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AGENDA

Committee	COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE
Date and Time of Meeting	WEDNESDAY, 18 APRIL 2018, 4.30 PM
Venue	COMMITTEE ROOM 3 - COUNTY HALL
Membership	Councillor McGarry (Chair) Councillors Ahmed, Asghar Ali, Carter, Goddard, Jenkins, Kelloway and Lent

Time approx.

1 **Apologies for Absence**

To receive apologies for absence.

2 **Declarations of Interest**

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

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

To approve as a correct record the minutes of the meeting held on 14 March 2018.

4 **Communities, Housing & Customer Services Directorate Business Plan** (*Pages 9 - 48*) 4.35 pm

- (i) Councillor Susan Elsmore (Cabinet Member – Social Care, Health & Well-Being) will be invited to make a statement.
- (ii) Councillor Lynda Thorne (Cabinet Member – Housing & Communities) will be invited to make a statement.
- (iii) Sarah McGill (Corporate Director for People and Communities), Jane Thomas (Assistant Director, Housing & Communities) and Nick Blake (Business Support Manager) will be in attendance to give a presentation and answer Members' questions

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5 Information, Advice & Assistance (Pages 49 - 94) 5.15 pm

- (i) Barbara Kerridge, Riverside Advice Centre will be invited to give a presentation and answer Members' questions.
- (ii) Councillor Susan Elsmore (Cabinet Member – Social Care, Health & Well-Being) will be invited to make a statement.
- (iii) Sarah McGill (Corporate Director for People and Communities), Carolyne Palmer (Operational Manager, Prevention Services) and Lisa Wood (Operational Manager Locality Services - First Contact & Assessment) will be in attendance to give a presentation and answer Members' questions.

6 Extension of Contracts in relation to the Supported Living Service for Adults with a Learning Disability (Pages 95 - 120) 6.15 pm

- (i) Councillor Susan Elsmore (Cabinet Member – Social Care, Health & Well-Being) will be invited to make a statement.
- (ii) Sarah McGill (Corporate Director for People and Communities) and Denise Moriarty (Strategic Lead Planning Officer, Adult Services) will be in attendance to give a presentation and answer Members' questions.

7 Way Forward

8 Date of next meeting

16 May 2018 at 5.00pm

Davina Fiore

Director Governance & Legal Services

Date: Thursday, 12 April 2018

Contact: Andrea Redmond, 02920 872434, a.redmond@cardiff.gov.uk

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

14 MARCH 2018

Present: Councillor McGarry(Chairperson)
Councillors Ahmed, Asghar Ali, Carter, Jenkins and Kelloway

50 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Goddard.
Councillor Jenkins advised that he would be late arriving to the meeting.

51 : DECLARATIONS OF INTEREST

None.

52 : MINUTES

The minutes of the meeting held on 12 February 2018 were agreed as a correct record and signed by the Chairperson.

53 : CARDIFF & VALE AREA PLAN FOR CARE AND SUPPORT 2018 - 23

The Chairperson welcomed Councillor Susan Elsmore, Cabinet Member for Social Care, Health & Well-Being; Sarah McGill Corporate Director for People and Communities; Amanda Phillips Assistant Director for Adult Services and Rachel Jones Assistant Director - Integrating Health & Social Care to the meeting.

The Chairperson advised that this item enabled Members to carry out pre-decision scrutiny of the Cardiff & Vale Area Plan for Care and Support 2018-23 draft Cabinet Report, prior to consideration at Cabinet tomorrow.

The Chairperson invited the Cabinet Member to make a statement in which she said that as Cabinet Member and Chair of Regional Partnership Board, she was happy to present the regional area plan and supporting action plan which would be used to deliver services. In governance terms, it was noted that the plan had already been approved by the Regional Partnership Board and now needed approval from both Cardiff and Vale of Glamorgan Councils.

Members were provided with a presentation after which the Chairperson invited questions and comments;

- Members noted that some points in the action plan had no actions against them but go straight to the partnership. Members were advised that these would be actions that are not the responsibility of the RPB but there are existing arrangements in place where there are actions plans that lie with partners that deliver them. These would be monitored by the RPB and the PSB and Members would be provided with an update at the end of the year. The Cabinet Member added that there was a need to avoid duplication and provide clarity and transparency; not everything was the responsibility of the RPB, some were with the PSB and statutory organisations that make up the Cardiff and Vale Health Board. The Corporate Director added that this has come about from having a starting point of 2 separate population needs

assessments which was not ideal. Officers added that it was a good start and there was a need to clearly illustrate the responsibilities of everyone, noting that delivery is important and key.

Members considered it would be good to have the body responsible listed against the action.

- Members asked how much service change would come about as a result of the strategy and how it fits in with the direction of travel within the department. Officers advised that there were lots of references to work already being done, it gives a clear direction of where the service is going, what's being done and by who.
- Members asked what effect this would have on staff and their objectives. Officers explained that they see it as a "golden thread" as it provides governance on what's done and a vision for the future. The Cabinet Member added that it shows the range of partners and the importance given to the carer's agenda.
- Members noted the reference to plans/strategies that were under development and that some of these were ones that the Committee had been waiting to see for a while, asking what progress was being made on these, particularly the Cardiff and Vale Community Cohesion Delivery Plan on Asylum Seekers and Refugees. The Cabinet Member advised that this was under the responsibility of the PSB and the Corporate Director advised that she would raise it there.
- Members noted that this plan was in response to legislative changes and asked how many people were involved in putting the plan together and what were the costs involved. Officers advised that this had been compiled in house, staff worked on it as part of their jobs, so were unable to provide the numbers of people or the breakdown of cost for the plan.
- Members asked if the development of the plan had felt like a burden for officers. Officers stated that it was the best way of not duplicating the work of others, to see all the relevant strategies that relate to the area in one place and it provided good engagement. Officers said they would continue to speak to the PSB on how they report but they don't see it as a burden, it took a lot of effort from a large number of people but this was needed to establish a shared view.
- Members referred to improving the integrated agenda how this would be done. Officers stating they were always looking at how to bring the integrated agenda together, such as best use of Hubs facilities across the city. The Cabinet Member stated that Members would see a greater emphasis of working together coming forward, such as day opportunities and very close working with Health.
- Members referred to the template used and were advised that it was a Social Care Wales template which reflects the Act and respective duties of statutory bodies and how these link up.

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.

54 : HRA BUSINESS PLAN 2018/19

The Chairperson welcomed Councillor Lynda Thorne, Cabinet Member for Housing and Communities; Sarah McGill, Corporate Director for People and Communities; Jane Thomas, Assistant Director, Housing and Communities; Colin Blackmore, Estates Improvement Manager; and Anil Hirani, Operational Manager, Capital & Treasury to the meeting.

The Chairperson advised that this item enabled Members to carry out pre-decision scrutiny of the HRA Business Plan draft Cabinet Report, prior to consideration at Cabinet tomorrow.

The Chairperson invited the Cabinet Member to make a statement in which she said that she was pleased to be able to bring this plan which outlined the plans to continually improve Council Houses and the estates where people live and also to develop 1000 new homes followed by a further 1000. The Cabinet Member added that she had recently met with an officer from the WLGA who had complimented the Plan stating that it was excellent and an easy read.

Members were provided with a presentation after which the Chairperson invited questions and comments;

- Members noted that the HRA was a complicated document and found some of the breakdown of the financial information complicated to understand. Members were concerned about the risk of borrowing and sought assurance from officers on this. Officers explained that previous investments had been borrowed and repaid; exiting from the Welsh Government system had provided opportunities for borrowing and investing. Currently there was a vision to do more so it was important to ensure that borrowing was prudent and sustainable; there is a 30 year business plan for this which needs to be affordable in the medium to long term. Officers added that there were lots of variables though such as voids, bad debts, inflation and these risks needed to be known and mitigated against. There is an Integrated Treasury Strategy whereby borrowing is at fixed interest rates which is 2.5% over 40 years, which was a prudent approach to borrowing.

Officers added that the financial information related to cumulative figures over 30 years and included the impact of compounding, these would be addressed in the short term and reviewed annually.

- Members referred to the Welsh Government Cap on borrowing of £316million, officers advised that this was a total limit, but officers were in discussion regarding how they can increase the cap to deliver more as currently it is inhibiting their ability to borrow more and was constraining.
- Members referred to the new build housing and asked what plans there were for the tower block rooftops. Officers advised that there would be scenery/slats that would hide the aerials etc. and improve the aesthetics of the

buildings. Members asked if there could be rooftop gardens and were advised this could be looked at for the new builds but this wasn't feasible for the current buildings as they are not designed for tenant access.

- Members asked for information on how often new kitchens and bathrooms needed to be fitted in Council properties and were advised that the WHQS recommends that kitchens should be replaced every 15 years and Bathrooms every 25 years unless they are good condition.
- Members asked how often rent reviews are carried out and were advised that they are renewed annually and are affordable at the Council element; the review doesn't necessarily mean there will be an increase above the Welsh Government statutory increase. Officers added it was important to think about future tenants and increase rents to enable more housing development.
- Members considered that Plans can sometimes seem like marketing material and not show real challenges or issues and asked if Plans are reviewed and reflected on what has not worked in the past. Officers assured Members that yes they do, they have learned from the past for example they don't build alleys or large council estates any more. There are now mixed communities with a mix of tenure.
- Members asked if officers measure the results of, for example anti-social behaviour (ASB) in new mixed developments and were advised that they hadn't delivered any new properties as yet but have monitored ASB through the neighbourhood regeneration schemes and it is reducing.
- Members referred to the maintenance work and asked about cladding of council homes, asking why it is not a priority for the Council to fund now that Welsh Government grants are very limited. Officers explained that Cardiff has been fortunate in recent years with Welsh Government when more money was available; Cardiff is pressing Welsh Government to do more. For Cardiff to fund this type of work from the HRA would cost over £10k per property, there needed to be a balance between the cost and the savings from energy. Many Council properties already scored quite well on energy efficiency and there are already wall and loft insulation programmes undertaken.
- Members asked why there were 400 homes not listed in the Cardiff Living. Officers advised that they had had to settle on the procurement process of Cardiff Living and settled on 40 sites, this can't be added to at this stage, but to change it later is acceptable.
- Members asked if there had been any achievements over the last few years that had not been met and are any targets rolled over. Officers explained that current contractors have performance indicators in the contract which should enable better performance and assured Members that the new builds are going well. The Cabinet Member added that it had been disappointing that Cardiff Living had not developed as quickly as they had hoped and intended but that was down to the procurement process and a lesson had been learned.

- Members asked if the Cabinet Member was 100% guaranteeing 1000 new homes by 2020. The Cabinet Member said yes, they would be built by then but she could not guarantee that they keys would be handed over by then but the commitment was there.
- Members referred to the installation of fire doors in council properties and the fact that this installation was half way through and asked why this was not a priority. Officers explained it was a priority, they procured a contractor then the contractor pulled out half way through. A new contractor had now been procured. Officers noted that the doors are currently compliant but not at the standard that the Council wants.
- Members asked where the shipping containers would be located and were advised that one site was at the end of Bute Street and one at Greenfarm hostel in Ely.
- Members asked if the new build would be easily adaptable for disabled access or at least a percentage of them. Officers advised they would be easily adaptable, there would also be large 1 bed units on ground floors so that flexibility would be there.
- Members noted that the mixed types of properties reflect the current need.
- Members asked if the new builds would have solar panels and were advised they would not, they would be energy efficient fabric first properties with insulation.
- Members noted the income for 2018-2020 coming from Right to Buy. Members thought this had stopped and sought clarification. Officers advised that the Council had applied successfully to cease the Right to Buy scheme, but under the rules once someone has submitted an application then it has to be considered. It was therefore assumed that further applications may come through the process.

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.

55 : DATE OF NEXT MEETING

Wednesday 18 April 2018 at 4.30pm in Committee Room 3, County Hall, Cardiff.

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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY AND ADULT SERVICES SCRUTINY COMMITTEE

18 April 2018

**PEOPLE AND COMMUNITIES: HOUSING & COMMUNITIES DIRECTORATE
DELIVERY PLAN 2018-19**

Purpose of Report

1. To provide Members with an overview of the People and Communities: Housing & Communities Directorate Delivery Plan 2018-19, to facilitate the scrutiny of the Plan, attached at **Appendix A**.

Scope of Scrutiny

2. The Committee's Terms of Reference give responsibility for scrutinising a range of services that fall within three Directorate Delivery Plans. The People and Communities: Housing & Communities Directorate Delivery Plan 2018-19 will be considered at this meeting and is attached at **Appendix A**. At next month's Scrutiny Committee meeting, Members will consider the relevant sections of the Social Services Delivery Plan. The relevant sections of the Resources Delivery Plan which relate to the crime and disorder/community safety parts of this Committee's Terms of Reference will be circulated outside of Committee for Members' information¹.
3. This item will enable the Committee to pass comments to the relevant Cabinet Member and senior officers to consider before they finalise the Directorate Delivery Plan.

¹ This Plan is subject to scrutiny by the Policy Review and Performance Scrutiny Committee.

4. The majority of the People and Communities: Housing & Communities falls within the remit of this Committee, apart from Libraries and Adult Community Learning which the Economy and Culture Scrutiny Committee has the lead in scrutinising.

The Council’s Strategic Planning Framework

5. The Council’s integrated strategic planning framework (see diagram below) sets out the “golden thread” in meeting the Council’s four key priorities of:

- Working for Cardiff
- Working for Wales
- Working for the Future
- Working for Public Services



6. The Delivery Plan follows a standard format, which is:
- Corporate Introduction
 - Directorate Profile
 - Directorate Self-Assessment of Performance 2017/18.
 - Moving Forward: Context, Opportunities and Challenges
 - Contributing to Cardiff's Well-Being Objectives
 - Delivering Welsh Language Standards
 - Strategic Directorate Priorities

People and Communities: Housing & Communities Directorate Delivery Plan 2018-19

7. The Plan is attached at **Appendix A**. Members are reminded that some of the work of this Directorate falls outside the remit of this Committee i.e. adult community learning and libraries. To assist Members, listed below are the pages relevant for each key section:
- a. Directorate Profile – **page 4** of the Plan
 - b. Directorate Self-Assessment of Performance 2017/18 – **pages 5-6** of the Plan
 - c. Moving Forward: Context, Opportunities and Challenges – **page 7** of the Plan
 - d. Contributing to Cardiff's Well-Being Objectives – **pages 8-11** of the Plan
 - e. Delivering Welsh Language Standards – **pages 12-13** of the Plan
 - f. Strategic Directorate Priorities – **pages 14-31** of the Plan, which includes
 - Links to strategic priorities
 - Commitments to Action
 - Dependencies
8. The Directorate's **Self-Assessment of Performance during 2017-18** (pages 5-6) sets out what the Directorate has done well, what the Directorate could/should have done better and what opportunities and challenges the Directorate faced. Within the terms of reference of this Scrutiny Committee, this includes:

- Housing Development
- Landlord Services
- Benefit Cap
- Homelessness
- Preventative Services
- Neighbourhood Regeneration
- Responsive Repairs
- Advice Services and Hubs *(these cut across the responsibilities of this Scrutiny Committee and the Economy & Culture Scrutiny Committee)*

9. The **Moving Forward: Context, Opportunities and Challenges Section** on page 7 of the Plan sets out issues that the Directorate must take into account in planning future delivery. This highlights:

- Welfare Reform
- Integration of Services
- Funding Flexibilities

10. **Contributing to Cardiff's Well-Being Objectives** on pages 8-11 sets out how the Directorate will contribute towards the 7 well-being goals set out in the Well-being of Future Generations (Wales Act). These are:

- Cardiff is a great place to grow up
- Cardiff is a great place to grow older
- Supporting People out of Poverty
- Cardiff has safe, confident and empowered communities
- A Capital City that works for Wales
- Cardiff grows in a resilient Way
- Modernising and integrating our public services

11. The **Strategic Directorate Priorities** Section from page 14 onwards sets out in detail, under each Strategic Directorate Priority the following:

- Key Performance Indicators
- Dependencies
- Commitments to Action - Individual Headline Actions, with
 - Start/End Date
 - Responsible Officer
 - Key Milestones for each quarter in 2018/19
 - Link to Equality Objective

Way Forward

12. Councillor Susan Elsmore (Cabinet Member Social Care, Health, and Well Being) and Councillor Lynda Thorne (Cabinet Member, Housing & Communities) have been invited to each make a statement. Sarah McGill (Corporate Director for People and Communities), Jane Thomas (Assistant Director, Housing & Communities) and Nick Blake (Business Support Manager) will give a presentation and answer Members' questions.

13. Members may wish to explore the following areas:

- a. How the Directorate is supporting delivery of the Council's Key Priorities (*paragraph 5 of this report*) and Cardiff's Well-Being Objectives (*paragraph 10 of this report*) via the commitments detailed in the Strategic Directorate Priorities Section (*page 14 of the Plan onwards*);
- b. How the Directorate's priorities were identified and what criteria were used;
- c. Whether the milestones and timescales for commitments are appropriate and achievable;
- d. What the arrangements are for monitoring the implementation of the Delivery Plan commitments;
- e. Whether the performance measures are appropriate and fit for purpose;
- f. The Directorates' resource levels and whether these are sufficient to resource the commitments in Strategic Directorate Priorities Section;

- g. The key challenges facing the Directorate and how they are planning for the future; and
- h. The Directorate' key achievements during 2017/18.

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

The Committee is recommended to:

- i. consider the information in this report and the Plan attached at **Appendix A**;
- ii. decide whether it wishes to make any comments or recommendations to the relevant Cabinet Member and Officers on the Directorate Delivery Plan; and
- iii. discuss whether any of the issues considered should be built into the Committee's work programme for 2018/19.

DAVINA FIORE

Director of Governance and Legal Services

12 April 2018

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People & Communities:

Housing & Communities - delivery plan

2018/19



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WORKING FOR CARDIFF,
WORKING FOR YOU



	Description	Pages
1.	Corporate Introduction	2
2.	Directorate Profile	4
3.	Directorate Self-Assessment of Performance	5
4.	Moving Forward: Context, Opportunities and Challenges	7
5.	Contributing to Cardiff's Well-being Objectives	8
6.	Delivering the Welsh Language Standards	12
7.	Strategic Directorate Priorities <ul style="list-style-type: none">• Delivering Improvement – progress and action• Dependencies• Risk Management	14

Directorate Delivery Plan – People & Communities: Housing & Communities

1. Introduction

1.1 Golden Thread



Directorate Delivery Plan – People & Communities: Housing & Communities

1.2 Directorate Delivery Plan (DDP)

With increasing pressure on many services the Council is responsible for, we must be clear about our priorities. The Council is doing this and the four key priorities are:

Our priorities:

- Working for Cardiff
- Working for Wales
- Working for the Future
- Working for Public Services

For each priority, a number of well-being objectives have been established; and for each well-being objective, high level “steps” and performance indicators have been identified.

1.3 Measuring Progress

To ensure there is clear accountability for delivering each objective, one or more Lead Member and Lead Director has been identified for each priority. The delivery of the Corporate Plan will continue to be monitored through the Council’s Performance Management Framework (PMF).

The alignment of monitoring and reporting cycles for finance and service performance information have strengthened the PMF and give greater visibility of the Council’s overall performance position – against which progress will be monitored on an ongoing basis

Key Terms

The Well-being of Future Generations (Wales) Act

- This Act is about improving the social, economic, environmental and cultural well-being of Wales.

The 7 Well-being Goals

- To make sure all public bodies are working towards the same vision, the Act puts in place seven wellbeing goals.

City Wide Outcomes

- Seven high level outcomes have been by agreed Cardiff’s Public Services Board partners
- Achieving these outcomes requires action across a range of organisations.

Council Priorities

- The Council’s priorities recognise the most important areas that need to be addressed in the short to medium term.

Well-being Objectives

- 7 Well-being Objectives have been identified across the 4 Priorities. These reflect specific areas where the Council wishes to see improvement and the specific outcome we want to achieve.

Steps

- Steps are specific initiatives that the Council will undertake to deliver the Well-being Objectives and contribute to City Wide Outcomes.

Measuring Progress

- Progress will be measured by a basket of indicators.

2. Directorate Profile

Housing & Communities, along with Housing Development, within the People and Communities Directorate, provides a wide range of services to those who live, work or visit the City of Cardiff. Often these services are for the most vulnerable in Cardiff, whose needs can only be effectively met through joined-up delivery of services both with other Council departments and our partners.

Face to Face advice and support is also available through the Hubs rolled out across the City, with Housing & Benefit advice available as well as partner organisations. The Hubs also include Library provision and there are also a number of standalone Libraries. A comprehensive range of library services are delivered which aim to improve the lives of Cardiff citizens through the delivery of reading, information, health, digital, cultural and children's learning opportunities across the City.

