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## AGENDA

<b>Committee</b>	COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE
<b>Date and Time of Meeting</b>	MONDAY, 20 NOVEMBER 2023, 4.30 PM
<b>Venue</b>	CR 4, COUNTY HALL - MULTI LOCATION MEETING
<b>Membership</b>	Councillor Taylor (Chair) Councillors Ahmed, Ahmed, Ash-Edwards, Boes, Lent, Lewis, Littlechild 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 **Minutes** (Pages 3 - 6)

To approve the minutes of the 18<sup>th</sup> September 2023 Community & Adult Services Scrutiny Committee meeting.

### 4 **Homelessness Crisis - Briefing** (Pages 7 - 24) 4.30 pm

### 5 **Adult Services and Housing & Communities Q2 Performance 2023/24** (Pages 25 - 148) 5.15 pm

### 6 **Cabinet Response to CASSC's Cost of Living Inquiry** (Pages 149 - 180) 6.00 pm

Appendix C (Advice Services Cabinet Report and Single Persons Impact Assessment) to follow.

### 7 **Urgent Items (if any)**

### 8 **Date of next meeting**

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

Monday 11<sup>th</sup> December 2023, 4:30pm.

**9 Way Forward**

6.20 pm

**D Marles**

**Interim Monitoring Officer**

Date: Tuesday, 14 November 2023

Contact: Harry Mayo, 029 20 87 2432, [harry.mayo@cardiff.gov.uk](mailto:harry.mayo@cardiff.gov.uk)

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

18 SEPTEMBER 2023

Present: Councillor Taylor (Chairperson)  
Councillors Ahmed, Ash-Edwards, Lent, Lewis, Littlechild and McGarry

9 : APOLOGIES FOR ABSENCE

Apologies were received from Cllrs. A. Ahmed and Boes.

10 : DECLARATIONS OF INTEREST

Cllr. Taylor declared a personal and non-prejudicial interest in item 4 as his sister-in-law was employed by the architect of the project, though she would not be working on the scheme itself.

11 : MINUTES

The minutes of the meeting held on 19<sup>th</sup> July 2023 were agreed as a correct record and signed by the Chairperson.

12 : UPDATE ON THE PROCUREMENT OF A DEVELOPER PARTNER FOR THE CHANNEL VIEW REGENERATION PROJECT

Members were advised that this item sought to provide background information to enable their pre-decision scrutiny of the report to Cabinet regarding the procurement of a Developer Partner for the Channel View regeneration project, with insight into the procurement process and the outcome of the tender evaluation exercise including the preferred bidder and the next steps.

For this item, the Chairperson welcomed:

- Cllr. Lynda Thorne, Cabinet Member for Housing & Communities
- Sarah McGill, Cardiff Council's Corporate Director People & Communities
- Dave Jaques, Cardiff Council's Assistant Director, Development and Regeneration

The Cabinet Member was invited to make an opening statement, after which Officers provided a presentation. Members were then asked for their questions, comments and observations.

The Committee explored the implications of there only having been one bidder, noting a possible lack of options when it came to benchmarking, and heard that this was instead being done against costings of similar council projects to ensure value for money. Officers acknowledged that it was a concern that there had only been one bidder, and they were looking into why that had happened. It was a complex project requiring the development partner to deliver homes for sale in future phases, which came with a higher level of risk, while market conditions were also a factor. Officers

were confident that the development partner had the right experience of delivering this kind of complex public and private sector project.

Members noted the cost trajectory and overall price of the project and explored the period of review between each phase of the development where financial viability would be assessed, and queried whether the council could end up being 'locked in' to a sub-optimal arrangement. Officers advised that there would be mechanisms within the development agreement to address any concerns. Members noted the risk of having a single development partner were that partner to go bust, but also acknowledged that this risk existed in every project. Officers added that if the council had concerns about the viability of the next phase then re-tendering was a realistic option, although they would seek to engage with the development partner in a collaborative way.

The Committee sought assurances regarding the impact on residents and clarity on the level of support offered to council tenants and private tenants. Officers explained the complexities of these issues and how the consultations planned to address them. Whether or not compulsory purchase orders would be needed would not become clear until after the consultation had taken place.

Members sought clarity on the transition arrangements for residents, particularly in Tower Block 1. Officers explained that they had all been rehoused and there had been no complaints about the arrangements. Members advocated continuous engagement with residents and were pleased to hear that this formed a key part of the evaluation that would take place between each stage.

