



County Hall  
Cardiff  
CF10 4UW  
Tel: (029) 2087 2000

Neuadd y Sir  
Caerdydd  
CF10 4UW  
Ffôn: (029) 2087 2000

## AGENDA

<b>Pwyllgor</b>	PWYLLGOR CRAFFU GWASANAETHAU OEDOLION A CHYMUNEDOL
<b>Dyddiad ac amser y cyfarfod</b>	DYDD MERCHER, 6 RHAGFYR 2017, 4.30 PM
<b>Lleoliad</b>	YSTAFELL BWYLLGORA 4 - NEUADD Y SIR
<b>Aelodaeth</b>	Cynghorydd McGarry (Cadeirydd) Y Cynghorwyr Ahmed, Asghar Ali, Carter, Goddard, Jenkins, Kelloway a/ac Lent

Tua  
Amser.

### 1 Ymddiheuriadau am Absenoldeb

Derbyn ymddiheuriadau am absenoldeb.

### 2 Datgan Buddiannau

Dylid gwneud hyn ar ddechrau'r eitem agenda dan sylw, yn unol â'r Cod Ymddygiad Aelodau.

### 3 Cofnodion (*Tudalennau 1 - 6*)

Cymeradwyo cofnodion y cyfarfod blaenorol fel cofnod cywir.

### 4 Gwasanaethau Byw'n Annibynnol (*Tudalennau 7 - 14*)

4.30 pm

- (a) Bydd y Cynghorydd Susan Elsmore, yr Aelod Cabinet dros Ofal Cymdeithasol, lechyd a Llesiant yn bresennol ac efallai y bydd yn dymuno gwneud datganiad;
- (b) Bydd y Cynghorydd Lynda Thorne, Aelod Cabinet dros Dai a Chymunedau, yn bresennol, ac efallai y bydd yn dymuno gwneud datganiad
- (c) Bydd y swyddogion canlynol yn bresennol i roi cyflwyniad, i gyfrannu at y drafodaeth ac i ateb cwestiynau'r Aelodau:
  - Sarah McGill (Cyfarwyddwr Cymunedau, Tai a Gwasanaethau Cwsmeriaid)

- Jane Thomas (Cyfarwyddwr Cynorthwyol, Cymunedau a Thai)
- Carlyne Palmer (Rheolwr Gweithredol, Byw â Chymorth)

(d) Ystyrir camau i'w cymryd ar gyfer yr eitem hon ar ddiwedd y cyfarfod.

**5 Briffio ar Bolisiâu Gosod Adeiladau Uchel Iawn** (*Tudalennau 15 - 54*) 5.10 pm

(a) Bydd y Cynghorydd Lynda Thorne, Aelod Cabinet dros Dai a Chymunedau, yn bresennol, ac efallai y bydd yn dymuno gwneud datganiad

(b) Bydd y swyddogion canlynol yn bresennol i roi cyflwyniad, i gyfrannu at y drafodaeth ac i ateb cwestiynau'r Aelodau:

- Sarah McGill (Cyfarwyddwr Cymunedau, Tai a Gwasanaethau Cwsmeriaid)
- Jane Thomas (Cyfarwyddwr Cynorthwyol, Cymunedau a Thai)
- Ellen Curtis (Rheolwr Gweithredol, Gwasanaethau Landlordiaid)

(c) Ystyrir camau i'w cymryd ar gyfer yr eitem hon ar ddiwedd y cyfarfod.

**6 Tai Cyngor Gwag – Adolygiad 12 mis** (*Tudalennau 55 - 66*) 5.40 pm

(a) Bydd y Cynghorydd Lynda Thorne, Aelod Cabinet dros Dai a Chymunedau, yn bresennol, ac efallai y bydd yn dymuno gwneud datganiad

(b) Bydd y swyddogion canlynol yn bresennol i roi cyflwyniad, i gyfrannu at y drafodaeth ac i ateb cwestiynau'r Aelodau:

- Sarah McGill (Cyfarwyddwr Cymunedau, Tai a Gwasanaethau Cwsmeriaid)
- Jane Thomas (Cyfarwyddwr Cynorthwyol, Cymunedau a Thai)
- Ellen Curtis (Rheolwr Gweithredol, Gwasanaethau Landlordiaid)

(c) Ystyrir camau i'w cymryd ar gyfer yr eitem hon ar ddiwedd y cyfarfod.

**7 Busnes y Pwyllgor** (*Tudalennau 67 - 98*)

**8 Y Ffordd Ymlaen**

**9 Dyddiad y cyfarfod nesaf**

17 Ionawr 2018.

**Davina Fiore**

**Cyfarwyddwr Llywodraethu a Gwasanaethau Cyfreithiol**

Dyddiad: Dydd Iau, 30 Tachwedd 2017

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

***This document is available in English / Mae'r ddogfen hon ar gael yn Saesneg***

Mae'r dudalen hon yn wag yn fwriadol

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

15 NOVEMBER 2017

Present: County Councillor McGarry(Chairperson)  
County Councillors Asghar Ali, Carter, Goddard, Jenkins,  
Kelloway and Lent

23 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Ali Ahmed.  
Councillor Carter had advised that he would be arriving later to the meeting.

24 : DECLARATIONS OF INTEREST

No declarations of interest were received.

25 : MINUTES

The minutes of the meeting held on 4<sup>th</sup> October 2017 were agreed as a correct record and signed by the Chairperson.

26 : CARDIFF'S NIGHT TIME ECONOMY STRATEGY 2017-2022

The Chairperson welcomed Councillor Lynda Thorne, Cabinet Member for Housing & Communities, Joe Reay, Head of Performance and Partnerships and Stephanie Kendrick-Doyle, Community Safety Manager to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she said that the strategy sets out how we, with our partners, will work together to ensure the city's night-time economy is safe and welcoming.

This strategy builds on the many areas of successful work in Cardiff over the last fifteen years, for example the work of Professor Shepherd to reduce violence in the night time economy; this strategy focuses on the management of the night-time economy, and not the wider growth agenda for the city – that will be picked up elsewhere.

The strategy will work alongside a number of other documents, including the music strategy for the city that will come forward in due course. The strategy will be signed off by separate partners and then by the overall Public Services' Board early in the New Year, however, this hasn't stopped us getting to grips with the action plan and the key priorities we have as a partnership; an example of this is the work the Council, Police and other partners are doing to address the challenges of street homelessness and a range of anti-social behaviour through a newly-established multi-agency Task Force. The strategy has been developed in consultation a range of partners from all sectors, including For Cardiff (the city's Business improvement District) and the Licensees' Forum.

Members were provided with a presentation on 'Delivering a Safe and Welcoming Night Time Economy: Our Plan 2017 – 2022' after which the Chairperson invited questions and comments from Members;

- Members referred to transport in the City and the problems encountered on the night of the Joshua fight. Members asked what was being done to alleviate people relying on taxis and whether taxi Marshalls would be increased and if so how they would be funded. Officers noted the issue of transport provision in and out of Cardiff and that there was currently not enough provision meaning that people were overly reliant on taxis. Officers considered that the Metro would help this. Officers added that partners were working with the Taxi Forum. The issue of Marshalls is slightly contentious in that they have a clear value but the pressure on the budget means that the capacity to fully fund them has ended. There was an agreement with the Business Improvement District to match fund half and half and discussions were ongoing with regards to the technical points of this agreement which needed to be resolved. Officers considered that the Marshalls would be needed over the Christmas Period.
- Members were advised that the Cabinet were fully aware of the issues experienced on the night of the Joshua fight and were having discussions with Arriva trains.
- Members asked for more information in relation to Safe Taxis for students and asked who pays for them. Officers explained that the University has developed a scheme with the Taxi Forum whereby the student doesn't pay the taxi on the night, the fare is logged with the University and is paid later when Students are less vulnerable. Currently Dragon Taxis are involved in the scheme but discussions were ongoing with the Taxi forum to include other taxi firms too.
- Members asked what was being done to address rough sleeping. The Cabinet Member advised that all Members had been sent the Rough Sleepers strategy and that a multi agency task group had been established. Operation Purple Ash had been established by the Police to action against aggressive begging. The Cabinet Member stated she would send a briefing to all Members before Council on the success of the Rough Sleepers Strategy. Members were advised that only 1 person arrested during Operation Purple Ash was a street homeless person.
- Members discussed some of the language in the Action Plan and suggested that 'Improve' be used instead of 'Consider' as there were things that could be done immediately and this showed commitment to that. Officers agreed with this.
- Members asked whether the perception of Cardiff as a Hen/Stag destination could be changed. Officers explained that through working with partners, the Council could apply for Purple Flag Status which was awarded by Town Centre Managers in relation to diversity etc. Applying for that status would show where improvements were needed and provide the practical evidence base needed to make changes. It was noted that the Bay was more balanced in terms of its offer than the City Centre.
- Members discussed dedicated street cleansing and asked how this translated to the numbers of staff. Officers explained that they enhance the service that

they already provide; businesses pay to have certain areas cleansed at certain times.

- Members referred to previous Crime and Disorder in the Night Time Economy and the proposed Action Plans and asked if the Council were being ambitious enough; asking if all of the actions were met, would it make a real difference. An example was provided of working with fast food outlets to improve cleansing and asked if this were met how would it impact on crime and disorder. Officers explained that there was evidence to show that the condition of the environment does impact on anti social behaviour; the look and feel impacts on how people behave and that's why its included in the plan. The Cabinet Member added that if the environment is clean and tidy then this improves the offer and attracts more of a balance of people which also makes for a safer environment.
- Members asked if there was sustainable funding to implement the strategy. Officers agreed this was an ongoing challenge, and they need partners to sign up, then together find ways of funding it. The agreement with the BID was a bonus but it was important to note that funds are not endless and there needed to be an understanding of what partners will do.
- Members discussed the trial of using breathalysers in local shops and asked if this was placing staff in danger by causing offence/anger. The Cabinet Member stated that it was everyone's responsibility to make the City a safe place, not just the Council's; shopkeepers and bar owners have a responsibility to keep other customers safe. Lots of improvements have been made over the years including the introduction of plastic glasses, the triage centre etc. and this was another way of further improving the safety of the City. Officers added that the Breathalyser scheme had been promoted by Public Health Wales and had been found a useful tool for door staff who saw reduced incidents on the door and there has been less drinking on public transport as a result of the trial in the Spar shops.

AGREED – That the Chairperson on behalf of the Committee writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.

## 27 : DEVELOPMENT OF A CITY WIDE EMPLOYABILITY PROVISION & A NEW APPROACH TO BUILDING RESILIENT COMMUNITIES

The Chairperson welcomed Councillor Lynda Thorne, Cabinet Member for Housing & Communities, Sarah McGill, Director of Communities, Housing and Customer Services, Jane Thomas, Assistant Director Communities and Housing and Louise Bassett, Partnership Delivery Team Leader to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she said that Members had attended consultation meetings prior to the public consultation; The Cabinet Member was pleased with the responses received from that public consultation.

Members were provided with a presentation on Employment Services and Building Resilient Communities, after which the Chairperson invited questions and comments from Members;

- Members noted the number of people unemployed who answered the survey was only 15% and asked if this was representative. Officers considered it was statistically appropriate, as it included those on zero hour contracts and part time working.
- Members considered that the first 2 questions were quite closed as there were only 2 options to answer from; officers stated that they had given this a lot of thought, they felt that they needed information on existing services so it was a conscious decision.
- Members asked if there had been much guidance from the Welsh Government; officers explained that they had provided a legacy fund which had been left very wide. There was less money so a whole new approach was needed and mapping very important.
- Members considered that there was a new approach in relation to resilient communities but no coherent strategy and hoped that this could be fed back to the Welsh Government via a 2 way dialogue.
- Members discussed resilient communities and noted that there were lots of people that want to help in the community but not in a management type of way; this provides the opportunity to put a support network in place for volunteers, building on people's ability and desire to work in their communities.
- Members expressed concern about the timings noting that Communities First projects close in March 2018 and there was nothing to replace them until 2019/2020 and asked how this would affect services in that gap year. Officers agreed that timing was a key point and there was the potential that it would prove difficult for some organisations. The focus was on the viability of organisations rather than particular projects. As there was a huge reduction in funding, mapping was crucial to determine what services actually exist. Officers added that they would look to provide funding to sustain organisations at risk in that gap year.
- Members asked if Officers were confident that they continue to have an impact on the provision of services to vulnerable people in the community. Officers stated that this provides an opportunity to ensure tie-up between the reduction in funding and statutory service provision being more efficient than previously.
- Members asked if there would be extra support needed by Council staff. Officers explained that this was to be determined as they come forward with proposals, there was limited funding available via the legacy fund but it was too early to tell just yet.

AGREED – That the Chairperson on behalf of the Committee writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.



## 28 : PROPOSED DEVELOPMENTS FOR COMMUNITY MENTAL HEALTH SERVICES

The Chairperson welcomed Councillor Susan Elsmore, Cabinet Member for Social Care, Health & Well-Being, Ian Wile, Director of Operations for the Mental Health Clinical Board, Cardiff & Vale University Health Board, Tony Young Director of Social Services, and Rebekah Vincent-Newson Operational Manager, Mental Health to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she said that this was a very important review led by the Health Board; it was a whole system review including primary care and non statutory services. The Cabinet Member added that the statistics were stark, particularly around ethnicity in the City. It was noted that the Mental Health Foundation 2016 in Wales invested £600m in Mental Health services which was more than any other service in the NHS. The severe and enduring impact of Mental Health on longevity of life of up to ten years was noted.

Members were provided with an overview of the Community Services Case for Change – Adult Mental Health, Cardiff and Vale UHB, after which the Chairperson invited questions and comments from Members;

- Members asked for more information on the timescales involved for the implementation of changes in the Service. They were advised that it was in the hands of the Capital Planning Department but the Vale (at Barry Hospital) phase would be completed by 31 March 2018. There is a project management support post ready to start in January 2018, and this was filled from current staff. The pilot should run for at least 9 months, hopefully for longer after the success criteria has been evaluated.
- Members noted that the age category stopped at 65 years and asked why this was. Members were advised that this was the general rule as there were separate services in the structure for older people and people with dementia etc.
- Members asked how many mental health beds were in Cardiff and the Vale and were advised that there were 135 in Llandough, 14 in Park Road and 10 in Phoenix – all adult services. There were 130 older people beds.
- Members asked if Park View in Ely was being looked at and were advised that discussions were ongoing with regards to the Wellbeing Hub.
- Members were surprised by the number of people being supported in the community. Members asked which option, from the Case for Change proposal document would be the preferred option. Members were advised that they needed to go for the most ambitious option of Community Services, with a facilitated clinic and improved pathways for specific treatments. Members were advised that it needed to be advantageous, not just co-locating and doing the same things.
- Members noted that demand had increased fourfold, currently there were buildings that were small enough to feel community based. Members were

concerned that larger buildings to cope with the demand could feel like hospitals, which may affect how people may view the Service.

- Members asked if there had been a degree of over diagnosis/referral by GP's into that level of the service and were advised that there needed to be more basic training in anxiety and depression by the third sector, this would help with the Health Board being able to deal with the more complex cases.
- Members asked about the financial implications for the Local Authority and were advised that there should be some efficiencies made within the management infrastructure of each team, but they were not under pressure to make savings. The focus was about a healthy community service, which gives more positives elsewhere in the system.
- Members asked if there would be more consultation and public engagement and were advised that there would be; Case 4 Change would turn into an engagement paper.

AGREED – That the Chairperson on behalf of the Committee writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.

29 : DATE OF NEXT MEETING

The next meeting of the Community and Adult Services Scrutiny Committee is scheduled for 6<sup>th</sup> December 2017 at 4.30pm.

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

**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**6 DECEMBER 2017**

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**INDEPENDENT LIVING SERVICES**

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**Purpose of Report**

1. To provide Members with an overview of the range of Independent Living Services (ILS) across the Council; following up issues previously raised by the Committee on this Service; and to receive an update on performance on Disabled Adaptations/Disabled Facilities Grants as previously scrutinised by this Committee's Performance Panel in 2016.
2. The report also sets out, at **Appendix A**, relevant Quarter 2 Performance results for Members' consideration.

**Background**

3. During previous years, this Scrutiny Committee has reviewed a range of services that sit under the Preventative Services umbrella. On considering the work programme for the current year, Members agreed that they would wish to receive a briefing on the range of Independent Living Services, including First Point of Contact; Alarm Receiving Centre; Direct Payments; supported living for adults with mental health issues; Telecare; and Disabled Adaptations/Disabled Facilities Grants.

4. In addition, when formulating the work programme, the Cabinet Member for Social Care, Health & Well-Being suggested that the Committee look into the spread of Independent Living Services; and receive a review of growth across the services and further plans to continue that growth.

### **Overview of the Service**

5. According to the Service profile, as set out in the Communities, Housing & Customer Services Directorate Delivery Plan 2017-19, ILS forms part of Preventative Services.
6. The Plan states that this includes ....*”Independent Living Services First Point of Contact, a support service for older people where contact officers and visiting officers, overseen by dedicated Social Workers seek out alternative solutions to Social Care to help people remain independent for as long as possible. This service also works closely with Health colleagues to reduce delayed transfers of care, with the provision of step down accommodation and Housing Resettlement officers. The service also provides Disabled Facilities Grants and low level adaptations to support people to remain at home safely. The 24/7 Service also supports residents to remain in their own homes, through the Telecare service, which provides a mobile response from a warden when an alarm is triggered. The service has been developing and now includes Telecare plus, a range of equipment to help people remain safe at home including chair and bed occupancy sensors, property exit sensors and temperature extreme sensors. Meals on Wheels are also now part of the 24/7 service, providing nutritious meals to clients”.*

### **Previous Scrutiny during 2017/18**

#### Disabled Adaptations/Disabled Facilities Grants

7. During 2016/17, the CASSC Performance Panel agreed to undertake a “deep dive” into this Service, following a decline in performance in 2015/16 and in

Quarter One 2016/17. In December 2016, Members met with officers to review plans to mitigate the issues and were pleased to find that officers had undertaken a thorough analysis of the issues affecting performance and had a clear plan to address these<sup>1</sup>. However, Members of the Committee agreed that they would wish to review performance after 12 months, to establish whether improvements in performance had been achieved.

8. In addition, following the considering the 2017/18 Quarter 1 performance in September 2017, Members of the Committee sought clarification on the numbers of people going through the DFG application process<sup>2</sup>. In addition, Members requested a breakdown of how many/what percentage of those applying for DFGs are successful in their application, and a breakdown of the type of adaptations applied for.
9. The response received from the Cabinet in relation to paragraph 8 above is as follows<sup>3</sup>:

#### **Disabled Facilities Grants**

In response to the Committees request for more information on the numbers of people completing the process, I can advise as follows:

For 2016/17:

- Requests for Service

<b>Assistance Type</b>	<b>Number Received</b>	<b>Number of Successful Applications</b>	<b>% Of Successful Applications</b>	<b>Cases still Progressing through to Approval</b>
Mandatory	1148	917	80	42
Low Cost	1184	1045	88	14
Total	2332	1962	84	56

<sup>1</sup> CASSC Annual Report 2016/17 (May 2017)

<sup>2</sup> Letter to Cllr Elsmore – 18 September 2017 – Q1 performance

<sup>3</sup> Response from Cllr Elsmore – 3 October 2017 – Q1 Performance

- Reasons Why the Applications Were Unsuccessful

Assistance Type	Client Deceased	Client Withdrew	Contribution Exceeded Cost of Work or Mandatory Grant Limit	Other
Mandatory	12	123	24	30
Low Cost	11	52	0	62
Total	23	175	24	92

Of unsuccessful applications therefore only 2% relate to the clients' concern about the financial contribution they would be required to make.