To support those out of work or to upskill people into better paid work, especially those affected by Welfare Reform changes, the Service Area delivers a range of support and courses through Adult Community Learning and the Into Work Advice Service. Adult Community Learning provides a broad range of adult learning opportunities across the City, with Learning for Work focused on those who are seeking employment, and Learning for life for those wanting to participate in learning as a recreational activity or for personal development. The Into Work Advice Service includes one to one support for CVs, Job Applications and universal job match as well as digital sessions and free accredited training courses. The team assist businesses with their recruitment needs including holding Jobs Fair events with guaranteed interview opportunities for jobseekers.

The Service Area provides a variety of services to support the most vulnerable people living in Cardiff. Preventative Services provides a whole range of teams who take a whole systems approach in helping older and disabled citizens of Cardiff to live independently in their own homes, reduce hospital admissions, speed up discharge from hospital and help them reconnect to their communities. Preventative Services also works closely with the 3rd Sector, Health services and community groups co-producing outcomes that matter to the citizens of Cardiff.

The Service Area also makes provision for the Homeless, including outreach work with Rough Sleepers, the provision of hostel spaces and other support services for the most vulnerable citizens. Council housing is provided to those most in need, with the Service Area managing 13,440 Council homes. Teams within the Service Area provide a full range of services for tenants including repairs, the turnover of properties that become vacant and maintaining the Welsh Housing Quality Standards across all stock. Teams within the Service Area also help over 36,000 households within Cardiff to pay their rent or Council Tax through payment of Housing Benefit and the Council Tax Reduction Scheme as well as managing a Discretionary Housing Payment fund, helping the most vulnerable people in Cardiff. The Service Area also provides a range of support and engagement services for Council tenants through Tenant participation. The Supporting People programme delivers housing-related support to vulnerable clients in a variety of settings, with the aim of maximising independence. Services are provided in house and by a range of partner support providers who are monitored to ensure the services provided are of a high quality.

As the City continues to grow, the Service Area is building more council homes both for rent and for our assisted home ownership scheme to help address the high housing need. We are exploring innovative construction methods and new ways of using our land and resources to deliver high quality, energy efficient homes more quickly. We have an overall target of building 2000 new council homes, of which 1000 must be delivered by 2022. In addition, the Service Area carries out regeneration works to improve neighbourhoods across the City, including estate regeneration schemes, neighbourhood renewal schemes, improvements to local shopping centres and community facilities, and community safety measures such as alley-gating.

3. Self-Assessment of performance during 2017-18

Summary of Service Self-Assessment - what the Directorate has done well, what the Directorate could/should have done better, what the opportunities and challenges the Directorate faced

Housing Development – As part of the Capital Ambition commitment 15 new homes have already been completed, through converted buildings and property purchases, 131 new homes are on site through Cardiff Living, with an additional 12 purchases going through the legal process for completion. 132 homes currently have planning approval, including Cardiff Living and other new builds.

Landlord Services – during 2017/18 Caretaking service have maintained clean and clear and both normal and offensive graffiti cleared within the target time throughout the year, with offensive graffiti targeted to be cleared within 24 hours of a report received. Anti-Social Behaviour has also performed well, with both urgent and non-urgent cases contacted within target time throughout the year. The average number of calendar days taken to let lettable units of permanent accommodation came down from 76 days in 2016/17 to 69 days in 2017/18, however this did fall short of the 65 day target.

Benefit Cap - The Welfare Reform Team work to reduce the impact on those affected. 175 (Feb 2018) clients have been supported to return to work since the benefit cap introduction in November 2016, 265 have attended both accredited and non-accredited training. 63% of benefit caps have been removed since 2013 due to returning to work and claiming working tax credits. 893 (Feb 2018) clients have received budgeting support and 244 (Feb 2018) are being worked with to become digitally included. Homelessness has been prevented for 78 (Feb 2018) households affected by the benefit cap.

Homelessness - 71% of households threatened with homelessness have been successfully prevented from becoming homeless, against a target of 50% for 2017/18. 204 rough sleepers have been assisted into accommodation during 2017/18, against a target of 144. In addition 69% of people experienced successful outcomes through the homelessness reconnection service, against a target of 50%.

Preventative Services – during 2017/18 97% of clients felt that Independent Living Services had improved their quality of life and 98% of clients felt able to remain living in their own homes more independently after intervention by Independent Living Services. 73% of clients were dealt with at First Point of Contact, against a target of 65%. In addition to this only 3% of First Point of Contact referrals are then passed to social care. Through the ENABLE system of delivering home adaptations, the process has been streamlined for delivering bath out shower in installations saving an average of 12 weeks. There has also been the development of a new section 33 agreement within Joint Equipment Services to create a level playing field in funding across the region to ensure all partners are meeting their commitments.

Neighbourhood Regeneration – during 2017/18 2 new community hubs, Llanedeyrn and Llanishen have been completed and Minehead Road Day Centre has also been improved. Estate regeneration schemes at Trowbridge Mawr and Hodges Square have been completed and work has commenced on the redevelopment of the Maelfa Shopping Centre. An estate regeneration programme has been developed, based on comprehensive assessment of environmental and social conditions across all Council estates. The Neighbourhood Regeneration team also gated, closed or improved 10 alleys or gullies, completed 12 regeneration projects and achieved 91% customer satisfaction with completed schemes.

Libraries & Hubs – during 2017/18 the new Heritage and Branch Library in Cathays was opened and a Heritage based events programme has also been developed. The library service has also showed improved performance against the Welsh Public Library Standards framework, with Cardiff ranked highest in Wales for visits per capita, virtual visits per capita and net cost per visit. Improvements were also made on attendance at training, informal training, active borrowers, attendance at events, the total number of volunteers and volunteer hours, the percentage of unplanned closures of static service points and the percentage of mobile/home deliveries missed. Libraries and Hubs also exceeded their target of 3,200,000 visits in the year, with 3,331,807 visits recorded in total for 2017/18.

Advice Services & Adult Community Learning - The Money Advice Team at Central Library Hub extended their service during 2017/18, providing outreach sessions at hubs and foodbanks across the city, in total the team has seen almost 17,000 people to provide information, guidance and advice. During these appointments almost £500,000 has been saved, easily reaching the target set for the year and almost £19 million in additional weekly benefit has been claimed, far exceeding the target of £12 million. Into Work Advice Services work to support people into work through work preparation workshops, accredited and non-accredited training and volunteering opportunities, during 2017/18 370 people were assisted into employment by the service. Adult Community Learning also run the Learning for Work programme, funded by Welsh Government, offering a range of flexible learning opportunities, designed to support individuals to take their first steps back into learning and to assist them to progress to further learning, training or employment. During 2017/18 there were 3,182 enrolments onto these courses, an increase of more than 300 compared to the previous year. Overall enrolments for the service increased by more than 600.

Responsive Repairs – during 2017/18 99% of emergency repairs carried out by the Responsive Repairs team were completed within the 24 hour target, beating the 95% target. Urgent repairs carried out by the Responsive Repairs team also exceeded the target of 90% with 92% completed within 5 working days, non-urgent repairs performed well, achieving 95% completed by the team within 25 days against a 90% target. The service as a whole reported a 92% customer satisfaction rate.

4. Moving Forward: Context, Opportunities and Challenges What the Directorate must take into account in planning future delivery Capital Ambition, contextual Information, changes in legislation, demographics, budget pressures, technology changes and any other factors that affect the environment in which you operate.

Welfare Reform brings a wide range of changes which have significant implications for future housing and homelessness services. The roll-out of Universal Credit Full Service commenced on 28th February 2018 for new claims and change of circumstances accepted for households with less than three children. From 1st February 2019 it is proposed that this will be extended to new claims and change of circumstances accepted for households with three or more children. Finally from July 2019 to March 2022 with large scale migration of remaining claims over to Universal Credit. This is treated as a Corporate Risk and is reviewed regularly.

Definition of Risk	RAG Rating	Strategic Directorate Priority affected	Headline Action Reference
That the Council cannot meet its statutory obligations with the increased demands and reduced budgets placed upon it by the Welfare Reform including: Universal Credit, further reduction in Benefit Cap, size restrictions for social tenants, removal of automatic entitlement to housing costs for under 21s and changes to funded for supported housing. Lack of information, short timescales for implementation and the large number of citizens affected makes these changes a significant risk.		3. Supporting People out of Poverty	3.4 and 3.5

Integration of services – the newly formed People and Communities Directorate brings together Social Services with all the services identified within this plan. There will be opportunities to further develop a joined up person centred service with seamless access to support, which will build on our preventative approach ensuring the right intervention at the right time.

Funding Flexibilities – The Funding Flexibilities Pathfinders Pilot for Cardiff brings together 10 existing funding streams totalling £33.7 million in annual grants. The current multiple interventions from specific funding has resulted in duplication, no cohesive entry into services or clear progression pathways. Innovative ways of working to align and achieve better outcomes for people have been applied and has a proven to make efficiencies through improved integrated commissioning or by direct delivery models. The flexibilities approach is a natural extension of the work that we have been doing in Cardiff to better align programmes at a local level.

5. Making the Connections - Contributing to Cardiff's Well-being Objectives

The Well-being of Future Generations (Wales) Act is about improving the social, economic, environmental and cultural well-being of Wales. It will make the public bodies listed in the Act think more about the long-term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach. The seven well-being goals ('the goals') show the kind of Wales we want to see and this section of the Plan shows how Housing & Communities along with Housing Development contribute towards these goals.

Cardiff is a great place to grow up

Within Housing & Communities a lot of work goes on to make Cardiff a great place to grow up. Our Preventative Services section hold intergenerational events with both older people and children, to help develop an understanding of the lives of older people in Cardiff. Libraries deliver a range of services and activities targeted for children to support the development of literacy skills from birth. The Bookstart initiative provides free books for children under 4 years old and all libraries deliver Storytime and Rhymetime for the same age group with some sessions delivered through the medium of Welsh. Activities like these also provide an opportunity for parents to meet up and share experiences, reducing feelings of social isolation. Libraries also work in partnership with Sports Cardiff, delivering free activities for school age children to promote physical literacy. These sessions are run in Ely, Grangetown, Llanrumney, Rumney and St Mellons Hubs. Neighbourhood Development Librarians attend the sessions run by Sports Cardiff in local schools to promote literacy and physical literacy. The Libraries also provide after school sessions and homework help with space to study. The library service also actively promotes the all Wales initiative 'Every Child a Library Member', this includes visits, library inductions and enrolling every child in year 4. During the summer Libraries actively promote the Summer Reading Challenge, which supports school age children to maintain their literacy skills during the school holidays by delivering a range of activities, which are actively promoted in all junior schools prior to the summer break. During 2017/18 7,511 children participated and 5,085 completed the challenge, an increase of 18%. Going into 2018/19 there is also the proposed development of youth hubs in both the City Centre and Butetown.

Cardiff is a great place to grow older

Within Housing & Communities, the Preventative Services section works to make Cardiff a great place to grow older. The First Point of Contact within Independent Living Services, supports older people in Cardiff to live as independently as possible and improve their wellbeing. The service provides home visits which provide holistic support to help older people live more independently. Housing resettlement officers assisted with 115 hospital discharges that were identified as delayed transfers of care, 19 individuals identified as experiencing delayed transfers of care used step down accommodation, enabling them to leave hospital more quickly. The section also works with older people to combat social isolation, helping them connect with their communities through the Day Opportunities Team. Preventative Services work in partnership with health services, our local older sheltered accommodations and the 3rd sector to provide a range of social and health based services for older people in the local area, the 3rd sector is supported by Preventative Services to provide volunteer support to help older people with tasks including shopping, gardening, travel and domestic tasks. In collaboration with Hubs, Preventative Services have developed wellbeing Wednesday at hubs around the city, providing the opportunity for older people to take part in activities and events promoting community integration. Neighbourhood Regeneration are currently in the process of upgrading and re-modelling 3 day centres across the city, to provide quality day care facilities.

Two regular Dementia Cafes are running at Cardiff Central Library Hub, following consultation with Alzheimer's Society Cymru and their Service User review panel at Oldwell Court. The Cafes are a safe place for those living with Dementia, their families, carers and health professionals and provide information, signposting and peer support. In addition to this 86% of Library staff are trained as dementia friends, with the remaining few booked in for training during April 2018 and going forward awareness sessions will subsequently be a mandatory part of inductions. 4 Library staff are Dementia Champions and are qualified to carry out Dementia Friends sessions to colleagues and members of the public. A Parkinsons Café is also hosted monthly at Rhydypennau Library, with Parkinsons UK. The Library Service deliver housebound and mobile library services, supporting people who are unable to leave their homes or are in sheltered housing complexes and have limited mobility. There are 1,176 planned mobile stops each year and 80 people are visited by the Housebound Service.

Supporting people out of poverty

Within Housing & Communities a lot of work goes on to support people out of poverty. An example of this is the work around the Benefit Cap, since the introduction of the cap in November 2016, 709 (Feb 2018) successful applications for Discretionary Housing Payments have been completed, in addition to this homelessness has been prevented for 78 (Feb 2018) households affected by the benefit cap. 197 (Feb 2018) clients have attended training and 175 clients have returned to work. Almost 1,000 (Feb 2018) home visits have been carried out to help households affected by the benefit cap and 188 (Feb 2018) Universal Jobmatch accounts have been opened. The homelessness service has worked closely with clients to prevent homelessness, with a success rate in 2017/18 of 58%. The Preventative Services holistic visits have provided income maximisation advice to more than 1,200 older people. The Money Advice Team at Central Library Hub have extended their service during the year to also provide outreach sessions at hubs and foodbanks across the city, in total the team has seen almost 17,000 people to provide information, guidance and advice. During these appointments almost £500,000 has been saved and almost £19 million in additional weekly benefit has been claimed. Into Work Advice Services work to support people into work through work preparation workshops, accredited and non-accredited training and volunteering opportunities, during 2017/18 370 people were assisted into employment by the service. Adult Community Learning also run the Learning for Work programme, funded by Welsh Government, offering a range of flexible learning opportunities, designed to support individuals to take their first steps back into learning and to assist them to progress to further learning, training or employment. During 2017/18 there were 3,182 enrolments onto these courses, an increase of more than 300 compared to the previous year.

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Cardiff has safe, confident and empowered communities

Housing & Communities work to build and maintain safe, confident and empowered communities. The Neighbourhood Regeneration Team works on regeneration projects such as the Maelfa redevelopment, as well as estate regeneration schemes and neighbourhood renewal schemes. The team also helped to remodel, refurbish existing buildings and even build new for the Community Hub Scheme, which provides a number of services including Into work advice, housing and benefit advice, library services, PC and phone access and partner organisations advice in communities across the city. The Building Improvement Unit and Responsive Repairs work to ensure the council housing stock is maintained to the Welsh Housing Quality Standard, carrying out repairs as required and planned gas servicing through the year.

A Capital city that works for Wales

Housing & Communities provide support to people who have newly arrived in the city or country through the Library Service, who provide information to signpost them to local services, delivering Croeso, an annual welcome event for students from overseas, providing up to date material to support those undertaking the citizenship test. FAN (Friends and Neighbours) meet monthly in libraries and hubs across the city. The Libraries also deliver a literary and cultural programme of events, including the Crime & Coffee reading group, Open Spaces author talks, Chinese New Year, Japan Open Day, refugee week and Black History month.

Cardiff grows in a resilient way

As the City continues to grow, Housing & Communities Housing Development Team is working in partnership with Wates as part of the Cardiff Living Scheme to build more homes and more council homes both for rent and for our assisted home ownership scheme to help address the high housing need. We are exploring innovative construction methods and new ways of using our land and resources to deliver high quality, energy efficient homes more quickly. We have an overall target of building 2000 new council homes, of which 1000 must be delivered by 2022. The Preventative Services Day Opportunities Team encourage volunteer opportunities to help people of working age to gain work experience and contribute to their communities. The Library service have developed Cathays Heritage Library, which will serve as the community memory of the people of Cardiff, enabling access to social and economic history sources that will help gain understanding of their past and prepare for their future.

Modernising and integrating our public services

Housing and Communities are always working to modernise and integrate our services, an example of this is in Preventative Services, where the Independent living Centre is used as an assessment centre for partners across the region in Health, Social Care and Occupational Therapy. The service has also developed a mechanism, in partnership with Social Services and Care & Repair to provide a pathway for older people who need support with sensory impairments. Preventative Services has also created a service level agreement with the Fire Service for a cross service referral mechanism, where home safety checks are carried out by the fire service and any additional needs that are picked up can be passed to Preventative Services for holistic input, and Preventative Services can refer clients to the Fire Service for home safety checks. A new Disabled Facilities Grant framework has been introduced to improve service delivery times, reduce hospital admissions and speed up discharges. Housing and Communities also move to modernise and integrate services through the development of the Community hub network, with 11 hubs in priority neighbourhoods, the last of these is nearly complete and will be handed over during summer 2018. In line with this, Libraries strive to deliver services in safe, modern and fit for purpose buildings.

6. Delivering the Welsh Language Standards

Objective	Responsible Officer
<p>Forms & Documents: Conduct an audit to ensure that the following are bilingual: Agendas and minutes for meetings, conferences and seminars that are open to the public; Licences; Certificates; Brochures; Leaflets, pamphlets or cards; Policies, strategies, annual reports and plans; Guidelines, Codes of Practice and Rules; Press Statements, record your findings and prepare an Improvement Plan (or IACTs) to address any areas of non-compliance</p>	Sarah McGill
<p>Welsh Language Awareness: Ensure that all staff with access to a PC complete the Welsh language awareness e-training on Cardiff Learning Pool site</p>	Sarah McGill
<p>Awarding Grants: Ensure that all grantees are aware of the requirement to comply with the Welsh language standards in so far as they relate to the provision of the service(s) and record how the information has been circulated. Conduct an internal audit to ensure that grantees are aware of how the standards relate to their service and record the results including any additional improvement measures.</p>	Sarah McGill
<p>Education Courses: Assess the need for all education courses to be delivered in Welsh and publish this information on the Council's website. Ensure that all staff responsible for arranging education courses are aware of the requirement to assess the need for the courses to be delivered in Welsh and evidence how this has been achieved.</p>	Sarah McGill
<p>Reception Services: Identify all reception services and ensure that they are delivering bilingual services (or are aware of the process if no Welsh speaker is available) by conducting a mystery shopper exercise. Put measures in place to address any instances of non-compliance. Ensure that all staff are made aware of the Bilingual Reception Service Guidance.</p>	Sarah McGill
<p>Signs, Notices & Display Material: Conduct an audit to ensure that all existing signs are bilingual and create new Improvement Actions to address any instances of non-compliance. Ensure that all staff are aware of the requirement to have bilingual signs and notices with the Welsh text positioned first (all signs after 30th March 2016) and evidence how this has been achieved.</p>	Sarah McGill

Objective	Responsible Officer
<p>Websites, Online Services & Social Media: Conduct an audit to ensure that all websites are bilingual and put measures in place to address any instances of non-compliance. Ensure that all staff are aware of the requirement that all social media accounts must be bilingual and operate bilingually and record how this information has been circulated</p>	Sarah McGill
<p>Public Events: Ensure that all public events organised or funded by us are bilingual by creating a checklist of the following bilingual requirements for each event: Publicity material, signage, audio announcements and services offered to persons attending the event and ensuring that accurate and up to date records are kept that each element is bilingual for each event.</p>	Sarah McGill
<p>Meetings: Ensure that all staff are made aware of the Guidance for Holding Meetings and record how the information has been circulated. Conduct an internal audit to ensure that staff are aware of the guidance including offering language choice and arranging a simultaneous translator as required. Record the results of the audit including additional improvement measures for any non-compliance found.</p>	Sarah McGill
<p>Telephone Calls: Ensure that all staff have received and are aware of the process for dealing with Welsh language calls and record how the information has been circulated. Conduct an internal audit to ensure that staff are following the agreed process as specified in the guidance including answering the phone bilingually and transferring correctly. Record the results of the audit including additional improvement measures for any non-compliance found.</p>	Sarah McGill
<p>Correspondence: Create a data-base of an individual's language choice (Welsh/English) and /or ensure that you have a process in place for recording language choice e.g. SAP CRM. Please record the database or process you have in place. Conduct an audit to ensure that all standard letters and emails are sent bilingually and include a statement regarding language choice. Record the results of the audit including additional improvement measures for any noncompliant letters and/or emails.</p>	Sarah McGill

7. Strategic Directorate Priorities

Summary of Priorities – Statement of what we are trying to achieve

	Strategic Directorate Priority	Cabinet Member(s)	Directorate Lead	Contributing to:	
				Well-being Goal	Council Priority
1	Cardiff is a Great Place to grow up	Councillor Sarah Merry	Louise Bassett	A Prosperous Wales, A Healthier Wales, A More Equal Wales	Working for Cardiff
2	Cardiff is a Great Place to grow older	Councillor Susan Elsmore	Carolyne Palmer/Chris O'Sullivan	A Prosperous Wales, A Healthier Wales, A More Equal Wales	Working for Cardiff
3	Supporting People out of Poverty	Councillor Susan Elsmore / Councillor Lynda Thorne	Ian Ephraim/Helen Evans/Louise Bassett/Ellen Curtis	A Prosperous Wales, A Healthier Wales, A More Equal Wales	Working for Cardiff
4	Safe, Confident and Empowered Communities	Councillor Lynda Thorne	Natalie Southgate/Don Davidson/Louise Bassett/Nicola Pitman	A Wales of Cohesive Communities	Working for Cardiff
5	Cardiff's Population Growth is managed in a Resilient Way	Councillor Lynda Thorne	Dave Jaques	A Resilient Wales	Working for the Future

8. Individual Priorities

Strategic Directorate Priority 1:
Cardiff is a Great Place to grow up

Dependencies

No.	Description of dependency	Headline Action
1.1	Effective partnership working and buy in from the community	1.1
1.2	Sustainable partnership funding for the organisation	1.2

Commitments to Action - what key actions will we take to achieve our improvement priority?