RESOLVED – That the public be excluded from the meeting at this point during consideration of this item as the Committee discussed exempt information of the description contained in paragraph 14 of Parts 4 and 5 of Schedule 12A of the Local Government Act 1972. The public may be excluded from the meeting by resolution of the Committee pursuant to Section 100A(4) of the Local Government Act 1972 during discussion of this item.

AGREED: that the Chairperson, on behalf of the Committee, writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.

### 13 : LOCAL AUTHORITY SOCIAL SERVICES ANNUAL REPORT 2022/23

Members were advised that this item sought to provide background information to facilitate their scrutiny of the draft Local Authority Social Services Annual Report 2022/23 prior to consideration by the Cabinet and Council.

For this item, the Chairperson welcomed:

- Cllr. Norma Mackie, Cabinet Member for Social Services (Adults)
- Sarah McGill, Cardiff Council's Corporate Director People & Communities
- Jane Thomas, Cardiff Council's Director for Adults, Housing &

## Communities

- Deborah Driffield, Cardiff Council's Director of Children's Services
- Cllr. Lee Bridgeman, Chair of the Children and Young People Scrutiny Committee
- Cllr. Robert Hopkins, member of the Children and Young People Scrutiny Committee

The Cabinet Member was invited to make an opening statement, after which Members were asked for their questions, comments and observations.

The Committee sought assurance about how the service would meet its ongoing challenges in a tough financial context, and heard that successful cooperation and collaboration would be key. Members noted that the challenges faced could be made clearer in the report, although they acknowledged that officers were required to follow a prescribed format.

Members highlighted a number of issues around staffing, particularly their concern that social workers could become burnt out by the new model of working in children's services if it were to lead to increased caseloads. Officers explained that children's services and adult services faced different staffing issues, with a higher vacancy rate in the former due to the perception of it being more stressful (a perception which the service endeavoured to change), and an ageing workforce in the latter.

The Committee explored the reasons for delays in the assigning of social workers to adults with disabilities, and noted concerns from parents and individuals who felt they would benefit from a greater level of continuity. Members examined the effectiveness of the '*All Wales approach to the use of agency workers in children services*', which officers reported was progressing well.

Members discussed questions relating to modern day slavery and the reasons for increased exploitation, noting that this was partly caused by there being more effective mechanisms to report it nowadays, but was also linked to a rise in poverty and a lack of opportunities.

Members raised concerns about the sustainability of the use of volunteers as well as access to mental health services, and noted the issue of care leavers who were not in education or training as they transitioned to adulthood. This was a major area of ongoing work which officers would continue to feed back to both the Community and Adult Services Scrutiny Committee and the Children and Young People Scrutiny Committee.

The Committee thanked the officers for their continuing engagement with scrutiny and acknowledged the work that had gone into the report.

AGREED: that the Chairperson, on behalf of the Committee, writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.

14 : COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE WORK PROGRAMME 2023/24

Members were advised that this report provided the Committee with the output from the Work Programming Forum, which took place on the 10<sup>th</sup> July 2023. The list of items suggested at the forum had been populated into a calendar for the Committee's consideration and approval, including homeless provision and access to mental health provision. The officer also noted that a member had suggested getting an update on the Adult Services Work Strategy.

The Committee was happy to have that update and with the indicative timeline for the workplan for this year.

AGREED: that the Chairperson, on behalf of the Committee, writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.

15 : URGENT ITEMS (IF ANY)

There were none.

16 : DATE OF NEXT MEETING

16<sup>th</sup> October 2023 at 4:30pm.

**CYNGOR CAERDYDD  
CARDIFF COUNCIL  
COMMUNITY & ADULTS SERVICES SCRUTINY COMMITTEE**

**20 November 2023**

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**HOMELESSNESS CRISIS - BRIEFING**

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**Purpose of the Report**

1. To provide attendees with preliminary information to inform their briefing of homelessness issues in Cardiff.

**Structure of the Meeting**

2. To inform the briefing, the following individuals / organisations have been invited to facilitate discussions by sharing their knowledge and perspectives of this issue in Cardiff:

- Councillor Lynda Thorne, Cabinet Member, Housing & Communities.
- Jane Thomas, Director, Adults, Housing & Communities.
- Helen Evans, Assistant Director, Housing & Communities.
- Dave Jaques, Assistant Director, Development & Regeneration.
- Matt Evans, Operational Manager, Supported Accommodation and Assessment.
- Richard Edwards, CEX Huggard
- Gareth Jones, Strategic Operational Lead for Southeast Wales, The Wallich

3. At the start of the meeting, Cllr Lynda Thorne will be offered the opportunity to make a brief opening statement (should they wish). After which, Cardiff Council officers will provide attendees with a briefing, via a presentation.

