Vale was reported as 100% in the same year.

Figure. Proportion of carers offered an assessment (2014/15)



A survey of adult carers in Cardiff and the Vale was undertaken in 2011, with 292 respondents.^{d47} Of the respondents, the majority were female (72%) and caring full time (72%). Most people cared for one person (87%) although over one in ten (13%) cared for two or more. Two thirds of carers (67%) had been caring for more than 5 years, including nearly half (46%) caring for over 10 years. Three quarters (77%) were aged 40 or over, including a quarter (24%) who were 75 or over.

6.1.2 Information from local residents and service users

85 people (6.7%) responding to the public survey identified themselves as a carer. Three quarters of these individuals also identified themselves as belonging to one or more of the other specified groups. Half of respondents reported spending 25 hours or more per week on unpaid caring responsibilities, whilst just over a quarter were spending 45 hours or more per week. An additional 9 people answered on behalf of someone else in a caring capacity.

Out of all respondents to the survey, 1 in 10 (10.1%) said they had unpaid help from a spouse/partner at the same address, 4.2% from another family member at the same address, 7.6% from a family member living elsewhere, and 4.1% from a friend/neighbour.

Support which enabled parents of children with a disability or learning difficulty to work was considered to have a significant effect on their wellbeing (Box 6A), as were other services to support carers. Support for siblings of children who had a parent carer was also valued.

Box 6A. Support for carers



We go to the 'forget me not' choir and the dementia cafes... they are a great support (Carer, dementia needs assessment)

Without the support I receive I would not have been able to care for my husband at home for the past 10 years (Public survey)

They pay a few days a week for [my child] to go into childcare so I can work. . . . [Also] through them [the child] goes to a youth club which obviously gives me a lovely two hours in the evening twice a week. . . . That's my most positive, because like I said where [my child]

can't go out in our area, it's somewhere else to go. Also the school holidays where I can go to work. (Parent carer)

Physical activity and access to outdoor space was mentioned by participants as providing a mental release for carers (Box 6B)

Box 6B. Physical activity and access to outdoor space



I feel refreshed and happy and you get relaxed [after swimming]. So you can continue your caring role. (Parent carer)

I love being outdoors and at the moment that's so important to me because as I said my child's pretty much nearly agoraphobic, not leaving the house. I'm an outdoor person so that's really, really hard and that's all I do have, that's my social contact is other dog walkers (Parent carer)

Social media was used as a source of information for example to identify potential support options.

In terms of needs, focus group participants described a lack of independence and guilt associated with having time to themselves, and the need for respite (Box 6C) One potential solution offered was if carers were offered more help in organising their own face-to-face support groups.

Of individuals who responded in the public survey saying they had insufficient control over their lives, a quarter (25.8%) identified responsibilities such as caring for another person, as a factor in this. One parent carer described services for her son as inflexible, causing her to have to give up work (Box 6C). A lack of emergency respite was also highlighted as an area of anxiety for carers in a Cardiff consultation with adult carers.⁴⁵

Box 6C. Lack of independence, and need for respite



We're so depended upon [as carers] it makes it difficult, the whole guilt trip about if you do have an evening out. The inability to have a night off, go away for a weekend. Lack of respite. . . It's that total 24/7 care, so independence doesn't really exist. (Parent carer)

As a mother of a disabled child, I'd love if [the child] has more respite. [The child] has only three hours in a week, and is very active and always ask to go outside. It will be good for me to have a rest and for [the child] because [the child] has a lot of energy. . . And for my well-being as well, because I have another child, so he needs time. (Parent carer)

Complete inflexibility in services provided for my son. No respite or unpaid help. Having to give up working to fight for adequate provision for my son. (Public survey response)

Carers highlighted that delays in accessing specialist services on behalf of the person they care for became a worry and concern for them as the carer too, as they were having to do the chasing up, thus affecting their wellbeing. Similarly, regular changes in staff and a lack of continuity of care meant that carers had to repeat their story often and felt rapport was lost (Box 6D) This was also echoed in the Cardiff carers' consultation.⁴⁵

Box 6D. Changes of staff and lack of continuity of service



This is through Social Services, so we got a social worker, but it's [my child's] fourth social worker, they've changed it, in a year, and [the child has] had four different people coming in now to tell the same story to. It's not good. (Parent carer)

It was felt that often it could be difficult to find information on relevant services and eligibility, for example, for the disability living allowance, and this often came about through word of mouth (Box 6E)

Box 6E. Difficulty finding information about services and conditions



It got to the age of 11 and I was like, 'What are we going to do now? [A contact in the Council] was saying, 'Well the person you want to speak to is [name]', and gives me her mobile phone number. That's how you access, it is word of mouth. (Parent carer)

I've had nothing that I haven't sourced myself through my own research on my own - there's been nothing. (Parent carer)

It would be nice to have a little booklet that told you of other people's experience. A lot of people say I wish I knew now, what I knew at the end. (Carer, dementia needs assessment)

There was a view that the third sector was often more respectful and less judgemental than Social Services, but friends could also be judgemental. Some people felt that this perception of being judged affected how they acted in front of staff (Box 6F)

Box 6F. Feeling judged



At the same time once you're involved in the voluntary sector there's a lot more support, they're more accessible. The way they deal with you is more respectful, it's less judgemental, it's more supportive and understanding. (Parent carer)

F: Constantly judged, constantly, constantly judged. . . F: Yeah constantly have to prove that it's not your mistakes that these children are having difficulties. F: And that's not just professionals, that's so-called friends. (Parent carers)

If you cry too much about how badly things are going, I think there's that very fine balance between, 'This person's struggling so we'll go and support them', compared to, 'This family's really struggling so we'll look at taking the child'. That's a concern I have at the moment. (Parent carer)

In the Cardiff carers' consultation, many carers did not know about carers' assessments or had been unsuccessful in accessing them.⁴⁵ Similarly, there was a lack of knowledge around Direct Payments, and a feeling the system was too complicated. There was also a view that the health service, especially GPs, should be more involved with supporting carers. Carers would value a 'one-stop shop' where they can get information on support and services for them from one phone number.

In a 2014 survey of carers undertaken across Wales found for Cardiff and the Vale that nearly 8 in 10 (79%) did not receive the carers' allowance, 83% haven't been offered a carers' assessment, 6 in 10 (62%) weren't registered as a carer with their GP.^{d46} Two thirds (67%) did say they felt involved in the development of social care plans for the people they cared for. An older, 2011, survey in Cardiff and Vale^{d47} found that respondents were nearly evenly split in saying they did or didn't have a positive care/life balance. Six in ten (61%) of respondents reported caring having a negative impact on their own health and wellbeing (including 47% who reported a negative impact on their mental health), 43% a negative impact on their family relationships, and 48% a negative impact on their relationships with friends. Where there had been a recent hospital admission by the person they cared for, three quarters were consulted on their discharge, but one in five (19%) reported not being consulted. While 60% felt the timing of the discharge was appropriate, a quarter (26%) felt it was too early.

The Cardiff and Vale dementia needs assessment included the needs of carers of people with dementia.^{d73} Themes from engagement with carers included: support for carers is crucial; access to information on the condition; and difficulty navigating the complex system.

A recent survey of the Cardiff and Vale UHB workforce found that only 14% of the respondents had training on carers in the last 3 years, and there was confusion over what defined someone as an adult carer, with many staff including people who look after relatives' children as carers.^{d53} This reflects a more general confusion in wider society. It also found a genuine willingness from staff across all specialities to involve carers, especially at discharge.

6.1.3 Information from professionals working with this group

In the professional survey, when asked what factors most prevent people from accessing services and groups in their community, responsibilities including caring for another person, was a common response.

In the PNA workshops, professionals working with adult carers highlighted the following key needs and assets:

Key needs (including preventative)	Key assets
Access to information including financial support and services available Respite care Raising awareness of who is a carer Accessing carers' assessments Access to services including transport Social isolation Discharge planning Housing Transitions (child to adult) Mental health support	Community services including third sector Carers themselves and their social networks GPs and community pharmacies

At a stakeholder workshop for the Wellbeing Assessment in the Vale of Glamorgan, it was noted by a professional that some carers do not come forward for an assessment because they felt that the term 'carers' assessment' meant the process would involve an assessment of a carer's competence, rather than their own needs as an individual.

6.1.4 Information from other sources

Under the Social Services and Wellbeing (Wales) Act 2014, local authorities must now offer a carer's assessment to any carer where it appears to the authority that the carer may have a need for support. This is a significant change, as previously a carer could only request a carer's assessment.^{d82}

Carers UK undertakes an annual survey of carers. Out of respondents in Wales, findings included:^{d110} three quarters (75%) of carers are concerned about the impact of caring on their health over the next year; 3 in 5 (61%) are worried about the impact their caring role will have on relationships with friends and family; over half (53%) report financial difficulties, with a third of this group reporting cutting back on essentials such as food and heating; and a quarter (23%) of working carers are worried about their ability to remain in work over the next year.

6.1.5 Gaps in our knowledge

No significant gaps have been identified.

6.2 Main needs

- Access to information including financial support and services available, e.g. from a 'one stop shop'
- Access to services including transport
- Ensure discharge planning process involves consultation with carer
- Housing
- Respite care, especially emergency respite
- Mental health support
- Social isolation
- Raise awareness of who is a carer
- Improve access to carers' assessments
- Transitions (child to adult)
- Address perceptions of feeling judged by services

6.3 Prevention recommendations

- Increase and enable peer support groups for carers
- Ensure health and social care professionals receive appropriate training on carers' issues

6.4 Assets

- Physical activity and access to outdoor space
- Community services including third sector
- Carers themselves and their social networks
- GPs and community pharmacies

6.5 Suggested areas for action

- Implement carer engagement model, based on best practice
- Raise awareness around caring and carers among public and health and social care professionals, for example through Making Every Contact Count
- Increase access to respite care including emergency respite
- Ensure hospital discharge planning processes involve carers
- Provide consistent information to carers and relatives through existing information points such as primary care, libraries
- Support the development of informal support for carers, e.g. befriending and volunteers
- Develop carer-friendly communities

For information on the care and support needs of young carers, please see chapter B1, Children and young people.

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B7. Sensory loss and impairment

Other chapters of relevance: Adult carers; children & young people; health and physical disabilities; learning disability and autism; adult mental health and cognitive impairment; older people; veterans

Summary Sensory loss and impairment

Care and support needs Accessible communication and information; mobility and rehabilitation; review purpose and use of registers for sensory impairment; social interaction including impact on mental health and wellbeing; person-centred equipment and technology; independent living; appropriate access to specialist services and assessments; partnership between the third sector and health; recognise people with complex needs with additional sensory impairment, requiring additional support; plan for increase in prevalence of people with sight loss; undiagnosed hearing impairment among older people in care homes

Prevention issues Increase awareness of day to day needs of people with sensory impairment among public and third sector staff, transport operators

Assets Social interactions; friends, families and neighbours; third sector support; advocacy; housing adaptations; access to outdoor spaces; technology including Next Generation Text; access to work programmes

7.1 What do we know about this group?

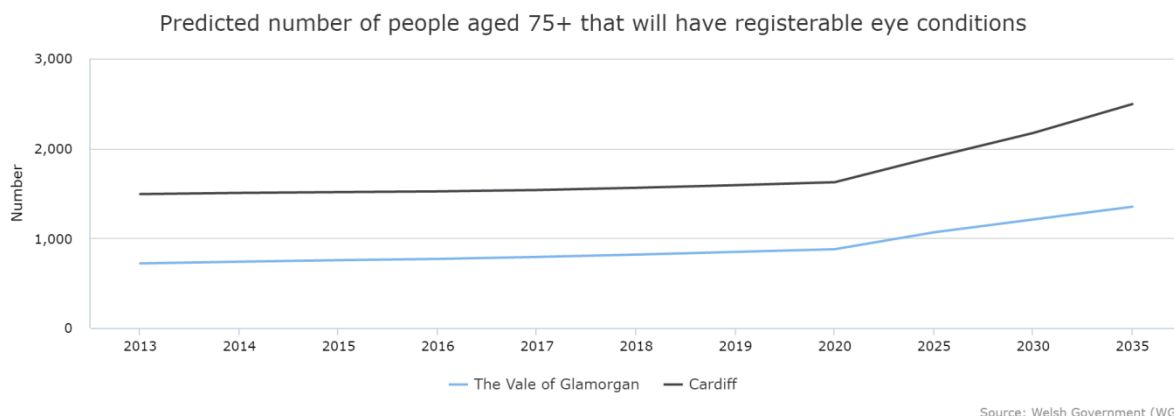
7.1.1 Information from population and service data

Sight loss

There are an estimated 9,430 people living with some degree of sight loss in Cardiff, and 4,560 people in this group in the Vale of Glamorgan.^{d22} This includes 137 people aged 0-16 in Cardiff, and 51 people in this age group in the Vale. Of these, 1,230 are living with severe sight loss in Cardiff and 610 in the Vale. In terms of registrations with the local authorities of people who are blind or partially sighted, these number 2,057 in Cardiff (2013/14) and 685 in the Vale. The rate of registrations is slightly higher in Cardiff (585 per 100,000) than the Wales average (550 per 100,000), and slightly below the average in the Vale (539 per 100,000). Around £17m is spent by the NHS in Cardiff and Vale on vision problems.^{d22}

The RNIB sight loss data tool provides estimates of the numbers of people living with sight threatening eye conditions.^{d22} This includes estimates of the number of people with early age-related macular degeneration (AMD) of 11,980 (Cardiff) and 6,030 (Vale); people living with cataracts of 2,870 (Cardiff) and 1,450 (Vale) and people with diabetic retinopathy of 7,230 (Cardiff) and 2,560 (Vale). The number of people with early stage AMD is expected to increase by nearly a third locally (30% Cardiff, 31% Vale) between 2016 and 2030. Higher rises are expected in the number of people living with cataract (40% Cardiff, 50% Vale). For diabetic retinopathy, the number is expected to rise significantly in Cardiff (17% compared with Wales average 6%), and 5% in the Vale.

Figure. Predicted number of people aged 75 or over who will have a registerable eye condition



It is estimated 40 severe falls each year are directly attributable to sight loss in Cardiff, and 20 in the Vale.

Hearing loss

It is estimated 28,900 people have a moderate or severe hearing impairment in Cardiff, and 14,100 in the Vale.^{d22}

Dual sensory loss

It is estimated that 1,840 people are living with dual sensory loss (i.e. sight and hearing) of any severity in Cardiff, and 860 in the Vale. In 2015-16 there were 73 people registered in Cardiff with severe sight impairment and hearing impairment, and 16 people in the Vale.^{d74}

7.1.2 Information from local residents and service users

Focus group participants described that much of their support was from family and friends rather than the state (Box 7A)

Box 7A. Support from friends and family



The help I get from friends like a five [out of five]. I never had no help from Social Services at all. I just have to ask people, friends. It's like next door neighbour, her mother runs a cleaning service, so she comes in fortnightly to do my cleaning for me, and they're excellent. (Sight loss participant)

Third sector support for people with sensory impairment was praised (Box 7B). One third sector organisation for people with sight loss was spoken of very highly, providing a number of benefits including: helping keep people active and independent (e.g. gardening, music, singing, rambling), education and learning new skills (e.g. computer courses); support with travel (e.g. taking a participant to a GP surgery); the ability to volunteer; and help with admin (e.g. applying for a new passport). It felt like a 'family'. A deaf participant praised the work of a number of sensory impairment third sector organisations which provided a range of support for people's wellbeing, e.g. providing financial advice, advocacy and information provided through the medium of British Sign Language (BSL).

Box 7B. Support from the third sector



F: It's not just the gardening club, they have music clubs, they have singing club. . . . M: Without CIB [Cardiff Institute for the Blind] a lot of people wouldn't have a social life at all. (Sight loss participant)

I had to go to the doctor's right, and [name] came with me because I didn't want to go on my own, so that's the girl from [the charity], which they didn't have to, but they did. (Sight loss participant)

[Advocacy in] going to the Job Centre, supporting people in the Job Centre. Because the Job Centre isn't deaf aware. (Deaf participant)

Opportunities for social interaction and being with other people who understood your situation were also a benefit to wellbeing (Box 7C).

Box 7C. Social interaction



[This deaf charity] gives opportunities for people to volunteer, and provides a service for young children and parents. They have a youth service and it's a great place for the elderly, deaf community to meet as well. (Deaf participant)

It is hard work sometimes, so it's just to relax with people who understand your situation. (Sight loss participant)

Support from third sector organisations and housing associations to ensure accommodation was suitable was beneficial, for example replacing a bath with a shower; and a non-digital thermostat instead of a digital one for a focus group participant with sight loss who couldn't use the thermostat because of the digital controls.

Some services were praised which had 'actually listened' to concerns from sight loss advocates, for example a transport provider had included information at bus stops in large print; and the Council had left streetlights on permanently when it was dark so a participant was able to cross the road without tripping.

Access to outdoor spaces, including parks, allotments and the Taff trail, were felt to contribute to wellbeing. Technology including social media were highlighted as having a positive impact on independence and wellbeing (Box 7D). Next Generation Text (NGT) was a beneficial service to deaf people as it provided 'open access for deaf-to-hearing people'.

Box 7D. Technology



I think in terms of technology, to be honest with you, Facebook has a massive effect for me and the deaf community. (Deaf participant)

Being able to work and volunteer was highlighted by some individuals as giving them a sense of self-worth. This was helped in one case by a project set up by a deaf third sector organisation which provided sign language interpreters to help overcome barriers to employment (Box 7E).

Box 7E. Working and volunteering



The access to work scheme. Without sign language interpreters. I could not communicate with my hearing colleagues. I couldn't do the work. I wouldn't be able to talk to someone and maybe express myself, and if I couldn't do that then there'd be frustrations. (Deaf participant)

Among people with sight loss, participants often commented that routine activities for sighted people regularly became difficult for those with sight loss. Examples were given of transport staff telling them to use a ticket machine or look at the front of the bus to see what number it was. In a hospital setting participants found it could be 'very distressing' waiting alone in the hospital for ambulance transport, hearing their name called but unable to make eye contact.

Challenges at home included dressing and washing, and trips and falls. Council refuse collectors sometimes left bins in different places in the block of flats one participant lived in which meant they became obstacles.

Cuts to valuable services were described, including dedicated training of social workers around sensory loss. (Box 7F)

Box 7F. Cuts to services



I do get care, care package, but it got cut the other year and one of the things I got cut on was shopping, and when with people with sight loss, that's the main thing that you need it for. . . . I like to go shopping; I don't want somebody else to go and do it for me (Sight loss participant)

The worst thing, and I think you'll all agree with me, Cardiff Council ever did, that we used to have dedicated social workers that were trained in sensory loss and they're no longer, they're just social workers. (Sight loss participant)

Lack of availability of key information in BSL was a barrier to a deaf participant. He described that the social services eligibility assessment was not accessible in full BSL, and another participant faced an 'impasse' when there was disagreement between the local authority and housing association over who should pay for a BSL interpreter (Box 7G) Another example was a GP practice refusing to provide a BSL interpreter for an appointment. Similar issues were described with private organisations such as banks and were felt to be commonplace and wearing for deaf people. Makaton is another language programme which uses signs and symbols to help people to communicate, and is often used with children and with people with learning disabilities.

Box 7G. Lack of availability of information in BSL



'We need to talk to you and then you talk to the housing association'. So, okay, what's the solution? I physically can't hear them on the phone, so what are the choices? It has to go through a third person, which they won't do, and they don't understand that I physically can't hear. It's just a lack of common sense. (Deaf participant)

Yesterday I actually went to the GP myself. It was a simple issue, I didn't require an interpreter, but I actually got to a point where I couldn't express myself because I had difficulty understanding the GP. And I felt like I came away without full information. I didn't feel good about the whole situation. (Deaf participant)

Participants felt more could be done to raise awareness of support available, mostly from third sector organisations. Other concerns which were expressed included that parents should not have to pay to learn sign language to communicate with their deaf child, and lessons should be cheaper; teachers, family members and health professionals / other service providers should be encouraged to proactively support deaf people in learning to sign from an early age; ensuring staff in hospitals know how to use loop systems (Box 7H); and ensuring specialist mental health for deaf people is available in BSL.

Box 7H. Ensuring staff understand how to use loop systems



The amount of places I've gone in and banks, even a hospital clinic and I couldn't hear what the woman was saying, and I said, 'Is your t-mode switched on?' She didn't know how to switch it on and none of the staff knew how to switch it on, and this was in an NHS hospital. (Sight loss and hearing loss participant)

7.1.3 Information from professionals working with this group

At the workshop, it was identified that throughout childhood, independent living skills for children are important, as they encourage confidence, inclusion in the community, support emotional wellbeing and mental health. They also lead to better outcomes as an adult.

In the professional survey the accessibility of services to people with hearing loss/deafness was highlighted as a barrier to accessing services (Box 7I). Similarly, there was concern about the provision of information on the internet for people with visual impairment.

Box 7I. Accessibility of services



Services are inaccessible i.e. communication barriers prevent people with hearing loss/deafness taking part (lack of BSL interpretation, lack of hearing loops etc.) (Professional survey)

Although not strictly a sensory impairment, speech and language impairment (dysphasia and/or dysarthria) such as that following a stroke also requires that communication needs are taken into account for people to easily access care, support and information.^{d143}

In the PNA workshops, professionals working with people with sensory impairment highlighted the following key needs and assets:

Key needs (including preventative)	Key assets
Access to accessible communication and information Mobility and rehabilitation Review use of registers for sensory impairment Social interaction including impact on mental health and wellbeing Equipment and technology - person-centred Independent living Specialist services and assessments Partnership between the third sector and health Recognise people with complex needs with additional sensory impairment, requiring additional support	<i>None specifically identified at workshop</i>

At a workshop held for the PNA with professionals working with people with sensory impairment, it was felt that knowledge of British Sign Language (BSL) shouldn't be assumed, particularly among black and minority ethnic groups and people who speak English as a second language.

7.1.4 Information from other sources

Older people with sight loss are almost three times more likely to experience depression than those with good vision.^{d23} Nearly half of blind and partially sighted people feel 'moderately' or 'completely' cut off from people and things around them. Some BME groups are at higher risk of glaucoma.

Older people in care homes are particularly likely to have undiagnosed deafness, hearing loss or tinnitus.^{d23}

A UK research report on the needs of the deaf community in interacting with the health service raises a number of issues.^{d66} These included: difficulty making appointments and communicating in appointments with health professionals (for example the report found 3% of deaf people want to communicate with their doctor by lipreading but 40% are forced to); poor diagnosis (for example being more likely to live with high blood pressure or high blood sugar levels without a formal diagnosis being made); and less comprehensive treatment for diagnosed conditions compared with others. Recommendations include offering deaf awareness training to all frontline staff; and ask and record patients' preferences for communication during consultations; ensure access to interpreters as required (e.g. for British Sign Language).

There is a notable gap across Wales between educational attainment of deaf children and young people, compared to children who do not have a special educational need. The percentage of children achieving the Core Subject Indicator varies by stage of education but is around 7-15% lower among deaf children. The largest gap is in Key Stage 2 when 98% of children without a special educational need achieve the Core Subject Indicator, compared with 83.6% of deaf children.^{d103}

7.1.5 Gaps in our knowledge

No significant gaps have been identified.

