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AGENDA

Committee	COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE
Date and Time of Meeting	MONDAY, 16 DECEMBER 2019, 4.30 PM
Venue	COMMITTEE ROOM 4 - COUNTY HALL
Membership	Councillor Jenkins (Chair) Councillors Ahmed, Carter, Gibson, Philippa Hill-John, Lent and McGarry

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 **Council House Build & Design Standards Update** (Pages 5 - 18)

Committee Briefing

4 **Quarter 2 Performance Report** (Pages 19 - 118)

Performance monitoring of Q2 reports for both People & Communities and Adult Social Services.

5 **Way Forward**

To review the evidence and information gathered during consideration of each agenda item, agree Members comments, observations and concerns to be passed on to the relevant Cabinet Member by the Chair, and to note items for inclusion on the Committee's Forward Work Programme.

6 Work Programming (*Pages 119 - 130*)

For Members to consider the proposed agenda items for the next five consecutive Committee Meetings.

7 Correspondence Statement (*Pages 131 - 134*)

For Members to consider correspondence sent and received since the last Committee meeting and receive an update on any items outstanding.

8 Urgent Items (if any)

9 Date of next meeting

8 January 2020, 4.30pm, Committee Room 4, County Hall.

Davina Fiore

Director Governance & Legal Services

Date: Tuesday, 10 December 2019

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

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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

16 Dec 2019

COUNCIL HOUSE BUILD & DESIGN STANDARD: Committee Briefing

Purpose of Report

1. Following the Committee's Work Programing Forum for 2019-20, Members agreed to receive quarterly updates on the Council's Council House Development Strategy – with the first update being a verbal briefing at Committee.

2. In particular, Members wished for the update to include:
 - An update on the current status of property developments;
 - An update on the scheduling of planning submissions
 - A focused update on design standards – to include an update on possible work with shared design standards with Housing Associates (*as mentioned at CASSC's June 2019 Committee*) and detailed progress of the required update on Design Standards (*as mentioned at CASSC's May 2019 Committee*)
 - Update on placemaking – with particular focus on what is informing placemaking.

Background

3. In line with Capital Ambition, the Council's Housing Development team are aiming to build 1,000 new homes by May 2022, delivering 2,000 new homes in the longer term.

4. Currently, there are just under 8,000 people on the housing waiting list. A recent Local Housing Market Assessment indicated that 2,024 new affordable homes are required each year to meet the demand. However, on average over the last 5 years the social housing sector has only delivered around 250 new homes each year.

5. The key objectives for the strategy are:
 - Clear Vision
 - Understanding Need
 - Land
 - Procurement
 - Delivering in Volume and at Pace
 - High Standards

6. Within the meeting, Members will receive the presentation attached at **Appendix A** in order to be informed on the current status of developments, the current scheduling of planning submissions and the required update on design standards.

Scope of Scrutiny

7. The scope of this scrutiny is to use the evidence presented to Committee to judge whether the Council's developments in its Council House Build programme is progressing sufficiently and being delivered effectively.

Way Forward

8. Councillor Lynda Thorne, Cabinet Member for Housing & Communities has been invited to attend for this item and may wish to make a statement. She will be supported by officers from the People & Communities Directorate who will be providing Members with a briefing on their requested areas.

Legal Implications

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

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

RECOMMENDATIONS

The Committee is recommended to:

- i. Consider the information provided in this report, its Appendix and information received at the meeting;
- ii. Decide whether it wishes to relay any comments or observations to the Cabinet.

DAVINA FIORE

Director of Governance and Legal Services

10 Dec 2019



Delivering 2000 council homes Within a robust Design Standard

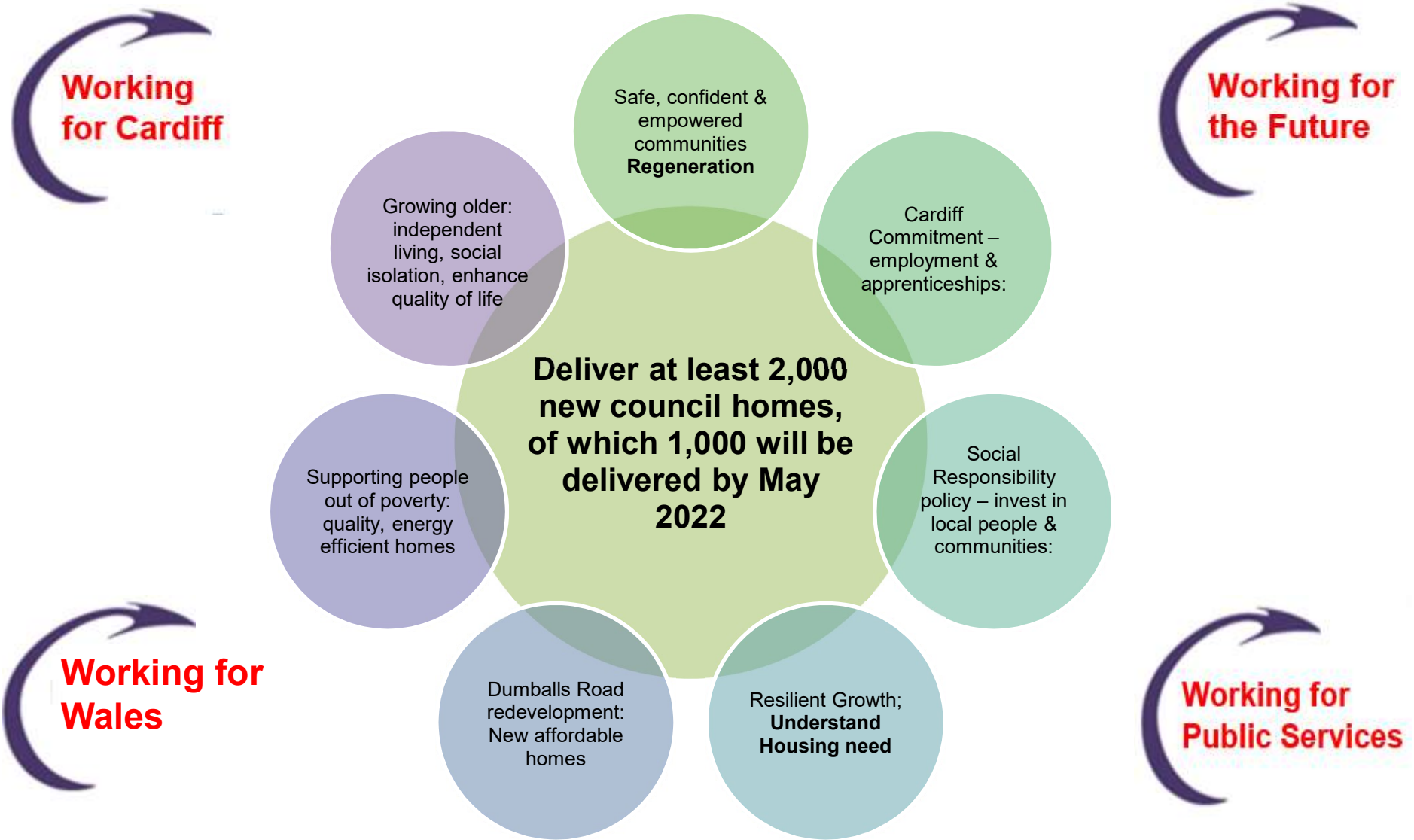
David Jaques
September 2019



Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together



Delivering new homes within Cardiff's overall Capital Ambition Objectives



Current progress

Capital Ambition Update TTD (Council Homes)								
Deliver 2,000 new Council homes, 1,000 by May 2022								
Scheme	Target Number (within 5 years)	Pipeline	In Planning	Planning approved	At Procurement stage (out to tender)	On site	complete (total to date)	Totals
Other new Build	400	1436	41	113	16	8		1614
Cardiff Living	300	271	9	128		123	68	599
Buying Property from the market	100					92	46	138
Package Deals	100	35				30		65
Converting buildings	50						8	8
Meanwhile use of land	50					13		13
Total	1000	1742	50	241	16	266	122	2437
							2437	

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- Leading the way – **Largest council build Programme in Wales**
- Total projected budget £350 million
- Innovative Housing Schemes
- Strong desire to lead the way in design
- **Exciting opportunities**



Working for the Future

3.1 Cardiff Grows in a Resilient Way



Cardiff Design Standards 2015

The Cardiff Design Standard will help to ensure that the HPP delivers:

- A high level of energy efficiency in all homes and tenures that will assist with tackling fuel poverty through a fabric first approach.
- A high quality of design and architectural standard across all tenures
- A high standard of urban design and place making
- Sustainable communities by creating well connected and inclusive developments
- High quality build standards and specifications for the affordable units



Design principles:

We will be assessing the submissions against the questions set out in the ISDS which reflect the principles below. The principles reflect the objectives of good design in the updated Technical Advice Notice 12 (Design) and Manual for Streets.

1. Access/ movement / legibility and public realm
2. Character - Context and Design Quality
3. Character - Compactness/Density
4. Designing safer environments / Community safety
5. Environmental Sustainability and Code for Sustainable Homes

Cardiff Design Standard 2015

- Reviewed good practice
- Policy & technical guidance
- Input from a range of internal partners & external consultants

National planning policy and guidance:

- Technical Advice Notice (TAN) 12 – Design (2014)
- Technical Advice Notice (TAN) 18 – Transport (2007)
- Planning Policy Wales.
- Welsh Government Guidance on ‘Planning for Sustainable Buildings’
- Manual for Streets 1 & 2
- Equalities Act 2010
- Current Welsh Building Regulations and any future changes

Other best practice guidance:

- Building for Life (CABE)
- Delivering Great Places to Live (CABE)

Cardiff Council Policy and Guidance:

- **Cardiff Residential Design Guide** (Supplementary Planning Guidance SPG)
- **Cardiff Infill Design Guide** (SPG) (This will be more relevant for the smaller sites within the HPP)
- **Cardiff Access, Circulation and Parking Standards** (SPG Jan 2010)
- **Cardiff Waste Collection and Storage Facilities** (SPG March 2007)
- **Cardiff Local Development Plan** (The Cardiff Local Development Plan 2006-2026 (LDP) will provide the legal framework for the development and use of land within Cardiff for the period up to 2026. It will also provide the context for determining local planning applications. (Adoption and implementation is expected in October 2015)

The following guidance and policy has been used to develop the **affordable housing** units specification set out in section 4a

- **Secured by Design** – New Homes 2010 The Safer Place.
- **Lifetime Homes** – Joseph Rowntree Foundation
- **Welsh Government’s Development Quality Requirements**
- **Welsh Housing Quality Standards**
- **Inclusive Mobility** (Welsh Government).



Cardiff Design Standard 2015

Character, Access & Movement – key principles

To consider and be assessed at detailed solutions and final tender stage

- Buildings should have a variety of heights and forms for an interesting urban frontage and to avoid negative impacts on existing buildings.
- Well proportioned facade with generous openings, provide double or even triple aspects where appropriate
- Establish a distinct, cohesive architecture for the whole development, including the public realm and landscaping.
- Use materials and build quality in line with best practice to ensure longevity.
- Materials should be used that provide a distinct neighbourhood identity and where appropriate, link new proposals to other adjacent buildings.
- Emphasise corners in the elevation design by including corner windows and balconies to increase overlooking.
- Have dwelling layouts that encourage connection to gardens, terraces or balconies using patio or other doors.
- There should be a clear relationship between the buildings and the street.

To consider and be assessed at outline solutions stage.

- An appropriate mix of house sizes, types and tenures
- Tenures to be visually indistinguishable and integrate market and affordable within the development and in relation to existing dwellings.
- Buildings should take account of their orientation with the aim of maximising useful light and sunlight access but also produce a strategy to deal with overheating.

- Internal design review –placemaking
- Larger schemes reviewed at design Commission for Wales
- Tenure blind Market sales, Social rent & AHO

A wider programme, updated Design Standards

Why update?

- Changes in Planning Policy
- Suds & SAB
- A Standard to cover all of the council's schemes
- An updated review of good practice
- Affordable Housing review
- Opportunities within the programme



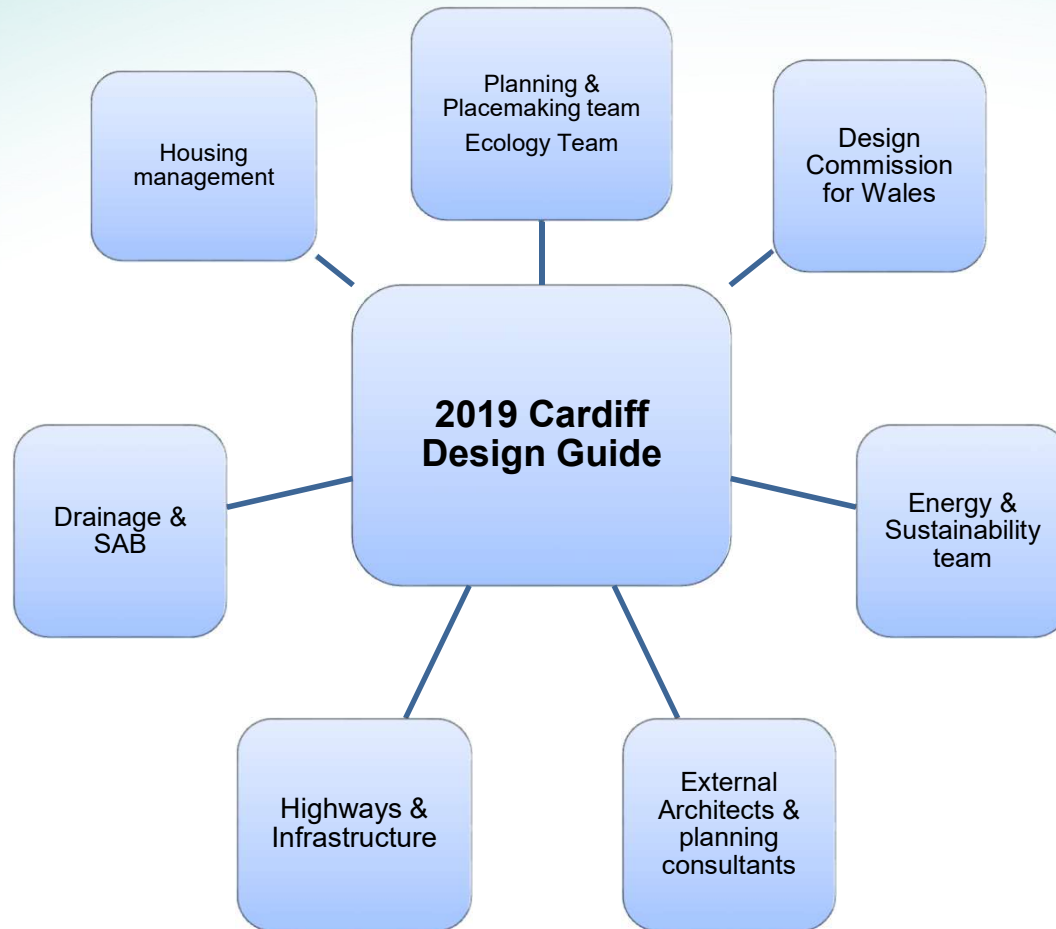
A focus on.....

- Urban design
- Placemaking
- Green infrastructure
- Community gardens/growing spaces
- Sustainability & Innovation
- Tenure blind
- Designing out crime



A wider programme, updated Design Standards

Who is involved?



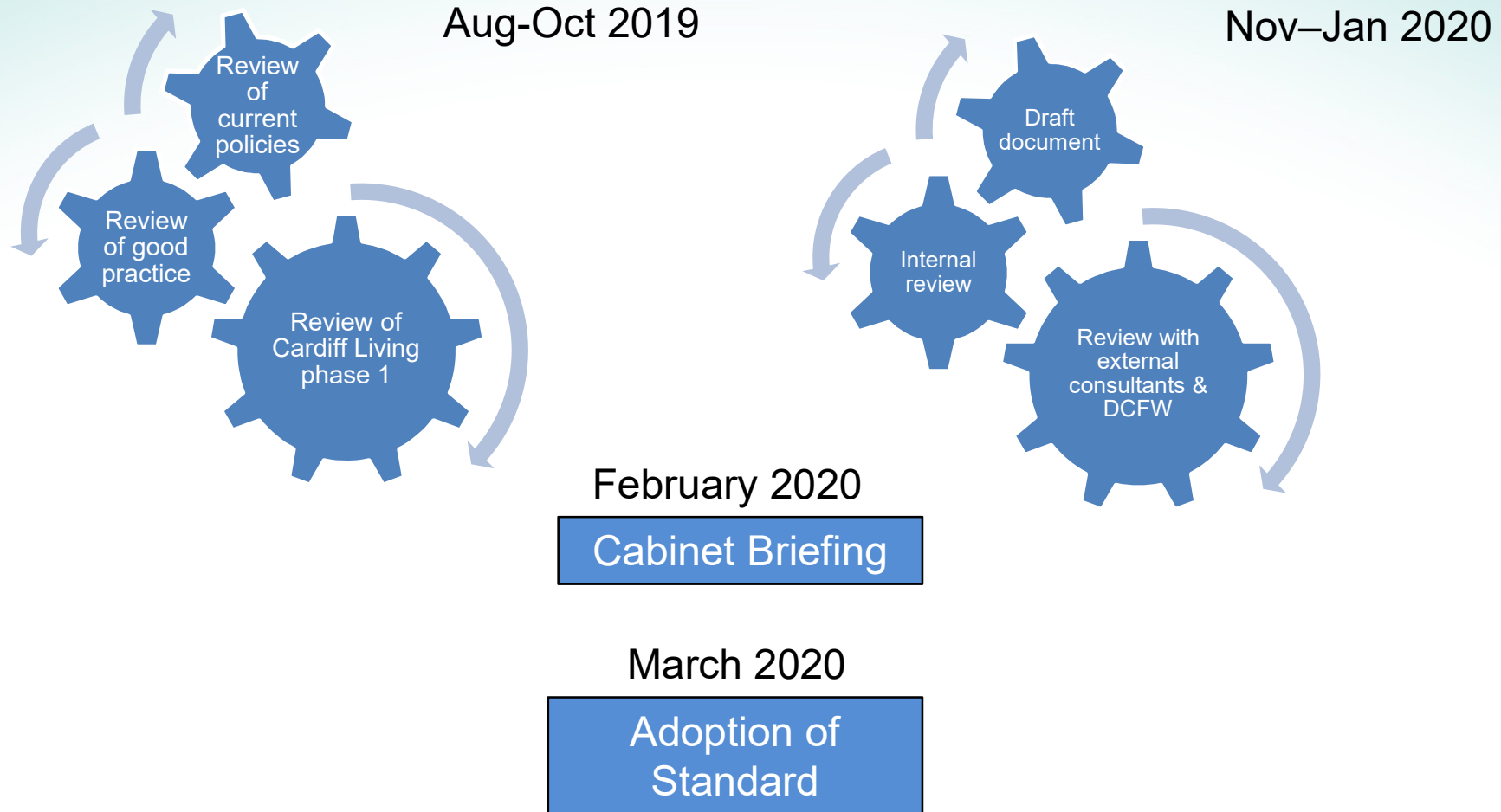
What are we reviewing?

- What has worked well?
- Exemplar schemes
- Design Guides & good practice
- Welsh Government Affordable Housing review
- Welsh Government DQR review
- Space standards for council homes
- Space standards for sale units



A wider programme, updated Design Standards

Timescales ?



Working together – delivering more....



Channel View

- Proposal to rebuild the Estate & build circa 350 new homes
- Replace the older person tower block with purpose built 'Care-Ready' scheme
- Day rooms, community space & roof garden

- Initial consultation undertaken with residents
- Summer 2019 appoint consultant team to undertake outline Planning



- 1.1 Cardiff is a great place to grow up
- 1.2 Cardiff is a great place to grow Older
- 1.3 Supporting people out of poverty
- 1.4 Safe, Confident & Empowered Communities

**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

16 Dec 2019

QUARTER TWO - PERFORMANCE REPORT FOR 2019/20

Purpose of Report

1. To present the Performance Reports for Quarter 2 (July-Sep) of 2019-20. The Performance Report for People & Communities: Housing & Communities is attached at **Appendix A**; and the Performance Report for Adult Social Services is attached at **Appendix B**.
2. At this Scrutiny Committee meeting, Members will be able to decide what comments, observations or recommendations they wish to pass on to the Cabinet for their consideration.

Background to Performance Reports

3. The Council's Performance Management Framework includes the production of quarterly Performance Reports designed to provide an overview of directorate performance. Effective scrutiny of performance is an important component of the framework as it provides the opportunity to challenge performance levels, and helps the Council reprioritise efforts to secure the delivery of the Council's priorities and targets.
4. Since 2015, the Community & Adult Services Scrutiny Committee has scrutinised (in the most part) performance via a Performance Panel. The approach was for the Panel to receive and consider the performance reports in detail, and, based on areas of interest or concern, identify whether these should be considered by full Committee. In addition, Members of the Panel would also undertake "Deep Dives" into areas of performance and report its findings to the full Committee.

Quarter 2 Delivery and Performance

5. The following Quarter 2 Directorate Performance reports are included as the following Appendices:

- **Appendix A** – People & Communities
- **Appendix B** – Adult Social Services

6. A Key part of performance management is the review of performance indicators which are included within the attached reports.

7. The Quarter 2 performance reports are structured to reflect the following priorities:

People & Communities:

- Progress against the Corporate Plan (page 2)
- Progress by Wellbeing Objective: Cardiff is a Great Place to Grow Up (page 3-4)
- Progress by Wellbeing Objective: Cardiff is a Great Place to Grow Older (pages 5–6)
- Progress by Wellbeing Objective: Supporting People Out of Poverty (pages 7-9)
- Progress by Wellbeing Objective: Safe, Confident & Empowered Communities (pages 10 – 12)
- Progress by Wellbeing Objective: Cardiff Grows in a Resilient Way (page 13)
- Key Directorate Progress / Good News (page 14)
- Key Directorate Challenges (pages 15)

Adult Social Services:

- Executive Summary (pages 2-3)
- First Point of Contact & Prevention (pages 4-8)
- Assessment & Outcome Focussed Care Planning (pages 9-15)
- Commissioning & service Provision (pages 16-19)
- Safeguarding (Adult) (pages 20-23)
- Managing People, Resources, Systems and Processes (pages 24-26)
- Quality of Practice (pages 27-29)
- Additional Information & Corporate Plan KPIs (pages 30-50)

Previous Scrutiny

8. Members undertook Scrutiny of Quarter 1 2019/20 performance during its September meeting. Members are reminded that under the People & Communities directorate concerns were raised about;

- The Amber RAG status for the Council House build target (as a result Members recommended that any known challenges or variables which may be expected or apparent are detailed in reports going forward).
- How social isolation for single adults who live alone is addressed (Members received a subsequent briefing note on this matter).
- How the in house team is being expanded with particular reference to the avenue of utilising apprenticeships.

For Adult Social Services, Members raised concerns regarding:

- Capacity issues being adequately addressed.
- Sickness rates.
- Members also requested that the annual figure for delayed transfers of care 2019/20 (2.33) be revisited to a more realistic figure and;
- Formatting of the report to ensure all axes and tables title are all encompassed together on one page and comparable data from previous years is also provided.

For ease of reference the letters sent following 2019/20 Quarter 1 scrutiny and the subsequent responses are attached to this report as **Appendix C**.

9. At this meeting, the following Members and Officers will be in attendance:

People & Communities

Councillor Lynda Thorne, Cabinet Member for Housing and Communities will be in attendance and may wish to make a statement on the scrutiny of People & Communities performance. Councillor Susan Elsmore, Cabinet Member for Social Care, Health & Wellbeing is unable to attend and has sent apologies to the meeting – a statement by the Cabinet Member is to be circulated to Members of this Committee.

Sarah McGill Corporate Director - People & Communities will take Members through the results as set out in **Appendix A** and will also answer Members' questions on People & Communities performance.

Adult Social Services

Officers from the Adult Social Services directorate, will take Members through the results as set out in **Appendix B** and will also answer Members' questions on Adult Social Services performance. The presentation which will be delivered is attached to this report as **Appendix D**. As mentioned above, Councillor Susan Elsmore, Cabinet Member for Social Care, Health & Wellbeing is unable to attend and has sent apologies to the meeting – a statement is to be circulated to Committee Members.

Way Forward

10. Members are invited to consider the information set out in the attached Appendices and to:

- Provide any comments and observations to the Cabinet.
- Identify any issues that may require more detailed scrutiny or items for inclusion on the future work programme.

Legal Implications

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RECOMMENDATION

The Committee is recommended to:

- a. Consider the contents of the report, appendices and evidence presented at the meeting;
- b. Report any comments, observations or recommendations to the Cabinet.