4. Following delivery of the presentation discussions between all attendees will then commence.
5. All attendees are encouraged to participate and share their views and knowledge throughout the meeting's discussions. Attendees are encouraged to share examples and views of those they support, however are reminded, as the meeting is public; not to name any individuals' directly.
6. Cardiff Council Scrutiny meetings are public meetings; meaning they are webcast and available for public viewing on the Council's website. For the benefit of the meetings webcast, attendees are required to turn their microphone on before contributing, and, prior to speaking, wait until their microphone shows a consistent red light.

### **Scope of Scrutiny**

7. At the meeting attendees will be briefed by Council officers. In preparation for that Briefing, this Cover Report provides attendees with initial, preliminary information. Attendees are to note, the information contained in this Cover Report is not intended to be exhaustive.
8. During the meeting, Committee Members will have the opportunity to explore:
  - The current demand of homelessness support in Cardiff
  - Contributory factors to this demand.
  - The local authority's winter planning.
  - The considerations for medium and long-term planning in response to the sustained pressures; including the council's approach to rapid rehousing.
9. Following the meeting, Committee Members' will decide what comments, observations or recommendations they wish to pass on to the council's Cabinet Member for their consideration.



## **Strategic Background**

10. The following paragraphs provide attendees with a brief summary of the council's strategic approach toward addressing and preventing homelessness.

➤ **'No Going Back'**

In response to the Covid-19 pandemic, the Welsh Government provided an additional £10 million to local authorities to mitigate the impact on homeless individuals. In Cardiff, a total of 182 units of supported accommodation were established during the crisis made up of isolation units, hotels, move on accommodations and re-purposed buildings. In May 2020, a further allocation of £20 million was announced by the Welsh Government for 2020/21 to assist local authorities in funding solutions to homelessness in the longer term – described as a “No Going Back” approach.

➤ **Homeless and Vulnerable Person Board**

Prior to the pandemic, Cardiff established a Homeless and Vulnerable Person Board, bringing together a range of partners and led by Councillor Lynda Thorne, Cabinet Member for Housing and Communities. The Board undertook a comprehensive review to set out a new pathway for accommodation and support services for single homeless people. The findings from this review, along with the learning from the pandemic, enabled the development of a new vision for homeless services for single people in Cardiff. The vision has four key components and is summarised below:

1. To prevent homelessness wherever possible – and where it is not possible, for the experience of homelessness to be rare, brief and not repeated.
2. To deliver an assessment / triage approach to all those presenting as homeless.
3. To move away from a “staircase” approach to rehousing where clients move from supported accommodation to independence in stages. The new model will have separate pathways for clients who

are able to move rapidly into independent housing via housing first or community housing with intensive support as appropriate. The model will also have a separate pathway for those with lower need with support to move on quickly into the private rented sector together.

4. For those with the most complex needs, longer term specialist accommodation will be required in good quality, self-contained accommodation that can provide a home environment in a supported setting.

To support this vision, a range of projects were approved by the council's Cabinet including the:

- Development of a Single Homeless Assessment Centre.
- Expansion of the homeless multi-disciplinary team.
- A new model of health service delivered directly to hostels.
- Significant increase in capacity and improvement in quality of supported accommodation for single people.
- The delivery of 3 family homelessness centers
- Participation in the Welsh Government Leasing Scheme to make better use of the private rented sector

*For attendees' information, the July 2020 Cabinet Report sets out the council's commitment and proposed action in full, and can be found [here](#).*

➤ **Cardiff Council's Housing Support Programme Strategy 2022-2026**

The above-named strategy, agreed by Cardiff Council's Cabinet in January 2022, was developed in response to the Housing (Wales) Act 2014 which requires each local authority set out their strategic direction for homelessness prevention and housing related support services for the next four years. The strategy, developed in partnership with external stakeholders, sets out how the council, and partners, will work to prevent all forms of homelessness and accelerate the shift to a rapid re-housing approach through the learning of the pandemic and the work of the Homeless and Vulnerable Person Board.