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2018-2019	Link to Equality Objective
CP 1.1	Pilot a “Children First” approach during 2018/19 to join up multi-agency preventative services and funding in order to improve early help to children and families in a specific locality in the city.	April 2018	March 2019	Louise Bassett	Q1: Complete service mapping to understand Service Access and Availability in the Ely and Caerau area.	Meet our Specific Equality Duties and build equality into everything we do
					Q2: Identify and develop responses to unmet need in early intervention and preventative approaches/interventions at a local level.	Provide support to those who may experience barriers to achieving their full potential
					Q3: Develop a first point of contact model for families that is linked to the interventions available in the locality.	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
					Q4: Pilot a new approach to joining up multi agency services in the Ely and Caerau area.	

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2018-2019	Link to Equality Objective
DDP 1.2	Support the Credit Union to deliver “savers projects” within Cardiff Schools that encourages saving and promotes financial literacy.	April 2018	March 2019	Louise Bassett	Q1: Maintain current member and volunteer numbers while supporting more primary and secondary schools to develop school savers club through a targeted campaign.	Meet our Specific Equality Duties and build equality into everything we do
					Q2: Undertake partnership sessions with the Credit Union to raise the awareness of the school savers clubs and recruit new volunteers.	
					Q3: Undertake partnership sessions with the Credit Union to raise the awareness of the school savers clubs and recruit new volunteers.	
					Q4: New school savers clubs set up in Primary and Secondary schools and an increase in new members and new volunteers is delivered.	

Delivering improvement – ‘progress and action’

Strategic Directorate Priority 2:
Cardiff is a Great Place to grow older

How will we measure our progress against this priority?

Ref	Key Performance Indicators	2016-2017 Result	2017-2018 Result	2018-2019 Target	2019-2020 Target	Owner
CP	The percentage of new cases dealt with directly at First Point of Contact (FPOC) with no onward referral to Adult Services	New	70.8%	72%	72%	Carolyne Palmer
CP	The percentage of clients who felt able to live independently in their homes following support from the Independent Living Services	New	New	95%	95%	Carolyne Palmer
CP	The average number of calendar days taken to deliver a Disabled Facilities Grant (from first contact to payment date)	200	182	190	185	Carolyne Palmer
CP	The percentage of people who feel reconnected into their community, through intervention from day opportunities.	New	77%	70%	80%	Carolyne Palmer

Dependencies

No.	Description of dependency	Headline Action
2.1	Effective partnership working	2.2, 2.4
2.2	Input from stakeholders, community interest	2.5

Commitments to Action - what key actions will we take to achieve our improvement priority?

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2018-2019	Link to Equality Objective
CP 2.1	<p>Empower people to remain independent at home and reduce reliance on intensive interventions by preventing hospital admissions, accelerating safe hospital discharge and supporting assisted living. Key activities will include:</p> <ul style="list-style-type: none"> Promoting the First Point of Contact Service to prevent unnecessary hospital admissions 	April 2018	March 2019	Carolyne Palmer	Q1: Undertake an analysis of the referrals received during the previous year to ascertain the target areas for promotion.	Meet our Specific Equality Duties and build equality into everything we do
					Q2: Use the analysis carried out during Q1, and additional areas of focus identified through the population needs assessment, promote the First Point Of Contact to both the public and professionals.	
					Q3: Arrange awareness sessions in partnership with Hubs and Libraries to give information and advice to local communities, focusing on services available to prevent the need for hospital admissions.	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
					Q4: Analyse and evaluate the impact of the promotion to determine the objectives required for the following year.	
CP 2.2	<p>Empower people to remain independent at home and reduce reliance on intensive interventions by preventing hospital admissions, accelerating safe hospital discharge and supporting assisted living. Key activities will include:</p> <ul style="list-style-type: none"> Developing a First Point of Contact (hospitals) to integrate more effectively hospital discharge 	April 2018	March 2019	Carolyne Palmer	Q1: Work with Social Services to identify aims and create a project brief, identifying current services that may link into the discharge process impacting on the Local Authorities. Liaise with University Hospital of Wales/University Hospital of Llandough and St. David's discharge teams to arrange mapping of the current discharge process.	Meet our Specific Equality Duties and build equality into everything we do
					Q2: Map the current Integrated Discharge Service, and supporting services around discharge, at the University Hospital of Wales/University Hospital of Llandough and St. David's sites, comparing different approaches at site and identifying good/bad practice.	

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2018-2019	Link to Equality Objective
					<p>Q3: Map the role of the Community Resource Team and support for discharge, as well as the role of the Social Worker within the Hospital. Evaluate the impact of Social Worker presence and determine the full role of the current contact officers in University Hospital of Wales and University Hospital of Llandough and links to patient discharge and Social Worker.</p> <p>Q4: Evaluate the outcome of the work carried out during Quarters 2 and 3 and map a proposed "To Be" process. Identify the physical and technical resources required to meet the need. Identify 3 wards to trial the new process and evaluate the impact.</p>	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
CP 2.3	<p>Empower people to remain independent at home and reduce reliance on intensive interventions by preventing hospital admissions, accelerating safe hospital discharge and supporting assisted living. Key activities will include:</p> <ul style="list-style-type: none"> Extend the scope of services in Independent Living Services 	April 2018	March 2019	Carolyne Palmer	<p>Q1: Determine the next direction of Independent Living Services around the locality function including wraparound prevention in the community; Hospital discharge; prevention of admittance; slips, trips and falls; frailty nurses and supporting informal carers.</p> <p>Q2: Identify existing services and synergies with the aims of Independent Living Services, identify any duplication or complimentary elements to the Independent Living Services vision.</p> <p>Q3: Map the relevant service and draw up proposed benefits of how the service will contribute to the preventative agenda and pathways to prevention.</p> <p>Q4: Carry out the consultation process to move/change services to include within the scope of Independent Living Services.</p>	<p>Meet our Specific Equality Duties and build equality into everything we do</p> <p>Provide support to those who may experience barriers to achieving their full potential</p> <p>Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity</p>

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2018-2019	Link to Equality Objective
CP 2.4	Deliver the older person's strategy to support independent living, including fully understanding their housing needs and aligning work between Communities, Health and Social Services.	April 2018	March 2019	Chris O'Sullivan	Q1: Continue to develop the Older Person strategy with input from Health, Social Services and other partners.	Meet our Specific Equality Duties and build equality into everything we do
					Q2: Ensure Consultation takes place, to feed into final version for Cabinet approval.	Provide support to those who may experience barriers to achieving their full potential
					Q3: Develop Action plans for the "We Wills", from the Strategy, in conjunction with Health, Social Services and other partners. Set up initial working group meetings for action plans.	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
					Q4: Formulate a board and working group, to have a cohesive approach to implementing and aligning the work between Communities, Health and Social Services, and ensure first actions are undertaken.	
CP 2.5	Address social isolation and enhance quality of life of older people by developing intergenerational working within schools, community groups, leisure centres and private sector partners.	April 2018	March 2019	Carolyn Palmer	Q1: Identify key internal and external stakeholders to form a working group to address social isolation in older people, with a focus on building community cohesion. Once established, the group will outline a set of collective objectives to be achieved over the year.	Meet our Specific Equality Duties and build equality into everything we do
					Q2: Develop, agree and implement a plan to host a number of community based intergenerational events across the city in association with identified partners.	Provide support to those who may experience barriers to achieving their full potential
					Q3: Finalise event planning and host Intergenerational Events within localities in Cardiff.	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
					Q4: Evaluate outcomes and establish sustainability for future Intergenerational working building on the provisions already existing within the community.	

Delivering improvement – ‘progress and action’

Strategic Directorate Priority 3: Supporting People out of Poverty

How will we measure our progress against this priority?

Ref	Key Performance Indicators	2016-2017 Result	2017-2018 Result	2018-2019 Target	2019-2020 Target	Owner
CP	The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service	New	68.84%	70%	70%	Ian Ephraim
CP	The number of rough sleepers assisted into accommodation	New	204	168	170	Ian Ephraim
CP	The percentage of clients utilising Housing First for whom the cycle of homelessness was broken.	New	New	50%	50%	Ian Ephraim
CP	Percentage of households threatened with homelessness successfully prevented from becoming homeless	New	71%	60%	67%	Andrea James
CP	The number of people receiving into work advice through the Gateway	42,579	42,371	43,000	43,500	Helen Evans
CP	The number of clients that have been supported into Employment having received tailored support through the Gateway	New	New	623	650	Helen Evans
CP	The number of employers that have been assisted by the council's employment support service	100	118	80	90	Helen Evans
CP	Number of customers supported and assisted with their claims for Universal Credit	681	679	1,500	1,700	Helen Evans
CP	Additional weekly benefit identified for clients of the City Centre Advice Team	£11,995,475	£15,158,678	£13,000,000	£14,000,000	Helen Evans

Dependencies

No.	Description of dependency	Headline Action
3.1	Positive publicity and public buy in	3.1
3.2	Effective Partnership working and employer relationships	3.2
3.3	Effective partnerships, WG pilot - outcome of findings	3.3
3.4	Stakeholder involvement	3.4
3.5	Successful development of a website and database	3.5

Commitments to Action - what key actions will we take to achieve our improvement priority?

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2018-2019	Link to Equality Objective
CP 3.1	<p>Deliver the Rough Sleeper Strategy to address rough sleeping in the city by:</p> <ul style="list-style-type: none"> Implementing a 'No First Night Out' policy. Piloting new approaches, including a 'Housing First' model which moves rough sleepers straight from the streets into a home. Delivering the Give DIFFerently campaign 	April 2018	March 2019	Ian Ephraim	Q1: Continue to publicise the Give DIFFerently campaign to businesses and the general public following the full launch in March 2018. This will include case studies to generate rolling news on the positive impact the funding can make.	Meet our Specific Equality Duties and build equality into everything we do
					Q2: Bring all additional pod and night shelter spaces into use and develop a process to make sure the availability for direct placements is always available for Outreach staff. Ensure the Housing First pilot reaches full occupancy.	Provide support to those who may experience barriers to achieving their full potential
					Q3: To complete and implement processes aimed at reducing the number of repeated presentations to Gateway (breaking the cycle of homelessness) with attached performance measures.	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
					Q4: To review the effectiveness of the new accommodation initiatives to inform future funding.	
CP 3.2	<p>Better support people into work by integrating employment support services. This will include:</p> <ul style="list-style-type: none"> Developing a new gateway into employment and mentoring services accessible across the city, Ensuring that Into Work Advice Services and Adult Community Learning fully aligns with the new employability service Providing effective employer engagement and assistance into self-employment. Promoting and extending volunteering opportunities 	April 2018	March 2019	Helen Evans	Q1: New Employability Services fully operational with robust, monitored referrals set up to and from Adult Community Learning to Into Work Advice Services.	Meet our Specific Equality Duties and build equality into everything we do
					Q2: Pop Up Business School coming to Cardiff, in partnership with Wates and Registered Social Landlords, supporting over a hundred people looking for self-employment.	Provide support to those who may experience barriers to achieving their full potential
					Q3: Central jobs fair to be held in Cardiff with more than 40 employers attending.	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
					Q4: Look at further funding opportunities to expand the volunteering opportunities currently provided, to include other Directorates.	

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2018-2019	Link to Equality Objective
CP 3.3	Use the new opportunities provided by Funding flexibilities to work across departments and funding streams, reviewing and realigning services.	April 2018	March 2019	Louise Bassett	Q1: Map each Grant Programme under the Funding Flexibilities Pilot: Aims and Objectives, Performance Indicators, Key Metrics, Demand Pressures, Outcome Measures and consider which inputs, output and outcomes measures are useful to retain.	Meet our Specific Equality Duties and build equality into everything we do Provide support to those who may experience barriers to achieving their full potential Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
					Q2: Map delivery mechanisms and timelines for each Grant Programme: Contracted Services, Grants/Service Level Agreements, Direct Delivery, Service Access and Availability.	
					Q3: Map and review: Strategic relevance to the council, wellbeing and area plan, Review evidence base, Review service user & stakeholder consultations, Identify synergies between the services delivered, Identify links to mainstream services and other provision provided by Public Services or Partner Organisations. Identify key themes / Develop new high level outcomes framework.	
					Q4: Report progress on Pilot Projects focused on Themes/Priorities using funding flexibilities and undertake a review and report on initial findings of the funding flexibilities pilot. Report Achievements and Lessons Learned.	
CP 3.4	To ensure support is available to mitigate the roll out of Universal Credit, to include <ul style="list-style-type: none"> The provision of digital access and assistance across the city Working with private landlords to identify how the Council can help them with the change Working with Job Centre plus, Social Landlords and other partners to ensure that vulnerable 	April 2018	March 2019	Helen Evans	Q1: Implement new advice lines for customers and a dedicated landlord line to call for help with Universal Credit and other enquiries.	Meet our Specific Equality Duties and build equality into everything we do Provide support to those who may experience barriers to achieving their full potential
					Q2: Expand support for Universal Credit across the city to include libraries, hubs and other community locations. Co-locating services with the 2 Job Centre Plus offices in Cardiff.	
					Q3: Monitor Personal Budgeting Support and Assisted Digital Support numbers, ensuring join up with Job Centre Plus Social and Private Landlords. Looking at venues of support and amending if required.	

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2018-2019	Link to Equality Objective
	<p>individuals get the budgeting support they need.</p> <ul style="list-style-type: none"> The development of an advice telephone line for customers 				Q4: As rollout opens to all families, ensure that publicity is created and partners and stakeholders briefed around this. Support for these larger families will need to be tailored to their needs (including those who are affected by the benefit cap and now claiming Universal Credit).	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
DDP 3.5	Delivering an integrated employment support service including Into Work Advice Services, Adult Community Learning and the Employability Grant.	April 2018	March 2019	Helen Evans	<p>Q1: Adult Community Learning and new employability services to be managed by same management structure to ensure total join up.</p> <p>Q2: New Employability service to include the Gateway, city wide mentoring, new website and one database to be operational.</p> <p>Q3: Create a programme of training from September with Adult Community Learning and into work which complements each other and eliminates any duplication of courses.</p> <p>Q4: Review success and outcomes and amend as required.</p>	<p>Meet our Specific Equality Duties and build equality into everything we do</p> <p>Provide support to those who may experience barriers to achieving their full potential</p> <p>Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity</p>
DDP 3.6	To mainstream the Accommodation Solutions Team to ensure innovative ways forward are used when tackling the overcrowding and under occupation of council properties and ensuring that best use of our stock is maintained.	April 2018	March 2019	Ellen Curtis	<p>Q1: Review team structure and recruit to new posts.</p> <p>Q2: Develop policies and procedures ensuring innovative ways are considered whilst ensuring best use of council stock.</p> <p>Q3: Brief staff on changes to procedures and implement.</p> <p>Q4: Review out comes and how team can continue to improve on providing solutions for complex housing cases.</p>	<p>Meet our Specific Equality Duties and build equality into everything we do</p> <p>Provide support to those who may experience barriers to achieving their full potential</p>

Delivering improvement – ‘progress and action’

Strategic Directorate Priority 4:

Safe, Confident and Empowered Communities

How will we measure our progress against this priority?

Ref	Key Performance Indicators	2016-2017 Result	2017-2018 Result	2018-2019 Target	2019-2020 Target	Owner
CP	Council staff completing the Level 1 online module of the National Training Framework on violence against women, domestic abuse and sexual violence as a percentage of all staff	New	9.9%	100%	100%	Natalie Southgate
CP	The percentage of customers satisfied with completed regeneration projects.	85%	91%	70%	70%	Don Davidson
CP	The number of visits (hits) to the volunteer portal	New	New	50,000	60,000	Louise Bassett
DCP	The number of visitors to Libraries and Hubs across the City	3,241,038	3,331,807	3,300,000	3,300,000	Bev King
CP	The percentage of customers who agreed with the statement “Overall the Hub met my requirements/I got what I needed”	99%	98%	95%	95%	Bev King

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Dependencies

No.	Description of dependency	Headline Action
4.1	Cabinet approval for Regional Strategy	4.1
4.2	Effective stakeholder engagement	4.1, 4.3
4.3	Successful bidding for Welsh Government funding	4.2
4.4	Effective partnership working	4.5

Commitments to Action - what key actions will we take to achieve our improvement priority?

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2018-2019	Link to Equality Objective
CP 4.1	Help prevent violence against Women, Domestic Abuse and Sexual Violence by developing a regional strategy, implementing the newly commissioned services for female victims and exploring a regional service for male victims by Summer 2018	April 2018	March 2019	Natalie Southgate	Q1: Launch the new service for female victims and publicise widely. Seek Cabinet approval for the Regional Strategy. Hold a stakeholder workshop to explore requirements for a male victims service.	Meet our Specific Equality Duties and build equality into everything we do
					Q2: Implement the regional strategy action plan and monitor progress. Draft a service specification for a male victim service. Review progress of the new female victim service.	Provide support to those who may experience barriers to achieving their full potential
					Q3: Begin tender process for male victims service. Review progress of the new female victim service.	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
					Q4: Award contract for male victim service and manage any transition arrangements. Review progress of the regional strategy and the new female victim service contract.	
CP 4.2	Invest in the regeneration of local communities by: <ul style="list-style-type: none"> Complete the further development of the Butetown Pavilion Completing a new retail parade of 9 shop units as part of the Maelfa redevelopment by Spring 2019. Launching a further round of the Neighbourhood Renewal Schemes programme by Autumn 2018. Explore opportunities for further long term investment through the Targeted Regeneration Investment Programme 	April 2018	March 2019	Don Davidson	Q1: Identify opportunities for bids under the Welsh Government Targeted Regeneration Investment Programme.	Meet our Specific Equality Duties and build equality into everything we do
					Q2: Invite Ward Members to submit Neighbourhood Renewal Scheme proposals.	Support wide access to Council information and environments, and participation in Council Services
					Q3: Complete the New Maelfa shopping centre.	Provide support to those who may experience barriers to achieving their full potential
					Q4: Implement alterations to Butetown Pavilion.	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2018-2019	Link to Equality Objective
CP 4.3	<p>Deliver phase 2 of the neighbourhood partnership scheme to</p> <ul style="list-style-type: none"> Give people a voice in shaping Council services and Better connect people with local service providers and activities in their neighbourhoods. 	April 2018	March 2019	Louise Bassett	Q1: Develop proposal that provides hands on support for individuals and local groups based in the 4 Hub districts.	Meet our Specific Equality Duties and build equality into everything we do
					Q2: Undertake mapping exercise of local community organisations/groups/activities in each Hub district to build local networks/knowledge. Hold at least 1 awareness raising/networking/consultation event in each Hub.	Support wide access to Council information and environments, and participation in Council Services
					Q3: Fully mobilise the new approach to community involvement/participation. Develop and publish a Community Involvement Plan.	Support wide citizen consultation and engagement with the Council and the decisions it makes
					Q4: Undertake Stakeholder Engagement and Community Consultation on priorities for 2019/20. Feed local information gathered into a city wide information and advice database.	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
CP 4.4	<p>Continue to develop the Community Hub and Well-being programme in collaboration with the University Health Board and other partners. Activities include:</p> <ul style="list-style-type: none"> Completing the extended St Mellons Community Hub by Summer 2018 Work with partners to investigate other Hub projects. 	April 2018	March 2019	Don Davidson	Q1: Complete the St Mellons Phase 2 Extension.	Meet our Specific Equality Duties and build equality into everything we do
					Q2: Agree plans with the University Health Board for the Cardiff Royal Infirmary Chapel library provision	Support wide access to Council information and environments, and participation in Council Services
					Q3: Agree delivery programme for the Domestic Abuse facility at the Cardiff Royal Infirmary Health & Well-Being Hub.	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
					Q4: Develop plans for improvement of Library buildings.	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2018-2019	Link to Equality Objective
CP 4.5	Continue to develop the Community Hub and Well-being programme in collaboration with the University Health Board and other partners. Activities include: <ul style="list-style-type: none"> Developing additional library based hub facilities 	April 2018	March 2019	Nicola Pitman	Q1: Develop strategic vision for the development of Hub Services within Libraries.	Meet our Specific Equality Duties and build equality into everything we do Support wide access to Council information and environments, and participation in Council Services Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
					Q2: Identify local needs and collaborate with the Health board and other partners to identify priority groups within the City particularly establishing gaps in wellbeing activity.	
					Q3: Develop and commence delivery of an event programme and health support strategy in association with the University Health Board, as well as additional health related partners – linking in with national campaigns and localised health priorities.	
					Q4: Deliver a range of additional services from the libraries.	
CP 4.6	Continue to develop the Community Hub and Well-being programme in collaboration with the University Health Board and other partners. Activities include: <ul style="list-style-type: none"> Develop a network of youth service hubs 	April 2018	March 2019	Jane Thomas/Don Davidson	Q1: Develop proposals for the City Centre Youth Hub and for the better use of Butetown Pavilion.	Meet our Specific Equality Duties and build equality into everything we do Support wide access to Council information and environments, and participation in Council Services Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
					Q2: Finalise plan including any necessary building works.	
					Q4: Seek additional funding if possible to support the Youth Hub projects.	
					Q4: Commence procurement of any necessary building works.	