DAVINA FIORE

Director of Governance and Legal Services and Monitoring Officer

10 Dec 2019

Appendix A

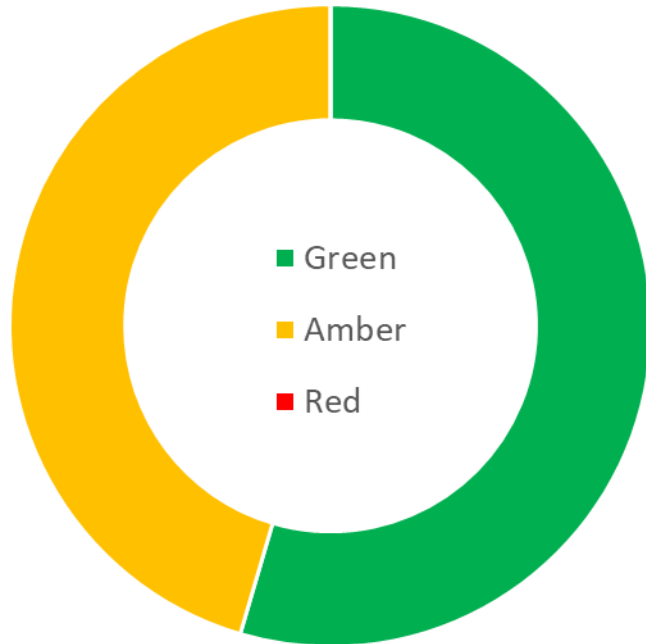
People & Communities: Housing & Communities

Performance Report

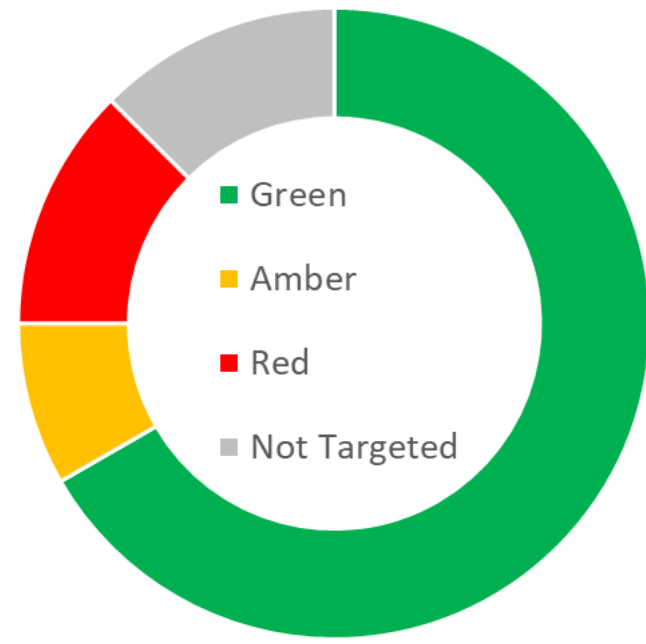
Quarter 2 2019-2020

Progress against the Corporate Plan

Corporate Plan Commitments (Lead and Shared)



Corporate Plan Performance Indicators



Progress by Wellbeing Objective: Cardiff is a Great Place to Grow up

Commitment (shared)	Q1 Update	Q2 Update
<p>Improve mental health and emotional well-being for young people by working in partnership to deliver an integrated approach to Children and Young People Emotional and Mental Health Support.</p>	<p>Family Gateway contact officers have referral pathways in place for children and young people to access Barnardos Emotional Well-Being Service. Emotional Mental Health support being offered by Family Help Advisors at the lower level of need.</p>	<p>Initial review meeting with Barnardos held. Further meeting planned to arrange the re-routing of all referrals for the Banardos service through the Family Gateway so that they can be triaged and monitored. Upgrade to the system should support this work. Discussions held with UHB on move towards easier pathways for Emotional Mental Health through the proposed EMH FPOC.</p> <p>The links between the new Family Gateway and Health’s model for Emotional & Mental Health Services have been developed and agreed with relevant partners. Where appropriate staff will be co-located to ensure the right referrals are made to ensure that families receive the right support in a timely manner.</p>

Commitment (shared)	Q1 Update	Q2 Update
<p>Develop a new delivery model for an integrated early help and prevention service for families, children and young people by March 2020, with the aim of reducing the impact of adverse childhood experiences on their well-being:</p> <ul style="list-style-type: none"> • Launching the new delivery model by June 2019 that will bring together a variety of multi-agency provision across three distinct services – Family Gateway, Family Help and Family Support; • Reviewing the current arrangements within the Multi-Agency Safeguarding Hub (MASH) to take account of the new Early Help Service. 	<p>Gateway Referral Service commenced using temporary staff. Permanent Gateway staff all recruited with staggered commencement of staff taking place into posts. Family Advice Service commenced using TUPE staff. Recruitment to remaining vacant Family Advice posts underway. Governance arrangements reviewed & Early Help Operational Group established.</p> <p>Service name & branding established.</p> <p>Commenced Early Help Referral Form Pilot with Cardiff West Community High School, Moorland Primary School; Fitzalan Cluster, ACE GP cluster, Plasmawr cluster, Education Strategy Group, Education Emotional Health & Well-Being Officers, Adams Court, Greenfarm Hostel and Salvation Army, Health Visitors, CAMHS.</p> <p>Family Gateway & Family Help performance framework developed</p> <p>Quality assurance framework and performance measurement tools developed</p> <p>Gateway processes & procedures in development</p> <p>Current case management system (CMS) in place. This does not meet full requirements and a new system will be needed going forward.</p>	<p>Core Data set has been established and is monitored monthly, work is ongoing to report re-referrals through the Carefirst system. Work continues to refine any data development areas through system developments or workarounds.</p> <p>Quality Assurance framework for the Family Gateway and Family Help teams has been developed and is being piloted. Gateway processes & procedures have been developed. Family Help processes & procedures are in development. Training programme for staff commenced and staff are accessing courses appropriate to their role.</p>

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Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	Q1 2019-20 Result/RAG	Q2 2019-20 Result/RAG
Number of people supported through the Family Gateway	NEW	NEW	NEW	NEW	NEW	NEW	1,681	3435
Number of people supported by the Family Help Team	NEW	NEW	NEW	NEW	NEW	NEW	306	731
Number of people supported by the Family Support Team	NEW	NEW	NEW	NEW	NEW	NEW	526	1053

Progress by Wellbeing Objective: Cardiff is a Great Place to Grow Older

Commitment (shared)	Q1 Update	Q2 Update
<p>Deliver the Older Persons Housing Strategy to support independent living, fully understanding their housing needs and aligning work between Council and Health Services including:</p> <ul style="list-style-type: none"> • Working to build and refurbish 'care-ready' schemes for older people; • Developing an Older Persons & Accessible Homes Unit to provide person-centred information, advice and assistance; • Developing innovative models of care support and nursing services. 	<p>The Care-Ready Older person specification has been agreed and is being used as a key document to instruct design teams preparing new older persons developments.</p> <p>Plans for the refurbishment works for Worcester Court are with Projects Design & Development to plan designs and then consultation with residents will commence. Concept plans for Broadlands House have been completed and consultation with residents commences this week (5.07.19).</p> <p>TUPE Staff commenced work with Cardiff Council on 1st June 2019. Work on the as is processes has already started, and scoping the new service is also underway. Some amendments to the policy have been agreed. Further work is needed to implement these.</p> <p>The Sandown Court refurbishment scheme was completed to the RNIB Cymru Six Standards Accreditation, which focuses on the various different aspects of accessibility. I am pleased to announce that Cardiff Council have officially been awarded the Platinum Level Visibly Better for Sandown Court. This is a hallmark of good practice which is recognised by Welsh Government.</p>	<p>Work on Clos Y Nant is going well and on target. However due to Contractor issues Brentwood Court will be completed by end October although this is past the target date progress has been made within the last few weeks.</p> <p>We are currently undertaking the Public Consultation (PAC) for the Maelfa scheme. This scheme will deliver 41 flats care-ready for older people along with Communal rooms and flexible space. This scheme should be reviewed by the Planning Committee before the end of the year.</p> <p>Work on the new process is going well, proposals have been presented to the Housing Associations with proposals to streamline the process and make it more efficient and work continues on the new unit. The categories of properties has also been discussed and proposals that easy access are allocated by the Housing Associations and not Cardiff Accessible Homes was well received as an improvement.</p>
<p>Address social isolation and enhance quality of life of older people by developing inter-generational working with schools, Hubs, community groups, and private sector partners.</p>	<p>Following previous successful intergenerational sessions involving Minehead Road Day Centre and Pen-Y-Bryn Primary School, Day Centre Managers are including intergenerational activities into their team plans, so that this work is carried forward during 2019/20. Work has begun between Grand Avenue Day Centre and Windsor Clive School in Ely, to develop a programme with primary school aged children. School children from St Mellons Church in Wales Primary School also visited Minehead Road Day Centre in the lead up to Easter parading their Easter Bonnets much to the delight of the day centre members.</p> <p>Contacts have been made with community groups, and work is underway to develop events to be held in the summer.</p>	<p>Event planning continues with a 3 day festival held during September in Cardiff, hosting a number of intergenerational events, such as walking footfall, netball and cricket. In addition reminiscence groups are being run with participants sharing their learning memories with Children.</p>

Progress by Wellbeing Objective: Cardiff is a Great Place to Grow Older

Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	2019-20 Target	Q1 2019-20 Result/RAG	Q2 2019-20 Result/RAG
The percentage of clients who felt able to live independently in their homes following support from the Independent Living Services	95%	100%	100%	99%	99%	99%	95%	98%	99%
The percentage of new cases dealt with directly at First Point of Contact (FPOC) with no onward referral to Adult Services	72%	75%	75%	76%	75%	75%	70%-80%	75%	74.91%
The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)	190	187	183	183	194	194	180	196	190*
The percentage of people who feel reconnected into their community through interventions by the Day Opportunities team	70%	89%	88%	86%	86%	86%	80%	90%	87%

***Following the issues during Q1 an additional contractor has been appointed to the programme and the agreed delivery time has been reduced from 80 days to 60 days, with plans to decrease to 40 days in January.**

Progress by Wellbeing Objective: Supporting People Out of Poverty

Commitment	Q1 Update	Q2 Update
<p>Better support people into work by further integrating employment support services. This will include:</p> <ul style="list-style-type: none"> • Ensuring that the Gateway into employment is accessible across the city; • Ensuring that Into Work Advice Services and Adult Community Learning fully align with the new Gateway by September 2019; • Providing effective employer engagement and assistance into self-employment; • Promoting and extending volunteering opportunities by October 2019. 	<p>Footfall information is run from the IYSS database on a monthly basis. Locations are reviewed looking at past usage and demand for the service Additional services have been added at Llanrumney Boxing Club, Ty Danescourt, Ty Seren, Grass Roots. Recent publicity campaign took place for the whole of the into work advice service social media was used, including facebook, twitter, Instagram and snapchat advertising to attract people, in particular young people, who wouldn't ordinarily access the service.</p> <p>Where services are poorly used consultation takes place before services are removed/ relocated.</p>	<p>A full service review has not yet been carried out, however a phased approach has been carried out to ensure a greater join up with Adult Learning and Into Work. This has seen a removal of all duplication with into work and Adult Learning courses. Since September 2019, all learners enrolling for the Learning for Work programme, are allocated an into work mentor, therefore ensuring that learners are supported on a one to one basis into employment. When WG make a decision about funding further work will be done to fully align the services.</p>
<p>Ensure support is available to mitigate potentially negative consequences associated with the roll-out of Universal Credit by:</p> <ul style="list-style-type: none"> • Providing digital access and assistance across the city; • Working with private landlords to identify how the Council can help them with the change by March 2020; • Working with Jobcentre Plus, Registered Social Landlords and other partners to ensure that vulnerable individuals get the budgeting support they need; • Further developing the telephone advice line for customers. 	<p>Review of digital access undertaken and more volunteers to be recruited where needed. Digital training provided to all Hub staff. Further investigation needed into wifi capability in central library hub.</p> <p>Due to the ever growing demand of clients looking for support with UC more volunteers are being recruited across the Hubs especially Ely and Central Hubs</p> <p>A detailed training plan has been rolled out to all staff across the Hubs and libraries so that they are able to identify when a claim for UC should be made and how to support clients to make their claim.</p>	<p>Rather than having 2 separate websites it was decided that the Landlord Liaison information would be part of the Housing Options Centre Website with dedicated parts to Landlords. This has been delayed, but is expected to be rolled out by the Winter.</p>

Progress by Wellbeing Objective: Supporting People Out of Poverty

Commitment	Q1 Update	Q2 Update
<p>Deliver the Rough Sleeper Strategy, and the Homelessness Strategy, to address rough sleeping in the city by:</p> <ul style="list-style-type: none"> • Extending the 'No First Night Out' policy; • Extending the capacity of the Housing First scheme to make better use of the private rented sector; • Building on the multi-agency team around rough sleepers to include substance misuse, probation and mental health services; • Implementing the diversionary pathway for anti-social behaviour and begging in partnership with South Wales Police. 	<p>The Multi-disciplinary team is now fully operational and draft aims and objectives agreed.</p> <p>The SPG database is now in place and will allow full performance monitoring. The Wales Accord for Sharing Personal Information (WASPI) has been drafted.</p> <p>Good progress made on the begging pathway, the Police Street-Safe officer will be based with the MDT one day per week.</p> <p>There has been significant reduction in the number of tents in the city during the quarter, despite a recent increase in new tents.</p> <p>Huggard Pods are now in use and an additional 3 places have been added to TY Nos.</p> <p>Two dedicated Emergency Overnight Stay officers are working with clients in emergency accommodation in order to better understand needs of people using this accommodation regularly.</p> <p>A feasibility study is being completed for the creation of Satellite pods in two locations in the City on a pilot basis.</p>	<p>Although a venue for dedicated activities has not yet been secured, it is now proposed to link the diversionary activities centre to additional emergency accommodation that is currently being sourced.</p> <p>Housing First is progressing well, with 9 private sector tenancies in place, including the first prison leaver housed through the scheme. Pairs have been accommodated at Ty Nos and the Rough Sleeper Project, however as of yet no suitable candidates have been identified for Housing First. Initial Multi-Disciplinary Team reporting has been undertaken – this is now in the process of being refined to best reflect outcomes. Safeguarding referrals are now being monitored, with around 20 referrals recorded to date.</p> <p>The rough sleeper content on the Council website has been reviewed, with revised pages currently awaiting uploading. There have been some delays in accessing the city centre advertising boards –currently looking into available spaces."</p>

Progress by Wellbeing Objective: Supporting People Out of Poverty

Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	Annual Target	Q1 Result/RAG	Q2 Result/Rag
The number of interventions which supported people receiving into work advice through the Gateway	43,000	10,069	20,984	31,721	45,497	45,497	43,000	14,722	27,571
The number of clients that have been supported into employment having received tailored support through the Gateway	623	201	367	586	787	787	623	347	596
The number of employers that have been assisted by the Council's employment support service.	80	87	174	193	211	211	200	36	129
The number of customers supported and assisted with their claims for Universal Credit	1,500	767	2,170	3,644	5,375	5,375	1,500	687	1,554
Additional weekly benefit identified for clients of the City Centre Advice Team	£13m	£4.3m	£8.6m	12.7m	£16.2m	£16.2m	£13m	£4.7m	£8.6m
The number of multi-agency interventions that supported rough sleepers into accommodation	168	55	83	115	157	157	168	45	91
The percentage of households threatened with homelessness successfully prevented from becoming homeless	60%	72%	74%	75%	77%	77%	70%	78.19%	76%
The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service	70%	85%	78%	78%	82%	82%	70%	93.75%	87.3%
The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	50%	100%	100%	100%	91%	91%	60%	88.89%	90%
The number of people positively moved on from second-stage accommodation	NEW	NEW	NEW	NEW	NEW	NEW	150	23	42*

*Move on from the single persons gateway second stage accommodation remains very slow. Accessing the private rented sector is proving particularly challenging with Local Housing Allowance rates being well below the rents for available properties. The Housing Options team are working closely with the accommodation providers to assist them to help tenants to move on, additional staffing resources on the team will mean that a more proactive approach can be taken to this in future.

Progress by Wellbeing Objective: Safe, Confident and Empowered Communities

Commitment	Q1 Update	Q2 Update
<p>Deliver the actions identified in the Cardiff & Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy 2018-2023 including the commissioning of a regional service for male victims.</p>	<p>All statutory partners in the region have been asked to update on the progress of their revised policies – many are in the process of being approved. The specialist RISE-Cardiff service has offered support to assist partners to review or revise their policies. Do date Bridgend Council have confirmed to be part of the commissioning process, and a number of councils are still considering involvement.</p>	<p>Survivors are invited to attend many of the sub groups that take the strategy's action plan forward. Survivors of all forms of abuse and who represent many of the protected characteristics, also speak at events and provide quotes, case studies and perspectives. Preparations to commission a male victims service are underway in collaboration with the Vale of Glamorgan and Bridgend Councils. The region is also exploring options to extend existing perpetrator programmes and looking at supporting schools with the Whole School Approach to VAWDASV.</p>
<p>Invest in the regeneration of local communities by:</p> <ul style="list-style-type: none"> • Delivering a new three-year programme of Neighbourhood Renewal Schemes; • Completing Phase 2 of the Maelfa redevelopment scheme by summer 2020; • Implementing priority schemes identified in the Estate Regeneration Programme; • Progressing opportunities for funding through the Targeted Regeneration Investment Programme. 	<p>Consultation has taken place on the lower Llanrumney estate regeneration plans. Round Wood consultation plans are being prepared. Design work for Year 1 Neighbourhood Renewal Schemes is taking place in line with programmes.</p> <p>Demolition of the remainder of the Maelfa shopping centre is complete & site clearance is taking place.</p>	<p>Design work ongoing for Lower Llanrumney & Roundwood, further consultation for Roundwood planned for October. Design work for Year 1 Neighbourhood Regeneration Scheme has taken place.</p> <p>Maelfa shopping centre demolished. Phase 2 underway. Funding bids approved for 1 TRIP project, bids being investigated for others.</p>

Progress by Wellbeing Objective: Safe, Confident and Empowered Communities

Commitment	Q1 Update	Q2 Update
<p>Continue to deliver the Community Well-being Hubs programme, in collaboration with partners, including:</p> <ul style="list-style-type: none"> • Progressing plans for Youth Hubs in the City Centre, Butetown and Ely; • Working with the Health Board on the Cardiff Royal Infirmary and other Wellbeing Hubs; • Exploring opportunities for investment in Community Well-being Hubs; • Ensuring people are connected with local service providers and activities in their neighbourhood through Community Inclusion Officers. 	<p>Tender returns have come in for Butetown Youth Hub. Information required for final Welsh Government approval of funding have been submitted. Construction work at the Cardiff Royal Infirmary is progressing well.</p> <p>Whitchurch & Rhydypennau consultation is completed & reports created allowing for scoping of service planning. Library/Hub staff have completed Hub training. 4 x Community Inclusion officer recruited – early work has gone well. Ongoing training & meetings to progress role. Interior design packages for Whitchurch and Rhydypennau are complete.</p>	<p>4 x Community Inclusion officers are continuing to make links within communities and setting up groups to alleviate isolation – such as gardening clubs, further social cafes, linking in with Rotary Club, Age Connects, friends groups etc. Health & wellbeing event delivered with over 20 health advice providers in attendance & 300 in attendance. Further events planned linking into national campaigns and community need.</p> <p>Plans for improvements to Whitchurch & Rhydypennau well-being hubs are finalised. Some issues with funding, ICF funding bids have yet to be determined so projects cannot progress to appointment of preferred contractor.</p> <p>TRIP funding application is waiting for WG feedback which makes funding position unclear.</p>

Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	Annual Target	Q1 Result/RAG	Q2 Result/RAG
The percentage of Council staff completing the Level 1 online module of the National Training Framework on violence against women, domestic abuse and sexual violence as a percentage of all staff	100%	16%	27%	33%	52%	52%	100%	57%	58.9%*
The percentage of customers satisfied with completed regeneration projects	70%	83%	88%	92%	93%	93%	75%	100%	94%
The number of visitors to libraries and Hubs across the city	3,300,300	634,282	1,321,762	1,955,011	3,400,748	3,400,748	3,300,000	635,252	1,319,688
The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/I got what I needed'	95%	97%	98%	98%	98%	98%	95%	99%	99%
The number of visits (page views) to the volunteer portal	50,000	13,363	31,330	49,459	70,856	70,856	55,000	20,074	42,805

*A personalised targeted approach continues to encourage staff completions. All senior managers will be emailed in Quarter 3 to continue this approach.

Progress by Wellbeing Objective: Cardiff Grows in a Resilient Way

Commitment	Q1 Update	Q2 Update
Deliver 2,000 new Council homes, of which at least 1,000 will be delivered by May 2022.	<p>A developer (United Living) has now been appointed for the Caldicot Road scheme. This will scheme deliver 16 new council homes for rent. The scheme will commence on site in September 2019. A Cabinet Report outlining the Housing Development Programme was approved in June 2019. The report outlined the strategy for delivering 2,000 new homes, identified the sites proposed for the programme and sought approval to role onto the next phases of development for the Cardiff Living Programme.</p> <p>By the end of Quarter 1 a total of 109 new council homes were handed over with a further 191 being built on site</p>	<p>Both the St. Mellons scheme and the Maelfa Independent Living Scheme are at the PAC (Pre-Application Consultation) stage of planning. We anticipate both schemes going to planning committee before the end of the year.</p> <p>We have completed the purchase of the lowerth Jones site in Llanishen and are arranging the demolition of the existing building. We have also appointed architects who have provided options for the site</p>

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Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	Annual Target	Q1 Result/RAG	Q2 Result/RAG
Total number of new Council homes completed and provided	200 (cumulative)	23	36	53	65	65	400 (cumulative)	109	124*

*Although there is a slight delay in quarter, there is no concern that the overall target of 1,000 homes by 2021 will not be met.

Key Progress/Good News

Award winning - On 28th November Cardiff Councils Homeless Multi-Disciplinary Team won the Caer Las sponsored Commissioning Beyond Boundaries award at this year's Promoting Independence Awards, hosted by Cymorth Cymru.

The Multi-disciplinary team based in the Housing Option Centre brings together staff from the NHS including Primary Care Nurses and a Mental Health Nurse, Third Sector Substance Misuse Services, Adult Social Services, and Housing and Communities. The team provide an assertive, targeted and rapid response to vulnerable people to prevent the 'revolving door of homelessness' and provide access into mainstream services for people who have found it difficult to engage with traditional services.

This approach is helping address barriers to health care services for the Cardiff homeless population, contributing in turn to a measurable improvement with engagement and accommodation retention. A large proportion of the teams time is spent building up trusting relationships with people. Sometimes there is strong resistance to the offer of support, but the team spends time in breaking down these barriers by building up relationships over time, and asking people about what they want, rather than being presented with a repeated offer of hostel accommodation.

The value, and impact of Individualised, professional support from multidisciplinary, joined-up services is subsequently being taken forward in our long term review of services for single homeless and vulnerable people. We will be applying our learning in exploring what commissioned services for people who are homeless and have complex needs may look like in the future, namely specialist pathways, and a multi-agency assessment centre.

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50+ Active Body Healthy Mind Festival - Cardiff Council Independent Living Services hosted a 50+ Active Body Healthy Mind Festival across a number of venues in Cardiff North. The festival was sponsored by MDL and Prism, through their facility community benefits framework and took place over three days, so organisations and services aimed at older people could showcase their activities and services via information stalls and taster sessions. This enabled the guests to find out what is available in their community. The event was attended by more than 200 older guests and 150 year 6 pupils, with different themes each day such as Arts & Crafts, Education & Courses, Sport & Exercise and Music & Dance. The festival aimed to get people to look at or take part in an activity, encouraging them to live more active lives in the community. The events helped older people to socially interact with people of all ages, preventing social isolation and staying safe in their homes for longer. Each day was at a different venue and pupils from local schools were invited to bring along an older person as a guest to take part in the intergenerational activities. Independent Living Services, Rhiwbina Library and all the partners worked together over three days, and as a result of the feedback received the festival was a success.

Key Challenges

Voids - Void turn-around times continue to be challenging due to the high number and amount of work to be completed in each property. However the new in house team is working well and making good progress.

Housing Revenue Account - Budgets are challenging this year following a lower than expected rent increase and a number of additional pressures relating to health and safety compliance and fire safety.

Rough Sleepers - Rough sleeping remains a challenge, performance of the single person gateway providers in moving people on into independent accommodation remains poor, a strategic review of services based on good practice from across the country and abroad is underway to address this.

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ADULT SERVICES

PERFORMANCE REPORT

QUARTER 2 2019-20



Executive Summary

What is working well?

- The new '**Wales Safeguarding Procedures**' have been finalised and will be launched in partnership with Welsh Government and Cardiff and Vale Regional Safeguarding Boards during National Safeguarding week 2019 (18th – 24th November). Assembly Ministers will be in attendance at the launch. An 'app' that will give access to a digitalised version of the Wales Safeguarding Procedures will be released simultaneously.
- Community Resource Teams (CRT) are currently working with Vanguard and Cardiff and Vale University Health Board to trial a different way of working to **support more people being discharged from hospital through a reablement pathway**. The trial commenced on 30th September and consists of a Multi-Disciplinary Team consisting of Occupational Therapists, Physiotherapists, Home Care Managers, Care Workers and Social Workers. The team is based in the South East CRT office and the trial will last 12 weeks, after which time it will be reviewed and evaluated.
- The refurbishment of **Fairwater Day Centre** has been completed and people started attending again on 22nd July. With the completion of work at Fairwater, the refurbishment programme for the three day centres has been completed. The focus of the refurbishment work at Fairwater was to provide a high quality environment in which to deliver the day service for individuals with high care and support needs and / or dementia. Dementia friendly design was utilised for the delivery of an appropriate environment and to enhance the experience for users. All design features were chosen to create spaces that facilitate a positive environment and atmosphere for all, including people with sensory, cognitive or physical impairments. These features also support the staff group in their work setting. The new layout and the improved facilities are having a positive impact on the delivery of services and generating a calm and relaxed atmosphere in which to engage in social activities and to deliver quality care and support. Fairwater Day Centre was formally opened by the Minister for Health & Social Care, Cabinet Member for Social Care and Health and Director of Social Services on 2nd September 2019.

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What are we worried about?

- Progress in relation to the **Registration and Inspection of Social Care (Wales) Act 2016** continues to be steady but slow. Of the 1,500 care staff just under one third (489) are registered, although this has increased from 285 in Quarter 1. Social Care Wales have informed the sector that registration needs to be applied for by the end of January 2020 in order for applications to be processed on time. There is a significant programme of support to providers and the social care workforce to achieve registration within the timescales and the work in Cardiff has been positively recognised by Social Care Wales.
- **Delayed transfers of care** - Winter pressures have over run into the spring / summer months with Welsh hospitals operating at high levels of escalation. The Welsh Health Boards have four different levels of escalation which define pressures on emergency services and how hospitals should respond. The University Hospital Wales has been at a Level 4 status, described as "extreme pressure" over the summer months, which is the highest state of pressure for a hospital.

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There were 17 delayed transfers of care for social care reasons for people aged 75+ in July and August, compared with 7 in the same period last year. There has been a significant increase in the number of people admitted which impacts on capacity to discharge.

What do we need to do?

- **Registration and Inspection of Social Care (Wales) Act 2016** - Promotion of the requirement for registration of social care staff and consequences of non-compliance continues. Contact with managers has increased and improved and information sharing with care workers has taken place at training events. Care Managers continue to be supported to utilise the option of 'Confirmed Competence' of experienced staff as a route to registration.
- **Delayed Transfers of Care** - The Community Resource Teams are working closely with Health to mitigate against these extreme pressures and will implement a single point of discharge for all care related discharges in Quarter 3.

First Point of Contact and Prevention

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> Community Resource Teams (CRT) are currently working with Vanguard and Cardiff and Vale University Health Board to trial a different way of working to support more people being discharged from hospital through a reablement pathway. The trial commenced on 30th September and consists of a Multi-Disciplinary Team consisting of Occupational Therapists, Physiotherapists, Home Care Managers and Social Workers. The team is based in the South East CRT office and the trial will last 12 weeks, after which time it will be reviewed and evaluated. Right sizing exercise undertaken to understand demand at all stages from discharge to domiciliary care and residential / nursing placement. New Operational Manager for Direct Services in post to support the above trial. Building on the success of the Independent Living Service information, advice and assistance to hospital patients, with regards to social isolation, has been improved with the introduction of 'Get Me Home Plus' / 'Discharge to Assess'. This type of model allows a person's level of independence and care needs to be assessed in a familiar environment. Tools such as Dewis Cymru and knowledge of groups and 3rd Sector organisations are used to connect 	<ul style="list-style-type: none"> Capacity in the domiciliary care market is still fragile. Increase in number of Delayed Transfers of Care - 17 people aged 75+ in July and August, compared with 7 in the same period last year. Transformation funding has only been secured for 18 months. Provision of necessary support to businesses to deliver positive change and training in relation to Dementia Friendly Cardiff. 	<ul style="list-style-type: none"> Ongoing dialogue with providers. Test and learn session with Institute of Public Care in relation to future model. CRT working closely with Health. Understand the impact of services funded through short term grant funding such as Integrated Care Fund (ICF) and Transformation Fund to support sustainable long term investment. A project targeting a community high street is to be piloted as a new approach to dementia friendly businesses within the City.