Of the Requests Received 80% of the work is for Stair lifts, Level Access Showers & Bathroom Adaptations, along with works to improve Access to the property and within the property.

The remaining 20% of work is to re-configure the existing dwelling, undertaking structural works, and in some instances constructing an extension.

In addition to the Mandatory and Low Cost Adaptation Requests received, a further 1,326 refurbishment of previous adaptations requests were received within the period. The majority of these are stair lifts or electromechanical adaptations.

### Telecare Services

10. At the same meeting in September 2017, Members considered progress made in the Telecare Service. Members stated at this time that they were pleased with progress and would look forward to observing further development of the Service in the coming 12 months<sup>4</sup>. At this time, Members stated that they were reassured by the explanation of the budget implications of the Service, but would request that a detailed breakdown on the budget and funding for this Service be submitted to Committee Members for their further consideration.

11. The response received from the Cabinet in relation to paragraph 10 above is as follows<sup>5</sup>:

<sup>4</sup> Letter to Cllr Elsmore – 18 September 2017 – Q1 performance

<sup>5</sup> Response from Cllr Elsmore – 3 October 2017 – Q1 Performance

### **Telecare Services**

I would welcome the Community & Adult Services Committee scheduling this item in their Work Programme. In relation to the target for connections to the service I do accept that this is a stretch target set to help drive the service forward. The service has a comprehensive marketing plan and attracts 60-85 new customers per month, which maintains overall numbers at around the current level. There are no budget implications for the service should the additional 5% target not be achieved, as the budget is based on the current level of customers. So anything over and above the current level will enable reinvestment into the service. To update, as of 18th September, there were 4,439 customers, which is a net increase of 46 since the Committee meeting.

### **Way Forward**

12. At this meeting, the following witnesses will be in attendance:

- i) Councillor Susan Elsmore (Cabinet Member for Social Care, Health & Well-Being)
- ii) Councillor Lynda Thorne (Cabinet Member for Housing and Communities)
- iii) Sarah McGill (Director Communities Housing and Customer Services)
- iv) Jane Thomas (Assistant Director Housing and Communities)
- v) Carlyne Palmer (Operational Manager, Assisted Living)

Officers will make a presentation to Committee.

13. Members may decide any comments, observations or recommendations they wish to pass to the Cabinet for their consideration following the presentation at this meeting.

### **Legal Implications**

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

from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

### **Financial Implications**

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

### **RECOMMENDATIONS**

It is recommended that the Committee:

- i. Consider the information provided in this report, **Appendix A** and the presentation made at Committee; and
- ii. Decide the way forward with regard to any further scrutiny of this issue.

**DAVINA FIORE**

**Director of Governance and Legal Services**

**29 November 2017**



**QUARTER 2 PERFORMANCE RELEVANT TO ILS**

**Appendix A**

**Strategic Directorate Priority 4 – Promote and increase the number of adults using the new First Point of Contact Service to access information and signposting to enable them to remain independent in their community and act as a Gateway to accessing advice and assistance.**

Wellbeing objective 2.3 Page 13	Measures	Supporting Information	Q2 2017-18 Result	Year End 2017-18 Target	Q2 2016-17 Result	Q1 2017-18 Result	Year End 2016-17 Result	Quarter 2 position against the Headline Actions in the DDP (5)	Red - 0	Red/Amber - 0	Amber/Green - 0	Green - 5
	The % of new cases dealt with directly at First Point of Contact (FPOC) with no onward referral to Adult Services	YTD: 75% 543 new cases dealt with	80%	60%	62%	71%	62%	<ul style="list-style-type: none"> <li>A number of promotional events on the work of Preventative Services have been attended and booked. In addition, advertising on GP surgery screens will be in place by the end of October, a soft launch will be put into the tenant's times and an agreement has been developed with some supermarkets to have Independent Living Services stands on the days when older people tend be out shopping.</li> <li>Since April 2017 Preventative Services have undertaken 2,469 client visits, including Disabled Facilities Grants, Welfare and Holistic care. During this time only 6% of referrals from the First Point of Contact to Independent Living were then passed to Social Care.</li> <li>The Preventative Framework with Care &amp; Repair as strategic partners will go live on November 1st. A full holistic service has been agreed that will ensure all the client's needs are addressed to ensure independence is retained.</li> <li>It has been agreed with Vale of Glamorgan Council that it is not currently appropriate to work collaboratively with regards to Telecare, so this action has been closed.</li> <li>The target for Meals on Wheels paying customers is 300 by end of financial year, as of end of September the service has 221 paying customers and on target to achieve the 300. The service is currently being marketed to the existing 4,000 Telecare customers via a letter drop to each customer. Consideration is currently being given to expanding the service.</li> </ul>				
	The average number of calendar days taken to deliver a Disabled Facilities Grant (from first contact to payment date)	YTD: 180 185 DFG works undertaken	175	200	188	187	200					
	The average number of calendar days taken to deliver low cost adaptation works in private dwellings where the Disabled Facilities Grant process is not used	YTD: 42 312 low cost adaptations delivered	45	35	49	39	45					
	The number of Telecare customers	Cumulative Result	4,446	4,613	NEW	4,393	4,394					
	The Meals on Wheels customer base	Cumulative Result	221	300	NEW	161	141					

**Strategic Directorate Priority 5 – Further develop the Alarm Receiving Centre (ARC) including partnership work with stakeholders as well as the use of new technology to assist people to live independently.**

Wellbeing objective 2.3 Page 13	Measures	Supporting Information	Q2 2017-18 Result	Year End 2017-18 Target	Q2 2016-17 Result	Q1 2017-18 Result	Year End 2016-17 Result	Quarter 2 position against the Headline Actions in the DDP (2)	Red - 0	Red/Amber - 0	Amber/Green - 0	Green - 2
	Monitor and report progress against income target for ARC services	Result is YE forecast	238,038	£550,000	NEW	£223,000	£63,000	<ul style="list-style-type: none"> <li>The Locality warden service has been further developed with wardens attending community events and surgeries. A detailed action plan is in place for continued service development.</li> <li>A marketing strategy is in place for 24/7 Services and progress monitoring of income generation projects is done on fortnightly basis. Income generation targets are in place for the ARC and are heavily reliant on enabling technology, lead times for delivery of these technology solutions are currently impacting on performance against the income targets. Good progress is being made however the full income target will not be achieved in 2017/18.</li> </ul>				
	(CP) The % of Telecare calls resulting in an ambulance being called out	YTD: 6%	6%	< 10%	7%	6%	6%					

Mae'r dudalen hon yn wag yn fwiadol

**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**6 DECEMBER 2017**

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**HOUSING POLICIES IN HIGH RISE BLOCKS**

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**Purpose of Report**

1. To provide Members with an overview of the Council and its Partners Policies in relation to housing in High Rise Blocks.

**Background**

2. On formulating its work programme for 2017/18, the Committee requested they receive a briefing on how the Council allocates properties in high-rise blocks. With increasing pressures on the allocation of properties, Members wanted to ensure that the mix of residents in high-rise blocks were allocated fairly to ensure that all residents feel safe and not at risk in their homes.
3. Cardiff Council has 9 high rise blocks of flats:
  - Lydstep Flats, Gabalfa (3 blocks)
  - Beech House & Sycamore House, Holybush Estate Whitchurch
  - Loudoun and Nelson House, Butetown
  - Channel View, Grangetown
  - The Maelfa, Llanedeyrn

The highest block that the Council has is 16 storeys, with most being 11 storeys high.

4. In addition, there are a number of properties owned by Housing Associations that are classed as high-rise. These are:

Cardiff Community Housing Association:

- Aquila
- Galleon Way
- Hamadryad

All in Cardiff Bay

Wales & West HA

- Caerau Court in Ely
- West Lee, Canton

## **Issues**

5. Attached as **Appendix A** is a copy of the **Allocations Policy** adopted by the Council and its partners. This provides Members with details of how social housing properties are allocated within the City. Members may be particularly interested in the following in relation to this issue:

Supporting Sustainable Communities/Local Lettings Initiatives

6. **Section 8** of the Policy states that Local Lettings Initiatives are used to address sustainability and community issues in defined areas to ensure that a housing allocation scheme based on need helps to build sustainable communities, and does not de-stabilise local communities.
7. Its states that *“Local Letting Initiatives are tailored to fit local situations in well-defined communities (such as a particular block of flats, an individual street, or new housing development). Each Initiative is based on detailed analysis of relevant information gathered from Council records, partner Housing Associations, and local Councillors (such as tenant profiling, the incidence of anti-*

social behaviour, and stock turnover in the area).

*“As an example, Local Letting Initiatives may prioritise applicants with consideration to their previous tenancy record or employment status. In the latter case, care will be taken not to exclude those who are unable to work. Longer-term initiatives are used to meet the specific housing needs and aspirations of certain groups such as older people.*

*“Local Letting Initiatives operate for a set time period after which they are reviewed. Depending on the outcome of the review they may be amended, extended or terminated. They are authorised by the Council’s Assistant Director of Housing & Communities (in consultation with the Elected Member with responsibility for housing) or by a Partner Housing Association Senior Officer with responsibility for Housing Management.”*

8. **Appendix 3 of the Policy** gives more details on this issue, under ‘Housing Waiting List – Exceptional Letting Arrangements / Criteria and Suspension’

#### Matching Criteria

**Appendix 1 of the Policy** gives an indication of the profile of people allocated to particular properties.

- Houses with 2 bedrooms or more will generally only be offered to households including a child/ren.
- Bedsits will be offered to single people under the age of 35 before any other applicants.
- Children of any age may be accommodated in flats and maisonettes on the ground or first floor.
- Flats and maisonettes above the first floor will not be offered to households including a child/ren under the age of 8 (unless a Local Lettings Initiative is in place).

- ***All high-rise units in the city will be subject to local lettings initiatives, set to achieve sustainability.***
- Where a 3, 4 or 5 bedroom house has one very small bedroom (commonly known as the 'boxroom') the property will be allocated based on the fact that only one person would be accommodated in the 'boxroom'.
- Age-restricted accommodation is allocated in line with age and/or support criteria specific to the property / scheme.
- Council bungalows will initially be offered under the Downsizing Scheme. Council one bedroom ground floor flats will only be allocated to applicants who have an assessed medical need for ground floor accommodation.

## **Way Forward**

9. At this meeting, the following witnesses will be in attendance:

- Councillor Lynda Thorne, (Cabinet Member for Housing & Communities)
- Sarah McGill (Director of Communities, Housing and Customer Services)
- Jane Thomas (Assistant Director, Communities and Housing)
- Ellen Curtis (Operational Manager, Landlord Services)

Officers will make a presentation to Committee.

10. Members may decide any comments, observations or recommendations they wish to pass to the Cabinet for their consideration following the presentation at this meeting.

## **Legal Implications**

11. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are

implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

### **Financial Implications**

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

### **RECOMMENDATIONS**

It is recommended that the Committee:

- i. Consider the information provided in the presentation and the information set out in **Appendix 1**; and
- ii. Decide the way forward with regard to any further scrutiny of this issue.

**DAVINA FIORE**

**Director of Governance and Legal Services**

**29 November 2017**

Mae'r dudalen hon yn wag yn fwriadol



# Cardiff Housing Allocation Scheme

11<sup>th</sup> April 2016  
Amended October 2017



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

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## Glossary

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**Household:** The people listed on the application for housing who want to be rehoused together. Please note that where an applicant or their partner is expecting a child, that child is included in their household make-up for the purpose of allocating properties.

**Child:** a household member under 16 years of age.

**Age-restricted Accommodation :**

**Independent Living :** Accommodation (including bungalows and flats) which is set aside for people who meet specific age criteria but who are able to live independently. Additional criteria may be attached to such accommodation to ensure that it is allocated to suitable applicants depending on their accessibility / disability / social needs.

**Community Living :** Accessible accommodation (mainly flats ) with a community room and onsite activities, which is set aside for people who meet specific age, support, access and disability criteria.

**Extracare :** Fully accessible accommodation with a community room, onsite activities and 24 hour onsite support / care.

**Adapted Properties :** Properties which have been purpose built or substantially adapted to meet the needs of people with disabilities. These are allocated via the Cardiff Accessible Homes Project.

**Housing Waiting List:** The waiting list from which the City of Cardiff Council and the main Housing Associations in Cardiff let their properties. The List includes an Immediate Priority List and 3 sub-lists: the Homeless sub-list, the Beneficial Transfer sub-list and the General sub-list.

**Beneficial Transfer:** Where it is deemed that a transfer of households between social housing properties is beneficial to make the best use of social housing stock.

**Social Housing:** Affordable residential accommodation owned and managed by the City of Cardiff Council or a partner Housing Association in the city.

**Exclusion Panel:** A panel made up of officers from the Council and partner Housing Associations to consider applications identified as potentially excludable from the Housing Waiting List. Any application that is excluded may be reviewed at the Exclusion Review Panel, which is made up of more senior Council & Housing Association officers.

**Unrelated Criminal Activity:** (see 1.7) criminal activity not related to the conduct of a tenancy.

**Higher Availability Area:** An area of Cardiff where social housing is generally more readily available (due to stock levels and turnover). Higher availability areas may differ for different sizes of property. More information is available at [www.cardiffhousing.co.uk](http://www.cardiffhousing.co.uk)

***Please note : Choice (Section 5)*** - Applicants will continue to be able to choose whether they are registered only for properties which match their housing needs under Housing Benefit size criteria, and which are not subject to an affordability assessment, or additionally for properties that are subject to an affordability assessment. This is subject to consultation and review.

# Cardiff Housing Allocation Scheme

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## 1. Introduction

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- 1.1 There is a high demand for social housing in Cardiff and a limited number of properties become available to let each year.
- 1.2 The City of Cardiff Council, Cadwyn, Cardiff Community, Hafod, Linc Cymru, Newydd, Taff, United Welsh and Wales & West Housing Associations, (referred to in the remainder of this document as 'the Partners' / 'We' / 'Us') operate a common Housing Waiting List for social housing, from which suitable applicants are identified to be offered available properties.
- 1.3 This Allocation Scheme sets out the general framework under which the Partners let their properties in the city. There may be some differences in the criteria used by individual Partners to match applicants to properties – the criteria used by each Partner are shown in Appendix 1.
- 1.4 The Scheme covers all social housing in the city managed by the Partners other than :
  - Housing Association adapted housing for disabled people (which is let via the Cardiff Accessible Homes Project)
  - Pitches on Gypsy & Traveller sites managed by the City of Cardiff Council which are allocated under a separate scheme. Applications can be made under both schemes concurrently if required.
  - Extracare accommodation (which is let under separate arrangements)
- 1.5 The Allocation Scheme also gives information about application and assessment processes and what applicants can expect from us if they join the Housing Waiting List.
- 1.6 Under the Allocation Scheme framework we aim to :
  - a) Give everybody who approaches us for housing advice the information they need to make choices about their housing options (including applying for social housing, exchanging with another tenant, renting privately, buying a home under an assisted home ownership scheme, and remaining in their existing home with additional support/services/adaptations). Advice will include guidance on the availability of social housing.
  - b) Recognise applicants' housing needs and offer available social housing to applicants with an identified housing need before people who have no such need.
  - c) Give a higher priority for rehousing to eligible applicants who have a local connection to Cardiff, than to those with similar housing needs who have no such connection.
  - d) Offer applicants choice about the areas where they want to live, within the constraints set by the availability of social housing in the city.
  - e) Treat all applications fairly and confidentially.
  - f) Make the best use of available social rented properties in the city.
- 1.7 This Scheme has been designed to ensure fairness and consistency in allocating housing, through setting a fair and transparent framework for assessing housing need. In allocating social housing we do not discriminate against any person on the grounds of race, gender, sexuality, age, disability, class, appearance, religion or religious beliefs, responsibility for dependants, unrelated criminal activity, being HIV positive or with AIDS, or any other matter which causes a person to be treated with injustice. We adhere to the Equality Act 2010 and have completed an Equality Impact Assessment on this Scheme.

- 1.8 Applicants are able to apply to join the Housing Waiting List using a range of methods (as outlined in Section 4). Interpreting services can be arranged where necessary, and printed materials will be made available in large print, Braille and in ethnic minority languages when requested.
- 1.9 The Scheme will be widely promoted to ensure that no individual or group is excluded from accessing services due to a lack of information. To ensure that the services offer equality of opportunity, service provision and satisfaction, they will be monitored by age, disability, gender re-assignment, marriage and civil partnership, pregnancy & maternity, race, religion or belief/non belief, sex and sexual orientation.
- 1.10 Councils and Housing Associations have a duty to protect the public funds they administer. We may use the information provided as part of any housing application for the prevention and detection of fraud. We may also share this information with other bodies administering public funds solely for these purposes.

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## 2. Who can join the Housing Waiting List?

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- 2.1 Applications to join the Housing Waiting List will be considered from any person or persons aged 16 years or over.
- 2.2 Any young person aged 16 or 17 who requests assistance with rehousing will be referred to the Council's Children's Services for an assessment of their needs.
- 2.3 16 & 17 year old applicants who are offered a tenancy are expected to have an appropriate party to act as a Trustee until they reach the age of 18. When they reach the age of 18 the tenancy automatically becomes an introductory / secure / assured shorthold / assured tenancy as appropriate.
- 2.4 Arrangements for corresponding with applicants with no fixed address regarding their application will be agreed with them, for instance via a 'care-of' address or by pre-arranged appointments in a partner office.
- 2.5 Applications from existing social housing tenants living in Cardiff will be considered under this Allocation Scheme equally with applications from other households.
- 2.6 Under the Allocation of Housing and Homelessness (Eligibility) (Wales) Regulations 2014, the following categories of person are ineligible for accommodation:
  - a) people who are subject to immigration control (within the meaning of the Asylum and Immigration Act 1996) save for those exceptions outlined in Regulation 3;
  - b) other people from abroad who are not subject to immigration control as outlined in Regulation 4.

Decisions under a & b (above) are made by officers in the Council's Social Lettings Unit / Housing Options Centre.

- 2.7 Applicants must inform the Council of any change to their circumstances which may impact on their eligibility – for example changes to their Leave to Remain status.
- 2.8 The following category of people may be deemed ineligible for accommodation under this Scheme:
  - Applicants guilty of 'unacceptable behaviour serious enough to make them unsuitable to be a tenant of the authority' (Housing Act 1996 160A (7)). We may decide that an applicant is to be treated as ineligible for an allocation of housing accommodation if we are satisfied, at the time of the application, that the applicant

or a member of his/her household has been guilty of unacceptable behaviour serious enough to make him/her unsuitable to be a Council tenant. Unacceptable behaviour is behaviour that would entitle the Council, if the applicant had been a secure tenant of the Council at the time, to an outright possession order. Each case is considered on an individual basis by the Council's Social Lettings Unit and multi-agency Exclusion Panel in line with 'The Cardiff Common Exclusion Partnership Protocol'. In determining whether an applicant is ineligible due to unacceptable behaviour, the Council will apply the following 3-stage test:

- i) Is there evidence of unacceptable behaviour? Was it serious enough to have entitled an authority to a possession order?
- ii) Was the behaviour serious enough to render the applicant or a household member unsuitable to be a tenant?
- iii) Is the behaviour unacceptable at the time of application?

2.9 Applicants for housing who have joined the Housing Waiting List can be withdrawn from that List if, following their inclusion on the List, they are guilty of 'unacceptable behaviour serious enough to make them unsuitable to be a tenant of the authority' (Housing Act 1996 160A (7)). Such a case would be considered by the Council's Social Lettings Unit and multi-agency Exclusion Panel in line with 'The Cardiff Common Exclusion Partnership Protocol'.