Delivering improvement – ‘progress and action’

Strategic Directorate Priority 5:
Cardiff’s Population Growth is managed in a Resilient Way

How will we measure our progress against this priority?

Ref	Key Performance Indicators	2016-2017 Result	2017-2018 Result	2018-2019 Target	2019-2020 Target	Owner
CP	The total number of new council homes provided	New	15	200	400	Dave Jaques

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Dependencies

No.	Description of dependency	Headline Action
5.1	Funding and successful completion of phase 1 of Cardiff Living to enable phases 2 and 3 to progress	5.1
5.2	Funding and the availability of suitable sites	5.2
5.3	Effective partnership working with Wates	4.4

Commitments to Action - what key actions will we take to achieve our improvement priority?

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2018-2019	Link to Equality Objective
CP 5.1	Deliver at least 2,000 new council homes, of which at least 1,000 will be delivered by May 2022.	April 2018	March 2019	Dave Jaques	Q1: Ensure that the two 'Innovative Housing Projects' using shipping containers are started on site and that Welsh Government funding can be drawn down for these schemes. Achieve a start on site for 16 new council homes at Caldicot Road.	Meet our Specific Equality Duties and build equality into everything we do
					Q2: Implement a Council Housing new -build policy and procedures document setting out the council's new-build ambition and the parameters within which 2,000 new homes will be delivered.	Provide support to those who may experience barriers to achieving their full potential
					Q3: Review and agree the high-level financial viability and numbers of properties to be delivered through Phases 2 & 3 of the Cardiff Living Programme. Including a report to Cabinet on progress overall programme delivery.	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
					Q4: Ensure that there are an adequate number of development sites identified to deliver 1,000 new council homes by 2022 and at least 2,000 in the longer-term.	
DDP 5.2	Continue to explore and implement Innovative housing models	April 2018	March 2019	Dave Jaques	Q1: Obtain approval to implement the AECOM/Rogers Stark Harbour & Partners innovative housing model and investigate ways to undertake a wider procurement for an off-site volumetric system across a range of sites.	Meet our Specific Equality Duties and build equality into everything we do
					Q2: Completion of the Greenfarm hostel shipping container scheme.	Provide support to those who may experience barriers to achieving their full potential
					Q3: Obtain planning permission for the AECOM/Rogers Stark Harbour & Partners sites.	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
					Q4: Identify a solution for the Thornhill Road site and submit a planning application for this development.	

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2018-2019	Link to Equality Objective
DDP 5.3	Updating of the Local Housing Market Assessment and completion of the area matrix for affordable housing	April 2018	March 2019	Dave Jaques	Q1: Confirm brief for Local Housing Market Assessment update and agree work plan for completing the area matrix.	Meet our Specific Equality Duties and build equality into everything we do
					Q2: Draft updated Local Housing Market Assessment. Review the Low Cost Home Ownership Scheme and agree changes required.	Provide support to those who may experience barriers to achieving their full potential
					Q3: Complete updated Local Housing Market Assessment and report to senior managers. Once approved send updated Local Housing Market Assessment figures on housing need to partners.	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
					Q4: Complete the AREA MATRIX for all wards and complete the overhaul of the Low Cost Home Ownership Scheme.	
DDP 5.4	Continue to deliver the Cardiff Living programme of development with partner Wates	April 2018	March 2019	Dave Jaques	Q1: Ensure Walker House scheme starts on site and release the marketing for the Low Cost Home Ownership Scheme units at Braunton Road.	Meet our Specific Equality Duties and build equality into everything we do
					Q2: Ensure that Snowden Road & Wilson Rd schemes start on site. Begin the marketing for the Low Cost Home Ownership units at Willowbrook West.	Provide support to those who may experience barriers to achieving their full potential
					Q3: Ensure a start on site for Highfields and take handover of the first 30 council units.	Build strong cohesive communities where people feel safe, and able to celebrate Cardiff's diversity
					Q4: Ensure Ty-Newydd starts on site and receive handover of a further 40 council units. Ensure we have planning approvals for the schools sites to complete appropriations.	

**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

18 APRIL 2018

INFORMATION, ADVICE & ASSISTANCE – UPDATE

Purpose of Report

1. The Community & Adult Services Scrutiny Committee has requested regular briefing reports be provided on the implementation of the Social Services and Wellbeing (Wales) Act 2014, hereafter referred to as the Act.
2. The Act provides a pathway approach to social services and sets out the requirements and duties for local authorities for each stage in the pathway. This briefing provides information on the first stage - Information Advice and Assistance (IAA). It also sets out previous consideration of IAA by this Scrutiny Committee.
3. In addition to considering IAA services under the Act, Members will also hear from Riverside Advice Service, who provide Specialist Welfare Rights Advice Services for vulnerable people in Cardiff.

Background

Legislative Overview

4. According to Welsh Government ¹ “*Section 17 (Part 2) of the Social Services and Well-being (Wales) Act 2014 places a duty on local authorities to secure the*

¹ <http://law.gov.wales/publicservices/social-care/Local-authority-responsibilities/general-and-strategic-duties/information-advice-and-assistance/?lang=en#/publicservices/social-care/Local-authority-responsibilities/general-and-strategic-duties/information-advice-and-assistance/?tab=overview&lang=en>

provision of an information, advice and assistance service. The purpose of the service is to provide people with information and advice relating to care and support, including support for carers, and to provide assistance to them in accessing it. Information, advice and assistance must be provided in a manner that makes it accessible to the individual for whom it is intended.

Information and advice is to be made available to all people regardless of whether they have needs for care and support. Such persons could include carers or interested parties, for example.

The service must include information (including, but not limited to, financial information) and advice about the care and support system provided for under the Act, the types of care and support available in a local authority area and how to access it, and how to raise concerns about people who appear to have needs for care and support, or support.”

5. Section 17 states that local authorities must put in place a system that provides people with the information, advice and assistance that they need to take control over their day-to-day lives and achieve what matters to them.

6. Attached as **Appendix A**² is an extract from the Code of Practice relating to the duties placed on the Council in relation to IAA. The attached document gives Members details duties including:
 - Core Requirements of IAA
 - Definitions of IAA
 - What the Service should look like
 - Accessibility
 - Advocacy
 - Safeguarding
 - Measuring Performance
 - Recording Information
 - Governance Arrangements (including Regional Partnership Working)

² <http://gov.wales/docs/dhss/publications/151218part2en.pdf>

CASSC Consideration of Information, Advice & Assistance Issues to Date

7. During 2015, Members from this Scrutiny Committee undertook an Inquiry into ***“Information, Advice and Assistance for Mental Health Service Users in Cardiff”*** in light of the new requirement of the Social Services and Well Being (Wales) Act 2014 for local authorities to ensure provision of IAA services.
8. Whilst IAA duties apply to all social services client groups, it was agreed that, in order for an Inquiry on IAA to be achievable and timely, Members would focus on one client group. Members chose mental health service users, given the increase in numbers in during recent years in this client group and because people in other social services client groups have a higher likelihood of needing mental health services.
9. The terms of reference, key findings and recommendations arising from the report is attached as **Appendix B³**, which was approved by this Scrutiny Committee on the 2 December 2015. The Inquiry made 10 recommendations to the Cabinet, which covered:

³ The full Inquiry report and research report are available at:

<http://cardiff.moderngov.co.uk/ieListDocuments.aspx?CId=151&MId=2360>

- Approaches to Implementation
- Improving Accessibility
- Training
- Monitoring

10. The Cabinet agreed their response at its meeting in May 2016, with this Scrutiny Committee considering its response on the 8 June 2016⁴. At that time:

- 0 - of the recommendations were accepted.
- 3 – were partially accepted – R3, R4, R5.
- 6 – were not accepted – R1a, R1b, R2, R7, R8, R9, R10.
- 1- where it was unclear whether it is accepted or not – R6 – stated that it was partially accepted but narrative under this heading stating that it could not be accepted.

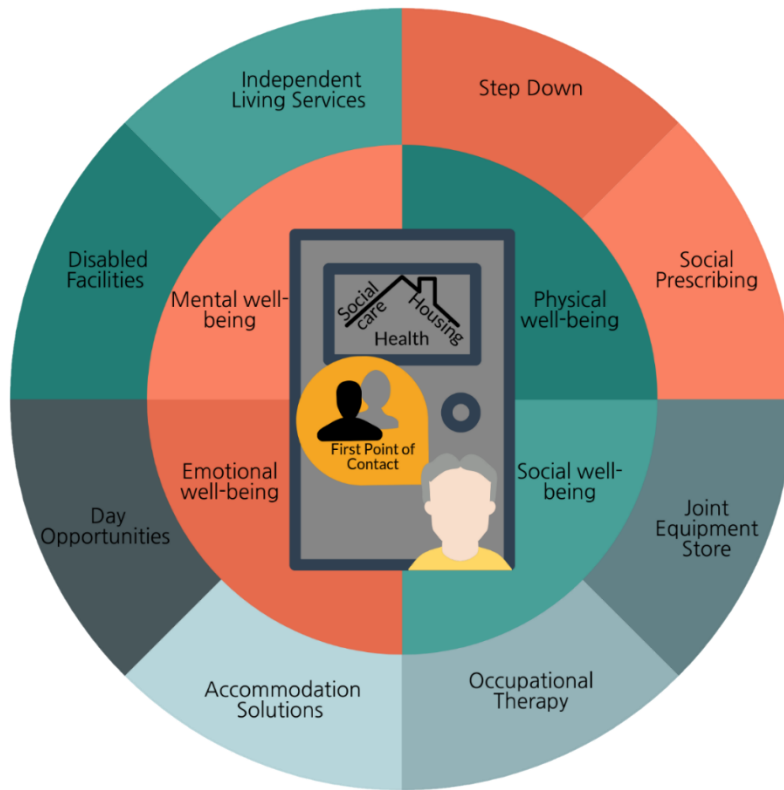
11. As part of this Committee's commitment to the ongoing monitoring of the implementation of the Act, Members of this Scrutiny Committee, when setting the Work Programme for the current year, agreed that they would wish to receive an update on Information, Advice & Assistance (IAA) at an appropriate juncture.

Issues

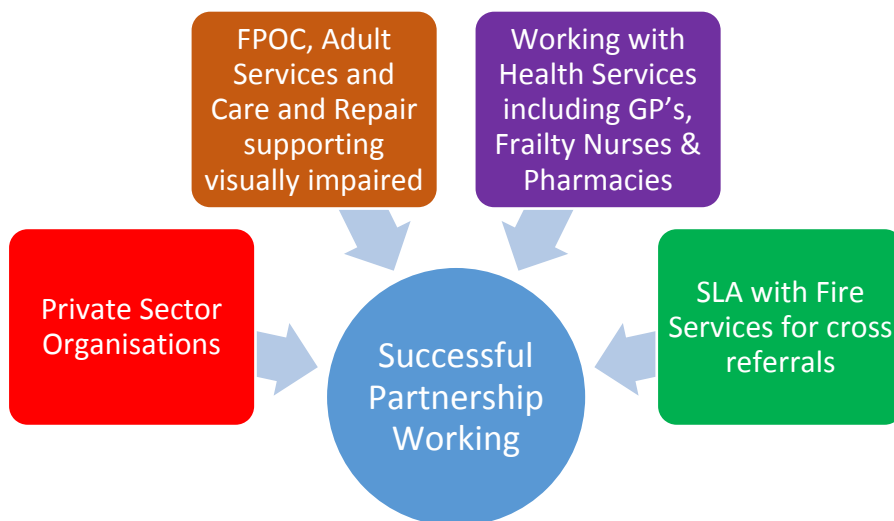
12. In Cardiff, Preventative Services, in partnership with Adult Social Services provide IAA Services for adults through **First Point of Contact (FPOC)**. The service is open to all adults including those without an assessed need, and is the initial stage of triage for new referrals into Independent Living Services (ILS) and Adult Social Services. However, the service is not a gateway for Children's Services, Learning Difficulties or Mental Health services.

13. Through IAA, individuals work co-productively with Preventative Services and Adult Services to find solutions to their independent living needs, and is tailored to meet the individual's expectations, wellbeing needs and personal services using a range of internal and external resources. This can be shown graphically below:

⁴ The Cabinet Response can be found at <http://cardiff.moderngov.co.uk/documents/s10561/Appendix%20A%20Cabinet%20Response%20IAA.pdf?LLL=0>



14. Many services are now fully integrated with a range of partners to find solutions for individuals and new partnership relationships are being continually sought to expand services available to clients and individuals. An overview is shown graphically below:



15. As well as the above, there is a large and varied range of third sector organisations involved in this Service. A small number of these are included in paragraph 17 below and more will be highlighted in the presentation given to Members at this meeting.
16. Members will receive a presentation from Officers, which will give more details in relation to paragraphs 12-15 above, as well as outline the benefits of the IAA Service in Cardiff, including data on service usage and user experience. The presentation will also include information on the IAA Function in Community Mental Health Teams.
17. 18 x Third Sector organisations were contacted ahead of this Scrutiny Committee, informing them that this Item was on the Agenda and inviting written/oral evidence if they wanted to provide it. These were:

- Cardiff Institute for the Blind
- Action on Hearing loss
- Alzheimer's Society
- Care & Repair – Managing Better Service
- Cardiff Mind
- Age Cymru Advice
- NEST
- Tenovus Cancer Care
- Speakeasy
- SNAP
- Women Connect First
- Race Equality First
- Homestart
- Taith Cardiff
- Cardiff People First
- Friends and Neighbours (FAN)
- Oasis Cardiff
- The Mentor Ring

At this time, none wished to attend Committee on this occasion, but were interested in further developments arising from today's discussions.

18. In addition to the consideration of IAA under the Act, the Chair of this Scrutiny Committee received a request from Riverside Advice Centre to address the Committee on their experience in providing specialist welfare advice services in Cardiff for vulnerable people. Therefore, Barbara Kerridge from Riverside Advice Centre will be in attendance to make a presentation and answer Members' questions in relation to specialist welfare rights advice. They have also provided a written brief, which is attached as **Appendix C**.

Way Forward

19. At this meeting, Barbara Kerridge from Riverside Advice Centre will be in attendance to give a presentation to the Committee. Members will then have an opportunity to ask Barbara questions.

20. In addition, the following witnesses will be in attendance:

- (i) Councillor Susan Elsmore, Cabinet Member Social Care, Health & Well-Being
- (ii) Sarah McGill, Corporate Director for People and Communities
- (iii) Carlyne Palmer, Operational Manager, Prevention Services
- (iv) Lisa Wood, Operational Manager Locality Services - First Contact & Assessment

21. The aim of this Agenda Item is to update Members on latest developments in relation to IAA, and establish how far the Council and its partners are meeting their responsibilities in relation to the Act. Members will be able to decide if they wish to feed any comments, observations or recommendations to the appropriate Cabinet Member for their consideration.

Legal Implications

22. 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

23. 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 note the briefing report and consider the future scrutiny of this item.

DAVINA FIORE

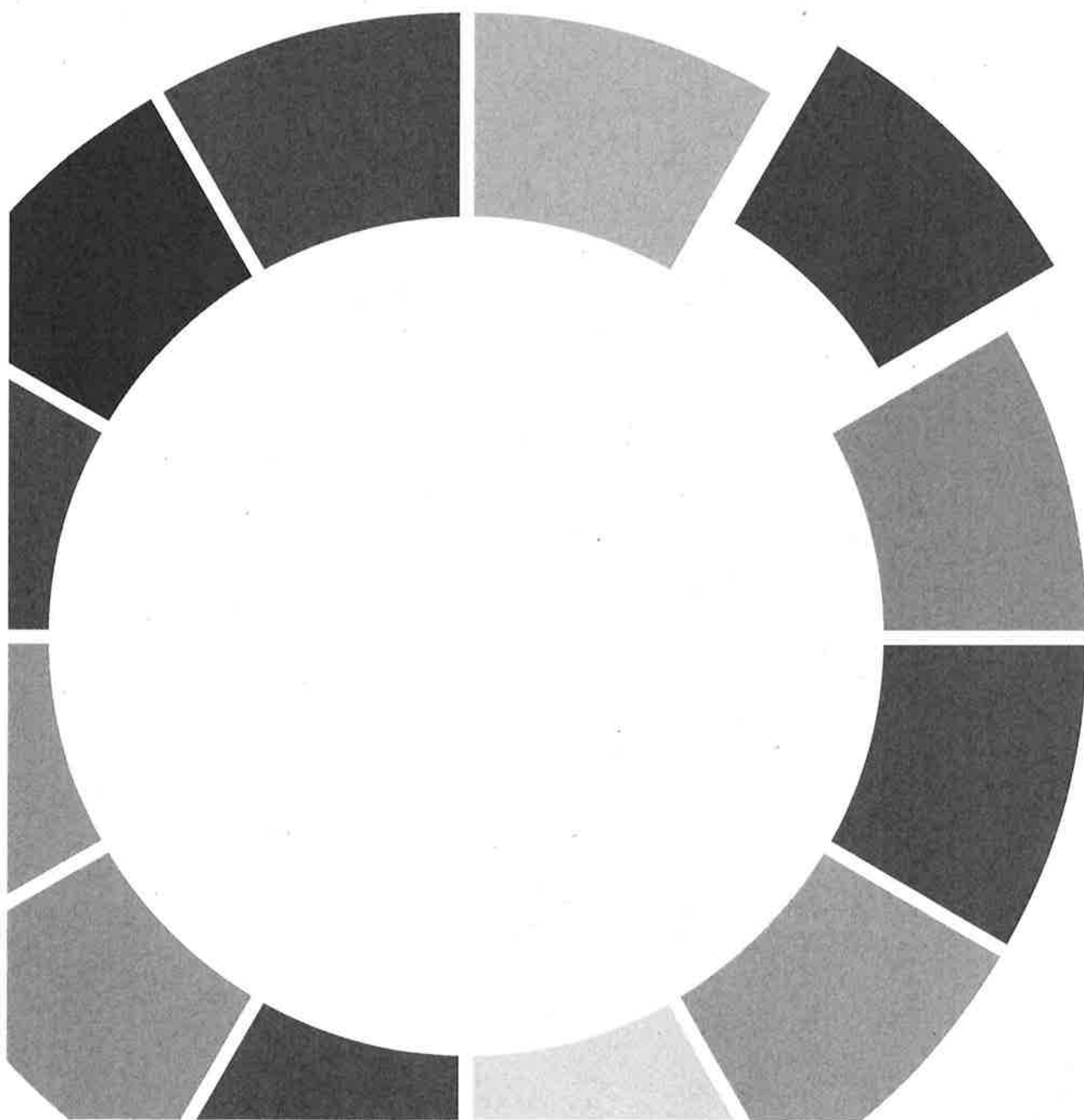
Director of Governance and Legal Services

12 April 2018

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Social Services and Well-being (Wales) Act 2014

Part 2 Code of Practice (General Functions)



5. Information, Advice and Assistance

Introduction: aims and scope

293. This chapter provides guidance on section 17 in Part 2 of the Social Services and Well-being (Wales) Act 2014. Section 17 covers the provision of information, advice and assistance. There are no regulations made under this section of the Act.
294. This code of practice sets out the duties on local authorities in relation to the provision of a service for providing people with:
- information and advice relating to care and support, and assistance in accessing care and support.
295. The information, advice and assistance service **must** include, as a minimum, the publication of information and advice on:
- how the care and support system operates in the local authority area
 - the types of care and support available
 - how to access the care and support that is available; and
 - how to raise concerns about the well-being of a person who appears to have needs for care and support.
296. Local Health Boards, or an NHS Trust providing services in the area of a local authority, **must** provide that local authority with information about the care and support it provides in the local authority's area. Other partner organisations, including third and independent sector organisations, and citizens of Wales, including those in prison, youth detention and bail accommodation, will have an interest in its content and delivery.

The Information, Advice and Assistance Service

297. The information, advice and assistance service is central to the success of the transition to the care and support system under the Social Services and Well-being (Wales) Act. It is an opportunity to change the perception of social care and support services in Wales. It **must** promote early intervention and prevention to ensure that people of all ages can be better supported to achieve their personal outcomes, and explore options for meeting their care and support needs. It should be considered to be a preventative service in its own right through the provision of high quality and timely information, advice and assistance.