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<p>people to what matters to them in their communities.</p> <ul style="list-style-type: none"> • Dementia Friends e-learning module successfully launched and recognised as best practice with approaches from Rhondda Cynon Taff and Welsh Government. • Collaborative Conversations strength based training continues to be rolled out across Adult Services and is positively received by all the teams who have experienced it. It draws on the positive aspects of people’s lives and concentrates on the outcomes that are meaningful to that individual. Staff are engaging in the training and are enthusiastic to engage with implementation. A member of staff commented about the training “It’s improved my practice overnight”. 		
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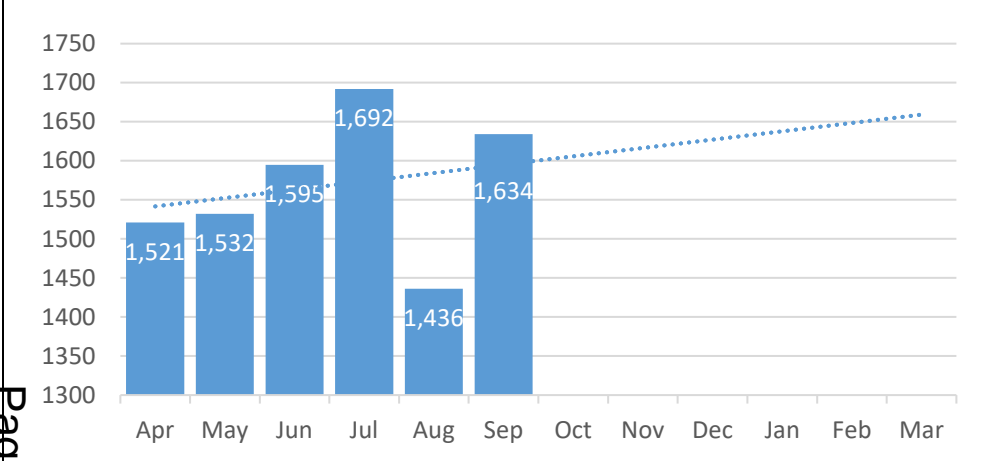
Key Statistics

- Number of Well-being Referrals:
 Mental Health Services for Older People: April: 10, May: 11, June: 13, July: 25, August: 17, September: 11
 Learning Disabilities: April: 7, May: 2, June: 4, July: 7, August: 1, September: 1
 Community Alcohol & Drug Team and City Centre Team: April: 9, May: 6, June: 8, July: 12, August: 8, September: 11
 Hospital UHW & UHL: April: 33, May: 48, June: 38, July: 37, August: 31, September: 20
 UHW First Point of Contact: April: 48, May: 71, June: 67, July: 84, August: 136, September: 136
- Well-being Referrals pending as at 30th September: 25
- Well-being Referrals outcome progress to safeguarding: April: 3, May: 1, June: 2, July: 0, August: 0, September: 2
- Referrals into Adult Assessment: April: 60, May: 56, June: 40, July: 50, August: 55, September: 47
- Referrals into Adult Assessment Team relating to capital limit threshold for care home placements (dropped funds in self-funding care home placements): April: 8, May: 8, June: 2, July: 5, August: 8, September: 6
- Referrals into Adult Assessment Team relating to visual impairment: April: 5, May: 7, June: 5, July: 2, August: 10, September: 2
- Referrals into Adult Assessment Team relating to hearing impairment: April, May & June : 0, July: 3, August: 2, September: 1

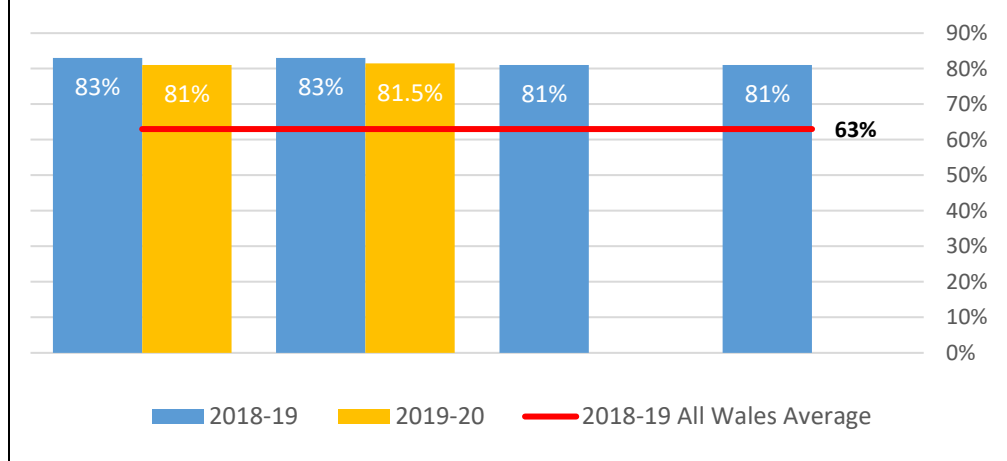
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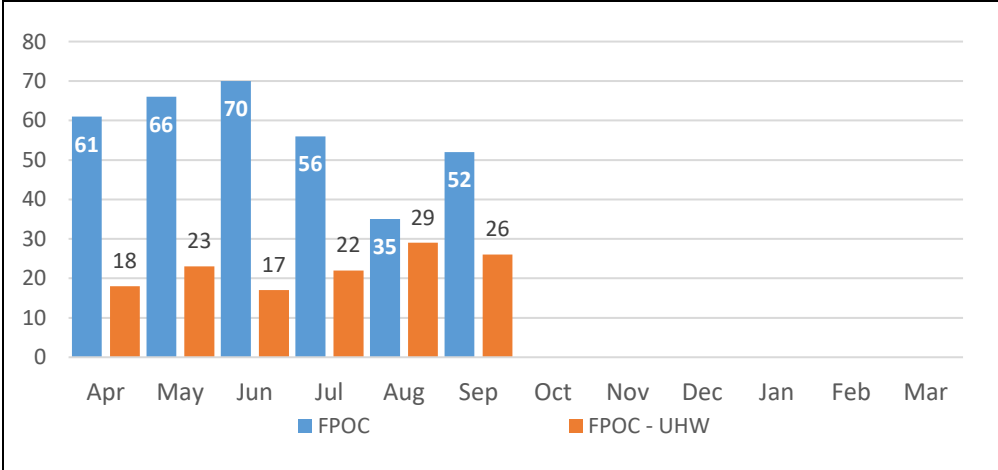
Number incoming of calls to First Point of Contact by month



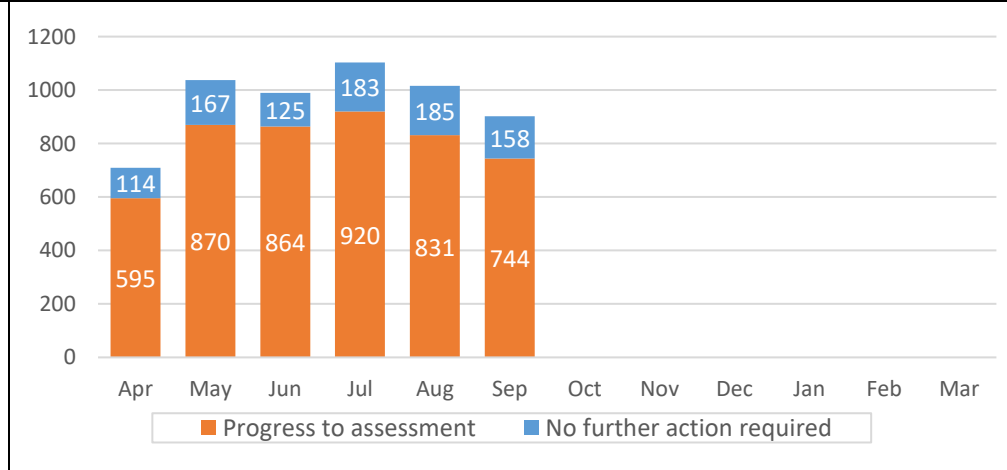
SSWB 23 Percentage of adults who have received advice and assistance from the Information, Advice & Assistance function and have not contacted the service during the year



Well-being Referrals marked immediate assessment from First Point of Contact to Adult Social Services



All Well-being Referrals received by outcome

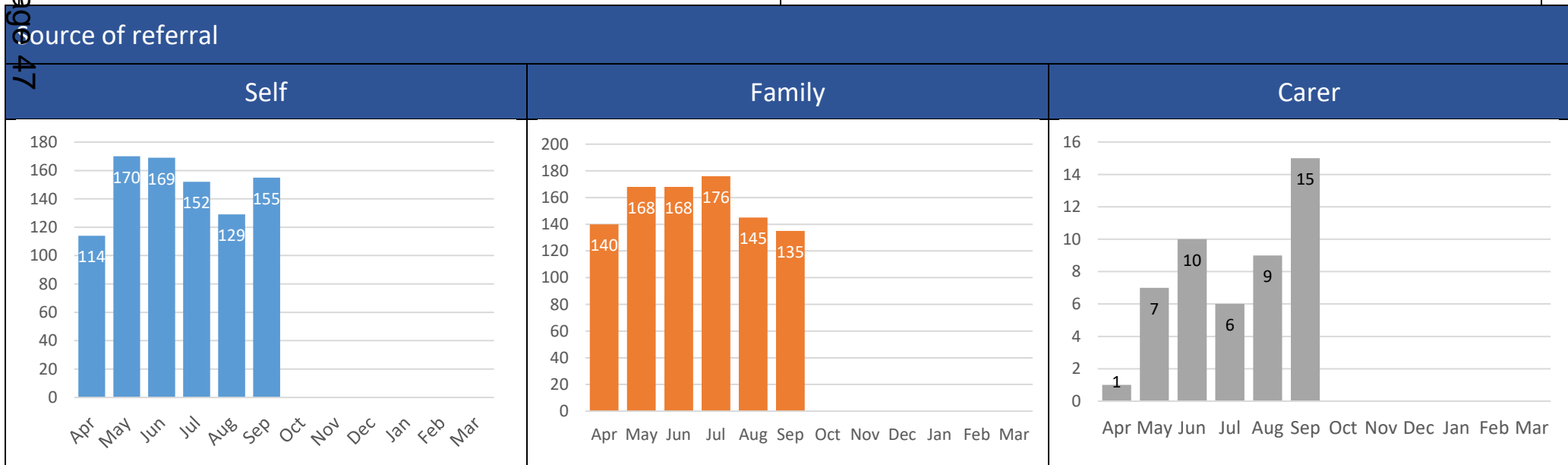


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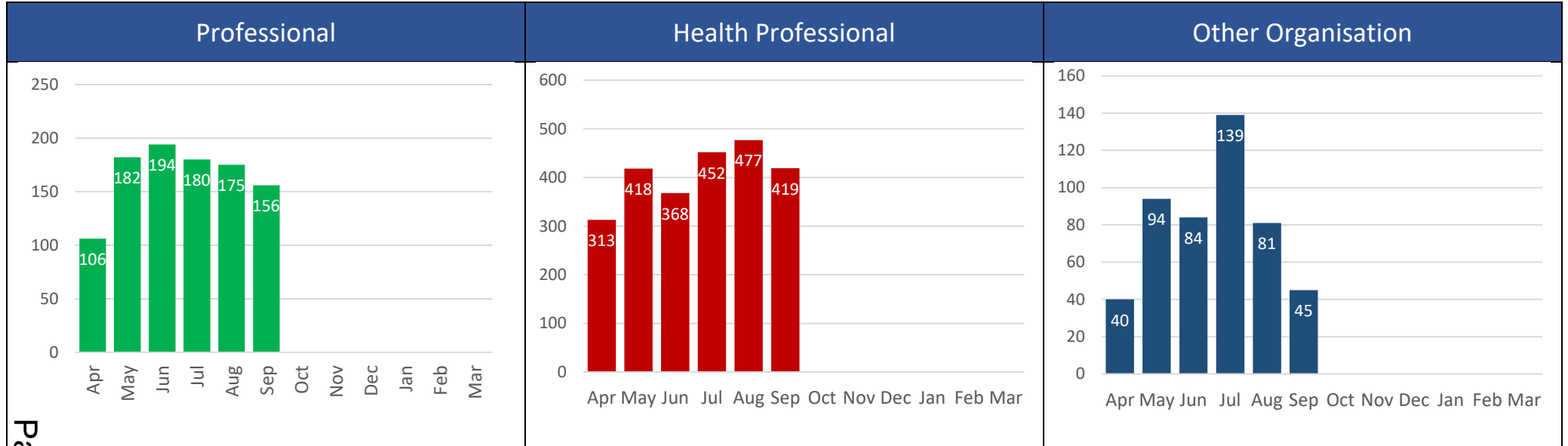
Of the 1,072 referrals received by First Point of Contact in Quarter 2, 143 were marked for immediate assessment by Adult Social Services. An additional 356 referrals were received by FPoC UHW, 77 of which were marked for immediate assessment by Adult Social Services.

Includes all referrals to Adult Services; the majority of which come through FPoC and FPoC UHW. Does not include referrals to Community Mental Health Teams. There was an increase in demand from Q1 to Q2 2019-20: 2019-20; Q1 = 2,747 referrals; 2,329 progressed to assessment (85%). 2019-20; Q2 = 3,051 referrals; 2,495 progressed to assessment (82%).

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Assessment and Outcome Focussed Care Planning

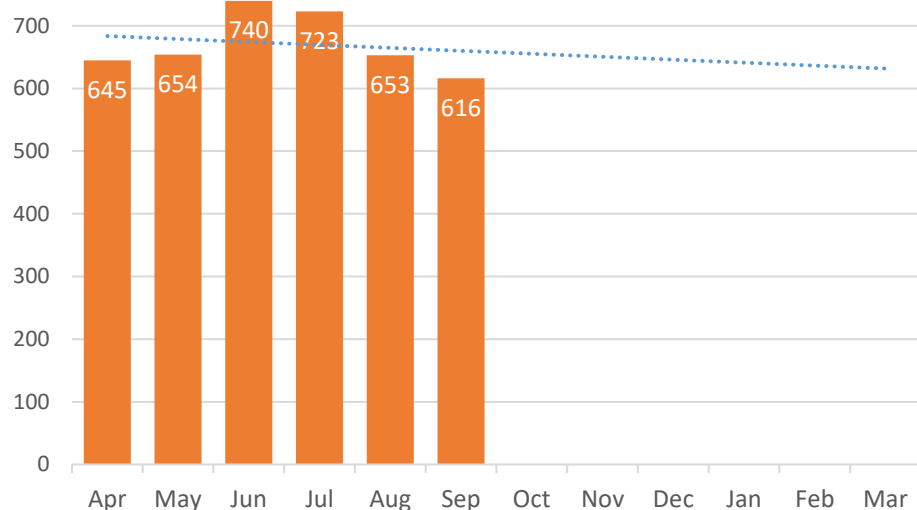
What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> • Collaborative Communications training in relation to a strength based model for Adult Services is being very well received by staff. • The recommissioning of domiciliary care is progressing well. The vision statement and purpose have been drafted. The new model is being co-produced with providers which is critical to achieving the vision of outcome focussed, locality based sustainable care. • The refurbishment of Fairwater Day Centre has been completed and people started attending again on 22nd July. With the completion of work at Fairwater, the refurbishment programme for the three day centres has been completed. • Direct Payments and Direct Payments Support Service delivering a service with an increase of individuals using Direct Payments across Children’s and Adult Service. 907 adults and children in receipt of Direct Payments during the quarter. • Continued engagement with third sector organisations and voluntary groups that support carers to raise carer awareness. 	<ul style="list-style-type: none"> • Embedding strength based practice across the whole workforce. • There are risks in the timing of the re-commissioning of domiciliary as the timescales align with the requirement for the domiciliary care workforce to be registered by April 2020. • Capacity of existing day centres to meet demand. • Progress in relation to the Community Services Review of mental health services. • Capacity within Adult Services Mental Health teams to complete Deprivation of Liberty Safeguards (DoLS) assessments. 	<ul style="list-style-type: none"> • Further sessions for Adult Services to be arranged over the next 6 months for 122 staff. • Ensure a relationship based approach to commissioning. • New referrals and additional requests from existing users being closely monitored via new Adult Service Panel. • The Assistant Director of Adult Services is co-chairing a project with the Assistant Police and Crime Commissioner to develop mental health pathways. It is anticipated this work will overtake the Community Services Review in setting the strategic direction for adult mental health services across Cardiff and the Vale of Glamorgan. • Continue to implement action plan to improve timeliness of DoLS assessments and review of regional service underway. Best Interest Assessors recruited and training commenced.

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Key Statistics

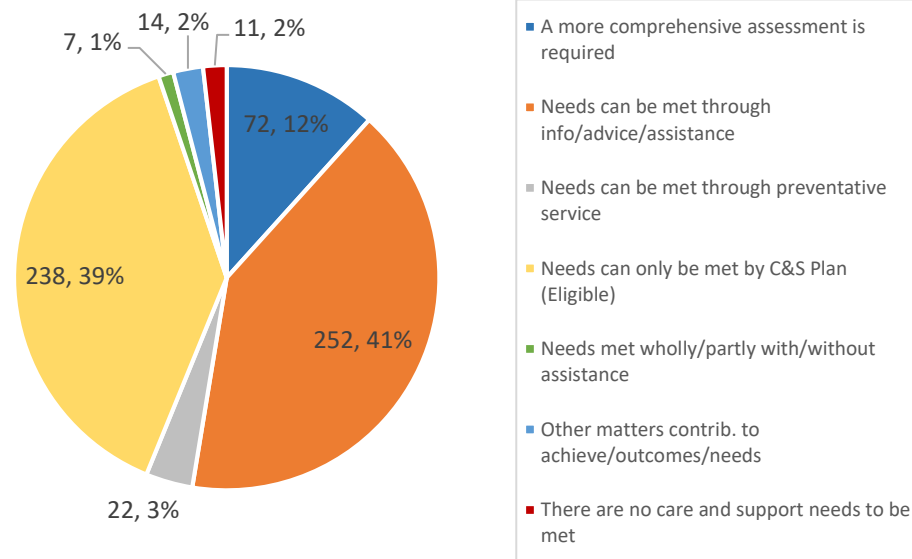
- Number of completed Well-being Assessments in secure estate: April & May : 0, June: 2, July: 1, August: 0, September: 0
- Number of people who had review: April - September: 2299
- At the referral and/or assessment stage, 16% of adults answered No to "is the person able to participate fully in the assessment, Care & Support Planning or safeguarding process (529/ 3,342 people). Of those, 90%, 476 people had an appropriate person to assist them, 2% (13) answered no and 8% (40) did not have the answer recorded.
- Number of Care & Support Plans outcome No Longer Required: April - September: 29

Number Well-being Assessments completed by month



The number of well-being assessments completed decreased by 47 in Quarter 2 2019-20 compared with Quarter 1 2019-20:
Q1 2019-20 = 2,039; Q2 2019-20 = 1,992

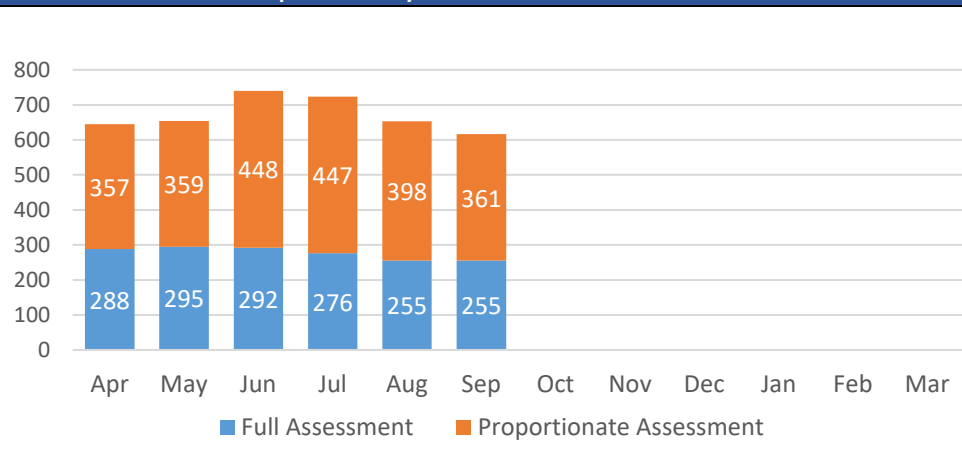
Number of Well-being Assessments completed by outcome September 2019



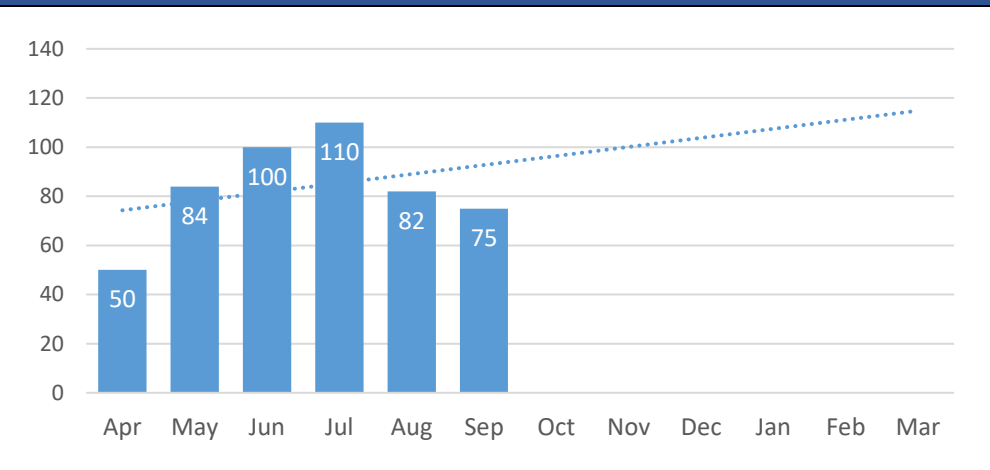
Of the 1,992 well-being assessments completed in Quarter 2, 42% (831) people's needs could be met through provision of information, advice and assistance and 36% (717) required a care and support plan.

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Number of Well-being Assessments - Proportionate and Full Assessments completed by month



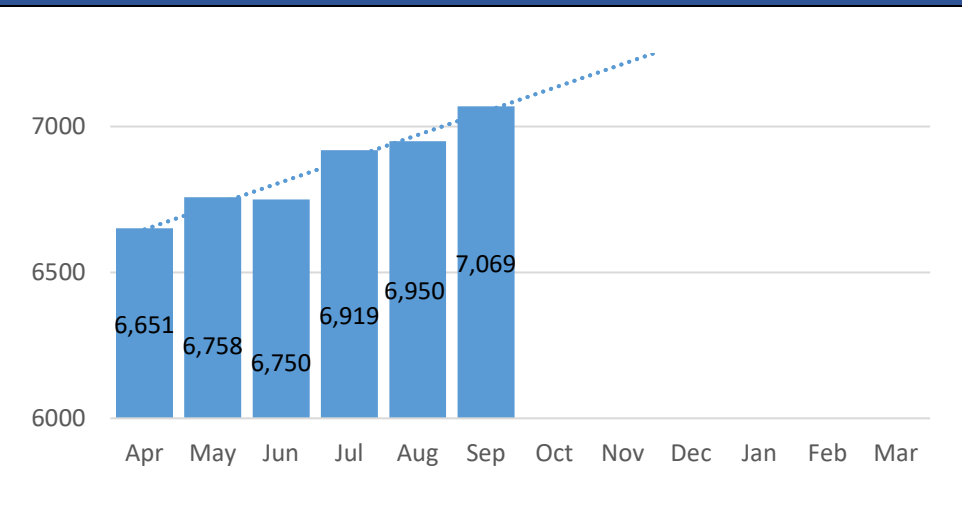
Number of Well-being Carers Assessments completed by month



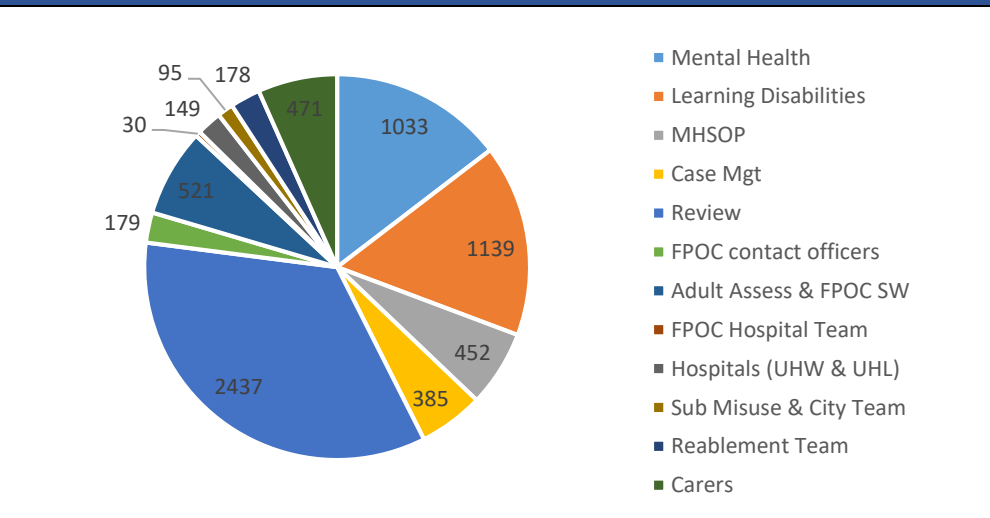
There was a reduction (of 89) in the number of full assessments completed during the quarter.

267 carers assessments were completed in Quarter 2 compared with 234 in Quarter 1.

Number of open cases



Number of open cases per team August 2019

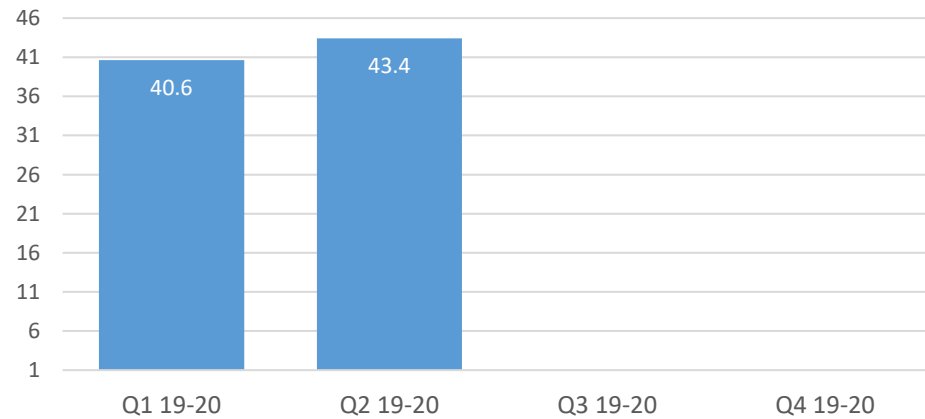


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There were 7,069 open cases at the end of September 2019. The increase in number of open cases is primarily attributable to changes in the Carers Team. Carers now remain open should they want to get in touch.

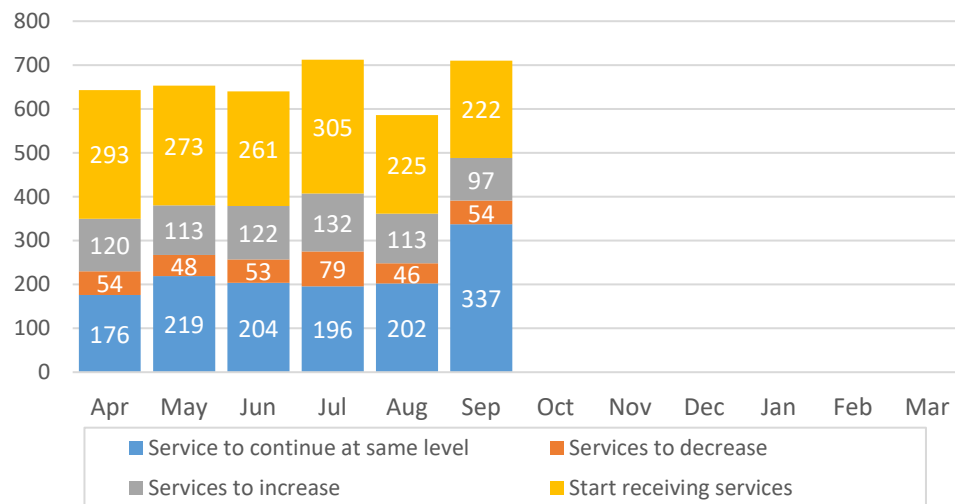
2,437 cases were managed by the review team; 1,139 were people with a learning disability and 1,033 were people with mental ill health.

Average caseload (FTE)

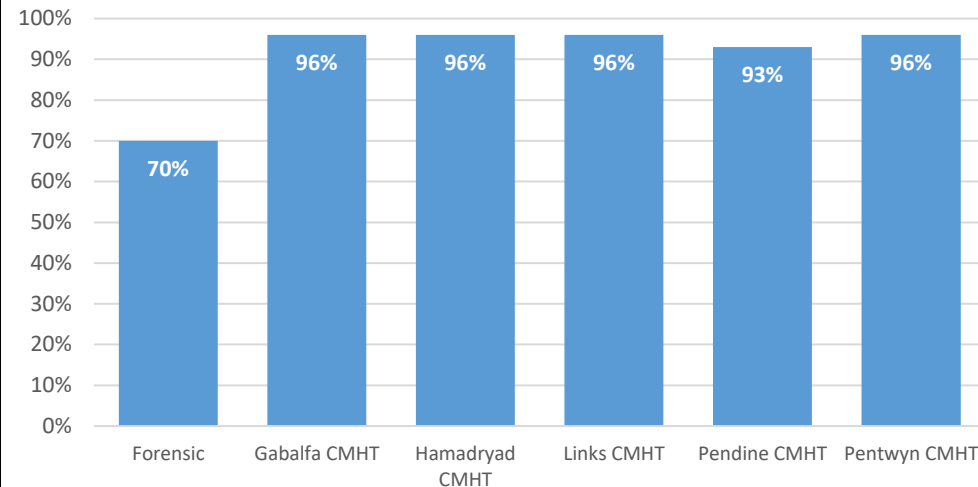


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Number of Care & Support Plans completed by outcome



Community Mental Health – Percentage of people with and Care and Treatment Plan

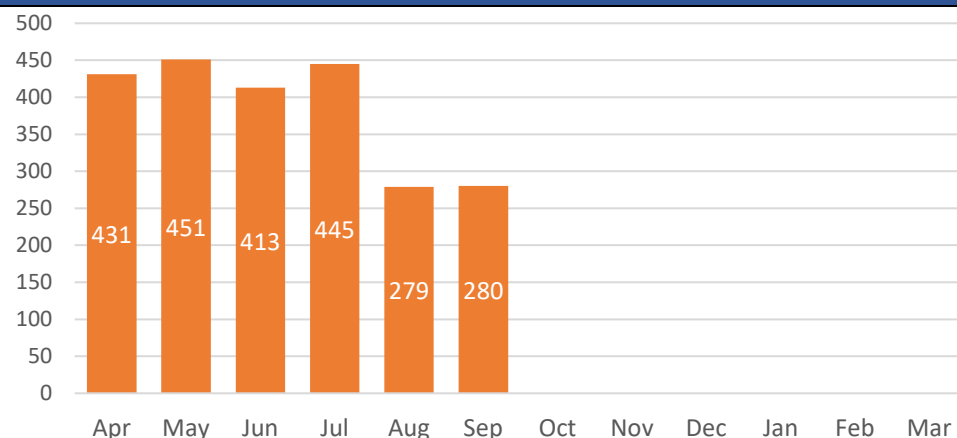


Of the 2,024 Care & Support Plans completed in Quarter 2, 752 started receiving, 735 continued with the same level of service, services increased for 342 people and decreased for 179 people.

Of the 3,128 people open to Community Mental Health services at 30th September 2019, 93% (2,911) had a Care & Treatment Plan.