2.10 Under Part VI of the Housing Act 1996, an applicant may commit a criminal offence if they knowingly or recklessly make a statement which is false, or knowingly withhold information which the Council reasonably requires in support of their application for housing accommodation. The application will be suspended while the Council carries out a full investigation. The application may be rejected or, if a social housing tenancy has been granted, following investigation action may be taken to terminate any tenancy and to seek possession. In some cases this may also result in a criminal prosecution and, if convicted, substantial fines or imprisonment.

2.11 Applicants who are considered ineligible to join the Housing Waiting List, or who are withdrawn from the List, will be informed of the decision, and the grounds for the decision, in writing and will be signposted to advice agencies for help with their housing situation. Applicants have the right to request a review of any decision regarding their eligibility to join the Housing Waiting List. A review form must be requested and returned within 21 days of the applicant being notified of the relevant decision. Upon receipt of such a request, the Council will undertake a review. All applicants who have requested a review of a decision on eligibility are entitled to be notified of the outcome of the review and the grounds for it.

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### **3. Information**

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3.1 Advice and information about applying for housing in Cardiff is available free of charge from the Council's Hubs, partner Housing Association offices, support and advice agencies in the city and via the Cardiffhousing website ([www.cardiffhousing.co.uk](http://www.cardiffhousing.co.uk)). A leaflet entitled 'How we Let our Homes - A Guide to Cardiff Housing Allocation Scheme' provides more details for potential applicants about their right to apply for social housing in the city, and the application methods.

3.2 Applicants approaching the Council or any Housing Association for advice and/or assistance regarding their housing situation will be offered information which will enable them to assess:

- how their application is likely to be treated under this Allocation Scheme (including whether further investigation of their application is required in line with 2.6 or 2.8 above);

- whether they might fall within any of the groups which are prioritised for housing (see Appendix 2);
- whether accommodation appropriate for their needs is likely to be made available to them and, if so, the length of time they are likely to have to wait for social housing in their chosen areas;
- Information about other housing options including the private rented sector.

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## 4. Application Process

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### All applicants

- 4.1 Interpretation, translation and other support will be arranged for any applicant if necessary.
- 4.2 Where it becomes apparent during the application / assessment process that the applicant has support needs which are not currently being addressed, a referral may be made (with the applicant's consent) to a relevant Tenancy Support Service or appropriate specialist service.
- 4.3 Applicants who need accommodation which is substantially adapted or purpose built to meet the needs of disabled people will be advised that they will also be referred for assessment under the Cardiff Accessible Homes Project.
- 4.4 All applicants for an allocation of housing accommodation have the right to request the Partners to inform them of any decision about the facts of their case which is likely to be, or has been, taken into account in considering whether to allocate housing accommodation to them.
- 4.5 In order to ensure that all applicants are treated fairly, any application for the allocation of housing from Members of the Council, Housing Association Board Members, employees of the Council or a partner Housing Association, or associated persons must be disclosed on application. Such applications will be assessed in the normal way. Should such an application lead to an offer of accommodation, this offer must be approved by :
- the Social Lettings Manager (or other officer of the same or higher grade) for City of Cardiff Council properties, or
  - an appropriate officer of a higher grade from the relevant Housing Association for their properties.
- The term 'associated persons' above is as defined in the Housing Act 1996 S178 (as amended).
- 4.6 Information provided by applicants will be retained securely and treated in confidence by the Partners. Applicants may, at any stage, request a copy of information held about their application.
- 4.7 It is the responsibility of applicants to inform the Partners of any change of circumstance relevant to their housing application and, where requested, to provide proof of the change. Notification of any such change should be made without delay.

### General applicants

- 4.8 General applicants wishing to join the Housing Waiting List are required to complete a Cardiff Housing Application Form. Forms are available from any of the Partners' offices (by telephone or in person), or by submitting an expression of interest online at [www.cardiffhousing.co.uk/apply](http://www.cardiffhousing.co.uk/apply).



- 4.9 Before an application form is issued a number of screening questions will be asked regarding the applicant's housing needs and eligibility, and initial housing advice will be offered.
- 4.10 An appointment for a Housing Application Interview will be made for all applicants who are issued an application form. Applicants expressing an interest online will be contacted by telephone – if an application form is issued to them a Housing Application Interview will be arranged. Applicants attending a face to face interview are asked to bring the completed application form (and any evidence / supporting information required) to the Interview.
- 4.11 Alternative Housing Application Interview arrangements are available for those who are unable to visit Partner offices. This includes home visits for some Cardiff residents (for instance for disabled applicants who are unable to attend a Partner office) and telephone interviews for applicants living outside the South East Wales area. Those interviewed by telephone are required to submit any evidence / supporting information needed by post.
- 4.12 Advice agencies, support providers and other support services in the city are made aware of the various application methods, including those for applicants with no fixed address, who can use a 'care-of address.' Where necessary they may accompany the applicant to the housing application interview.
- 4.13 A Housing Advisor will undertake the Housing Application Interview during which they will check all the information provided on the completed application form, make an initial assessment of possible housing need (based on the criteria outlined in Appendix 2) and discuss all potential housing options with the applicant.
- 4.14 Possible initial assessment outcomes include:
- Request for additional information - where the applicant has not provided all the evidence required to assess the application e.g. proof of residence or maternity. The Advisor will inform the applicant of the evidence required, the timescales within which it should be provided, and the consequences of not providing the information.
  - Admission to the Housing Waiting List – in some cases the Advisor may be able to inform the applicant that they will be admitted to the Housing Waiting List. Where further investigations are needed (e.g. regarding medical conditions) the applicant will be informed that their Band may change when investigations are complete.
  - Suspension while investigations are undertaken – for instance where further information is required regarding criminal convictions or the conduct of previous social housing tenancies to establish whether the applicant should be excluded from the Housing Waiting List. The Advisor will inform the applicant of the process to be followed and that they will be informed in writing of the outcome (see 9.7).
  - Applicant chooses not to register on the Housing Waiting List, but to pursue other housing options. Information about such options (and signposting / referral to support in accessing those options where necessary) will be provided.
- 4.15 Where it becomes apparent during the application / assessment process that the applicant may be homeless / threatened with homelessness a referral is made to the Housing Options Service.
- 4.16 The outcome of the application and assessment process will be confirmed in writing. For those admitted to the Housing Waiting List this will include confirmation of their registration date, area choices and Waiting List Band. The registration date is normally the date the Housing Application Form was requested. Those not admitted to the List will be advised of the reasons for this, and the relevant criteria linked to their suspension / exclusion.

### **Existing Social Housing Tenants**

- 4.17 Existing social housing tenants living in Cardiff who wish to transfer will be asked to undertake a shorter application / assessment process.
- 4.18 Their application will be assessed using the same criteria as other applicants. Their current circumstances will be confirmed, and their rehousing needs discussed, along with their reasons for wanting to move.
- 4.19 All rehousing options will be discussed with them including joining the Housing Waiting List for a transfer to alternative social housing; joining a recognised exchange service such as Homeswapper; remaining in their existing home with support or assistance to address current issues; considering privately rented accommodation or assisted home ownership.
- 4.20 If registered on the Waiting List written confirmation of the registration date, area choices and Waiting List Band is provided. The registration date is normally the date the Transfer Application Form was requested. Those not admitted to the List will be advised of the reasons for this, and the relevant criteria linked to their suspension / exclusion.

### **Applicants approaching Statutory Homelessness Services**

- 4.21 All applicants approaching the Council for housing assistance because they may be homeless or threatened with homelessness will be assessed by a Housing Options Officer who will discuss all potential prevention / rehousing options with them, and offer assistance.
- 4.22 When the Council has completed the assessment the applicant will be notified in writing of any duties owed under Part 2 of the Housing (Wales) Act 2014; their right to request a review of any decision made which is against their interests, and the timescale within which such a request must be made.
- 4.23 Those joining the Waiting List may be registered on the Homeless sub-list or the General sub-list, depending on their circumstances (See Appendix 2). Their registration date, Waiting List sub-list / band and area choices will be confirmed in writing.

### **Maintaining the Waiting List**

- 4.24 In order to ensure that the information held on the Waiting List is accurate and up to date, thereby ensuring that applicants are ready to receive an offer of accommodation, the City of Cardiff Council will contact all applicants (other than those on the Homeless sub-list) either annually or on a rolling basis. To remain on the Waiting List all applicants will be required to respond to the screening letter within 14 days. Applicants failing to respond within this timescale will be sent a written reminder. If there is no response within 14 days of the reminder the application will be cancelled and removed from the Waiting List. A response after this time will generally be considered as a new application, although exceptional circumstances will be taken into account.

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## **5. Choice**

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- 5.1 In order to offer applicants the widest choice of accommodation the City of Cardiff Council and Housing Association Partners operate a joint Waiting List. Applicants are considered for suitable properties regardless of landlord.
- 5.2 All applicants will be given the opportunity to express preferences about the areas of the city in which they want to live and will be offered up to date information about likely



waiting times for social housing in their preferred areas. Applicants who choose to join the Housing Waiting List based on the information they have been given will be able to register for as many preferred areas as they wish (subject to 5.3 & 5.4 below).

- 5.3 Applicants who are owed a duty under Part 2 of the Housing (Wales) Act 2014 are required to include two 'higher availability' areas in their area choices at all times. If the applicant does not choose two higher availability areas these will be chosen for them taking into account any areas and specific locations where they believe they should not be offered accommodation, for example for safety reasons.
- 5.4 Applicants who are awarded Immediate Priority on the Waiting List (see Section 9), and those who are applying because they have been 'left in occupation' of a social housing property in the city, must include two 'higher availability' areas in their area choices at all times.
- 5.5 Applicants can update their area choices at any time (subject to 5.3 & 5.4 above) by telephoning the advertised number or going to any Partner housing office / Council Hub in the city. Up to date advice will be offered regarding stock availability in their revised areas and the waiting time implications.
- 5.6 Applicants aged 50 and over are offered the option of registering for general needs accommodation and/or age restricted accommodation. Disabled applicants may also be considered under the Cardiff Accessible Homes Project.
- 5.7 Applicants will also be informed of alternative options which they may want to consider (including renting privately). This will enable them to make informed choices about their rehousing options.
- 5.8 All applicants will be informed of the Cardiffhousing website [www.cardiffhousing.co.uk](http://www.cardiffhousing.co.uk). This website provides information and advice enabling applicants to make informed choices, and to regularly review those choices and the practical outcomes.
- 5.9 Existing social housing tenants in Cardiff who wish to move will be advised of all their housing options. Depending on their individual circumstances this may include:
  - Joining a recognised exchange service such as Homeswapper to identify a suitable exchange in the city or elsewhere
  - Joining the Housing Waiting List if they wish to apply for a transfer

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## 6. Housing Need

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- 6.1 The Partners aim to assist applicants who are in housing need before those without identified need. The Housing Application Interview aims to identify the household's housing needs with a view to informing their priority for the allocation of housing. The 'reasonable preference' categories set out in s167(2) of the Housing Act 1996 are used as the basis for establishing housing need. See Appendix 2.
- 6.2 The level of housing need is used as one of the measures to determine an applicant's position on the Waiting List :
  - Immediate, urgent, high and medium levels of housing need are recognised and used to inform applicants' position on the Waiting List (see tables 1-4 below and Appendix 2).
  - Applicants with no identified housing need may be admitted to the Housing Waiting List, but will be registered in a lower Band than those with identified housing need.

- 6.3 Please note that in **exceptional** circumstances where a household is affected by a number of significant issues, each of which would individually impact on their housing need, and their situation cannot be adequately reflected within the criteria set out in Appendix 2, their position on the Waiting List will be individually determined. Decisions in such cases will be authorised by the Social Lettings Unit Manager (or other Council officer of the same or higher grade). All decisions are recorded.
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## 7. Determining Priorities

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- 7.1 For the purposes of determining how preference is to be awarded to applicants who fall within one or more of the 'reasonable preference' categories listed in Appendix 2, current legislation allows local authorities to take additional matters into account including :
- whether the applicant has a local connection to the local authority's area;
  - the financial resources available to an applicant to meet their housing costs and/or needs;
  - any behaviour of the applicant (or a member of his or her household) which affects his/her suitability to be a tenant, which is not a decision of ineligibility or the removal of preference.

For the purposes of this Scheme these matters are applied as follows:

### Local Connection

- 7.2 A higher priority for rehousing is given to applicants who have a local connection to Cardiff than to those with a similar level of housing need who have no such connection.
- 7.3 s199 of the Housing Act 1996 / s81 of the Housing (Wales) Act 2014 states that a person has a local connection to a local authority area if they :
- are, or were in the past, normally resident there and that residence is, or was, of their own choice;
  - are employed there;
  - have family associations there, or
  - because of special circumstances.
- 7.4 Local connection is established during the Housing Application Interview / Homelessness application and assessment process. Each applicant's situation is considered individually taking into account a range of factors specific to their household. For applicants owed a duty under s73 and s75 of Part 2 of the Housing (Wales) Act 2014, the working definition of Local Connection set out in the Guidelines for Local Authorities on Procedures for Referral is adopted. All other applicants will generally be expected to have been living in Cardiff continuously for 2 years immediately prior to application to be considered 'normally resident'.
- 7.5 Serving members of the British Armed Forces (and other persons who normally live with them as part of their household) may establish a local connection if they meet the above criteria through serving in Cardiff. Applications from those leaving the British Armed Forces who were normally resident in Cardiff immediately prior to their service will also be treated as having a local connection.
- 7.6 People detained in an institution or hospital, or serving a custodial sentence outside Cardiff, who lived continuously in Cardiff for 2 years immediately prior to entering the institution / hospital / custody will be treated as having a local connection.
- 7.7 Where an applicant does not meet the definition of normal residence but is currently employed in Cardiff, the Council will consider their individual circumstances to

determine whether they have a local connection. This will include the contractual basis of their employment and whether this is sustainable from their current accommodation.

- 7.8 Where an applicant does not meet the definition of normal residence but has close family living in Cardiff, the Council will consider if there are exceptional circumstances whereby that close family connection may give the person a 'local connection'. Such exceptional circumstances may include where an applicant needs to live in the city to provide or receive support from their close family which is essential to their wellbeing, and the person cannot realistically obtain accommodation in the city with family, friends or in the private rented sector to provide or receive that essential support.

### **Financial Resources**

- 7.9 An applicant's employment status and income will be established as part of the Housing Application Interview / assessment process. Their employment status may be used to afford a priority under a Local Letting Initiative – see section 8. Income information will not be used to determine priority, but will be used to inform discussions about the range and suitability of housing options available to applicants. Affordability assessments may be carried out in some circumstances at the point of offer (see section 11) to provide accurate advice to applicants only.
- 7.10 We will consider applications from owner occupiers in the same way as those from other applicants. Owner occupiers who are adequately housed would generally be considered as not having housing need, and would be expected to address their own housing aspirations in the private ownership market. If they apply to join the Waiting List this would be reflected in their banding. Advice will be given about support and other specialist services including adaptations where appropriate. However, owner occupiers who currently live in dilapidated accommodation (or accommodation that is unsuitable due to vulnerability of significant physical, mental health or learning disabilities) and who are suffering hardship because they cannot afford to improve their situation, will be considered to have a housing need and registered in the appropriate Band. Any owner occupier who is offered a tenancy will be expected to actively market their property for sale immediately on signing their tenancy agreement.

### **Behaviour**

- 7.11 Where an applicant or a member of his or her household is guilty of unacceptable behaviour serious enough to make them unsuitable to be a Council tenant, but the behaviour was not serious enough to entitle the Council or an RSL to an outright possession order, they may be accepted onto the Waiting List. However their application may be suspended until such time as the Council is satisfied that they have completed a course of action decided by the multi-agency Exclusion Panel, or can demonstrate that the behavioural issues that resulted in the application being suspended should no longer be taken into consideration. During this period the applicant will not be considered for any vacancies.
- 7.12 Further details regarding how such applications are dealt with are outlined in the 'Housing Waiting List – Exceptional Letting Arrangements / Criteria and Suspension' (Appendix 3).

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## **8. Supporting Sustainable Communities**

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- 8.1 Local Letting Initiatives are mainly used to address sustainability and community issues in defined areas to ensure that a housing allocation scheme based on need helps to build sustainable communities, and does not de-stabilise local communities.
- 8.2 Local Letting Initiatives are tailored to fit local situations in well defined communities (such as a particular block of flats, an individual street, or new housing development).

Each Initiative is based on detailed analysis of relevant information gathered from Council records, partner Housing Associations, and local Councillors (such as tenant profiling, the incidence of anti-social behaviour, and stock turnover in the area).

- 8.3 As an example, Local Letting Initiatives **may** prioritise applicants with consideration to their previous tenancy record or employment status. In the latter case care will be taken not to exclude those who are unable to work. Longer term initiatives are used to meet the specific housing needs and aspirations of certain groups such as older people.
- 8.4 Local Letting Initiatives operate for a set time period after which they are reviewed. Depending on the outcome of the review they may be amended, extended or terminated.
- 8.5 They are authorised by the Council's Assistant Director of Housing & Communities (in consultation with the Elected Member with responsibility for housing) or by a Partner Housing Association Senior Officer with responsibility for Housing Management.
- 8.6 For further information on the operation of Local lettings Initiatives, please see the 'Housing Waiting List – Exceptional Letting Arrangements / Criteria and Suspension' (Appendix 3).

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## 9. The Banding Scheme

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- 9.1 Cardiff's Housing Waiting List is arranged as shown in Tables 1-4. It includes an Immediate Priority List and 3 sub-lists: the Homeless sub-list, the Beneficial Transfer sub-list and the General sub-list. Each sub-list is further arranged into Bands to reflect levels of housing need.
- 9.2 Targets are set to inform what percentage of available properties is let via each sub-list. This is intended to support the aim of giving reasonable preference to households with particular needs while ensuring movement on all the sub-lists. It also aims to maintain social stability by ensuring that a mix of households in different situations is rehoused.
- 9.3 Targets are reviewed regularly and agreed by Partners.
- 9.4 Within each Band applicants are listed in date order based on their registration date (subject to 9.6 - 9.8 below).
- 9.5 **New applications (including transfers)**  
Depending on information confirmed during the Housing Application Interview / Housing Options Assessment regarding their individual circumstances, housing need and local connection to Cardiff, applicants join the appropriate sub-list, in the highest Band for which they qualify.
- 9.6 The registration date in that Band will be the date the applicant approached a Partner for rehousing assistance. If confirmation of a higher level of housing need is received as a result of the subsequent assessment process (e.g. regarding medical needs or unsatisfactory housing conditions), the applicant may be moved to a higher Band or different sub-list. In such cases the applicant will retain their registration date. Please note that where applicants requesting assistance because they are homeless / threatened with homelessness have an existing general housing application, that application will be updated to reflect their change in circumstances. Where this results in them moving to a higher band they will join the bottom of the new Band.
- 9.7 Applications which are subject to consideration by the multi-agency Exclusion Panel will be added to the Housing Waiting List but will not be made live unless approved by

the Panel. The registration date for non-excluded applicants will be the date the Housing Application Form was requested.

## 9.8 Existing applications - Change of circumstances

Where an applicant who is already registered on the Waiting List informs the Partners of a change in their circumstances, their application will be re-assessed. Depending on the nature of the change they may be required to attend a housing interview and provide additional evidence / information. If this results in them qualifying for inclusion in a higher Band, their date of registration in that Band will be the date that notification of the change of circumstances was received. Should the re-assessment result in them moving to a lower Band their original registration date will be used to determine their position within that Band.