7.2 Main needs

- Access to accessible communication and information, including information on services available
 - Including in British Sign Language and, where appropriate to audience, Makaton

- But recognise that some may not know BSL
- Don't rely solely on internet for information dissemination
- Mobility and rehabilitation
- Review purpose and use of registers for sensory impairment
- Social interaction including impact on mental health and wellbeing
- Equipment and technology - person-centred
- Independent living
- Appropriate access to specialist services and assessments
- Partnership between the third sector and health
- Recognise people with complex needs with additional sensory impairment, requiring additional support
- Plan for increase in prevalence of people with sight loss
- Recognise and address undiagnosed hearing impairment among older people in care homes

7.3 Prevention recommendations

- Increase awareness of day to day needs of people with sensory impairment among public and third sector staff, transport operators

7.4 Assets

- Social interactions
- Friends, families and neighbours
- Support from third sector organisations
- Advocacy
- Housing adaptations
- Access to outdoor spaces
- Technology including Next Generation Text
- Access to work programmes

7.5 Suggested areas for action

- Improve access to communication, and accessibility of information throughout pathways, from information through to initial contact to service provision
- Ensure support for children with sensory impairment is flexible as child's needs change as they grow older, and that who provides support is clear
- Recognise and improve support for children and adults with complex needs and additional sensory impairment
- Recognise and improve support for children and adults with dual sensory loss
- Ensure staff carrying out specialist assessment and service provision are appropriately trained, with broad awareness training across all staff groups regarding the needs of people with sensory impairment
- Increase partnership working between statutory and third sector
- Increase support for mobility, rehabilitation and independent living
- Review the process and purpose of formal registration for sensory impairment
- Prepare services and support for projected increase in number of people with sight loss
- Scope actions to improve social interactions, mental health and wellbeing for people with sensory impairment in accordance with the Social Services and Well-being Act

- Improve availability of technology and equipment relevant to the individual's need
- Increase engagement with people with sensory impairment to understand changing needs over time
- Make equality and health impact assessments more readily available to local residents, especially those for whom there is a possible impact

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B8. Violence against women, domestic abuse and sexual violence

Other chapters of relevance: Asylum seekers and refugees; adult carers; children & young people; health and physical disabilities; adult mental health and cognitive impairment; offenders; older people; veterans

Summary Violence against women, domestic abuse and sexual violence

Care and support needs Prevention - children and schools; male role models; children in household where there is domestic abuse; adverse childhood experiences (ACEs); ensure approaches are needs-led as well as risk-led; increase accountability of perpetrators; early reporting; improve transparency in family courts; access to information on services and support; community involvement; access to appropriate housing; availability of age-appropriate counselling; 'honour'-based violence

Prevention issues Awareness-raising in schools; community involvement; information; dispersed refuge provision

Assets Third sector; Live Fear Free helpline; local research pilots; refuge provision; SARC (sexual assault referral centre); IDVAs (Independent domestic violence advisers); Free2Be; HomeStart

8.1 What do we know about this group?

8.1.1 Information from population and service data

In Cardiff during 2015/16 there were 2,362 incidents of violence against the person (either gender), 2,263 domestic incidents, and 57 sexual offences reported to South Wales Police.^{d68} In the Vale of Glamorgan the corresponding figures were 2,279 incidents of violence against the person, 1,936 domestic incidents, and 204 sexual offences reported.

Given the sizes of the respective populations, it is felt that there is likely to be under-reporting or inadequate capture of information about offences in Cardiff. The quality of data on domestic violence, abuse and sexual violence across the UK has historically been highly variable, but efforts are being made to improve its accuracy.^{d145}

In Cardiff, 3,145 referrals were made by the Police relating to domestic abuse, including 1,060 high risk referrals. During this period BAWSO received 780 calls and Cardiff Women's Aid 1,892 calls. 272 clients (all female) were supported during the year at a refuge, out of 326 referrals. 61 clients received supported housing. Of the clients supported by a refuge, over a third (37%) were aged 16-25, and in supported housing over half (53%) were in this age group.

The main needs identified by clients were: feeling safe, accommodation issues, managing money, and staying healthy mentally.

1,014 cases were referred by Independent Domestic Violence Advisors (IDVAs) to the MARAC (multi agency risk assessment conference), involving 1,489 children, and of which 17% were repeat cases. The majority of

victims were female, although 4% were male. Of high risk cases, two thirds (65%) reported feeling safer and nearly 6 in 10 (58%) feeling the risk had been reduced.

In the Vale of Glamorgan, 1936 referrals were made by the Police, including 63 high risk referrals. 46 females were supported during the year at a refuge, of whom one fifth (20%) were aged 16-24. 54 clients received supported housing, of whom just over a fifth (22%) were aged 16-24. The main needs identified by clients were: feeling safe, accommodation issues, and managing money. 216 cases were referred by the Independent domestic violence adviser (IDVA) to the MARAC. 134 (62%) were repeat cases, and 1 in 20 (5%) were males.

Children in need

Of children in need in Cardiff, 15% in 2015 had a record of domestic abuse being a factor.^{d74} In the Vale of Glamorgan this figure was much higher, at 51%. Across Wales the figure was 23%.

8.1.2 Information from local residents and service users

In the public survey, of people who were in one or more of the thematic groups in this report, one in six (16.2%) felt unsafe from verbal abuse, and one in ten (10.2%) from physical abuse.^{d67}

In a recent survey of 160 people experiencing domestic abuse in Cardiff and the Vale, just over a fifth (22.2%) were aged 16-24. 17.6% identified themselves as having a mental health issue, and less than 5% each identified as having a learning disability, physical disability, hearing impairment or visual impairment. A fifth of respondents were male. Over a quarter (28.8%) reported abuse from a current intimate partner, and nearly two thirds (64.5%) from an ex-intimate partner. Just over 1 in 10 (11.4%) reported abuse from a close relative. Two thirds of respondents reported physical abuse, nearly nine in ten (88.1%) psychological or emotional abuse, 43.1% financial abuse, 7 in 10 (70%) coercion, and a quarter (23.8%) sexual abuse.

Satisfaction among service users was highest in Cardiff for the Women's Centre, Llamau Women's services, Refuge, Bawso, Sexual Assault Referral Centre and Victim Support - Witness Support, with all users rating these as good or very good. Conversely, ratings for adult social services were poor, although the sample size was small. In the Vale of Glamorgan, satisfaction was highest for Atal y Fro, the Sexual Assault Referral Centre, Health Visitors, Live Fear Free/All Wales Domestic Abuse and Sexual violence helpline, and midwives. Satisfaction was again poor for social services.

Respondents reported most commonly telling friends, the Police, relatives or healthcare professionals, about the abuse. Of people who hadn't told anyone about the abuse, reasons given included: being ashamed, didn't know who to tell, didn't realise it was abuse, thought they wouldn't be taken seriously, people would not believe a man would be the victim.

In terms of where respondents would like to see information about domestic abuse, GP surgeries, schools/colleges/universities, hospitals, council buildings, leisure centres, police stations, shopping centres / supermarkets, public transport, pubs/bars/clubs, and dentists were all identified by over half of respondents, suggesting strong support for widespread availability of information through a number of routes.

A focus group was held with sex workers in Cardiff, most of whom usually work on the street. In terms of support which helps their wellbeing, a third sector organisation funded by Welsh Government to support sex workers was described as helping them with accessing housing, applying for benefits, lifts to appointments, and signposting and encouragement to use other services (Box 8A). Other positive support

came from faith-based organisations, including help with finding a participant something to eat when they had no money or food.

Box 8A. Help with housing



I feel quite happy at the moment because I'm in a better place than I have been for a long time. Feels good to say that. . . . I'm on script now and I'm not using as often and I've got my own property. I haven't had one for a long time so things are looking up. (Sex worker)

A lack of housing was highlighted as a significant barrier to wellbeing (Box 8B).

Box 8B. Lack of housing



If me and my ex had somewhere to live I wouldn't be where I am now. Because it put a strain on our relationship. (Sex worker)

There was also a suggestion that staff who work with sex workers or people dealing with substance misuse should have first-hand experience of the issues to better understand them. A lack of knowing what services were out there to help was also highlighted. During a discussion hearing others talk about various services, one participant acknowledged that she 'hadn't heard of half these places'.

8.1.3 Information from professionals working with this group

Just over half (55.6%) of respondents to the professional survey identified that more support for those experiencing domestic abuse is needed for the client group they support.

In the PNA workshops, professionals working in this area highlighted the following key needs and assets:

Key needs (including preventative)	Key assets
Prevention - children and schools Male role models Children in household where there is domestic abuse Adverse Childhood Experiences (ACEs) Ensure approaches are needs-led as well as risk-led Increase accountability of perpetrators Early reporting - ask & act Improve transparency in family courts Access to information on services and support Community involvement	Third sector Live Fear Free helpline Local research pilots Refuge provision SARC (sexual assault referral centre) IDVAs (Independent domestic violence advisers)

Child sexual exploitation

Sexual exploitation of children and young people under 18 involves abusive situations, contexts and relationships where they receive 'something' (e.g. affection, gifts, food, accommodation, drugs) as a result

of them performing, and/or another or others performing on them, sexual activities. The perpetrator exercises power over the victim and will often use violence or intimidation.

Not enough is currently known about the true nature and extent of child sexual exploitation in Wales. Historically victims have not been willing to speak about their abuse and in some cases did not recognise the relationship as abusive. Welsh Government released a National Action Plan to Tackle Child Sexual Exploitation in 2016,^{d123} implementation of which is a priority and led locally by the Cardiff and Vale of Glamorgan Local Safeguarding Children Board.^{d122}

8.1.4 Information from other sources

Are you listening and am I being heard?

Recommendations made by survivors of violence against women, domestic abuse and sexual violence, were reported on in the all-Wales document 'Are you listening and am I being heard?'^{d1}

- Of the 10 key recommendations made in the document, these included ensuring sufficient availability of age-appropriate counselling and therapeutic services for survivors; and also that there should be compulsory prevention education in all schools and colleges to prevent violence against women, domestic abuse and sexual violence from happening in the first place.
- The report quotes one survivor (not necessarily from Cardiff or the Vale) as saying 'It's at least 6 months or more just to get counselling... Why don't the domestic abuse services have their own counsellors for everyone woman who needs it'.
- The document also highlights the value of holistic specialist services, with survivors referring to them as a 'lifeline'. The document recommends high quality specialist support services in every area which are independent of state agencies, including community outreach and advocacy support, refuges with dedicated support for survivors and their children, age-appropriate specialist services for children and young people, perpetrator programmes with partner support; specialist services for black and minority ethnic families; and access to specialist services in a range of community locations including co-location with other agencies
- High quality specialist support services are recommended

Is Wales fairer?

Across Wales there has been an increase in the number of people who are statutorily homeless who are fleeing domestic abuse.^{d39} Young people, women, disabled people and lesbian, gay, bisexual and other people are more likely to report being a victim of sexual violence in the past 12 months than other groups.^{d39} The number of referrals from the police to the Crown Prosecution Service for 'honour' based offences of violence in Wales and England rose between 2012/13-2013/14.^{d39}

Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015

The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 was the first law of its kind in the UK.^{d104} The Act aims to improve leadership and co-ordination across the public sector in response to violence of this sort; provide a more consistent focus on the way these issues are tackled in Wales; help victims; and stop the abuse happening in the first place. The Act addresses domestic abuse and sexual violence regardless of gender or sexual orientation. There is also no age limit in the Act so it also covers children and older people.

The Act is complemented by a National Strategy in Wales.^{d106} The Strategy includes a National Training Framework to help professionals deal with disclosures of abuse, and 'Ask and Act' which requires professionals including Health Visitors and Housing Officers to identify symptoms of abuse and ask clients if they are being abused. It also addresses the issues of Female Genital Mutilation (FGM), forced marriage and 'honour'-based violence, and increases the focus on holding perpetrators to account.

IRIS and SEEDS

The IRIS (Identification and Referral to Improve Safety) programme aims to improve the identification of, and response to patients who are or have been affected by domestic violence and abuse across general practices in Cardiff and the Vale of Glamorgan. It also aims to establish care and referral pathways to specialist domestic violence services for people in Cardiff and the Vale of Glamorgan experiencing domestic violence or abuse. Training has been delivered to 26 surgeries to date, which includes 358 staff.

SEEDS (Survivors empowering and educating services) is a survivor-led project which empowers women through training and learning from each other. It has recently been established in Wales.

Human trafficking and slavery

In 2014 there were 50 recorded referrals of potential victims of trafficking in Wales. In the first six months of 2015, there were 51 referrals made. This increase is likely to be as a result of increased awareness of human trafficking and modern slavery.^{d132} Trafficking is known to be happening in our region for the purpose of sexual exploitation, labour exploitation and domestic servitude. Evidence demonstrates that trafficking is increasing, for all types and for all reasons.^{d133}

United Nations recognition of violence against women

The UN has designated 25 November each year as International Day for the Eradication of Violence Against Women. The White Ribbon Campaign started in Canada in 1991 and is now a global movement led by and aimed at men, to stop male violence against women and girls. The White Ribbon Campaign was officially launched in the UK in 2004 and has adopted 25 November each year as White Ribbon Day.^{d105} Cardiff has held White Ribbon City status for the past 2 years and is in the process of reapplying.

8.1.5 Gaps in our knowledge

Accuracy of reported figures on domestic and sexual violence.

8.2 Main needs

- Prevention - children and schools
- Male role models
- Children in household where there is domestic abuse
- Adverse Childhood Experiences (ACEs)
- Ensure approaches are needs-led as well as risk-led
- Increase accountability of perpetrators
- Early reporting - ask & act
- Improve transparency in family courts
- Access to information on services and support
- Community involvement
- Access to appropriate housing

- Availability of age-appropriate counselling
- Child sexual exploitation
- 'Honour'-based violence

8.3 Prevention recommendations

- Awareness-raising in schools
- Community involvement
- Information
- Dispersed refuge provision - gender neutral - 1 year pilot in VOG to be regional next year

8.4 Assets

- Third sector organisations
- Live Fear Free helpline
- Local research pilots
- Refuge provision
- SARC (sexual assault referral centre)
- IDVAs (Independent domestic violence advisers)

8.5 Suggested areas for action

- Improve education and awareness around VAWDASV issues, including in primary and secondary schools, further education, and among people who are not in education employment or training (NEET)
- Embed IRIS across all GP surgeries in Cardiff and the Vale of Glamorgan, and further embed the use of 'Ask and Act'
- Continue to implement National Action Plan to tackle child sexual exploitation, through Local Safeguarding Children Board
- Scope single point of contact, integrated across services
- Develop and implement perpetrator toolkits
- Scope actions to increase awareness and understanding of VAWDASV issues among public, e.g. through media, male role models
- Identify and share good practice between partners

B9. Asylum seekers and refugees

Other chapters of relevance: Children & young people; health and physical disabilities; adult mental health and cognitive impairment; older people

Summary Asylum seekers and refugees

Care and support needs Lack of fluency in English or Welsh; access to ESOL (English for speakers of other languages); routine access to interpretation for public services; access to information and accessibility of services; access to labour market; establishing links in the community; childcare; transport; engaging with schools; improved access to community mental health services

Prevention issues Training and awareness of asylum status and migration patterns for statutory and third sector partners

Assets CHAP (Cardiff Health Access Practice); third sector including Oasis, Trinity Centres, Welsh Refugee Council; wider community support; Supporting People teams; Communities First; Community centres, Hubs

9.1 What do we know about this group?

9.1.1 Information from population and service data

Cardiff is both an initial accommodation centre and dispersal centre for UK asylum seekers. The maximum potential number of new asylum seekers in Cardiff is set at a ratio of one asylum seeker per 200 people in the population as a whole. If the actual number reaches 75% of this level then a review is triggered; current numbers of entrants are below that level. Since the number of entrants is linked to the population size, with projected growth in the Cardiff population the ceiling level for new asylum seekers will also increase over time.

Many asylum seekers have complex health and social care needs.^{d15} Pregnant women, unaccompanied children, those with significant mental health problems, and those who have experienced traumatic events such as rape or torture, are likely to be particularly vulnerable. Asylum seekers are located across Cardiff, but with the highest concentration in South Cardiff. The Syrian Resettlement Programme operates in Cardiff and the Vale of Glamorgan.

At the time of the 2011 Census, 15% of people living in Cardiff were non-UK born, compared with 6% in the Vale and 7% in Wales as a whole.^{d19} About a quarter (27%) of non-UK born people in Wales lived in a household where no one reported English or Welsh as their main language.

Migrants in Wales are more likely to be newer migrants to the UK than those in England.^{d19} In terms of settling populations, individuals from the other EU15 countries (members of the EU prior to 1 May 2004) settled first (73% before 2004), then non-EU born migrants, and latterly people from EU accession countries. Between 2006-2014, over three quarters of international inflows to Wales were non-British, although only 4% of all non-British nationals arriving to the UK reported Wales as their destination. In 2015 Cardiff had the highest positive net level of international migration compared to the rest of Wales, with around 1,900 net international immigrants.

Of people using Dewis between 1 April-9 November 2016, one of the most popular searches in Cardiff (9th most searched for) was for 'Asylum seekers'.

Reported hate crimes have increased by 71% in Cardiff from 748 in 2012/13 to 1282 in 2014/15.^{d18} While it is likely that actual cases of hate crime have risen in Cardiff, it is thought that people are now more likely to report it too.

9.1.2 Information from local residents and service users

A focus group held for the Cardiff Wellbeing Assessment facilitated by the Welsh Refugee Council found that learning English was key for many participants, and that many would like to be more involved in the City through groups like the Rotary Club.^{d51} Most were not involved in social activities outside their own community, and cited family ties as a key factor in maintaining good mental health; this was helped by having family with them or by knowing other people from their country of origin. All agreed they have information on healthy behaviours to help them lead a healthy life. Many were unable to find work which reduced their links to other people and the wider community.

A focus group was held with asylum seekers in Cardiff at which community support, and security of accommodation and food were seen as contributing to wellbeing. There was a discussion in which some participants said they felt unsafe in Cardiff at times (Box 9A)

Box 9A. Feeling unsafe



Don't feel safe in Cardiff and would like to go back to London. Waiting for Home Office to relocate (Asylum seeker)

Feel scared when going outside in the dark because of people who speak very angrily to me (Asylum seeker)

Assets identified by participants included third sector organisations including Oasis, Trinity Centres and Welsh Refugee Council.

9.1.3 Information from professionals working with this group

At the workshop it was felt that there was a need for improved access to community mental health services.

Statutory and third sector partners need to better understand local migration patterns and their implications.^{d17} Implementation of the Syrian Resettlement Programme (SRP) and Afghan Relocation Scheme require support with planning, and communications to identify and mitigate any community tensions.

In the professional survey, assets included community centres and hubs; Communities First; Oasis; and Advocacy Matters. Gaps in services identified included mental wellbeing services; social interaction and clubs; and counselling. In terms of things which aren't currently available, easier access to information on local services was highlighted; along with improved access to counselling; and support for people to access work.

In terms of areas professionals in Cardiff and Vale would like more support, advice or training, asylum status was the top response.

In the PNA workshops, professionals working with asylum seekers and refugees highlighted the following key needs and assets:

Key needs (including preventative)	Key assets
ESOL (English for speakers of other languages) Access to information and accessibility of services Access to labour market Establishing links in the community - integration and community cohesion, tackling hate crime Childcare Transport Engaging with schools	CHAP (Cardiff Health Access Practice) Third sector including Oasis, Trinity Centres, Welsh Refugee Council Wider community support Supporting people teams

It should also be recognised that the needs between asylum seekers (i.e. those seeking refugee status) and refugees (i.e. people whose request to stay has been granted) can differ.

9.1.4 Information from other sources

Overall health status

There is evidence that non-UK born individuals residing in the UK have poorer outcomes for physical and mental health than other residents, although this varies by migration history.^{d49} Socioeconomic circumstances and immigration regulations affecting some migrant groups impact negatively on their access and use of health care. Rates of infectious diseases, including tuberculosis and HIV, are higher than for non-migrants.^{d49} A lack of awareness of eligibility for healthcare, language issues, and a fear of being reported to the UK Border Agency, can be barriers to accessing care.^{d49,d50}

Mental health

A 2009 report by Mind into mental health provision for refugees and asylum seekers across England and Wales found:^{d48}

- There is a variable and limited use of interpreting services within mainstream mental health services, with use of friends and family as interpreters still common
- There is a lack of cultural awareness and understanding of refugee issues among statutory and third sector staff
- There is a lack of services to address intermediate mental health needs, as well as specialist services for people who have experienced torture, and for children and young people who are refugees
- Mainstream third sector mental health services are often not accessed by refugees and asylum seekers

Local professionals feel that these issues exist currently in our area. Access to specialist services is due to be improved with a planned post-traumatic stress disorder clinic.

There is evidence of higher levels of depression and anxiety among asylum seekers and refugees compared with the national population, and much research has focused on the physical and mental impact of conflict

and war in countries of origin.^{d49} Particularly vulnerable groups are children, and women who have suffered sexual and physical abuse.

Barriers faced by vulnerable migrants

A report into the first year of an ongoing Vulnerable Migrant project run by Mind summarises some of the barriers faced by this group:^{d111} limited English language skills; limited knowledge of host country and culture; lack of cultural awareness among service providers; stigma within own community; discrimination from host community; practical issues stemming from immigration and asylum systems. 'System' challenges identified include accessing appropriate translation services; differing perceptions of mental health; and services and systems predicated on a Western view of mental health.

9.1.5 Gaps in our knowledge

Available data on migrants' health in the UK is limited, including data that distinguishes between migrants in different socioeconomic groups.^{d49}

9.2 Main needs

- Lack of fluency in English or Welsh
 - Access to ESOL (English for speakers of other languages)
 - Routine access to interpretation for public services
- Access to information and accessibility of services
- Access to labour market
- Establishing links in the community - integration and community cohesion, tackling hate crime
- Childcare
- Transport
- Engaging with schools
- Improved access to community mental health services

9.3 Prevention recommendations

- Training and awareness of asylum status and migration patterns for statutory and third sector partners

9.4 Assets

- CHAP (Cardiff Health Access Practice)
- Third sector including Oasis, Trinity Centres, Welsh Refugee Council
- Wider community support
- Supporting people teams
- Communities First
- Community centres, Hubs
- Free2Be, HomeStart

9.5 Suggested areas for action

- Provide flexible access to ESOL (English for Speakers of Other Languages) classes from day one
- Build community networks and resilience
- Improve access to specialist physical and mental health services

- Improve access to labour market and volunteering opportunities
- Increase sustainability of work, to promote community integration and cohesion
- Scope actions to reduce exploitation in labour market and housing
- Improve access to community childcare services
- Take good practice from Syrian Resettlement Programme (SRP) and apply for all asylum seeker and refugee groups
- Integrate pathways between services
- Use evidence-based approach to migration messages
- Improve access to information on hate crime, education, health and service provision by statutory and third sector organisations
- Offer training to health and social care staff in statutory and third sector organisations on asylum status, rights to services, and migration patterns
- Build capacity to meet needs of unaccompanied asylum-seeking children (UASC)
- Include vulnerable migrants in future planning and consultation in this area

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B10. Offenders

Other chapters of relevance: Children & young people; health and physical disabilities; learning disability and autism; adult mental health and cognitive impairment; older people; violence against women, domestic abuse and sexual violence

Summary Offenders

Care and support needs Access to mental health services, substance misuse, counselling post-release; increase in use of new psychoactive substances (NPS); family stability and support; housing; employment and benefits support; youth clubs; sexual health; schooling, education, socialisation; improved communication between services and partnership working; life skills; adult learning

Prevention issues Improve access to prevention services; peer education to reduce risky sexual behaviour post-release; increase awareness in primary and secondary care of prison health processes

Assets Resettlement; clinical working group for frequent attenders; sexual health / blood-borne virus services; Pact and Through the gate mentoring

10.1 What do we know about this group?

10.1.1 Information from population and service data

HMP Cardiff

A comprehensive health needs assessment was undertaken in HMP Cardiff in 2015-16.^{d70} Much of the information here is taken from that assessment, which also provides more detail on the issues.