APPENDIX B

Number of Care & Support Plan reviews completed

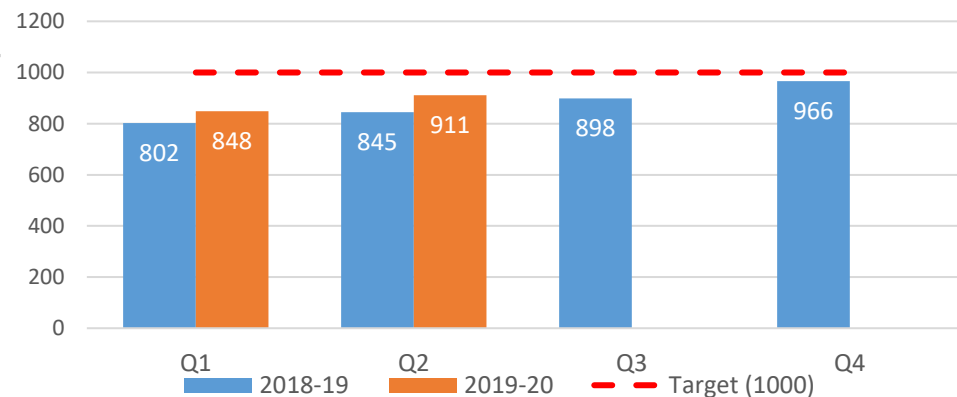


Number of pending reviews

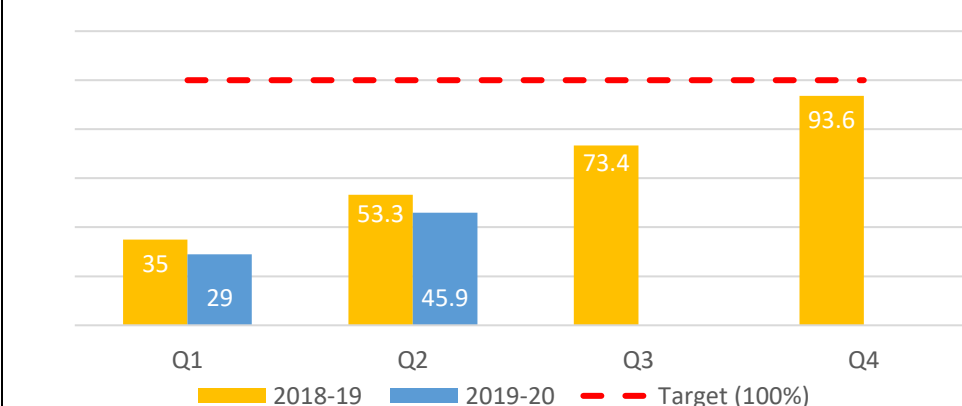
Team	Total
Adult Assessment & FPOC SW Team	32
Case Management Team	41
Substance Misuse & City Centre Team	6
Hospital - UHL	16
Hospital - UHW	4
Learning Disabilities	141
MHSOP	41
Review Team	499
Total	780

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SCAL25a Total number of children and adults in need of care and support using the Direct Payments scheme



SCA018a Percentage of eligible adults who are caring for adults that are offered a carers assessment during the year



730 adults in receipt of Direct Payments during the quarter. 35 adults started Direct Payments during the quarter and 25 ceased – the main reasons for ceased were deceased and care home admission. 48 adults are working towards a Direct Payment.

1,540 / 3,356 carers were offered an assessment during the quarter. This includes offers to new and existing carers. The PI is cumulative so performance will improve as the year progresses. Performance is closely monitored to ensure that all carers receive the offer of an assessment during the year. 332 / 482 (69%) new carers were offered an assessment during the quarter. There is work to do to improve the recording of offers of assessments in the First Point of

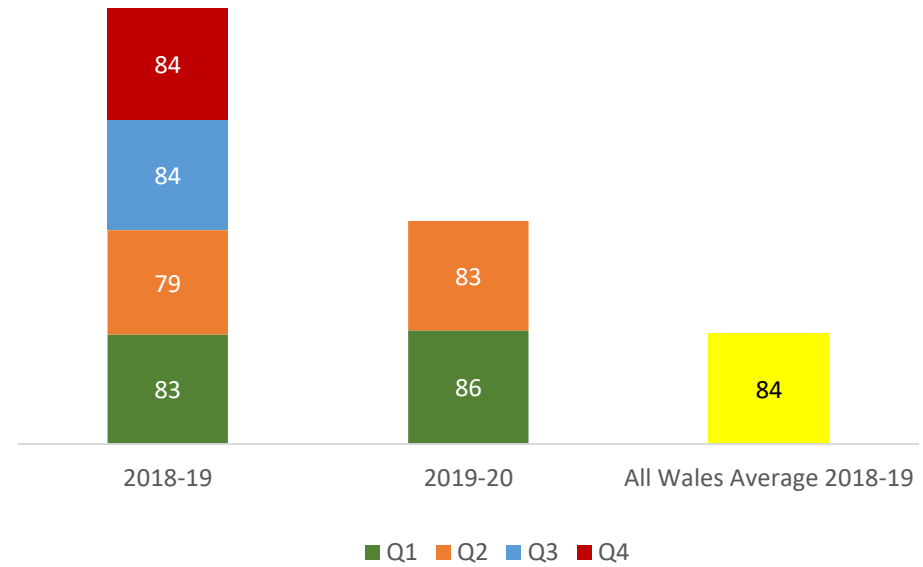
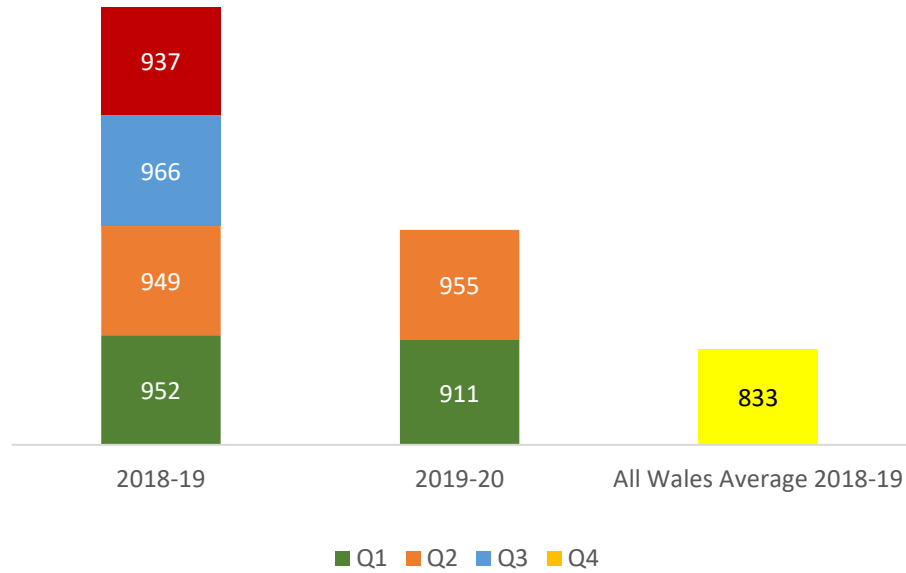
APPENDIX B

Contact and ensure that all carers are offered an assessment at the right time for them.

SSWB21 Average length of time adults (aged 65 or over) are supported in residential care homes

SSWB22 Average age of adults entering residential care homes

Page 55



Commissioning & Service Provision

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> Joint work streams for the key priorities outlined in the Joint Commissioning Strategy for Adults with Learning Disabilities “Promoting Independence and Improving Lives” 2019-2024 have been established with relevant partners and stakeholders. The recommissioning of domiciliary care is progressing. The vision statement and purpose have been drafted. Contract for Supported Living for Adults with a Learning Disability awarded – will commence in Quarter 3. 	<ul style="list-style-type: none"> Agreeing and implementing the outcome of the cost of care exercise in relation to domiciliary care. Transition to the start of the new contract for Supported Living for Adults with a Learning Disability. 	<ul style="list-style-type: none"> Work with providers to agree how fee levels will be met year on year. Transition plan in place.

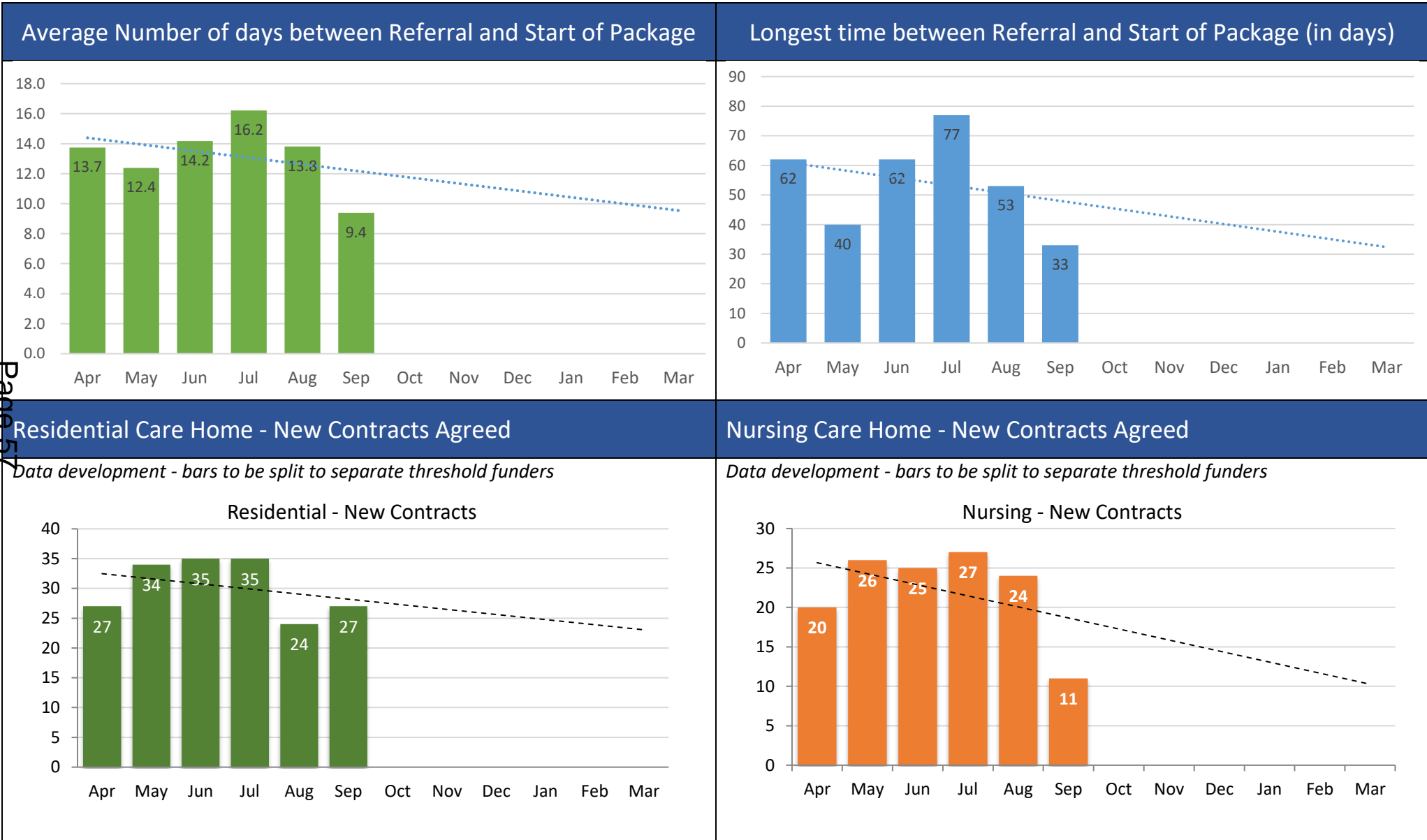
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Key Statistics

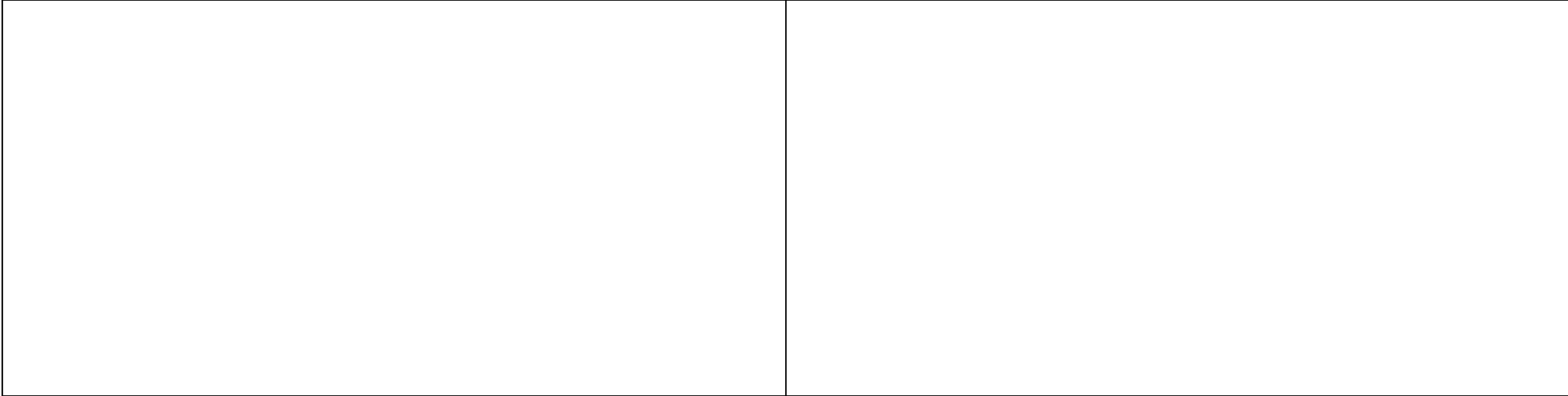
- Average age of people entering of residential care – April: 86, May : 86.3, June: 84.1, July: 86.8, August: 85.3, September: 84
- Average age of people entering nursing care – April: 83.3, May 80.8, June: 83.0, July: 84.6, August: 89.9, September, 81

APPENDIX B

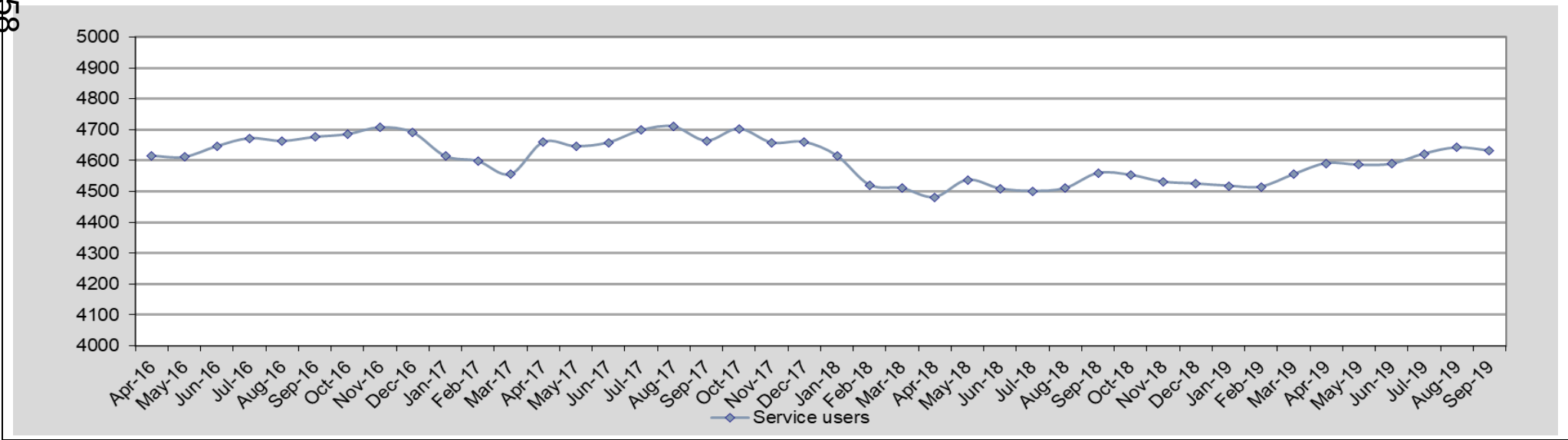
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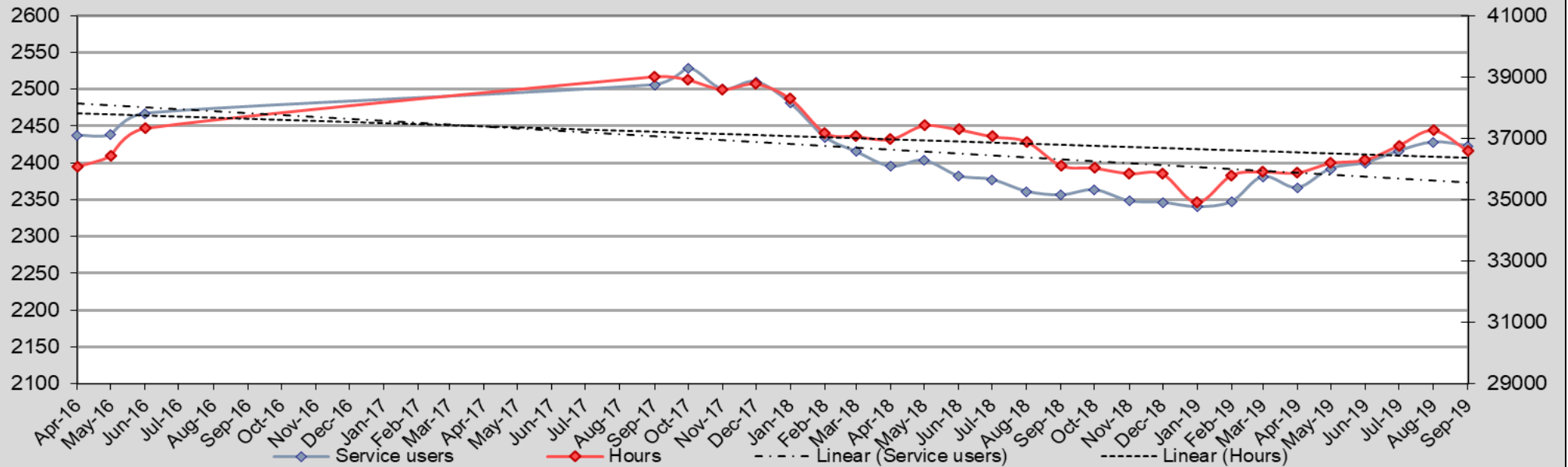


Page 58 Number of Care and Support Packages



APPENDIX B

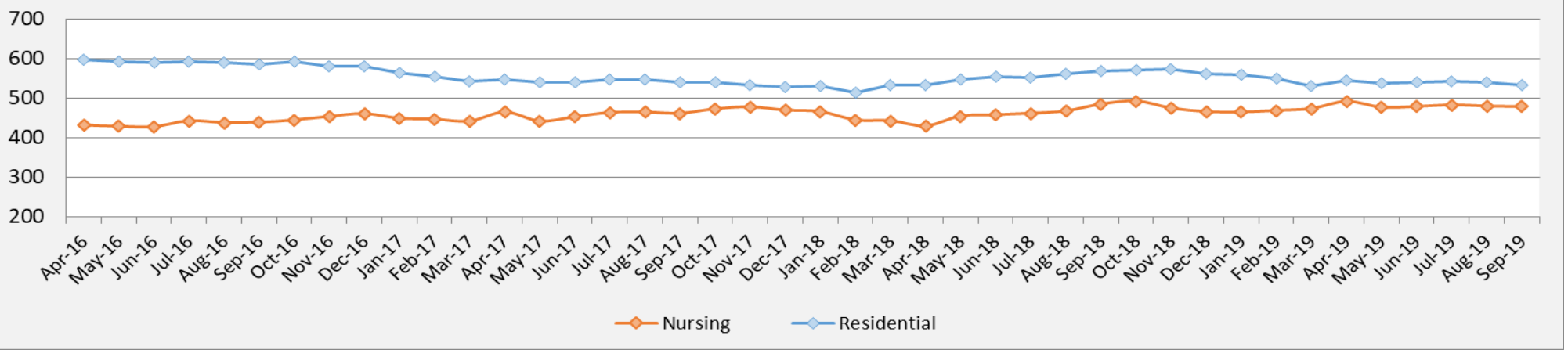
Number of people and hours - Domiciliary Care



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Number of people - Residential & Nursing Care

Data development – graph to include projected numbers based on population projections



APPENDIX B

Rate of Admissions to Residential and Nursing Care per 10,000 Population Aged 75+

Data development

Safeguarding (Adult)

What is working well?	What are we worried about?	What do we need to do?
<p>Page 60</p> <ul style="list-style-type: none"> The Exploitation Strategy has been developed and work is being undertaken to finalise the Strategy and action plan with the engagement and involvement of partners. The Strategy covers children and adults, Cardiff and the Vale and all forms of exploitation. New 'Wales Safeguarding Procedures' finalised for launch in partnership with Welsh Government and Cardiff and Vale Regional Safeguarding Boards during National Safeguarding week (18th – 24th November). Adult safeguarding refresher training for social workers commenced and in the process of being rolled out across Adult Services. 	<ul style="list-style-type: none"> Ensuring that all staff and members have a good understanding of the new All Wales Safeguarding Procedures. 	<ul style="list-style-type: none"> Ensure that multi-agency and member safeguarding training is delivered.

Key Statistics

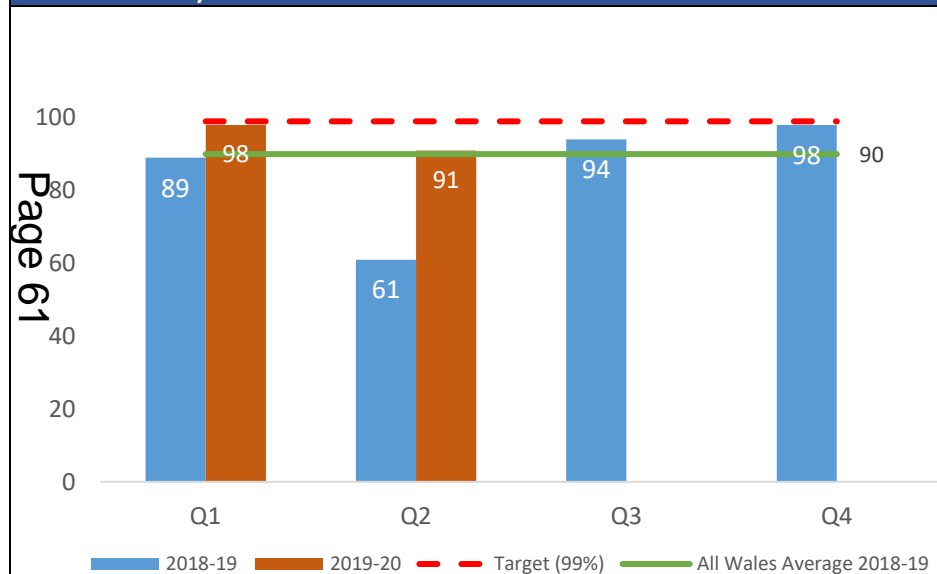
- Corporate Safeguarding report card available from Quarter 1 2019-20.

APPENDIX B

Contracts & Service Development Team - Escalating concerns – September 2019

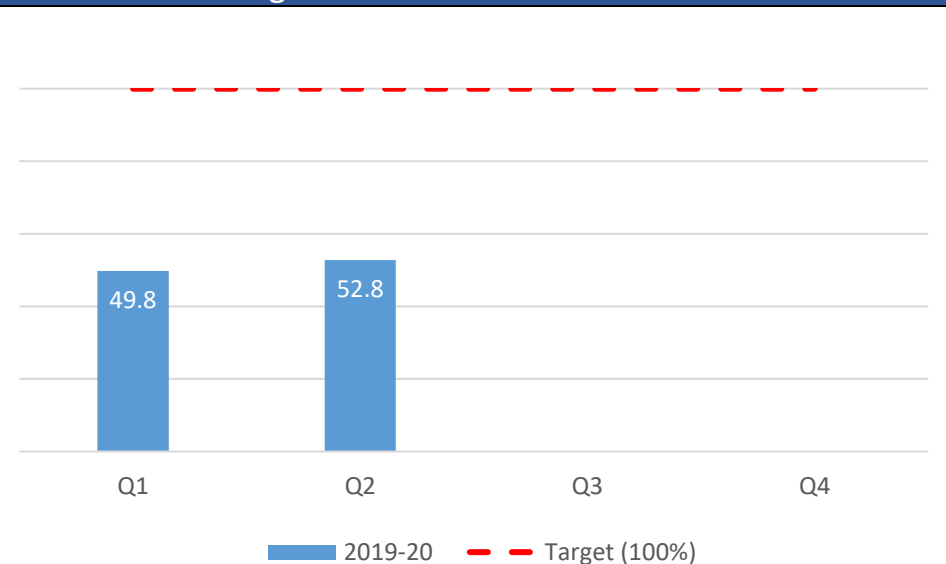
Domiciliary		Residential/Nursing Care Homes	
Provider Performance Meetings	3	Provider Performance Meeting	4
Joint Interagency Monitoring Panel	0	Joint Interagency Monitoring Panel	0
Closure Procedure (HOSG)	0	Closure Procedure (HOSG)	0
Number of issues reported	23	Number of issues reported	1

SSWB18 Percentage of adult protection enquiries completed within 7 days



91.4% of adult protection enquiries (381 / 417) completed in 7 working days in Quarter 2. Performance continues to be closely monitored.

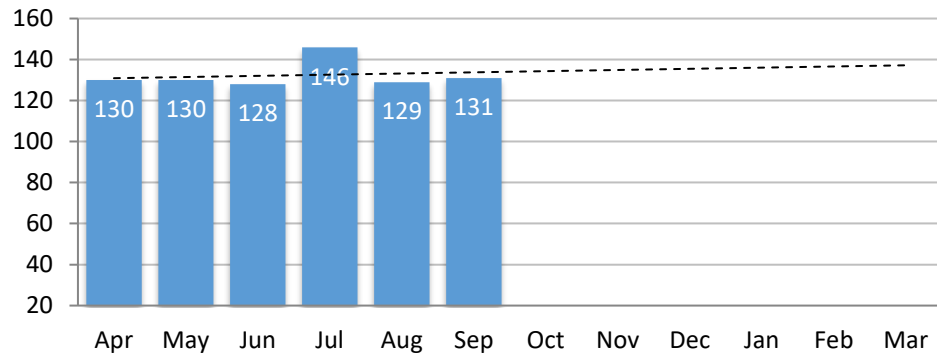
RES15 Percentage of council staff completing Safeguarding Awareness training



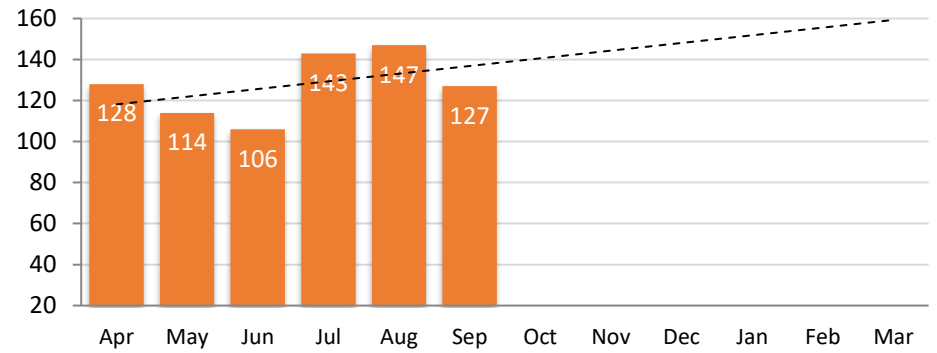
Results are provisional whilst work is ongoing to improve the collation method of this PI. This may mean the results are no longer comparable to previous years.