**Table 1 – Immediate Priority**

Applicants in immediate housing need are included in this Band - where exceptional circumstances exist which require an immediate offer of housing. Further information is provided in 9.9 below.

**Table 2 – Applicants with identified housing need and a Local Connection to Cardiff**

Homeless Sub-list	Beneficial Transfer Sub-list	General Sub-list
<b>Band A</b>		
Applicants with an <u>urgent</u> housing need	Applicants with an <u>urgent</u> housing need	Applicants with an <u>urgent</u> housing need
<b>Band B</b>		
Band Bi - Applicants with a high housing need Band Bii – Applicants with a medium housing need	Applicants with a housing need	Band Bi – Applicants with a high housing need Band Bii – Applicants with a medium housing need

**Table 3 – Applicants with identified housing need but no Local Connection to Cardiff**

Homeless Sub-list	Beneficial Transfer Sub-list	General Sub-list
<b>Band C</b>		
Not applicable	Not applicable	Applicants with an <u>urgent</u> housing need
<b>Band D</b>		
Not applicable	Not applicable	Band Di – Applicants with a high housing need Band Dii – Applicants with a medium housing need

**Table 4 – Applicants with no identified housing need**

Homeless Sub-list	Beneficial Transfer Sub-list	General Sub-list
<b>Band E</b>		
Not applicable	Not applicable	Applicants <u>with</u> a Local Connection to Cardiff but <u>no</u> identified Housing Need
<b>Band F</b>		
Not applicable	Not applicable	Applicants with <u>no</u> Local Connection to Cardiff <u>and no</u> identified Housing Need

9.9 From time to time there may be occasions where due to highly exceptional and significant circumstances an immediate allocation of housing is required. This may include:

- where rehousing is necessary on grounds of public safety;
- to assist moves under the National Witness Mobility Scheme;
- a threat to life;
- to assist with the Council's statutory obligations under Multi Agency Public Protection Arrangements (MAPPA);
- to support a recommendation from a Multi-Agency Risk Assessment Conference (MARAC);
- to 'decant' existing Cardiff social housing tenants where planned major works are needed;
- applicants who occupy a private property which is subject to an Emergency Prohibition Order and recovery of the premises is required in order to comply with the Order as defined by Section 33 of the Housing Act 2004;
- where discharge from hospital is **imminent**, there is no accommodation available that it is reasonable for the patient to occupy and **immediate** rehousing is required (Delayed Transfer of Care cases);
- applicants who need to move on under the SAIL / Rough Sleeper / Young People's Training Tenancies Projects;
- where a request is received from the Council's Children's Services or Adult Services to assist with an exceptional accommodation need of their client/s under the Children Act 1989 s27; the Children Act 2004 s10, or the National Health Service and Community Care Act 1990;
- applicants who need to move on from tied accommodation in Cardiff provided by the City of Cardiff Council or a Partner – such as school caretakers who have been provided with accommodation linked to their employment, and this will no longer be available to them e.g. due to retirement.

Following assessment, applicants in these circumstances may be awarded immediate priority status. Please note that this list is not exhaustive.

Decisions in such cases are authorised by the Social Lettings Unit Manager (or other Council officer of the same or higher grade) in line with agreed criteria – all decisions are recorded.

9.10 In certain circumstances properties will be allocated outside the banding framework set in this Allocation Scheme. Such circumstances include :

**a. Sensitive Lets :** Sensitive lets are used in the following circumstances:

- where it may be inappropriate to let an individual vacant property in line with the usual letting arrangements - for example, where a property is vacant because the previous occupant was guilty of persistent anti-social behaviour and has moved on, a new tenant is selected to ensure that the neighbours who have been subjected recently to the anti-social behaviour are offered quiet enjoyment of their tenancies.
- Where there has been behaviour on the part of an applicant which affects their suitability to be a tenant in an area for which they have expressed a preference – for example where they have harassed or caused a nuisance against an individual or family living in that area.

Decisions in such cases are authorised by the Social Lettings Unit Manager (or other Council officer of the same or higher grade)

**b. Management Discretion Lets :** Management Discretion Lets are used to meet the exceptional needs of particular households - for example due to time or risk issues. They are authorised by the Operational Manager – Landlord Services or



other Manager of the same grade or above (for Council lets), or the relevant Partner Housing Association's Senior Officer with responsibility for Housing Management.

For further information please see the 'Housing Waiting List – Exceptional Letting Arrangements / Criteria and Suspension' (Appendix 3).

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## 10. Matching Properties to Applicants

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- 10.1 The allocation of the vast majority of available properties will be made to applicants on the Housing Waiting List in line with the Banding criteria outlined in Section 9.
- 10.2 When a property becomes available, a check is made to establish whether it is suitable for an applicant with an Immediate Housing Need (starting with the highest listed applicant and working down the list). If this is not the case a target system is applied to determine whether an applicant should be sought from the Homeless, Beneficial Transfer or General sub-list first.
- 10.3 Suitability is based on the information provided by the applicant during the application and assessment process and the relevant Partner's matching criteria as outlined in Appendix 1.
- 10.4 Identification of suitable applicants from the Housing Waiting List is undertaken by Partner Allocation Officers.
- 10.5 Where Local Letting Initiatives are in place or a Sensitive Let is required (see section 8 and 9.10a) suitable applicants will be identified in line with 10.1 – 10.3 above but taking into account the additional specified criteria of the Local Lettings Initiative / Sensitive Let.
- 10.6 For Council Independent Living and Community Living properties suitable applicants are initially sought from those currently living in the scheme / local area who wish to transfer. If a suitable applicant is not identified, applicants who have an assessed need to live in the scheme / area (and meet the criteria for the particular property) are considered before all other applicants who want to live in the scheme/area.
- 10.7 For further information on the operation of Local lettings Initiatives and Sensitive Lets, please see the 'Housing Waiting List – Exceptional Letting Arrangements / Criteria and Suspension' (Appendix 3).

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## 11. Offers & Refusals

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### Offers

- 11.1 Offers of accommodation are made by telephone, text, e-mail or letter.
- 11.2 Applicants on the Homeless sub-list; those awarded Immediate Priority on the Waiting List and those 'left in occupation' of a social housing property in the city are made one reasonable offer of suitable accommodation.
- 11.3 All other applicants are made two reasonable offers of accommodation.
- 11.4 For applicants owed a duty under Part 2 of the Housing (Wales) Act 2014 a reasonable offer of suitable accommodation is one which (as defined by Homelessness legislation, guidance and case law) is reasonable for the applicant (and their household if applicable) to accept. Such an offer will generally end the Council's homelessness duty

and result in termination of any temporary accommodation provided for the household. Applicants are advised in writing of this decision and their right to a review.

- 11.5 For all other applicants a reasonable offer is defined as an offer of a property which is a suitable size for the applicant's household (based on the relevant Partner's matching criteria outlined in Appendix 1), and is located within one of the applicant's chosen areas.
- 11.6 Offers that are found to be unaffordable (following an affordability assessment - see section 7.9) will not be counted as a reasonable offer.
- 11.7 Applicants are given 3 full working days from the date of the offer to state an interest in the property offered or refuse the offer.
- 11.8 All offers of accommodation are subject to the necessary pre-tenancy checks carried out at the point of offer to verify that the applicant's circumstances have not changed significantly so as to affect their eligibility and/or priority to receive the offer.

#### **Refusals / failure to respond to offer**

- 11.9 All applicants who refuse offers are signposted to the Cardiffhousing website ([www.cardiffhousing.co.uk](http://www.cardiffhousing.co.uk)) for information about other housing options in Cardiff.

#### **Applicants entitled to one reasonable offer**

- 11.10 Refusal of a reasonable offer by applicants who have been awarded Immediate Priority, or who are 'left in occupation' of a social housing property in the city (or failure to respond to an offer) will result in their application being withdrawn from the Housing Waiting List for a period of 12 months. Applicants will be advised of this decision in writing.
- 11.11 Refusal of a reasonable offer by applicants on the Homeless sub-list (or failure to respond to an offer) will result in their current application being withdrawn. They can re-apply to join the Waiting List but this will be treated as a new application with a new registration date. The Band they join will be based on their revised circumstances.

#### **Applicants entitled to two reasonable offers**

- 11.12 Should an applicant refuse their first offer of accommodation the reasons for refusal are discussed with them. Their application is updated if necessary. Where the offer was made under Part 2 of the Housing (Wales) Act (which would discharge any duty owed) this may include amending their position on the Waiting List to reflect their current situation. One further offer can be made.
- 11.13 Should an applicant **fail to respond to a first offer** they will be advised in writing that the offer has been withdrawn; their application suspended and that they should contact the Council within 10 working days of the notification to discuss their situation. Failure to do so will result in their application being withdrawn from the Housing Waiting List for a period of 12 months.
- 11.14 Should an applicant **refuse or fail to respond to a second offer** of accommodation they are advised in writing that their application will be withdrawn from the Housing Waiting List for a period of 12 months.

#### **Withdrawn applications**

- 11.15 Where an application is withdrawn from the Waiting List (under 11.10 and 11.13 - 11.14 above) the applicant can apply to re-join once the 12 month period has elapsed – this is considered as a new application with a new registration date.
- 11.16 Applicants who inform a Partner that they do not wish to move at the current time will be advised that their application will be withdrawn from the Waiting List (subject to consideration of their individual circumstances) and that they should apply to re-join



the List when ready to move. This application would be considered as a new application with a new registration date.

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## 12. Reviews

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### **Applicants who have been made an offer of accommodation under Part 2 of the Housing (Wales) Act 2014**

- 12.1 When offered a tenancy, applicants who are owed a duty under Part 2 of the Housing (Wales) Act 2014 are advised of their right to request a review of the suitability of the accommodation offered (whether or not they have accepted the offer).
- 12.2 The request for a review must be made by the applicant within 21 days of the date of the offer letter (as required under the Housing (Wales) Act 2014 s85).
- 12.3 The review is undertaken by a named Senior Officer in the City of Cardiff Council (not involved in the original decision).
- 12.4 If new information is provided which the reviewing officer accepts makes the existing offer unsuitable or reasonable for the applicant to refuse, the application is amended to reflect this.
- 12.5 If, following consideration of the information provided, the reviewing officer decides that the offer was suitable, the applicant is advised in writing of the outcome of the review, (including the reasons for the decision and their right to appeal to a County Court under the 1996 Housing Act s204 / Housing (Wales) Act 2014 s88).

### **Other applicants**

- 12.6 Other applicants who disagree with a decision made in relation to their housing application, including any decision about the facts of his/her case which is likely to be, or has been, taken into account in considering whether to allocate housing accommodation to him/her, or the reasonableness of an offer, have the right to request a review of that decision. They are advised that such a request must be made within 21 days of being notified of the decision, using an approved review proforma (to ensure that all relevant information is collected to be considered in the review). Alternative arrangements will be made available where necessary to ensure that applicants who are unable to complete a proforma are given the opportunity to request a review.
- 12.7 The review is undertaken by a Senior Officer in the City of Cardiff Council who was not involved in the original decision. That officer may contact the applicant to request additional details if necessary.
- 12.8 The applicant will be notified in writing of the outcome of the review and the grounds for it. The applicant will also be informed that there is no further right of appeal.
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## 13. Complaints

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- 13.1 Any complaints from applicants are dealt with in accordance with the City of Cardiff Council's Complaint Policy. Some types of complaint are excluded from being dealt with under that Policy. This includes
- Any complaints about approved Council policies, (which would include complaints about the Allocation Scheme itself).
  - Any complaints about properly made decisions. This means that the complaints procedure could not be used to challenge a decision made under the Allocation Scheme or a decision made following a review.

An applicant can however complain about poor service, for example if supporting information which is relevant to their review went missing, the attitude of an officer whilst dealing with their review, or the length of time take to respond to their review.

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## **14. Monitoring the Allocation Scheme**

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- 14.1 The operation of the Scheme will be regularly monitored. The Scheme will also be subject to an internal review by the Partners on an annual basis to ensure it is compliant with law and good practice. Letting outcomes will be published on partner websites and in tenant newsletters.
  - 14.2 Any major changes to the Scheme agreed by the Partners will be submitted to the Council's Cabinet for approval. Such approval must generally be received prior to implementation. However, if at any point the Scheme is found to be non-compliant with legislation, changes will be made immediately. These changes will be subject to retrospective review by all partners.
  - 14.3 Any minor or operational changes to the Scheme will be agreed by the Housing Management & Allocations Group and authorised for implementation by the Council's Assistant Director – Housing & Communities (under the Council's Scheme of Delegations) on behalf of all Partners.
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## **15. Information Sharing**

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- 15.1 Partners to the Scheme are signatories to a Common Housing Protocol which governs the way that the Housing Waiting List is administered, including the sharing of information. The information sharing protocol has been developed in accordance with the Wales Accord on the Sharing of Personal Information (WASPI). The protocol ensures that information is shared between partners safely and securely. This and other protocols, where applicable, will be used by the Council to verify any aspect of the application to ensure that it fulfils all statutory requirements.
- 15.2 As part of the application process applicants will be required to consent to their personal information being shared for the purpose of being rehoused. Those applicants unwilling to consent to their information being shared will be considered by the Council not to have completed their application and consequently will not be admitted to the Housing Waiting List.

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### Matching Guidelines

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The guidelines below are applied to the letting of the vast majority of Council and Housing Association properties. Separate criteria are set for some properties under Local Lettings Initiatives; these are published alongside this Allocation Scheme on the Council's website [www.cardiff.gov.uk](http://www.cardiff.gov.uk)

#### **Property size**

1. With the aim of alleviating the overcrowding experienced by a high number of applicants on the Waiting List each available property will be allocated to the largest family that it will accommodate. Housing Benefit guidelines will generally be used to inform this (see Appendix 1a), although there are situations where this will not be the case, such as :
  - where one bedroom in the property is very small,
  - where a household's make up is such that an additional bedroom will be needed in the next 12 months (e.g. a child will reach the age of 16 within that timescale)
2. Where an applicant or their partner is expecting a child/ren, that child/ren will be considered to be part of their household makeup for the purposes of allocating a property\*.
3. A housing need in excess of 4 bedrooms cannot generally be addressed under this Scheme. Alternative ways of addressing that need will be explored with such households including the possibility of accommodating discrete family units within the household separately, and accessing other types of accommodation by providing help with bonds etc. An offer of 4 bed accommodation or larger in an applicant's chosen areas is considered to be a reasonable offer, regardless of the household size.

#### **Property type**

4. Houses with 2 bedrooms or more will generally only be offered to households including a child/ren.
  5. Bedsits will be offered to single people under the age of 35 before any other applicants.
  6. Children of any age may be accommodated in flats and maisonettes on the ground or first floor.
  7. Flats and maisonettes above the first floor will not be offered to households including a child/ren under the age of 8 (unless a Local Lettings Initiative is in place).
  8. All high-rise units in the city will be subject to local lettings initiatives, set to achieve sustainability.
  9. Where a 3, 4 or 5 bedroom house has one very small bedroom (commonly known as the 'boxroom') the property will be allocated based on the fact that only one person would be accommodated in the 'boxroom'.
  10. Age-restricted accommodation is allocated in line with age and/or support criteria specific to the property / scheme.
  11. Council bungalows will initially be offered under the Downsizing Scheme.
  12. Council one bedroom ground floor flats will only be allocated to applicants who have an assessed medical need for ground floor accommodation.
- \* This applies to all Partners other than Cadwyn Housing Association

#### **Exceptions**

13. Where it has not been possible to identify a suitable applicant for a particular property in line with the above criteria (or where any suitable applicants have refused the property) it may be offered more widely to other applicants on the Waiting List.
14. Where a Sensitive Let or Management Discretion Let is needed a property may be let outside the above criteria (see section 9.10)

### Size Criteria

1. The following components of an applicant's household are assessed as needing **one bedroom each** :
  - Every adult couple (a married or unmarried couple living together as husband and wife or a same sex couple in a civil partnership or living as if they have formed one)
  - Any other adult (aged 16 or over). This would include a single parent, or an adult son / daughter who is living as part of the household.
  - Any 2 children of the same sex aged under 16
  - Any 2 children aged under 10
  - Any other child
  
2. A household is assessed as needing **one additional bedroom** for :
  - a son or daughter who still lives with the household but is currently absent from the family home because they are serving in the Armed Forces.
  - a child who cannot share a bedroom because of disabilities
  - a non-resident carer who provides overnight care for the applicant or their partner
  - where the applicant is an approved foster carer and has fostered a child, or become an approved foster carer, in the last 12 months
  - where this is required for medical reasons e.g. where a couple need separate bedrooms due to medical conditions, or to accommodate medical equipment (subject to assessment)

## The Banding Scheme – Explanation of Reasonable Preference Categories and Urgent Housing Need

### Reasonable Preference Categories

The reasonable preference categories for the purposes of this scheme include those which are required by the Housing Act 1996 (as amended). For the purposes of this Allocation Scheme these are defined as follows:

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#### **Reasonable Preference Categories 1 & 2 : people who are homeless within the meaning of Part 2 of the Housing (Wales) Act 2014) – and people who are owed a duty under s 66, 73 or 75 of that Act.**

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Please note that reasonable preference under these categories is also given to people who are owed a duty under section 190 (2), 193 (2) or 195 (2) of Part VII of the Housing Act 1996 or who are occupying accommodation secured by the Local Authority under section 192(3) of that Act.

Reasonable Preference is awarded to applicants in the following circumstances :

- a) **Applicants who are owed a homelessness prevention duty under s66 of the Housing (Wales) Act 2014 (i.e. those who are threatened with homelessness under the definition contained in s55 of Part 2 of the Housing (Wales) Act 2014 and eligible for help under Schedule 2 of the Housing (Wales) Act 2014).**  
*Applicants in these circumstances are included in Band Bii of the General sub-list (or Dii if they have no Local Connection to Cardiff). When the duty under this section comes to an end their application is re-assessed - they may move to a different sub-list or Band or be removed from the Waiting List. A new application may be needed.*
- b) **Applicants who are owed a duty to help secure accommodation under s73 of the Housing (Wales) Act 2014 (who are homeless and eligible for help)**
- c) **Applicants placed via the Gateway who need to move on from Hostel and supported accommodation (other than those in f) and g) below)**
- d) **All other households who are homeless under the definition of homelessness contained in s55 of Part 2 of the Housing (Wales) Act 2014 / Part 7 of the Housing Act 1996. People who do not have accommodation which is legally and physically available for them to occupy, and which is reasonable for them to occupy, would qualify.**  
*Applicants in b) to d) above are included in Band Bii of the Homeless sub-list (or Band Dii of the General sub-list if they have no Local Connection to Cardiff). When any duty owed to these applicants comes to an end their banding is re-assessed and they may move to a different sub-list, a higher or lower band or be removed from the Waiting List.*
- e) **Applicants who are in priority need and are owed a duty to secure accommodation under s75 of the Housing (Wales) Act 2014.**
- f) **Where there is a need for a timely move on from hostels /supported accommodation agreed under the Resettlement Strategy.**
- g) **Young homeless people needing to move on from the Young Persons Gateway**  
*Applicants in e), f) and g) above are included in Band Bi of the Homeless sub-list. When the duty under this section comes to an end their Waiting List situation is re-assessed and they may move to a different sub-list or band, or be removed from the Waiting List. A new application may be needed.*

**Please note** that consideration of wider housing needs are taken into account in deciding which sub-list and band an applicant should join, to ensure that their Waiting

List situation is not disadvantaged by joining the sub-list / band indicated solely under Reasonable Preference categories 1 & 2.