HMP Cardiff is a local prison serving the courts and holding offenders serving sentences of up to 2 years. In December 2016 HMP Cardiff held 771 men and had an operational capacity of 820. The prison has a high turnover, or 'churn', of prisoners due to the nature of its operations. HMP Cardiff has a high proportion of prisoners who are on remand (unconvicted or convicted unsentenced prisoners) or who have short sentences. It has an average of 384 new prisoners (receptions) per month and an estimated 4,602 annually. In 2015, 36% of the prison population were on remand. This compares to around 13% of the prison population in England overall. Of those that had been sentenced, 34% of prisoners had sentences of less than 6 months in 2015 respectively.

Around half of offenders at HMP Cardiff give a home address in the Cardiff area, with fewer than 5% from the Vale of Glamorgan.^{d85}

Over half the offenders are aged 21-39, and all are male. A small number of female offenders from Cardiff are held in HMP Eastwood Park, with few from the Vale of Glamorgan.^{d85}

The National Offender Management Service (NOMS) warns that the data presented here on numbers and types of prisoners and their home address, should be taken as approximate. This is because of possible data entry or processing errors with any large administrative IT system. In addition, for prisoners' residence this information is provided by prisoners on reception into prison. Where no address is given, a prisoner's committal address is used as a proxy to determine the area in which a prisoner is resident.

Youth offending

During 2015/16, 164 offences were committed by young people seen in the Youth Offending Service in the Vale of Glamorgan, and 510 in Cardiff. The most common offences in the Vale were violence against the person, criminal damage and public order offences. In Cardiff, the most common offences were theft, violence against the person, and motoring offences.^{d112}

10.1.2 Information from offenders

Unfortunately despite efforts to arrange focus group interviews with a group of prisoners in Cardiff, this was not possible during the timeframe of the assessment.

In a focus group with homeless people, there was a discussion around how the process of leaving prison for someone with a substance misuse problem could be better supported (Box 10A)

Box 10A. Transition between prison and community with substance misuse issues



There should be a hostel for prisoner leavers as part of their licensing conditions providing drug tests and breathalysers every week, that will help you stay clean... this is a crucial period of time (Homelessness)

Going straight to a hostel from prison where there is a kick out time of 8am and an opening time of 9pm, that's a very long day, and if someone offers you drink or drugs, you do it to make the day go quicker (Homelessness)

10.1.3 Information from professionals working with this group

The HMP Cardiff health needs assessment identified a number of key issues among prisoners. Those which relate specifically to need which impacts on or is affected by the community are listed below.

Substance misuse

- A high proportion of the prisoners will have drug or alcohol need, or both
- Use of new psychoactive substances (NPS) such as 'Spice' may be increasing within the prison and their use has been linked to deaths, psychosis and aggressive behaviour. However, staff training and prisoner education on NPS is underway
- There is often limited time for substance misuse services to engage with prisoners at HMP Cardiff following their detox, due to the high churn rate and limited staff resources
- There is much variation in the provision of substance misuse services in the community for prisoners following release, but work is currently underway to harmonise this
- There is limited available substance misuse support for prisoners in the weeks immediately following release, due to difficulties in getting appointments

Mental health

- HMP Cardiff may be experiencing particularly high prevalence of anxiety and depressive disorders compared to comparator prisons
- Co-morbidity of mental health conditions is likely to be very common in the prison population

- Staff report large increases in psychiatric morbidity in recent years, particularly psychotic disorders and ADHD. However, a spot audit found prevalence of ADHD to be similar to that expected in the community
- Mental healthcare resources are felt to be unable to meet the needs of all clients, particularly in secondary care
- Mental health post-release care in the community may be delayed and not available during a critical period for prisoners when released

Sexual health

- Incidence rates of some sexually transmitted infections (STIs) are much higher at HMP Cardiff than for men in the community in Cardiff and Vale local authority areas
- The evidence base suggests that peer education may be effective in reducing risky sexual health behaviour in prisoners following release

Other issues

- There are delays in transfers to tertiary care due to high demand and insufficient resources. This has the potential to prevent prisoners receiving care prior to release
- Lack of communication between SystmOne and information systems in the community increases the risk of losing patients to follow-up
- The short sentences and remand status of a large proportion of the population of HMP Cardiff is likely to result in greater social care need following release than many other prisons
- There is felt to be a lack of understanding in general practice in the community and in hospitals regarding processes within the prison

In the PNA workshops, professionals working with offenders highlighted the following key needs and assets:

Key needs (including preventative)	Key assets
Family stability and support Housing Employment and benefits support Access to prevention services Youth clubs Primary mental health, substance misuse, counselling Sexual health Schooling, education, socialisation Improved communication between services and partnership working Life skills, adult learning	Resettlement Clinical working group for frequent attenders Sexual health / Blood-borne virus services Pact and Through the gate mentoring

10.1.4 Information from other sources

Mental health

Together for Mental Health is the Welsh Government 10 year strategy to improve mental health and wellbeing.^{d33} It includes plans to ensure timely and appropriate mental health services for people in contact with the criminal justice system.

NICE guidance on the mental health of adults in contact with the criminal justice system is due to be published in March 2017.

Youth offending

The Youth Justice Strategy for Wales has developed a tiered approach to prevention of youth offending:^{d138} tier 1 - early intervention and preventative services; tier 2 - targeted YOS prevention; tier 3 - alternatives to police charging and diversion. In the Vale of Glamorgan Youth offending prevention strategy it is noted that the majority (95%) of first time entrants to the criminal justice system had been involved in substance misuse. It also notes that many of these children and young people will have experienced inter-familial violence, and that the majority of offences committed in public will be under the influence of alcohol or illicit substances.^{d139} This has clear links with the Adverse Childhood Experiences (ACEs) research described in chapter B1, Children and young people.

10.1.5 Gaps in our knowledge

10.2 Main needs

- Access to mental health services, substance misuse, counselling post-release
- Increase in use of new psychoactive substances (NPS)
- Family stability and support
- Housing
- Employment and benefits support
- Youth clubs
- Sexual health
- Schooling, education, socialisation
- Improved communication between services and partnership working
- Life skills, adult learning

10.3 Prevention recommendations

- Improve access to prevention services
- Peer education to reduce risky sexual behaviour post-release
- Increase awareness in primary and secondary care of prison health processes

10.4 Assets

- Resettlement
- Clinical working group for frequent attenders
- Sexual health / Blood-borne virus services
- Pact and Through the gate mentoring
- Probation service
- Community rehabilitation company (CRC)

10.5 Suggested areas for action

- Improve access to, and continuity of, services including preventative services, between secure estate and community. This includes services addressing substance misuse, mental health issues, and sexual health, in adults and young people
- Strengthen preventative services to provide family stability and support, for example through Families First and addressing Adverse Childhood Experiences (ACEs)
- Provide appropriate accommodation in community on release from prison, and develop housing support in prisons to prevent homelessness on release where possible

- Continue to improve partnership working, e.g. networking, communication, joint working where appropriate

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B11. Veterans

Other chapters of relevance: Adult carers; health and physical disabilities; adult mental health and cognitive impairment; offenders; older people

Summary Veterans

Care and support needs Mental health - diagnosis and care; social isolation; housing; financial advice; ensure adequate provision for conditions other than post-traumatic stress disorder (PTSD); substance misuse and self medication; early diagnosis & preventative treatment; transition support; improved access to services; safeguarding issues relating to domestic violence

Prevention issues Increase knowledge and resilience of families to support veterans and prevent family breakdown; awareness among mainstream services of veterans' needs

Assets Veterans' NHS Wales; Welsh Veterans' Partnership

11.1 What do we know about this group?

11.1.1 Information from population and service data

There are around 5.61 veterans per 1000 residents in Cardiff and Vale, below the Wales average of 6.24 and the second lowest rate in Wales.^{d24} However, this masks a very low rate in Cardiff (3.29) compared with the highest rate in Wales in the Vale of Glamorgan, at 11.96 per 1000 residents.

The Royal British Legion (RBL) carried out an extensive household survey in 2014 of the ex-service community.^{d78} The 'ex-Service community' includes both veterans (of whom 89% are men) and their dependants (of whom 96% are women). Overall the survey estimates that around 1 in 10 (9.5-9.6%) of the total UK population are veterans. Unfortunately while it doesn't break down information at the local authority level in Wales, it does give a significant amount of information about veterans and their needs. This notes that veterans especially from Iraq and Afghanistan have a higher prevalence of heavy drinking compared with the rest of the population. PTSD (post-traumatic stress disorder) rates are around 1 in 25 (4%) of veterans.

The survey identifies that the majority of the ex-Service community are older people: nearly half are over 75 and two thirds (64%) are over 64. This corresponds to the finding that the average time since a veteran left service was 41 years. The total number of veterans is also declining in size. Among the working age ex-Service community, the survey found that unemployment rates were higher than the rest of the population (8% compared with 5%) and more likely to be economically inactive (32% compared with 22%). Working-age ex-Service community are also more likely to report long-term limiting illness compared with the rest of the population (24% compared with 13%), including higher rates of depression, back problems, limb problems, heart problems, diabetes, hearing and sight problems. Working-age veterans are also twice as likely to report having unpaid caring responsibilities than the rest of the population (23% compared with 12%).

Issues highlighted among over 75s include loneliness and isolation, mobility problems and self-care difficulties. Interestingly health problem among veterans in this age group are less common than in the rest

of the population of a similar age - in contrast to the higher rates seen among working age veterans (above).

11.1.2 Information from local residents and service users

38 people (3.3%) responding to the public survey identified as an armed forces service leaver (veteran), and 32 people (2.8%) had a veteran in their household. 14 people had a member of their household currently serving in the forces.

11.1.3 Information from professionals working with this group

In the PNA workshops, professionals working with veterans highlighted the following key needs and assets:

Key needs (including preventative)	Key assets
Mental health - diagnosis and care Social isolation Housing Financial advice Awareness Substance misuse and self medication Early diagnosis & preventative treatment Transition support	<i>None specific identified at workshop</i>

11.1.4 Information from other sources

UK Government Command paper

A UK Government Command paper in 2008 set out two overarching principles: The Armed Forces Community should not face disadvantage compared to other citizens in the provision of public or commercial services; and special consideration is appropriate in some cases, especially for those who have given most, such as the injured or bereaved.^{d71} The Armed Forces Covenant of 2011 states “Veterans receive their healthcare from the NHS and should receive priority treatment where it relates to a condition which results from their service in the Armed Forces, subject to clinical need... For those with concerns about their mental health... they should be able to access services with health professionals who have an understanding of Armed Forces culture.”^{d72}

Forces in Mind Trust report

A recent Forces in Mind Trust report for Wales makes a number of recommendations,^{d24} including:

- Armed Forces Forums and Champions to work more effectively and consistently
- A more strategic approach required to planning and commissioning across regions and sectors

A number of needs were highlighted including:^{d24}

- Insufficient capacity and sustainability of Veterans’ NHS Wales to meet the demand for care from veterans
- Reluctance of veterans to seek help and frustration at waiting times/waiting lists for treatment
- Build cultural competence of mainstream services to ensure veterans’ needs are met
- Over-emphasis on post traumatic stress disorder (PTSD)

- Multi-agency response required to complex-psychosocial needs, especially Early Service Leavers, dual diagnosis (mental health and substance misuse) patients, and veterans with mental health problems involved in the criminal justice system
- Safeguarding issues around domestic violence and long-term effect on children's mental health and wellbeing, requiring a holistic response
- Need to build capacity in families so they have knowledge and resilience to support veterans with their problems and needs, to prevent family breakdown

Mental health

Together for Mental Health is the Welsh Government 10 year strategy to improve mental health and wellbeing.^{d33} It includes plans to ensure mental health services for veterans are sustainable and able to meet needs in a timely manner.

Veterans' NHS Wales

Veterans' NHS Wales is a primary care service for veterans, with a focus on people who have, or are suspected to have, a mental health condition. A review of the service in 2014 highlighted issues with waiting times for access, and also noted female veterans, early leavers and prisoner veterans were under-represented in service use.^{d130}

11.1.5 Gaps in our knowledge

Improvements should be made to collecting more detailed information on veterans to inform long-term local planning, including data on female veterans, veterans with a dual diagnosis, veterans within the CJS, and veterans' families^{d24}

11.2 Main needs

- Mental health - diagnosis and care
- Social isolation
- Housing
- Financial advice
- Ensure adequate provision for conditions other than post-traumatic stress disorder (PTSD)
- Substance misuse and self medication
- Early diagnosis & preventative treatment
- Transition support
- Improved access to services
- Safeguarding issues relating to domestic violence

11.3 Prevention recommendations

- Increase knowledge and resilience of families to support veterans and prevent family breakdown
- Awareness among mainstream services of veterans' needs

11.4 Assets

- Veterans' NHS Wales
- Welsh Veterans' Partnership

11.5 Suggested areas for action

- Scope actions to address social isolation among veterans
- Work with Veterans NHS Wales to ensure adequate provision for veterans for conditions in addition to post-traumatic stress disorder (PTSD)
- Commission a detailed needs assessment for veterans in Cardiff and, particularly, the Vale of Glamorgan, with results feeding into NHS and local authority plans

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B12. Substance misuse

Other chapters of relevance: Asylum seekers and refugees; adult carers; children & young people; health and physical disabilities; learning disability and autism; adult mental health and cognitive impairment; offenders; older people; sensory loss and impairment; veterans; violence against women, domestic abuse and sexual violence

Please note: For a detailed description of substance misuse needs in Cardiff and the Vale of Glamorgan please refer to the Substance Misuse Area Planning Board needs assessment for Cardiff and Vale.^{d20} This chapter presents a summary of the information in that assessment, along with information collected specifically for the PNA.

Summary Substance misuse

Care and support needs Increased number of people buying illicit substances online; growing 'hidden population' misusing prescription and over the counter medication; misuse of neuropathic medications; synthetic cannabinoids and nitrous oxide; increasing awareness of dual diagnosis; increasing prevalence of alcohol-related brain damage (ARBD); growing impact of 'legal highs' on emergency services; increased distribution of more potent heroin; rising trend of older people (50+) misusing alcohol; review access to substance misuse services; improve co-ordination between services

Prevention issues Improve information on services available; review 'aftercare' arrangements for people finishing treatment and support; additional targeted information and support for older people regarding alcohol use

Assets Recovery third sector organisations; community activities, volunteering; help with employment; libraries and Hubs

12.1 What do we know about this group?

12.1.1 Information from population and service data

The number of males referred to substance misuse services in Cardiff and the Vale of Glamorgan is consistently higher than the number of females, despite there being slightly more women in the region than men.

Alcohol is the most misused substance for which referrals are made to substance misuse services in Cardiff and the Vale, followed by heroin, cannabis and cocaine. (Table)

Table. Number and proportion of substances misused, Cardiff and the Vale of Glamorgan (2011-15)

Primary Substance	2014-15		2013-2014		2012-2013		2011-2012	
	Number	%	Number	%	Number	%	Number	%
Alcohol	1600	58.6%	2870	63.2%	2312	61.5%	2465	57.5%
Heroin	640	23.4%	870	19.1%	734	19.5%	998	23.3%
Cannabis	246	9.01%	343	7.56%	277	7.36%	323	7.54%

Cocaine	132	4.83%	187	4.12%	234	6.22%	242	5.65%
Amphetamines	52	1.90%	129	2.84%	94	2.50%	156	3.64%
Other Opiates	58	2.12%	138	3.04%	108	2.87%	99	2.31%
Total	2728	100%	4537	100%	3759	100%	4283	100%

The Welsh National Database for Substance Misuse (WNDSM) reveals a slight increase (1.1%) in the combined number of young people aged 0-17 years referred to a substance misuse service between 2013/14 and 2014/15. However there were changes to how this information was collected in 2014 so caution should be used in interpreting the data.

A continuing upward trend in young people aged 0-17 in Cardiff could potentially indicate the need for increased targeted prevention education within schools and youth settings with a view to alleviating rising numbers of young people referred to more structured tiered services later on.

In 2014/15 4,679 clients were seen across Cardiff and the Vale of Glamorgan by needle exchanges. The full needs assessment includes this information broken down by site of needle exchange.

12.1.2 Information from local residents and service users

In terms of assets, focus group participants credited recovery third sector organisations with saving their lives. (Box 12A)

Box 12A. Recovery third sector organisations



Went to court Monday morning, got out of court, went straight back to [the charity], because I just didn't know what to do, where to go, and that was my only thought; I need to go and find out how to start again in a sense, and between [the two charities], I've got back on track. But if it wasn't for those places, I think I wouldn't be here now. (Recovering alcoholic)

Participants also found that keeping busy and volunteering helped them in their recovery by tackling isolation, developing a sense of self-worth, and helping them prepare for what is required to get back into paid employment. (Box 12B)

Box 12B. Keeping busy and volunteering



It gets me out of the house so I'm not lonely and bored and sat there thinking about booze, and it helps them [her supporting older people]. (Recovering alcoholic)

In a focus group with sex workers in Cardiff, help addressing substance misuse benefited some individuals' wellbeing. A substance misuse and wellbeing third sector organisation was a positive source of support with useful courses related to employment and education.

The local library and Hubs were praised as places which help with recovery (Box 12C)

Box 12C. Libraries and Hubs helping recovery



Library is my primary vehicle for communication, emails, catching up on administration aspect of my life. Then all the research I want to do while I'm here and I've got a couple of hours of gaps, libraries are close to me. (Recovering alcoholic)

I was at a loss, I felt I'd lost everything. Going there [Hub] for a bit of direction on where they can point me with money advice, legal advice, practical advice, debt management. (Recovering alcoholic)

In terms of barriers to wellbeing faced by participants in the sex worker group, reference was made to the wait in obtaining methadone on prescription, and an observation that NHS substance misuse services were overstretched. This had the effect that people sometimes found themselves with others at different stages of recovery.

In an alcohol recovery focus group, confusion over which services to access and when, and communication between services, were highlighted by participants. It was also felt that opening hours should reflect times when drinkers may be at risk of relapse, i.e. the evening. (Box 12D)

Box 12D. Confusion over what services are available and communication between services; and appropriate access times



First time I came up to Cardiff I sort of stumbled across [a charity] in a way, or get recommended from someone, and it's quite confusing about who's who. (recovering alcoholic)

There's about 50 million of them don't know what the other one's are doing at all, and in fact they've actually admitted that now and they got a big meeting together last week. (Recovering alcoholic)

Every one of us should be grateful for the services we have. Now the problem is, for a lot of people with addiction they use in the evening and there is not anywhere open in the evening for people to access. (Recovering alcoholic)

Participants also felt that there could be more 'after care' following the end of a recovery course, with ongoing access to help and support to prevent relapse (Box 12E). Some participants suggested that people in recovery might be helped to create their own peer support groups. It was also suggested that social workers didn't know enough about substance misuse.

Box 12E. Ongoing support to prevent relapse



There is a tendency to give you your cards when you haven't even proved yourself, say after maybe a couple of months of being abstinent. Bye, you're on your own now. That is terrible. There's nothing more, this is the worst feeling of despondency. . . You leave people when

they need you the most. (Recovering alcoholic)

In a focus group with homeless people who have substance misuse issues, there was a strong feeling that people with substance misuse problems are constantly judged, including by services. (Box 12F)

Box 12F. Feeling judged



Anyone with a substance misuse problem is seen as lower than lower class (Substance misuse/homelessness)

[Would like to see...] services that tackle discrimination and prejudices (Substance misuse/homelessness)

12.1.3 Information from professionals working with this group

Of respondents to the professional survey, over half (56.3%) felt that more advice on alcohol or drugs was needed now or in the future.

As part of engagement for the substance misuse needs assessment, frontline staff and practitioners were asked to identify new and emerging trends in Cardiff and Vale concerning substance misuse. These were:

- Increased number of people buying illicit substances online
- Growing 'hidden population' misusing prescription and over the counter medication
- Misuse of neuropathic medications, with alcohol and drugs
- Synthetic cannabinoids and nitrous oxide
- Increasing awareness of dual diagnosis (substance misuse and mental health issues in one individual)
- Growing impact of 'legal highs' on emergency services
- Increased distribution of more potent heroin
- Rising trend of older people (50+) misusing alcohol through loneliness and boredom

Generally speaking there are two cohorts of older people who misuse substances; those who begin misusing during adolescence and those who due to adverse changes in life events e.g. loss of partners, retirement or loneliness misuse later on.

12.1.4 Information from other sources

Older people and alcohol

In 2014 Alcohol Concern identified a growing trend in the number of older people drinking alcohol in excess of recommended unit guidelines. As a result the APB commissioned the Wallich to conduct a comprehensive needs analysis via quantitative and qualitative feedback mechanisms with older people living in Cardiff and the Vale of Glamorgan.

The report found approximately 16,902 older people are regularly consuming alcohol in excess of unit guidelines, to which there is a clear need for targeted information and awareness of services available. Of the total respondents who participated in the study, a large proportion were not engaged in any services

seemingly due to embarrassment, denial or a lack of knowledge of where to get advice and support. Cultural norms also accounted for relaxed attitudes towards daily alcohol intake.

Alcohol-related brain damage

A profile of alcohol-related brain damage (ARBD) in 2015 identified that existing services often fail to meet the needs of those with ARBD, and that its prevalence is increasing across the UK.^{d119} ARBD patients are typically males in the age range 50-60. ARBD incorporates a number of related conditions which impair thought and memory in people who have chronic exposure to alcohol, including Wernicke's encephalopathy and Korsakoff's syndrome. The review found that in some cases there was under-prescribing of the injectable vitamin thiamine, which can help prevent ARBD.

12.1.5 Gaps in our knowledge

There is evidence that people who are gay or bisexual are at substantially increased risk of recreational substance use (UK Drug Policy Commission),^{d120} being over three times more likely to misuse drugs than heterosexual people, although specific data for Wales is lacking.

12.2 Main needs

- Increased number of people buying illicit substances online
- Growing 'hidden population' misusing prescription and over the counter medication
- Misuse of neuropathic medications, with alcohol and drugs
- Synthetic cannabinoids and nitrous oxide
- Increasing awareness of dual diagnosis (substance misuse and mental health issues in one individual)
- Increasing prevalence of alcohol-related brain damage (ARBD)
- Growing impact of 'legal highs' on emergency services
- Increased distribution of more potent heroin
- Rising trend of older people (50+) misusing alcohol through loneliness and boredom
- Review access to substance misuse services, including opening hours for services
- Improve co-ordination between services

12.3 Prevention recommendations

- Improve information on services available
- Review 'aftercare' arrangements for people finishing treatment and support, to prevent relapse
- Additional targeted information and support for older people regarding alcohol use

12.4 Assets

- Recovery third sector organisations
- Community activities, volunteering
- Help with employment
- Libraries and Hubs

12.5 Suggested areas for action

- Deliver existing actions commissioned by Area Planning Board

- Update substance misuse commissioning strategy implementation plans in line with needs identified here

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B13. Cross-cutting findings

Summary Cross-cutting findings

Care and support needs Improving information and access to services; tackling social isolation and loneliness; support for carers; improving transitions; links with education; appropriate housing; community involvement; dementia; joining up and integrating services; substance misuse

Prevention issues Building healthy relationships; practical life skills; healthy behaviours; healthy environment and accessible built environment

Assets Positive social interactions; third sector organisations; community pharmacies; volunteers; self-care; physical environment and green space; community hubs, one-stop shops and libraries; Dewis Cymru; community groups; dementia-friendly communities; multi-stakeholder partnerships

A number of cross-cutting themes, both needs and assets, are common to more than one of population groups described here. These priority areas may each benefit from an overarching approach rather than a series of parallel interventions in the different topic areas. Underlying each of these issues is the broader and persistent issue of inequality between and within our communities.