APPENDIX B

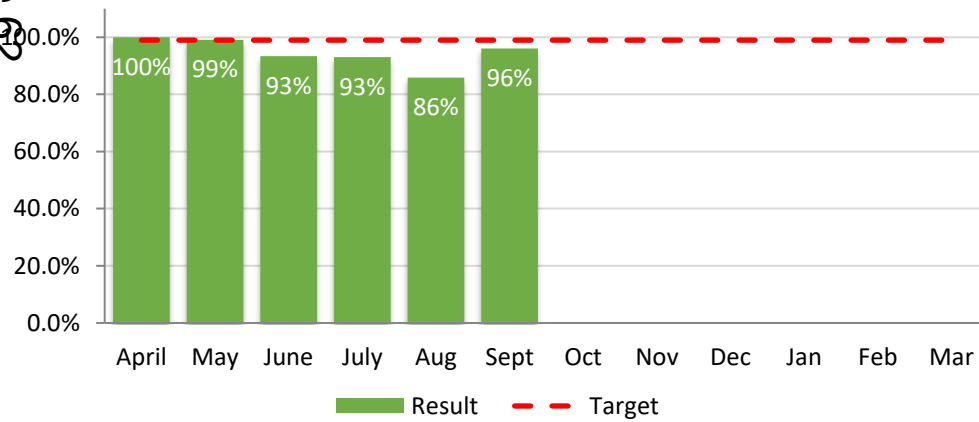
1. Number of contacts received



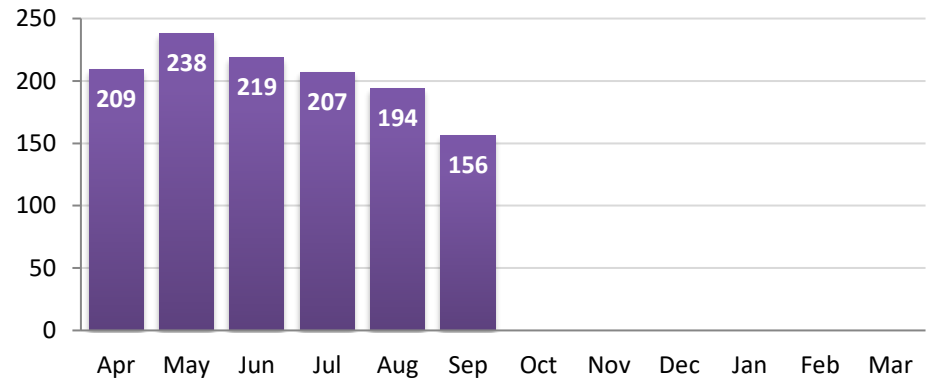
2. Number of contact records completed



3. Percentage of contacts completed within 7 days

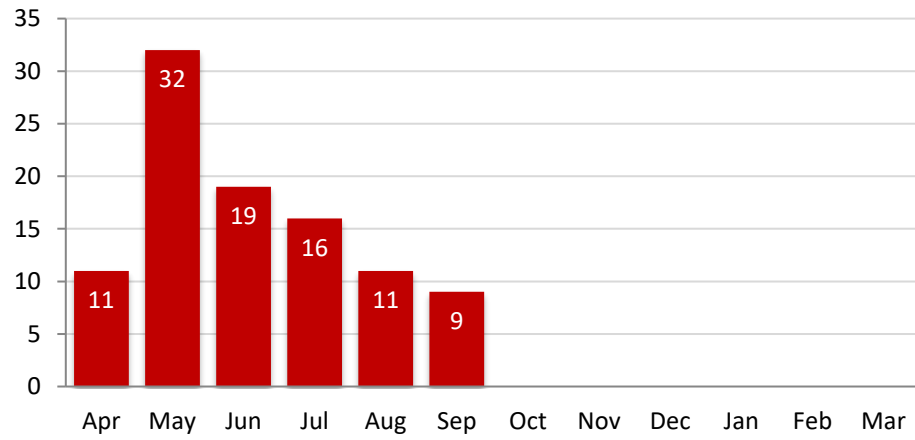


4. Number of pending investigations

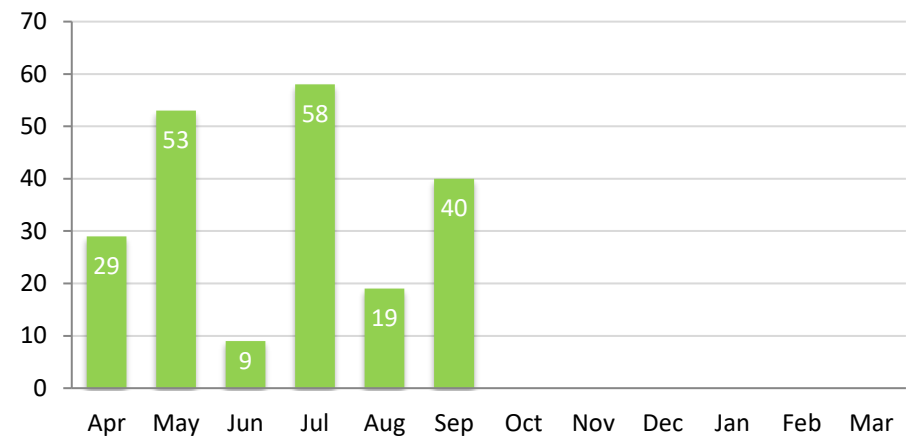


APPENDIX B

5. Number of investigations started



6. Number of investigations completed



Managing People, Resources, Systems and Processes

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> • Good staff retention across Adult Services, low levels of agency workforce. • All Operational Managers appointed and in post. 	<ul style="list-style-type: none"> • Recruitment to Approved Mental Health Practitioner (AMHP) vacancies is difficult. • Progress in relation to Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016 continues to be steady but slow. Of the 1,500 care staff just under one third (489) are registered, although this has increased from 285 in Quarter 1. Social Care Wales have informed the sector that registration needs to be applied for by the end of January 2020 in order for applications to be processed on time. This applies considerable added pressure for the remainder of the year. 	<ul style="list-style-type: none"> • We have put 4 candidates put forward for this year's AMHP course and are working closely with the University Health Board and other partners on the conveyance policy. • Promotion of the requirement for registration of social care staff and consequences of non-compliance continues. Contact with managers has increased and improved and information sharing with care workers has taken place at training events. Care Managers continue to be supported to utilise the option of 'Confirmed Competence' of experienced staff as a route to registration.

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Key Statistics

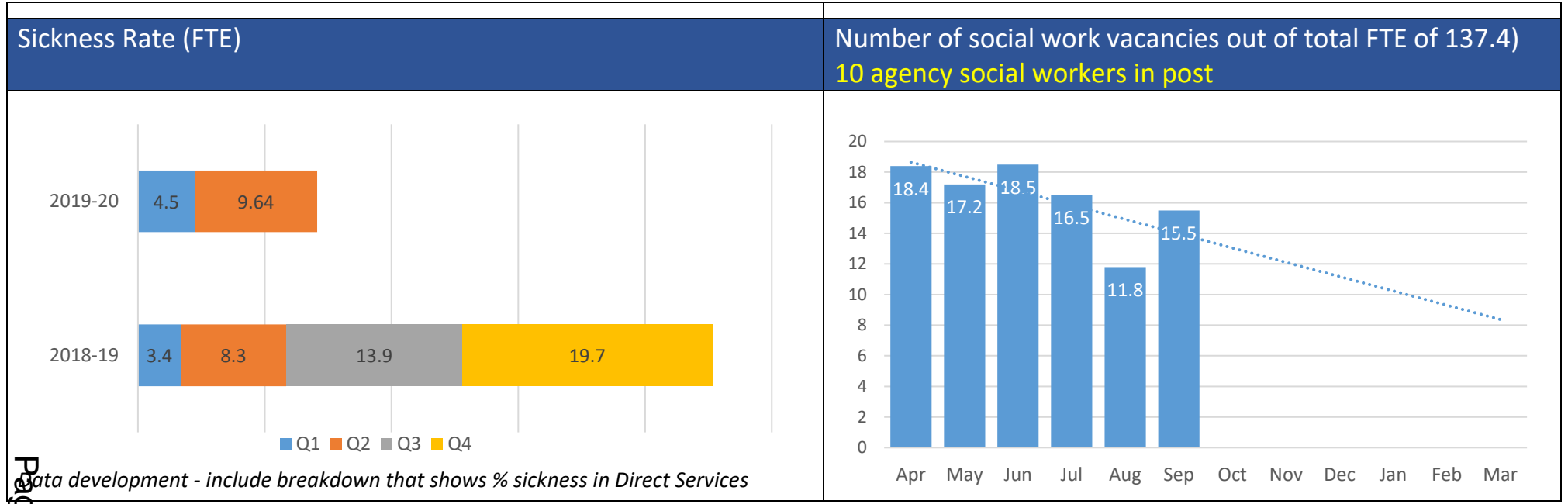
Sickness – Adult Services

	Ave FTE Staff No. (forecast)	FTE Target	Target FTE days lost	FTE days lost	Forecast based on Qtr. result	RAG
Q1	535	16.4	8,771	4.50	19.33	
Q2	535	16.4	8,771	9.64	21.21	

- Top 4 reasons for sickness during the quarter:

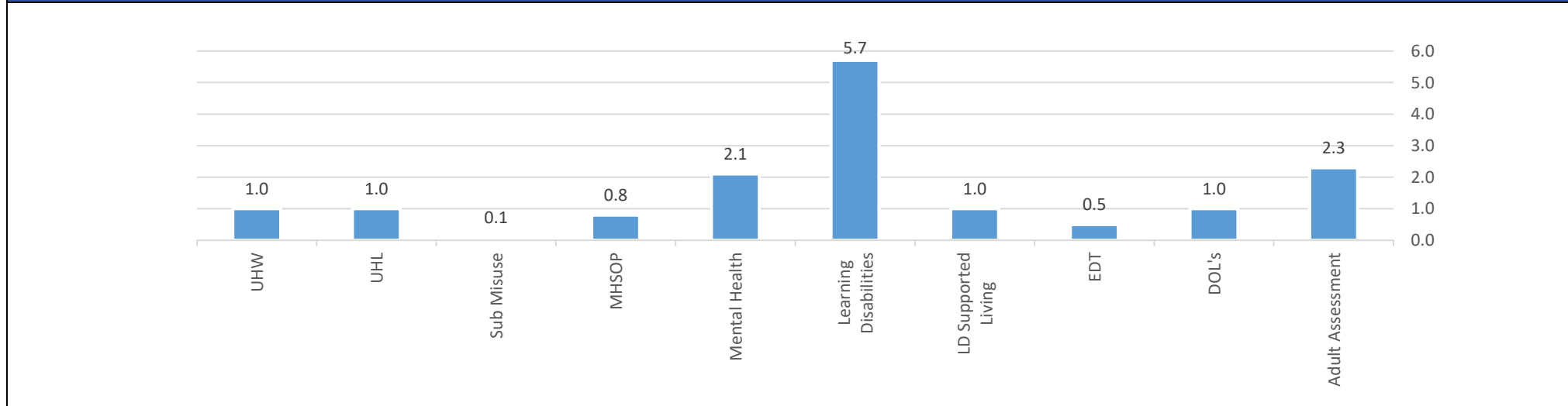
1	Stomach-Liver-Kidney
2	Stress
3	Infection
4	Eye-Ear-Nose-Mouth

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Data development - include breakdown that shows % sickness in Direct Services

Social work vacancies by team September 2019

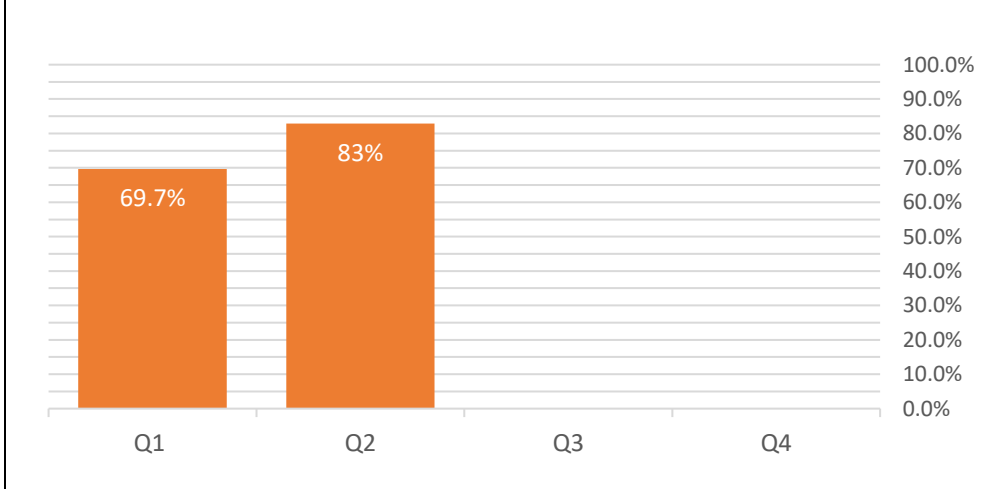
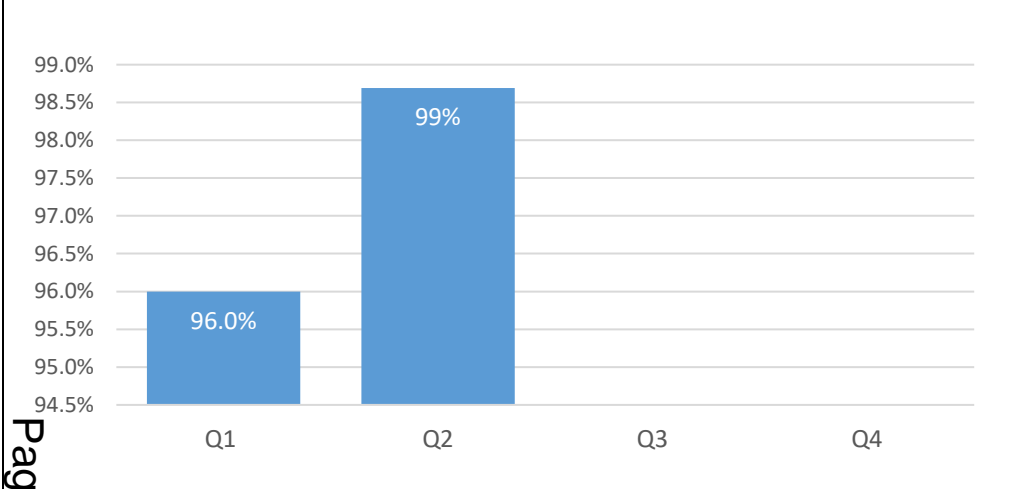


APPENDIX B

Learning Disability Team vacancies have all been backfilled with Agency staff.

Percentage of return to work interviews completed

Percentage of trigger interviews completed



APPENDIX B

Quality of Practice

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> • Separate Quality Assurance Frameworks have been agreed for Children’s and Adult Services. These are to be reviewed in their entirety to create one overarching Quality Assurance Framework for Social Services. • Quality Assurance Panel implemented to work on ensuring consistency of quality assurance process, embed learning from audits and celebrate success. • Lesson’s learned exercise completed for former care home. Action plan completed and all improvement actions implemented. 	<ul style="list-style-type: none"> • Capacity to drive forward the new Quality Assurance Framework and avoid drift in delivery. • Quality assurance process for new model of domiciliary care required. 	<ul style="list-style-type: none"> • Quality Assurance Officer post advertised. • Outcome measures currently being worked up with engagement from the Institute of Public Care (IPC), providers and Cardiff Council staff.

APPENDIX B

Key Statistics

Adult & Carer Survey 2018-19				
Survey Type	Population	Sent	Response	Response Rate
Adult Survey	4,513	2,705	865	32%
CRT Survey	191	191	75	39%
IAA Survey	154	154	55	36%
Adults Survey Total	4,858	3,050	995	33%
Carers Survey Total	362	353	126	36%

Case file audits completed during the year

Adult Audits

	Q1	Q2	Q3	Q4
Safeguarding Audits completed	235			
Case file audits	Started in Q2			

Outcomes, learning and recommendations include the numbers of recommendations opened and closed. [Data not yet available]

Compliments & Complaints Q2 2019-20

Compliments & Complaints

Stage 1 Complaints	No.
Complaints received	25
Responded on time	15
Responded late	9
Open at quarter end	1

Stage 2 complaints	No.
Open from Q1	0
Initiated during Q2	1
Closed during Q2	0
Open at quarter end	1

Compliments
4

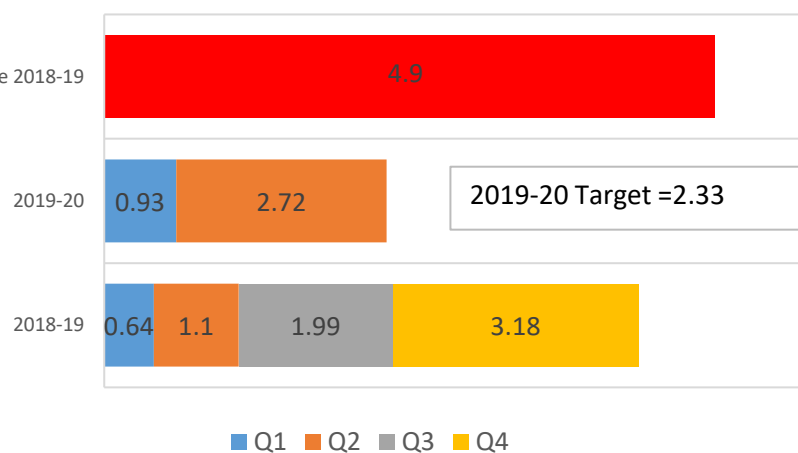
APPENDIX B

SSWB 12 Adults reporting that they felt involved in any decisions made about their care and support	SSWB13 Adults who are satisfied with the care and support they received												
<p>A bar chart with a vertical axis ranging from 76.0% to 77.2% in 0.2% increments. The horizontal axis shows two categories: '2018-19' and '2019-20'. An orange bar for '2018-19' reaches the 77.1% mark. A white box with a black border is positioned to the right of the bars, containing the text 'Annual Indicator 2019-20 Target = 80%'.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2018-19</td> <td>77.1%</td> </tr> <tr> <td>2019-20 Target</td> <td>80%</td> </tr> </tbody> </table>	Year	Percentage	2018-19	77.1%	2019-20 Target	80%	<p>A bar chart with a vertical axis ranging from 80.0% to 85.0% in 1.0% increments. The horizontal axis shows two categories: '2018-19' and '2019-20'. A blue bar for '2018-19' reaches the 82.8% mark. A white box with a black border is positioned to the right of the bars, containing the text 'Annual Indicator 2019-20 Target = 80%'.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2018-19</td> <td>82.8%</td> </tr> <tr> <td>2019-20 Target</td> <td>80%</td> </tr> </tbody> </table>	Year	Percentage	2018-19	82.8%	2019-20 Target	80%
Year	Percentage												
2018-19	77.1%												
2019-20 Target	80%												
Year	Percentage												
2018-19	82.8%												
2019-20 Target	80%												
<p>77.1% of adults (612) reported that they felt involved in any decisions made about their care and support.</p>	<p>82.8% of adults (696) reported that they are satisfied with the care and support they receive.</p>												

Additional Information and Corporate Plan PIs

SSWB19 Rate of delayed transfers of care for social care reasons aged 75+ (cumulative)

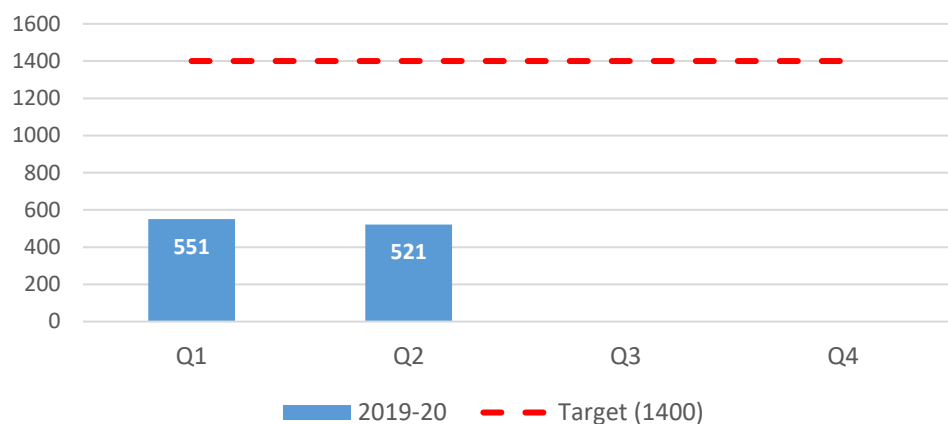
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Winter pressures have over run into the spring / summer months. The Welsh Health Boards have four different levels of escalation which define pressures on emergency services and how hospitals should respond. The University Hospital Wales has been at a Level four status, described as “extreme pressure” over the summer months, which is the highest state of pressure for a hospital. Increase in number of Delayed Transfers of Care - 42 people aged 75+ in July, August and September compared with 11 in the same period last year. The original target for 2019-20 is under review in light of Quarter 1 and 2 performance and a more achievable target will be set. Please note that this PI is cumulative.

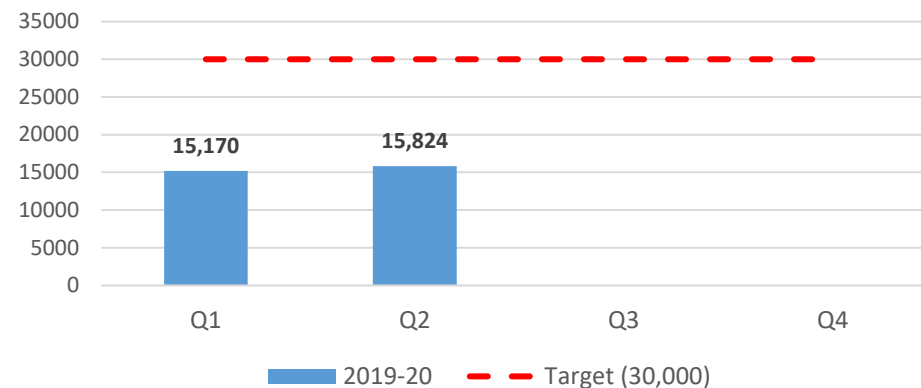
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CRT 1 Number of people who accessed the Community Resource Team

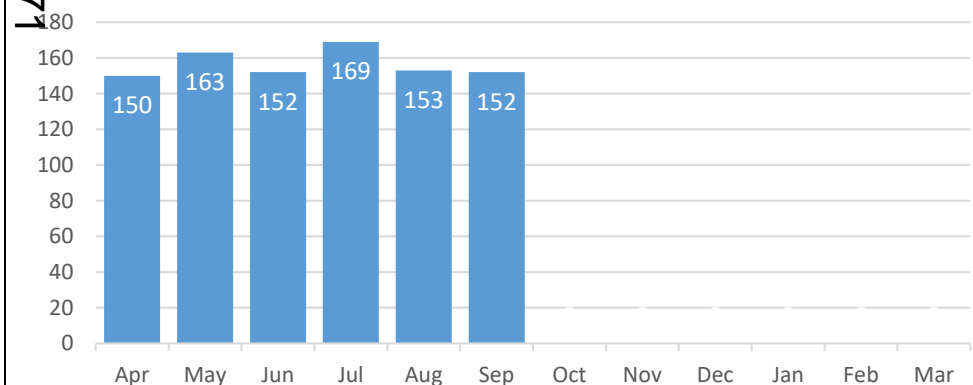


521 people accessed the CRT in Quarter 2.

CRT 2 Total hours of support provided by the Community Resource Team

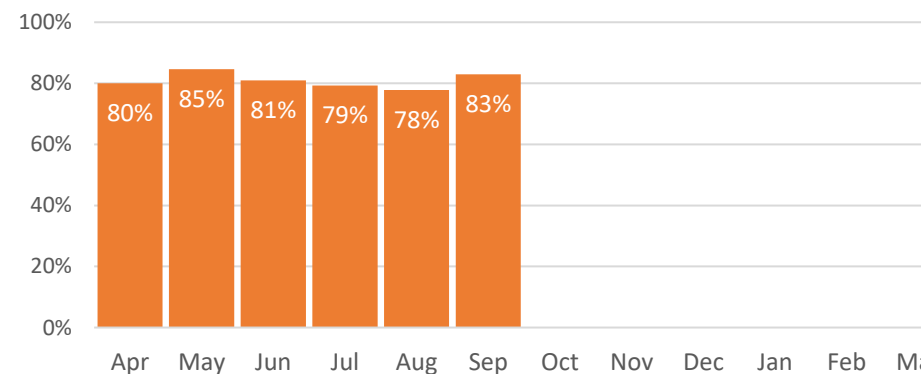


Number of Community Resource Team (CRT) assessments undertaken following a referral



152 CRT assessments were undertaken following a referral in September.

Percentage of CRT Home Care Assessments where outcome is Appropriate for CRT

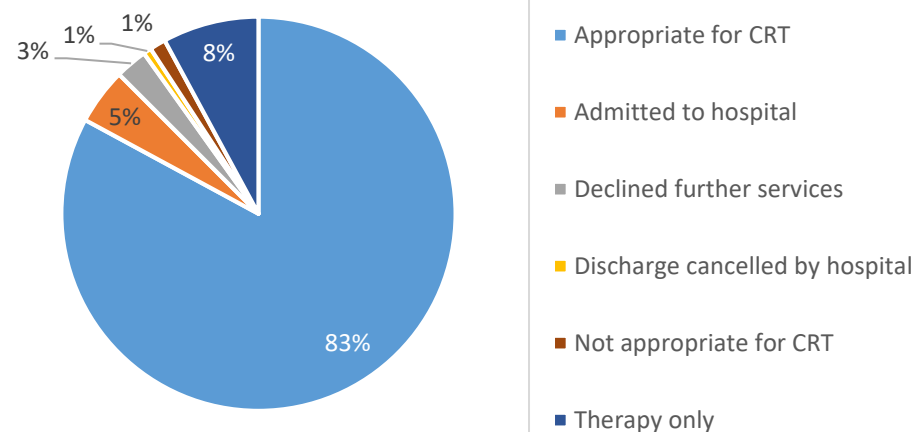


In September 83% (126) of CRT assessments undertaken following a referral were appropriate for CRT.

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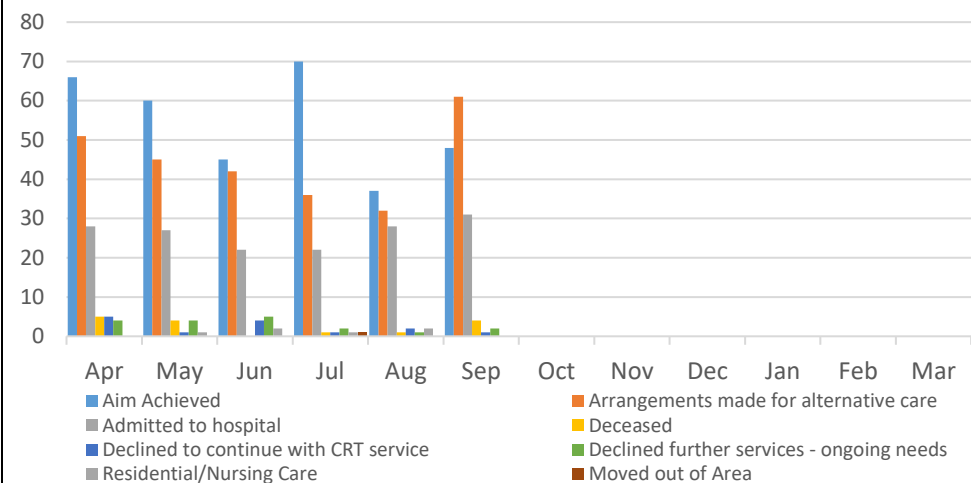
Outcome of CRT assessments undertaken following a referral September 2019



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83% (126) of CRT assessments undertaken following a referral were appropriate for CRT. 1% (2) were not appropriate for CRT. Other outcomes include people being admitted to hospital, discharge being cancelled by hospital and declining services.

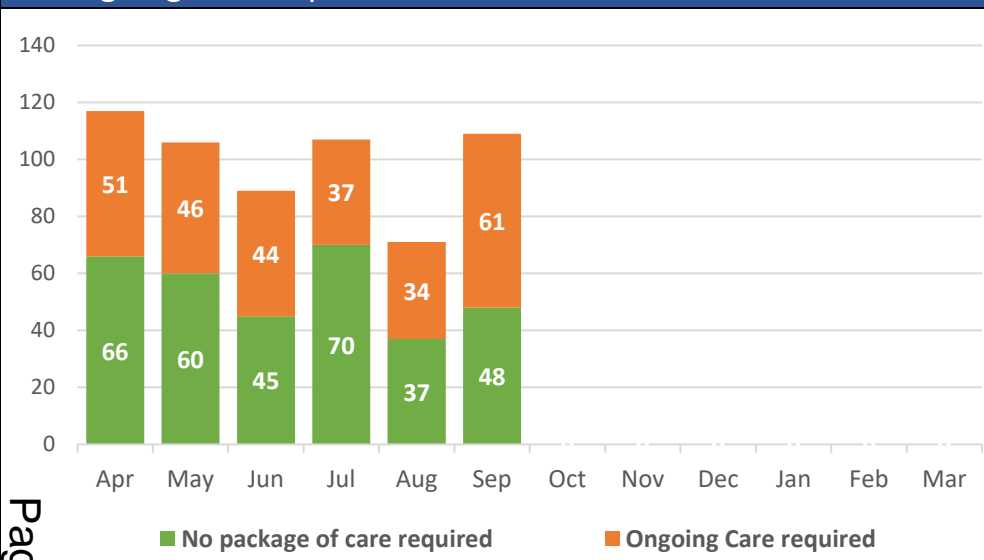
CRT packages ended by outcome



Of the 147 CRT packages ended in September, the outcome of aim achieved for 48 people (33%). Alternative care arrangements were made for 61 people, 31 people were admitted to hospital, 4 deceased and 3 declined services.