### **URGENT HOUSING NEED**

Additional preference is given to people who have been identified as having an urgent housing need. Under these Reasonable Preference categories this includes applicants in the following circumstances:

- To assist those needing to move as a result of violence or threats of violence likely to be carried out and who as a result require urgent rehousing, including :
  - Victims of domestic or other violence (those cases discussed at a MARAC).
  - Victims of hate incidents (including crimes and non-crimes in policing terms and this will cover victims of hate violence, threats of violence and hate harassment of any kind).
  - Witnesses of crime, or victims of crime, who would be at risk of intimidation amounting to violence or threats of violence if they remained in their current homes.
- People needing accommodation as a result of leaving the British Armed Forces and the loss of military accommodation.
- In exceptional circumstances, where applicants are affected by a number of significant issues (see para 6.3 of the Allocation Scheme).

***Applicants in these circumstances are included in Band A of the Homeless sub-list.***

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### **Reasonable Preference Category 3: People occupying insanitary or overcrowded housing or living in unsatisfactory housing conditions**

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In order to qualify under this category, applicants will be currently living in one of the following situations. (Please note that applicants living in hostel, purpose built student accommodation blocks or university halls of residence, or other shared accommodation with access to shared facilities would not qualify under this preference category):

#### **Insanitary / Unsatisfactory housing conditions:**

- Applicants who (through no fault of their own) do not have access, on a permanent basis, to any of the following facilities (whether sole use or shared). No access to :
  - A bathroom or kitchen;
  - An inside toilet;
  - Hot or cold water supplies, electricity, gas or adequate heating.
- An applicant who occupies a private property which is subject to a Prohibition Order and recovery of the premises is required in order to comply with the Order as defined by Section 33 of the Housing Act 2004.
- Private sector tenants and residents of dwellings that the Council's Housing Enforcement Team has determined pose a category 1 hazard (under the Housing Health and Safety Rating System) and the Council are satisfied that the problem cannot be resolved by the landlord within 12 months and as a result continuing to occupy the accommodation will pose a considerable risk to the applicant's health. This includes a property that has severe damp, major structural defects including subsidence, flooding, collapse of roof, or have living conditions which are a statutory nuisance, and there is no prospect of the problems being remedied within a 12 month time period, and the household are not able to resolve their own housing problem.
- Where a private sector property is to be demolished under the Housing Act 2004, or where a clearance area has been declared.

The assessment of such cases will be carried out by the City of Cardiff Council's Social Lettings Unit taking advice from the Council's Housing Enforcement Team.



***Applicants in these situations are included in Band Bi or Di of the General sub-list (High Housing Need).***

**Overcrowding :**

Households who are currently at least 1 bedroom short when assessed in line with current Housing Benefit social sector size criteria, are considered to be overcrowded. These criteria state that one bedroom is needed for :

- Every adult couple.
- Any other adult (16 or over).
- Any two children of the same sex aged under 16.
- Two children under the age of 10 whether they are a boy or a girl.
- Any other child.
- A carer who does not normally live with the household but provides the applicant of their partner with overnight care.

Children who normally live elsewhere are not counted.

Single people / couples living in a bedsit are not considered to be overcrowded.

Please note that for 'joining' households the number of bedrooms in both / all properties currently occupied are taken into account in assessing whether they are overcrowded. Households that are not considered to be overcrowded in their current accommodation may join the Waiting List, but will not be awarded preference under this Reasonable Preference category. Exceptional circumstances, where there is a need for the households to live together, will be taken into account.

***The following situations are recognised as High housing need (Bi or Di of the General sub-list) :***

- Households that are 3 bedrooms or more short;
- Households including resident dependant children that are 1/2 bedrooms short and are:
  - Living in a bedsit / have no bedrooms available for their sole use;
  - Living in 1 bedroom accommodation / have 1 bedroom available for their sole use and are a 4 person household or larger;
  - Living in 2 bedroom accommodation / have 2 bedrooms available for their sole use and are a 6 person household or larger;
  - Living in 3 bedroom accommodation / have 3 bedrooms available for their sole use and are a 9 person household or larger.

***The following situations are recognised as Medium housing need (Band Bii or Dii of the General sub-list) :***

- Households that are 1/2 bedrooms short but do not fit the criteria for high housing need (above).

**Please note that**, due to the nature and availability of housing stock, a housing need in excess of 4 bedrooms cannot generally be addressed under this Scheme. Alternative ways of addressing that need will be explored with such households including the possibility of accommodating discrete family units within the household separately, and accessing other types of accommodation by providing help with bonds etc.

**Applicants who are determined by the City of Cardiff Council to have either caused or exacerbated overcrowding by allowing family member(s) or other(s) to move into their current property, will not be awarded reasonable preference under this category.**

**Under-Occupying:**

- Where it is deemed that a transfer between properties is beneficial to make the best use of social housing. This includes:
  - Applicants who are currently under-occupying social housing in Cardiff and wish to downsize (but are not affected by changes to social sector size criteria under

Welfare Reform). This could include working age tenants and tenants over pension age, who are underoccupying and wish to downsize. Such cases are individually assessed and authorised by the City of Cardiff Council's Social Lettings unit.

***Applicants in these situations are included in Band B of the Beneficial Transfer sub-list.***

### **URGENT HOUSING NEED**

Additional preference is given to people who have been identified as having an urgent housing need. Under this Reasonable Preference category this includes applicants in the following circumstances:

- Applicants who have been assessed as under-occupying social housing in Cardiff in line with current Housing Benefit Size Criteria and are facing financial hardship as a result, possibly leading to rent arrears. This includes applicants who are affected by changes to social sector size criteria under Welfare Reform and other transfer applicants wishing to downsize, who are facing financial hardship but not affected by the 'bedroom tax' (***Band A of the Beneficial Transfer sub-list***).
- People 'left in occupation' of social housing in Cardiff who will not be offered the tenancy of that property, but need urgent rehousing. Applicants in these circumstances must choose 2 'higher availability' areas as part of their area choices. If they fail to do so 2 such areas will be chosen for them. (***Band A of the Beneficial Transfer sub-list***).
- To relocate (on a temporary or permanent basis) existing tenants where their existing home is subject to planned demolition / redevelopment. (***Band A of General sub-list***).

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### **Reasonable Preference Category 4: People who need to move on medical or welfare grounds (including grounds relating to a disability)**

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In order to qualify under this category, applicants or a member of their household will meet one of the following criteria:

#### **Medical Grounds**

- Where applicants are living in a property which makes their medical condition worse, and a move to another property would alleviate or improve their medical condition.
- Applicants who need specific housing due to a physical, mental or learning condition or disability and are currently in unsuitable accommodation.

The following are examples of cases that would be considered under this category and would be likely to be awarded preference.

- Where applicants are living in a property which is directly contributing to the deterioration of their physical or mental health and a move to another property would alleviate or improve their medical condition, such as severe chest condition requiring intermittent hospitalisation as a result of chronic dampness in the accommodation, and the condition of the property cannot be resolved in a reasonable period (usually 6 months).
- Applicants who need settled accommodation to meet the long term needs of children with severe physical or developmental conditions such as cerebral palsy or autism.
- A person with a significant long term or permanent condition whose current accommodation is having an impact on their condition (e.g. reduced mobility or wheelchair use) and where their quality of life would be improved by moving to alternative accommodation.
- Applicant whose current overcrowded accommodation leaves them at risk of infection due to their medical condition.



- Applicants who are housebound due to the unsuitability of their current accommodation (e.g. applicants with mobility issues living in an upper floor flat with no lift access)

A recommendation regarding qualification under this category (based on the type and level of difficulties being experienced, the effect of the current accommodation on the applicant or a member of his/her household's health, and whether this would improve significantly through a move to alternative housing) may be sought from the City of Cardiff Council's Community Health Advisor.

Applicants who need an adapted property will also be considered under the Cardiff Accessible Homes Project.

***Applicants in these situations are included in Band Bi, Bii, Di or Dii of the General sub-list depending on the severity of their condition and the degree of difficulty experienced in their current accommodation.***

### **Welfare Grounds**

- Applicants who need to move on welfare grounds due to vulnerability / infirmity e.g. home owners who currently live in dilapidated accommodation and are suffering hardship because they cannot afford to improve their situation. These cases will have their welfare need recognised and reasonable preference awarded should their current housing be inadequate. Each case will be considered individually and may be subject to a financial assessment. ***Band Bi or Di of the General sub-list (High Housing Need)***.
- Victims of domestic abuse / antisocial behaviour who are unable to safely stay in their existing home with additional security & support and need to relocate. ***Band Bi or Di of the General sub-list (High Housing Need)***
- Where it is unreasonable for a victim of antisocial behaviour to continue living in their existing property based on evidence received. ***Band Bii or Dii of the General sub-list (Medium Housing Need)***

### **URGENT HOUSING NEED**

Additional preference is given to people who have been identified as having an urgent housing need. Under this Reasonable Preference category this includes applicants in the following circumstances:

Where an applicant's (or a member of their household's):

- Condition is expected to be terminal and re-housing is required due to unsuitable accommodation or to provide a basis for the provision of suitable care.
- Existing accommodation is causing their medical condition to be life threatening
- Discharge from hospital is **planned** to take place within the next 3 months and there is no suitable accommodation available to them that it is reasonable for them to occupy.
- Existing accommodation is unable to be adapted / adapted further to accommodate their needs and they are unable to access basic facilities (e.g. toilet and washing facilities) within that accommodation.
- Applicants who are serving or former members of the British Armed Forces who need to move because of a serious injury, medical condition or disability sustained as a result of service.
- Bereaved spouses or civil partners of members of the British Armed Forces leaving military accommodation following the death of their spouse or civil partner.
- To assist Cardiff Council's Children's Services to rehouse young people moving on from care. Applicants must be a former 'relevant child' as defined by the Children Leaving Care Act 2002.
- Victims of domestic abuse / antisocial behaviour who are unable to stay in their existing

home with additional security and support, and there is an urgent need to move.

***Applicants in this Category with an urgent housing need are included in Band A or C of the General sub-list.***

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**Reasonable Preference Category 5: People who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or to others)**

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In order to qualify under this category, applicants will meet one of the following criteria:

- Applicants who need to move to give or receive care – to allow a main carer to provide care and the current situation prevents this e.g. due to travelling times. This is subject to an assessment of care provided.  
***Where care would otherwise be impossible or where daily care is required – high housing need (Band Bi or Di of the General sub-list); where regular (not daily care is required – medium housing need (Band Bii or Dii of the General sub-list).***
- Applicants who need to access social services facilities and are unable to travel across Cardiff to do so. ***Band Bi of the General sub-list (High Housing Need)***
- Applicants who wish to take up (or continue) employment, education or a training opportunity that is not available elsewhere and who do not live within reasonable commuting distance. ***Band Bi or Di of the General sub-list (High Housing Need)***
- To assist approved foster carers who need larger accommodation to foster more children who are the responsibility of the Council's Children's Services – subject to confirmation from Children's Services. ***Band Bi of the General sub-list (High Housing Need)***

An assessment of an applicant's need to move under this Category is made by a senior officer in the Social Lettings Unit taking into account information provided by supporting agencies / professionals.

### **Housing Waiting List Exceptional Letting Arrangements / Criteria & Suspension**

The Housing Act 1996 (amended by the Homelessness Act 2002) requires Local Authorities to have a written Scheme outlining the priorities for letting housing stock, and the procedures to be followed. While reasonable preference must be given to defined groups, section 167 (2E) / [s.16(3)] enables local authorities to also let properties to other people who do not fall into a reasonable preference category (as long as this does not dominate the Scheme). This is the statutory basis for the policies for Local Lettings Initiatives, Sensitive Lets and Management Lets – the detail is set out in this Appendix.

#### **1. Bypassing Arrangements**

- 1.1 The allocation of the vast majority of available Council and Housing Association properties are made to applicants on the Housing Waiting List in line with the Banding criteria outlined in Section 9 of the Allocation Scheme. When a property becomes available an offer is made to the highest applicant in the Immediate Priority band. If there are no suitable applicants in Immediate Priority it is offered to the highest suitable applicants in Band A of the Homeless sub-list, followed by Band A of the Beneficial Transfer sub-list and then Band A of the General sub-list – before moving on to Band B (in the same order).
- 1.2 There are a number of situations where this process is not followed. This includes:
  - where a Local Lettings Initiative is in place;
  - where a Sensitive Let is needed;
  - as a result of the fact that Partners operate slightly different criteria for matching applicants to available properties. These criteria are set out in Appendix 1 to the Allocation Scheme.
  - Where the available property is not suitable for the shortlisted applicant because it does not have the necessary adaptations or access that they need. Please note that adapted properties are allocated outside the Cardiff Housing Allocation Scheme via the Cardiff Accessible Homes Project.
  - Where there is a need to exercise discretion to make an offer of housing to an applicant with exceptional welfare circumstances or urgent housing need that requires an immediate offer of accommodation (see Section 4).
- 1.3 All of these situations may result in an applicant, or a number of applicants, who would otherwise have been made an offer of accommodation, being by-passed, and the offer being made to a different applicant. Such by-passing will only take place in line with the criteria agreed by the City of Cardiff Council and Housing Association Partners as set out in the Scheme and this Appendix.
- 1.4 Practically, the arrangements outlined in this document mean that households will either:
  - Be considered for the available property and made an offer if appropriate.
  - Appear in a shortlist for an available property but not be made an offer (even if they are the highest listed applicant) because of additional requirements / criteria noted in their record.
  - Not appear in shortlists for some available properties (due to filters applied in line with arrangements set out in the remainder of this document).
- 1.5 In all instances of by-passing the reason for the action will be clearly recorded.

## 2. Local Lettings Initiatives

- 2.1 The Cardiff Housing Allocation Scheme makes reference to the use of Local Lettings Initiatives to address sustainability and community issues in defined areas for specified periods of time, subject to authorisation (Section 8).
- 2.2 Such Initiatives are tailored to fit local situations in well defined communities (such as a particular block of flats, an individual street, or new housing development).
- 2.3 Each Local Letting Initiative will be based on analysis of information from a variety of sources such as internal Council departments, partner Housing Associations, local Councillors and the community itself.
- 2.4 Local Lettings Initiatives may be:
  - **Long term:** usually to rehouse a particular client group. The criteria for such Initiatives may be identified as part of the development process or as a later designation.
  - **Medium term:** to achieve a specified aim in a particular area. Such Initiatives are generally used to:
    - > create and maintain mixed and balanced communities (for instance to reduce child density in a particular area by allowing underoccupation);
    - > maintain community stability – for instance by prioritising applicants seeking a transfer who have a positive tenancy history, no rent arrears and exemplary behaviour in order to address high levels of antisocial behaviour in a particular area;
    - > address concentrations of deprivation – for instance by prioritising applicants who work or volunteer for available properties in an area where there are high numbers of working age households not in work.
  - **Short term:** to achieve a balance of lettings. These Initiatives are generally used to let a specified group of properties at a point in time e.g. when allocating properties in a new housing development. Criteria for letting properties in new developments are agreed between the relevant Partner Housing Association, the Council's Housing Development Team and Social Lettings Unit prior to implementation. The criteria are applied when shortlisting from the Housing Waiting List – the applicants highest on the List who meet the agreed criteria are offered the available properties. Subsequent lets of these properties are made in line with normal arrangements under the Cardiff Housing Allocation Scheme.
- 2.5 Details of current Long and Medium Term Local Lettings Initiatives will be published alongside the Cardiff Housing Allocation Scheme. This will include:
  - A list of Long Term Local Lettings Initiatives (such as Sheltered Housing Schemes) including the criteria for each.
  - An individual outline of each Medium Term Local Lettings Initiative. The format will reflect the length and complexity of the Initiative but will generally include:
    - > **Background information**
    - > **A clear definition of the objectives to be achieved by the Initiative** – including their 'fit' with strategic priorities.
    - > **Definition of the area covered by the Local Lettings Initiative** – this may be a geographical area (such as a letting area, street or number of streets), a block of flats, or even a particular type of property in a defined area.
    - > **Clear evidence** to back up the need for the Local Lettings Initiative. This may include detailed analysis of relevant information gathered from Council / Partner Housing Associations records (such as tenant profiling, the incidence

of anti-social behaviour, and stock turnover in the area), and from local Councillors, Tenant and Resident Groups etc.

- > **Consultation** – an outline of any consultation undertaken, for instance with elected Members, Tenant and Resident Groups and other stakeholders, and feedback received.
- > **Specific criteria for the Local Lettings Initiative** which will be used to inform lets.
- > **Monitoring arrangements** – an outline of how the Local Lettings Initiative will be monitored to ensure the aims are being met and there are no unforeseen consequences.
- > **Lifespan / Review arrangements** – The anticipated lifespan of the Initiative and the timescales for reviews (which will inform whether the initiative should continue, be amended or terminated). See 2.9 below.
- > **An Equality Impact Assessment relating to any Council Initiative.**

2.6 Once drafted a Local Lettings Initiative will be agreed with Partner landlords with properties in the relevant area, and authorised by the Assistant Director of Housing & Communities for the City of Cardiff Council (for Council Local Lettings Initiatives); or by the Senior Officer responsible for Housing Management in the relevant Partner Housing Association.

2.7 A record of all Initiatives considered by the Council and Housing Association Partners (whether implemented or not) will be kept.

2.8 Ongoing monitoring of individual Initiatives will be undertaken by the relevant landlord in line with the agreed criteria. Good practice, outcomes and issues identified by the relevant landlord as a result of such monitoring will be shared via the Multi-Agency Housing Management & Allocations Group.

2.9 Medium Term Local Lettings Initiatives will not generally last for more than 3 years, and will usually be reviewed annually (although this may vary depending on the complexity of the Initiative). Following review they may continue, be amended or terminated. Long Term Lettings Initiatives may be reviewed less frequently – in line with strategic objectives.

2.10 Shortlisting for properties within a Local Lettings Initiative will be undertaken in the usual way by City of Cardiff Council or Housing Association Allocations Officers. A suitable applicant for the property will be sought in line with the Banding Scheme but subject to the additional criteria set out in the Local Lettings Initiative. Where applicants are by-passed because they do not meet the specific criteria set out in the Local Lettings Initiative the reason will be recorded.

2.11 All offers of accommodation made under a Local Lettings Initiative are authorised by a Senior Officer in the City of Cardiff Council's Social Lettings Unit or the relevant Housing Association.

### **3. Sensitive Letting**

3.1 Sensitive Lets are made where it would be inappropriate to let a vacant property in line with the usual letting arrangements, or where additional care is needed in identifying a suitable property for an individual applicant – for instance to ensure that vulnerable tenants are not placed into accommodation that may be detrimental to their wellbeing. The aim of a Sensitive Let is to create a sustainable tenancy, ensuring the social well-being of the applicant and the cohesiveness of the local community and neighbourhood.

- 3.2 Issues that may restrict the type and / or location of properties that applicants requiring a Sensitive Let are offered are generally identified as part of the Housing Application Interview and assessment process.
- 3.3 Criteria for selecting a suitable applicant for an individual property that requires a Sensitive Let are identified by Council or Housing Association Tenancy Management / Anti-Social Behaviour staff based on their knowledge of the tenancy history of the property and local issues.
- 3.4 Sensitive lets may be used in the following circumstances:

**Sensitively letting an individual property:**

- Where careful selection of a new tenant is needed to ensure that neighbours who have been subjected recently to persistent anti-social behaviour are offered quiet enjoyment of their tenancies.