Care and support needs identified in more than one group

- Improving information and access to services
 - Easy access to information about support and services available
 - Timely access to mental health services including diagnosis and counselling
 - Timely access to primary care
 - Timely access to other services
 - Accessibility of services and information
 - Transport to aid with access to services
 - Maintaining provision and sustainability of community services and support
 - Improve awareness, signposting and access to different forms of advocacy
- Tackling social isolation and loneliness
- Support for carers
 - Support for young and adult carers
 - Respite for young and adult carers
- Improving transitions
 - Enabling smoother transitions from child to adult services
- Links with education
 - Engagement with schools
 - Vocational educational opportunities and apprenticeships, adult learning
- Appropriate housing
- Community involvement
 - Engagement with service planning and design
 - Engagement with individual care and support plans
 - Support volunteers

- Dementia
 - Needs of people with dementia and their carers
- Joining up / integrating services
 - Across statutory sector and working with third sector, including improved communication between services
- Substance misuse

Prevention issues identified in more than one group

- Building healthy relationships
 - Emotional and mental health, sexual health
 - Prevention of child sexual exploitation (CSE)
 - Support for children and young people affected by parental relationship breakdown
- Practical life skills
 - Including financial skills (for all ages)
- Healthy behaviours
 - Including tobacco use, alcohol, diet and physical activity
- Healthy environment and accessible built environment

Assets identified for more than one group

- Positive social interactions
- Third sector organisations
- Community pharmacies
- Volunteers
- Self care
- Physical environment / green space
- Community hubs, one-stop shops and libraries
- Dewis Cymru
- Community groups
- Dementia-friendly communities
- Multi-stakeholder partnerships

Suggested areas for action

- Scope the best mechanism for delivering action against each of the common care and support needs and priority prevention issues, and for supporting common assets. Some may benefit from action being co-ordinated at the regional partnership level, rather than individual organisations and departments
- Ensure action is co-ordinated, where relevant, with Public Services Boards on common issues
- Ensure actions formulated as part of Area Plans prioritise approaches which reduce rather than maintain or increase inequalities

C. Equality profile and Welsh language

Summary Equality profile and Welsh language

Equality profile Information on protected characteristics is included in theme chapters where relevant. Particular issues related to protected characteristics include: child poverty; ageism; abuse and harassment against disabled people; higher levels of poverty among some minority ethnic groups; sensitivity of services to gender-specific issues. There is significant uncertainty about the number of people identifying as 'trans' in our area as this information is not officially collected

Welsh language The proportion of Cardiff and Vale residents of all ages who have one or more language skills in Welsh is 16.2%, with around 1 in 10 people in Cardiff (11.1%) and the Vale (10.8%) identifying themselves as fluent. However, over one in four young people aged 15 and under speak Welsh in our area (26.7% in Cardiff and 29.6% in the Vale of Glamorgan). It is important for services to be able to meet the needs of Welsh speakers in their language of choice.

Introduction

This profile describes how information on protected characteristics in Cardiff and the Vale of Glamorgan has been incorporated into the population needs assessment. Wherever relevant, equalities information has been analysed and included under the relevant population group chapter in section B of this document. Additional pertinent information is included below, along with information on Welsh language use in our area.

As detailed Area Plans are developed in response to the needs presented in this document (see A3, What happens next?), this process of reviewing protected characteristics will continue with an analysis of impact on each group (equality impact assessment).

Sources of information regarding protected characteristics

Individuals with protected characteristics and groups representing them have been engaged through a number of routes during the assessment process, and evidence sources relating to protected characteristics used throughout the assessment. These are described here.

Public survey

Information on protected characteristics was collected as part of the public survey.

Focus groups

The majority of focus groups included people with one or more protected characteristics. A full list of the focus groups carried out is given in the Appendix.

Organisations which helped arrange these focus groups included Diverse Cymru; Safer Wales; Disability Team Around the Family (Cardiff); YMCA; Salvation Army; Barnardos; Communities First; Change, Grow, Live; Cardiff Institute for the Blind; Disability Access Forum; Age Connects; and the Oasis Centre in Cardiff.

The findings from these groups are summarised either in the relevant topic chapter, or here.

Professional and provider survey

This survey had 145 respondents, representing 80 organisations. Population groups supported by these organisations are given in the Table. Some of the specific organisations responding included Adult Autism Advice, the Alzheimer's Society, Barnardos, the FAN charity, Vision 21, and the Welsh Refugee Council.

Table. Percentage of respondents in Cardiff and the Vale of Glamorgan replying to the professional and provider survey reporting that their organisation supports particular population groups (2016)

Group(s) supported by respondents' organisation	No.	% of respondents
Those with long term health condition or physical disability	85	60.3
Those with a Mental Health condition/s	83	58.9
Older people (Aged65+)	77	54.6
Those with sensory impairment	64	45.4
Those with a learning disability or autism	63	44.7
Those with substance misuse problems	62	44.0
Children or Young People	59	41.8
Carers	58	41.1
Those who have experienced domestic abuse or sexual violence	53	37.6
Refugees/asylum seekers	44	31.2
Adults in residential care	42	29.8
Veterans of the armed forces	33	23.4
Looked after children	31	22.0
Care leavers (aged under 24)	30	21.3
Other	18	12.8
None of the above	2	1.4

Professional workshops

Three workshops were held during November with professional leads for each of the main population groups. Each workshop had a series of tables focusing on a particular population group, so all were covered over the three workshops, and the last workshop also had a table focusing on protected characteristics and Welsh language.

Other evidence sources

While information relating to protected characteristics were included in a number of the documents referenced in this assessment, a smaller number looked in more depth at related issues, including 'Is Wales Fairer?'^{d39} This document looked at issues on an all-Wales basis so care needs to be taken in applying and interpreting the findings locally.

Protected characteristics

Age

Information on the age profile of the population can be found in section A4, Background demography.

Child poverty has been highlighted as a significant need across Wales, as well as the ability for older people and children to access care.^{d39} These two ends of the age spectrum - young people and older people - are

also referred to in particular across Wales as requiring protection against abuse, neglect and ill treatment.^{d39}

In the focus groups some older people described how they felt 'invisible' to others, with the feeling that sometimes cognitive ability was perceived as being lower because people were older (Box A).

Box A. Perceptions of ageism



Ageism. You know sometimes you become invisible, people talk over you. (Older person)

I'm finding as I'm getting older as a negative point, because I'm white haired and I'm looking older they think there's not a lot up there. . . . It's demoralising. (Older person)

Disability

Information and engagement relating to different types of disability can be found in sections B3 (Health and physical disabilities), B4 (Learning disability and autism), B5 (Adult mental health and cognitive impairment), B7 (Sensory loss and impairment) and B11 (Veterans).

Across Wales, the need to close the educational attainment gap has been highlighted, particularly with reference to children with Special Educational Needs.^{d39} The same report also describes increased poverty among people with a disability; increased homelessness among people with poor mental health or a learning disability; and violence, abuse and harassment against disabled people; and the need to improve access to mental health services in general.^{d39}

In the focus groups, concerns were raised over generally negative public perception of disability based on media portrayal of 'benefits scroungers' which were felt to be 'hugely damaging'.

Marriage and civil partnership

The 2011 Census recorded marital and civil partnership status, and the pattern of this is different in Cardiff and the Vale of Glamorgan.^{d84}

In Cardiff, 45% of people aged 16 and over were single, 38.5% married, 0.2% in a registered same-sex civil partnership, 2.1% were separated but still legally married or legally in a civil partnership, 8.2% were divorced, and 6% were widowers.

In the Vale of Glamorgan, 30.8% of people aged 16 and over were single, 49.1% married, 0.2% in a registered same-sex civil partnership, 2.3% were separated but still legally married or legally in a civil partnership, 10% were divorced, and 7.6% were widowers.

Pregnancy and maternity

During 2014/15 there were 4,624 births in Cardiff and 1,321 births in the Vale of Glamorgan.^{d74}

In terms of conception rates there were an estimated 72.6 per 1000 in the Vale of Glamorgan in 2014. Among under 20s, the rate was 34 per 1000. These rates include live births, stillbirths and abortions, but exclude miscarriages.

In Cardiff the conception rate was estimated as 70 per 1000 in 2014. Among under 20s the rate was 35.2 per 1000.

These rates compare with 72.9 per 1000 across Wales as a whole, and 40.3 per 1000 among under 20s, suggesting the overall birth rate is in line with the Welsh average and the teenage pregnancy rate is lower in both areas than the Welsh average.

Race

Nearly two thirds (62.8%) of respondents to the survey considered themselves to be Welsh. In terms of ethnicity, 90% of respondents (1114 people) identified themselves as White British, 3.3% White other, 1.5% White Irish, 0.5% other. All other groups had respondents, but fewer than 0.5% of the total sample size.

A question in the public survey asked if people felt services they had received were sensitive to their culture. 141 people out of 1,278 respondents answered this question. Of those answering, 4 in 10 (41.8%) said 'Yes', 5% said 'Sometimes' and 1.4% said 'No'. 46.8% answered 'not applicable'. A comment in the survey relating to single sex services and culture is shown in Box B.

Box B. Cultural identity



Women only things seem to be specifically BME. What about white women who cannot cope in mixed groups? Or men who may prefer a health related single sex group for support?
(Public survey)

Across Wales, the need to close the educational attainment gap has been highlighted, particularly with reference to Gypsy and Traveller children; higher levels of poverty among minority ethnic groups was also noted; and a higher incidence of violence, abuse and harassment against ethnic minority people and Muslim people.^{d39} The Welsh Government Community Cohesion National Delivery Plan includes a number of recommendations for action to reduce hate crimes and better understand local patterns of migration.^{d17}

Additional information on race and ethnicity can be found in section A4, Background demography.

Religion or belief (including lack of belief)

Half of respondents (50%, 617) reported not belonging to any particular religion. Of those who said they did belong to a religion (44.2%), 88.7% specified themselves as Christian, 3.7% as 'other', 2.2% as Jewish, 2% as Muslim, 2% preferred not to say, and less than 1% each specified Buddhist, Hindu, or Sikh.

In the focus groups, a number of participants reported how they received emotional support from being part of a local faith based organisation (e.g. church, mosque) One participant described a local community centre which focused on minority ethnic culture. (Box C)

Box C. Community centre focusing on minority ethnic culture



They celebrate all the festivals, like the Diwali and everything. Then they run various programmes, which are customised kind of care facilities. They teach languages, they teach mostly Hindu values. I go there every day. . . . The spiritual, it is very quiet. (Mental health illness)

Sex

In both Cardiff and the Vale of Glamorgan the number of females slightly outnumber males (50.8% Cardiff, 51.4% Vale of Glamorgan), in common with the rest of Wales (50.8%). However, significantly more than half of respondents to the public survey identified as female (706, 57.8%).

A question in the public survey asked if people felt services they had received were sensitive to their gender identity. 140 people out of 1,278 respondents answered this question. Of those answering, half (49.3%) said 'Yes', 5.7% said 'Sometimes' and 2.1% said 'No'. 37.9% answered 'not applicable'. Comments provided by those who felt that their gender identify had not always been taken into account are shown in Box D:

Box D. Gender identity



My family were asked previously if I would prefer male or female carers to attend to my personal needs, but this has not been carried out accordingly (Public survey)

Usually female carers but not too much of a problem (Public survey)

The rate of suicide is higher among men than women.^{d39}

A third sector organisation focusing on gender equality in health services in Wales, with a particular focus on the condition endometriosis, conducted an online survey with its members on issues they faced.^{d95}

Many findings were similar to the wider findings in this assessment (i.e. affecting both sexes), including: timely access to GP appointments; excessive waiting lists; access to information on services; access to mental health services; financial concerns due to long term conditions; transport; lack of social housing; lack of joined up thinking/services between statutory sector organisations; lack of advocates; easier mechanisms for feedback to statutory services. In addition there were a number of female-specific needs which were highlighted, including: lack of appropriate people in schools/workplaces with whom to discuss intimate female health concerns; diseases such as endometriosis not taken seriously despite it causing significant disability for some people; difficulty finding out about and accessing relevant specialist services; and a feeling that some physical symptoms are dismissed as psychological.^{d95}

Sexual orientation and Gender reassignment

Approximately 6 out of 7 (86.7%) respondents to the survey specified their sexual orientation as heterosexual, with 3% specifying gay man, 2.6% bisexual, 1.7% gay woman/lesbian, and 0.6% 'other'. 6.1% preferred not to say.

There are no official estimates currently available of the number of 'trans' people in the UK, or in towns or regions. UK research carried out in 2009 estimated that there are between 300,000 and 500,000 transgender people living in the UK, or between 0.6% to 1% of the population aged over 15.^{d96} If applied

directly to the Cardiff and Vale population, this would suggest there are 2,300 and 3,900 adults in our area who identify as trans, but that is only an estimate and official data collection would aid with appropriate service planning for this group.

The need to reduce violence, abuse and harassment against lesbian, gay, bisexual and transgender people has been highlighted at an all-Wales level.^{d39}

Equality impact assessment process

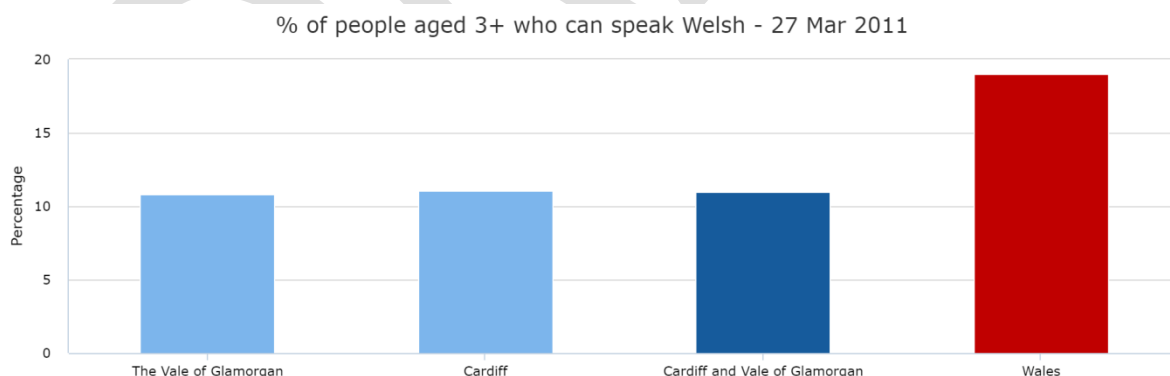
During 2017/18 as Area Plans are developed in response to this plan, the equality impact assessment process will continue, based on specific actions under consideration in the Area Plans and their impacts.

Welsh language

The public survey was available in both English and Welsh, in printed and online versions. Of the 1,278 people completing the survey, which was available online and in paper format in both Welsh and English, 31 (2.4%) chose to respond in the Welsh language.

The proportion of Cardiff and Vale residents of all ages who have one or more language skills in Welsh is 16.2%, with around 1 in 10 people in Cardiff (11.1%) and the Vale (10.8%) identifying themselves as fluent, below the Wales average of 19%. Between the 2001 and 2011 Censuses, the proportion of people who speak Welsh in the Vale dropped slightly (from 11.3% in 2001) and rose very slightly in Cardiff (from 11.0%).^{d94} However, it is important to note that these percentages represent a significant number of people (36,735 in Cardiff and 13,189 in the Vale) and that there is likely to be an increase in the number of Welsh speakers in our region in future as need for Welsh medium primary and secondary schools has increased. The ability of services to meet this increasing language need will be challenging, with fewer Welsh-speaking staff currently than other regions of Wales.

Figure. Percentage of people aged 3 and over who can speak Welsh, Cardiff and the Vale of Glamorgan (2011)

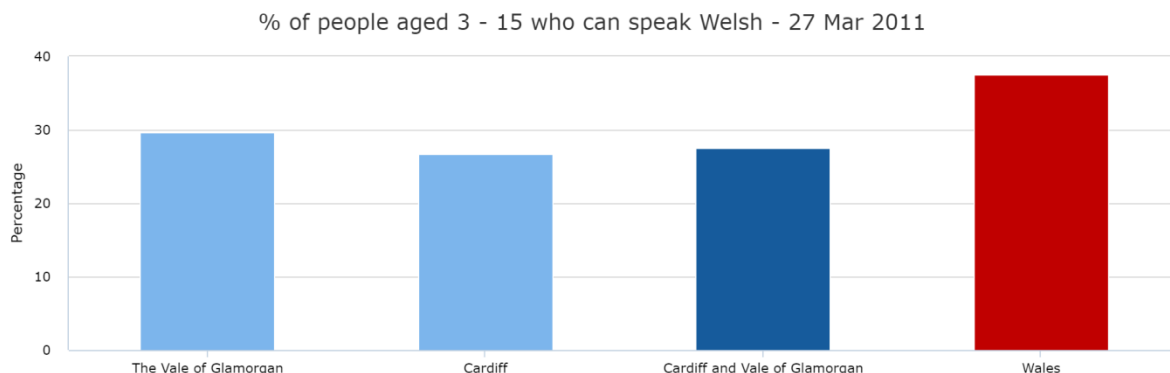


	27 Mar 2011
The Vale of Glamorgan	10.8
Cardiff	11.1
Cardiff and Vale of Glamorgan	11.0
Wales	19.0

Source: Office for National Statistics (ONS)

Notably, over one in four young people aged 15 and under speak Welsh in our area (26.7% in Cardiff and 29.6% in the Vale of Glamorgan), although this is still below the Wales average for that age group (37.6%).

Figure. Percentage of people aged 3 to 15 who can speak Welsh, Cardiff and the Vale of Glamorgan (2011)

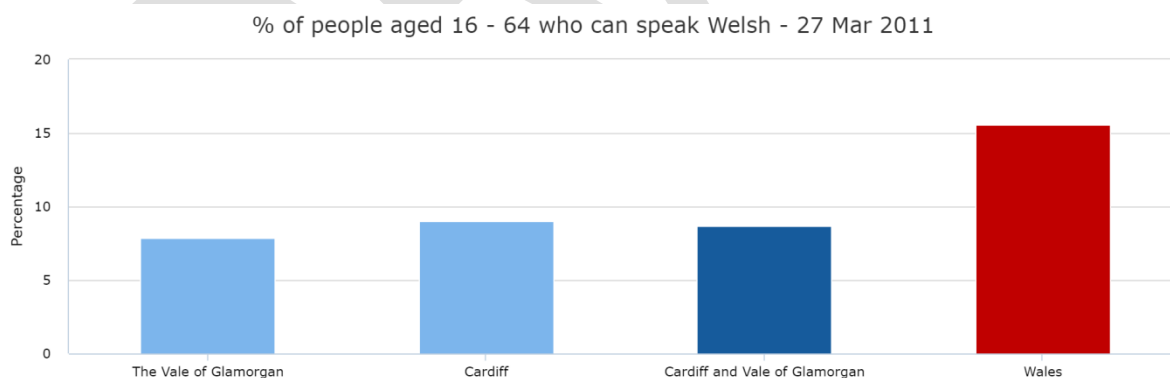


	27 Mar 2011
The Vale of Glamorgan	29.6
Cardiff	26.7
Cardiff and Vale of Glamorgan	27.5
Wales	37.6

Source: Office for National Statistics (ONS)

Among the adult population, the proportion who can speak Welsh is consistently below the all Wales average and decreases with age, with 1 in 20 people aged 65 and over able to speak Welsh in our area (5%), compared with a Wales figure of 1 in 6 (16.2%)

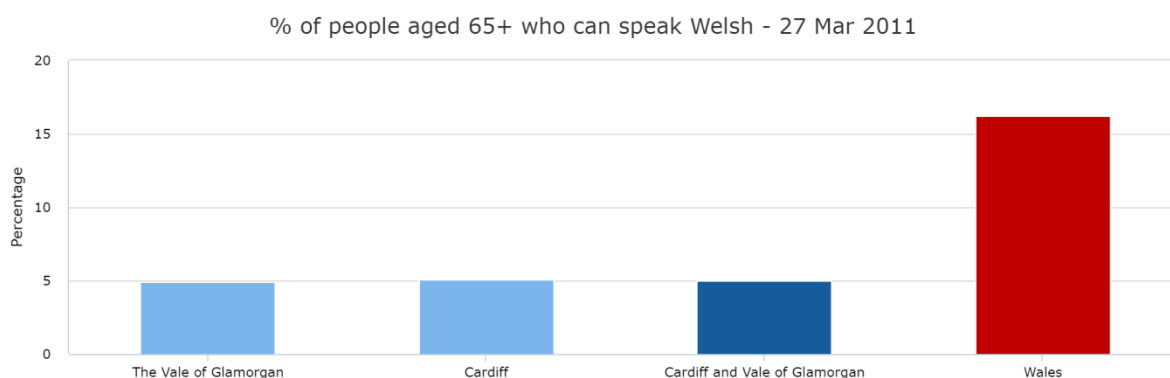
Figure. Percentage of people aged 16 to 64 who can speak Welsh, Cardiff and the Vale of Glamorgan (2011)



	27 Mar 2011
The Vale of Glamorgan	7.9
Cardiff	9.0
Cardiff and Vale of Glamorgan	8.7
Wales	15.6

Source: Office for National Statistics (ONS)

Figure. Percentage of people aged 65 and over who can speak Welsh, Cardiff and the Vale of Glamorgan (2011)



	27 Mar 2011
The Vale of Glamorgan	4.9
Cardiff	5.1
Cardiff and Vale of Glamorgan	5.0
Wales	16.2

Source: Office for National Statistics (ONS)

The proportion of people who self report 'bad' or 'very bad' health is lower in Cardiff and the Vale of Glamorgan among people who can read, write and speak Welsh (1.9%) compared with people without Welsh language skills (7.4%).^{d84}

The Welsh Language Commissioner's report into the use of Welsh in primary care in Wales had a number of significant findings relating to Welsh language use and needs:^{d94}

- Some people feel they can describe their symptoms and feelings better if they do so through the medium of Welsh
- The ability to express oneself in language of choice was particularly important in relation to mental health services, and for children whose first language was Welsh
- Similarly, the British Medical Association gave evidence to the Inquiry that since the history of an illness is an essential part of the process of making a correct diagnosis, allowing people the ability to express themselves in their first language can lead to better diagnosis and care
- In South and Mid Wales, 4 in 10 (42%) of Welsh speaking primary care users worried that they would be labelled a 'difficult person' when dealing with healthcare professionals if they requested a Welsh language service, and 6 in 10 (61%) felt it could adversely affect waiting times for services
- Two thirds (66%) of Welsh-speaking primary care users in Mid and South Wales did not know how they could find a primary care professional who spoke Welsh in their area
- Many people who spoke Welsh as their first language did not want to push the issue and accepted the English language services they were offered, but would have preferred Welsh if it had been proactively offered

Just under a quarter (23.5%) of GP surgeries in Cardiff and the Vale display the Working Welsh (Iaith Gwaith) symbol indicating consultations can be undertaken in Welsh.^{d97} Across Cardiff and Vale there are 30 GPs on the 'performers list' who are listed as Welsh speakers, out of a total of 514 (5.8%).