APPENDIX B

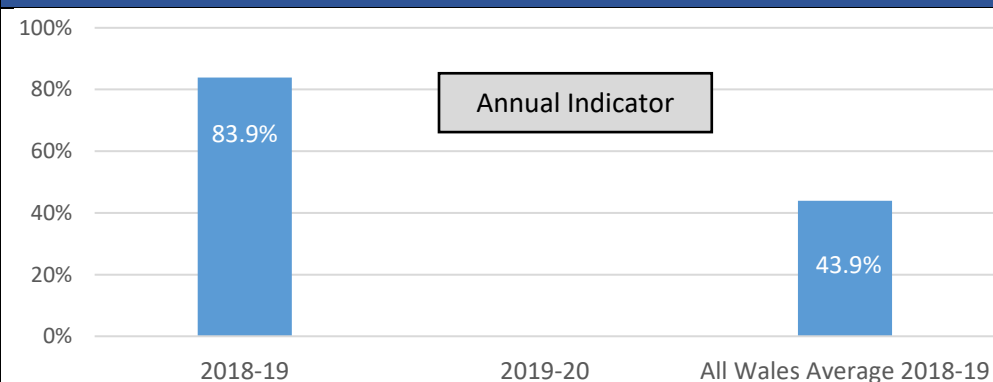
CRT packages ended by outcome – No package of care required or Ongoing care required



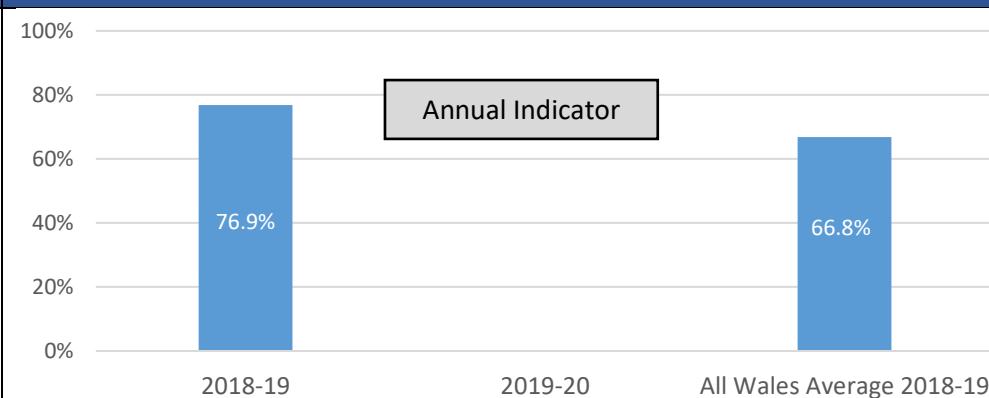
Number of hours saved from hospital discharge to end of CRT

Data development - number of hours saved from hospital discharge to end of CRT intervention.

SSWB20a Percentage of adults who completed a period of rehabilitation (a) and have a reduced package of care and support 6 months later



SSWB20b Percentage of adults who completed a period of rehabilitation (b) have no package of care and support 6 months later



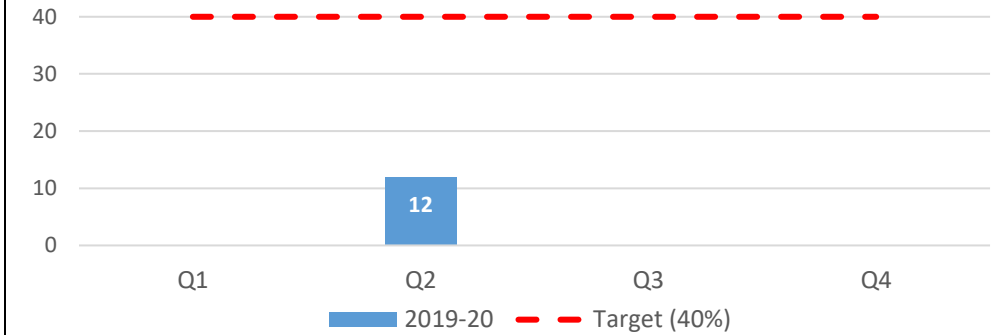
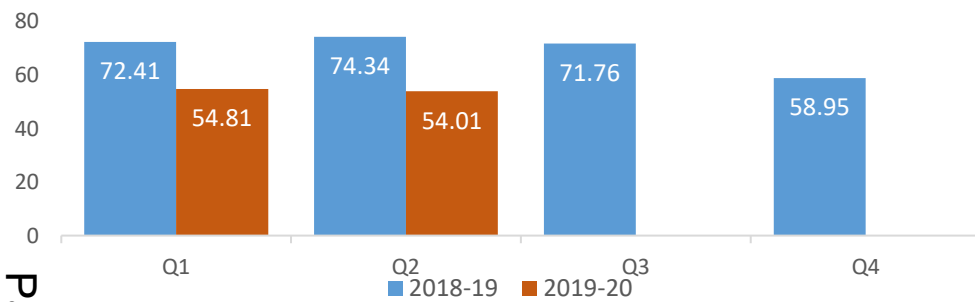
APPENDIX B

83.9% of adults (678) who completed a period of reablement in 2018-19 had a reduced package of care and support 6 months later.
Annual PI.

76.9% of adults (621) who completed a period of reablement in 2018-19 had no package of care and support 6 months later.
Annual PI.

SCAL23 Percentage of people helped back to independence without ongoing care services, through short term intervention (quarterly / proxy indicator for SSWB20a)

Dem 1 Percentage of staff completing dementia friendly training

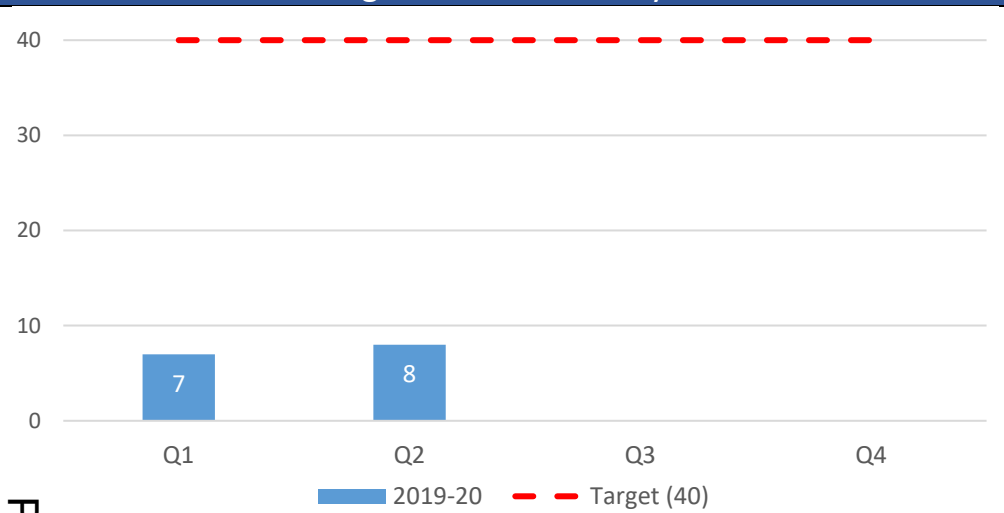


The increase in the number of people requiring long term care following reablement is a combination of Get Me Home + cases and people referred from social care for CRT to provide a period of reablement to accurately inform the social worker of the level of care required moving forward.

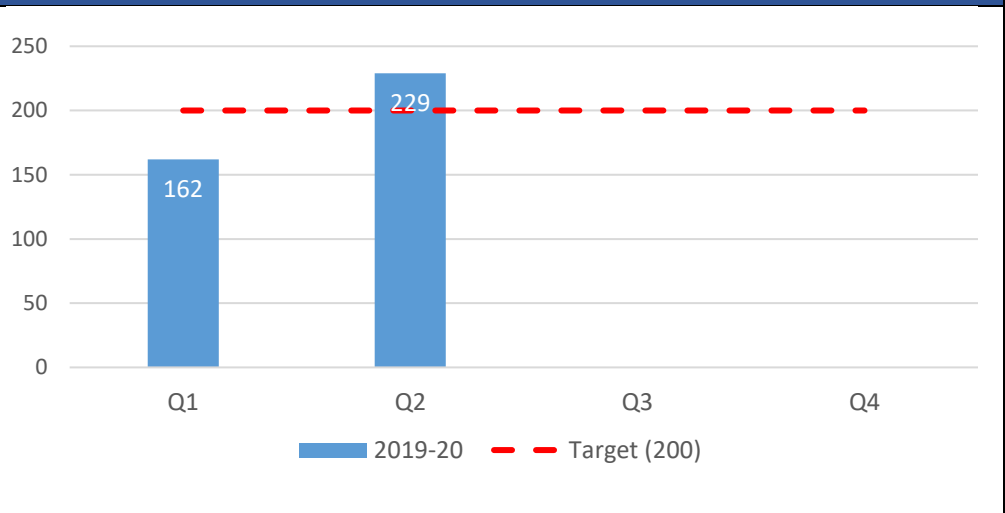
E-module became mandatory in September 2019. The result is provisional whilst work is ongoing to improve the collation method of this PI.

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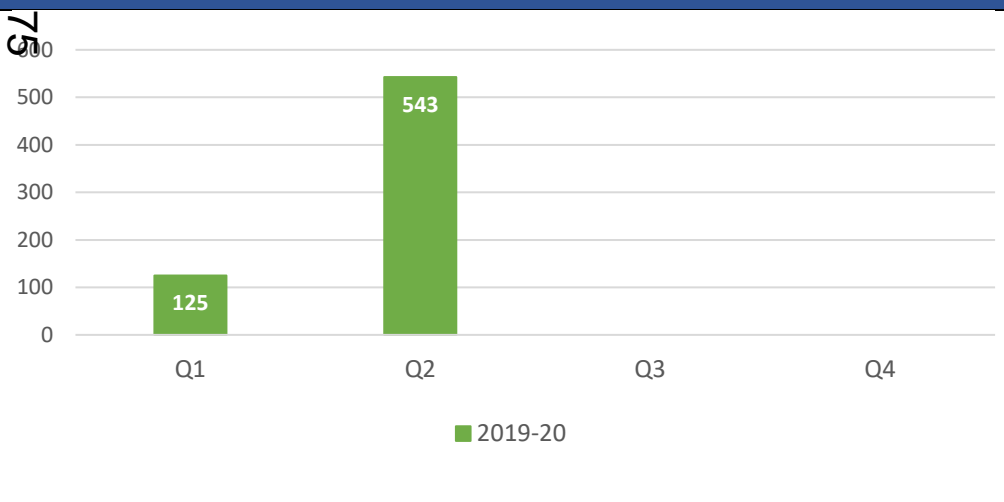
Dem 2 Number of businesses pledging their commitment to work towards becoming Dementia Friendly



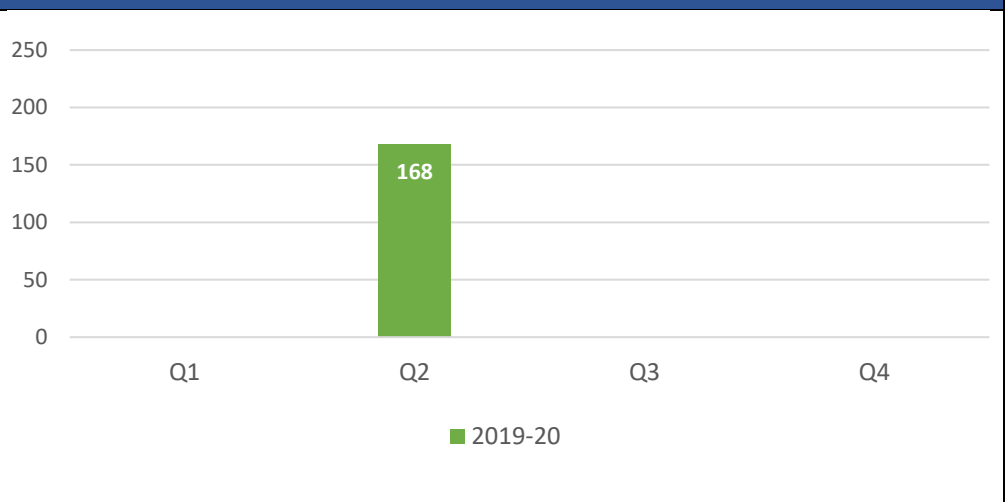
Dem 3 The number of Dementia Friendly city events held



ISCA 1 Number of Domiciliary Care Workers Registered with Social Care Wales



Number of Local Authority Domiciliary Care Workers Registered with Social Care Wales



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2019-20 Quarter 2 Performance Reporting

Section 1: Corporate Plan Steps – Lead Directorate

Wellbeing Objective	Steps	RAG Rating	Quarter 2 Update
1.1	<p>Enable more children to be placed nearer to home by March 2020 by:</p> <ul style="list-style-type: none"> • Developing a comprehensive placement commissioning strategy to map need against resources and influence the local market to provide a range of provision to meet the needs of Children Looked After; • Increasing the number of Local Authority foster carers (including kinship carers); • Increasing the range of local residential provision by commissioning 20 new placements; • Working with the regional adoption service to increase the number of adoptive placements. 	AMBER	<p>Dedicated capacity for commissioning in Children’s Services has been secured on an interim basis to progress priority areas. The Children’s Commissioning Strategy has been revised following further input from the Children’s Management Team and will be presented to Cabinet in November 2019. The Strategy evidences our need and sets out our direction of travel for the next 3 years. Work to take forward some of the key priorities has commenced, such as engagement with fostering and residential providers and development of specifications for a Family Reunification Service and Family Group Conferences.</p> <p>In relation to fostering, there was a significant social media and online marketing and recruitment campaign during Quarter 2 and the volume of enquiries continues to be high. A business case to increase capacity to respond to enquiries is under development. Further campaigns will target Black, Asian and Minority Ethnic (BAME) communities for foster carers to reflect Cardiff’s diversity. At present, the number of children in in house fostering remains stable, although the number of enquiries remains high and there were 28 full assessments ongoing at 30th September 2019. The number of children in kinship arrangements has seen a significant increase from 74 at 31st March 2018 to 113 at 30th September 2019.</p> <p>A steering group has been established to take forward the development of a new residential children’s home for young people aged 16-19. The National Youth Advocacy Service (NYAS) are developing proposals for how best to secure young people’s engagement in the process. Following individual sessions with providers, at least 4 residential providers have expressed an interest in opening new homes in Cardiff in the future. A business case for an emergency residential home is to be developed.</p>

SOCIAL SERVICES 2019-20

Wellbeing Objective	Steps	RAG Rating	Quarter 2 Update
			The Fostering recruitment campaign has included attendance at Pride Cymru and closer working relationships during the quarter with the aim of attracting foster carers and adopters .
1.1	Develop a place-based approach to enhancing well-being and protection for vulnerable children and families, trialling new ways of working in an area of the city by March 2020.	GREEN	Following an analysis of existing demand across the city, 3 locality areas have been identified and teams have been assigned to these areas in consultation with managers. Plans are in place for a virtual launch of locality working early in Quarter 3, whereby senior management arrangements will change and allocation of new cases to teams will be based upon the child's home address. This will be followed later in the quarter by location moves for teams with the North team being based in Hafan Gobaith, the East team based in St. Mellons and the South team based in County Hall. Social workers will continue to work on an agile / mobile basis. As social workers will be retaining their current cases, there will be minimal disruption for families as reallocation to workers in the child's locality will occur at the next appropriate case transfer point. Required changes will be made to supporting systems (such as CareFirst and performance) to ensure that the teams have access to up to date performance information. Initial steps have been taken to develop partnership working within the localities and a workshop has been organised for Quarter 3.
1.1	Ensure the best outcomes for children and young people for whom the Council has a responsibility by: <ul style="list-style-type: none"> • Increasing the accommodation and support for care leavers by March 2020; • Improving the care planning arrangements for Children Looked After by reducing the time taken to progress cases through the court process; • Improving transition and progression into education, employment or training for care leavers by March 2020; 	AMBER	The Pathway Plan document has been reviewed and is due to be implemented in Quarter 3 when the process for Pathway Assessments has been confirmed. All Pathway Plans will need to be updated into the new format to ensure that they are current. Consistent representation on residential and resource review panels is working to ensure the children looked after are known to Education and support is shared across all services. The leaving care team and personal advisers will now be line managed alongside other adolescent services to ensure a more coherent service is delivered. Close working relationships have been developed with the housing gateway to ensure there is a strategic approach to meeting the accommodation needs of this group of young people. Compliance with Court timescales has improved and we will continue to develop our Care Planning Practice Guidance to support social workers to progress cases through the Court

Wellbeing Objective	Steps	RAG Rating	Quarter 2 Update
	<ul style="list-style-type: none"> Improving educational outcomes for Children Looked After. 		<p>process in a timely manner. Specific court skills training has been commissioned and the legal tracker monitors any potential delays. The service has been restructured to better reflect the child’s journey - this will assist with preventing drift and delay in planning, and ensuring that social work practice works effectively to strengthen working with and supporting families. More work with teams is required to ensure that Legal requirements in terms of deadlines and document formats are understood and met.</p> <p>The integration of the Bright Start Service into the Into Work Service is an opportunity for education and training opportunities to be expanded for children looked after. The young people have been able to access the Bike Scheme and now use their bike to attend their various work placements. One of the young people will not use public transport due to personal issues so having a bike to get around has really benefitted him.</p> <p>Work is being undertaken with Education to put in place the process of Education taking responsibility for the preparation of Personal Education Plans. We are aware that there are still a number of children for whom education provision is lacking, particularly in relation to delays in arranging provision for children placed out of area. More robust processes and early notification to Education to support intervention are required.</p>
1.1	Support young carers and care leavers with a range of interventions, including into work support, trialling assistance with transport needs and wider well-being provision.	GREEN	<p>Following a successful Integrated Care Fund bid, a Development Officer for young carers is now in post. The post-holder has responsibility for the development and commissioning of services to meet the needs of young carers, including ensuring those who require assessments receive them. A clear pathway for assessments has been developed and is being disseminated to partners. Partnership working with Education continues and Governor training is being planned. The production and dissemination of a policy for young carers and associated e-learning is in progress and our contribution to the development of a joint strategy with the Vale of Glamorgan is ongoing.</p> <p>For information on care leavers, please see above.</p>

Wellbeing Objective	Steps	RAG Rating	Quarter 2 Update
1.2	<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"> • Commencing a phased implementation of the new model of Community Resource Team, including the Get Me Home Plus Service, to improve and expand the provision to enable people to remain independent at home; • Implementing the 'Discharge to Assess' model by March 2021, building on the success of the First Point of Contact (FPoC), enabling more people to be discharged safely through the development of night care services; • Developing a new way of delivering domiciliary care by March 2021 that fully reflects local and community provision and the priorities of the Older Persons Housing Strategy. 	<p>AMBER</p> <p>GREEN</p>	<p>The Get Me Home Service Support (First Point of Contact Hospitals) that supports timely discharge for people with well-being needs was piloted between January and March 2019 and has now been evaluated. In Quarter 2, the team supported 344 people through discharge, delivering over 489 outcomes that have assisted discharge or helped independent living once they return home.</p> <p>Community Resource Teams (CRT) are currently working with Vanguard to trial a different way of working to support more people being discharged from hospital through a reablement pathway. The trial commenced on 30th September and frees up frontline teams to work flexibly with people to do what matters to them. It moves away from the current 'task and time' approach. Each member of staff is employed as part of a team to work flexibly across a service area. Recruitment of new staff will commence in Quarter 3. Winter pressures have over run into the spring / summer months. The Welsh Health Boards have four different levels of escalation which define pressures on emergency services and how hospitals should respond. The University Hospital Wales has been at a Level four status, described as "extreme pressure" over the summer months; the highest state of pressure for a hospital. The local authority is working with Health Board partners to continue to support flow in this period of sustained demand.</p> <p>The recommissioning of domiciliary care is progressing. The vision statement and purpose have been drafted. The new model is being co-produced with providers which is critical to achieving the vision of outcome focussed, locality based sustainable care. There are risks in the timing of the re-commissioning as the timescales align with the requirement for the domiciliary care workforce to be registered by April 2020. A relationship based approach to commissioning is therefore crucial. The new service will be in place by November 2020.</p>
1.2	<p>As a Dementia Friendly City, support those affected to contribute to, and participate in, mainstream society by:</p>	<p>GREEN</p>	<p>A Dementia Friends e-learning module was successfully launched during the quarter and staff communications have taken place including the core brief and via the intranet. The deadline for full compliance is scheduled for April 2021.</p>

Wellbeing Objective	Steps	RAG Rating	Quarter 2 Update
	<ul style="list-style-type: none"> • Undertaking Dementia Friends training across the Authority with the aim of 100% compliance amongst Council staff by April 2021; • Developing e-module training in collaboration with the Alzheimer’s Society that will be delivered through the Cardiff Academy by March 2020; • Encouraging businesses to pledge their commitment to becoming Dementia Friendly by delivering the Council’s awareness and engagement programme; • Developing a dementia-focused website by March 2020 to support those with dementia, carers, families as well as businesses who want to better support those with dementia; • Delivering locality-focused dementia awareness events. 		<p>A project targeting a community high street is to be piloted as a new approach to dementia friendly businesses within the City.</p> <p>Consultation in relation to the Dementia Website has been completed with 266 people living with Dementia providing feedback. A website content strategy is in development focusing on the creation of a forum to ensure relevant content is available, including Social Services, Telecare, Independent Living Services, Hub Services and Meals on Wheels.</p> <p>As part of awareness raising in relation to dementia, City Hall was illuminated on World Alzheimer’s Day (21st September). Various events have been arranged including a memories story competition.</p>
1.4	<p>Ensure children and adults are protected from risk of harm and abuse by:</p> <ul style="list-style-type: none"> • Implementing the Child and Adult Exploitation Strategy to encompass new and emerging themes of child and adult exploitation; • Initiating regional discussions with the Vale of Glamorgan Council by March 2020 to develop a joint regional Child and Adult Exploitation Strategy; • Implementing the new All Wales Safeguarding Procedures by March 2020 – in 	<p>AMBER (Exploitation)</p> <p style="background-color: #28a745; color: white; padding: 2px; display: inline-block;">GREEN</p>	<p>The Exploitation Strategy has been developed and work is being undertaken to finalise the Strategy and action plan with the engagement and involvement of partners. The Strategy covers children and adults, Cardiff and the Vale and all forms of exploitation. An action plan is under development and consideration is being given to what resource is available to support the delivery of the action plan. Information, knowledge and research is currently being collated to explore ‘contextual safeguarding’ and a best practice approach to explore complex risk. Information is being gathered from sector leading practice across the country and Cardiff are undertaking a deep dive exercise to track individual cases and explore lessons learnt.</p> <p>The new ‘Wales Safeguarding Procedures’ have been finalised and will be launched in partnership with Welsh Government (WG) and Cardiff and Vale Regional Safeguarding</p>

Wellbeing Objective	Steps	RAG Rating	Quarter 2 Update
	consultation with staff and partners – to ensure that adults at risk are protected from harm.	(Safeguarding Procedures)	Boards place during National Safeguarding week 2019 (18 th – 24 th November). Assembly Ministers will be in attendance at the launch. An ‘app’ that will give access to a digitalised version of the Wales Safeguarding Procedures will be released simultaneously.
1.4	Continue the implementation of a strengths-based approach to social work practice to put individuals, families and communities at the centre of their own well-being by: <ul style="list-style-type: none"> • Refreshing the Signs of Safety Implementation Plan to embed strengths-based practice in partnership with families to support children to remain at home, supported by a safety plan by March 2020; • Establishing and embedding strengths-based practice in Adult Services by March 2022. 	AMBER	<p>Signs of Safety briefing sessions have continued throughout the quarter and staff are feeding back that the sessions are helping to improve their knowledge of the approach. Case reflection meetings are being held and staff are reporting that they find the sessions helpful. Additional training was held during the quarter and work to fully embed Signs of Safety in practice is ongoing.</p> <p>Collaborative Conversations strength based training continues to be rolled out across Adult Services and is positively received by all the teams who have experienced it. It draws on the positive aspects of people’s lives and concentrates on the outcomes that are meaningful to that individual. Staff are engaging in the training and are enthusiastic to engage with implementation. A member of staff commented about the training “It’s improved my practice overnight”.</p>
1.4	Implement the Cardiff and Vale Regional Partnership Board transformational proposals for a ‘Healthier Wales’ by 2021 to further develop prevention and resilient communities to keep people independent and connected for as long as possible.	AMBER	Please see above update re: empowering people to remain independent at home .
1.4	Implement the Council’s Corporate Safeguarding Policy by March 2020 to ensure an effective approach to implementation is embedded across the Council.	AMBER	Corporate Safeguarding Service Manager appointed in Quarter 2. This post will report directly to the new Operational Manager for Service Improvement and will lead on the implementation and delivery of Council’s Corporate Safeguarding Policy action plan.
1.4	Continue to develop and support the workforce by: <ul style="list-style-type: none"> • Implementing the requirements of the Regulation and Inspection of Social Care 	RED	Progress in relation to RISCA continues to be steady but slow. Of the 1,500 care staff just under one third (489) are registered, although this has increased from 285 in Quarter 1. Promotion of the requirement for registration of social care staff and consequences of non-compliance continues. Contact with managers has increased and improved and

Wellbeing Objective	Steps	RAG Rating	Quarter 2 Update
	<p>(Wales) Act (RISCA) 2016 and ensuring that all internal and external domiciliary care workers are appropriately qualified and registered by March 2020;</p> <ul style="list-style-type: none"> • Delivering a reduction in agency workforce and vacancies in the Children’s social workers workforce by implementing a recruitment and retention strategy and refreshed workforce plan. 		<p>information sharing with care workers has taken place at training events. Care Managers continue to be supported to utilise the option of ‘Confirmed Competence’ of experienced staff as a route to registration. Social Care Wales have informed the sector that registration needs to be applied for by the end of January 2020 in order for applications to be processed on time. This applies considerable added pressure for the remainder of the year.</p> <p>Social worker vacancies in Children’s Services for Quarter 2 stand at 34.6% from 31.6% in Quarter 1. A post to drive forward recruitment and retention has been created and the post-holder took up post during the quarter. Work has commenced to centralise and introduce controls around agency workers. Timescales around the recruitment process are improving and a significant number of offers of appointments have been expedited through to offer / start date. A regular Thursday afternoon interview window has been introduced to enable dynamic booking of candidates into interview slots. This has increased throughput of candidates into the time to recruit workflow. During Quarter 2 there have been 11 new starters and 13 leavers with another 14 with start dates next quarter. Next steps include pulling together assets and identifying additional requirements to build a ‘Social Work Cardiff’ brand, and developing a process for recruiting into hard to fill roles and talent-banking candidates with support from HR.</p>
1.4	<p>Deliver a three-year plan that combines service and financial planning for Adults and Children’s Social Services.</p>	<p>GREEN (Children’s Services)</p> <p>AMBER (Adult Services)</p>	<p>The Children’s Services “Delivering Excellent Outcomes” Strategy is complete and was presented to Cabinet in July. The delivering Excellent Outcomes programme continues to drive forward service improvement across a number of projects.</p> <p>Plans are in place to co-develop the Adult Services Strategy with people who use our services and this strategy is due to be presented to Cabinet in the next financial year.</p> <p>These strategies set out a range of priorities which align improved outcomes for people with the most cost effective course of action. We need to ensure robust programme management of the projects that are in place to deliver service and financial plans and right resourcing of individual work streams.</p>

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Wellbeing Objective	Steps	RAG Rating	Quarter 2 Update
1.4	<p>Support people with learning disabilities and mental health issues to be more independent by:</p> <ul style="list-style-type: none"> • Implementing a Regional Learning Disabilities Commissioning Strategy by March 2020; • In collaboration with the University Health Board, implementing the recommendations of the Community Services Review on the future model of the service by March 2020. 	<p>GREEN (Learning Disability)</p> <p>AMBER (Community Services Review)</p>	<p>Joint work streams for the key priorities outlined in the Joint Commissioning Strategy for Adults with Learning Disabilities “Promoting Independence and Improving Lives” 2019-2024 have been established with relevant partners and stakeholders. All 8 work streams will have their first meeting by the middle of November 2019. All stakeholders are fully involved in the action plan, work streams and implementation.</p> <p>The Assistant Director of Adult Services is co-chairing a project with the Assistant Police and Crime Commissioner to develop mental health pathways. It is anticipated this work will overtake the Community Services Review in setting the strategic direction for adult mental health services across Cardiff and the Vale of Glamorgan.</p>
1.4	<p>Complete a service review of the Youth Offending Service by 2020 and review the effectiveness of interventions by the service, in order to reduce offending/ re-offending rates.</p>	<p>AMBER</p>	<p>In relation to Youth Offending, the Prevention Service has been established, and is continuing to develop close and effective working relationships with the Neighbourhood Policing Teams. A South Wales Police review is currently being carried out into the role of the Police School Liaison Officers, and the Youth Offending Service (YOS) Prevention Service needs to link into this review and its developments. There is also a need to develop a strategic join-up with regards to school exclusions and this work has commenced with the Education Service. Planned work to review existing structures will be taken forward in Quarter 3 now that the new senior management arrangements are in place. Research regarding national best practice for a range of interventions has also been deferred to Quarter 3 as managers have prioritised work with serious, high profile cases in Quarter 2. The YOS Management Board has been re-launched with significantly extended membership so the planned review of Information Sharing Protocols will be taken forward in Quarter 3. The Youth Justice Plan was agreed by the Management Board and submitted to the Youth Justice Board within the prescribed timescale. Cardiff YOS has received an offer from the Youth Justice Board to assist with its National Standards Audit with respect to Out of Court Disposals, which the YOS is pleased to accept. The audit period is September 2019 to March 2020, with the self-assessment being submitted by the end of April 2020.</p>

Section 2: Corporate Plan Steps – Shared Responsibility

Wellbeing Objective	Step	Shared with:	RAG	Quarter 4 Update
1.1	Improve mental health and emotional well-being for young people by working in partnership to deliver an integrated approach to Children and Young People Emotional and Mental Health Support	E&LL P&C	GREEN	<p>The proposed structure for the Adolescent Service has been drafted and shared with the Trade Unions following consultation with staff. Regional plans have been confirmed and posts advertised. Work has commenced with partners to develop a robust set of tools, approaches and training to effectively support young people with emotional, behavioural or mental health issues. The training plan has been considered and review of training the Adolescent Service both need and can deliver is underway. As with any change of this type, there is work to be done to embed new structures and establish a coherent regional service.</p> <p>A whole system approach to therapeutic interventions and support across the whole of the child journey from Early Help through to adoption has been developed with key partners via the Regional Children’s Partnership Board and will be commissioned with Integrated Care Fund funding.</p>
1.1	<p>Develop a new delivery model for an integrated early help and prevention service for families, children and young people by March 2020, with the aim of reducing the impact of adverse childhood experiences on their well-being:</p> <ul style="list-style-type: none"> • Launching the new delivery model by June 2019 that will bring together a variety of multi-agency provision across three distinct services – Family Gateway, Family Help and Family Support; • Reviewing the current arrangements within the Multi-Agency Safeguarding 	P&C	AMBER	<p>Since the soft launch of the Early Help Gateway in April the Institute of Public Care have been commissioned to identify good practice models for early help and prevention services across the UK. On completion this will be used to inform service development. Family Network Meetings, whereby the family and their wider network are brought together with the social worker to work out a Safety Plan for keeping the children safe, well and happy are taking place. Feedback from families and social workers is positive. Awareness raising will continue to ensure that social workers have a full understanding of the process.</p> <p>A governance board to oversee practice and performance across the whole system from Early Help to the Multi Agency Safeguarding Hub (MASH) has been set up and is attended by all key stakeholders. An operational group is driving forward the review of policies procedures, practice and performance across the MASH partnership and key priorities have been established. A Threshold Document had been created and an operating manual is in the process of being developed. Clear referral routes between all tiers of the wider service have been agreed. Agreement</p>

SOCIAL SERVICES 2019-20

Wellbeing Objective	Step	Shared with:	RAG	Quarter 4 Update
	Hub (MASH) to take account of the new Early Help Service.			has been reached between partners to fund a MASH manager post to coordinate the work of the MASH and to service the MASH board. Plans are underway to hold a workshop in Quarter 3 to set a 5 year vision for multi-agency safeguarding within Cardiff.
1.2	Address social isolation and enhance quality of life of older people by developing inter-generational working with schools, Hubs, community groups, and private sector partners.	E&LL P&C	GREEN	Loneliness and isolation impact significantly on the health and well-being of people. Building on the success of the Independent Living Service information, advice and assistance to hospital patients, with regards to social isolation, has been improved with the introduction of 'Get Me Home Plus' / 'Discharge to Assess'. This type of model allows a person's level of independence and care needs to be assessed in a familiar environment. Tools such as Dewis Cymru and knowledge of groups and 3rd Sector organisations are then used to connect people to what matters to them in their communities.