**Applicants who require a Sensitive Let:**

- Where Adult Services and/or the Police have requested that the suitability of an offer should be checked prior to the offer being made.
- Where applicants have been convicted of an offence (which has not resulted in them being excluded from the Housing Waiting List) but which would affect the type or location of accommodation that they can be offered.
- Where applicants have known social problems – for instance previous substance misuse and care needs to be taken regarding the selection of a suitable property to ensure that their continuing abstinence is not knowingly jeopardised by their accommodation.
- Where applicants who are vulnerable (due to mental health, learning disabilities or poor physical health) require a careful selection of accommodation to ensure it is not detrimental to their well-being.
- Where there has been behaviour on the part of an applicant which affects their suitability to be a tenant in a particular area or type of property – for example where they have harassed or caused a nuisance against an individual or family living in a specified area.

This list is not exhaustive – it is not possible to describe every situation where an applicant may be bypassed because of the need for a sensitive let.

- 3.5 Individual criteria for a Sensitive Let are authorised by a Senior Officer in the City of Cardiff Council's Social Lettings Unit or the relevant Housing Association, and recorded.
- 3.6 When identifying a suitable applicant for an available property requiring a Sensitive Let some applicants may be by-passed because they do not fit the additional 'sensitive let' criteria for the property.
- 3.7 Similarly applicants who have shortlisted for a particular property may be by-passed because the property does not suit their particular needs (for instance due to their vulnerability).
- 3.8 Whenever an applicant is by-passed the reason for the action is recorded.
- 3.9 All offers made under sensitive letting arrangements are authorised by a Senior Officer in the City of Cardiff Council's Social Lettings Unit or the relevant Housing Association.
- 3.10 A quarterly report on the use of Sensitive Lets will be prepared by the Council for consideration by the Housing Management & Allocations Group. This will include:
- The number of Sensitive Lets made (by organisation).
  - The reason for each Sensitive Let.



3.11 This monitoring will help to ensure that Sensitive Lets are being used appropriately, and that there is no pattern of bypassing particular groups.

#### **4. Management Discretion Lets**

4.1 In certain circumstances properties will be allocated outside the banding framework set in the Cardiff Housing Allocation Scheme. Such 'Management Discretion Lets' are made where there is a need to address a rehousing issue which cannot be met via the banding system, for example due to time, risk or suitability issues. Such lets are authorised by the Operational Manager – Landlord Services or other Manager of the same grade or above (for Council lets), or the relevant Partner Housing Association's Senior Officer with responsibility for Housing Management. Management Discretion Lets will not exceed 10% of each landlord's total lets.

4.2 Situations in which Management Lets are made include:

- To 'decant' existing Partner tenants or Cardiff residents as a result of a crisis e.g. due to fire or flood, or extreme property condition situations.
- To move vulnerable witnesses/victims (for instance in anti-social behaviour / hate crime cases) where assistance has been requested by statutory partners e.g. the Police.
- Where it is in the landlord's interests to move a tenant e.g. where the property is to be sold or used for another purpose.
- Where a joint tenancy is terminated one party may be allocated the property if it is suitable for their housing needs.
- In anti-social behaviour / neighbour dispute cases involving two tenants and it has not been possible to determine who is the victim.
- To facilitate the transfer of a social housing tenancy to a person left in the property (following the death of the tenant, or where the tenant has abandoned the property / moved into permanent care), who either :
  - has succession rights, or
  - is left in occupation and is to be offered a tenancy

This list is not exhaustive.

4.3 The use of Management Lets is monitored by the Housing Management & Allocations Group on a quarterly basis. A monitoring report including details of:

- The number of Management Lets made (by organisation).
- The reason for each Management Let.

4.4 This monitoring will help to ensure that Management Lets do not exceed 10% of lets made by any Partner in the Housing Waiting List, are being used appropriately within the criteria set in 4.2 above, and that there is no pattern of bypassing particular groups.

#### **5. Suspension of Applicants**

5.1 Where an applicant is guilty of 'unacceptable behaviour serious enough to make them unsuitable to be a tenant of the authority' (Housing Act 1996 160A (7)), but the behaviour was not serious enough to entitle the Council or a Housing Association to an outright possession order, the applicant may be accepted onto the Housing Waiting List. However their application may be suspended until such time as the Council is satisfied that they have completed a specified course of action, or can demonstrate that the issues that resulted in the application being suspended should no longer be taken into consideration. During this period no offers of accommodation will be made. A decision to suspend will only be taken after full consideration of the applicant's individual circumstances.

5.2 Examples of when suspension will be applied include where applicants have substantial social housing tenancy related debt, or have not complied with a current or previous tenancy agreement (for instance where they have not kept their current property in an acceptable condition).

**Applicants with social housing tenancy related debt.**

5.3 Applicants who have any recoverable property related debt of **under £250** to a Council or a Housing Association relating to either their existing or former home (such as but not exclusively rent arrears and / or rechargeable repairs) will be accepted onto the General Waiting sub-list but will be expected to enter into an affordable repayment plan within 4 weeks of their acceptance to the List. Failure to do so will result in their application being suspended.

5.4 Applicants who have any recoverable property related debt of **£250 - £500** to a Council or Housing Association relating to either their existing or former home (such as but not exclusively rent arrears and/or rechargeable repairs) will have their application suspended and will not be considered for offers of accommodation until such time as they have entered into and maintained an affordable payment plan for a minimum of 8 weeks.

5.5 Applicants who have any recoverable property related debt of over **£500** to a Council or Housing Association relating to either their existing or former home (such as but not exclusively rent arrears and/or rechargeable repairs), but who have not been deemed ineligible for accommodation under the 3 stage test described in section 2.6 of the Allocation Scheme, will have their application suspended and will not be considered for offers of accommodation, until such time as they have:

- entered into and maintained a suitable payment plan for a minimum of 13 weeks **and** repaid a minimum of 25% of the outstanding debt
- or**
- have repaid the outstanding debt in full.

5.6 Once the above conditions have been met, applicants are expected to continue with the repayment plans until the debt is repaid in full. Failure to do so could result in the application being suspended.

5.7 Decisions in all cases outlined in 5.3 – 5.6 above will be taken by the Council's Social Inclusions Unit in liaison with the relevant landlord.

5.8 Where there are exceptional circumstances, applicants may be accepted onto the General sub-list despite having tenancy-related debt. This decision will be taken by the Council's Social Inclusions Unit in liaison with the relevant landlord.

5.9 Applicants who are suspended in any of the above circumstances will be advised in writing of the suspension, the reason for this, the action they need to take to have the suspension lifted, and their right to request a review of the decision. Any reviews will be undertaken in line with the arrangements set out in section 12 of the Cardiff Housing Allocation Scheme.

5.10 Where information on former tenant arrears only emerges after an offer of accommodation has been made, that offer may be withdrawn and the case referred to the Council's Social Inclusions Unit for consideration. A decision will be made (in liaison with the relevant landlord) regarding appropriate action.

**Applicants who have not complied with a current or previous tenancy agreement**

5.11 Applicants guilty of 'unacceptable behaviour serious enough to make them unsuitable to be a tenant of the authority' (Housing Act 1996 160A (7)) will be excluded from the



Housing Waiting List (as outlined in Section 2 of the Cardiff Housing Allocation Scheme). Decisions on such cases are taken by the Exclusion Panel.

- 5.12 Where the applicant's behaviour does not result in them being excluded but there are concerns about current or past behaviour issues, they may be admitted to the Housing Waiting List but their application will be suspended and not considered for offers of accommodation, until such time as they can demonstrate that they have addressed the issues to the satisfaction of the multi-agency Exclusion Panel. Actions that they need to take to address the issues will be decided by the Exclusion Panel.
- 5.13 Examples of situations where such actions may be taken include:
- Where the applicant (or a member of their prospective household) has failed to maintain their current or any previous social rented tenancy within the terms of their tenancy agreement, or
  - has committed acts causing or likely to cause nuisance or annoyance to their neighbours or others in the locality of where they live or where they previously have lived.
- 5.14 The applicant will be informed of the suspension and the action that they need to take in order for the suspension to be lifted. This may include co-operation over a period of time with support agencies, Social Services or other organisations where the express outcome is that there is a significant improvement in their conduct.
- 5.15 Where the applicant approaches the Council's Social Inclusions Unit to advise that they have completed the necessary actions to have the suspension lifted, checks will be made (for instance to obtain an update regarding recent behaviour, and a recommendation from the relevant landlord). The suspension will generally be lifted where there has been no cause for complaint against the applicant (or members of their prospective household) for a continuous period of 6 months from the point when the remedial action was notified. The applicant will be advised of the decision in writing.
- 5.16 Where there are exceptional circumstances, applicants may be accepted onto the General sub-list despite past behaviour issues. This decision will be taken by the Council's Social Inclusions Unit in liaison with the relevant landlord.

### **Vulnerable applicants with support needs who are not ready to manage a tenancy**

- 5.17 Some applicants on the Housing Waiting List are known to be vulnerable or considered to pose a risk to themselves or others. Such applicants have generally been supported in their application by another statutory or third sector organisation and are receiving support to address their issues and prepare for taking on an independent tenancy.
- 5.18 Where such situations are identified, the applicant may be registered on the Housing Waiting List, but their application may be suspended until such time as the Council is advised that they are ready to manage a tenancy.

## **6. Monitoring & Review**

- 6.1 The arrangements and criteria for Exceptional Lettings & Suspension set out in this document will be reviewed on a regular basis by the Housing Management & Allocations Group. Any changes needed will be agreed by the Group and authorised for implementation by the Council's Assistant Director – Housing & Communities (under the Council's Scheme of Delegations) on behalf of all Partners.

Mae'r dudalen hon yn wag yn fwriadol

**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**6 DECEMBER 2017**

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**COUNCIL HOUSING VOID MANAGEMENT**

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**Purpose of Report**

1. For Members of this Scrutiny Committee to receive an update on performance in relation to Council Housing Void Management, as scrutinised by the CASSC Performance Panel in 2015/16.
2. Members will receive a presentation giving an update on performance.

**Background**

3. In 2015/16, the CASSC Performance Panel undertook a “deep dive” into council housing voids management, following poor performance over several years on the average time taken to re-let council housing voids.
4. The Performance Panel met four times to undertake the deep dive, examining:  
good practice;
  - available void performance indicator information;
  - benchmarking information;
  - key lessons from tenant-led scrutinies in England;
  - relevant Cardiff Council procedures and processes; and visiting a number of void properties to see the conditions in which properties are handed back to the Council and the standard that is reached before properties are re-let

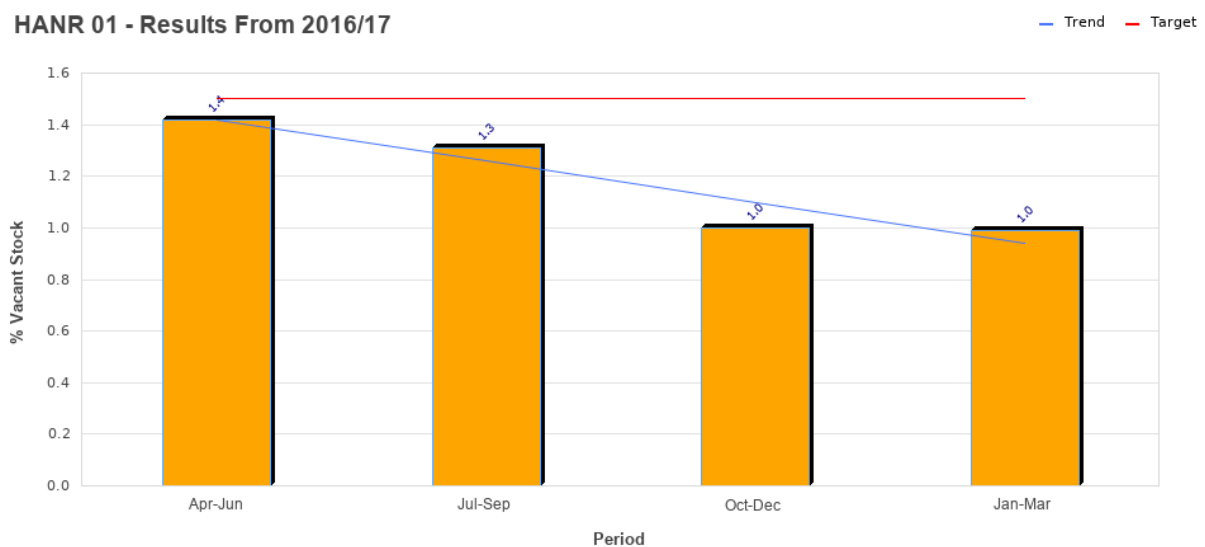
5. The Performance Panel produced a report, arising from the deep dive, which contained sixteen recommendations, all of which were accepted, a summary of which is attached as **Appendix A**.

6. Following the deep dive, Members were keen to understand the impact of the recommendations being implemented, and in a previous update on this issue, Members were very pleased to note a demonstrable commitment by officers to drive improvements in this area, improved performance in re-let times and consequent improvements in rent loss and the percentage of stock that is void<sup>1</sup>.

### Current Performance

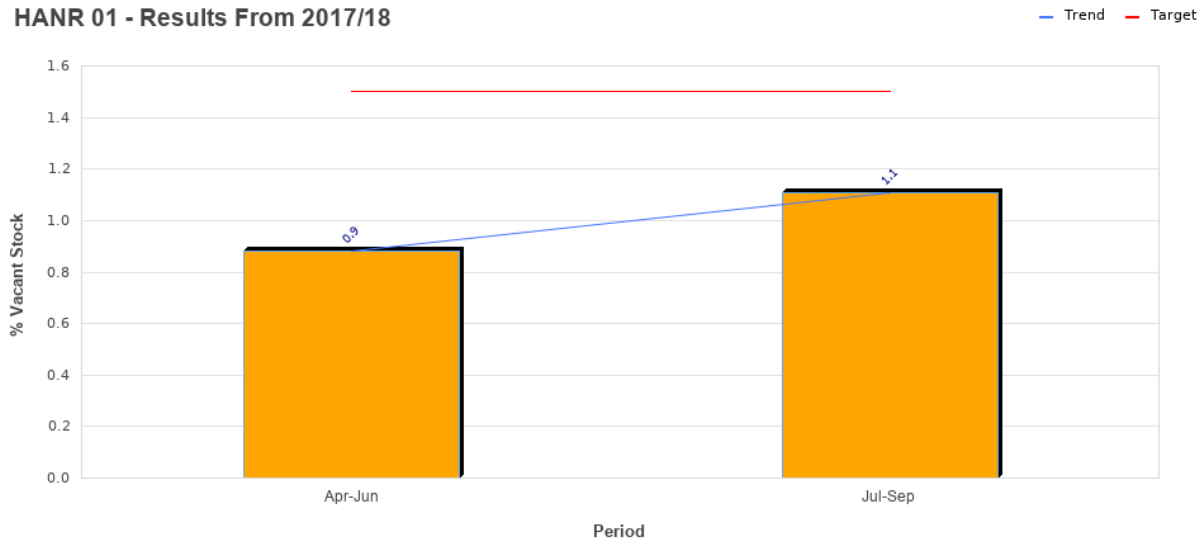
7. The Council continues to monitor performance in relation to voids, via Indicator HANR 01. The results for both 2016/17 and 2017-18 are set out graphically below.

#### HANR 01 - Vacant Local Authority stock as percentage of overall stock



<sup>1</sup> CASSC Annual Report 2016/17 – May 2017

## HANR 01 - Results From 2017/18



8. The results above show that, in 2016/17 and into the first quarter of 2017/18, the percentage of void properties to overall housing stock reduced, and was well within target. The number of void properties increased slightly in Quarter 2 of 2017/18 due to the volume of incoming voids increasing in this period. However, the result is still below the target of 1.5%. Officers will provide further performance data during their presentation at Committee.

### Way Forward

9. At this meeting, the following witnesses will be in attendance:
- ii. Councillor Lynda Thorne (Cabinet Member for Housing & Communities)  
Sarah McGill (Director of Communities, Housing and Customer Services)
  - iii. Jane Thomas (Assistant Director, Communities and Housing)
  - iv. Ellen Curtis (Operational Manager, Landlord Services)

Officers will make a presentation to Committee.

10. Members may decide any comments, observations or recommendations they wish to pass to the Cabinet for their consideration following the presentation at this meeting.

## **Legal Implications**

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

## **Financial Implications**

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

## **RECOMMENDATIONS**

It is recommended that the Committee:

- i. Consider the information provided in this report, **Appendix A** and the presentation made at Committee; and
- ii. Decide the way forward with regard to any further scrutiny of this issue.

**DAVINA FIORE**

**Director of Governance and Legal Services**

**29 November 2017**

Mae'r dudalen hon yn wag yn fwriadol



## CASSC Performance Panel – Voids Deep Dive Action Plan

Number	Recommendation	Response	Officer
1	Work with Ian Williams and Vinci to reduce the clean and clear target to two days.	<p><b>Process amended since the recommendation was made</b></p> <p>The change in the voids process to clear properties as a separate activity before issuing the overall work to the contractor was implemented in order to allow a better assessment of the work required. It was anticipated that this would reduce variation orders being issued once work had commenced.</p> <p>Following a review of this change however it was decided that it was causing undue duplication of work and delay. Therefore this procedure has been amended and the full voids work is issued to the contractor as soon as possible with any variation orders being checked on site before being agreed.</p> <p>Monitoring will take place on the overall time taken to complete the void work.</p> <p>Where, exceptionally, the property does need to be cleared before being issued to the contractor due to large volumes of rubbish /belongings left in the property which prevent any assessment of the work required, we will aim to clear these properties with our in-house Clean and Clear team.</p> <p>All targets will be reviewed as part of the new contract.</p>	SB
2	Carry out Asbestos Management Surveys, where needed, within the notice period and book intrusive sampling, where needed, for as soon as the property is available.	<p><b>Agreed in principle</b></p> <p>We have management surveys on most of our properties, the surveys we require tend to be intrusive surveys and involve taking samples of the fabric of the property, and this is best done when the property is empty. It is unlikely we would do a management survey alone on a void property.</p> <p>However the general point of doing more work within the notice period is accepted and this will be a priority area for change going forward. Where an asbestos</p>	SB

Number	Recommendation	Response	Officer
		survey is needed this will be considered as part of this work.	
3	Expand the quick turnaround project as swiftly as possible.	<p><b>Agreed</b></p> <p>Work is underway to expand and mainstream this work.</p>	EC
4	Continue to manage the current contract as robustly as possible.	<p><b>Agreed</b></p> <p>There are ongoing meetings with contractors on both operational and strategic meetings, however despite this performance has not improved and has deteriorated further over the winter period.</p> <p>A meeting between Jane Thomas and the Director of Ian Williams has been set up to discuss ongoing concerns about performance.</p> <p>A further contractor has now been mobilised and early indications about performance are good. If further monitoring shows this to be the case then voids issued to the other contractors will be reduced.</p>	JT
5	Learn from the shortfalls experienced with the existing contract and ensure these are addressed in the new contract.	<p><b>Agreed</b></p> <p>The shortcomings of the current arrangements are being captured by a series of workshops and these will be used to inform the future procurement arrangements.</p>	SB
6	Ensure the new contract is customer focused, emphasising solutions, outcomes and the work required to ensure successful and timely relets.	<p><b>Agreed</b></p> <p>The contract performance indicators and outcome measures and penalty arrangements will be fully reviewed and amended in the preparation for the new contract in June 2017.</p>	SB

Number	Recommendation	Response	Officer
7	Ensure the new contract contains a suite of performance indicators that enable the identification of problems and enables effective contract monitoring.	<b>Agreed</b> As above	<b>SB</b>
8	Ensure the new contract contains levers to enable effective contract management, including incentives and penalties.	<b>Agreed</b> As above	<b>SB</b>
9	Commence allocations and lettings process for all void properties whilst repairs and decoration works are underway.	<b>Agreed in principle</b>  The practicality of this is being considered taking into account the safety aspect of viewing properties whilst works are ongoing and will be piloted during 2016/17 .	<b>SB</b>
10	Trail multiple viewing and multiple offers to learn success factors and changes required to existing systems to enable successful roll-out for the majority of void properties.	<b>Agreed</b> This is in place for the quick turn around voids and multiple offers are being made. Lessons learned from this will be considered before any general roll out of the approach during 2016/17.	<b>EC</b>