For attendees information, the strategy can be accessed [here](#).

➤ **‘Stronger, Fairer, Greener’ and Corporate Plan 2023-26<sup>12</sup>**

The above-named Council polices, further embed the commitments to homelessness as set out in the ‘No Going Back’ approach and Housing Support Programme Strategy and include commitments such as:

- ❖ Work with Welsh Government to understand the resource requirements needed to deliver a rapid re-housing approach to homelessness.
- ❖ Work with Welsh Government and partners to help address the cost of renting in the private sector and raise standards, including exploring the feasibility of community-led housing and introducing further charges on empty properties.
- ❖ Improve the quality of supported accommodation, including delivering the supported housing schemes for single people at Adams Court and for families at Harrison Drive.
- ❖ Continue to promote the help available to prevent homelessness, and improve and expand prevention services in the community by March 2024, including:
  - Making prevention support accessible online, by telephone, regularly available in community locations and in a home setting via home visits, and to increase the number of people seeking help at an early stage.
  - Providing a dedicated caseworker to all but the most straightforward cases.
  - Ensuring prevention support is available immediately and for as long as is required to resolve the threat of homelessness.

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<sup>1</sup> [Stronger Fairer Greener \(cardiff.gov.uk\)](https://www.cardiff.gov.uk/stronger-fairer-greener)

<sup>2</sup> [Corporate Plan 2023 to 2026 \(cardiff.gov.uk\)](https://www.cardiff.gov.uk/corporate-plan-2023-to-2026)

- ❖ Increase Temporary Accommodation capacity by:
  - Increasing the number of buybacks<sup>3</sup>.
  - Working with Registered Social Landlord partners to identify difficult-to-let properties and finding suitable occupants.
  - Increasing the number of managed schemes to improve move-on into permanent accommodation.
  - Exploring other meanwhile use of development land.
  
- ❖ Ensure that the complex needs of homeless people are met by:
  - Further developing the Multi-Disciplinary Team (MDT) and ensuring clear pathways are in place for move on to mainstream services when appropriate.
  - Ensuring that appropriate health and support services are available in hostels and supported accommodation.
  - Fully training staff and focusing on assertive re-engagement with those that may fall out of services as well as providing meaningful opportunities for residents to train and volunteer.
  - Continuing to support and assist rough sleepers to access and maintain accommodation by reviewing and developing the council's assertive outreach approach and further developing and promoting the benefits of Diversionary Activities.
  
- ❖ Improve the quality of Supported and Temporary Accommodation by:
  - Completing the phasing out of accommodation that no longer meets the required standards.
  - Reducing the use of hotel accommodation for families.
  
- ❖ Prevent youth homelessness, and ensure that young people leaving care are supported by:
  - Reviewing and enhancing advice and mediation services, with particular regard to young people.

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<sup>3</sup> Properties purchased from the private market.

- Considering targeted interventions and support for school-aged children and their families.
- Ensuring the young person’s gateway accommodation meets current needs, reviewing and increasing capacity within the gateway as needed.
- Developing the Citadel supported housing scheme for young people with complex needs.

➤ **Rapid Rehousing Approach**

Research from across Europe and the USA has shown that different levels of supported accommodation prove less successful than a rapid rehousing approach with intensive support.

It is for this reason why the council’s above-named policies confirm the strategic vision of moving away from the staircase model, whereby service users move through several projects in their journey towards independence, towards a rapid rehousing approach, with appropriate support based on individual need.

To achieve a rapid rehousing approach, the Housing Support Programme Strategy 2022-26, confirms the establishment of a detailed, ‘Rapid Rehousing Transition Plan’ which will include improvements in the council’s workings with private landlords, extending the range of incentives available, move on options available including managed housing schemes and increasing Housing First provisions and access to intensive support in the community.

However, it is noted, this work will require sufficient resource and so work with the Welsh Government on resource requirements will be essential.

Further, the Housing Support Programme Strategy 2022-26 notes the following challenges toward delivering rapid rehousing approaches:

- **Temporary Accommodation** - Cardiff has a range of self-contained temporary and supported accommodation on offer, yet there is a need to improve move-on options so that individuals and families can exit homelessness quickly.