Section 3: Capital Ambition Commitments not in Corporate Plan

Capital Ambition Commitment	RAG	Update
Empower people to have choice and control over their own lives by appropriately offering Direct Payments to people	GREEN	907 children and adults in receipt of Direct Payments during the quarter (181 children and 730 adults, 4 people are in both adults and children's figures due to turning 18 during the quarter). 35 adults started Direct Payments during the quarter and 25 ceased – the main reasons for ceased were deceased and care home admission. 33 children and 48 adults are working towards a Direct Payment.
Enable all young people with additional learning needs to play and active and central role in planning for their transition to adulthood	AMBER	Initial analysis of the data identified gaps and indicated that a larger piece of work is required to collate and interpret all the transition data that is currently held. The Regional Principal Social Worker lead across Child Health and Disability is currently collating data on the whole of the transition process rather than just focussing on person centred planning with the aim of implementing a one system solution across Children's and Adult transition. The collation and analysis of this data will be complete by the end of Quarter 3 and will be detailed in a highlight report. Multi Agency Transition Review Interface Group (TRIG) processes are becoming embedded across service areas in Cardiff. A single Operational Manager for disability is in place between Adult and Children's Services to ensure continuity of approach across the life course.
Embed the Quality Assurance Framework in Adult and Children's by March 2020 to ensure that children, families and adults benefit from the highest possible standard of service within resources	AMBER	Separate Quality Assurance Frameworks have been agreed for Children's and Adult Services. These are to be reviewed in their entirety to create one overarching Quality Assurance Framework for Social Services.
Review the Corporate Parenting Strategy by December 2019 to promote the achievement of the same positive outcomes for children in care that every good parent would want for their own children, addressing the areas where outcomes are not as they should be in education and accommodation	AMBER	Capacity has been identified in the new Operational Manager for Service Improvement to lead the development of the refreshed Corporate Parenting Strategy which is co-produced with children looked after and partners in the NHS, Education and Housing.

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<p>Identify and take forward opportunities to work with partners during 2019/20 to promote Public Health and reduce health inequality</p>	<p>GREEN</p>	<p>Examples of work to promote Public Health include:</p> <ul style="list-style-type: none"> • Cardiff Council employees who work for Social Services on the front line and foster carers have been offered the option of the flu vaccine, with the cost being met by Cardiff Council. Staff have been encouraged to support the campaign and can either arrange to have the vaccine through their own GP, a chemist of their choice, or alternatively they can have vaccine at work at an arranged drop -in venue. The vaccines at the drop in centres are due to commence from week beginning 21st October 2019.
<p>Identify and take forward opportunities to strengthen our partnerships during 2019/20 to improve outcomes for people</p>	<p>GREEN</p>	<p>Examples of partnership working include:</p> <ul style="list-style-type: none"> • Community Resource Teams (CRT) are currently working with Vanguard (the company who facilitated the CRT review in Quarter 1) and Health to trial a different way of working to support more people being discharged from hospital through a reablement pathway. • Winter pressures have over run into the spring / summer months. CRT are working closely with Health to mitigate against these extreme pressures. • Joint work streams for the key priorities outlined in the Joint Commissioning Strategy for Adults with Learning Disabilities “Promoting Independence and Improving Lives” 2019-2024 have been established with relevant partners and stakeholders. • Regional Principal Social Worker lead across Child Health and Disability is currently collating data on the whole of the transition process rather than just focussing on person centred planning with the aim of implementing a one system solution across Children’s and Adult transition data. • Regional project manager and project lead have met individually with Health and Education representatives and held a Transition Multi Agency Steering Group in July to review work streams and plan the delivery of the project. • Integrated Care Funding secured to resource elements of the proposed continuing care protocol. Workforce requirements agreed with all delivery partners; however there have been delays in recruiting to some key posts across the University Health Board and Local Authority. • Carers Support Team has continued to engage with 3rd sector organisations and voluntary groups that support carers to raise carer awareness. The groups include Parkinson’s, Goldie’s, Marie Curie, Riverside Advice and an independent carer’s support group which runs in the Ely & Caerau Hub. The Outreach programme in 4 Community Hubs has continued during Quarter 2.

Section 4: Capital Ambition Delivery Programme – Programme Board requirements

Please identify:

- New risks and Issues – since last Programme Board
- Project Milestones Update
- Decisions to be escalated to Programme Board

Wellbeing Objective	Update

Section 5: Key directorate progress / Key directorate challenges

Key Progress / Good News	Key Challenges (Min x3)
<p>The new 'Wales Safeguarding Procedures' have been finalised and will be launched in partnership with Welsh Government (WG) and Cardiff and Vale Regional Safeguarding Boards place during National Safeguarding week 2019 (18th – 24th November). Assembly Ministers will be in attendance at the launch. An 'app' that will give access to a digitalised version of the Wales Safeguarding Procedures will be released simultaneously.</p> <p>A Think Again ! Tackling Exploitation event was held whereby young people from schools across Cardiff came together at County Hall to showcase their presentations on Child Exploitation. The event was split into two parts - with the presentations in the morning and the launch of the Cardiff Council funded YMCA Cardiff SHOT <i>Think Again!</i> report and accompanying video in the afternoon. The Think Again ! project worked with young people who had experienced child exploitation to gather their thoughts and feelings to evaluate services they had accessed as a result of their experiences. The project culminated with a creative and impactful video that won a Youth Excellence Award.</p> <p>Consideration is being given to the Adolescent Resource Centre becoming a regional service with the Vale following a successful Integrated Care Fund bid, as the Vale are impressed with the provision.</p> <p>Community Resource Teams (CRT) are currently working with Vanguard (the company who facilitated the CRT review in Quarter 1) and Health to trial a different way of working to support more people being discharged from hospital through a reablement pathway. The trial commenced on 30th September and consists of a Multi-Disciplinary Team consisting of Occupational Therapists, Physiotherapists, Home Care Managers and Social Workers. The team is based in the South East Community Resource Team (CRT) office and the trial will last 12 weeks, after which time it will be reviewed and evaluated.</p>	<p>Progress in relation to the Registration and Inspection of Social Care (Wales) Act 2016 continues to be steady but slow. Of the 1,500 care staff just under one third (489) are registered, although this has increased from 285 in Quarter 1. Promotion of the requirement for registration of social care staff and consequences of non-compliance continues. Contact with managers has increased and improved and information sharing with care workers has taken place at training events. Care Managers continue to be supported to utilise the option of 'Confirmed Competence' of experienced staff as a route to registration. Social Care Wales have informed the sector that registration needs to be applied for by the end of January 2020 in order for applications to be processed on time. This applies considerable added pressure for the remainder of the year.</p> <p>Social worker vacancies in Children's Services for Quarter 2 stand at 34.6% from 31.6% in Quarter 1. A post to drive forward recruitment and retention has been created and the post-holder took up post during the quarter. Work has commenced to centralise and introduce controls around agency workers. Timescales around the recruitment process are improving and a significant number of offers of appointments have been expedited through to offer / start date. A regular Thursday afternoon interview window has been introduced to enable dynamic booking of candidates into interview slots. This has increased throughput of candidates into the time to recruit workflow. During Quarter 2 there have been 11 new starters and 13 leavers with another 14 with start dates next quarter. Next steps include pulling together assets and identifying additional requirements to build a 'Social Work Cardiff' brand, and developing a process for recruiting into hard to fill roles and talent-banking candidates with support from HR.</p> <p>Delayed transfers of care - Winter pressures have over run into the spring / summer months. The Welsh Health Boards have four different levels of escalation which define pressures on emergency services and how hospitals should respond. The University Hospital Wales has been at a Level four status, described as "extreme</p>

The refurbishment of **Fairwater Day Centre** has been completed and people started attending again on 22nd July. With the completion of work at Fairwater, the refurbishment programme for the three day centres has been completed. The focus of the refurbishment work at Fairwater was to provide a high quality environment in which to deliver the day service for individuals with high care and support needs and / or dementia. Dementia friendly design was utilised for the delivery of an appropriate environment and to enhance the experience for users. All design features were chosen to create spaces that facilitate a positive environment and atmosphere for all, including people with sensory, cognitive or physical impairments. These features also support the staff group in their work setting. The new layout and the improved facilities are having a positive impact on the delivery of services and generating a calm and relaxed atmosphere in which to engage in social activities and to deliver quality care and support. Fairwater Day Centre was formally opened by the Minister for Health & Social Care, Cabinet Member for Social Care and Health and Director of Social Services on 2nd September 2019.

pressure” over the summer months, which is the highest state of pressure for a hospital. The CRT (Community Resource Teams) are working closely with Health to mitigate against these extreme pressures. There were 17 delayed transfers of care for social care reasons for people aged 75+ in July and August, compared with 7 in the same period last year.

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Section 6: Emerging Directorate Performance Issues

Please identify any performance issues from Directorate level performance reporting (Not covered in sections above) which may benefit from discussion by or escalation to PSG / SMT

Ongoing demand across Children’s Services has resulted in continued use of agency workers and a deterioration in timeliness of assessments. A remedial plan of action is in place which has included the introduction of managed teams for a fixed three month period.



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My Ref: Scrutiny/Correspondence/Cllr Jenkins

25 September 2019

Cllr Lynda Thorne

Cabinet Member Housing & Communities

Councillor Susan Elsmore

Cabinet Member Social Care, Health & Well-being

County Hall

Cardiff

CF10 4UW

Dear Cllr Thorne & Cllr Elsmore,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 11 SEP 2019 – QUARTER ONE PERFORMANCE REPORT

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee to present the Quarter One Performance Report for People & Communities; providing Members with the opportunity to analyse measures and provide their feedback. Members of the Committee have requested that I feedback the following comments and observations to you.

With regard to the target of Council House builds as set out in the report, the current number of properties delivered stands at 109 (against a target of 400 for 2019/20). Members note that there are a great degree of variables within the development process which can hinder the accuracy of target setting, as such, Members believe that a RAG status of Amber for this commitment would have been more prudent and wish to reiterate the importance of targets being marked accurately. Members also wish to highlight that it would also be helpful if targets and achievements from the previous years were also included in these Performance Reports– particularly Quarter One Reports. Members would also appreciate if any known challenges, or variables which may be expected or apparent could also be detailed in the document going forward. As discussed during the meeting, Members are pleased to note the continued assurance that the target and completion of properties for the year 2019/20 will be achieved.

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedl.

WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.



Within the meeting concerns were also raised regarding national negative press coverage of container properties which detailed problems with air circulation, number of occupants and overheating. Members were assured to hear that the directorate are aware of these issues and that quality of life within the property is at the forefront when decision making. Members also wish to confirm that they look forward to visiting these properties in due course.

With regard to the well-exceed targets displayed under the 'Supporting People out of Poverty' objective, and being mindful to the cultural change and ramifications of Universal Credit, Members of this Committee wish to pass on their sincere congratulations and gratitude to all staff concerned in ensuring that these key areas of work were delivered extremely effectively.

As mentioned at Committee, Members are of course aware of the work in addressing social isolation for the elderly, however would like to receive further information on the work of the Well-being Service in addressing social isolation for single people. In particular, Members would like to know how these individuals are identified, how they are signposted to this service and where they tend to be signposted from.

With regard to the update received at Committee relating to Satellite Pods, Members would appreciate an update on the developments following discussions with the Planning department and would also like to reiterate the importance of keeping ward Members informed as developments progress.

During the meeting, questions were raised regarding the commissioning of services for male victims of domestic abuse. Members were informed that the present status is Cardiff, Bridgend and the Vale of Glamorgan Councils' will be commissioning this service. Members were pleased to note that this has moved on slightly since the question was last raised at Committee (April, 2019) however, in order to provide assurance that the approach being taking in this field of work is not lax, Members

would like to request more definitive information such as the current timetable being worked to for this service.

In relation to the ongoing difficulties with contractors, we as a Committee recommend that a radical review of this process is required. Members hold concerns that a key reason in both sourcing and retaining contractors could be due to the overcomplicated nature of the procurement process which could be the underlying, fundamental reason why contractors are not engaging. As such, Members would recommend a change to the process which better allows local contractors to enter the system and access the substantial figure currently being spent on redevelopment. As a Committee, we believe there to be good merit in Cllr Thorne's request for the Policy, Review and Partnership Committee to undertake more detailed analysis on the Council's process for the commissioning of contracts.

In addition in this area of work, Members also wish to reiterate the importance of apprenticeships, and that we, as a Council, a forefront employer should be utilising our standing by producing more apprenticeships; thereby investing in both the people and physical developments of our society and potentially alleviating the problems mentioned within this report of the difficulties in the current supply chain. During July's committee, Members were informed that 'work is well underway in expanding our in-house teams' (*with regard to the turn-around time of void properties*), Members would like to request more information on exactly what work is being done in expanding the in-house team and also if the avenue of commissioning apprenticeships is being explored.

I appreciate this is a rather detailed letter so for ease of reference I have separated both the Committee's requests and recommendations as detailed within this letter:

Our recommendations are:

- For the targets and achievements from the previous years to be included in Performance Reports– particularly Quarter One Reports.
- For any known challenges, or variables which may be expected or apparent within certain targets to also be detailed in the Report.
- A radical review of the procurement process for contractors is required. We as Committee therefor endorse Cllr Thorne's request for the Policy, Review and Partnership Committee to undertake more detailed analysis on the Council's process for the commissioning of contracts.

Our requests are:

- Further information on the work of the Well-being Service in addressing social isolation for single adults who live alone. In particular, how individuals are identified, how they are signposted to this service and where they tend to be signposted from;
- An update on the development of Satellite Pods (when available);
- More information on exactly what is being done in expanding the in-house team and also with the avenue of apprenticeships.

Yours sincerely,



COUNCILLOR SHAUN JENKINS

Chairman - Community & Adult Services Scrutiny Committee

Cc: Sarah McGill, Corporate Director

Jane Thomas, Assistant Director, Housing & Communities

Cllr David Walker, Chair of Policy, Review and Partnership Scrutiny Committee

Nicola Newton, Principal Scrutiny Officer

Cabinet Office

Fy Nghyf / My Ref: CM42395

Dyddiad / Date: 14th November 2019

Councillor Shaun Jenkins
Cardiff Council
County Hall
Cardiff
CF10 4UW

Annwyl/Dear Councillor Shaun Jenkins

CASSC - 11th Sept - Q1 Performance

Thank you for the opportunity to present to Committee and your letter dated 25th September. I am very grateful to the Committee for considering the service performance and for providing feedback.

I have provided responses below to the Committee's recommendations, observations and requests which I hope will be helpful and apologise for the delay in providing the same.

Performance Reports

I appreciate the Committee's observations regarding the Performance Report and have made arrangements for the targets and achievements from previous years to be included in future editions of the report. Any known challenges or variables will also be detailed in the report.

Procurement Process for Contractors

I note your support for a review of the procurement process in relation to vacant property repair and the potential to enable the greater involvement of SME's. This is of course a matter for the Policy, Review and Partnership Committee to consider but I am grateful that you have made this recommendation.

ATEBWCH I / PLEASE REPLY TO :

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

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôi eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.



Supporting People Out of Poverty

Thank you for your positive comments about this work. I will ensure that the Committee's congratulations are passed on to the staff.

Well-being Service

In relation to your request for further information on the work of the Well-being Service, I am happy to provide further information. The Community Wellbeing Service is funded by Cardiff Council but run by United Welsh and provides opportunities for people to overcome issues that are affecting their health and wellbeing. The service offers 1-2-1 support, signposting and a range of open access activities and wellbeing courses to help people manage anxiety and build confidence. They also support people to build local connections, socialise and share experiences. The service focuses on helping people with very low level needs to find opportunities in their local community or support them to find a more appropriate service if needed.

To access a 1-2-1 appointment, a simple online referral form needs to be completed. This can be made through self-referral or by a partner organisation. After referral, an appointment will be offered with one of the wellbeing workers who will meet with the person to talk to them about what help they need to meet the challenges they face. Alongside the 1-2-1 support, the service also offers access to a range of volunteering opportunities, therapeutic or social activities and wellbeing courses. These opportunities are all advertised locally and with partner agencies and are held in various Hubs and community venues across the city.

So far this year the service has received 732 referrals for 1-2-1 support. Of those 732, 312 people self-referred, 277 were referred by community based organisations and 143 by their GP or health partners. Of the 732 referrals, 302 people went on to meet with a wellbeing worker and 248 people were signposted to a more appropriate service. The Community Wellbeing Service also undertake networking activities to connect with partner agencies in order to build relationships and encourage joint working / referral pathways. We have found that people who have engaged with the initiative are also recommending the service to their family, friends and in their communities.

As well as the structured support and signposting facility, 12 confidence building and 15 managing anxiety courses have taken place with 101 people attending. 78 people have met the volunteer facilitator to discuss their wishes around volunteering with 68 people matched with roles and supported to apply. So far 21 people have gone onto secure a volunteering role.

Satellite Pods

In relation to the request for an update on the development of Satellite Pods, I can advise that, following the submission of a pre-planning application form, a number of issues that could cause problems in gaining full planning permission were highlighted. We have subsequently held discussions with Planning colleagues in order to see if it is possible to reconfigure the layout on one of the identified sites and provide a more detailed plan for the other.

At the same time, we are seeking more information on fire safety from the manufacturers of the pods. As the project progresses, we will ensure that ward members are fully briefed on any developments.

Male Victims of Domestic Abuse

I note the Committee's request for more definitive information regarding the commissioning of services for male victims of domestic abuse. I can confirm that Cardiff hosted an event for all South Wales and Gwent local authorities in May 2019. The event outlined estimated costs and a proposed service pathway. Comments were then sought from all Councils on whether they wished to participate in a regional model at its inception or have the option to purchase elements of the service at a later date. The deadline provided for comments was 30th June. Bridgend and the Vale of Glamorgan have confirmed their wish to participate.

The regional procurement group have since met twice to agree on principles, to ascertain local approval processes and to begin to complete the necessary paperwork for the procurement activity. A timetable for the delivery of the new arrangements has been developed, and subject to appropriate decision making, the new service is expected to commence in August 2020.

In-house Voids Team

I understand that a separate report has recently been sent to the Committee with details of the changes to the in house team and the current situation with the voids works. If any further information is needed please let me know.

Within the Responsive Repairs Unit, there are 6 apprentices at present and these are working across several trades including carpentry, gas, electric and plumbing. The apprenticeships vary in length of time according to each trade and I can report that so far during 2019, 2 plumbing apprentices and 1 carpentry apprentice have passed their qualifications. There have also been a further 3 apprenticeships offered this year with 2 for electricians and 1 for carpentry, both trades that are traditionally very busy within our repairs section. The apprentices will undertake work experience within both the Responsive Repairs Unit and Voids Team and so they gain comprehensive knowledge of both aspects of work.

Once again, thank you for the opportunity to present the Quarter One Performance Report for People & Communities and the useful feedback that the Committee have provided.

Yn gywir
Yours sincerely


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



Making a difference to wellbeing in Cardiff



There are lots of things that can affect our health and wellbeing, from loneliness to money worries or coping with a health condition.

With the Community Wellbeing service, one of our team will meet with you and listen to what challenges you are facing, so together, we can create a path to support you to improve your situation and reach your goals.

This may be through one-to-one guidance, introducing you to local services or helping you to get involved in social activities where you can do what you enjoy and share experiences.

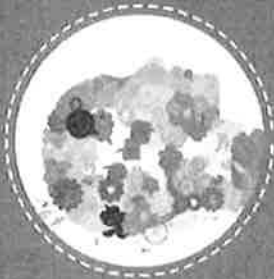


What we can support you with

- Finding hobbies and interests to connect you with what you enjoy
- Social worries such as housing, debt, benefit issues, work and family
- Improving physical health
- Reducing harmful habits such as drugs, alcohol, smoking or substance misuse
- Low level mental health
- Isolation and loneliness



We have relationships with over 100 community groups, service providers and interest groups throughout Cardiff, so we are well placed to connect you with local activities.



Want to talk to us?

To arrange a chat with one of our Wellbeing Facilitators, please use our online referral form:

www.unitedwelsh.com/communitywellbeing

Or if you prefer, you can call or email us:

029 2085 8148

communitywellbeing@unitedwelsh.com

Community Wellbeing is delivered by the Thrive@UnitedWelsh team on behalf of Cardiff Council, supported by funding from Welsh Government.



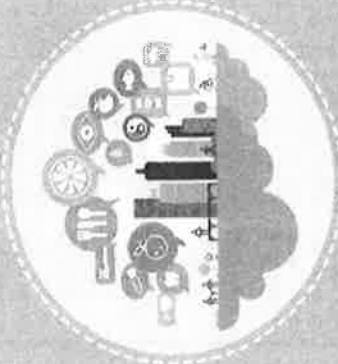
Gwneud gwahaniaeth yng Nghaerdydd



Mae llawer o bethau'n gallu effeithio iechyd a lles unigolion, a unigrywdd fr seyllfa yn eich cartref, problemau oriantrol neu ymddopi a chyflwr iechyd.

Fel rhan o'n gwasanaeth Lles Cymuned, bydd un o'r ffin yn cyfarfod â chi er mwyn trafod yr hennau rydych yn wynebu a gyda chi er helpu i wella eich seyllfa a chyrraedd eich amcangyfrif.

Gallai hynny olygu cymgwr un-i-un, eich cyflwyno i wasanaethau lleol neu eich helpu i fod yn rhan o weithgareddau cymdeithasol er mwynhau eich hun a rhannu profiadau.

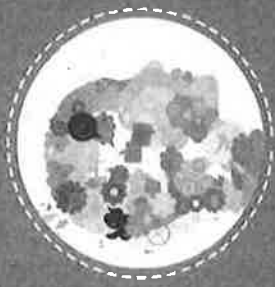


Eich cefmogi

- Cael hyd i diddordebau a hobiau er mwyn eich helpu i fwyntau eich hun
- Problemau cymdeithasol fel tai, dyledion, problemau budd-daliadau, gwaith a'r teulu
- Gwella iechyd corfforol
- Gostwng arferion niweidiol fel cyffuriau, alcohol, camdriw sylweddau neu smygu
- Cymorth iechyd meddwl i lefel isel
- Ynysu cymdeithasol ac unigrywdd



Wrth gysylltu â dros 100 grŵp cymunedol, a grwpiau diddordebau arbennig ar draws y brifddinas, gallwn eich cysylltu â phab math o weithgareddau lleol.



Am siarad gyda ni?

Llenwch ein ffurflen arlein er mwyn cael sgwrs gydag un o'n Fwylyswyr Lles: www.unitedwales.com/communitywellbeing

neu os yn well gennych ffonio neu amfon e-bost:

029 2085 8148
communitywellbeing@unitedwales.com

Darperir y gwasanaeth gan ddim
 Tiriwaith@UnitedWales ar ran Cyngor Caerdydd,
 gyda chymorth cyllid gan Lywodraeth Cymru



Gwneud gwahaniaeth yng Nghaerdydd

Making a difference to wellbeing in Cardiff

Mae llawer o bethau'n gallu effeithio iechyd a lles unigolion. Byddwn yn cyfarfod â chi er mwyn trafod yr heriau rydych yn wynebu, gan helpu i wella eich sefyllfa a chyrraedd eich amcanion.

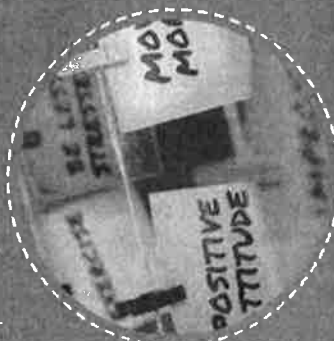
There are lots of things that can affect our health and wellbeing. We will meet you and listen to what challenges you are facing. We will support you to improve your situation and reach your goals.



Who we are

Community Wellbeing makes a difference in Cardiff by providing opportunities for people to overcome issues that are affecting their health and wellbeing

We achieve this by talking to people about what help they need to meet the challenges they face. We then support them to build connections, socialise and share experiences



If you are working with someone who you think would benefit from using our service, please let us know.

We accept referrals from all types of organisations across Cardiff

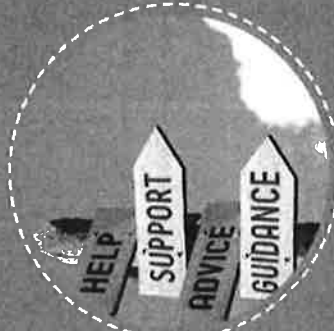
What we can support people with

- Finding hobbies and interests to connect with what they enjoy
- Social worries such as housing, debt, benefit issues, work and family
- Improving physical health
- Reducing harmful habits such as drugs, alcohol, smoking or substance misuse
- Low level mental health interventions
- Isolation and loneliness



What we provide

- One-to-one consultation
- Signposting to social activities and support groups
- A befriending network with one-to-one and peer group options
- Courses covering confidence building and therapeutic activities
- Access to the Healthful Network, which includes a variety of resources to support health goals
- Opportunities for volunteers



Make a referral

If you know someone who would benefit from the Community Wellbeing service, please use our online referral form: www.unitedwelsh.com/communitywellbeing

This is not a crisis intervention service

For more information:

☎ 029 2085 8148

✉ communitywellbeing@unitedwelsh.com

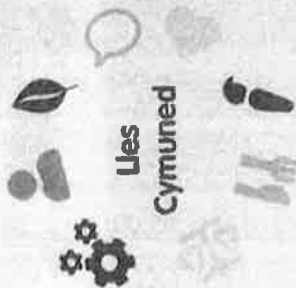
🌐 www.unitedwelsh.com

Community Wellbeing is delivered by the Thrive@UnleashWelsh team on behalf of Cardiff Council, supported by funding from Welsh Government.