298. The information, advice and assistance service will be evidence based, developing its range and focus on the basis of the findings from the population assessment that the local authority will undertake periodically, through its regional partnership arrangements (see chapter 2 Population Assessment). In a reciprocal manner the population assessment process will draw on the information, advice and assistance service to understand what needs people in its locality present with, and what information, advice and assistance they are seeking.
299. The information, advice and assistance service (the service) will be easy to use, welcoming and informative to create a service which reaches people before crisis point and offers early intervention and prevention.

Core Requirements of the Information, Advice and Assistance Service

300. Local authorities **must** provide an information, advice and assistance service which includes the provision of:
- a) a proportionate response to the enquiry and empowers the individual to access early intervention and preventative services
 - b) information on care and support, or support in the case of a carer, that is accurate and up to date, without the need for core data to be recorded in the National Assessment and Eligibility Tool and without an assessment having been undertaken
 - c) advice on care and support, or support in the case of a carer, that is appropriate to the individual, following a proportionate assessment
 - d) advice which is comprehensive, impartial, and in the best interests of the individual having been given by staff who are trained and skilled in the assessment process
 - e) assistance which enables the individual to access the appropriate care and support services, including early intervention and preventative services
 - f) accessible information, advice and assistance on care and support through a variety of media (including online, social media, telephone, face-to-face, outreach, posters and publications)
 - g) accessible information, advice and assistance on care and support matters tailored to meet the needs of different groups (including Welsh, easy read, child friendly versions etc.)
 - h) accessible information, advice and assistance to specific groups including one to one support workers if this is required, for example. deafblind children and adults
 - i) a written or oral response to web-based enquires within three working days
 - j) advocacy support so that individuals can engage and participate fully in decisions that affect them
 - k) local safeguarding protocols that ensure immediate action is taken if an individual's safety is in doubt
 - l) a clear process for staff to follow in the case of an emergency or urgent care and support request
 - m) mechanisms that ensure that consent to share information is obtained when core data is recorded and an assessment is undertaken.

Definitions

Information:

Information will be quality data that provides support to a person to help them make an informed choice about their well-being. This will include information about how the care system works, the availability of preventative well-being services, financial information, information on direct payments, information on charges, and other matters that would enable someone to plan how to meet their care and support needs, or support needs if they were a carer.

Those operating the service should capture information about the nature of the enquiry and which type of service the enquirer was signposted or referred to, for their own management information purposes and to feed in to population needs assessments. **Personal data is not needed**. In this way the person accessing the service for information could remain anonymous for recording purposes.

Advice:

Advice will be a way of working co-productively with a person to explore the options available. This will require staff to undertake a proportionate assessment through a discussion and analysis of the five elements of the National Assessment and Eligibility Tool. It is imperative that the enquirer understands what is available to them, and that they are actively involved in making decisions about what matters to them and the personal outcomes they wish to achieve.

The provision of advice will require the service provider to use the National Assessment and Eligibility Tool to record the assessment. Staff should record as much of the basic personal data for the Core Data set that is appropriate for that assessment, and to record the advice given and outcome of the enquiry.

Assistance:

Assistance, if needed, will follow the provision of information and advice. Assistance will involve another person taking action with the enquirer to access care and support, or a carer to access support.

Responsibility for the activity undertaken is shared between the assistant and the recipient of the assistance. The provision of assistance will also require an assessment and the service to record any additional personal data for the core data set and details of the assistance offered and accepted on the National Assessment and Eligibility Tool. Through the process of offering assistance a proportionate assessment will be undertaken.

301. The service will offer a first point of contact with the care and support system, and for many people this will be their first encounter with social services. Those operating the service **must** make this a positive response. The response **must** be informative, knowledgeable and re-assure the individual that the advice given is in their best interest.
302. There will be other ways that people seek help, but the service **must** be the most public facing way in which individuals, or those that care for them, obtain information and advice about their care and support needs.

What will the service be like for those receiving it?

303. For those using the service they **must** feel like they have reached someone who first and foremost listens to them. People **must** have an opportunity to explain what matters to them, to explore what options are available, and to find the help that they feel is right for them to achieve their personal outcomes.

304. The service will focus on people and their personal outcomes, and especially on early intervention and prevention. It will give individually focused information and advice, signposting to appropriate preventative and well-being service in the community, and provide assistance, where appropriate, to enable people to better help themselves and others.
305. The Social Model of Disability provides a useful point of reference for local authorities designing and developing their information, advice and assistance service. Disability Wales worked co-productively with partners, including Welsh Government, to develop the '*Transforming Social Services – Enabling Wales*' toolkit as a basis for introducing new delivery models. The toolkit is available at:

<http://www.disabilitywales.org/transforming-social-services-toolkit/>
306. Signposting and referring will provide individuals with choices about the support and services available in their locality, an opportunity to talk through the options and be advised on what is most likely to meet the particular care and support needs that the individual has, as well as discussing what resources the individual has available to secure this support. The service is open to everyone, whatever their circumstances, including if they choose to fund their own care.
307. The service should be thought of as a preventative service, offering early intervention through quality information, advice and assistance. However, it **must** also act as a central link to preventative services which are available in the community and promote the opportunity to access these services. These will range from universal services to more targeted support. When appropriate, the Service **must** support people to access these services, referring them or assisting them to make contact, rather than solely offering basic contact.
308. The approach **must** be open, welcoming and simple– seeking to support everyone to find ways to meet their care and support needs, whatever the level of those needs.
309. The approach **must** be proactive – empowering staff to encourage people to seek help earlier and supporting them to help themselves to retain their independence in a proportionate way.
310. The service **must ensure that staff** respond appropriately and promptly where any issues of safeguarding or protection are raised or suspected. The service **must** have a safeguarding protocol in place and staff **must** be fully trained in implementing the protocol.

How will assessment operate within the information, advice and assistance service?

311. An individual may need quick access to an assessment of their care and support needs. Staff working within the service will need to fully understand how to identify when an assessment is required, be trained and skilled to undertake that assessment and ensure it can be undertaken quickly.
312. The assessment will vary from individual to individual in terms of what is required. Staff working within the service **must** recognise the nature and scale of the enquiry and seek to provide a proportionate response. It is only the provision of information that does not require some sort of assessment. If advice and /or assistance are given an assessment of a person's needs will have taken place.
313. The balance between an individual having all their concerns addressed in the first approach to the information, advice and assistance service , and subsequently being referred to others who may have more appropriate knowledge or expertise, **must** be a pragmatic one.
314. People **must** finish their contact with the service with a feeling that they have been dealt with fairly and appropriately. Most importantly they **must** know what the outcome of their contact is, and what, if any, action will subsequently be taken and by whom.
315. Staff working within the service will conduct assessments. Staff will have conducted an assessment when they have explored the five elements of the National Assessment and Eligibility Tool with the individual set out in the code of practice on Part 3. Staff conducting assessments **must** use the National Assessment and Eligibility Tool, however proportionate that approach may be. The requirements of the tool are detailed in the code of practice on Part 3.

Accessibility for everyone

316. The service **must** be easy to access for all people in a variety of ways so that people have a choice about how they use the service and what format is right for them. The local authority **must** ensure that the service will offer support and guidance to people and professionals through a range of media e.g. web, telephone, face to face, outreach, social networks publications.
317. The structural components of the service can vary. Work undertaken by the Social Service Improvement Agency¹¹ in 2014 identified four main models in use across Wales. Whatever model is adopted, local authorities **must** ensure that the service that they put in place is planned and delivered on the basis of the population assessment and that it is accessible for everyone, regardless of age, disability or need.

¹¹ Social Services Improvement Agency, *Provision of Information Advice and Assistance on Social Services and Well-being across Wales*, April 2014 http://www.ssiacymru.org.uk/home.php?page_id=8471

318. Local authorities **must** seek to ensure that information, advice and assistance is offered in a manner which is accessible and suits the needs of their population. The Equality Act 2010 requires that reasonable adjustments are made to ensure that people have equal access to information, advice and assistance services. Local authorities **must** also ensure that people have the appropriate support to enable them to access the service.
319. The service **must** be available through the medium of English and Welsh – many Welsh speakers can only communicate their care needs effectively through the medium of Welsh. For many Welsh speakers, using Welsh is a requirement not an optional extra. The service **must** be mindful of the need to be accessible to all people and **must** align with the principles set out in the Welsh Government strategic framework for Welsh language services in Health, Social Services and Social Care: *More than just words*¹².
320. The local authority **must** ensure that information and advice is accessible in a variety of formats including easy read and material especially for children and young people and others in need of additional support.
321. Local authorities **must** promote and publicise the information, advice and assistance service throughout the locality. The service **must** be advertised in such a way that those across the diverse communities will know what the service can offer and can understand how they can access it.
322. People **must** find it easy to access the service, and be treated with dignity and respect at all times by staff that are well trained to deliver the service. This is particularly relevant for children and young people who will need to feel confident and re-assured this service will provide relevant, accurate and up to date information and advice for them and be accessible in ways that they prefer to use.
323. In all cases, local authorities should involve adult, children and young people and carers to design and implement the information, advice and assistance service in their local area. This way the service will be seen to be owned and valued by the local population.
324. It is imperative all individuals, whatever their accessibility needs, understand what is available to them and they are actively involved in making decisions about what matters to them and how to achieve their personal outcomes. Reasonable adjustments could include the provision of information and advice in accessible formats and /or with communication support to ensure that no-one, who faces challenges, is excluded.
325. Local authorities **must** provide deafblind children and adults with information, advice and assistance in formats and mediums accessible to them and ensure they have access to specifically trained one to one support workers, if this is required.

¹² More than just words - Strategic Framework for Welsh Language Services in Health, Social Services and Social Care: <http://gov.wales/consultations/healthsocialcare/words/?lang=en>

Advocacy

326. An individual **must** feel that they are an equal partner in their relationship with professionals. It is open to any individual to invite someone of their choice to support them to participate fully and express their views wishes and feelings. This support can be provided by someone's friends, family or wider support network.
327. Ensuring that everyone is able to participate fully in processes that affect their lives is vital. Some people will also require support to be able to make initial contact. Local authorities **must** consider how best to support individuals to ensure that the service is accessible and that appropriate assistance including advocacy is given.
328. A key role of the service will be to provide individuals with information about the range of advocacy services in their area and to assist them to access it.
329. An individual's need for advocacy **must** be identified from the moment of first contact. Local authorities **must** ensure that staff within the service are suitably skilled to identify individuals who need an advocate and the service takes action to ensure those individuals are supported.
330. The dedicated code of practice on advocacy under Part 10 of the Act sets out the functions when a local authority, in partnership with the individual, **must** reach a judgement on how advocacy could support the determination and delivery of an individual personal outcomes; together with the circumstances when a local authority **must** arrange an independent professional advocate. Professionals and individuals **must** ensure that judgements about the needs for advocacy are integral to the relevant duties under this code.

Safeguarding

331. Where it appears that the needs of the individual are such that there is a duty on the local authority to exercise its function in order to protect and safeguard the person from abuse or neglect or the risk of abuse or neglect (and in the case of a child: harm or the risk of harm) the local authority **must** act on this information immediately and without delay. Local authorities **must** determine whether the needs of the individual require the exercise of any function it has under Part 4 (Care and Supervision) or Part 5 (Protection of Children) of the Children Act 1989 or under this Act and if this is the case the local authority should act on this immediately and without delay.
332. Local authorities **must** therefore reflect these duties and the parallel duties to report suspicions that an adult or child is at risk when designing and developing the information, advice and assistance service to ensure that staff understand and exercise the safeguarding protocol.

Charging for Assistance

333. In line with Part 5 Charging and Financial Assessment, local authorities may apply a flat rate charge for assistance. These charges will go towards meeting the costs of providing the assistance. Local authorities should avoid a situation where the flat rate charge they set discourages take up of assistance, which might therefore inhibit the local authority's ability to achieve the purposes of the information, advice and assistance service under section 17 of the Act.

334. Local authorities **must** not charge for assistance provided to children.

What is available and how to access it

335. The service **must** provide access to relevant, accurate, high quality and timely information, advice and assistance and **must** provide people in the locality with an easy entry point into the care and support system.

336. This will be about ways people can meet their care and support needs, or the care and support needs of others they may care for, both now and in the future. The service **must** provide information and advice on how to raise concerns about the well-being of another person who appears to have care and support needs.

337. The service **must** provide information about the preventative well-being services available in the community, **and** advice on what would be most appropriate for people and their individual circumstances. The service **must** ensure people recognise they have received impartial advice in their best interests. The service will provide assistance to those who need it, to help them access the information and advice. Further information about preventative services is available in chapter 3 of this code of practice.

338. The service is a resource accessible to practitioners, whether they are working for the local authority or another organisation / agency. Staff operating the service will need to recognise the needs of other practitioners and make the information and advice accessible in a format that suits their needs as they in turn seek to assist those they are supporting.

339. If an individual has financial means above the financial limit (as set out in Regulations made under section 69 of the Act), also known as a self-funder, the local authority should ensure they continue to have access to good quality information, advice and assistance that enables them to make informed decisions about their care and support needs. This is particularly true for people making critical decisions about their ability to live independently.

340. The service should make connections with its wider partners to ensure that they are familiar with how the system works and able to report issues and raise concerns e.g. the fire service who come into contact with individuals and families in the course of their preventative work e.g. fire safety checks

341. The service **must** provide information on direct payments, charges for care and support and other information and advice on matters that would enable people to plan for meeting their own care and support needs, or support needs of carers that may arise. Further information about direct payments is available in the Part 4, Code of Practice – Meeting Needs and information about charging is available in Part 5 , Code of Practice - Charging and Financial Assessment.
342. The service **must** be provided to those in the secure estate - although the way in which this is delivered may be subject to the specific requirements of the criminal justice system. Further information on the duties to those in the secure estate is available in the code of practice on part 11.

Measuring Performance

343. The information advice and assistance service will support people to access the right information, when they need it, in the way they want it. People will expect to know and understand what care, support and opportunities are available to them and to be able to use this information, advice and assistance to help manage and achieve their well-being.
344. The effectiveness of this service **must** be measured and reported. A performance measurement framework for local authorities is detailed in the code of practice in relation to measuring social services performance. This framework is made up of:
- Quality standards for local authorities that describe the activities of local authorities that contribute to the achievement of personal outcomes, in relation to its social services functions; and
 - Performance measures that will be stated in relation to achieving the quality standards.
345. Standard 1 includes requirements in relation to the information advice and assistance service.
346. Standard 1 states:

*Local authorities **must** work with people who need care and support and carers who need support to define and co-produce personal outcomes that people wish to achieve and will ensure that they measure the impact of the care and support they deliver on people's lives, as well as the achievement of personal outcomes.*

347. In order to achieve Standard 1 in relation to the service, local authorities **must**:

- Work with people as partners to prevent the need for care and support and with other partners to arrange services in a way that prevents or delays people's need for care and support
- work with partners to ensure access to clear and understandable information, advice and assistance to support people to actively manage their well-being and make informed decisions
- ensure decisions made have regard to a person's individual circumstances and treat people with dignity and respect and promote people's human rights
- work with other professionals , including providers, to facilitate and lead a multi-disciplinary plan for care and support.

348. Both qualitative (seeking feedback from those that use the service) and quantitative measures will be used to measure achievement of the quality standards and these are listed in the code in relation to measuring social services performance, issued under section 145 of the Act .

349. The Welsh Government is also reviewing the quality measures associated with advice services across Wales. This may in future be measured through a set of National Service Standards for Wales or a National Quality Standards Framework for Wales. These standards would be applicable to all advice providers, whether these are managed and operated by the statutory services, third sector or independent sector. Local authorities would need to align the information, advice and assistance service to this new quality assurance scheme at the appropriate time.

350. In addition, alignment to the standards within the National Standards and Quality Assurance Framework for Information Services for Young People is recommended.

<http://www.promo-cymru.org/resources-2/national-standards-quality-assurance-framework>

Recording Information

351. Local authorities **must** record data from their service for the following purposes:

Monitoring Performance

The recording of information is important to support service performance and improvement. Recording the information exchange (calls and web logs) can be analysed to provide a better understanding of the nature of the enquiry and the customer profiles. Management data will also assist in the audit and inspection of the Service and, for this purpose, local authorities should consider obtaining feedback from service users.

Planning Services

It is important for local authorities to record information about the nature of enquiries and responses, as well as the type of information and advice offered by their service to support the population needs assessment and planning of preventative well-being services (see chapter 2 of this code).

Service Improvements

Recording personal data when advice and assistance are provided so that an individual does not have to repeat the same information if they access a service again or proceed through the care and support system. This will also make the system more efficient.

Personal Information

352. When information is offered a record of the enquiry **must** be made but personal data does not need to be collected/ recorded.

353. When advice is offered the assessor **must** record as much personal data in the core data set as possible and record the nature and outcome of the enquiry. Recording **must** be done using the National Assessment and Eligibility Tool, albeit in a manner proportionate to the enquiry. The obligation to complete the core data set in its entirety is only required to be met when an individual's need are deemed to be eligible and a care and support plan, or support plan in respect of a carer, is required.

354. Using the National Assessment and Eligibility Tool to record personal data will enable staff to identify quickly if the enquirer has a care and support plan in place or has received information, advice or assistance previously. In addition, it will enable any future enquiries about the same person to be progressed quickly and avoid repeating personal information at each point of contact.

355. Staff operating the service **must** be trained and skilled in undertaking assessments and have a good understanding of the National Assessment and Eligibility Tool so that an enquiry can be processed quickly.
356. Further details about the National Assessment and Eligibility tool is available in the codes of practice relating to Parts 3 of the Act on assessing the needs of individuals and Part 4 on meeting needs.
357. When personal information is captured in the core data set within the National Assessment and Eligibility Tool, the consent of the individual to share their information with relevant partners **must** be sought.
358. Local authorities **must** work in partnership with NHS partners to ensure that any personally identifiable information should be shared within the principles of the Wales Accord on Sharing Personally Identifiable Information (WASPI). All Local Health Boards, NHS Trusts, and local authorities in Wales are signatories to this protocol and a link is attached at:

<http://www.waspi.org/>

Governance Arrangements

Regional partnership working

359. The information, advice and assistance service should offer an integrated health and social care approach. The service **must** signpost or refer individuals efficiently to ensure that they receive the right response to achieve their personal outcomes.
360. Part 9 of the Social Services and Well-being (Wales) Act covers co-operation and partnership. The purpose of Part 9 is to ensure that local authorities and Local Health Boards work effectively together, along with other partners, to plan and ensure the delivery of integrated services to meet the needs of people in their local area. The regulations will require the establishment of regional partnership boards.
361. The regional partnership boards have a key role to play in relation to bringing together health and social care partners to determine where the integrated provision of services, care and support will be most beneficial to people within their region. Regional partnership boards will need to ensure that information, advice and assistance is offered across the region in a manner which is accessible and suits the needs of their population. Local authorities should lead on agreeing, with regional partners, what service components should be developed on a national, regional and local basis.

362. Each local authority will be part of a regional partnership board and **must** take its lead from the board on how to design, plan and develop the model for the information, advice and assistance service that will ensure people find information easy to access even if they are wanting information and/or advice about care and support in another area of Wales. This will be of direct relevance to those who may be living close to the boundaries of the neighbouring local authority, and for individuals who may be approaching the service on behalf of someone else who lives in a different area.
363. Local authorities working in partnership through the regional partnership board **should** produce a communications strategy to promote their information, advice and assistance service. Local authorities **should** lead the process, but develop the communication strategy jointly with partners. The strategy should consider the different target audiences and how to reach them, with priority given to the most vulnerable.

Population needs assessment

364. The regional partnership boards will also be responsible for ensuring the partnership bodies work effectively together to respond to the population assessment carried out in section 14 of the Act.
365. Local authorities **must** use information gathered through the population needs assessment to design, develop and continually improve the information, advice and assistance service. This will ensure that the service is appropriately designed and accessible to different client groups within the locality, and consider what aspects of the service are best provided at a national, regional or local level.
366. Local authorities **must** consider and apply the Care and Support (Population Assessments) (Wales) Regulations 2015 and chapter 2 of this code of practice on Population Assessment.

Duty on health partners

367. Local Health Boards and/or NHS Trusts **must** provide local authorities, within the regional collaborative, with information about the care and support it provides in the area. This information should be relevant and accurate and provided in a format which is agreed and accessible to the information, advice and assistance service.

Third party providers

368. If elements of the service are delivered through a third party the duty remains on the local authority and delivery of the service **must** be monitored closely. In all cases, feedback from people who have used the service **must** be collected and contribute to service improvement.

Accountability

369. The Director of Social Services has overall responsibility for the information, advice and assistance service. The Director **must** report annually to the Council on the delivery, performance, and risk, as well as plans for improvement of the whole range of social services functions. This report should include setting out the progress made by the information, advice and assistance service and its effectiveness in allowing people to achieve their personal outcomes.