- **Demand for social housing** - There are over 8,000 households on the Cardiff Housing Waiting List, and roughly 300 new applicants join each month.
- **Issues with the Private Rented Sector** – There is currently high demand and a lack of supply of privately rented accommodation across the city. This is also compounded by private rent prices being higher than Local Housing Allowance (LHA) rates (the maximum amount that can be claimed in benefit). In a sample of the Cardiff market undertaken in September 2022, 98% of properties were being let at least £100 above the LHA. The average shortfall across all bedroom types is £318 per month<sup>4</sup>.

## Context

11. Committee Members have been briefed both at committee meetings, and Full Council, that, the demand in Cardiff for emergency and temporary accommodation for families and single people is at unprecedented levels.
12. At the meeting, attendees will be briefed by the Council’s executive, on the current situation. In preparation for the briefing, the below paragraphs offer attendees, preliminary information, provided at recent Council meetings<sup>5</sup>.

### General Points

- Homelessness services in Cardiff are continuing to face unprecedented pressures.
- There are over 8,000 people on the housing waiting list.
- There is significant concern that the situation will worsen in the upcoming winter months.
- There are further concerns that due to a large back-log of Asylum applications, which will receive a decision by the Home Office in December 2023, this will also present further demand for services.

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<sup>4</sup> [\(Public Pack\)Agenda Document for Cabinet, 20/01/2022 14:00 \(moderngov.co.uk\)](#) Accessed 14<sup>th</sup> November 2023

<sup>5</sup> Full Council Meetings: September 2023 & October 2023

- The combined waiting lists for temporary accommodation have increased by 537% in two years.
- As of the October Full Council meeting, the homeless prevention service were supporting 200 individuals who had been given notice to quit by their landlords; all of whom have the potential to become homeless and would therefore require temporary accommodation.
- Demand on services for single people continues to be exceptionally high and around 80 individuals per night are being supported through emergency, out of hours provision.
- Committee Members have previously recognised ending homelessness is not just about providing accommodation. It is also about addressing the wide range of causes and consequences of homelessness.

### Figures

- With specific regard to street homelessness, as of 1 March 2023<sup>6</sup>, 23 people were reported as sleeping on the city's streets. As of Quarter 2 (September 2023), that number is 39.
- In the October Full Council meeting, it was reported there are over 200 families in hotel accommodation in Cardiff.
- The October Full Council meeting reported there is a record high number of single and young single people requiring support, with more than 350 people waiting to enter temporary accommodation<sup>7</sup>. For context purposes, in July's Full Council meeting it was reported there were 377 households waiting to enter temporary accommodation<sup>8</sup>.
- In April 2023, this Committee undertook a deep-dive into the council's support for street homeless. As part of this work, the service area provided Members with a detailed briefing note which can be accessed [here](#). As part of the briefing note, meeting attendees were provided the following figures:

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<sup>6</sup> March 2023, Full Council Meeting..

<sup>7</sup> October 2023, Full Council meeting.

<sup>8</sup> July 2023, Full Council Meeting.

	<b>2021/22</b>	<b>2022/23</b>	<b>% Increase</b>
Number of Applications / Referrals	6,701	7,092	5.8%
Number of homelessness assessments completed	4,215	4,588	8.8%
Number of households found to be “at risk” of homelessness.	1,695	2,006	18.3%
Number of households found to be “Homeless on the Day”.	1,645	1,662	1%
Number of Households found to have no homeless duty owed.	876	920	5%

### Contributory Factors

- A significant issue, contributing to the current situation relates to a lack of available, affordable properties in the city; an issue apparent nationwide.
- The September Full Council meeting reported that in Cardiff, the number of landlords selling their properties is up by 122% compared to pre-pandemic levels. Further, at the October Full Council meeting, Members were verbally informed Rent Smart Wales had recently advised over 2,100 landlords had left the Cardiff market; this equates to 5% of all private rented accommodation in the city.
- Legislative changes such as the introduction of the Renting Homes Act, interest rate rises and changes in taxations for landlords has been aligned as contributing factors to them leaving the market; resulting in an increasing demand on the council’s homeless service.
- In relation to the current cost-of-living context; with rising interest rates and energy expenses, the Welsh Government has recently introduced a mortgage support scheme, entitled ‘The Help to Stay Wales Scheme’. The Help to Stay scheme will provide an option for homeowners, who are at serious risk of losing their home a partial repayment of an existing mortgage balance via a low-cost equity loan which will be interest free for



the first five years. Attendees are to note, the Welsh Government also has a 'Mortgage Rescue' scheme which supports people who are in possession proceedings; Help to Stay Wales offers support to individuals facing possession proceedings.