Although there has not been an equivalent Commissioner's review into the use of Welsh in social care, the same issues and principles will apply, particularly that being able to use your first language leads to a more accurate assessment of need and more appropriate provision of care and support. This is particularly important in relation to the safeguarding of children and adults, as outlined in Welsh Government's recently updated framework on Welsh language in health and social care, 'More than Just Words'.^{d113} Action plans from this strategy have been combined with the requirements of the Welsh Language Standards by both Cardiff and Vale of Glamorgan Councils, and will be adopted in future by Cardiff and Vale UHB when the language standards come into force for Health Boards. Organisations must plan, commission and provide health and social care services based on the 'active offer' of services in Welsh.

Priority actions

A series of priority actions were discussed at the professionals' workshop in November 2016 relating to protected characteristics and Welsh language. In summary, these were:

- Improve co-ordination of community engagement

Previous engagement mechanisms should be reviewed, good practice from other local authority areas considered, and proposals for streamlined and effective community research and engagement activities across all statutory and third sector partners should be agreed

- Develop and implement a shared vision for person-centred services

A meaningful and inclusive set of activities should be agreed for partners including the statutory and third sector to collectively identify what "person-centred services" mean to them, in the context of community diversity, and the Social Services and Wellbeing Act.

- Improve access to accessible information and mechanisms to provide feedback on services

Public services information needs to be easier to access, and methods found to make it easier for people with different communication needs to provide feedback on the services they receive. This includes for example, Braille users, British Sign Language users, speakers of other languages, and people with sensory loss and impairment, and learning disabilities.

- Improve staff diversity and inclusion awareness

Agree across partners appropriate standards and means for ensuring employees have access to appropriate development and understanding in diversity and inclusion, not just relying on training but a range of potential opportunities including shadowing in third sector organisations.

- Deliver diverse and inclusive services across current organisational boundaries

Scope increased collaboration between partner organisations on developing and supporting equality standards, policies and practices

- Increase knowledge around local transgender community and its needs

Carry out a needs assessment on local transgender community to understand estimated numbers of trans people and implications for policy and support requirements to meet their needs

- Support ageing well

Recognise increasing number of older people in Cardiff and the Vale of Glamorgan and pressures on services when planning

- Younger people

Consider in more detail the impact of employment and benefit entitlement changes, education and housing costs on younger people, and consequent support and service needs

- Develop bilingual communities

Services should be planned, commissioned and delivered to meet the needs of the projected increase in the number of people who speak Welsh, in addition to their requirements under the Welsh Language Measure (2011)

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Appendix

The following focus groups were carried out specifically for this assessment:

- Young people with a disability / learning difficulty (aged 15-22)
- Young carers (aged 13-16)
- Young people attending youth club (aged 13)
- Disengaged young people (aged 16-21)
- Young people with a mental health illness (aged 18-22)
- Parent carers of young people with a disability / learning difficulty
- Vulnerable families: parents of young children; included some parents with health illness / disability
- Adults with autism / learning disability
- Adults with sight loss
- Adults with a disability including sensory impairment
- Older people / adult with a disability
- Adults with a mental health illness (x2)
- Street based sex workers
- Alcohol misusers in recovery and an adult with a mental health illness
- Alcohol misusers in recovery
- Diversity based group: mainly older people; preventing isolation; some with health issues; some parent carers; small number of BME participants
- Well-being community group: mix of ages; preventing isolation; some with a mental health illness
- Mental health and well-being community group
- Community group with a mix of needs
- Asylum seekers and refugees
- Substance misusers who are homeless
- People who are homeless (general group)
- Older people x2

In addition, information has been included from engagement carried out with people with dementia and their carers, in a contemporaneous needs assessment.^{d73}

Acknowledgements

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Glossary

ACE(s)	Adverse Childhood Experience(s), stressful experiences during childhood which directly harm a child or affect its environment when growing up
ALN	Additional learning needs
Area Planning Board (APB)	Organisation which plans services for substance misusers
ARBD	Alcohol-related brain damage
ASD	Autism spectrum disorder
BAWSO	A third sector organisation providing specialist advice for BME communities
BME	Black and minority ethnic
BSL	British Sign Language
C&YP	Children and young people
C3SC	Cardiff Third Sector Council, the County Voluntary Council in Cardiff
CAMHS	Child and adolescent mental health services
CAVAMH	Cardiff and Vale Action for Mental Health, a local third sector organisation
CHAP	Cardiff Health Access Practice, an NHS primary care service providing essential services for some of Cardiff's most vulnerable groups
CHC	Continuing healthcare
Communities First	A Welsh Government community-focused programme to reduce persistent poverty in local areas
County Voluntary Council	Organisation bringing together and working with third sector organisations in each County
CSSIW	Care and Social Services Inspectorate Wales
Dewis Cymru	A website containing information about health, social care and wellbeing support and services available in local areas across Wales
DTOC	Delayed transfer of care
ESOL	English for speakers of other languages, an education course
EU15	Member countries of the European Union prior to 1 May 2004
FACT	Families Achieving Change Together, the Team around the Family (TAF) for Families First in the Vale of Glamorgan
Families First	A Welsh Government programme to provide early help and prevention for families with children, particularly those on low incomes or who are vulnerable
FGM	Female genital mutilation
Flying Start	A Welsh Government programme to support parents of children under the age of 4 in more deprived areas
GP	General practitioner
GVS	Glamorgan Voluntary Services, the County Voluntary Council in the Vale of Glamorgan
HMP	Her Majesty's Prison
Hub	A centre providing information and support on a variety of public services
IDVA	Independent domestic violence adviser
Looked after child (LAC)	A child who is being looked after by their local authority. They might be living: with foster parents; at home with their parents under the supervision of social services; in residential children's homes; other residential settings like schools or secure units
LGBT	Lesbian, gay, bisexual and trans people
LSOA	Lower super output area, a small geographic area covering 1,000-2,000 people
MEEA	Minority Ethnic Elder Advocacy project
NEET	Not in education, employment or training
NGT	Next Generation Text, a system to help deaf, hard of hearing and speech-impaired people communicate on the telephone
NHS	National Health Service
NICE	National Institute for Health and Care Excellence

PNA	Population needs assessment (this document)
PSB	Public Services Board. A group of partner organisations which meet in each local authority area, set up under the Wellbeing of Future Generations Act
PTSD	Post-traumatic stress disorder
Resilience	The ability of an individual, family or group of people to cope with and recover quickly from challenges faced
RPB	Regional Partnership Board
STI	Sexually transmitted infection
Supporting People	A Welsh Government framework for planning, delivery and monitoring housing related support services
SystemOne	A primary care computer system
TAF	Team around the Family, part of the Families First model
Third sector organisations	Non-profit organisations which are neither public or private, including charities, voluntary groups, members' associations, social enterprises and co-operatives
UASC	Unaccompanied asylum seeking children
UHB	University Health Board, the organisation which plans and provides local NHS services
WG	Welsh Government
YOS	Youth Offending Service

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**CYNGOR DINAS CAERDYDD
CITY OF CARDIFF COUNCIL****COUNCIL: 23 MARCH 2017****CABINET PROPOSAL****AGENDA ITEM:****PAY POLICY STATEMENT 2017/18****Reason for this Report**

1. To ask the Council to agree a Pay Policy Statement for 2017/18, in accordance with the requirements of the Localism Act 2011.

Background

2. The City of Cardiff Council understands the importance of having a clear written policy on pay for employees. The Pay Policy Statement provides a framework to ensure that employees are rewarded fairly and objectively without discrimination.
3. The Council also has a statutory requirement under the Localism Act 2011 to prepare a pay policy statement on an annual basis. The first statement was in place by 31st March 2012 and they have been produced annually since. Agreement (and subsequent publication) of this sixth annual Pay Policy Statement will ensure continued compliance with this legislation.
4. The focus of the legislation is about transparency of pay for Chief Officers and how their pay compares with lower paid employees in the Council. However, in the interests of transparency and accountability the Council has chosen since 2011 to take a broader approach and produce a Pay Policy Statement covering all employee groups with the exception of teachers (as the remuneration for this latter group is set by the Secretary of State and therefore not in local authority control). This Pay Policy Statement excludes Members of the Council as they are not employees and are governed by separate legislation via the Independent Remuneration Panel for Wales.
5. The legislation also requires the Council to provide information about redundancy payments that are made to employees who leave the organisation. The Voluntary Redundancy policy was last reviewed in January 2015 with the changes taking effect from 3rd April 2015. There will be no change to the Voluntary Redundancy policy for 2017/18.

Chief Officer Pay

6. The Standing Orders (Wales) Amendment Regulations 2014 introduced a requirement that: *“The relevant authority [i.e. full Council] must determine the level, and any change in the level, of the remuneration to be paid to a Chief Officer”*.
7. Chief Officers of this Authority are employed under JNC terms and conditions which are incorporated into their contracts of employment. They are therefore contractually entitled to any JNC pay rises and the withholding of such increases, pending agreement by full Council, could result in claims against the Authority of ‘unlawful deduction from wages’ or ‘breach of contract’.
8. Due to the practical implications of this requirement, Welsh Government, agreed that the requirement could be met by full Council voting on a resolution to pay the nationally agreed pay awards, as and when determined by the JNC for Chief Officers. Such a resolution was made by full Council and a clause has been included to this effect in the 2015/16 and subsequent Pay Policy Statements. This clause can only be revoked by full Council, and if such a decision was taken, the Pay Policy Statement would need to be amended accordingly.

Redundancy Packages

9. Currently, Welsh Government guidance on Pay Policy Statements states that where a Chief Officer will be in receipt of a redundancy package above £100,000 this must be agreed by full Council. In Cardiff, the cap on redundancy payments is £21,555 from 6th April 2016 (current weekly maximum is £479, April 2017 increase to be confirmed by the Department for Business, Innovation and Skills). Therefore, a redundancy payment alone will not need to go to full Council. However, as salary paid in lieu and the full cost of early release of pension must be included in the total cost of a redundancy package there may be instances where the agreement of full Council will be required. This is incorporated into the proposed Pay Policy Statement in paragraph 53.

UK Government Changes

10. Alongside the position set out in paragraph 9 above, the UK Government is in the process of introducing a number of changes which impact on public sector exit payments:

Introduction of a £95k Exit Payment Cap

- (i) As a result of the Enterprise Act 2016, the UK Government introduced legislation which included provisions to cap the total value of public sector exit payments, (including payment of compensation and pension strain) at £95,000. HM Treasury are yet to finalise the regulations and therefore the cap is not yet in place. Welsh Government will have the power to relax the cap in relation to exit payments made by authorities that wholly or mainly exercise devolved functions, which includes local authority staff.

Until the regulations are finalised it is unclear as to how Welsh Government will operate the waiver in practice.

Wider Review of the Public Sector Exit Payment Schemes

- (ii) Concurrently, the UK Government intend to introduce a framework of changes to the terms of public sector exit payment schemes which will affect local government employees, including teachers. Although it is expected that changes will be made to the relevant schemes by June 2017 the UK Government has not provided details on their proposed approach at the current time.

Recovery of Exit Payments (Clawback)

- (iii) The final change will be the ability to recover exit payments made to employees earning over £80,000 who leave the public sector but are then re-engaged in the public sector within a 12 month period.
11. There is a clear link between the changes outlined in (i) and (ii) above. Indications are that the changes to the terms used to calculate exit payments will (most likely) be less beneficial to the employee, and the consequence of this is that the cap of £95,000 is less likely to be breached in future.

Gender Pay Gap

12. The Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017, which relate to public sector employers in England and Wales, requires the publication of gender pay gap data based on a 'snapshot' date of 31st March.
13. Public sector employers are required to publish their first gender pay gap report within the period of 12 months beginning with the 'snapshot' date, and the first report is due by 31st March 2018. The plan is to include the gender pay gap report in the 2018/19 Pay Policy Statement.

Reason for Recommendation

14. To comply with the legal requirement under the Localism Act 2011 to produce a Pay Policy Statement, and at the same time to provide transparency and accountability in the Council's arrangements for rewarding its staff.

Legal Implications

15. Under Section 38 of the Localism Act 2011 the Council must prepare a Pay Policy Statement for each financial year before the commencement of that year. The Pay Policy Statement for 2017/18 must therefore be approved by 31st March 2017.

16. The Act requires that the Pay Policy Statement covers certain specific matters and the Welsh Government has issued statutory Guidance in relation to Pay Policies.
17. The proposed Pay Policy Statement for 2017/18 meets the requirements of the Act and Welsh Government Guidance.
18. The Pay Policy Statement must be published on the Council's website.
19. The Council's pay structures are considered to be compliant with Equalities legislation.

Financial Implications

20. The rates of pay and conditions set out in the Pay Policy Statement are reflected in the Council's budget for 2017/18.

Human Resource Implications

21. The recommendation will not impact on employees across the Council as it merely outlines in one policy, existing and agreed arrangements for pay and remuneration of employees.

CABINET PROPOSAL

Council is recommended to approve the attached Pay Policy Statement 2017/18 (Appendix 1) for consideration by Council on 23 March 2017.

THE CABINET

16 March 2017

The following appendices are attached:

Appendix 1 – Pay Policy Statement 2017/18

Appendix 2 – JNC for Chief Officers: Pay Award Agreement 2016/18

Appendix 3 – NJC for Local Government Services: Pay Award 2016/17

Appendix 4 – Salary scales documents detailing all Council grades.

CITY OF CARDIFF COUNCIL**PAY POLICY STATEMENT 2017/18****INTRODUCTION AND PURPOSE**

1. The City of Cardiff Council recognises the importance of managing pay fairly and consistently in a way that motivates employees to make a positive contribution to the Council's business. The decisions that are taken regarding pay are crucial to maintaining equality across the Council. The production of a Pay Policy Statement supports this approach and will provide transparency.

SCOPE

2. The Localism Act 2011 requires authorities to develop and make public a pay policy statement on all aspects of Chief Officer remuneration (including on ceasing to hold office), and that pertaining to the 'lowest paid' in the authority, explaining their policy on the relationship between remuneration for Chief Officer and other groups. However, in the interests of transparency and accountability the Council has chosen to take a broader approach and produce a policy statement covering all employee groups with the exception of teachers (as the remuneration for this latter group is set by the Secretary of State and therefore not in local authority control). This policy does not apply to Members of the Council as they are not employees and are governed by separate legislation via the Independent Remuneration Panel for Wales.

LEGISLATION

3. In determining the pay and remuneration of all its employees, the Council will comply with all relevant legislation. This includes the Equality Act 2010, Part Time Employment (Prevention of Less Favourable Treatment) Regulations 2000, Agency Workers Regulations 2010 and where relevant the Transfer of Undertakings (Protection of Employment) Regulations 2006. With regard to the Equal Pay requirements contained within the Equality Act, the Council will ensure there is no pay discrimination within its pay structures and that all pay differentials can be objectively justified through the use of equality proofed Job Evaluation mechanisms which directly relate salaries to the requirements, demands and responsibilities of the role.
4. This policy statement incorporates the Cardiff Council's Pay Policy Statement as required by the Localism Act 2011.

RESPONSIBILITY AND SCOPE

5. The Council is directly responsible for a budget of £578 million (2017/18) and for the employment of 12,994 employees (as at December 2016). The Council provides services to a total population of 346,100 residents (according to the 2011 Census). Cardiff's Liveable City Report has given an updated figure for January 2017 as 357,200, residents. In the 2016-21 Cardiff Housing Strategy report, the Council was recorded as having a Council housing stock of 13,657 and in January 2016 there were 53,774 pupils enrolled in our schools.

DEFINITIONS

6. **Chief Officer** – the Localism Act 2011 defines Chief Officer as:
 - Head of Paid Service - in Cardiff this is the Chief Executive
 - Monitoring Officer – in Cardiff this is the Director of Governance & Legal Services
 - Statutory Chief Officers – in Cardiff these are -
 - Director for Education and Lifelong Learning,
 - Director of Social Services
 - Corporate Director Resources who undertakes the role of Section 151 Officer
 - Non-statutory Chief Officers – this refers to non-statutory posts that report directly to the Head of Paid Service so in Cardiff this would be –
 - Director for Economic Development
 - Director for City Operations
 - Director for Communities, Housing and Customer Services.
 - Deputy Chief Officers – this refers to officers that report directly to statutory or non-statutory Chief Officers. In Cardiff this includes –
 - Assistant Director for Education and Lifelong Learning
 - Assistant Director for Children’s Services
 - Assistant Director for Commercial Services
 - Assistant Director for Housing and Communities
 - Assistant Director for Customer Services and Communities
 - Head of Service for Finance
 - Head of Performance and Partnership
 - Chief Officer for HR People Services
 - There are also some Operational Managers that report directly to statutory or non-statutory Chief Officers (Directors of Economic Development; Governance and Legal Services; Social Services; and City Operations) and so for the purposes of this policy these posts are included within this definition. Operational Managers are employed on the same terms and conditions as the Council’s Heads of Service and Chief Officers as indicated in paragraph 17.
7. **Lowest Paid Employees** – the Localism Act 2011 requires the Council to define its ‘lowest paid employee’ within our pay policy statement. Within the Council our lowest paid employees are those appointed on SCP6 of the NJC nationally agreed pay spine. However, since 1st September 2012 the Council has adopted the Voluntary Living Wage for its’ employees. Therefore, the minimum pay is currently £8.25 per hour. This is to rise to £8.45 per hour from 1st April 2017.
8. The Government introduced a compulsory National Living Wage for over 25 year olds at £7.20 per hour from April 2016. This did not impact on the Council as the Voluntary Living Wage had a higher hourly rate at £8.25 from 1st April 2016 and £8.45 from 1st April 2017.
9. **Pay** – the Localism Act 2011 defines remuneration as ‘salary, bonuses, charges, fees or allowances payable, any benefits in kind, increase or enhancement of pension entitlement. This definition is adopted for the term **pay** used in this policy.

KEY PRINCIPLES

10. This policy statement aims to ensure that all employees are rewarded fairly and without discrimination for the work that they do. It reflects fairness and equality of opportunity, the need to encourage and enable employees to perform to the best of their ability and the commitment to operate a transparent pay and grading structure.
11. The Council recognises that pay is not the only means of rewarding and supporting employees and offers a wider range of benefits, i.e. flexible working, access to learning, etc.
12. To ensure these principles are embedded the Council will ensure that there are clear and rational processes for setting and reviewing salaries for all employees, and that there is sufficient flexibility to take into account the pay market and recruitment and retention factors.
13. Any policy statement on pay has to be affordable and support the provision of high quality public service.

PAY DETAILS

Pay Ranges – previous ‘NJC Green Book’ and ‘JNC Craft’ Employees

14. All previous NJC Green Book and JNC Craft positions within the Council have gone through a job evaluation (JE) process using the Greater London Provincial Council (GLPC) scheme, following the signing of Collective Agreements with UNISON, GMB and Unite.(Green book) and UNISON, GMB , Unite and UCATT (JNC Craft).
15. The Council has linked the scores from the job evaluation results directly to the NJC pay structure. This national pay structure ranges from spinal column point (SCP) 6 to 49 which equates to £15,014 to £43,821 at 1st April 2017. Within Cardiff we have agreed 10 grades that span across SCPs 6-46 which equates to £15,014 to £41,025 at 1st April 2017. Each grade has a number of incremental points. More information about the GLPC Scheme and the grades of the Council can be found in the Council’s Single Status Collective Agreement. The agreed grades can be seen at Annex 1.
16. As a result of the Single Status Collective Agreement the Council ceased to use the lowest point of SCP4 from 1st April 2012, and SCP5 was deleted from 1st October 2015. This had a positive impact on the lowest paid employees of the Council. However, please note that as per paragraph 8 the Council since September 2012 has paid the Voluntary Living Wage.

Pay Ranges – Chief Officers and Operational Managers

17. Posts at Operational Manager and above are employed on JNC Chief Officer terms and conditions and pay levels for these posts have been evaluated using the Hay Job Evaluation Scheme since 1999.
18. The JNC for Chief Officers negotiates on national (UK) annual cost of living pay increases for this group, and any award of same is determined on this basis. Chief

Officers employed under JNC terms and conditions are contractually entitled to any national JNC pay rises. This Council will therefore pay these nationally agreed pay awards as and when determined unless full Council decides otherwise.

19. The following table shows the pay for the Senior Management structure:

Level	Salary*
Chief Executive	£173,417
Corporate Director Resources	£132,613
Directors	£122,412
Chief Officers, Assistant Directors	£83,240
Operational Managers	<u>Level 1</u> 5 points from £54,673 - £66,625 <u>Level 2</u> 5 points from £44,744 - £54,049

* Effective from 1st April 2017 in line with JNC for Chief Officers and JNC Chief Executive national pay agreement.

20. When evaluating Chief Officer posts, Hay are asked to provide information on salary levels based on their assessment of relative job sizes and benchmarking against market comparisons for posts of similar size and complexity. Any report from Hay on changes to salary levels would be presented to the Council's Employment Conditions Committee (ECC) which has the following functions delegated to it under the Council's Constitution:

- (i) *To consider and determine policy and issues arising from the organisation, terms and conditions of Chief Officers and Deputy Chief Officers (as defined in the Local Authorities (Standing Orders) (Wales) Regulations 2006), together with any other category of employee specified in Regulation from time to time where this is necessary, subject to the approval of Council in respect of any determination or variation of the remuneration of Chief Officers.*
- (ii) *To decide requests for re-grading of Chief Officers and Deputy Chief Officers (as defined in the Local Authorities (Standing Orders) (Wales) Regulations 2006), together with any other category of employee specified in Regulation from time to time, whether by way of appeal by an employee against a decision to refuse a re-grading application or to decide applications for re-grading which are supported, subject to the approval of Council in respect of any determination or variation of the remuneration of a Chief Officer.*

21. Since 2009/10 the Council has published pay details for Chief Officer posts on its website, while prior to this the number of officers at each salary band over £60,000 were set out. The information can be found in the 'Statement of Accounts' which is accessed via the tab 'Your Council' and then the link to 'Council Finance'. The Chief Executive pay has been published on the website since 2010.

22. The current pay levels within the Council define the multiple between the lowest paid (full time equivalent) employee (£16,302) and the Chief Executive (£173,417) as [1:11] and; between the lowest paid employee (£16,302) and median Chief Officer (£83,240) as [1:5].

The multiple between the median full time equivalent earnings (£23,166) and the Chief Executive (£173,417) is [1:7] and; between the median full time equivalent earnings (£23,166) and median Chief Officer (£83,240) is [1:4].

These figures are based on basic salary on 1st April 2017.

23. The Council does not use performance related pay or bonuses for Chief Officers.

Pay Ranges – Employees other than Chief Officer and previous ‘Green Book’ and ‘Craft’ employees

24. The Council also has employees on other national terms and conditions, i.e. JNC Youth and Community, Soulbury and Teacher terms and conditions. Pay for these employees is based on the relevant nationally agreed rates of pay. Pay rates are included in Appendix 4 for information.

Incremental Progression – all employees

25. Incremental progression for ‘Green Book’, ‘Craft’ employees and Operational Managers is not automatic but is dependent upon a successful performance review. Following a successful performance review, increments are normally effective from the 1st April each year. For ‘Green Book’ and ‘Craft’ employees, this requirement is detailed in the relevant Single Status Collective Agreement, and for Operational Managers this is contained within their national terms and conditions.

Salary on Appointment – all employees

26. Posts are advertised on the agreed grade and the minimum and maximum salary is stated. In practice, most appointments are made at the bottom of the range, but there is discretion to appoint at a higher point on the range. This would usually be to match a candidate’s current level of pay or in particular circumstances.