Information, Advice and Assistance to those in the secure estate

370. Local authorities **must** have regard to the code on adults and children in prison, youth detention accommodation and bail accommodation under Part 11 of the Act. Local authorities are responsible for providing information, advice and assistance to those adults in prison, youth detention accommodation and bail accommodation where these establishments fall within their boundaries. They **must** work together with the relevant agencies and establishments to identify how this service will operate.

371. For adults the responsibility falls to the local authority in which the prison is located. For children and young people in youth detention accommodation or Youth Offending Institutions, these responsibilities fall to their home local authorities where they were living prior to sentence or on remand.

372. Local authorities **must** consider how to provide information, advice and assistance to those in the secure estate, ensuring that it is accessible both in terms of information content and delivery of service. The service and the provision and accessibility of preventative and well-being services needs to be seen as a means of supporting those individuals while they are in the secure estate and in preparation for their release and resettlement.

373. Local authorities should ensure that the information, advice and assistance service is linked into the provision of information and advice and the provisions for resettlement of prisoners under the Housing (Wales) Act 2014 and that a comprehensive and integrated service is developed.

Delivery models

374. The service will build over time through the cycle of information provided through the population needs assessments and customer feedback.

375. Local authorities **must** make links with other information and advice services at a local, regional and national level, particularly those that are publicly funded, such as the family information service.

376. All efforts should be made to reduce duplication and ensure the information and advice is offered by the most appropriate and skilled staff. Local authorities **must** ensure that they take account of what other information, advice and assistance services are available when designing and developing their service. Other information and advice services should not be duplicated and should either be integrated with the information, advice and assistance service or easily accessible via the service. Local authorities, working with their regional partners, **must** ensure that extant advice services and helplines, such as MEIC and the family information service, are linked and used effectively to develop reliable coverage for all people.
377. There will be some aspects of the service which may be more appropriate to design and deliver at a national level. For example, a single point of online access would ensure consist access for the public and avoid duplication of national information. This is more accessible for the citizen and a more economic and efficient method of delivery.
378. The information, advice and assistance service **must** be underpinned by an accurate and up to date directory of services. Local authorities **must** consider how this is managed and resourced to ensure it is maintained with information about local services that are correct at point of access. Local authorities should consider how to approach the maintenance of the directory with their partners at a regional and national level.
379. Whilst the service **must** offer a consistent service regardless of where a person lives the individual **must** feel like they can easily access local information and advice.

Availability of the service

380. The service is not an emergency service and therefore there is no expectation that it would require a staffed resource 24/7. However, a 9-5 staffed service may not be sufficient and local authorities should identify what the needs of the population are and keep this under review. The existence of an easily accessible website should mean that people are able to source information and advice themselves out of hours and should expect to receive a response to their queries within three working days.
381. There will be times when people contact the service and do in fact need an emergency response either from the local authority or another partner organisation. The service needs to be able to respond quickly by transferring or re-routing the enquirer to the correct service. Protocols to enable this to happen need to be in place and regularly reviewed.

Complaints

382. All local authorities are required to put in place an arrangement for responding to complaints about any aspect of their social services functions. Where an individual is dissatisfied or concerned with the service that they have received from the information, advice and assistance service, they are able to make a complaint using the local authority social services complaints procedure.
383. Local authorities **must** put in place arrangements for making information about their complaints process available to the public, including via the information, advice and assistance service
384. The Welsh Government has recently issued new complaints guidance: *A guide to handling complaints and representations by local authority social service* which was effective from 1 August 2014. A link to this can be found at:

<http://wales.gov.uk/topics/health/socialcare/complaints/?lang=en>

Workforce implications

385. Local authorities **must** establish a team which reflects a mix of skills and experience from a range of professionals and sectors. Local authorities **must** ensure that those that are deafblind are able to access specially trained one-to-one support workers for those people they assess as requiring one.
386. Local authorities **must** develop a workforce training plan which should cover front line staff working within the information, advice and assistance service and the wider workforce. The individual training plans for staff within the service should be regularly reviewed and maintained.
387. Staff **must** have received training in the National Assessment and Eligibility Tool and **must** be able to determine the need for family, friends or other individuals to advocate on the individual's behalf.
388. It is important that this training is offered to staff working in partner organisations to ensure that the integrated holistic approach to the care and support system is communicated through a wide range of professionals. Local authorities should also consider access rights for the wider workforce delivering information, advice and assistance.

Transition

389. Local authorities **must** offer an information, advice and assistance service from April 2016 however it is recognised that the development of the full service described in this code will be incremental. It is expected that the full service will be in place by April 2017.

scrutiny



EXTRACT FROM

**A Report of the:
Community and Adult Services Scrutiny Committee**

Information, Advice and Assistance (IAA) Services for Mental Health Service Users in Cardiff

DECEMBER 2015



City of Cardiff Council

TERMS OF REFERENCE

- To investigate the work underway by statutory, voluntary and third sector organisations regarding:
 - Existing provision of information, advice and assistance services (IAA services) to existing and potential mental health service users in Cardiff¹
 - Preparing for the implementation of the information, advice and assistance requirements of the Social Services and Well Being (Wales) Act 2014 (The Act).
- To gather stakeholders' views with regard to existing provision and implementing The Act.
- To commission Scrutiny Research to undertake primary qualitative research with existing and potential mental health service users in Cardiff to gain their perceptions and views on the provision of these services.
- To explore relevant best practice in external organisations and other local authorities, which is transferable to Cardiff.
- To make evidence based recommendations to improve the way information, advice and assistance services for mental health service users are provided in Cardiff

Members of the Task & Finish Group were:

- Councillor Mary McGarry (Chair)
- Councillor Chris Lomax
- Councillor Eleanor Sanders.

¹ The IAA duties apply to all social services client groups. In order for an Inquiry on IAA to be achievable and timely, Members decided to focus on one client group. Members chose mental health service users given the increase in numbers in recent years in this client group as well as because people in other social services client groups have a higher likelihood of needing mental health services.

KEY FINDINGS

HEADLINE FINDINGS

- KF1. There are existing IAA services in Cardiff, provided by Health and Third Sector partners, which are designed specifically to meet the needs of mental health service users, their carers and families. On their own these are not sufficient to meet the requirements of The Act 2014.
- KF2. The review of good practice undertaken to inform this Inquiry found that the following factors are key in determining the effectiveness of IAA provision: accessibility; timeliness; content quality; usefulness; and the interface experience. In addition, it is important to improve co-ordination and signposting between information providers across professional boundaries, promote information sharing between all providers and involve service users in the design, implementation and evaluation of information advice and advocacy services.
- KF3. There is an opportunity to use the expressed willingness of Health and Third Sector partners to build on existing services to develop an approach to the provision of IAA services for mental health service users, their carers and families that accords with both the requirements of The Act 2014 and good practice.
- KF4. The Act 2014 builds on good practice and sets out that local authorities are required to secure provision of an IAA service that meets a national set of delivery standards, working with Health, the third sector and service users in the design, planning and development of the service and monitoring usage of the IAA service. This service will provide the primary entry point to the care and support system.

MAIN FINDINGS

Existing Provision in Cardiff

KF5. There is a multiplicity of mental health services available in Cardiff, provided by health services, adult social services and third sector groups.

KF6. There are several existing information, advice and assistance services available in Cardiff for adults with mental health needs. However, evidence presented to the Inquiry demonstrated that the existing services are not joined up, as they have tended to develop individually and in response to particular needs, in a reactive way.

Accessibility

KF7. GPs currently play a central role with regards to co-ordinating access to mental health services. However, Members heard that it is not appropriate to rely solely on GPs to provide IAA services for the following reasons: it risks over-medicalising the provision of IAA services for mental health service users and/ or their carers; it can be difficult to obtain a GP appointment in a timely manner; some mental health service users find it problematic waiting in a GP surgery; and some clients do not relate well to their GP and would need a different route for IAA service provision.

KF8. There are currently a number of issues that cause existing IAA services in Cardiff to be inaccessible for a number of people. Members heard that there are barriers preventing access to IAA services, including the stigma associated with mental health, concerns people often have about what will happen to their loved ones if Social Services becomes involved in their lives, language barriers and a lack of childcare.

KF9. In addition, the evidence shows that, even when people want to access IAA services, they often do not know how to access the available IAA services and do not know where to go to find help in accessing these services. 52% of those responding to the Scrutiny Research survey stated that they did not know where to go or how to find out where to go to get help.

Timeliness

KF10. Good practice regarding timely access to IAA is not currently evident in Cardiff, both in terms of being able to access IAA services at the right stage of the care pathway as well as being able to have quick access to IAA services. This links to the above finding that accessibility of IAA is poor.

Quality

KF11. Overall, once IAA services are accessed, the Scrutiny Research findings showed that approximately three quarters of service users have a good experience of these services, in terms of ease of understanding, the content quality, the relevance and the usefulness of the IAA provided.

Interface Experience

KF12. The evidence to the Inquiry demonstrated that the just over half of all respondents to our research felt they were treated positively. However, there was a breadth of respondent views on interface experiences, ranging from “compassionate” and “caring” through to “indifferent”, “rude” and “disrespectful”.

KF13. The range of interface experiences reflects the landscape described to this Inquiry, with regard to disparate provision, changing working place culture and patchy relationship building across teams, sectors and individuals. A practical example of this is the lack of a system in place to monitor the distribution of third sector information to mental health service users in hospital clinic settings.

KF14. Mental health care professionals recognised the picture described in the research report, and by other witnesses, and recognised the need to improve workplace culture. Members heard that work is on-going to achieve this by embedding the Recovery Model, which requires a person-centred approach, and a consequent enhancement in working practices and culture.

Effectiveness

KF15. With regard to the effectiveness of the IAA provision, nearly two fifths of research responses indicated existing provision is ineffective. The reasons given for this reflect the issues detailed above. In addition, responses highlighted that ineffective service could relate to low staff numbers, time restrictions facing IAA services and resource pressures.

The City of Cardiff Council's proposed approach to implementation of The Act

KF16. This Inquiry heard that there are four main strands to the City of Cardiff Council's proposed approach to meet the IAA requirements of the Act, which are: a directory of services; a 'first point of contact'; improving the Council's website to enable self-assessment; and using the Hubs to provide information and to signpost to advice, assistance and assessment.

KF17. The Council has decided to join the national directory of services, Dewis Cymru, and work is underway to upload local data in January 2016. The Directory will be available online, via Hubs and visiting officers will use it when assisting clients via handheld devices.

KF18. The first point of contact will be subsumed into the wider Customer Relationship Management process (CRM) as that is rolled out across the Council and will then include all customers and client groups including mental health.

KF19. The Stepiaw website, jointly supported by Health and the Council, already provides self-assessment and self-referral for mental health service users in Cardiff and so the Council's website will not seek to duplicate this.

KF20. Hubs will be used to provide information, signpost clients and assist clients to access assessments.

Ensuring accessibility

KF21. This Inquiry heard that the accessibility of IAA services can be boosted or hindered depending on the language used to describe access, as terms can be confusing to service users, carers, families and professionals alike. Examples cited to the Inquiry were 'first point of contact', 'single point of entry' and 'gateway', which can be interpreted differently depending on one's previous experience.

KF22. The Inquiry heard that the Council's website and the Directory of Services will be available in English and Welsh, as would publicity materials to promote these. Members heard that the existing Stepiau website is already available in English and Welsh and will soon be available in eight of the most common other community languages in Cardiff.

KF23. Members heard that staff in Council Hubs already provide services in a range of community languages and this would continue, as would work with community groups.

Regional approach

KF24. Members heard evidence that there is work towards a regional approach, with discussions taking place as part of the 'readiness' work for implementation of the SSWB Act. The City of Cardiff Council and the Vale of Glamorgan Council are piloting differing approaches re IAA services with the aim of sharing learning.

KF25. Witnesses welcome a regional approach but take differing approaches to this to reflect the need of their service users and organisations. The final approach to regional working needs to enhance these rather than diminish this provision.

Service Design and Planning

KF26. Members heard clear evidence from all the external witnesses that the IAA requirements of The Act had not been raised or discussed with them by the Council. Indeed, several witnesses stated that the first time they were aware of the IAA requirements was when they were contacted by scrutiny officers to seek their participation in the Inquiry. For example, the Cardiff & Vale University Health Board (UHB) is focused on treatment in clinical settings and responding to changes in mental health service requirements. At the time of giving evidence to the Inquiry, they stated they had limited awareness of the requirements of The Act but expressed a readiness to work in partnership with the local authority to implement these requirements effectively.

KF27. All those currently involved in the provision of IAA services to mental health service users who gave evidence to the Inquiry demonstrated a clear willingness to work with the Council to design, plan and develop IAA services that meet the requirements of The Act. There is a clear plea not to re-invent the wheel but to use the knowledge and mechanisms that already exist.

Appropriate Training

KF28. Members heard time and again that it was critical for frontline staff to receive appropriate training, such as mental health first aid training, which is a step on from mental health awareness training. Members heard that the Cardiff and Vale University Health Board may have available funding for this training and that Cardiff Mind provides this training for a number of organisations in Cardiff, including the Cardiff and Vale University Health Board.

KF29. Diverse Cymru highlighted the need for staff to receive multicultural awareness training to ensure that the needs of minority ethnic mental health service users, their carers and families are recognised, understood and met appropriately.

KF30. Members note the willingness of the UHB's witness to use the evidence provided by the Scrutiny Research Report to redesign their staff training to ensure that the issues raised are incorporated and can be addressed.

Monitoring Requirements

KF31. The draft code of guidance sets out the monitoring requirements, which are: nature of the enquiry; which type of service the enquirer was signposted to; and core data. It also details data they recommend collecting to help with further service improvement e.g. customer feedback and the information exchange route used, such as website/ phone call/ visit.

RECOMMENDATIONS

These recommendations build on the Key Findings of this Inquiry and are designed to assist in ensuring the effective implementation of the IAA requirements of the Act. Members suggest that, on acceptance of the Cabinet Response to this Inquiry, the Act Implementation Plan is revised and updated to reflect recommendations that are accepted, to ensure work to implement these recommendations is captured and monitored. The Committee will then be able to use the Act Implementation Plan monitoring reports to track progress with implementing agreed recommendations, rather than requesting a separate progress report.

Implementation Approach

- R1. Hold a meeting, by end of January 2016, with the Cardiff & Vale University Health Board and relevant third sector organisations to:
- a. build on the awareness raising and goodwill evident from this Inquiry; and
 - b. to design, plan and develop IAA services for mental health service users and carers that meet the requirements of the Act.
- (KFs 1- 6 inclusive, KFs 16-20 inclusive and KFs 26-27)*
- R2. Seek assurance from the Welsh Government, by end of February 2016, that Cardiff Council's proposed approach to IAA services for mental health service users and carers is compliant with the requirements of the Act, including the proposed regional approach with the Vale of Glamorgan Council.
- (KF4, KF7, KF 16-20 inclusive and KFs 24- 25)*

Improving Accessibility

- R3. Ensure that the provision of IAA services for mental health service users and carers in Cardiff do not rely solely on accessing IAA services via GPs.
- (KF 7)*

- R4. As part of the IAA service provision for mental health service users and carers, use the existing Stepiau website and CAVAMH Directory of Services and signpost to these from the Council's website and Directory of Services.
(KF17, KF19, KF22 and KF27)
- R5. Develop a communication strategy to promote the IAA services that addresses the barriers to accessibility identified in this report, by:
- a. Addressing the stigma attached to mental health;
 - b. Addressing the myths and perceptions regarding Social Services;
 - c. Using the 10 main community languages of Cardiff to promote the IAA services;
 - d. Being culturally appropriate on every channel/ platform;
 - e. Providing 'easy read' versions of communications materials;
 - f. Using clear definitions.
- (KF4, KF8, KF9, KF10, KF21, KF22 and KF23)*
- R6. Work with the Cardiff and Vale University Health Board, CAVAMH and other relevant third sector organisations to:
- a. improve information sharing, coordination and signposting across sectors; and
 - b. put in place monitoring arrangements to capture whether information is reaching those that need it, in a timely manner.
- (KF2, KF9, KF10, KF13, KF17, KF18, KF19)*

Training

- R7. Within six months, put in place mental health first aid training and multicultural awareness training for all Hubs frontline staff and first point of contact staff and all Cardiff Council frontline staff involved in delivering IAA services.
(KFs16-20 inclusive, KF28 & KF29)
- R8. Within six months, investigate whether funding is available from Cardiff and Vale University Health Board and other routes to finance the mental health first aid training and multicultural awareness training for Cardiff Council frontline staff.
(KF28)

R9. Within six months, work with UHB to ensure the redesign of staff training for all integrated teams addresses the issues raised in the Scrutiny Research Report regarding working place culture are incorporated and addressed.

(KFs12- 14 inclusive KF30)

Monitoring

R10. By the commencement of the Act, put in place monitoring arrangements that meet the requirements of the Act.

(KF31)

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Riverside Advice briefing for CASSC on Specialist Welfare Rights Advice Services in Cardiff for Vulnerable people

Riverside Advice;-

- Delivers a specialist Welfare Rights services and has been delivering Advice services since 1975.
- Has the Legal Aid Specialist Quality Mark and has this and a Legal Aid Contract for Welfare Rights Advice since 1997
- Receives the majority of our Welfare Rights Advice casework from referrals from Council funded services, but no funding from Cardiff Council to support this work.

Until 2013 (*when the UK Government took most of Social Welfare Legal Aid out of scope*) Riverside Advice had the largest Social Welfare Legal Aid Contract in Wales. 1500 specialist cases for Welfare Benefits and Debt a year. This was a major loss of Specialist level Advice services to Cardiff and not replaced.

Riverside Advice still has a Legal Aid Contract for what is left of Social Welfare Legal Aid for Housing and Welfare Benefits Upper Tribunals casework

Since September 2015 Riverside Advice has had no funding from Cardiff Council, when the Welfare Rights Advice funding from all Council Departments (Communities and Housing and Adult Services) was placed into the Communities and Housing single contractor Hub Advice Contract, and Children's Services Advice funding had gone into Families First Contracts.

Previously Riverside Advice had Cardiff Council funding from;-

- Communities and Housing for Asian Language and Open Door service
- Communities and Housing for the City Centre service delivered from Bridge Street, (one year)
- Adult Services for Specialist Welfare Benefits service for Carers
- Children Services under Sure Start funding for Welfare Rights for Families with Children 4 and under.

This amalgamation of Welfare Rights Advice funding for several organisations and bespoke services into essentially one funding pot has led we believe to lack of specialist, expert and bespoke Welfare Rights Advice services in Cardiff. These type of services are particularly required for vulnerable people who often have specific access requirements, such as unable to cope with triage systems and different levels of advisors and waiting in queue with other people.

Due to the amalgamation of the Advice grants into one single contract the loss of funding contributed to closure of Cardiff Law Centre, and lead to closure of Age Concerns Welfare Rights Unit, Somali Advice closing and loss of the bespoke work delivered by these organisations and only leaving the couple of independent Welfare Rights Advice

organisations left, such as Riverside Advice with high risk of a possible funding crisis and closure.

80% of Riverside Advice's Welfare Rights casework services are by referral from support workers and organisations from all sectors, particularly from Cardiff Council funded services. These are for the most vulnerable people, with high level of Mental Health illnesses and chaotic life styles, people who would not be able to cope with the Advice Hub in terms of accessing advice services there. These vulnerable people are therefore referred to Riverside Advice as the support organisations believe we are the only organisation that delivers services to meet their needs. This is stated in reference letters we have for a variety of Support organisations to demonstrate this need.

Riverside statistics demonstrate that in the last year, since Support People Contract was awarded to just 3 organisations Gwalia, United Welsh and Salvation Army that these organisations collectively referred over 200 people to Riverside Advice. This at @ £200 - £250 a case (*Legal Aid costings – and often under resourced at that rate*) this is £40,000 to £50,000 of specialist case work in Welfare Benefits and Debt with no specific funding for this work.

Many other organisations and services such as Llamau, Ty Canna, Advice HUB, Housing Options and internal Council Services such as Social Workers and Probation also refer there service users to Riverside Advice from Council funded services.

There is a great need to recognise this critical situation and to fund a specialist and expert Welfare Rights service which is in addition and outside what is possible within the funded City Centre Hub style service. Particularly as this Welfare Rights case work is essential to good outcomes of the work delivered by other key Council funded services for vulnerable people. Specialist and expert Welfare Rights is also key to those Cardiff Council funded services providing successful outcomes for their service users, i.e. if vulnerable peoples finances, Benefits and Debt are not sorted there is much more likely of another future crisis and spiral downwards – then requiring more assistance and costs to other Council funded services. Welfare Rights prevents poverty and is key preventative work.

We understand that most of the Advice services have now been removed from Families First – due to Welsh Government rules. We are told by Adult /Social Services that Welfare Rights, - even though there is a direct link between poverty/ finances, health and well being, and impacting on stability of families, - Welfare Rights is not in their remit – or '*any of their business*'.