Further information on the Help to Stay Wales scheme can be found [here](#).

### Council Response<sup>9</sup>

- To support homeless families, the Council has secured use of an additional hotel that will provide 60 additional units of emergency accommodation and remove the council's reliance on the ad-hoc use of hotels.
- To open more units at the Yr Hafan (Gasworks) site in Grangetown. Once the site is complete, the site will provide 155 mixed tenure homes; one, two, three and four bedrooms.
- Additional sites are being considered to provide more modular accommodation.
- Continued working with Registered Social Landlords, with Ty Celyn in Pentwyn, a 28 unit supported accommodation project recently opened.
- In addition, 43 units of accommodation at Bay Chambers in Cardiff Bay and 18 units at Myn Y Coed in St Mellons are due to open in early November.
- Increased the Young Person's Gateway provision by 9 spaces.
- Tai Ffres, launched by United Welsh and Llamau, will be letting its first homes in October; with 22 units becoming available for young people in housing need.
- In terms of the Council's New Build Programme, 901 new council homes have been provided, which includes 13 two, three and four-bedroom family homes, with works ongoing to provide a further 658 additional new council homes in the city.
- A new 'Move On' team and a new scheme to support clients to afford private rents by creating bespoke packages, which will include into work and money advice has been established.

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<sup>9</sup> As detailed in September & October Full Council meetings (2023) – attendees are reminded these bullet points are not intended to be exhaustive.

## **Renting Homes (Wales) Act 2016: Summary**

13. In January 2022, the Welsh Government announced the introduction of Renting Homes (Wales) Act 2016, which was implemented on 1st December 2022. The Renting Homes Act is the biggest change to Welsh housing law for decades, and changes the way all landlords in Wales rent their properties.
14. The intended outcome from this Act is to improve how properties are managed and the experience of those living in rented properties.
15. Both contract-holders (tenants) and landlords alike, are affected by the law. With both social and private contract-holders seeing changes in:
- the way their contracts are provided.
  - the way their homes are maintained.
  - how they communicate with their landlords
16. As a result of the law, all social and private landlords will be required to:
- comply with the new law.
  - make the necessary updates to their properties and paperwork.
17. An example of changes brought by this Act includes:
- The notice for rent increase extended from 1 month to 2 months (for council contract-holders / tenants).
  - Increased repair standards (for council contract-holders / tenants).
  - Private and social housing contract-holders / tenants will have the right to withhold rent if they believe their property is not fit for human habitation.
  - Private landlords notice period is extended from 2 months to 6 months.
  - A private landlord can not serve a notice within the first 6 months; unless the contract has been breached.

*Et al.*

18. Due to the additional requirements this law places on landlords, there is significant concern it results in landlords leaving the market. Committee Members were briefed by the Council's executive on the implementation of this Act in

December, 2022. Should attendees wish to read further detail on the changes this Act brings, they can do so [here](#)<sup>10</sup>.

## Eligibility<sup>11</sup>

19. Schedule 2 of the Housing (Wales) Act 2014 (HWA) determines how an applicant's eligibility for housing assistance should be determined by a local authority. Including determining if the individual is homeless, or threatened with homeless, and how the local authority should secure help.
  
20. The below paragraphs provide a brief overview of the eligibility and assessment process for those deemed as homeless (and not those deemed as threatened with homelessness). For those deemed as threatened with homeless, there is a duty under the Act, for the local authority to offer guidance and assistance; such as helping to source alternative accommodation; resolving issues with arrears; offering mediation with landlords, mortgage providers; referrals for specialist advice *et al.*
  
21. It is to be noted many of the main homelessness duties in section 75 of HWA apply only to applicants who have been determined as a priority need categorisation. Section 70 of HWA establishes the categories of priority need as:
  - a pregnant woman.
  - a person with whom a dependent child resides.
  - someone vulnerable as a result of old age, mental illness or handicap, physical disability, or other special reason.
  - homeless as a result of an emergency such as flood, fire or other disaster.
  - someone who is homeless as a result of domestic abuse.
  - 16- and 17-year olds.
  - 18–21-year-olds who are at particular risk of sexual or financial exploitation.
  - 18–21-year-olds who are care leavers.
  - ex-service men or women.