Pay Review – all employees

27. All pay is reviewed in line with the national pay awards negotiated by the Local Government Employers in conjunction with the recognised Trade Unions at a national level. Please see paragraph 15.2 in relation to JNC for Chief Officer national pay awards.

Market Supplements – all employees

28. It is recognised that there will be exceptional occasions where the market rate for certain key jobs is higher than that provided for by the new pay and grading structure. In these circumstances, the grading of the post will be reviewed in accordance with the new Market Supplement Scheme agreed as part of the Council’s single status package. The scheme is applicable to all those covered by the green book, Craft

employees, JNC for Chief Officers, JNC for Youth & Community Workers and those on Soulbury terms and conditions. Proposals to pay a Market Supplement must be supported by a full evidence based business case, and follow the agreed decision making processes of the Council.

ADDITIONAL PAYMENTS

29. Employees employed under the previous 'Green Book' and 'Craft' terms and conditions are paid on the same terms and conditions and pay scales through Single Status However, a tool allowance has been retained for relevant craft posts.

NJC 'Green Book' and JNC 'Craft' Employees

30. Additional payments are made as detailed in their respective Collective Agreements. The types of additional payments made include: overtime and Saturday and Sunday working at time and a half, recalls to work attract a minimum payment of 2 hours payment, public holiday payments, car allowances, motorcycle and bicycle allowances, stand by and call out payments, night /evening /unsocial hours payments, shift work allowance, sleeping in duty payment, first aid allowance, relocation payment and payment for professional subscriptions. In order to manage a budget deficit, in the financial year 2017/18 payments for interview expenses, relocation expenses and professional subscriptions (which are not legal requirements of a post) will not be made. This is consistent with the 2016/17 financial year.

Chief Officers and Operational Managers

31. Additional payments are made include car, motorcycle and bicycle allowances which have been harmonised for all Council employees using the single rate based on the HMRC arrangements paid for business mileage, i.e. currently 45p per mile.
32. Interview Expenses and Relocation Assistance - For the financial year 2017/18 both of these will continue to cease in order to manage a budget deficit.
33. Professional Subscriptions – For the financial year 2017/18 these will continue only be paid by the Council where it is an essential requirement of the post. From 1st April 2017, there is a requirement for all Youth Workers to be registered with the Education Workforce Council (EWC). As it is a statutory requirement, the Council will be funding the £15 registration fee for the 82 Youth Workers affected.
34. Returning Officer Fees - The appointment of Electoral Registration Officer is required by S8 Representation of the People Act 1983, and the appointment of Returning officer by S35 Representation of the People Act, 1983. In Cardiff, whilst the role of Electoral Registration Officer and Returning Officer is part of the job description of the Chief Executive, it continues to be carried out by the Section 151 Officer. The fee for parliamentary, European Union, Welsh Government, Police and Crime Commissioner elections and all referenda are set by legislation. For these externally sponsored elections the fee is funded through grant awarded by the Welsh Government in respect of its election, and by Central Government in respect of the other elections. Local authorities have the discretion to set the fee for local elections. In the Council the fee for local elections (including ordinary and casual) is set in line with the fee agreed for the Welsh Government elections.

Other Employees

35. The Council is looking to negotiate with trade unions to harmonise the additional payments for JNC Youth and Community and Soulbury employees with those paid to 'Green Book' and 'Craft' employees. The Council's intention is to commence negotiations in the next financial year.

HONORARIA AND ACTING UP SCHEMES

36. The Council has schemes for the payment where an employee acts up into a post at a higher level of pay or where they undertake additional duties at a higher level of responsibility. These schemes are applicable for all Council employees however for the financial year 2017/18 use of the honoraria scheme will continue to be withdrawn in order to manage a budget deficit.

ANNUAL LEAVE

Green Book and Craft employees, Chief Officers and Operational Managers

37. The annual leave entitlement is 27 days, rising to 32 days after 5 years' service. Plus 8 bank holidays.

Other Employees

38. The annual leave entitlement for JNC Youth & Community is 30 days, rising to 35 days after 5 years' service. The Soulbury entitlement is 25 days rising to 30 days after 5 years' service. Plus 8 bank holidays and 4 extra statutory days for both groups.
39. The entitlements to annual leave are pro rata for part time employees.
40. The Council introduced an Annual Leave Purchase scheme, whereby employees can purchase up to 10 days annual leave, which is then payable by monthly deductions during the leave year. As at January 2017, 305 employees had accessed the scheme.

PENSIONS AND REDUNDANCY/ SEVERANCE PAYMENTS

41. All Council employees (with the exception of teachers) are entitled to join the local government pension scheme (LGPS) which is offered by the Local Government Employers. If employees are eligible they will automatically become a member of the scheme (to join they must have a contract for at least 3 months duration and be under the age of 75). Employees can decide to opt out of the scheme. The benefits and contributions payable under the Fund are set out in the LGPS regulations.
42. The current level of contribution to the scheme by employees is:

FTE Pay	% Employee Contribution
Up to £13,500	5.5
£13,501 to £21,000	5.8
£21,01 to £34,000	6.5
£34,001 to £43,000	6.8
£43,001 to £60,000	8.5
£60,001 to £85,000	9.9
£85,001 to £100,000	10.5
£100,001 to £150,000	11.4
More than £150,000	12.5

43. Teachers are entitled to join the Teachers' Pensions scheme. As the Teachers Pensions scheme is operated externally further information can be found on www.teacherspensions.co.uk.
44. The Council's current published statement relating to pensions was agreed by the Cabinet on 12th June 2014 for implementation in 30th June 2014 and the relevant document is available on the Council's website. A change to the way redundancy payments are calculated was agreed by Cabinet on 26th January 2015 and is detailed below in paragraph 46.
45. The document provides details of the Council's policy on making discretionary payments on early termination of employment under Regulation 7 of the Local Government (Early Termination of Employment) (Discretionary Compensation) (England and Wales) Regulations 2006. The document also provides details of the Council's policy on increasing an employee's total pension scheme membership and on awarding additional pension under Regulation 66 of the Local Government Pension Scheme (Administration) Regulations 2008.
46. The arrangements set out in the document referred to in paragraph 44 apply to all employees of the Council irrespective of grade or status. The most relevant sections are detailed below:
- (i) **The power to pay lump sum compensation of up to 104 weeks** - the Council's policy for utilising this discretion is that the statutory redundancy table is multiplied by a factor of 1.5 subject to a maximum of 45 weeks from 3rd April 2015.
 - (ii) **The power to Increase a Statutory Redundancy Payment** – the Council's policy for utilising this discretion is that redundancy payments to be based on actual weeks pay up to a maximum of £479 per week (as at 3rd April 2016) or actual pay whichever is the lesser. The maximum figure to be adjusted by the statutory amount for a week's pay, as announced annually by the Department of Business Innovation and Skills.

RE-EMPLOYMENT OF STAFF

47. Since 1st April 2015, the Council has had a policy regarding re-employment of employees (at any level) who take voluntary redundancy from the Council which was agreed at Cabinet on 26th January 2015.
48. The Council's agreed policy is that employees requesting voluntary redundancy have to agree to the condition that given the Council's obligation to safeguard public funds, they will be precluded from returning to employment (which includes permanent, temporary, casual and agency) within the Council (including schools) for a period of 12 months from the date of their termination.
49. The Council does not believe that it employs any individual in a manner that seeks to avoid tax.
50. Within the Council, under the pension fund discretionary policies there is generally no abatement of pension following re-employment except under the following circumstances:
 - (i) Where a person has been awarded compensatory added years (CAY's) under the LGPS Compensation Regulations the pension may be abated. This is a requirement of the compensation regulations but these will be historical cases as CAY's can no longer be granted.
 - (ii) Where a person has retired under tier 1 ill health provisions and is subsequently re-employed. This is because the certification for tier 1 supposes that the person is permanently unfit for all work. Other tiers of ill health or other retirements would not lead to abatement on re-employment.
51. Abatement, where it applies, would be based on non betterment that is the pension together with the pay in the new employment should not exceed the pay at the point of retirement (adjusted for pension increases). Under (a) the abatement would only apply to the pension from CAY's.

ACCOUNTABILITY AND DECISION MAKING

52. In accordance with the Constitution of the Council the Cabinet are responsible for decision making in terms of pay, terms and conditions and redundancy arrangements in relation to employees of the Council. The exception to this is that the Employment Conditions Committee are responsible for posts at Chief Officer level and above.
53. Any redundancy packages above £100,000 must be agreed by full Council. The redundancy package includes any redundancy payment (from 3 April 2015, statutory redundancy pay of 30 weeks plus an additional 15 weeks), contractual notice period and full cost of early release of pension (as required under Regulation 68(2) of the Local Government Pension Scheme).

54. An updated Pay Policy Statement will be agreed by the full Council annually in line with the legislation and full Council will ensure compliance with the Pay Policy Statement.

REVIEW OF THE POLICY

55. This Pay Policy Statement will be kept under review and developments considered in the light of external best practice and legislation. The Pay Policy Statement may also be reviewed as part of the Council's existing Scrutiny arrangements. The Council will ensure the Pay Policy Statement is updated on an annual basis in line with the requirement of the Localism Act 2011. The annual Pay Policy Statement will be submitted to Cabinet, and then full Council by March of each year.

Joint Negotiating Committee for Chief Executives of Local Authorities

**To: Chief Executives in England and Wales (N Ireland for information)
(copies for the Finance Director and HR Director)
Regional Directors
Members of the Joint Negotiating Committee**

24 March 2016

Dear Chief Executive,

CHIEF EXECUTIVES' PAY AGREEMENT 2016-18

Agreement has now been reached on rates of pay applicable from **1 April 2016** and **1 April 2017**.

The individual basic salaries¹ and salary scales of all officers within scope of the JNC for Chief Executives of Local Authorities should be increased by 1.0% with effect from 1 April 2016 and 1.0% with effect from 1 April 2017.

This pay agreement covers the period 1 April 2016 to 31 March 2018.

Yours faithfully,

**Sarah Messenger
Amar Dave**

Joint Secretaries

¹ Basic salary should exclude other separately identified payments such as Returning Officer fees etc.

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Joint Negotiating Committee for Chief Officers of Local Authorities

**To: Chief Executives in England and Wales (N Ireland for information)
(copies for the Finance Director and HR Director)
Regional Directors
Members of the Joint Negotiating Committee**

17 March 2016

Dear Chief Executive,

CHIEF OFFICERS' PAY AGREEMENT 2016-18

Agreement has now been reached on rates of pay applicable from **1 April 2016** and **1 April 2017**.

The individual basic salaries¹ and salary scales of all officers within scope of the JNC for Chief Officers of Local Authorities should be increased by 1.0% with effect from 1 April 2016 and 1.0% with effect from 1 April 2017. (NB: the percentage increases apply to individual salaries as well as pay points).

This pay agreement covers the period 1 April 2016 to 31 March 2018.

Yours faithfully,



Sarah Messenger



Justin Bowden

Joint Secretaries

cc Mike Short, UNISON

¹ Basic salary should exclude other separately identified payments such as Returning Officer fees etc.

Employers' Secretary: Sarah Messenger Local Government Association Local Government House Smith Square London SW1P 3HZ info@local.gov.uk	Officers' Secretary: Justin Bowden GMB 22 Stephenson Way London NW1 2HD justin.bowden@gmb.org.uk
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National Joint Council for Local Government Services

Employers' Secretary:
Sarah Messenger

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**To: Chief Executives in England, Wales and N Ireland
(copies for the Finance Director and HR Director)
Members of the National Joint Council**

16 May 2016

Dear Chief Executive,

2016 and 2017 PAYSCALES & ALLOWANCES

The rates of pay applicable from **1 April 2016** and **1 April 2017** are attached at **Annex 1**.

The new rates for allowances up-rated in line with the headline pay increase of one per cent in each year are set out at **Annex 2**.

Agreement has been reached with the NJC Trade Union Side on these rates, (with UNISON and GMB voting to accept).

Joint Reviews of Term-Time Working and the National Pay Spine:

The NJC will shortly agree and publish Terms of Reference and timetables for these reviews.

Yours sincerely

Sarah Messenger
Justin Bowden
Fiona Farmer
Heather Wakefield

Joint Secretaries

ANNEX 1

SCP	1 April 2016		1 April 2017	
	per annum	per hour*	per annum	per hour*
6	£14,514	£7.52	£15,014	£7.78
7	£14,615	£7.58	£15,115	£7.83
8	£14,771	£7.66	£15,246	£7.90
9	£14,975	£7.76	£15,375	£7.97
10	£15,238	£7.90	£15,613	£8.09
11	£15,507	£8.04	£15,807	£8.19
12	£15,823	£8.20	£16,123	£8.36
13	£16,191	£8.39	£16,491	£8.55
14	£16,481	£8.54	£16,781	£8.70
15	£16,772	£8.69	£17,072	£8.85
16	£17,169	£8.90	£17,419	£9.03
17	£17,547	£9.10	£17,772	£9.21
18	£17,891	£9.27	£18,070	£9.37
19	£18,560	£9.62	£18,746	£9.72
20	£19,238	£9.97	£19,430	£10.07
21	£19,939	£10.34	£20,138	£10.44
22	£20,456	£10.60	£20,661	£10.71
23	£21,057	£10.91	£21,268	£11.02
24	£21,745	£11.27	£21,962	£11.38
25	£22,434	£11.63	£22,658	£11.74
26	£23,166	£12.01	£23,398	£12.13
27	£23,935	£12.41	£24,174	£12.53
28	£24,717	£12.81	£24,964	£12.94
29	£25,694	£13.32	£25,951	£13.45
30	£26,556	£13.76	£26,822	£13.90
31	£27,394	£14.20	£27,668	£14.34
32	£28,203	£14.62	£28,485	£14.76
33	£29,033	£15.05	£29,323	£15.20
34	£29,854	£15.47	£30,153	£15.63
35	£30,480	£15.80	£30,785	£15.96
36	£31,288	£16.22	£31,601	£16.38
37	£32,164	£16.67	£32,486	£16.84
38	£33,106	£17.16	£33,437	£17.33
39	£34,196	£17.72	£34,538	£17.90
40	£35,093	£18.19	£35,444	£18.37
41	£36,019	£18.67	£36,379	£18.86
42	£36,937	£19.15	£37,306	£19.34
43	£37,858	£19.62	£38,237	£19.82
44	£38,789	£20.11	£39,177	£20.31
45	£39,660	£20.56	£40,057	£20.76
46	£40,619	£21.05	£41,025	£21.26
47	£41,551	£21.54	£41,967	£21.75
48	£42,474	£22.02	£42,899	£22.24
49	£43,387	£22.49	£43,821	£22.71

*hourly rate calculated by dividing annual salary by 52.143 weeks (which is 365 days divided by 7) and then divided by 37 hours (the standard working week in the National Agreement 'Green Book')

Part 3 Paragraph 2.6(e) Sleeping-in Duty Payment:

1 April 2016	1 April 2017
£34.34	£34.68

**RATES OF PROTECTED ALLOWANCES AT 1 APRIL 2016 and 1 APRIL 2017
(FORMER APT&C AGREEMENT (PURPLE BOOK))**

Paragraph 28(3) Nursery Staffs in Educational Establishments - Special Educational Needs Allowance

1 April 2016	1 April 2017
£1,227	£1,239

Paragraph 28(14) Laboratory / Workshop Technicians

City and Guilds Science Laboratory Technician's Certificate Allowance:

1 April 2016	1 April 2017
£199	£201

City and Guilds Laboratory Technician's Advanced Certificate Allowance:

1 April 2016	1 April 2017
£145	£146

Paragraph 32 London Weighting and Fringe Area Allowances £ Per Annum

Inner Fringe Area:

1 April 2016	1 April 2017
£832	£840

Outer Fringe Area:

1 April 2016	1 April 2017
£579	£585

Paragraph 35 Standby Duty Allowance - Social Workers (1)(a)(i) Allowance - Per Session

1 April 2016	1 April 2017
£27.62	£27.90

FORMER MANUAL WORKER AGREEMENT (WHITE BOOK)

Section 1 Paragraph 3 London and Fringe Area Allowances £ Per Annum

Inner Fringe Area:

1 April 2016
£832

1 April 2017
£840

Outer Fringe Area:

1 April 2016
£579

1 April 2017
£585

Salary Scales

SCP	Job Evaluation Scores (GLPC scheme)	FTE SALARY	MONTHLY	HOURLY (National Living Wage £7.50 from 1/4/2017)	Living Wage Hourly Rate (as at 1st April 2016)
NJC for Local Government (as at 1st April 2017)					
£16,302					
GRADE 1					
6	1 - 247	15014	1251.17	7.78	8.45
7		15115	1259.58	7.83	8.45
GRADE 2					
8	248 - 286	15246	1270.50	7.90	8.45
9		15375	1281.25	7.97	8.45
10		15613	1301.08	8.09	8.45
11		15807	1317.25	8.19	8.45
GRADE 3					
11	287 - 327	15807	1317.25	8.19	8.45
12		16123	1343.58	8.36	8.45
13		16491	1374.25	8.55	
14		16781	1398.42	8.70	
15		17072	1422.67	8.85	
16		17419	1451.58	9.03	
GRADE 4					
16	328 - 369	17419	1451.58	9.03	
17		17772	1481.00	9.21	
18		18070	1505.83	9.37	
19		18746	1562.17	9.72	
20		19430	1619.17	10.07	
21		20138	1678.17	10.44	
GRADE 5					
21	370 - 409	20138	1678.17	10.44	
22		20661	1721.75	10.71	
23		21268	1772.33	11.02	
24		21962	1830.17	11.38	
25		22658	1888.17	11.74	
26		23398	1949.83	12.13	
GRADE 6					
26	410 - 454	23398	1949.83	12.13	
27		24174	2014.50	12.53	
28		24964	2080.33	12.94	
29		25951	2162.58	13.45	
30		26822	2235.17	13.90	
31		27668	2305.67	14.34	
GRADE 7					
31	455 - 499	27668	2305.67	14.34	
32		28485	2373.75	14.76	
33		29323	2443.58	15.20	
34		30153	2512.75	15.63	
35		30785	2565.42	15.96	
36		31601	2633.42	16.38	
GRADE 8					
36	500 - 544	31601	2633.42	16.38	
37		32486	2707.17	16.84	
38		33437	2786.42	17.33	
39		34538	2878.17	17.90	
40		35444	2953.67	18.37	
GRADE 9					
40	545 - 589	35444	2953.67	18.37	
41		36379	3031.58	18.86	
42		37306	3108.83	19.34	
43		38237	3186.42	19.82	
GRADE 10					
43	590 +	38237	3186.42	19.82	
44		39177	3264.75	20.31	
45		40057	3338.08	20.76	
46		41025	3418.75	21.26	
Other		0	0.00	0.00	

SCP	FTE SALARY	MONTHLY	HOURLY
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JNC CHIEF OFFICERS (as at 1st April 2017)

OM2			
1	44744	3728.67	23.19
2	47097	3924.75	24.41
3	49146	4095.50	25.47
4	51596	4299.67	26.74
5	54049	4504.08	28.02

OM1			
1	54673	4556.08	28.34
2	57710	4809.17	29.91
3	60748	5062.33	31.49
4	63620	5301.67	32.98
5	66626	5552.17	34.53

Chief Off/Asst Dir			
1	83240	6936.67	43.15

Director			
1	122412	10201.00	63.45

Corp Dir			
1	132613	11051.08	68.74

JNC CHIEF EXECUTIVE (as at 1st April 2017)

Chief Executive			
1	173417	14451.42	89.89

NATIONAL MINIMUM WAGE (as at 1st October 2016)

NMW - Point 1 (16 to 17 years of age)			
1	7717	643.08	4.00

NMW - Point 2 (18 to 20 years of age)			
2	10707	892.25	5.55

NMW - Point 3 (21 years and above)			
3	13408	1117.33	6.95

Apprentice Rate			
1	6560	546.67	3.40

Teacher (Main Pay Range)

			Daily Rate (195ths)
1	22467	1872.25	115.22
2	24243	2020.25	124.32
3	26192	2182.67	134.32
4	28207	2350.58	144.65
5	30430	2535.83	156.05
6	33160	2763.33	170.05

Teacher (Upper Pay Range)

			Daily Rate (195ths)
1	35571	2964.25	182.42
2	36889	3074.08	189.17
3	38250	3187.50	196.15

Unqualified Teacher

			Daily Rate (195ths)
1	16461	1371.75	84.42
2	18376	1531.33	94.24
3	20289	1690.75	104.05
4	22204	1850.33	113.87
5	24120	2010.00	123.69
6	26034	2169.50	133.51

Leadership Group Range

	Min	Max
Group 1	44,102	58,677
Group 2	46,335	63,147
Group 3	49,976	67,963
Group 4	53,712	73,144
Group 5	59,264	80,671
Group 6	63,779	88,984
Group 7	68,643	98,100
Group 8	75,708	108,283

* Scale points to be applied **only** to head teachers at the top of the school group range in the academic year 2015/16, indicating no uplift for 2016/17.

e.g
Headteacher on Grade 12-18 (moves to sp18 on Sept 2016)
Salary Range £51,127 - £58,677 (no uplift on point 18)

Headteacher on Grade 15-21 (moves to sp18 on Sept 2016)
Salary Range £55,049 - £63,779 (sp18 = £59,264)

Leading Practitioner Range

LP01 - LP05		LP02 - LP06		LP03-LP07	
1	38,984	2	39,960	3	40,958
2	39,960	3	40,958	4	41,978
3	40,958	4	41,978	5	43,023
4	41,978	5	43,023	6	44,102
5	43,023	6	44,102	7	45,290
LP04-LP08		LP05-LP09		LP06-LP10	
4	41,978	5	43,023	6	44,102
5	43,023	6	44,102	7	45,290
6	44,102	7	45,290	8	46,335
7	45,290	8	46,335	9	47,492
8	46,335	9	47,492	10	48,711
LP07-LP11		LP08-LP12		LP09-LP13	
7	45,290	8	46,335	9	47,492
8	46,335	9	47,492	10	48,711
9	47,492	10	48,711	11	49,976
10	48,711	11	49,976	12	51,127
11	49,976	12	51,127	13	52,405
LP10-LP14		LP11-LP15		LP12-LP16	
10	48,711	11	49,976	12	51,127
11	49,976	12	51,127	13	52,405
12	51,127	13	52,405	14	53,712
13	52,405	14	53,712	15	55,049
14	53,712	15	55,049	16	56,511
LP13-LP17		LP14-LP18			
13	52,405	14	53,712		
14	53,712	15	55,049		
15	55,049	16	56,511		
16	56,511	17	57,810		
17	57,810	18	59,264		

Leadership Pay Range

1	38,984
2	39,960
3	40,958
4	41,978
5	43,023
6	44,102
7	45,290
8	46,335
9	47,492
10	48,711
11	49,976
12	51,127
13	52,405
14	53,712
15	55,049
16	56,511
17	57,810
18*	58,677
18	59,264
19	60,733
20	62,240
21*	63,147
21	63,779
22	65,363
23	66,982
24*	67,963
24	68,643
25	70,349
26	72,089
27*	73,144
27	73,876
28	75,708
29	77,583
30	79,514
31*	80,671
31	81,478
32	83,503
33	85,579
34	87,694
35*	88,984
35	89,874
36	92,099
37	94,389
38	96,724
39*	98,100
39	99,081
40	101,554
41	104,091
42	106,699
43*	108,283

JNC YOUTH AND COMMUNITY (as at 1st September 2016)