Number	Recommendation	Response	Officer
11	Think through resource allocation requirements to enable the above and redirect resources as appropriate.	<p><b>Agreed</b></p> <p>It is agreed that the current resources for the void process require a fundamental review, to mainstream the quick turn around approach to voids, to make better use of the notice period and to prevent duplication of work across teams. The review will be carried out during 2016/17.</p>	JT
12	Refine void management performance reports to enable quick identification of performance blockages and performance trends in order to improve performance.	<p><b>Agreed</b></p> <p>While considerable monitoring is already carried out there is some room for improvement and the reports will be reviewed by the group ahead of the new financial year.</p>	EC/ SB
13	Redefine the role and focus of the Voids Working Group so that it uses performance report to identify the root causes of poor performance and puts in place solutions in order to improve performance.	<p><b>Agreed</b></p> <p>The work of the voids working group will continue to be developed to target the root causes of delays</p>	EC/SB
14	Design and implement an effective customer satisfaction survey that helps to drive performance improvement by targeting refinements to policy and procedure, whilst	<p><b>Agreed</b></p> <p>A draft survey has been developed and is currently being finalised. Surveys will start to be used in the new financial year.</p>	EC

Number	Recommendation	Response	Officer																
	maintaining high levels of satisfaction.																		
15	Collect and monitor the number of repairs required to properties, within six months of re-letting.	<p><b>Agreed</b> This information will be collected from 1<sup>st</sup> February 2016.</p>	SB																
16	Collect and monitor the number of tenancies ending within six months of letting and the reasons given for these.	<p><b>Agreed.</b></p> <table border="1" data-bbox="730 711 1890 1070"> <thead> <tr> <th data-bbox="730 711 1140 911">Date</th> <th data-bbox="1140 711 1361 911">Tenancy ended within 6 months</th> <th data-bbox="1361 711 1626 911">Total Tenancy Ended</th> <th data-bbox="1626 711 1890 911">% Ended within 6 months</th> </tr> </thead> <tbody> <tr> <td data-bbox="730 911 1140 983">2013/14</td> <td data-bbox="1140 911 1361 983">48</td> <td data-bbox="1361 911 1626 983">940</td> <td data-bbox="1626 911 1890 983">5.1%</td> </tr> <tr> <td data-bbox="730 983 1140 1026">2014/15</td> <td data-bbox="1140 983 1361 1026">42</td> <td data-bbox="1361 983 1626 1026">887</td> <td data-bbox="1626 983 1890 1026">4.7%</td> </tr> <tr> <td data-bbox="730 1026 1140 1070">2015/16 (16 Mar)</td> <td data-bbox="1140 1026 1361 1070">39</td> <td data-bbox="1361 1026 1626 1070">745</td> <td data-bbox="1626 1026 1890 1070">5.2%</td> </tr> </tbody> </table> <p>As can be seen from the above figures, very few tenancies end during the first 6 months and this is not seen as a significant issue.</p> <p>The reasons for these tenancies ending are set out below, these are limited and do not capture the tenants reason for leaving in most cases. A review will be carried out of the information captured when a tenancy ends to establish if more useful information can be captured. This will be carried out during 2016/17.</p>	Date	Tenancy ended within 6 months	Total Tenancy Ended	% Ended within 6 months	2013/14	48	940	5.1%	2014/15	42	887	4.7%	2015/16 (16 Mar)	39	745	5.2%	JT
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**CITY & COUNTY OF CARDIFF**  
**DINAS A SIR CAERDYDD**

**COMMUNITY AND ADULT SERVICES SCRUTINY COMMITTEE**

**6 DECEMBER 2017**

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**COMMITTEE BUSINESS REPORT**

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**Background**

1. This report sets out a summary of the Committee's business since September 2017. This includes:
  - A correspondence pack attached at **Appendices A-D**;
  - An updated Work Programme 2017/18 attached as **Appendix E** for information;
  - An update on the joint Inquiry into Drugs and Knife Crime in Cardiff; and
  - An update from the Committee's Performance Panel.

**Correspondence update**

2. Attached as Appendices A – D are letters from the Committee to Cabinet Members and the corresponding responses;
  - **Appendix A** – Cardiff & Vale Draft Dementia Strategy Consultation – September 2017
  - **Appendix B** – Quarter 1 Performance – Housing & Communities Portfolio – September 2017
  - **Appendix C** – Quarter 1 Performance – Social Care, Health & Well-Being Portfolio – September 2017
  - **Appendix D** – Proposal to Develop a Regional Social Care Training Unit for Cardiff & the Vale of Glamorgan – October 2017

## **Work Programme 2017/18**

3. In September 2017, Members agreed the Committee's work programme for 2017/18. Since agreeing the work programme, there have been some changes arising from the Cabinet Forward Plan, affecting Items that will be subject to pre-decision scrutiny. With this in mind, attached as **Appendix E** is an updated Work Programme for Members information.

## **Joint Scrutiny Inquiry – Drugs and Knife Crime**

4. In September 2017, Members agreed to take part in a joint Scrutiny Inquiry with the Children & Young People Scrutiny Committee looking at the effects of drug dealing, gang related and knife crime on young people in Cardiff. Councillors McGarry and Kelloway from this Committee sit on the Task Group.
5. As this Committee is responsible for the scrutiny of crime and disorder, it was agreed that part of the Inquiry would include looking at the working arrangements of the Safer & Cohesive Communities Work stream of the PSB in relation to this issue.
6. The Terms of Reference for the Inquiry are to:

### **Identify & Investigate**

- The contributing factors that give rise to young people becoming involved in gang related drug dealing & knife crime in the city
- The positive contributing factors that communities can put in place to protect and prevent young people becoming involved gang related drug dealing & knife crime in the city
- Determine the effectiveness of current policies and services in protecting and preventing young people becoming involved gang related drug dealing & knife crime in the city
- Identify good practice
- Determine how best statutory agencies can work with communities to ensure they are informed about services and support available and are confident to report concerns
- Make recommendations to be taken forward to the Safer & Cohesive Communities Programme Board



7. To date, the Task Group has met twice, discussing how they wish to conduct the Inquiry. The next meeting of the Task Group is the 20<sup>th</sup> December 2017. The Group has agreed to hear from a range of witnesses in a number of “round table” discussions in January; and will be conducting 2 surveys - one with communities affected by drug dealing; and the other with young people, with input from the Cardiff Youth Council.
8. It is anticipated that this Inquiry will take place until the end of February 2018, with the report being considered by both Committees in March 2018.

### **CASSC Performance Panel**

9. Councillors McGarry and Lent met on the 29<sup>th</sup> November 2017 to consider Q2 Performance. They wish to report that there are no significant performance issues in either Adult Social Services or Communities, Housing & Customer Services.

### **Way Forward**

10. During the meeting, Members may wish to:

- reflect on the correspondence schedule, attached at **Appendices A-D**;
- Note the updated Work Programme attached at **Appendix E**;
- Note progress to date on the Drugs and Knife Crime Inquiry; and
- Raise any issues in relation to Q2 Performance, as scrutinised by the Performance Panel.

### **Legal Implications**

11. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters

under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

## **Financial Implications**

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

## **RECOMMENDATIONS**

The Committee is recommended to:

- i. Reflect on the correspondence schedule, attached at **Appendices A - D**;
- ii. Note the updated Work Programme 2017/18 attached at **Appendix E**;
- iii. Note progress to date on the Drugs and Knife Crime Inquiry; and
- iv. Raise any issues in relation to Q2 Performance, as scrutinised by the Performance Panel.

**DAVINA FIORE**

**Director of Governance and Legal Services**

**29 November 2017**

Mae'r dudalen hon yn wag yn fwriadol

My Ref: Scrutiny/Correspondence/MMG/08-09-17SW

11 September 2017

Councillor Susan Elsmore  
Via email

Dr. Suzanne Wood  
Consultant in Public Health Medicine,  
Cardiff & Vale UHB  
Via Email



Annwyl/ Dear Susan and Suzanne,

### **CARDIFF & VALE DRAFT DEMENTIA STRATEGY 2017-17 CONSULTATION**

Thank you for attending the Community & Adult Services Scrutiny Committee on the 6 September 2017 and giving Members the opportunity to contribute to the consultation on the draft Strategy.

The Committee welcomed the draft Strategy document, and commends that the Strategy document is ambitious and far-reaching. Members were particularly pleased that the Strategy had been developed with a wide range of partners and are supportive that there will be a single Action Plan in place that will be adopted by all partners.

Following our discussion on the presentation and subsequent Q&A, the Committee would like to make the following comments and observations:

#### **Strategic Overview**

The Committee was pleased to note that the partnership, through consultation, had developed a Vision for the Strategy. However, Members agreed that the success of delivering the ambitious and wide-ranging commitments set out in the Strategy and Action Plan could be more implicitly stated. The Welsh Government, in its own vision on dementia stated that *“all services will need to work together in an integrated way, adding value to each and enabling services to be tailored to the individual needs of people affected by dementia”*.

Therefore, Members would like to see the Strategy contain more detail on how the work will be strategically managed – for example, details of which organisations will be responsible, and their role in the delivery of the Strategy; a timetable for the delivery of key parts of the Strategy; and details of how actions will be monitored, evaluated and reviewed.

## **Links with the National Strategy**

The Committee had previously considered the Welsh Government's Draft National Dementia Strategy, and would like to see links and references to this document reflected in the local Strategy to ensure that the national picture is mirrored locally.

## **Strategy Ambition & Priorities**

The Committee felt that the Strategy document needed to contain more clarity and detail. The Strategy aims to deliver against 9 strategic objectives, but it was unclear which of these were immediate priorities or actions over the next three years. Members felt that this was critical in ensuring that delivery is timely, measurable and achievable.

## **Action Plan**

The Committee welcomed the inclusion of a draft Action Plan at this stage of development. Members felt, however, that currently, it appeared "light" in detail on how the actions were going to be delivered and achieved. The Committee would therefore suggest that the following be considered as part of the Action Plan going forward:

- Key milestones are identified and specified to enable monitoring and review;
- Actions contain details on how they will be delivered, to give weight and direction; and
- Responsibilities/actions/tasks be allocated to individual organisations to ensure accountability for delivery.

## **Links with Day Opportunities and other initiatives and work streams**

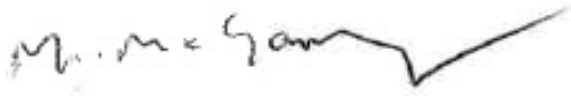
At the meeting, Members discussed the links between the positive work taking place within Day Opportunities and delivering services to people with dementia. With this in mind, the Committee would like to reiterate that it recognises the importance of Day Opportunities, and would request that this and other relevant work streams and initiatives be identified and linked in the Strategy and Action Plan.

## **Carers**

At the meeting, the issue of identifying the vast range of carers was discussed. It was recognised that there will be a challenge to the Council and its partners in addressing the needs of carers as more are recognised. Members particularly noted issues facing older carers, who may also be vulnerable. With this in mind, Members of the Committee felt that further work on identifying and categorising carers should be undertaken, to enable the Council to assist the Carers Team in its work.

I hope you find the Committee's observations and suggestions useful. We look forward to receiving further updates from you as the Strategy develops.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mary McGarry', with a large, sweeping flourish at the end.

**COUNTY COUNCILLOR MARY MCGARRY**  
**Chairperson - Community & Adult Services Scrutiny Committee**

Cc: Tony Young, Director of Social Services  
Amanda Phillips, Assistant Director, Adult Services

Mae'r dudalen hon yn wag yn fwriadol



**SWYDDFA CYMORTH Y CABINET  
CABINET SUPPORT OFFICE**



County Hall  
Cardiff,  
CF10 4UW  
Tel: (029) 2087 2087  
www.cardiff.gov.uk  
**Neuadd y Sir**  
Caerdydd,  
CF10 4UW  
Ffôn: (029) 2087 2088  
www.caerdydd.gov.uk

Fy Nghyf / My Ref : **CM 38419**

Eich Cyf / Your Ref : **Scrutiny/Correspondence/MMG/08-09-17SW**

Dyddiad / Date: **3rd October 2017**

Annwyl / Dear Cllr McGarry,

**CASSC Dementia Strategy Consultation**

Many thanks for your letter dated 11 September 2017 regarding the draft Dementia Strategy consultation. Thank you also for inviting us to the Community and Adult Services Scrutiny Committee on 6 September 2017, to discuss this important item. It was extremely useful to obtain the feedback from the Committee as we progress this work. I will address each point raised within your letter in turn:

**Strategic Overview**

In terms of strategic management of the Strategy, as stated within the draft document, this will be overseen by a multi-agency Dementia Commissioning Group. This group will commission a further multi-agency Implementation Group to deliver on the actions. As stated within the action plan, there are action-owners with primary responsibility for each action, by organisation. A more detailed project plan will sit behind this, stating the individual responsible for the action, and the respective timescale. Actions will be monitored, evaluated and reviewed by the Dementia Commissioning Group.

**Links with the National Strategy**

We are still waiting for the launch of the National Dementia Strategy, upon which we will create a reference and link to this. We will also align the national priorities to our local Cardiff and Vale Dementia Strategy.

**Action Plan**

As stated in the Strategic Overview section, more detail on the key milestones will be provided in the final version of the Strategy, and within the project plan. Action responsibilities by organisation are already outlined in the draft action plan. However, more detail on how the headline actions will be delivered, will be provided in the project plan.

**ATEBWCH I / PLEASE REPLY TO :**

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystarell / Room 518, Neuadd y Sir, County Hall, Glanfa'r Iwerydd / Atlantic Wharf, Caerdydd, Cardiff, CF10 4UW  
Ffôn / Tel: (029) 2087 2500

difference | gwnewch  
wahaniaeth

### **Links with Day Opportunities and other initiatives and work streams**

We will highlight examples of good practice within the Dementia Strategy, to include the Day Opportunities work, and the Dementia Friendly City work stream, also highlighted during our discussion.

### **Carers**

We recognise the importance of the role that informal carers provide in supporting people with dementia. Work is ongoing with respect to the identification, recording of caring responsibilities, and ensuring that carers assessments are conducted and acted upon. We will highlight this ambition within the Strategy and action plan.

We'd like to thank you again for your feedback.

Yn gywir / Yours sincerely



**Y Cyngorydd / Councillor Councillor Susan Elsmore**  
**Aelod Cabinet dros**  
**Cabinet Member for Social Care, Health & Well-being**

My Ref: Scrutiny/Correspondence/MMG/06-09-17CSE

18 September 2017

Councillor Lynda Thorne  
Via email



Dear Lynda,

**2017/18 QUARTER 1 PERFORMANCE**

Thank you for attending the Community & Adult Services Scrutiny Committee on the 6 September 2017.

At the “Way Forward”, Members considered the issues raised during the deliberation of Q1 Performance for your Portfolio and were pleased with progress to date. There was one issue that Members wanted me to feed back on, and this was in relation to Rough Sleepers.

The Committee was interested to hear about the challenges the Council and its partners continue to face regarding rough sleepers in Cardiff. Whilst Members were reassured about the services offered to rough sleepers, they were concerned with the increasing numbers of rough sleepers in Cardiff. The Committee, in its consideration of its work programme for 2017/18, agreed that it would wish to consider the further development and implementation of the Rough Sleepers Strategy early in 2018. At this juncture, Members would like to receive information on the rights to housing for rough sleepers; what other services are available to rough sleepers to ensure that they get “on track” and an improved outcome in life; and also the impact of the proposed promotion on deterring the public from providing money to those begging.

We have provisionally scheduled the Rough Sleepers Strategy to be considered in either January or March of 2018, and will confirm the date following our next Committee meeting on the 4<sup>th</sup> October 2017.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mary McGarry', with a long, sweeping underline.

**COUNTY COUNCILLOR MARY MCGARRY**  
**Chairperson - Community & Adult Services Scrutiny Committee**

Cc: Sarah McGill, Director of Communities, Housing & Customer Services  
Jane Thomas, Assistant Director Housing & Communities

Mae'r dudalen hon yn wag yn fwriadol

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County Hall  
Cardiff,  
CF10 4UW  
Tel: (029) 2087 2087  
www.cardiff.gov.uk  
  
Neuadd y Sir  
Caerdydd,  
CF10 4UW  
Ffôn: (029) 2087 2088  
www.caerdydd.gov.uk

Fy Nghyf / My Ref : CM38418

Eich Cyf / Your Ref : Scrutiny/Correspondance/MMG/06-09-17CSE

Dyddiad / Date: 5th October 2017

Councillor Mary McGarry  
Cardiff County Council  
County Hall  
Atlantic Wharf  
Butetown  
Cardiff  
CF10 4UW

Annwyl / Dear Councillor McGarry

**CASC, 2017/18 Quarter 1 Performance**

Thank you for the opportunity to present our quarter one performance and as always I value the input that this Committee provides.

On the points raised on rough sleepers and the wider homelessness, I completely agree that this is a major challenge for the City. The rapidly increasing rate of street homelessness across the UK represents huge challenges for us all and I have been very impressed by the way our own Council teams and our front line partners have worked together to help individuals to make a life off the streets.

The team do an amazing job and I have seen how challenging the role can be. Between April and August 2017, 74 people were assisted off the streets of Cardiff, however despite this, numbers continue to increase.

**Rights to housing for rough sleepers**

Under the Housing Act (Wales) 2014, everyone has a right to present for an assessment to the local authority and the right to advice and help to secure accommodation. If they are deemed to be in priority need, we have a duty to provide housing.

Rough sleeping is not a priority group of itself. However, a rough sleeper may have other circumstances which could make them eligible for priority need.

ATEBWCH I / PLEASE REPLY TO :  
Swyddfa Cymorth y Cabinet / Cabinet Support Office, Ystafell / Room 511, County Hall, Glanfa / Iwerdd /  
Atlantic Wharf, Caerdydd / Cardiff, CF10 4UW



Where people do not present for a multitude of reasons, the Council's Outreach service has been trained to conduct street based assessments.

Vitally, our provision in the City is not restricted to priority or non-priority need, all who are eligible can access the full range of services and support.

In the City, we operate the following provision with our partner agencies:

- 45 emergency bed spaces
- 216 frontline hostel spaces
- 390 spaces in a range of supported accommodation.
- 189 spaces for young people
- 52 additional emergency spaces provided over the winter months

**Alternative Giving Campaign – To provide an alternative method of supporting vulnerable, homeless people.**

The work is ongoing with the Cardiff BID in partnership with the Council and the Big Issue to implement the agreed plan for this campaign. We are currently working through the design brief, desired key messages and impact statements. This campaign is aiming to launch October to November period, but this is dependent on a number of other factors. We are looking at having an initial launch now but with multiple on-going launches as developments are made with the campaign, for example, as additional methods of providing payment come online.

We are in discussions with multiple local businesses and have provided a presentation at a recent conference with local partners to seek interest. Part of this campaign is also looking at supporting members of the public who wish to help out. We are creating a volunteer co-ordinator position to bring together the opportunities across the Homeless sector. We have re-designed the Authorities website to ensure the information is in a clear format to advise people on what opportunities there are.

**Services available to rough sleepers**

There is a range of support and advice services available to people who are rough sleeping, please see attached. In addition, the Authority has funded multiple pilot projects this year:

New Advice & Support service - An expanded service with extended operational hours to provide an additional drop in facility to those not accessing other services.