The much needed and promised Cardiff Welfare Rights Advice Review incorporating the views of all the Advice Providers (many now shut as noted above), in existence at that time, as directed by Community & Adult Services Scrutiny Committee (CASSC in November 2012) did not materialise. This review was for Advice Providers to work with the Cardiff Council during 2013 to look at needs and demands in the development of futures Advice services for Cardiff. Unfortunately this Review never materialised before the Advice Single Provider Contract for Hub Advice Package was announced and finalised in October 2013 without the Review. We have no wish to go back over the circumstances of why this Advice Review did not happen, or why the concerns from the previous Advice Review by BDO on

the potential issues related to a centralise HUB style model were not recognised, but want to move forward to establish and recognise the issues and needs now.

The Council needs to recognise that if due to cuts in any other Advice funding streams, - as always possible, and the remaining independent Welfare Rights organisations may be forced to closure. If this happens there is no capacity or other Advice services in Cardiff for the vulnerable people who are currently being referred to Riverside Advice from Council funded services to go. This is specialist casework for nearly 1000 vulnerable people a year from across Cardiff for Welfare Benefits and Debt casework and raising nearly £2,000,000 of income for them in Welfare Benefits resulting from challenges and Appeal Tribunals. Where will these vulnerable people's specialist Welfare Benefit, Debt and Housing issues be resolved? If vulnerable people's financial issues are not resolved this is likely to result in further costs to other Cardiff Council funded services, - such as Housing, Social Services, due to potential homelessness and family breakdown and effecting children, - all real and researched outcomes as results of financial deprivation.

We hope this Scrutiny Committee can address these real concerns. The Advice sector needs some support to not only deliver the specialist casework for vulnerable people, but importantly for infrastructure to prevent any amount of funding loss resulting in viability issues and potential closures which will result in the loss of all the other Advice funding and services that those organisations have and deliver for the people of Cardiff. The impact of this on vulnerable people will be very serious.

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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

18 APRIL 2018

**EXTENSION OF CONTRACTS IN RELATION TO THE SUPPORTED LIVING PROVISION
FOR ADULTS WITH A LEARNING DISABILITY**

Purpose of Report

1. To provide Members with a brief overview of this issue, ahead of a presentation by the relevant Cabinet Member and senior officers at this meeting. The Committee will be considering a draft Cabinet report at its meeting on 16 May 2018.
2. The background information set out in **Appendix A** to this report and the presentation given by officers will enable Members to evaluate the effectiveness of the contract to date.

Background

3. Supported Living Services for adults with learning disabilities provide vital support services to vulnerable people in Cardiff to live fulfilled and independent lives. The current contractual arrangements cover personal domiciliary care and housing related support.
4. In October 2014, the Cabinet authorised a support model for supported living provision for adults with a learning disability and the commencement of a procurement process to secure the supported living provision.

5. On 2 April 2015 Cabinet authorised the award of the Personal Domiciliary Care Supported Living Services contracts and the Housing Related Support Supported Living Services contracts to the successful tenderers with contracts to commence on 1 August 2015. A copy of the report is attached as **Appendix A** (minus confidential papers), which will provide Members with details of:
- Background to the Process
 - Pre-Qualification Questionnaire Stage
 - Evaluation Criteria & Weightings
 - Pricing Schedule and Combined Lot Bids
 - Evaluation Methodology
 - Preferred Bidders
 - Issues and Risks
6. The agreed model utilised a block contract for a fixed term of three years with the option to extend for a further period or periods equating to no more than two years provided that the contract does not extend beyond 31 July 2020. The pre-decision Scrutiny to be held at next month's meeting will be requesting that the Cabinet approve an extension to the current contractual arrangements, as outlined above.

Previous Scrutiny

7. This Committee has carried out several scrutinies in relation to Supported Living Services for Adults with a Learning Disability, including:
- a) 4 December 2013 – Members held a special meeting to carry out pre-decision scrutiny of a report to Cabinet;
 - b) 4 June 2014 - Members received a progress report with regard to the commissioning of Supported Living Services;
 - c) 1 October 2014 - pre-decision scrutiny of the draft report to Cabinet.
 - d) 4 March 2015 - pre-decision scrutiny of the draft report to Cabinet

Way Forward

8. At this meeting, Councillor Susan Elsmore (Cabinet Member – Social Care, Health and Wellbeing) will be invited to make a statement. Sarah McGill (Corporate Director, People and Communities) and Denise Moriarty (Strategic Lead Planning Officer, Strategic Commissioning, Social Services) will be in attendance to provide Members with a comprehensive update on the performance of the current contractors and to answer Members' questions.
9. At this meeting, Members may wish to consider the following when evaluating the effectiveness of the contract to date, including:
 - cost and value
 - performance and customer satisfaction
 - delivery improvement and added value
 - delivery capability
 - benefits realised
 - relationship strength and responsiveness

Legal Implications

10. 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

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 financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

The Committee is recommended to:

- i. consider the information set out in **Appendix A** to this report;
- ii. consider the information provided in the presentation to this meeting;
and
- iii. decide whether they would like to make any comments to the Cabinet on this matter prior to the final draft of the Cabinet report being considered by this Scrutiny Committee in May 2018.

DAVINA FIORE

Director of Governance and Legal Services

12 April 2018

CABINET MEETING: 2 APRIL 2015

**CONTRACT AWARD IN RELATION TO THE SUPPORTED LIVING
PROVISION FOR ADULTS WITH A LEARNING DISABILITY**

REPORT OF DIRECTOR OF HEALTH AND SOCIAL CARE

AGENDA ITEM: 8

**PORTFOLIO: HEALTH, HOUSING & WELLBEING (COUNCILLOR SUSAN
ELSMORE)**

Appendices 2a & 2b to this report are not for publication as they contain exempt information of the description in paragraph(s) 14 of Part 4 and paragraph 21 of Part 5 of Schedule 12A of the Local Government Act 1972

Reason for This Report

1. The Health & Social Care Directorate reported on this matter to Cabinet on 9 October 2014, and Cabinet authorised the support model for supported living provision for adults with a learning disability and the commencement of a procurement process to secure the supported living provision. The authorised procurement process has now been undertaken. This report advises on the outcome of the procurement process and requires authorisation to award the contracts.

Background

2. On 9 October 2014 the Cabinet delegated authority to the Director Health & Social Care, in consultation with the Cabinet Member (Health, Housing & Well-Being), the Council's Section 151 Officer, the County Solicitor and the Council's Monitoring Officer to determine all aspects of the procurement process and the model (including approving the evaluation criteria to be used, and authorising the award of the contracts) and all ancillary matters relating to the procurement.
3. In order to implement the supported living model, offering citizens choice and control over their lives in the community, the Health & Social Care Directorate has undertaken a full programme of consultation and engagement with citizens, families and the social care provider market to ensure that the provider market can meet identified needs and deliver high quality provision.

4. The Health & Social Care Directorate has developed, implemented and evaluated a range of models of supported living. The agreed model of support has been tailored to the needs, wishes and interests of citizens, utilising a block contract for a fixed term of three years with the option to extend for a further period or periods equating to no more than two years provided that the contract does not extend beyond 31 July 2020. The Directorate has engaged and worked with providers in the market to deliver a sustainable supported living model which is outcome-focussed, represents value for money and offers citizens more choice, control and independence.
5. At the commencement of the contract the number of citizens who use services will be known. However, over the term of the contract this is likely to fluctuate and may increase. We anticipate that further schemes will be developed over the term of the contract and these will need to be incorporated via variation mechanisms which are set out in the draft contract terms and conditions, subject to budget.
6. The Council will continue to review the implementation of the Social Services & Well Being (Wales) Act 2014; the Welsh Government changes to Supporting People Guidance including grant funding changes and the impact this will have on the delivery on the future services.
7. Whilst the services fall within Part B, the Public Contract Regulations 2006 (“the 2006 Regulations”) only apply in part, (for example, there is no mandatory requirement to advertise the procurement in OJEU nor to comply with the procurement procedures set out in the procurement regulations). Nonetheless, the Directorate chose to issue a voluntary OJEU notice in the interests of being open and transparent, and to undertake the procurement using the Restricted Procedure in line with the minimum timescales set out in the procurement regulations. An Official Journal European Union (OJEU) notice for this procurement was published via the Sell2Wales website on October 24th 2014.
8. Following the publication of the OJEU notice, a bidder’s forum was held in conjunction with Business Wales for suppliers who had expressed an interest in delivering this service. At this event information regarding the Pre Qualification Questionnaire (PQQ) stage of the procurement was presented to the market place. A question and answer session provided suppliers with the opportunity to ask questions and provide feedback to the Council regarding the PQQ documentation. The Directorate received positive feedback from providers about this process via Business Wales. Further, Business Wales supported bidders to complete the Invitation to Tender (ITT).
9. It should be noted that the proposed start date of the proposed new contracts is 1st August 2015. The proposal is to award two contracts per locality, one for the provision of personal domiciliary care and one for the provision of housing related support (the latter funded by Supporting People Grant).

Pre Qualification Questionnaire Stage

10. The PQQ represented the first part of the two-stage selection and award tender process. The threshold score for the PQQ stage was 50%. Suppliers who failed to meet the threshold score of 50% were not invited to tender.
11. The evaluation of the PQQ was undertaken by a staff team from the Council including Health & Social Care, Commissioning and Procurement, Finance, Health and Safety and Abertawe Bro Morgannwg University (ABMU) Health Board as well as an officer from Cardiff Third Sector Council (C3SC) using the predetermined evaluation criteria. Each PQQ submission was assessed independently by officers who then met as a team to moderate, verify their scoring and identified those organisations who passed the PQQ evaluation threshold.
12. Of the 34 PQQ submissions, 30 organisations were successful in passing the PQQ minimum threshold and formal approval was given by the Director Health & Social Care to shortlist 30 successful organisations and to issue them with Invitation to Tender documentation.

Evaluation Criteria & Weightings

13. Following the PQQ stage, of the 30 organisations invited to tender: 15 organisations submitted tenders. Submissions were evaluated on the basis of the “most economically advantageous tender” (known as MEAT) using quality and price criteria. The overarching evaluation weighting between quality and price was 50% and 50% respectively as previously approved by Cabinet.
14. The quality sub-criteria was broken down as follows for evaluation purposes (see overleaf):

Template Evaluation Criteria		Weighting %
Service Delivery		
Personal Domiciliary Care Delivery	10%	20%
Housing Related Support	5%	
Transition and Implementation	5%	
Person-Centred Outcomes		
Choice and Control	20%	30%
Values & Principles	10%	
Safeguarding		
Compliance	5%	10%
Risk Assessment & Management	5%	
Staffing and Management		
Organisational Resources	5%	10%
Organisational Procedures	5%	
Partnership Working		
Partnership Working	10%	10%

Performance Management		
Governance & Quality Assurance	5%	10%
Data Management	5%	
Delivering Outcomes (Presentation to Service Users)		10%
Total		100%

15. The Supported Living Service was divided into 6 geographical localities across the city in order to encourage smaller and medium sized providers to participate in the procurement. For the purposes of the procurement process localities were referred to as 'lots'. Tenderers were able to bid for more than one lot, but no one bidder would be awarded more than two lots. It was for tenderer's to determine if they wish to bid for one or more lots.

Pricing Schedule and Combined Lot Bids

16. As part of their tender submission tenderers were required to complete a Pricing Schedule.
17. In respect of Personal Domiciliary Care element, tenderers were required to clearly set out the annual price for the provision of the service over each of the five years of the contract. To ensure tenderers were able to submit an informed price, the tender documentation provided details about the level of personal domiciliary care support required for all current service users currently living in each locality. This was also supported by a pen picture of need for each individual in each supported housing scheme.
18. The tenderers were also given the opportunity to offer two combined lot bids where they believed a bid for two combined lots could deliver greater efficiencies. Any combined lot bids were restricted to a combination of two lots and providers were required to submit details of the five year price for each lot.
19. The pricing schedule also indicated the level of Supporting People grant funding for the tenderers to deliver housing related support. It was explained that the price for housing related support has been set for the first year, but with a caveat that that the Supporting People grant may reduce over the period of the contract. Tenderers were required to confirm that they accepted these costs for the Housing Related Support Services.

Evaluation Methodology

20. Bids for each lot were evaluated using the pre-disclosed evaluation criteria and weightings. The quality score for each tenderer was determined in accordance with the evaluation criteria and weightings set out above. The evaluation considered the tenderer's written submission and two presentations. Tenderers presented to one evaluation team consisting of Health & Social Care officers and Family carers/parents of service users in respect of how they would deliver person centred

outcomes. Another evaluation team consisting of service users currently living in Supported Accommodation were given a presentation in terms of how providers would support them 'to live their lives'. This evaluation team was facilitated by Cardiff People First advocacy service. Both evaluation teams were moderated by Commissioning & Procurement officers.

21. In addition to the pen picture of need, a universal specification for Learning Disability Services, Supported Living and a specification for Housing Related Support was published to give information to tenders about the quality and service delivery standards the Council requires. Tender method statements were developed in line with the specifications and allocated weightings for the tender evaluation were applied. The tenders responded to the method statements in their submissions and these were evaluated by the team
22. The written submission was evaluated by ABMU Health Board and staff from the Council's Health & Social Care Learning Disability Service, Human Resources, Finance team, Health & Safety and Supporting People. During the procurement process support has been provided by Legal Service and Commissioning and Procurement officers.
23. The tenderer with the highest quality score was awarded the maximum available score (50%) and all other tenderers were then awarded a score relative to the highest quality score. The price score was determined by comparing the total five year price in single and combined lots submitted by the tenderers. Within each lot the tenderer that submitted the lowest cost bid was awarded the maximum available score (50%) and all other tenderers were awarded a score relative to the lowest cost bid.
24. Based on the tenderers combined price and quality score, tenderers were ranked within each single and combined lot. In addition the evaluation team also considered whether the single and combined lot bids submitted were the most economically advantageous for the Council. The Council has reserved the right to ensure lots are awarded based on the overall best value combination.
25. The Health & Social Care Directorate would like to acknowledge the preparation and the evaluation methodology of this tender as an excellent example of partnership working between citizens who live in Supported Accommodation in Cardiff, the 3rd sector, family carers/parents, Abertawe Bro Morgannwg University (ABMU) Health Board staff, the Council's Health & Social Care, Commissioning & Procurement, Supporting People Team, Finance, Legal, Human Resources and Health & Safety Teams.
26. The proposed timetable for this next stage of the procurement and proposed award is detailed below together with details of those stages which have already been completed:

Stage	Date(s)/time
Issue of Invitation to Tender	18 th December 2014 - completed
Deadline for clarification questions	12 th January 2015 - completed
Closing date for submission of Tenders	26 th January 2015 - completed
Evaluation of Tenders	27 th January – 24 th February 2015 - completed
Tenderer interviews/ presentations	w/c 2 nd & 9 th February 2015 - completed
CASSC paper submission	25 th February 2015 - completed
CASSC Committee	3 rd March 2015
Cabinet paper submission	26 th February 2015 - completed
Cabinet	2 nd April 2015
Expected date of award of Contract(s)	2 nd April
Standstill and Call in period	6 th published 7 th - 16 th April 2015
Expected date of award of Contract(s)	17 th April 2015
Transition period	17 th April 2015 to 31 st July 2015
Sign off Contracts	17 th April 2015 to 31 st July 2015
Contract commencement	1 st August 2015

Preferred Bidders

27. Following completion of the evaluation process to determine the Most Economically Advantageous Tenders using the predetermined evaluation criteria the table below contains the details of the successful bidders for each locality / lot:

Locality / Lot	1	2	3	4	5	6
Preferred Bidder	Dimensions Cymru	Dimensions Cymru	Innovate Trust	Innovate Trust	Mirus Cymru	Mirus Cymru

The detailed evaluation matrix, scoring and pricing information are contained in Appendix 2a and 2b.

Issues and Risks

28. The Cabinet Report of 9th October 2014 indicated that over the period of the contract, schedules the number of service users may vary, fluctuation in numbers of assessed hours of care required and an affordability threshold would need to be applied on each locality based on the number of schemes and assessed need. Although no overall affordability threshold has been set, guidance was provided to tenderers on a locality basis in relation to the picture and definition of need which informed their submissions. The Health & Social Care Directorate proposes the award of contract based on quality and price which has also delivered the best overall value for the Council. (See Appendix 2a and 2b).

29. The Directorate indicated to tenderers that account needed to be taken of the 'Esperon and Whittlestone judgement' on sleep-in provision terms and conditions. This was highlighted in the ITT documentation and tenderers were advised to take account of this when making their submissions.
30. If the proposed recommendation is approved, the procurement process may give rise to the Transfer of Undertakings (Protection of Employment) Regulations (TUPE) between providers. Anonymised TUPE Information was provided as part of the tender documentation and both the existing block contracts and the draft contract terms and conditions for the new contract contained TUPE provisions. Regarding transition for existing service users, it is acknowledged that service users may be concerned if staff choose not to transfer to new providers. The proposed contract award will mitigate this further and the transition phase will assist to manage any anxieties.
31. It is important to note implications continue in relation to Supporting People Grant made available from the Welsh Government and the potential for changes in the grant funding levels over the life of the contract. However, Tenderers were asked to take this into account in their submissions. The draft contract terms and conditions for the housing related support services, which were included in the tender pack, reflected the uncertainty with regard to the level of grant funding over the term of the contract and reserved a right for the Council to vary the contract payment should the level of grant funding vary.
32. During consultation, stakeholders reported that to undertake a competitive tender process at this time would de-stabilise the provision and continuity of care across the sector. However there is a requirement to competitively tender the service and the Health & Social Care Directorate in conjunction with citizens and families will ensure that disruption to individuals is minimised. A consideration remains the potential change of care staff; however the Transfer of Undertakings (Protection of Employment) Regulations may apply between current and awarded providers for those staff working in the service.

Communication

33. The Supported Living Project including the tender exercise has been managed using the PQA governance framework within the Council.
34. The Directorate has worked with the Corporate Communications team to develop a communication and engagement plan to ensure that all citizens and stakeholders are made aware of decisions being made. This is a live document and regularly updated.

Equality and Diversity

35. A full Equality Impact Assessment has been developed for the Supported Living Services tender see Appendix 1.

Reason for Recommendations

36. To enable the award of the Supported Living Services contracts to the successful tenderers

Legal Implications

37. The proposed recommendation is to award the Supported Living Services contracts to the successful tenderers named in the table, set out under paragraph 27 of the report, with such contracts to commence on 1 August 2015.
38. This is a relatively substantial procurement and the proposed contracts are of a significant high value. To that end, previous legal advice was given to the effect that whilst the services being procured fall within Part B of the Public Contract Regulations 2006, as amended, (“the 2006 Regulations”), and thus are not subject to the full ambit of the 2006 Regulations, nonetheless in order to comply with the EC Treaty based principles of transparency, equal treatment, non discrimination, and proportionality (such principles applying to Part B services) it is recommended that the contract notice is advertised in the OJEU, that the minimum timescales referred to in the procurement regulations are adhered to, that the procurement process is carried out in an open and transparent manner and that all bidders are treated equally. It is understood that this has been done.
39. Full legal advice has been provided with regard to the procurement process and in relation to the drafting of the draft terms and conditions of contract.
40. In line with good practice, if the recommendation is approved, then it is proposed that the successful and unsuccessful bidders will be notified of the outcome of the evaluation along with their scores, the winning score and feedback from the evaluation panel. The decision to award the contracts, if given, will be subject to the Council’s “call-in” period together with a voluntary standstill period. Accordingly the letters to be sent to the bidders notifying them of the outcome of the procurement will be made strictly subject to the Council’s call-in period and the voluntary standstill period. What this means is that the contracts cannot be formally concluded until the call-in period and the standstill period have expired.
41. It is noted that reference is made in the body of the report to the Esparon and Whittlestone judgements. Put simply, these judgements confirmed that where a carer’s presence at a premises is part of his/her work, the hours spent at the premises are classed as working time for the purposes of the National Minimum Wage legislation, irrespective of the level of activity – that is whether or not the carer is called upon to assist the service user during the sleep in shift. There was a concern that bidders may not take these judgements into account when submitting their bids, in particular with reference to calculating their bid prices. Accordingly Legal Services had previously advised that a caveat was inserted into the tender documentation along the lines that bidders were to note that their

bid prices will be deemed to have taken account of their tender bids complying with all relevant legislation and case-law, including, without limitation the Esparon and Whittlestone cases. It is understood that this caveat was inserted into the tender documentation which was issued to bidders.

42. In considering this matter the decision maker must have regard to the Council's duties under the Equality Act 2010. Pursuant to these legal duties Councils must, in making decisions, have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics. Protected characteristics are: (a). Age, (b) Gender reassignment(c) Sex (d) Race – including ethnic or national origin, colour or nationality, (e) Disability, (f) Pregnancy and maternity, (g) Marriage and civil partnership, (h)Sexual orientation (i)Religion or belief – including lack of belief. The report identifies that an Equality Impact Assessment has been carried out and is appended at Appendix 1. The purpose of the Equality Impact Assessment is to ensure that the Council has understood the potential impacts of the proposal in terms of equality so that it can ensure that it is making proportionate and rational decisions having due regard to its public sector equality duty. The decision maker must have due regard to the Equality Impact Assessment in making its decision.