SCP	FTE SALARY	MONTHLY	HOURLY	Living Wage Hourly Rate (as at 1st April 2016)
	CE2			£16,302
02	15507	1292.25	8.04	8.45
03	17241	1436.75	8.94	
04	17828	1485.67	9.24	
05	23445	1953.75	12.15	
06	23445	1953.75	12.15	
07	25194	2099.50	13.06	
08	28852	2404.33	14.95	
09	28852	2404.33	14.95	
10	34129	2844.08	17.69	

SCP	FTE SALARY	MONTHLY	HOURLY
T00 1			
11	21467	1788.92	11.13
12	22441	1870.08	11.63
13	23445	1953.75	12.15
14	24485	2040.42	12.69

T00 2			
18	27396	2283.00	14.20
19	28123	2343.58	14.58
20	28852	2404.33	14.95
21	29672	2472.67	15.38

T00 3			
20	28852	2404.33	14.95
21	29672	2472.67	15.38
22	30601	2550.08	15.86
23	31505	2625.42	16.33

T00 4			
22	30601	2550.08	15.86
23	31505	2625.42	16.33
24	32413	2701.08	16.80
25	33329	2777.42	17.28

T00 4A			
24	32413	2701.08	16.80
25	33329	2777.42	17.28
26	34243	2853.58	17.75
27	35159	2929.92	18.22

T00 5			
27	35159	2929.92	18.22
28	36085	3007.08	18.70
29	37005	3083.75	19.18
30	37924	3160.33	19.66

SCP	FTE SALARY	MONTHLY	HOURLY
T00 HRLY			
02	15507	1292.25	8.04
03	16117	1343.08	8.35
04	16681	1390.08	8.65
05	17241	1436.75	8.94
06	17828	1485.67	9.24
07	18450	1537.50	9.56
08	19069	1589.08	9.88
09	19856	1654.67	10.29
10	20472	1706.00	10.61
11	21467	1788.92	11.13
12	22441	1870.08	11.63
13	23445	1953.75	12.15
14	24485	2040.42	12.69
15	25194	2099.50	13.06
16	25935	2161.25	13.44
17	26662	2221.83	13.82
18	27396	2283.00	14.20
19	28123	2343.58	14.58
20	28852	2404.33	14.95
21	29672	2472.67	15.38
22	30601	2550.08	15.86
23	31505	2625.42	16.33
24	32413	2701.08	16.80

SCP	FTE SALARY	MONTHLY	HOURLY
EAI			
01	33730	2810.83	17.48
02	34938	2911.50	18.11
03	36078	3006.50	18.70
04	37234	3102.83	19.30
05	38383	3198.58	19.89
06	39533	3294.42	20.49
07	40741	3395.08	21.12
08	41902	3491.83	21.72
09	43256	3604.67	22.42
10	44463	3705.25	23.05
11	45655	3804.58	23.66
12	46809	3900.75	24.26
13	48116	4009.67	24.94
14	49280	4106.67	25.54
15	50567	4213.92	26.21
16	51731	4310.92	26.81
17	52897	4408.08	27.42
18	54042	4503.50	28.01
19	55223	4601.92	28.62
20	55833	4652.75	28.94
21	57005	4750.42	29.55
22	58027	4835.58	30.08
23	59152	4929.33	30.66
24	60160	5013.33	31.18
25	61239	5103.25	31.74
26	62291	5190.92	32.29
27	63367	5280.58	32.84
28	64457	5371.42	33.41
29	65551	5462.58	33.98
30	66643	5553.58	34.54
31	67725	5643.75	35.10
32	68824	5735.33	35.67
33	69924	5827.00	36.24
34	71050	5920.83	36.83
35	72173	6014.42	37.41
36	73329	6110.75	38.01
37	74465	6205.42	38.60
38	75615	6301.25	39.19
39	76748	6395.67	39.78
40	77880	6490.00	40.37
41	79019	6584.92	40.96
42	80156	6679.67	41.55
43	81293	6774.42	42.14
44	82435	6869.58	42.73
45	83574	6964.50	43.32
46	84715	7059.58	43.91
47	85860	7155.00	44.50
48	86995	7249.58	45.09
49	88135	7344.58	45.68

SCP	FTE SALARY	MONTHLY	HOURLY
EDPSY A			
01	35377	2948.08	18.34
02	37173	3097.75	19.27
03	38969	3247.42	20.20
04	40764	3397.00	21.13
05	42558	3546.50	22.06
06	44353	3696.08	22.99
07	46044	3837.00	23.87
08	47734	3977.83	24.74
09	49317	4109.75	25.56

SCP	FTE SALARY	MONTHLY	HOURLY
EDPSY B			
01	44353	3696.08	22.99
02	46044	3837.00	23.87
03	47734	3977.83	24.74
04	49317	4109.75	25.56
05	50902	4241.83	26.38
06	52380	4365.00	27.15
07	52987	4415.58	27.46
08	54120	4510.00	28.05
09	55243	4603.58	28.63
10	56386	4698.83	29.23
11	57506	4792.17	29.81
12	58649	4887.42	30.40

ALLOWANCES

Single Status Contractual Allowances - NJC 37 Hours

Wage Type	Wage Type Text	£/Hours/Units	Comments
1253	Travel Allowance	£	Cash Amount. Payments will be not considered unless the additional expenditure exceeds £3.03 per week and payments should continue for a period of 1 year from the date of transfer, whichever is the shorter
1306	Protected Allowance	£	SOP Protected Allowance
1324	Dress Allowance	£	Cash Amount £21.81
1403	Secondment allowance	£	Cash Amount for External Secondment
1405	Acting Up Allowance	£	Cash Amount
1421	AMHP Payment	£	£1800 PA pro rata , amount auto populates
1510	Term Time Only Wks	Units	44 Weeks Max
1515	Term Time Leave Ent Days	Units	27 or 32 Days
1600	Contractual Overtime	Hours	SCP * 1.5
1605	Night Allowance	Hours	SCP * 1/3
1610	Shift Allowance 10%	£	10% of Annual Salary, amount auto populates
1615	Standby Duty	Units	£28.67 per session
1620	Weekend Work	Hours	SCP * 1/2
1625	SEN	£	£461.57 PA, £38.46 monthly amount auto populates
1630	First Aid Allowance	£	£172.71 PA, £14.39 monthly amount auto populates
1632	Living Wage Supplement	£	Cash amount and only payable for scp 6-12

Single Status Contractual Allowances - JNC Craft/Assoc

Wage Type	Wage Type Text	£/Hours/Units	Comments
1253	Travel Allowance	£	Cash Amount. Payments will be not considered unless the additional expenditure exceeds £3.03 per week and payments should continue for a period of 1 year from the date of transfer, whichever is the shorter
1403	Secondment allowance	£	Cash Amount for External Secondment
1405	Acting Up Allowance	£	Cash Amount
1510	Term Time Only Wks	Units	44 Weeks Max
1515	Term Time Leave Ent Days	Units	27 or 32 Days
1600	Contractual Overtime	Hours	SCP * 1.5
1605	Night Allowance	Hours	SCP * 1/3
1610	Shift Allowance 10%	£	10% of Annual Salary, amount auto populates
1615	Standby Duty	Units	£28.67 per session
1620	Weekend Work	Hours	SCP * 1/2
1630	First Aid Allowance	£	£172.71 PA, £14.39 monthly amount auto populates
1632	Living Wage Supplement	£	Cash amount and only payable for scp 6-12
1634	Tool Allowance 1	£	£175.72 PA, £14.64 monthly amount auto populates
1636	Tool Allowance 2	£	£373.86 PA, £31.16 monthly amount auto populates

Contractual Allowances - Chief Officers

Wage Type	Wage Type Text	£/Hours/Units	Comments
1253	Travel Allowance	£	Cash Amount. Payments will be not considered unless the additional expenditure exceeds £3.03 per week and payments should continue for a period of 1 year from the date of transfer, whichever is the shorter
1403	Secondment allowance	£	Cash Amount for External Secondment
1405	Acting Up Allowance	£	Cash Amount
1510	Term Time Only Wks	Units	44 Weeks Max
1515	Term Time Leave Ent Days	Units	27 or 32 Days
1630	First Aid Allowance	£	£172.71 PA, £14.39 monthly amount auto populates

Contractual Allowances - JNC Youth & Comm

Wage Type	Wage Type Text	£/Hours/Units	Comments
1253	Travel Allowance	£	Cash Amount. Payments will be not considered unless the additional expenditure exceeds £3.03 per week and payments should continue for a period of 1 year from the date of transfer, whichever is the shorter
1403	Secondment allowance	£	Cash Amount for External Secondment
1405	Acting Up Allowance	£	Cash Amount
1510	Term Time Only Wks	Units	44 Weeks Max
1515	Term Time Leave Ent Days	Units	34 or 39 Days (Actual AL are 30 or 35)
1630	First Aid Allowance	£	£172.71 PA, £14.39 monthly amount auto populates
1632	Living Wage Supplement	£	Cash amount and only payable for CE1 scp 1 - 8, CE2 scp 1-2

Contractual Allowances - Soulbury

Wage Type	Wage Type Text	£/Hours/Units	Comments
1253	Travel Allowance	£	Cash Amount. Payments will be not considered unless the additional expenditure exceeds £3.03 per week and payments should continue for a period of 1 year from the date of transfer, whichever is the shorter
1403	Secondment allowance	£	Cash Amount for External Secondment
1405	Acting Up Allowance	£	Cash Amount
1510	Term Time Only Wks	Units	44 Weeks Max
1515	Term Time Leave Ent Days	Units	29 or 34 Days (Actual AL are 25 or 30)
1630	First Aid Allowance	£	£172.71 PA, £14.39 monthly amount auto populates

Contractual Allowances - Teachers

Wage Type	Wage Type Text	£/Hours/Units	Comments
1313	Pay Supplement	£	Cash Amount
1360	SEN - Teacher	£	Cash Amount - please refer chart below
1375	First Aid - Teachers	£	£172.71 PA, amount auto populates
1376	TLR1	£	Cash Amount - please refer chart below
1377	TLR2	£	Cash Amount - please refer chart below
1378	Safeguard Payment	£	Fixed term cash amount - normally ends after 3 years
1386	TLR3	£	Fixed term cash amount - requires an end, please refer to chart below
1388	Discretionary Payment HT	£	Cash Amount

Start Date	End Date	Allowance	Min	Max
01/09/13	31/08/14	SEN - Teacher	£2,022	£3,994
01/09/14	31/08/15	SEN - Teacher	£2,043	£4,034
01/09/15	31/08/16	SEN - Teacher	£2,064	£4,075
01/09/16		SEN - Teacher	£2,085	£4,116
01/09/13	31/08/14	TLR 1	£7,397	£12,517
01/09/14	31/08/15	TLR 1	£7,471	£12,643
01/09/15	31/08/16	TLR 1	£7,546	£12,770
01/09/16		TLR 1	£7,622	£12,898
01/09/13	31/08/14	TLR 2	£2,561	£6,259
01/09/14	31/08/15	TLR 2	£2,587	£6,322
01/09/15	31/08/16	TLR 2	£2,613	£6,386
01/09/16		TLR 2	£2,640	£6,450
01/09/13	31/08/14	TLR 3	£505	£2,525
01/09/14	31/08/15	TLR 3	£511	£2,551
01/09/15	31/08/16	TLR 3	£517	£2,577
01/09/16		TLR 3	£523	£2,603

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



COUNCIL:

23 MARCH 2017

**REPORT OF THE DIRECTOR OF GOVERNANCE AND LEGAL
SERVICES AND MONITORING OFFICER**

**CONSTITUTION AMENDMENTS – (I) MEMBER TRAINING AND DEVELOPMENT;
AND (II) CLOSURE MOTIONS DURING FULL COUNCIL MEETINGS**

Reason for this Report

1. To enable the Council to consider the Constitution amendments recommended by the Constitution Committee in respect of: (i) Members' training and development; and (ii) Closure Motions during full Council meetings.

Background

2. The Constitution Committee at its meeting on 2nd March 2017 considered, amongst other matters, reports on (i) Member Training and Development - Constitution provisions; and (ii) Review of the Council Meeting Procedure Rules.
3. This report sets out the constitution amendments in relation to member Training and Development and closure motions recommended by Constitution Committee on 2nd March 2017, which require the approval of full Council. A further more detailed report on amendments to the Council Procedure Rules will be considered after the May 2017 Elections.

Issues

Member Training and Development

4. The Constitution Committee noted that the Wales Audit Office (WAO) Corporate Assessment Follow-On Report issued in February 2016, had included a recommendation that the Council's arrangements for Member development and learning should be strengthened to enable Members to undertake their roles more effectively (WAO Proposal for Improvement P5). Further, that in accordance with the Action Plan approved by Cabinet in March 2016 in response to the WAO Report, the Democratic Services Committee had identified in the Member Induction Programme 2017 training considered essential for Members to effectively discharge their roles. In summary this is training relating to statutory obligations where there may be legal implications which members may not be otherwise aware of. So for

example essential training includes that on the Code of Conduct; Corporate Parenting; Safeguarding; Data Protection; Equalities.

5. The Committee noted that the Constitution currently makes clear that Members are expected to undertake appropriate training to enable them to carry out their duties. However, there is no specific reference to essential training, even though it is the Council's accepted practice that members of quasi-judicial bodies, such as the Public Protection, Licensing and Planning Committees must have attended training before they participate in those committees; and the Democratic Services Committee has identified other essential Member training requirements (as noted in the paragraph above).
6. The Committee agreed that, in order to support the effectiveness of the Council's arrangements for Member training, the Constitution should be amended as set out below.

Quasi-Judicial Committees

7. The Committee noted that Member training is particularly important for the work of quasi-judicial committees, as they are required to exercise powers and procedures resembling those of a court of law or judge, which may affect the legal rights, duties or privileges of specific parties. For this reason, the Committee agreed that it would be appropriate to enshrine the essential training requirements for Members of such Committees within the Constitution.
8. It was noted that some Councils add mandatory training to their constitution as part of the terms of reference of the committee or body. With this approach, if a Committee Member participates in Committee decisions without having undertaken any relevant training, the Committee would be acting outside of its terms of reference and those decisions could be challenged on that basis. This means that members who have not attended the training would not take part in the decision making process. The Committee considered this approach to be appropriate for the quasi-judicial committees and accordingly recommended amendment of the terms of reference of those committees.
9. The recommended amendments to the committees' terms of reference are shown on **Appendix A**.

Essential Member Training & Development

10. The Committee noted that the Member Induction Plan 2017 prepared by the Democratic Services Committee identifies various training considered essential in order for Members to properly discharge their roles. Training had been designated as essential on matters such as the Members' Code of Conduct, Council Finance, the Constitution, Information Communication Technology, Data Management and Freedom of Information; and specific training for members of the Audit Committee and the Appointments Committee. The Constitution Committee members agreed that training should be mandatory on such matters, as they involved legal responsibilities; and this should be enshrined within the Constitution, in order to encourage Member

engagement and support the effectiveness of the Council's Member development arrangements.

11. It was noted that the Cardiff Undertaking (incorporated in the Constitution, Part 5), which all Councillors are asked to annually reaffirm, currently includes a commitment to undertake appropriate training. Constitution Committee have recommended that this Undertaking should be widened by inserting the underlined amendment as follows:

*'In order to enable me to carry out my duties, I further undertake that I will commit to appropriate training, **to include all training which has been identified as essential in the Member Induction Programme / Member Training and Development Plan, or equivalent**, to equip me to carry out my duties as a Councillor.'*

Council Meeting Procedure Rules – Closure Motions

12. The Constitution Committee considered various aspects of the Council Meeting Procedure Rules and resolved to recommend certain amendments for consideration by the new Council after the May elections.
13. The Committee also discussed the provisions of Council Meeting Procedure Rule 26 (c) in relation to closure motions. Members considered that the rule needed to be changed to allow a vote on any amendments prior to the vote on the original motion, as in its current form, amendments fall. The Committee resolved to recommend to full Council on 23 March 2017 the following change to Council Meeting Procedure Rule 26 (c), to take effect from Annual Council in May 2017:

26 CLOSURE MOTIONS

- (c) *If a motion that the question be now put is seconded and the Chair thinks the item has been sufficiently discussed, the Chair will put the closure motion to the vote. If it is passed the Chair will, give the mover of the original motion a right of reply before putting **any amendments which have been seconded and debated and then the substantive motion to the vote.**"*

Legal Implications

14. In accordance with its terms of reference, the Constitution Committee has responsibility for reviewing, and recommending to Council any changes to the Constitution. The recommended constitution amendments require the approval of full Council.
15. Other relevant legal implications are set out in the body of the report.

Financial Implications

16. There are no direct financial implications arising from this report.

Recommendations

The Council is recommended to approve the following Constitution amendments:

- (1) Committee's Terms of Reference, as set out in **Appendix A**;
- (2) the Cardiff Undertaking, as set out in paragraph 11 of the report;
- (3) Council Meeting Procedure Rules, Rule 26(c) as set out in paragraph 13 of the report; and
- (4) Instruct the Monitoring Office to amend the Constitution accordingly.

Davina Fiore

Director of Governance and Legal Services and Monitoring Officer

15th March 2017

Appendices

Appendix A Committee Terms of Reference – recommended amendments

Background papers

Constitution Committee report 'Member Training and Development – Constitution Provisions', 2nd March 2017

Constitution Committee report 'Review of the Council Meeting Procedure Rules', 2nd March 2017

PART 3 – RESPONSIBILITY FOR FUNCTIONS

APPENDIX 2 – TERMS OF REFERENCE FOR COMMITTEES

Committee	Terms of Reference
<p>Appointments (convened as and when required)</p>	<p>To discharge the functions of the authority in respect of the appointment and dismissal of Chief Officers and Deputy Chief Officers (as defined in the Local Authorities (Standing Orders)(Wales) Regulations 2006) and the statutory Head of Democratic Services, in accordance with the Employment Procedure Rules and any other relevant Council policies and procedures.</p> <p>All Members of the Committee will be required to undertake relevant training to enable them to properly discharge their duties.</p>
<p>Audit</p>	<p><u>Governance, Risk & Control</u></p> <ul style="list-style-type: none"> • To consider the Council's corporate governance arrangements against the good governance framework by way of the process of compiling the Annual Governance Statement. • To review the Annual Governance Statement prior to approval and consider whether it properly reflects the risk environment and supporting assurances, taking into account the internal audit opinion on the overall adequacy and effectiveness of the Council's framework of governance, risk and internal control. • To consider the Council's framework of assurance and ensure that it adequately addresses the risk and priorities of the Council. • To monitor and scrutinise the effective development and operation of the risk management arrangements within the Council. • To oversee progress in addressing risk-related issues reported to the Committee, such as the Corporate Risk Register. • To consider any Anti-Fraud strategies, policies or procedures. <p><u>Internal Audit</u></p> <ul style="list-style-type: none"> • To approve the Internal Audit Strategy comprising the risk-based internal audit plan, containing the internal audit resources (resources include; Audit, Investigations, Risk & Governance and Programme and Project Assurance Teams). • To approve significant changes to the risk-based internal audit plan and resource requirements. • To consider reports from the Audit Manager on Internal Audit's performance during the year e.g. progress reports. • To consider the Audit Manager's Annual Report, including the statement of conformance with the Public Sector Internal

Committee	Terms of Reference
	<p data-bbox="523 232 1391 483">Audit Standards 2013 and the results of the Quality Assurance and Improvement Programme that supports the statement. Fundamental to the annual report is the overall opinion on the adequacy and effectiveness of the Council's framework of governance, risk management and internal control together with a summary of the work supporting the opinion.</p> <ul data-bbox="448 490 1391 745" style="list-style-type: none"> • To receive summaries of specific internal audit reports in accordance with agreed protocols. • To receive reports on fraud prevention and detection initiatives and updates to any related policies and strategies. • To receive reports of any significant incidents of fraud or financial impropriety and actions taken to enhance controls where this is considered necessary. <p data-bbox="448 786 651 817"><u>External Audit</u></p> <ul data-bbox="448 824 1391 1048" style="list-style-type: none"> • To consider the external auditor's annual letter, relevant reports, and the report to those charged with governance. • To consider specific reports as agreed with the external auditors. • To comment on the scope and depth of external audit work and to ensure it gives value for money. <p data-bbox="448 1088 727 1120"><u>Financial Reporting</u></p> <ul data-bbox="448 1126 1391 1568" style="list-style-type: none"> • To review the annual statement of accounts. Specifically, to consider whether appropriate accounting policies have been followed and whether there are concerns arising from the financial statements or from the audit that need to be brought to the attention of the Council. • To consider the external auditor's report to those charged with governance on issues arising from the audit of the accounts. • To seek assurances that the Council has complied with the Treasury Management Strategy and Practices by demonstrating effective control of the associated risks and pursuing optimum performance consistent with those risks. <p data-bbox="448 1608 858 1639"><u>Accountability Arrangements</u></p> <ul data-bbox="448 1646 1391 2049" style="list-style-type: none"> • To report to Council on the Committee's findings, conclusions and recommendations concerning the adequacy and effectiveness of the governance, risk management and internal control frameworks. • To raise the profile of probity generally within the Council and to report on matters of concern to the individual Cabinet Member, relevant Scrutiny Committee, Cabinet or to Council as necessary and appropriate. • To work in synergy with the five Scrutiny Committees of the Council and liaise with other Council Committees as and when appropriate to avoid duplication in work programmes.