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<sup>10</sup> Page 161-187

<sup>11</sup> [Housing \(Wales\) Act 2014 \(legislation.gov.uk\)](#) Accessed Tuesday, 11th November 2023.

- a person who has a local connection with the area and is vulnerable as a result of being an ex-prisoner.
  - a person who is street homeless
22. Attendees are advised local authorities provide support and assistance for those who are not classified as 'priority need' through the Housing Solutions & Prevention services, however the local authority must provide interim accommodation only to those classed as priority need (s68 of the HWA).
23. Further eligibility requirements relate to 'intentionality'. To confirm, whether or not a person is deemed intentionally homeless will affect which duties are owed to that person under the HWA.
24. Schedule 77 of the Act deems the following as reasons why an individual can become homeless or threatened with homeless intentionally:
- The individual has done or failed to do something deliberately to cause their homelessness e.g., surrender their tenancy or be evicted for anti-social behaviour.
  - To cease occupying an accommodation deemed reasonable.

*To note, local authorities are able to conduct the 'intentionality test' for some, or all applicants, for certain specified priority need categories. When this is applied, the local authority must publish a notice and inform Welsh Ministers.*

25. Sections 80 and 81 of HWA relates to local connection. In general, where a person has a priority need and is not intentionally homeless the authority must accept the duty to accommodate that person under section 66 of HWA 2014 if they have a local connection. If the person has no local connection with the authority's area, the authority can refer the application to an authority where the person does have a local connection.

26. For Cardiff Council, when the authority does not have a statutory duty due to the person not having a local connection, they are referred to the Council's 'Reconnection Service' which is a partnership service between the Council and the Salvation Army.
27. The term 'main duty' arises in relation to a person who is eligible for assistance, homeless, has a priority need, is not intentionally homeless and is not subject to a local connection referral. The 'main duty' is to provide suitable accommodation (section 75 of HWA) until the authority ceases to be subject to the duty (section 76). Certain actions specified in section 67 of the HWA can also trigger the cessation of the main duty. This includes, amongst other things, where a person refuses certain offers of accommodation.
28. It is to be noted, the tests required by local authorities to ascertain whether an individual seeking homelessness relief has a 'local connection', or 'intentionally' became homeless, were removed during the Coronavirus pandemic on public health grounds
29. Some campaigners have been lobbying the Welsh Government to follow suit with Scotland (who abolished the priority need assessment in 2012) for the permanent removal of the priority need, and subsequent test processes to the approach seen in the pandemic. With campaigners viewing the current assessment system as one which rations support and creates bureaucracy; allowing individuals to fall through the net and remain or end up on the streets<sup>12</sup>.
30. Changes to the HWA in 2019 now mean that households with children, or applicants under the age of 21 that are deemed to be intentionally homeless will now still progress to a final housing duty and will be supported into accommodation. Intentionality for these groups now only applies when the household has already been found to be intentionally homeless in the past five years.

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<sup>12</sup> [So what is priority need - and why do we want to get rid of it? \(sheltercymru.org.uk\)](https://sheltercymru.org.uk) Accessed: 8<sup>th</sup> November 2023

31. In April 2023, Committee Members undertook a deep dive into the council's support for the street homeless and received assurance by the Council's executive that, as an authority, Cardiff is acutely aware that making intentionality decisions can result in households becoming destitute and with nowhere to turn. Committee Members were informed, it is for this reason that intentionality decisions are only made in the strictest circumstances. Where this does apply, cases would be referred to the council's Social Services to ensure that the households are safeguarded.

### **Welsh Government White Paper: Ending Homelessness in Wales.**

32. On 10 October 2023, the Welsh Government launched a White Paper consultation detailing proposals to change the Housing (Wales) Act 2014. The consultation recognises more needs to be done to help people earlier. Further, it notes that the HWA legislation prevents early help for individuals, presents difficulties in data collection, does not provide enough support for single people or street homeless, presents issues around eligibility and barriers for people accessing help. Further, the consultation notes that more people are homeless now than when the law started (2014) but the number of people helped has remained the same<sup>13</sup>.

33. The consultation proposes the following changes to the legislation:

- Allowing people to access help from 6 months in advance.
- Local authorities to create a 'Personal Housing Plan' for each person or household requiring support; the plan will demonstrate the steps being taken to find accommodation and is to be checked every 8 weeks.
- To remove the priority need categorisation.
- To remove the intentionality decisions.
- Adapt the local connection rule to allow local authority's to be more flexible. For example, if someone is in danger if they remain in their local area.
- Local authorities can decide to cease support to individuals if:
  - They threaten staff.