Female only accommodation project for women at risk of exploitation who are currently inappropriately placed in other frontline provision

Housing First scheme - A pilot project for 5 direct placements into tenancies (Council, RSL and PRS) with wrap around support.

Complex Needs Project - Referrals for rough sleepers into 4 self-contained units with intensive and specialist substance misuse support. Started June 2017.

Move on from Leased Accommodation & Hostels to PRS Accommodation - To improve move on from TA by promoting move on into the Private Rented Sector (PRS).

Enhanced Reconnection Service & EEA Scheme - The aim of the additional funding will be to increase the options to target client presenting homeless with no local connection at the earliest opportunity to prevent rough sleeping.

Oak House – Private Rented Sector Scheme - the Council will provide support with a Development Officer assisting on access to PRS accommodation and Into Work Services helping with developing pathways into training and employment.

Homeless Volunteer and Alternative Giving Campaign Co-ordinator – Will seek to address two important issues, which are very significant and noticeable increase in street begging in Cardiff and a need to provide added comfort for people moving on to independent accommodation.

Strengthening the Youth Homelessness Positive Pathway - To prevent Youth Homelessness by providing a respite and intensive meditation service and to enhance the positive pathway already operating in Cardiff by promoting independent living skills.

Taff Housing – Volunteering Project Preparing Young People for Work - To provide a service to support young people in homeless hostels to access volunteering opportunities and increase their chances of paid employment.

I would welcome the opportunity to come back to this Committee in the New Year at which point we will be able to fully further on the rights to housing for rough sleepers, the impact of our soon to be launched alternative giving campaign, and the evaluation of our winter provisions.

Yn gywir / Yours sincerely



**Y Cynghorydd / Councillor Councillor Lynda Thorne**  
**Aelod Cabinet dros Dai a Chymunedau**  
**Cabinet Member for Housing & Communities**





# Cardiff - Rough Sleeper Intervention

Cardiff Council and its Voluntary Sector Partners have developed robust rough sleeping intervention procedures over a number of years to engage with and link people into accommodation and support services.

- The Cardiff Council Outreach Team work from 7am up to Midnight to engage with people sleeping rough or who are at risk of sleeping rough. They work throughout the City providing direct support to assist people to access appropriate services. The service also manages a Rough Sleeper Project that provides direct access into temporary flats where people will not access other homeless provision.
- The Salvation Army Bus Project operates at night (near the National Museum) giving an access point for people to access support and to refer into emergency accommodation where this is identified as a need.
- The Wallich operate a Rough Sleeper Intervention Scheme (Breakfast Run) with HANR Outreach which operates first thing in the morning to engage with people who have slept rough the night before to ensure that no-one who wishes otherwise needs to sleep rough a second night.
- The Huggard manage a Day Centre where homeless people can go and access advice and support, in addition to food. They work directly with service users (to provide advocacy, support, activities etc) and to refer into other services as required. The Huggard Advocate Officer, based in the Huggard Day Centre, works closely with other service providers across Cardiff, assisting clients and covering a full range of issues such as benefits, physical and mental health issues, housing and support.
- Cardiff has 12 night-shelter spaces (managed by The Wallich) and 18 emergency overnight stay beds (managed by Cardiff Council and Huggard) that operate throughout the year.
- Cardiff has implemented a Gateway Scheme that provides a single point of access for single homeless people into accommodation, health and support services at The Council's Housing Options Centre. The scheme ensures that everyone has access to a statutory homeless assessment to establish whether the Local Authority has a duty to re-house (in accordance with legislation). HOWEVER, the scheme will access accommodation for people irrespective of whether there is a statutory duty or not. In addition to this, the assessment process also covers other health and support needs with partner agencies in place at the building to respond accordingly (health services, social services etc).
- Where the authority does not have a statutory duty and a person does not have a local connection to access accommodation, they are referred to our Reconnection Service. This is a partnership between the Council and the Salvation Army. The service is designed to support individuals to reconnect to their home borough, or to achieve another positive accommodation outcome through the service. Individuals who engage with this service can access emergency accommodation.
- Cardiff has a number of Frontline hostels managed by different agencies (Cardiff Council, Huggard, The Wallich, YMCA, Salvation Army and United Welsh

Housing Association) with the Gateway coordinating access into these and the emergency spaces.

- Cardiff operates additional bad weather provision spaces at the Huggard which runs from December through to March every year.
- The outreach services work extremely closely with health (physical and mental) and social services colleagues where issues are identified and their intervention is thought necessary. In addition to this, there are multi-agency procedures in place where specific cases can be discussed and intervention strategies agreed. These procedures allow planning from practitioner level through to senior manager level, escalating as the identified risk to the well-being of an individual increases.
- The City Centre Social Work team is based in the Housing Options Centre providing a Service to vulnerable homeless people and rough sleepers in Cardiff.
- The Homelessness Nurse provides surgeries to homeless vulnerable adults mainly via the new Medical Suite in the council's new Housing Options Centre. Additional Health services are now accessible from this centre, including Sexual Health Screening, Blood Borne Virus Screening, Dentistry and Cardiff Addictions Unit (CAU). Ongoing discussions are taking place to add additional services to those already mentioned above.
- The Street based Youth Outreach team aims to engage with young people between the ages of 11-25 who mix, gather and socialise within the City Centre. The team can offer individuals or groups information and guidance on issues affecting the lives of young people today including; sexual and emotional health, substance and alcohol misuse, education, training and employment, anti social behaviour, youth offending and housing.
- StreetLife is committed to protect children, young people and adults from prostitution, abuse and sexual exploitation and to help change the lives of those involved and affected by sex work; through mentoring, advocacy and access to services. An evening outreach service is delivered within the 'red light' area of Cardiff, providing condoms, health advice and small snacks.
- Homelessness can be a very complex issue. There are people where engagement is much more difficult to achieve for many reasons and who 'choose' to continue to rough sleep as a result (even in these freezing conditions). Our services operate a 'for as long as it takes' philosophy. This means we will carry on trying to provide appropriate intervention, which will include measures to help them stay safe on the streets whilst still trying to encourage them to access suitable accommodation and other support services.

My Ref: Scrutiny/Correspondence/MMG/06-09-17CSE

18 September 2017

Councillor Susan Elsmore  
Via email



Dear Susan,

### **2017/18 QUARTER 1 PERFORMANCE**

Thank you for attending the Community & Adult Services Scrutiny Committee on the 6 September 2017.

At the “Way Forward”, Members considered the issues raised during the deliberation of Q1 Performance, and would therefore like to make the following comments/ observations/ requests for further information.

### **COMMUNITIES, HOUSING & CUSTOMER SERVICES DIRECTORATE**

#### **Telecare Services**

The Committee was pleased to be informed of the progress made in the Telecare Service and look forward to observing further development of the Service in the coming 12 months. Members were reassured by the explanation of the budget implications of the Service, but would request that a detailed breakdown on the budget and funding for this Service be submitted to Committee Members for their further consideration. The Committee will schedule the briefing onto the Work Programme during 2017/18.

#### **Disabled Facilities Grants**

At the meeting, Members of the Committee sought clarification on the numbers of people going through the DFG application process. The Director of Communities, Housing & Customer Services indicated that she would provide this information and we look forward to receiving it in due course. In addition, Members would like to have a breakdown of how many/what percentage of those applying for DFGs are successful in their application, and a breakdown of the type of adaptations applied for.

The Committee has agreed to receive an update on Disabled Adaptations (following a Deep Dive into performance in 2015/16) at its meeting in December, so will consider this information in detail at this time.

## **SOCIAL SERVICES DIRECTORATE**

### **Day Opportunities**

The Committee welcomed the progress made in relation to Day Opportunity Services. The Committee would like to take up the offer of a visit to Sandown Court. The Principal Scrutiny Officer for this Committee will liaise with relevant Officers to arrange this visit.

### **Carers Assessments**

The Committee were encouraged to hear that a dedicated team for carers had been expanded, but acknowledged the challenges the Service still faces in terms of assessing carers, identifying need and delivering appropriate services. Members would therefore wish to receive, during 2017/18, a briefing to Committee on the following:

- An overview of the carer assessment process – what does it look like;
- A summary of the range of carers in the City;
- What kinds of assistance are being requested;
- The challenge of increasing numbers of carers being identified;
- What is being done to tap into those people who do not currently identifying themselves as “formal” carers; and
- The outputs/key messages arising from the qualitative data that the Service is currently collecting.

We will schedule this into our Work Programme at an appropriate time.

### **Mental Health Community Services Review**

Members were made aware of the Mental Health Services Review, and have agreed to invite the Cardiff & Vale UHB to come and address the Committee on the Review and primary care building agenda. This will be scheduled onto the Work Programme for 2017/18 in due course.

### **Direct Payments**

In relation to Indicator SCAL 25 “*The total number of children and adults in need of care and support using the direct payments scheme*”, Members would wish to receive a further briefing on the Direct Payments Scheme, particularly in relation to how numbers are counted, calculated and carried forward year on year. We will schedule this issue onto our Work Programme for the coming year.

### **Adult Protection/Safeguarding**

Members were pleased to note the result of Indicator SSWB 18 “*the percentage of adult protection enquiries completed within 7 working days*”. However, Members felt that, to enable them to gain a better insight into this issue, they would wish to receive further information in relation to this data, including;

- The number of enquiries completed;
- Number/ percentage of people who require further support and what this support is;
- Number of enquiries that did not meet the safeguarding criteria/were not applicable

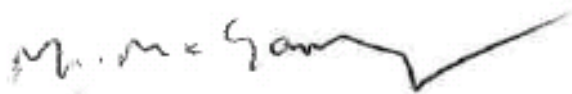
Audit Committee has requested that this Committee look at the processes and procedures in relation to Adult Safeguarding, and this will be a piece of work looked at by the CASSC Performance Panel from January 2018.

A summary of action points are:

- **Telecare Services** – a briefing be made to Committee during 2017/18;
- **DFGs/Adaptations** - update to be considered by the Committee in December 2017;
- **Day Opportunities** – a visit to Sandown Court be arranged for Members of this Committee;
- **Carers Assessments** – a briefing be made to Committee during 2017/18;
- **Mental Health Community Services Review** – Cardiff & Vale UHB be invited to a future Committee meeting to brief Members on the Review
- **Direct Payments** – a brief be considered at a future meeting of the Committee;
- **Adult Safeguarding/Protection** – CASSC Performance Panel consider this issue from January 2018.

I hope you find the Committee's observations and suggestions useful. I will contact you at a future date with an updated work programme for the Committee, setting out the proposed dates for the consideration of the above topics.

Yours sincerely,



**COUNTY COUNCILLOR MARY MCGARRY**  
**Chairperson - Community & Adult Services Scrutiny Committee**

Cc: Sarah McGill, Director of Communities, Housing & Customer Services  
Jane Thomas, Assistant Director Housing & Communities  
Isabell Bignall, Assistant Director, Communities & Customer Services  
Tony Young, Director of Social Services  
Amanda Phillips, Assistant Director, Adult Services

Mae'r dudalen hon yn wag yn fwriadol

**SWYDDFA CYMORTH Y CABINET  
CABINET SUPPORT OFFICE**



County Hall  
Cardiff,  
CF10 4UW  
Tel: (029) 2087 2087  
www.cardiff.gov.uk  
  
Neuadd y Sir  
Caerdydd,  
CF10 4UW  
Ffôn: (029) 2087 2088  
www.caerdydd.gov.uk

Fy Nghyf / My Ref : CM38489  
Eich Cyf / Your Ref : Scrutiny/Correspondence/MMG/06-09-17CSE  
Dyddiad / Date: 3rd October 2017

Cllr Mary McGarry  
E-Mail

Annwyl / Dear Cllr McGarry,

**CASC, Quarter 1 Performance**

Thank you for the recent opportunity to present our Quarter 1 performance. As always, I value the input provided by the Community & Adult Services Committee.

**COMMUNITIES, HOUSING & CUSTOMER SERVICES DIRECTORATE**

**Telecare Services**

I would welcome the Community & Adult Services Committee scheduling this item in their Work Programme. In relation to the target for connections to the service I do accept that this is a stretch target set to help drive the service forward. The service has a comprehensive marketing plan and attracts 60-85 new customers per month, which maintains overall numbers at around the current level. There are no budget implications for the service should the additional 5% target not be achieved, as the budget is based on the current level of customers. So anything over and above the current level will enable reinvestment into the service. To update, as of 18th September, there were 4,439 customers, which is a net increase of 46 since the Committee meeting.

**Disabled Facilities Grants**

In response to the Committees request for more information on the numbers of people completing the process, I can advise as follows:

For 2016/17:

- Requests for Service

Assistance Type	Number Received	Number of Successful Applications	% Of Successful Applications	Cases still Progressing through to Approval
Mandatory	1148	917	80	42
Low Cost	1184	1045	88	14
Total	2332	1962	84	56

- Reasons Why the Applications Were Unsuccessful

Assistance Type	Client Deceased	Client Withdrew	Contribution Exceeded Cost of Work or Mandatory Grant Limit	Other
Mandatory	12	123	24	30
Low Cost	11	52	0	62
Total	23	175	24	92

Of unsuccessful applications therefore only 2% relate to the clients' concern about the financial contribution they would be required to make.

Of the Requests Received 80% of the work is for Stair lifts, Level Access Showers & Bathroom Adaptations, along with works to improve Access to the property and within the property.

The remaining 20% of work is to re-configure the existing dwelling, undertaking structural works, and in some instances constructing an extension.

In addition to the Mandatory and Low Cost Adaptation Requests received, a further 1,326 refurbishment of previous adaptations requests were received within the period. The majority of these are stair lifts or electromechanical adaptations.

Once again, we would welcome the opportunity for the entire Older Persons' Preventative Services agenda to be brought to a future meeting. This area is very broad but will give the Committee the opportunity to identify, in more detail, the areas they wish to explore further.

Yn gywir / Yours sincerely



**Cllr Susan Elsmore**

Aelod Cabinet dros Ofal Cymdeithasol, Iechyd a Lles

**Cabinet Member for Social Care, Health and Well-being**



My Ref: Scrutiny/Correspondence/Cllr McGarry

5 October 2017

Councillor Susan Elsmore  
Cabinet Member for Social Care & Health  
County Hall  
Cardiff  
CF10 4UW



Dear Susan,

**Community & Adult Services Scrutiny Committee – 4 October 2017 – Proposal to Develop a Regional Social Care Training Unit for Cardiff and the Vale of Glamorgan (WDTU)**

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee and providing Members with an opportunity to consider the proposals for a Regional WDTU prior to its consideration by Cabinet at their forthcoming meeting. Members of the Committee have requested that I feed back the following comments and observations to you.

The Committee fully supports the proposal and commends the work undertaken to date. The Committee felt that the move towards a regional working arrangement was a very practical course of action, and were assured that the WDTU would provide a sustainable, long-term solution to maximising training opportunities for social care staff in Cardiff and the Vale of Glamorgan.

The only issue of concern for Members was in relation to the consultation with social care staff across the sector. The Committee accepted the explanations given regarding the low response rate from the consultation undertaken to date, but suggest that a further consultation should be undertaken during the summer of 2018. The Committee felt that the consultation should gauge the views of individuals and organisations on their experiences following the implementation of the new arrangements, and aim to identify what is working well; areas for improvement; and whether needs were being met across the whole region.

Finally, the Committee would like to invite you back to address Members in September 2018, to update Members on the first six months operation of the WDTU, where the Committee would hope to receive an update on the above consultation with internal and external staff.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mary McGarry', with a long, sweeping underline.

**COUNTY COUNCILLOR MARY M<sup>c</sup>GARRY**  
**Chairperson - Community & Adult Services Scrutiny Committee**

Cc: Councillor Graham Hinchey, Cabinet Member for Children & Families  
Tony Young, Director of Social Services  
Angela Bourge, Operational Manager, Strategy Performance and Resources

Mae'r dudalen hon yn wag yn fwriadol

**SWYDDFA CYMORTH Y CABINET  
CABINET SUPPORT OFFICE**

Fy Nghyf / My Ref : CM38520

Dyddiad / Date: 9th October 2017

Cllr Mary McGarry  
Chairperson - Community & Adult Services Scrutiny Committee  
Cardiff County Council  
County Hall  
Atlantic Wharf  
Butetown  
Cardiff  
CF10 4UW

Annwyl / Dear Mary

**Community & Adult Scrutiny Committee – 4 October 2017 – Proposal to  
Develop a Regional Social Care Training Unit for Cardiff and the Vale of  
Glamorgan (WDTU)**

Thank you for your invitation to attend the above scrutiny committee, I welcome the committee's support for the proposals.

I have asked that the committee's comments are referred to the Regional Workforce Board for their consideration in relation to 2018.

Yn gywir / Yours sincerely



**Councillor / Y Cynghorydd Susan Elsmore  
Cabinet Member for Social Care, Health & Well-being  
Aelod Cabinet dros Ofal Cymdeithasol, Iechyd a Lles**

Mae'r dudalen hon yn wag yn fwriadol

## Appendix E

### CASSC WORK PROGRAMME 2017/18

	06/09/2017	04/10/2017	15/11/2017	06/12/2017	17/01/2018	12/02/2018	14/03/2018	18/04/2018	16/05/2018	06/06/2018	04/07/2018
<b>Committee Item 1</b>	Cardiff & Vale Draft Dementia Services Strategy 2017-27	Proposal to develop a Regional Social Care Training Unit for Cardiff & the Vale of Glamorgan - <b><u>Pre-decision</u></b>	Development of a City Wide Employability Provision - <b><u>Pre-decision</u></b>	Independent Living Services Brief to include Disabled Adaptations - 12 month update/ review	Recommissioning of Housing and Support Services for Young People - <b><u>Pre-decision</u></b>	Corporate Plan	Rough Sleepers Strategy	Domestic Abuse Regional Strategy - <b><u>Pre-decision</u></b>	Older People's Accommodation Strategy - <b><u>TBC</u></b>	Locality Based Working & Neighbourhood Partnerships - <b><u>Briefing</u></b>	Director of Social Services Annual Report-Joint CYP/CASSC
<b>Committee Item 2</b>	2017/18 CASSC Work Programme	2017/18 CASSC Work Programme	Draft Night Time Economy Strategy - <b><u>Pre-decision</u></b>	Lettings Policies in High Rise Blocks	Quality of Life in Care Homes	2018/19 Budget	Homelessness & Housing Need Strategy - <b><u>Pre-decision</u></b>		CASSC 2017/18 Annual Report		
<b>Committee Item 3</b>	2017/18 Quarter 1 Performance		Mental Health Community Services Review	Council Housing Voids - 12 month update/ review	Information, Advice & Assistance Update		Adult Services - Study of Winter Pressures				
<b>Committee Item 4</b>				Committee Business			Carers - Assessments & Engagement				
<b>Inquiries</b>	Drugs - Joint CYP/CASSC Inquiry										
<b>Performance Panel</b>				2017/18 Quarter 2 Performance			2017/18 Quarter 3 Performance			2017/18 Quarter 4 Performance	
<b>Performance Panel</b>					Adult Safeguarding			Well-Being of Staff in Social Care			
<b>Briefs/Reports/ Updates outside of Committee</b>											
<b>Cabinet Dates</b>	21-Sep	12-Oct	16-Nov	14-Dec	18-Jan	15-Feb	15-Mar	19-Apr	17-May	21-Jun	12-Jul

#### Topics to be Timetabled:

**Inquiry** - Safety in Parks

**Inquiry** - Community Safety - New Communities

Mae'r dudalen hon yn wag yn fwriadol