Committee	Terms of Reference
	<p><u>Training & Development</u></p> <ul style="list-style-type: none"> • To attend relevant training session in accordance with the Member Development Programme including specialist training tailored for Members of the Audit Committee e.g. treasury management.
Constitution	<p>To review the Council's Constitution, and to recommend to Council and/or Cabinet any changes, except that the Committee will have authority (subject to the Monitoring Officer's advice) to make the following changes on behalf of the Council:-</p> <p>(a) Drafting improvements to enhance clarity and remove minor anomalies.</p> <p>(b) Updating to reflect legislative changes and matters of record.</p> <p>(c) Amendments to the Financial, Contracts and Land Procedure Rules (subject to the advice of the S.151 Officer being sought).</p>
Corporate Parenting Advisory Committee	<p>(a) To actively promote real and sustained improvements in the life chances of Looked After Children, Children in Need, Care Leavers and children and young people in the criminal justice system and to work within an annual programme to that end;</p> <p>(b) To develop, monitor and review a corporate parenting strategy, and ensure its effective implementation through work plans and corporate parenting training programmes;</p> <p>(c) To seek to ensure that the life chances of Looked After Children, Children in Need and care leavers are maximised in terms of health, educational attainment, and access to training and employment, to aid the transition to a secure and productive adulthood;</p> <p>(d) To recommend ways in which more integrated services can be developed across all Council directorates, schools and other stakeholders to lead towards better outcomes for Looked After Children, Children in Need and care leavers;</p> <p>(e) To ensure that mechanisms are in place to enable Looked After Children, Children in Need and care leavers, to play an integral role in service planning and design, and that their views are regularly sought and acted upon;</p> <p>(f) To ensure performance monitoring systems are in place, and regularly review performance data to ensure sustained performance improvements in outcomes for Looked After Children, Children in Need and care leavers;</p> <p>(g) To receive all relevant Children's Services inspection and</p>

Committee	Terms of Reference
	<p>annual reports, including: Children’s Homes Quality of Care Report; Case Practice Reviews, Fostering Annual Quality of Care Report; Adoption Fostering Annual Quality of Care Report; 4C’s Commissioning; Out of Area Annual Report; Annual Report of Brighter Futures (with education); Children’s Complaints reports; and Advocacy Annual Report;</p> <p>(h) To report to the Cabinet at least twice a year;</p> <p>(i) To make recommendations to the Cabinet where responsibility for that function rests with the Cabinet;</p> <p>(j) To report to the Children and Young People’s Scrutiny Committee as necessary;</p> <p>(k) To recommend the appointment of co-opted members to the Committee for approval by Council;</p> <p>(l) To develop and undertake a programme of consultation, listening and engagement events with Looked After Children and care leavers, as well as visits to services providing support and advice to Looked After Children, Children in Need and care leavers;</p> <p>(m) To submit an Annual Report on the work of the Committee to full Council.</p> <p>(n) All Members of the Committee will be required to undertake relevant training to enable them to properly discharge their duties.</p>
Council Appeals	<p>To hear and determine appeals (other than those appeals which are within the terms of reference of any other Committee) from determinations and decisions of the Authority where there is a statutory requirement for there to be an appeal to Members of the Council or where such appeal is allowed for in any policy or procedure approved by the Council.</p> <p>On hearing an appeal the Committee shall be empowered, on behalf and in the name of the Council, to make such order as it considers appropriate, within the range of decisions permissible at law.</p> <p>The Committee, when sitting to hear an appeal, shall not include any Members of the Cabinet, or Members of any Committee principally concerned with the service by which the decision or determination has been made, or Members who have been concerned in any previous consideration of the matter, which has given rise to or from which the appeal arises.</p> <p>At each sitting of the Committee to hear an appeal, the Committee</p>

Committee	Terms of Reference
	<p>shall, firstly, ensure that the appeal has been properly made and, secondly, that the appellant has been afforded the opportunity of being represented at the hearing of his/her appeal by such friend, lawyer or other representative as he/she may choose.</p> <p>In hearing an appeal the Committee shall conform to the rules of natural justice.</p> <p>All Members of the Committee will be required to undertake relevant training to enable them to properly discharge their duties.</p>
Democratic Services	<p>(a) To carry out the local authority's function of designating the Head of Democratic Services.</p> <p>(b) To keep under review the provision of staff, accommodation and other resources made available to the Head of Democratic Services in order to ensure that it is adequate for the responsibilities of the post.</p> <p>(c) To make reports, at least annually, to the full Council in relation to these matters.</p>
Disciplinary & Grievance Appeals (convened as and when required)	<p>To hear and determine:</p> <p>(a) all appeals by employees of the Council who may have a right to appeal to Councillors in accordance with disciplinary and grievance procedures approved by the Council;</p> <p>(b) all other appeals from disciplinary actions which may be referred to it, whether by the Council or a Committee;</p> <p>(c) grievances by and against the Chief Executive in accordance with grievance procedures approved by the Council; and, with a differently constituted membership, appeals following decisions on such grievances; and</p> <p>(d) in exceptional circumstances, where the Chief Executive cannot address matters because of an associated grievance, disciplinary proceedings against the Chief Operating Officer; a Corporate Chief Officer or a Chief Officer; and, with a differently constituted membership, appeals following decisions in such disciplinary proceedings</p> <p>On hearing each case the Committee shall be empowered, on behalf and in the name of the Council, to make such order as it considers appropriate, except where retirement or redundancy is contemplated, when consultation with the Cabinet will take place prior to determination of the matter.</p> <p>The Committee, when sitting to hear an individual case, shall comprise not less than three nor more than five members. From</p>

Committee	Terms of Reference
	<p>the members appointed to serve on the Committee, those who are to sit to hear any particular matter shall be chosen by rota following consultation with the Group Whips, subject to the exclusion of any member who:</p> <ul style="list-style-type: none"> (i) is a member of the Cabinet or of a Committee principally concerned with the service in which the employee concerned is employed; or (ii) has been concerned in any previous consideration of the matter which has given rise to the disciplinary action, grievance, or decision from which an appeal arises. <p>At each sitting of the Committee to hear a disciplinary matter or appeal, the Committee shall, firstly, ensure that the matter of complaint has been clearly put to the employee and, secondly, that the employee has been afforded the opportunity of being represented at the hearing by such friend, trade union officer, lawyer or other representative as he/she may choose.</p> <p>In any hearing the Committee shall conform to the rules of natural justice.</p> <p>All Members of the Committee will be required to undertake relevant training to enable them to properly discharge their duties.</p>
Employment Conditions	<ul style="list-style-type: none"> (a) to consider and determine policy and issues arising from the organisation, terms and conditions of Chief Officers and Deputy Chief Officers (as defined in the Local Authorities (Standing Orders) (Wales) Regulations 2006), together with any other category of employee specified in Regulation from time to time where this is necessary, subject to the approval of Council in respect of any determination or variation of the remuneration of Chief Officers; (b) to decide requests for re-grading of Chief Officers and Deputy Chief Officers (as defined in the Local Authorities (Standing Orders) (Wales) Regulations 2006), together with any other category of employee specified in Regulation from time to time, whether by way of appeal by an employee against a decision to refuse a re-grading application or to decide applications for re-grading which are supported, subject to the approval of Council in respect of any determination or variation of the remuneration of a Chief Officer. (c) All Members of the Committee will be required to undertake relevant training to enable them to properly discharge their duties.
Family Absence	To be the Appeals Panel required pursuant to Regulation 36(1) of the Family Absence for Members of Local Authorities (Wales)

Committee	Terms of Reference
Appeals Panel	<p>Regulations 2013 and any amendment thereof; and to discharge all functions of the Panel pursuant to those Regulations.</p> <p>All Members of the Committee will be required to undertake relevant training to enable them to properly discharge their duties.</p>
Licensing	<p>To be the Council's Licensing Committee as required by the Licensing Act 2003 and Gambling Act 2005 and any re-enactment or modification thereof; and as full delegate of the Council to exercise all the powers and functions permitted under those Acts.</p> <p>All Members of the Committee will be required to undertake relevant training to enable them to properly discharge their duties.</p>
Local Authority Governors Panel	<p>For School Governing Bodies constituted under The Government of Maintained Schools (Wales) Regulations 2005:</p> <p>(a) To advise the Council on appointments and removal of governors to those places allocated to the Local Authority;</p> <p>(b) To consider and make decisions relating to the recruitment, training and vetting of potential governors and any other matters that may be referred to the Panel by the Cabinet for the Constitution Committee; and</p> <p>(c) All Members of the Committee will be required to undertake relevant training to enable them to properly discharge their duties.</p>
Planning	<p>(a) Those functions listed in Section A of Schedule 1 of the Local Authorities (Executive Arrangements) (Functions and Responsibilities) (Wales) Regulations 2007 and any amendments thereto and any matters ancillary thereto as defined in Regulation 3 (2) to (4) of the Regulations.</p> <p>(b) Those functions listed in paragraphs 3 and 4 of Section I of Schedule 1 of the Local Authorities (Executive Arrangements) (Functions and Responsibilities) (Wales) Regulations 2007 and any amendments thereto and any matters ancillary thereto as defined in Regulation 3 (2) to (4) of the Regulations.</p> <p>(d) All Members of the Committee will be required to undertake relevant training to enable them to properly discharge their duties.</p>
Public Protection	<p>(a) Those functions listed in Sections B and C, and paragraph 10 of Section I, of Schedule 1 of the Local Authorities (Executive Arrangements) (Functions and Responsibilities)(Wales)</p>

Committee	Terms of Reference
	<p>Regulations 2007 (the Regulations), any amendments thereto and any matters ancillary thereto as defined in Regulation 3 (2) to (4) of the Regulations, except to the extent that such matters fall to the Licensing Committee by virtue of Section 7 of the Licensing Act 2003 or the Gambling Act 2005.</p> <p>(b) In relation to those functions acting as Appeal Committee where appropriate.</p> <p>(c) The discharge of any function relating to the control of pollution or the management of air quality.</p> <p>(d) The passing of a resolution that Schedule 2 to the Noise and Statutory Nuisance Act 1993 should apply in the Authority's area.</p> <p>(e) Any function relating to contaminated land.</p> <p>(f) The service of an abatement notice in respect of a statutory nuisance.</p> <p>(g) Any function under a local Act of a licensing or regulatory nature.</p> <p>(h) Any function in relation to the making of an Alcohol Consumption in Designated Public Places Order under the provisions of the Criminal Justice and Police Act 2001.</p> <p>Without prejudice to the functions lawfully exercised by the Shared Regulatory Services Joint Committee, pursuant to the Shared Regulatory Service Collaboration Agreement dated 10th April 2015.</p> <p>All Members of the Committee will be required to undertake relevant training to enable them to properly discharge their duties.</p>

Committee	Terms of Reference
Standards & Ethics	<p>(a) To monitor and scrutinise the ethical standards of the Authority, its Members, employees and any associated providers of the Authority's services, and to report to the Council on any matters of concern.</p> <p>(b) To advise the Council on the content of its Ethical Code and to update the Code as appropriate.</p> <p>(c) To advise the Council on the effective implementation of the Code including such matters as the training of Members and employees on the Code's application.</p> <p>(d) To consider and determine the outcome of complaints that Councillors and co-opted members have acted in breach of the Code in accordance with procedures agreed by the Standards Committee, including the imposition of any penalties available to the Committee.</p> <p>(e) To oversee and monitor the Council's whistleblowing procedures and to consider ethical issues arising from complaints under the procedure and other complaints.</p> <p>(f) To grant or refuse requests for dispensations in respect of Members' interests under the Members Code of Conduct in accordance with the relevant statutory provisions.</p> <p>(g) To undertake those functions in relation to community councils situated in the area of the Council and members of those community councils which are required by law</p> <p>(h) To recommend to Council and the Cabinet any additional guidance on issues of probity.</p> <p>(i) To hear and determine any complaints of misconduct by Members or a report of the Monitoring Officer, whether on reference from the Ombudsman or otherwise.</p> <p>(j) To recommend the provision to the Monitoring Officer of such resources as he/she may require for the performance of his/her duties.</p> <p>All Members of the Committee will be required to undertake relevant training to enable them to properly discharge their duties.</p>
Pensions Committee	<p>To discharge the functions of the authority as Administering Authority of the Cardiff & Vale of Glamorgan Pension Fund ('the Fund') as described in the Local Government Pension Scheme (LGPS) Regulations made under the Superannuation Act 1972 (sections 7,12 or 24) and Section 18(3A) of the Local Government and Housing Act 1989; and</p>

Committee	Terms of Reference
	<p>To discharge the following specific strategic functions with regards to the Fund, taking account of advice from the Corporate Director Resources and the Fund's professional advisers:-</p> <ul style="list-style-type: none"> a) Determining the Fund's aims and objectives, strategies, statutory compliance statements, policies and procedures for the overall management of the Fund, including in relation to the following areas: <ul style="list-style-type: none"> i) Governance – approving the Governance Policy and Compliance Statement for the Fund; ii) Funding Strategy – approving the Fund's Funding Strategy Statement including ongoing monitoring and management of the liabilities, giving due consideration to the results and impact of the triennial actuarial valuation and interim reports; iii) Investment strategy - approving the Fund's investment strategy, Statement of Investment Principles and Myners Compliance Statement including setting investment targets and ensuring these are aligned with the Fund's specific liability profile and risk appetite; iv) Communications Strategy – approving the Fund's Communication Strategy; v) Discretions – determining how the various administering authority discretions are operated for the Fund; and vi) Internal Dispute Resolution Procedure – determining how the Scheme Member disputes are administered. b) Monitoring the implementation of these policies and strategies as outlined in a) above on an ongoing basis. c) Considering the Fund's financial statements as part of the approval process and agreeing the Fund's Annual Report. Receive internal and external audit reports on the same. d) Receiving ongoing reports from the Corporate Director Resources in relation to the delegated operational functions. e) To provide independent assurance to members of the Fund of the adequacy of the risk management and associated control environment, responsible for the Fund's financial and non-financial performance. f) To adhere to the principles set out in the Pensions Regulator Code of Practice and undertake its duties in compliance with the obligations imposed on it. g) To receive regular training to enable Committee Members to make effective decisions and be fully aware of their statutory and fiduciary responsibilities and their stewardship

Committee	Terms of Reference
	<p>role.</p> <p>h) Consider any pension compliance matters raised by the Fund's Local Pension Board.</p> <p>i) All Members of the Committee will be required to undertake relevant training to enable them to properly discharge their duties.</p>
SCRUTINY	
Children & Young People	<p>To scrutinise, measure and actively promote improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of children and young people, including :</p> <ul style="list-style-type: none"> • School Improvement • Schools Organisation • School Support Services • Education Welfare & Inclusion • Early Years Development • Special Educational needs • Governor Services • Children's Social Services • Youth Services and Justice • Children's Play Services <p>To assess the impact of partnerships with and resources and services provided by external organisations including the Welsh Government, Welsh Government Sponsored Public Bodies, joint local government services and quasi-departmental non-governmental bodies on the effectiveness of Council service delivery.</p> <p>To report to an appropriate Cabinet or Council meeting on its findings and to make recommendations on measures which may enhance Council performance and service delivery in this area.</p>
Community & Adult Services	<p>To scrutinise, measure and actively promote improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of community and adult services, including:</p> <ul style="list-style-type: none"> • Public and Private Housing • Disabled Facilities Grants • Community Safety • Neighbourhood Renewal and Communities First • Advice & Benefits • Consumer Protection

Committee	Terms of Reference
	<ul style="list-style-type: none"> • Older Persons Strategy • Adult Social Care • Community Care Services • Mental Health & Physical Impairment • Commissioning Strategy • Health Partnership <p>To assess the impact of partnerships with and resources and services provided by external organisations including the Welsh Government, joint local government services, Welsh Government Sponsored Public Bodies and quasi-departmental non-governmental bodies on the effectiveness of Council service delivery.</p> <p>To report to an appropriate Cabinet or Council meeting on its findings and to make recommendations on measures which may enhance Council performance and service delivery in this area.</p> <p>To be the Council's Crime and Disorder Committee as required by the Police and Justice Act 2006 and any re-enactment or modification thereof; and as full delegate of the Council to exercise all the powers and functions permitted under that Act.</p>
Economy & Culture	<p>To scrutinise, measure and actively promote improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of economic regeneration.</p> <ul style="list-style-type: none"> • Cardiff City Region City Deal • Inward Investment and the marketing of Cardiff • South East Wales Economic Forum • Economic Strategy & Employment • European Funding & Investment • Small to Medium Enterprise Support • Cardiff Harbour Authority • Lifelong Learning • Leisure Centres • Sports Development • Parks & Green Spaces • Libraries, Arts & Culture • Civic Buildings • Events & Tourism • Strategic Projects • Innovation & Technology Centres • Local Training & Enterprise <p>To assess the impact of partnerships with and resources and services provided by external organisations including the Welsh</p>

Committee	Terms of Reference
	<p>Government, joint local government services, Welsh Government Sponsored Public Bodies and quasi-departmental non-governmental bodies on the effectiveness of Council service delivery.</p> <p>To report to an appropriate Cabinet or Council meeting on its findings and to make recommendations on measures which may enhance Council performance or service delivery in this area.</p>
Environmental	<p>To scrutinise, measure and actively promote improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of environmental sustainability, including:</p> <ul style="list-style-type: none"> • Strategic Planning Policy • Sustainability Policy • Environmental Health Policy • Public Protection Policy • Licensing Policy • Waste Management • Strategic Waste Projects • Street Cleansing • Cycling and Walking • Streetscape • Strategic Transportation Partnership • South East Wales Transport Alliance • Transport Policy and Development • Intelligent Transport Solutions • Public Transport • Parking Management <p>To assess the impact of partnerships with and resources and services provided by external organisations including the Welsh Government, joint local government services, Welsh Government Sponsored Public Bodies and quasi-departmental non-governmental bodies on the effectiveness of Council service delivery.</p> <p>To report to an appropriate Cabinet or Council meeting on its findings and to make recommendations on measures which may enhance Council performance and service delivery in this area.</p>
Policy Review & Performance	<p>To scrutinise, monitor and review the overall operation of the Cardiff Programme for Improvement and the effectiveness of the general implementation of the Council's policies, aims and objectives, including:</p> <ul style="list-style-type: none"> • Council Business Management and Constitutional Issues • Cardiff Council Corporate Plan • Strategic Policy Development

Committee	Terms of Reference
	<ul style="list-style-type: none"> • Strategic Programmes • Community Planning & vision Forum • Voluntary Sector Relations • Citizen Engagement & Consultation • Corporate Communications • Contact Centre Services and Service Access • International Policy • Cardiff Local Development Plan • Equalities • Finance and Corporate Grants • Organisational Development • Cardiff Efficiencies Programme • E-Government • Information and Communication Technology • Council Property • Commissioning and Procurement • Carbon Management • Legal Services • Public Services Board <p>To scrutinise, monitor and review the effectiveness of the Council's systems of financial control and administration and use of human resources.</p> <p>To assess the impact of partnerships with and resources and services provided by external organisations including the Welsh Government, joint local government services, Welsh Government Sponsored Public Bodies and quasi-departmental non-governmental bodies on the effectiveness of Council service delivery.</p> <p>To report to an appropriate Cabinet or Council meeting on its findings and to make recommendations on measures which may enhance Council performance and service delivery in this area.</p>

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



COUNCIL:

23 March 2017

REPORT OF DIRECTOR GOVERNANCE & LEGAL SERVICES

APPOINTMENT OF LOCAL AUTHORITY GOVERNORS TO SCHOOL GOVERNING BODIES

Reason for this Report

1. To appoint Local Authority School Governors.

Background

2. Section 19 of the Education Act 2002 creates the general ability for the Local Authority to appoint governors to the Governing Bodies of maintained schools, with further detail contained in the Government of Maintained Schools (Wales) Regulations 2005. When Local Authority school governor vacancies arise, either by appointees reaching the end of their term of office or resigning, it is the statutory duty of the Council to fill the vacancies as soon as possible.
3. The Local Authority Governors Panel to oversee this process was constituted at the Annual Council in May 2015 and held its first termly meeting in September 2015.

Issues

4. The Local Authority Governors Panel met on 9 March 2017 to consider new applications to current and future vacancies up to 30 June 2017. The recommendations of the Panel are contained in Appendix 1 to this report.

Reasons for Recommendations

5. To ensure that the Council fulfils its statutory functions in respect of the appointment of local authority governors for maintained schools.

Legal Implications

6. As noted in paragraph 2 of the report, the Council is required, pursuant to the Education Act 2002, section 19 and regulations made there under, to appoint local authority governors to the Governing Bodies of maintained schools, in accordance with those statutory provisions.

7. Appointments to outside bodies are a local choice function, which is reserved under the Council's Constitution to full Council. Accordingly, the appointment of local authority governors to Governing Bodies, as recommended in this report, requires the approval of full Council.

Financial Implications

8. There are no financial implications arising from this report.

Recommendation

9. That Council consider the recommendations of the Local Authority Governor Panel of 9 March 2017 and approve the appointments of Local Authority Governors to the School Governing Bodies as set out in Appendix 1.

Davina Fiore
Director Governance & Legal Services
19 January 2017

The following Appendix is attached:

Appendix 1 List of Local Authority School Governor vacancies and recommendations for appointment by the Local Authority Governor Panel for the period 1 April 2017 to 30 June 2017

The following Background Documents have been taken into account: N/A

**LA Governor Vacancies - Recommendations from LA Governor Panel
1 April 2017 – 30 June 2017**

Appendix 1

- i. All appointments in the list are recommended by the LA Governor Appointments Panel and will have satisfied the required application process.
- ii. All terms of office unless otherwise stated are for 4 years.

Existing LA Governor Vacancies

School	Ward	Start of Vacancy	Re-appointment requested	Applications received
Baden Powell Primary School 2 x vacancies	Splott	17/09/2016 17/09/2016		Elizabeth Jane Henshaw
Cardiff High School	Cyncoed	01/01/2017		Julia Phillips-Lewis
Danescourt Primary School 2 x vacancies	Danescourt	01/09/2016 01/09/2016		
Ely and Caerau Children's Centre	Ely	14/07/2016		
Grangetown Nursery School	Grangetown	02/09/2016		
Grangetown Primary School	Grangetown	16/09/2016		
Herbert Thompson Primary School	Ely	20/01/2017		
Hywel Dda Primary School	Ely	03/11/2016		
Marlborough Primary School	Cyncoed	11/01/2017		
Oakfield Primary School	Trowbridge	04/03/2015		
Pencaerau Primary School	Caerau	01/09/2010		
Pentrebane Primary School	Fairwater	27/06/2016		
Peter Lea Primary School	Fairwater	27/06/2016		
Pontprennau Primary School	Pontprennau	29/11/2016		Philippa Green
Rhiwbeina Primary School	Rhiwbina	18/10/2016		
St Cuthbert's RC Primary School	Butetown	13/02/2017		
St John Lloyd RC Primary School	Trowbridge	30/01/2013		

St Patrick's RC Primary School	Grangetown	16/09/2016		
The Hollies School (Pentwyn)	Pentwyn	26/09/2016		
Trelai Primary School	Caerau	13/09/2016		Alex Jackson
Willlows High School	Splott	15/09/2016		
Windsor Clive Primary School	Ely	23/03/2016		
Woodlands High School	Caerau	29/09/2016		
Ysgol Gymraeg Bro Eirwg	Llanrumney	01/02/2017		
Ysgol Glan Ceubal	Llandaff North	01/10/2016		
Ysgol Gymraeg Coed-Y-Gof	Fairwater	22/10/2015		Delyth Murray-Lines
Ysgol Gymraeg Melin Gruffydd X 2 vacancies	Whitchurch	04/10/2015 21/11/2015		
Ysgol Gymraeg Nant Caerau	Caerau	28/06/2016		
Ysgol Pen y Groes	Pentwyn	28/09/2016		Samsunear Ali
Ysgol Pencae	Llandaff	01/09/2016		
Ysgol Gymraeg Treganna	Canton	01/02/2017		
Ysgol Pwll Coch 2 x vacancies	Canton	27/01/2017 17/02/2017		

01/09/2016
 12/09/2016
 13/09/2016
 15/09/2016
 23/03/2016
 29/09/2016
 01/02/2017
 01/10/2016
 22/10/2015
 04/10/2015
 21/11/2015
 28/06/2016
 28/09/2016
 01/09/2016
 01/02/2017
 27/01/2017
 17/02/2017

Future LA Governor Vacancies – 1 April 17 – 30 June 17

School	Ward	Start of Vacancy	Re-appointment Requested	Applications Received
Albany Primary School	Plasnewydd	19/05/2017	Yes	Melvin Card
Allensbank Primary School	Gabalfa	28/06/2017	Yes	Paul Davies
Birchgrove Primary School	Heath	25/05/2017	Yes	Cllr Fenella Bowden
Cathays High School	Gabalfa	19/05/2017	Yes	Jane Setchfield
Fitzalan High School	Canton	24/04/2017	Yes	Cerys Furlong
Gladstone Primary School	Cathays	26/06/2017	Yes	Jane Setchfield
Glan-Yr-Afon Primary School	Llanrumney	28/06/2017	Yes	Chris Cooper
Greenhill School	Rhiwbina	25/05/2017	Yes	Cllr Jayne Cowan
Gwaelod Y Garth	Pentyrch	28/06/2017	Yes	Rachel Garside
Llanishen Fach Primary School	Rhiwbina	28/06/2017	Yes	David Greaves
Ty Gwyn School x 2 vacancies	Caerau	26/04/2017	Yes	Cllr Peter Bradbury
		26/06/2017	Yes	Pamela Bannister
Ysgol-Y-Wern x 2 vacancies	Llanishen	19/05/2017	Yes	Mike Landers
		05/04/2017	Yes	John Wilkins

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