Financial Implications

43. The contracts for supported living services for adults with learning disabilities, as outlined in this report, represent a significant proportion of Health & Social Care expenditure. The overall current cost of this service, when combined with housing related support, which also formed part of the tender process is £16.450 million. The sum of the bids offered by the successful organisations for the supported living and housing related support contracts in each locality shows a total cost over the potential five-year life of the contract of £77.992 million. This is based on annual contract sums including some slight increases towards the latter part of the contract term. It is anticipated that this can be funded from within the existing resources available to this service after taking into account the proposed budget saving of £431,000 in 2015/16 and further proposed savings in future years. The availability of Supporting People funding to support the housing related support element of the contract may also be subject to reductions in future years. The possibility of this was referred to in the pricing schedules and any reductions in funding will have to be managed in conjunction with the providers.
44. The contract is not due to commence until 1st August 2015 and therefore there will only be a part year effect in relation to costs and savings in 2015/16. Overall, costs are anticipated to reduce by £653,000 in 2015/16 which after taking into account the proposed budget saving of £431,000 in that year provides an additional saving to the directorate of £222,000. Further savings also arise when the additional resources made available to meet the new responsibilities in relation to sleeping in arrangements are taken into account. The report notes that potential bidders were

informed of the need to take account of recent judgements in relation to terms and conditions affecting 'sleep-ins' and it is assumed that tenderers took account of this when making their submissions. The additional resources relating to these contract arrangements are estimated to be £350,000. These savings will support the directorate in achieving its overall budget saving target for 2015/16. This includes the proposed saving of £1.926 million which is based on improving efficiencies in strategic commissioning across all service areas within the Directorate.

Human Resources Implications

45. The recommendation in this report applies to a contract award to external providers and therefore there are no Human Resource issues for the Council. There may be Transfer of Undertakings (protection of Employment) Regulations implications where there is any change of provider. This will be between the outgoing and incoming providers which will be managed by them and there are no implications for Council staff.

RECOMMENDATIONS

The Cabinet is recommended to authorise the award of the Supported Living Services contracts to the successful tenderers named in the table set out under paragraph 27 of the report in respect of the relevant localities, with such contracts to commence on 1 August 2015.

SIÂN WALKER

Director

27 March 2015

The following Appendices are attached

Appendix 1 – Equality Impact Assessment

Appendix 2a & 2b – Evaluation matrix and scoring information (*confidential*)



EQUALITY IMPACT ASSESSMENT

Policy/Strategy/Project/Procedure/Service/Function Title: External supported living services for people with learning disabilities
New/Existing/Updating/Amending: Existing

Who is responsible for developing and implementing the Policy / Strategy / Project / Procedure / Service / Function?	
Name: Amanda Phillips	Job Title: Operational Manager LD
Service Team: Health & Social Care	Service Area: Health & Social Care
Assessment Date: 23/02/2015	

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

<p>The external Supported Living Services (SLS) project will:</p> <ul style="list-style-type: none"> • Re-commission and procure Cardiff's supported living service. This service is provided by independent sector providers to 257 people with a learning disability. This project includes the re-commissioning of both domiciliary care and Housing Related Support services. • Manage a competitive tender process for the replacement of the existing arrangements. To be concluded 31st July 2015. The new contracts will start on 1st August 2015. • Develop a supported living service which has taken into account the comments received through consultation opportunities. • Develop a supported living model which is flexible enabling service users to have choice and control over their own lives. • Develop a supported living service which secures best value for money for the Council whilst providing a high quality of service for the service users.
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2. Please provide background information on the Policy / Strategy / Project / Procedure / Service / Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]

<p>Background</p> <p>The aim of supported living is to achieve choice, control and community inclusion for adults with a Learning Disability to ensure their individual needs are met. The main principles of supported living are that people with learning disabilities own or rent their home and have control over the support they get, who they live with (if anyone) and how they live their lives through the support from externally commissioned domiciliary care and housing related support services.</p> <p>Supported living assumes that all people with learning disabilities, regardless of the level or type of disability, are able to make choices about how to live their lives even if the person does not make choices in conventional ways. Supporting people to have their own home choice and control and a decent income are enabling factors offering people with a learning disability citizenship and social inclusion.</p> <p>Supported living models in Cardiff include:</p> <ul style="list-style-type: none"> • living in a rented or owned property and getting an individual support package
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- sharing with others in a rented property (most Registered Social Landlord) and each person getting an individual support package
- extra care or sheltered housing
- lodging in someone else's home and getting an individual support package (Adult Placement/ Shared Lives)
- living in an extension to a family home and getting an individual support package
- living in a network of houses or flats and supporting others as well as getting support (core & cluster accommodation & support)
- Residential care provision

As with housing, a mixed range of support options need to be available that can be tailored to meet individual need. With the introduction of direct payment and direct payments for people not deemed to have mental capacity, it is already becoming evident that people are opting for a range of flexible and natural support options rather than buying into services with fixed levels of support. There is no one housing and no one support option that works for everybody.

Demand Analysis

See the LD Commissioning Strategy 2012 – 2017 for an overview of the general population data.

As set out in the strategy the demographic indicate about 40 young people move into the service area each year at the age of 18 years as they move through transition from Children's Services. We have also found that the life expectancy of adults with LD is improving which has an impact on LD provision. Our service users are living longer lives and with this can come a range of issues that may impact on individuals as they age for example there are a significant number of service users with learning disability on the dementia pathway.

A further consideration for the service area in this project is the number of people presenting with needs such as autism, challenging behaviour and complex needs as the development of supported living will need to take into account these specialist requirements within the provision of the supported living service.

There are currently 257 service users living in supported living schemes receiving a service from an external provider. There are over one hundred service users identified as requiring the provision of supported living from now to the next 5 years.

There are block contracts in place with 4 external supported living providers to cover the 6 locality areas of Cardiff. There are some spot contracts in place which fall outside the 4 provider block contract framework. Housing Related Support is provided through the Supporting People programme.

The outcome of the extensive service area consultation work with stakeholders indicates a high satisfaction rate with supported living and a call for a greater number of core and cluster schemes.

The core and cluster service model supports a (**core**) accommodation for people living together and a (**cluster**) support service to other people in nearby properties. The core flat provides 24-hour Housing and Social Care support, 7 days per week x 52 weeks per year. Cluster tenants receive flexible hours of Housing support as agreed in their individual support plan. Rent for accommodation is covered by Housing Benefit.

Procurement of Supported Living Contract

The Health and Social Care Directorate has sought to secure the future supported living service from 1st August 2015 via a procurement process.

- On 9 October 2014 the Cabinet delegated authority to the Director Health & Social Care, in consultation with the Cabinet Member (Health, Housing & Well-Being), the Council's Section 151 Officer, the County Solicitor and the Council's Monitoring Officer to determine all aspects of the procurement process and the model (including approving the evaluation criteria to be used, and authorising the award of the contracts) and all ancillary matters relating to the procurement.
- At the start of the new contract on 1st August 2015, there will be two contracts commencing; one for the provision of personal domiciliary care and one for the provision of housing related support (the latter being funded by Supporting People Grant).
- Health & Social Care directorate undertook the tender process in two stage selection and award tender process. The detail of which is in the attached Cabinet Report Appendix 1.
- Following the PQQ stage, 15 organisations submitted tenders. These were evaluated on the basis of the "most economically advantageous tender" (known as MEAT) using quality and price criteria. The overarching evaluation weighting between quality and price was 50% and 50% respectively and this was previously approved by Cabinet.
- Bids for each lot were evaluated using the pre-disclosed evaluation criteria and weightings. Tenderers presented to one evaluation team consisting of Health and Social Care officers and parents in respect of how they would deliver person centred outcomes. Another evaluation team consisting of citizens living in Supported Accommodation were presented to regarding how providers would support them 'to live their lives'. This evaluation team was facilitated by Cardiff People First advocacy service. Both were moderated by Commissioning and Procurement officers.
- Based on the tenderers combined price and quality score, tenderers were ranked within each single and combined lot. In addition the evaluation team also considered whether the single and combined lot bids submitted were the most economically advantageous for the Council. The Council has reserved the right to ensure lots are awarded based on the overall best value combination.
- The proposed recommendation following the tender process will be presented to Community & Adult Service Scrutiny Committee on 4th March 2015 and a Cabinet Report 2nd April 2015.

The development of a wider model of supported living will have the following outcomes for people:

- A community based supported living model which supports a preventive and reablement agenda and the wellbeing initiatives as identified within Welsh Government policies and the Social Services and Wellbeing Act
- People will be able to access a range of facilities which are based in and around their localities/neighbourhood communities
- There will be the opportunity for people to access facilities which reflect their particular interests and aspirations
- The model facilitates a strategically planned approach to the work on a city wide basis

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3 Assess Impact on the Protected Characteristics

3.1 Age

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

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

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

The service will have a positive impact because it takes into account the following:
 Adults with a learning disability are living longer and we are seeing a greater demand for suitable supported living provision from people over 65 years of age. With an increased life expectancy there is an increase in the number of adults with LD developing dementia. Suitability of specialist supported living provision for the ageing LD population will need to be considered.

Younger people coming into the service area are indicating that they require a range of supported living options and are looking for greater choice and flexibility from the service.

Family carers are increasingly drawn from a higher age band and they may need their own support through supported living availability. Older carers tend to want their children to be accommodated in the same community in order to build on existing relationships and facilitate visits from older carers who may have their own challenges with travel.

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

LD dementia – LD Dementia project group has been established in partnership with health colleagues to develop a pathway to support service users with their accommodation, care and support from early stages of on-set to end of life.

Work with Housing Strategy to identify options to commission/de-commission supported living schemes based on the age needs of the service users e.g. location and ground floor bedrooms – use long term population forecasts to make sure the appropriate accommodation is available for the current and future population.

Individualised service – commission a supported living service that enables flexibility and choice for service users to access a range of opportunities that they believe would best meet their outcomes. People’s need specific to age would be identified in support plans.

Expectations set out in the competitive procurement tender process from provider organisations include training on the protected characteristics for their staff to ensure that support plans and delivery of support plans are able to meet the needs of each service user in relation to age.

Move-on process considers the best supported living placement for each individual and takes into account age of the service user and the others living in a scheme before placement is made.

3.2 Disability

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

	Yes	No	N/A
Hearing Impairment	✓		
Physical Impairment	✓		
Visual Impairment	✓		
Learning Disability	✓		
Long-Standing Illness or Health Condition	✓		
Mental Health	✓		
Substance Misuse	✓		
Other			

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

The nature of the service will have a positive impact as evidenced below:

Moving into supported living will enable service users with a disability the opportunity to achieve what is most important to them. It will provide the opportunity to progress and learn/develop skills through an outcomes-based approach. Levels of support are matched to the needs of the tenants in a scheme and are flexible to meet changing needs.

There are a range of housing options available, however the population demographics indicate that consideration will need to be given to provide future schemes which are suitable for needs such as LD dementia, autism, challenging behaviours, complex needs and LD and physical disability.

Supported living schemes are adaptable and can give an opportunity for adults with complex needs to live more independently. Well designed supported living services can reduce the incidences of challenging behaviour of service users.

Person-centred planning and outcomes-based assessments will focus on what matters to the individual. They will have a significant say how they want to achieve outcomes. This results in a move towards a more positive emphasis when planning, and move away from talking about the things that a person cannot achieve.

Living in supported living will enable people with a learning disability achieve their own tenancy and all the rights associated with a secure tenancy including access to welfare benefits. The Housing Related Support contract will support the service users to deal with matters relating to maintaining a tenancy so that the risk of losing a tenancy is reduced. There may be issues around the person's capacity to understand and sign a tenancy agreement which will be addressed with the community support team

Supported living can reduce social isolation that can be experienced by adults with a learning disability and open up the opportunity to social networks within the supported living scheme and wider into the local community.

When not implemented correctly housing with shared support can lead to people with a learning disability being isolated. If identified as pockets of LD 'mini communities' within an area there is the potential for targeted harassment and bullying from people living in the wider community. The locality model and dispersal of schemes across Cardiff was planned to avoid

over-development of LD schemes in a single area.

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

Continue to implement the move-on process so that adults with learning disabilities are matched and placed in supported living that is best suited to meet their accommodation and support needs.

Use the LD Review and Monitoring process to undertake project reviews. This is to ensure that providers are fulfilling the terms of the contract through providing an individualised service and that outcomes for adults with a learning disability are being met.

Work with Housing Strategy to identify options to commission/de-commission supported living schemes based on needs of service users e.g. specialist supported living accommodation for adults with autism – use long term population forecasts to make sure the appropriate accommodation is available for the current and future population.

Expectations set out in the competitive procurement tender process from provider organisations include training on the protected characteristics for their staff to ensure that support plans and delivery of support plans are able to meet the needs of each service user in relation to all forms of disability.

People’s needs specific to their disability would be identified in support plans.

3.3 Gender Reassignment

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

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

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

The service will have a positive impact on transgender people because the service model is one which is flexible, enabling service users to have choice and control over their own lives.

Transgendered users will not be affected differently from other groups by virtue of the gender nature.

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

Expectations set out in the competitive procurement tender process will require provider organisations to include training on the protected characteristics for their staff to ensure that support plans and delivery of support plans are able to meet the needs of each service user in relation to gender reassignment.

3.4. Marriage and Civil Partnership

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

	Yes	No	N/A
Marriage		✓	
Civil Partnership		✓	

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

The service will have a positive impact on married people and people in a civil partnership because the service model is one which is flexible, enabling service users to have choice and control over their own lives.

Users, whether married or in civil partnership, will not be affected any differently from other groups.

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

N/A

3.5 Pregnancy and Maternity

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

	Yes	No	N/A
Pregnancy			✓
Maternity			✓

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

N/A

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

N/A

3.6 Race

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

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

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

The service will have a positive impact on people from different ethnic groups because the service model is one which is flexible, enabling service users to have choice and control over their own lives.

Since we have Direct Payments in place, the scheme will provide people with greater choice and control over their supported living services and who provides them. This will allow service users to choose culturally sensitive services and ensure that their cultural needs are met. If employing a personal assistant, they will have the opportunity to explore attitudes at interview and have greater control over who supports them.

Those who speak a language other than English will need additional assistance e.g. interpreter to ensure that they are able to communicate the outcomes they want to achieve from supported living.

Faith/cultural needs must be appropriately handled where people from different backgrounds live together, for example, if people have different dietary requirements or where people need gender specific services.

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

Service users will be individually assessed and any issues arising relating to this protected characteristic will be discussed with the service user. A clear and transparent communication plan for work with service users and their families will be put in place to support this work.

3.7 Religion, Belief or Non-Belief

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

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

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

The service will have a positive impact on this group as it focuses on a person-centred plan through individualised support plans. This individualised approach takes into account the religion, belief or non-belief of each person.

Users will not be affected any differently from other groups by virtue of their religion, beliefs and non beliefs.

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

N/A

3.8 Sex

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

	Yes	No	N/A
Men		✓	
Women		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
The service will have a positive impact on gender as the move-on process for supported living placements looks at each individual and the scheme that would be best suited to their individual needs and takes into account the gender mix. Users will not be affected any differently from other groups by virtue of their gender
What action(s) can you take to address the differential impact?
N/A

3.9 Sexual Orientation

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

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

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
The service will have a positive impact on this group because the move-on process for Supported Living placements looks at each individual and the scheme that would be best suited to their individual needs. It takes into account the mix of a scheme in terms of sexual orientation. Consideration to compatibility with other tenants and their lifestyles would need to be evaluated. Users will not be affected any differently from other groups by virtue of their sexual orientation.
What action(s) can you take to address the differential impact?
N/A

3.10 Welsh Language

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

	Yes	No	N/A
Welsh Language		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
Welsh speakers will not be affected any differently from other groups by virtue of their language.
What action(s) can you take to address the differential impact?
N/A

4. Consultation and Engagement

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

The Supported Living Services model for the service from 1 st August 2014 has evolved from on-going and specific consultation opportunities since the commencement of the previous Supported Living contract in 2007. Consultation regarding the development of the Supported Living Service and proposed model has involved the following groups:

- Learning Disabilities service users via the Advocacy Services and Cardiff People First through feedback at the Learning Disabilities Planning Group (formerly LDAPG).
- Carers/families through the Parents Federation represented on the Learning Disabilities Planning Group (Formerly LDAPG)
- Voluntary and Health organisations represented through the Learning Disability Forum representative on the Learning Disability Planning Group (Formerly LDAPG)
- Consultation events with the Learning Disability Community Support team
- Accessible consultation for service users at the open consultation 'The Event' in March 2011 facilitated independently by an advocacy group.
- 'The Event' in March 2011 was a consultation opportunity open to service users, families, friends, providers, voluntary organisation, staff and any member of the community with an interest in LD and provided opportunities for feedback about current and future needs for Supported Living services.
- This day was attended by approximately 250 people and accessible communication was in place to enable delegates to participate and comment.
- This consultation was widely advertised internally and through external networks. Representatives of any groups were welcomed to attend.
- 'Housing Care and Support Event' in March 2011 involved working with landlords and providers to establish current picture of needs and future requirements for supported living across Cardiff. People in attendance were representing the views of their internal service user groups in order to reflect the true need for the LD population taking into account the protected characteristics.
- Service user consultation day which was independently facilitated, gave the opportunity to comment and provide direction on the future models for Supported Living to meet needs.
- Attendance and presentations at the incumbent provider service user and stakeholder consultation groups/meetings – this is on-going and will continue during the project
- Consultation with service users, families/carers and incumbent providers following pilot of proposed Supported Living Model from May 2014
- Consultation and engagement work with the social care market place through specific events and information sharing workshops to seek provider feedback on aspects of the project and to support and enable the Small Medium Enterprises to be able to enter the competitive procurement tender process. This consultation supported by Business Wales and Wales Co-operatives took place on 17th June 2014.
- Engagement with the social care market through a procurement process, an independent LD service user panel with support from an advocacy provider that ensured service users had training, support and accessible information to provider feedback and the proposals for the Supported Living plans and had the opportunity for meaningful involvement in the competitive procurement tender process.
- Health & Social Care have met with citizens and staff to discuss budget proposals and have entered into dialogue on the proposed change in the delivery and remodelling of services.
- Health & Social Care have fully participated in the consultation events 'Change for Cardiff – Have Your Say' to obtain a whole picture of the impact and endorsement of change across the sector.

Health & Social Care will continue to address citizens, constituents and stakeholders concerns arising from consultation events and the procurement exercise.

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

Groups	Actions
Age	<p>LD dementia - establish a LD Dementia Project Group in partnership with health colleagues to develop a pathway to support service users with their accommodation, care and support from early stages of on-set to end of life.</p> <p>Work with Housing Strategy to identify options to commission/de-commission supported living schemes based on the age needs of the service users e.g. location and ground floor bedrooms – use long term population forecasts to make sure the appropriate accommodation is available for the current and future population.</p> <p>Individualised service – commission a supported living service that enables flexibility and choice for service users to access a range of opportunities that they believe would best meet their outcomes. People’s need specific to age would be identified in support plans.</p>
Disability	<p>Work with Housing Strategy to identify options to commission/de-commission supported living schemes based on needs of service users e.g. specialist supported living accommodation for adults with autism – use long-term population forecasts to make sure the appropriate accommodation is available for the current and future population.</p>
Gender Reassignment	
Marriage & Civil Partnership	<p>May need to consider developing a specific scheme around civil partnership, if suitable supported living is not available currently.</p>
Pregnancy & Maternity	
Race	<p>Use the LD Review and Monitoring process to undertake project reviews to ensure that schemes are fulfilling the terms of the contract and providing an individualised service for each tenant so that outcomes for adults with a learning disability in terms of ethnicity are being met.</p>
Religion/Belief	
Sex	
Sexual Orientation	
Welsh Language	
Generic Over-Arching [applicable to all the above groups]	<p>New service developments will continue to involve consultation with all service users and families, ensuring that opportunities to be involved are available in different formats and with accessible communication - interpreters/translators/advocates/SALT to be available</p> <p>The contract monitoring, review and move-on procedures will</p>

	<p>continue to take into account the protected characteristics as part of the process.</p> <p>Expectations set out in the competitive procurement tender process from provider organisations include training on the protected characteristics for their staff to ensure that support plans and delivery of support plans are able to meet the needs of each service user particularly in relation to age, disability, gender reassignment, race, religion/belief or non-belief, sex, sexual orientation or Welsh Language.</p> <p>People's needs specific to the above characteristics would be identified in their support plans.</p>
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6. Further Action

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

7. Authorisation

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

Completed By : Amanda Phillips	2 nd September 2014 Updates - 7 th January 2015 & 23 rd February 2015
Designation: OM LD Cardiff & Vale	
Approved By: Siân Walker	
Designation: Director	
Service Area: Health & Social Care	

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

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