Making a difference to wellbeing in Cardiff





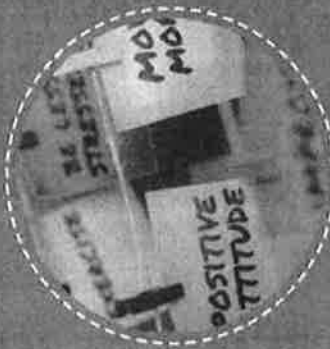
Gwneud gwahaniaeth yng Nghaerdydd



Amdanom ni

Byddwn yn gwneud gwahaniaeth yn y brifdinas wrth adroddu, cyfeirdd i helpu i dacio pethau sy'n effeithio iechyd a lles unigolion.

Byddwn yn gwneud hymny wrth droed paw gwrth sydd angen ar bobl er wnebu eu heriau. Yna, eu helpu i ddatblygu cyswlltadau, cymdeithiasu a rhwydweithio profiadau.



Rhowds wabod os ydych yn gweithio gyda rhywun a ddigol eiddo o'n gwastanaeth.

Byddwn yn derbyn cyfeiradau gan bob math o gyrrfi ar draws y brifdinas.

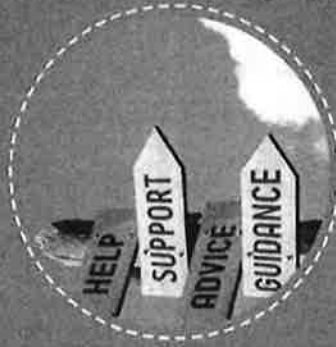
Cafnogi pobl

- Creu hysbysu a ddiddordebau a hysbysu er helpu pobl i wnebu eu hysbysu.
- Problemau cymdeithiasu, ffaith, dylfodion, budd-daliadau, gwahid a'r
- Gwella iechyd corfforol
- Gostwng arferion niwedol fel cyffwrtau, alcohol, comeddau sylweddol neu smygu
- Cymorth iechyd meddwl, lefel isel
- Ynyso cymdeithiasu, ac unigrywidd



Eiri dorpariaeth

- Ymgynghoriwr i-un
- Cyfeirio at weithgareddau cymdeithiasol a gwyliau cymorth
- Rhwydweithio ymgyswllt gydag agosynau un-i-un a grwpiau cyfeirdd
- Cyswau adallatu hyder a gwelwngareddau theropwllig
- Mynediad i'r Rhwydweithio Iachus, yn cynnwys adroddau cymorth a'r cynnal amcarnan iechyd
- Cyfeirdd gwirfoddol



Cyfeirio pobl

Os yn adroddu rhywun a ddigol eiddo o'n gwastanaeth gallwch eu cyfeirio wrth lenwi ffurflen arllan: www.unitedwelsh.com/communitywelshhelping

Nid gwasanaeth atal argyfwng yw hwn.

Manyfion pellach:

- ☎ 029 2065 8148
- ✉ communitywelshhelping@unitedwelsh.com
- 🌐 www.unitedwelsh.com

Darperir y gam ddim Thrive@UnitesWelsh ar ran Cyngor Caerdydd, gyda cymorth cyllid gan Lywodraeth Cymru.

My Ref: Scrutiny/Correspondence/Cllr Jenkins
25 September 2019

Councillor Susan Elsmore
Cabinet Member Social Care, Health & Well-being
County Hall
Cardiff
CF10 4UW



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

Dear Susan,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 11 SEP 2019

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee and providing Members with an opportunity to consider a range of items on the agenda at its September meeting. To offer completeness, this letter includes the Committee's feedback on both the Cardiff & Vale of Glamorgan Regional Safeguarding Board's Annual Report 18-19 (Adults Board) and Quarter One Performance Report for Adult Social Services 2019-20.

Cardiff & Vale Regional Safeguarding Board Annual Report 2018-19

Within the meeting questions were raised regarding the performance data on safeguarding Adults in the region, and the lack of context and insight into trends the data set out in the report currently provides. Members have noted that the data currently being collected is significantly different, and going forward, will offer a much higher level of detail with an additional reference to previous years. However, in order to better inform Members on the trend of adult safeguarding in the region and how the Cardiff & Vale Regional Safeguarding Adults Board is managing referrals, Members would like to request the following:

- The performance data captured in previous years;
- A greater breakdown of the figures; where the referrals have come from and average times taken to investigate inquiries;

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

WORKING FOR CARDIFF, WORKING FOR YOU

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- Members would appreciate if this information could be provided for the years' 2015-2019.

In terms of strategic leadership, Members wish to highlight that there are some members of the Regional Safeguarding Adult Board that have not attended a Board meeting at any point throughout 18-19. As such, Members would like to recommend a review to the Board membership to ensure that it is both relevant and adequate.

With regard to the Child and Adult Practice Review Sub Group, the report states that the group has faced significant challenges in dealing with adult practice review referrals'. The report further states that one reason for the delays in these reviews was due to difficulties in the board reaching consensus. Within Committee, Members were assured that difficulties in obtaining consensus is historic, and were only present prior to the establishment of a 'robust business management framework' which is now provided by the Business Unit. Although the answer provided was somewhat detailed, Members would appreciate if clarity could be provided on exactly how these delays in practice reviews have specifically been addressed.

Quarter One Performance Report 2019-20

As discussed during Committee, Members wish to reiterate their concern that the capacity issues present in the directorate must be adequately addressed. Members also wish to highlight their apprehension that the directorate's current 'programme of transformation' does not contribute to this challenge, adding weight and pressure to a possibly over-stretched, and under resourced workforce. Members are of course aware that this 'programme of transformation' is being resourced through Integrated Care Transformation Fund (along with other funding streams) however, wish to reiterate the importance of ensuring that the directorate's ambitions are carefully aligned with allocated funding; preventing disproportionate expectations and ensuring that only realistic, sustainable targets are formed.

As detailed within the report, sickness rates appear to have risen; possibly indicating the start of a concerning trend. Members note the comments that greater investment is being directed into this area in order to better understand the root cause of this challenge, and as mentioned at Committee, Members will continue to closely monitor this area of work.

With regard to the current annual figure set for delayed transfers of care 2019-20 (2.33), given the capacity challenges mentioned in this letter, Members would recommend this be revisited in order to provide a more realistic figure.

In terms of the recruitment of approved mental health practitioners, Members noted the comments on the challenges faced in this area and were pleased to be informed of the training programme, professional leadership, and wider approach based focus currently being deployed within the directorate in order to solve this challenge.

Lastly, the formatting errors present in the report does deliver a degree of limitation for the recipient, hindering the ability for the document to be easily read and information being easily transferred. Members would therefore request that, going forward, the layout could be structured to ensure axes and table titles are all encompassed together on one page, comparable data from either previous years or quarters is provided, and when accumulative data and targets are present, these are explained accordingly. Such information would ensure the document can more greatly claim to be clear, transparent and open.

Thank you again for attending Committee, for ease of reference, the requests and recommendations set out within this letter are as follows:

Cardiff & Vale Regional Safeguarding Board Annual Report 2018-19

- A briefing note to include the performance data on adult safeguarding captured between the years 2015-2019, and if known, a breakdown of where the referrals' have come from and the average time taken to investigate inquires.

- A recommendation that Board membership is reviewed to ensure that it is both relevant and adequate.
- Specific detail on how the delays in adult practice review referrals' have been addressed.

Quarter One Performance Report 2019-20

- With regard to the current annual figure set for delayed transfers of care 2019-20 (2.33), given the capacity challenges mentioned in this letter, Members would recommend this be revisited in order to provide a more realistic figure.

We look forward to receiving the information requested within this letter.

Yours sincerely,



COUNCILLOR SHAUN JENKINS

Chairman - Community & Adult Services Scrutiny Committee

Cc: Claire Marchant, Director, Social Services

Louise Barry, Assistant Director, Adult Services

Kate Bishop, Cardiff & Vale of Glamorgan Regional Safeguarding Boards Business Unit

Kim Brown, Service Manager, Policy & Performance

Cabinet Office

**SWYDDFA CYMORTH Y CABINET
CABINET SUPPORT OFFICE**



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County Hall
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www.cardiff.gov.uk

Fy Nghyf / My Ref : CM42368

Dyddiad / Date: 5th December 2019

Cllr Shaun Jenkins
Chair of CASSC
Cardiff Council
County Hall
Cardiff
CF10 4UW

Annwyl / Dear Cllr Jenkins

Community & Adult Services Scrutiny Committee - Q1 Performance Report

Thank you for your letter dated 25th September 2019 on behalf of the members of the Community and Adult Services Scrutiny Committee following its meeting on the above date.

I would like to thank members for their constructive comments and I am pleased to provide the following response to your queries below.

Cardiff & Vale Regional Safeguarding Board Annual Report 2018-19

A briefing note is attached including performance on adult safeguarding from 2015-2019, including the average time taken to investigate enquiries and a breakdown of where the referrals have come from.

In relation to your recommendation that Board membership be reviewed to ensure it is relevant and adequate, I would like to reassure you that reviews take place on a regular basis. The next review is due to take place in December.

In response to the query on how the delays in Adult Practice Review referrals have been addressed, there have been no delays in Adult Practice Reviews to

ATEBWCH I / PLEASE REPLY TO :

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall, Glanfa'r Iwerydd / Atlantic Wharf, Caerdydd / Cardiff, CF10 4UW,
Ffon / Tel: (029) 2087 2420

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at aedi.

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date. The delays addressed in the Annual Report relate to Child Practice Reviews.

Quarter 1 Performance Report 2019-20

Following the recommendation by members, the performance target for delayed transfers of care for 2019-20 is being reviewed in light of Quarter 1 performance, and the new target will be confirmed when Quarter 2 data is available.

Yn gywir / Yours sincerely

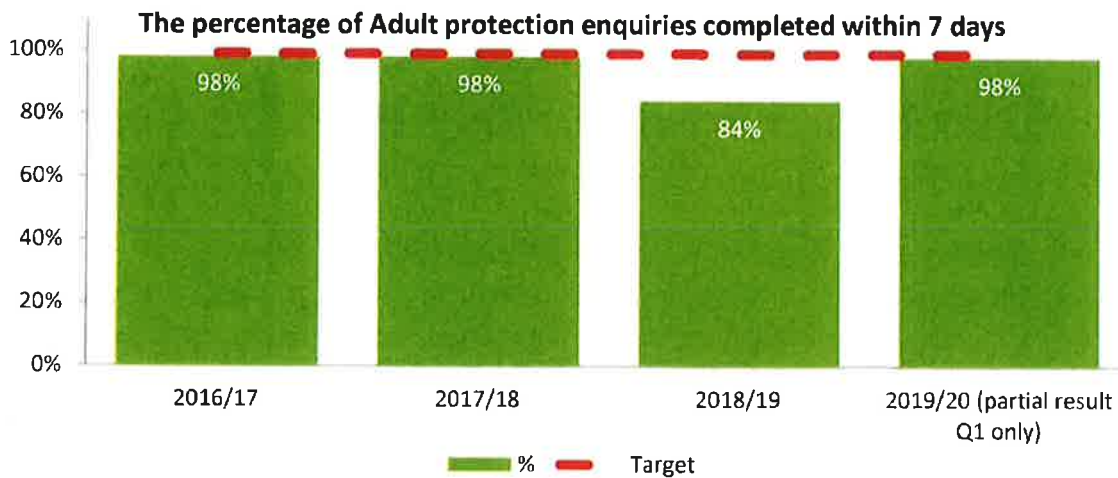


Councillor / Y Cynghorydd Susan Elsmore
Cabinet Member for Social Care, Health & Well-being
Aelod Cabinet dros Ofal Cymdeithasol, Iechyd a Lles

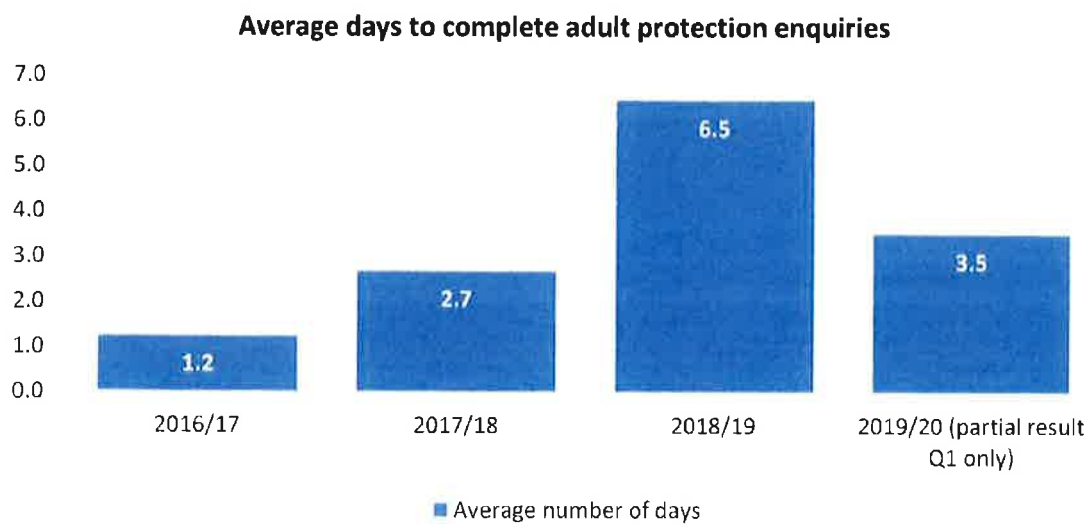
Enc.

Briefing Note – Adult Safeguarding

The graph below displays performance in relation to the timeliness of Adult Protection enquiries since the indicator was introduced in 2016. Performance in the first half of 2018-19 dipped as a result of changes to arrangements within the adult safeguarding process and a period of resource issues within the team. A revised process was put in place, supported by new arrangements for adult safeguarding and performance recovered in the second half of the year. Performance is closely monitored by the Assistant Director for Adult Services and any issues identified will be taken forward via the Adult Safeguarding Plan.

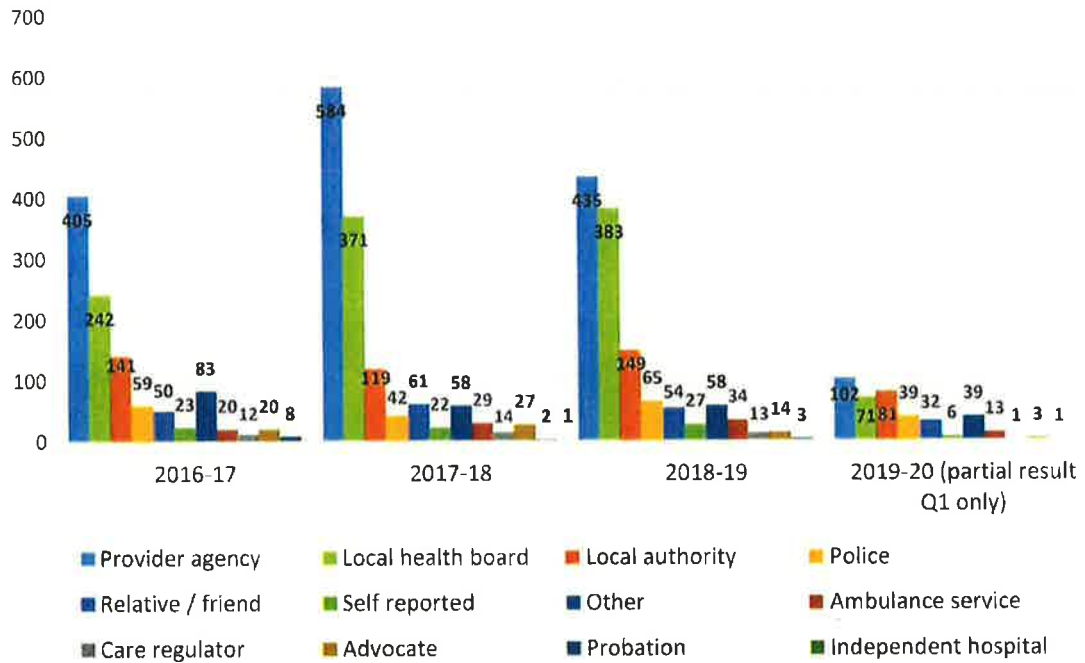


The graph below displays the average number of days taken for adult protection enquiries to be completed. This reflects the performance in the chart above, with the average for 2016-17 and 2017-18 being well below the 7 day requirement. Although performance dipped in 2018-19, the average completion time remained under 7 days.



The graph below displays the source of adult protection enquiries. The majority of reports are consistently received from provider agencies and the local health board.

Adult protection enquiries started by source of report





Adult Services Performance Report Quarter 2 2019-20



Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together



Summary

Key messages from the report:

- New 'Wales Safeguarding Procedures' finalised and will be launched in partnership with Welsh Government and Cardiff and Vale Regional Safeguarding Boards during National Safeguarding week
- Different way of working to support more people to be discharged from hospital through a reablement pathway – 12 week trial commenced 30th September 2019.
- Refurbishment of Fairwater Day Centre completed and formal opening held.



Corporate plan

- Continued reduction in DToC performance due to ongoing high demand.
- RISCA registration continues to be steady but slow.
- Work to becoming an Dementia Friendly City continues in earnest.



Directorate Plan

- Number of those receiving a Direct Payment to commission their own care continues to increase.
- Recording of carers assessment offers currently being reviewed to ensure full information captured – PI will increase throughout the year - cumulative.
- Increase in number of wellbeing referrals received.
- Action plan to improve timeliness of DoLS assessments being implemented.



Commissioning / Provision

- Joint work streams for key priorities outlined in the Joint Commissioning Strategy for Adults with Learning Disabilities established .
- Recommissioning of domiciliary care is progressing.



Conclusion

- Increase in demand – 11% increase in wellbeing referrals.
- Continued increase in DToC relating to winter demand levels being maintained throughout the year.
- Collaborative Communications training in relation to a strength based model for Adult Services is being very well received by staff.



**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY AND ADULT SERVICES SCRUTINY COMMITTEE

16 Dec 2019

WORK PROGRAMMING

Purpose of the Report

1. For Members' to consider the provisional agenda items of the Community and Adult Services Scrutiny Committee items during the period January – May 2020. The Committee's provisional work programme is attached at **Appendix A**.

Work Programme 2019/20

2. The Constitution states that each Scrutiny Committee will set its own work programme for the forthcoming year (Scrutiny Procedure Rule 7). The Committee is tasked with constructing a work programme for the year ahead that ensures the time available to the Committee is used most effectively, by considering items that maximise the impact of scrutiny in a timely fashion.
3. This Committee's terms of reference give the Committee responsibility for scrutinising, measuring and actively promoting improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of community and adult services, including:

- Public and Private Housing
- Disabled Facilities Grants
- Community Safety
- Neighbourhood Renewal and Communities First
- Advice and Benefits
- Consumer Protection
- Older Persons Strategy
- Adult Social Care
- Community Care Services
- Mental Health and Physical Impairment
- Commissioning Strategy
- Health Partnership

4. In addition, this Committee is the designated Crime & Disorder Scrutiny Committee for the Council and as such has responsibility for scrutinising the Community Safety Partnership.

Way Forward

5. During their meeting, Members may wish to:
- I. Consider the provisional agenda items set out for January – May 2020 and inform the Committee of any changes or suggestions they may wish to make.

Legal Implications

16. 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

17. 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 provisional agenda items set out for January – May 2020 and inform the Committee of any changes or suggestions they may wish to make.

Davina Fiore

Director of Governance & Legal Services and Monitoring Officer

10 Dec 2019

COMMUNITY AND ADULT SERVICES SCRUTINY COMMITTEE - DRAFT FORWARD WORK PROGRAMME

8 January 2020 – April 2020

If you would like to share your experiences or views regarding the items being considered please contact Scrutiny.viewpoints@Cardiff.gov.uk

Meeting Dates	Type of Scrutiny	Title and Description of Report	Invitees & Consultees	Directorate Contact Officer
(a)		(b)	(c)	(d)
8 Jan 20	Pre Decision	<p>Domiciliary Care Re-commissioning</p> <p>An item to carry out pre decision scrutiny of the Council's recommissioning of Domically Care prior to its consideration at Cabinet.</p> <p><u>It is planned that this item will be webcast.</u></p>	<p>Councillor Susan Elsmore, Cabinet Member for Health, Social Care & Well-being.</p> <p>Representatives from the Social Services Directorate</p>	<p>Naomi Tomic Principal Scrutiny Officer (<i>interim</i>) Naomi.Tomic2@cardiff.gov.uk</p>
8 Jan 20	Pre Decision	<p>Charging Policy</p> <p>An item to carry out pre decision scrutiny of the Council's charging policy for residential and non-residential care prior to its consideration at Cabinet.</p>	<p>Councillor Susan Elsmore, Cabinet Member for Health, Social Care & Well-being.</p>	<p>Naomi Tomic Principal Scrutiny Officer (<i>interim</i>) Naomi.Tomic2@cardiff.gov.uk</p>

APPENDIX A

		<u>It is planned that this item will be webcast.</u>	Representatives from the Social Services Directorate	
8 Jan 20	Pre Decision	<p>Hub & Library Strategy</p> <p>An item to carry out pre decision scrutiny of the Council's Hub & Library strategy on the areas that fall into this committee's remit prior to its consideration at Cabinet.</p> <p><u>It is planned that this item will be webcast.</u></p>	<p>Councillor Lynda Thorne, Cabinet Member for Housing & Communities. Representatives from the People & Communities Directorate.</p>	<p>Naomi Tomic Principal Scrutiny Officer (<i>interim</i>) Naomi.Tomic2@cardiff.gov.uk</p>
8 Jan 20	Policy Development / Review	<p>Fear of Crime and its effect on Cardiff's Communities</p> <p>An item to review the work currently in place to address crime within Cardiff. For members to receive up to date information on how the perception of crime is being addressed within Cardiff communities including any possible variances amongst different demographics.</p> <p><u>It is planned that this item will be webcast.</u></p>	<p>Councillor Lynda Thorne, Cabinet Member for Housing & Communities. Representatives from the People & Communities Directorate.</p> <p>External witnesses called upon will include – Police and Crime Commissioner, Chief Superintendent,</p>	<p>Naomi Tomic Principal Scrutiny Officer (<i>interim</i>) Naomi.Tomic2@cardiff.gov.uk</p>

APPENDIX A

			Violence Reduction Unit, Cardiff University, For Cardiff.	
8 Jan 20	Cabinet Response to Scrutiny Report	<p>Update on the Action Plan following CYP & CASSC's report entitled 'Preventing Young People's Involvement in Drug Dealing'</p> <p>To receive an update on the Cabinet's response to CASSC's report entitled 'Temporary and Supported Accommodation – The Single Persons Gateway'.</p> <p><u>It is planned that this item will be webcast.</u></p>	<p>Councillor Lynda Thorne, Cabinet Member for Housing & Communities. Representatives from the People & Communities Directorate.</p>	<p>Naomi Tomic Principal Scrutiny Officer (<i>interim</i>) Naomi.Tomic2@cardiff.gov.uk</p>
Feb 20 DATE TBC	Pre Decision	<p>Draft Corporate Plan 2020-2023 and 2020-21 Draft Budget Proposals</p> <p>To scrutinise those sections of the Council's draft Corporate Plan and draft Budget Proposals that relate to the portfolios and service areas that fall within the remit of this Committee, prior to it being considered by Cabinet.</p>	<p>Councillor Chris Weaver, Finance, Modernisation and Performance. Councillor Susan Elsmore, Cabinet Member for Health, Social Care & Well-being. Councillor Lynda Thorne, Cabinet Member for Housing & Communities</p>	<p>Naomi Tomic Principal Scrutiny Officer (<i>interim</i>) Naomi.Tomic2@cardiff.gov.uk</p>

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			Representatives from the Resources, People & Communities and Adult Social Services Directorate	
4 March 20	Policy Development / Review	<p>The Effectiveness of Multi-agency work in Addressing Rough Sleepers Needs</p> <p>An item to review the effectiveness of the strategic and operational elements of multi-agency work in addressing rough sleepers needs.</p> <p><u><i>It is planned that this item will be webcast.</i></u></p>	<p>Councillor Lynda Thorne, Cabinet Member for Housing & Communities</p> <p>Representatives from the People & Communities Directorate.</p> <p>Third Sector Representatives engaged in current work.</p>	<p>Naomi Tomic Principal Scrutiny Officer (<i>interim</i>) Naomi.Tomic2@cardiff.gov.uk</p>
4 March 20	Pre Decision	<p>Housing Revenue Account Business Plan 2020/21</p> <p>An item to carry out pre decision scrutiny of the Housing Revenue Account (HRA) Business Plan 2020/21 prior to its consideration by Cabinet.</p>	<p>Councillor Lynda Thorne, Cabinet Member for Housing & Communities</p>	<p>Naomi Tomic Principal Scrutiny Officer (<i>interim</i>) Naomi.Tomic2@cardiff.gov.uk</p>

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			Representatives from the People & Communities Directorate.	
04 March 20	Pre Decision	<p>Cardiff & Vale Carers Strategy</p> <p>An item to carry out pre decision scrutiny of the Cardiff & Vale Carers Strategy prior to its consideration at Cabinet.</p>	<p>Councillor Susan Elsmore, Cabinet Member for Health, Social Care & Well-being.</p> <p>Representatives from the Social Services Directorate</p>	<p>Naomi Tomic Principal Scrutiny Officer (<i>interim</i>) Naomi.Tomic2@cardiff.gov.uk</p>
April 2020		<p>Currently no Scrutiny Scheduled (<i>subject to change</i>)</p>		
06 May 20	Pre Decision	<p>Strategic Plan to Deliver Excellent Outcomes for Adults</p> <p>An item to carry out pre decision scrutiny of the Strategic Plan to Deliver Excellent Outcomes for Adults prior to its consideration at Cabinet.</p>	<p>Councillor Susan Elsmore, Cabinet Member for Health, Social Care & Well-being.</p> <p>Representatives from the Social Services Directorate</p>	<p>Naomi Tomic Principal Scrutiny Officer (<i>interim</i>) Naomi.Tomic2@cardiff.gov.uk</p>

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06 May 20	Monitoring	<p>Adults Social Services Directorate Delivery Plan 2020/21</p> <p>An item to consider the Directorate’s delivery plan 2020/21.</p>	<p>Councillor Susan Elsmore, Cabinet Member for Health, Social Care & Well-being.</p> <p>Representatives from the Social Services Directorate</p>	<p>Naomi Tomic Principal Scrutiny Officer (<i>interim</i>) Naomi.Tomic2@cardiff.gov.uk</p>
06 May 20	Monitoring	<p>People & Communities Directorate Delivery Plan 2020/21</p> <p>An item to consider the Directorate’s delivery plan 2020/21.</p>	<p>Councillor Susan Elsmore, Cabinet Member for Health, Social Care & Well-being. Councillor Lynda Thorne, Cabinet Member for Housing & Communities</p> <p>Representatives from the People & Communities Directorate.</p>	<p>Naomi Tomic Principal Scrutiny Officer (<i>interim</i>) Naomi.Tomic2@cardiff.gov.uk</p>
				Naomi Tomic

APPENDIX A

<p>06 May 20</p>	<p>Monitoring</p>	<p>Quarter 3 Performance</p> <p>Performance monitoring of Q3 reports for both People & Communities and Adult Social Services.</p>	<p>Councillor Susan Elsmore, Cabinet Member for Health, Social Care & Well-being. Councillor Lynda Thorne, Cabinet Member for Housing & Communities</p> <p>Representatives from the People & Communities and Adult Social Services Directorate.</p>	<p>Principal Scrutiny Officer (<i>interim</i>)</p> <p>Naomi.Tomic2@cardiff.gov.uk</p>
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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

16 Dec 2019

CORRESPONDENCE REPORT

Background

1. Following most Committee meetings, the Chair writes a letter to the relevant Cabinet Member or officer, summing up the Committee's comments and recommendations regarding the issues considered.

2. At the Committee meeting on 2 Oct 2019, Members received an update detailing the correspondence sent and received up to that meeting. Since then, additional correspondence has been sent and the current position is set out below:
 - i. *Awaiting a response* – from the Chair to the Cabinet Member for Social Care, Health and Well-being, Housing & Communities and Finance Modernisation & Performance providing the Committee's comments on Older People's access to information, advice and services.

3. Copies of the Chair's letters and responses received can be found on the Council's website page for the relevant Committee meeting, with a hyperlink provided at the top of the page, entitled '*Correspondence Following Committee Meeting*'. Access to the page can be found [here](#).

Way Forward

4. During their meeting, Members will have the opportunity to reflect on the correspondence update.

Legal Implications

5. 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

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RECOMMENDATIONS

The Committee is recommended to reflect on the update on committee correspondence.

Davina Fiore

Director - Governance and Legal Services

10 Dec 2019

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