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<sup>13</sup> [Ending Homelessness in Wales \(gov.wales\)](#) Accessed 8<sup>th</sup> November 2023

- The person keeps missing appointments.
- Create better join-up between services – for example housing, social and health services.
- If a prisoner is expected to become homeless in 6 months; the prison must tell the council.
- Review the National Housing Pathway guidance for ex-member of armed forces to ensure consistency in application across all Welsh local authorities.
- No one under the age of 25 should be placed in temporary accommodation without support.
- Stronger onus on registered social landlords to do more to support the homeless.
- Local authorities can take people off the housing waiting list (for example, if individuals are already living in suitable accommodation).

The consultation is open until 16 January 2024 and can be accessed [here](#).

## **Legal Implications**

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## **Financial Implications**

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## **RECOMMENDATION**

Members are recommended to:

- i) Consider the information in this report, and the information provided during the meeting and
- ii) Determine whether they would like to make any specific comments, observations or recommendations to the council's executive.

**Leanne Weston**

Interim, Deputy Monitoring Officer

14 November 2023



**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**20 Nov 2023**

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**ADULTS, HOUSING & COMMUNITIES QUARTER TWO 2023/24 PERFORMANCE  
REPORTS**

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**Purpose of the Report**

1. To present the Adult Social Services, and Housing & Communities, Performance Reports for the Quarter 2 period (*July - Sep 2023*).
2. Information relating to performance for **Adult Social Services** is attached at **Appendix A & B**; and information relating to performance for **Housing & Communities** is attached at **Appendix C and D**.
3. Committee Members are to note that following this Committee's request for performance reporting to be presented through a more visual, dashboard approach, each service area has provided:
  - a dashboard of their performance on the corporate KPIs that are detailed in the service areas, Directorate Delivery Plan (**Appendix A** for Adult Social Services, and **Appendix C** for Housing & Communities)
  - a narrative based update on performance across all the steps detailed in the Directorate Delivery Plans (**Appendix B** for Adult Services, and **Appendix D** for Housing & Communities).

**Scope of Scrutiny**

4. This item will begin with each Cabinet Member being offered the opportunity to provide a brief opening statement (should they wish). Following any opening statements provided by the Cabinet Members, the Committee will then have the opportunity to explore the performance of services for either Adult Services, or Housing & Communities.

5. Scrutiny of performance provides the opportunity to challenge and explore past and current performance levels, and through this, drive service improvement. In addition, it also helps the Council to reprioritise efforts to secure the delivery of the Council's priorities and targets.
6. During this scrutiny, Members will have the opportunity to:
  - Explore past performance levels.
  - Assess why targets may not have been achieved or over-achieved.
  - Investigate any concerns.
7. Following Scrutiny Members' review of performance levels, they will decide what comments, observations, or recommendations they wish to pass on to the Cabinet for their consideration.

### **Background – The Council's Performance Management Framework**

8. The Council's Performance Management Framework includes the production of quarterly Performance Reports, designed to provide an overview of directorate performance.
9. The Council has four high-level **priorities** that form the basis for the Corporate Plan 2023-26, and they are:
  - **Working for Cardiff**
  - **Working for Wales**
  - **Working for the Future**
  - **Working for Public Services**
10. Each of the priorities, bullet pointed above, are also aligned to Well-being Objectives (as required by the Future Generations Act).

11. The 7 Well-being Objectives that support the 4 priorities are:

- Cardiff is a great place to grow up (aligned to the priority **Working for Cardiff**)
- Cardiff is a great place to grow older (aligned to the priority **Working for Cardiff**)
- Supporting people out of poverty (aligned to the priority **Working for Cardiff**)
- Safe, confident, and empowered communities (aligned to the priority **Working for Cardiff**)
- A capital city that works for Wales (aligned to the priority **Working for Wales**)
- Cardiff's population growth is managed in a resilient way (aligned to the priority **Working for the Future**)
- Modernising and integrating our public services (aligned to the priority **Working for Public Services**)

12. For each Well-being Objective, a number of high level “steps” and Key Performance Indicators (KPIs) have been identified to measure progress.

13. The information provided in the Performance Reports attached to this report, are in line with the service areas Key Performance Indicators, and Steps, as detailed in the Council's Corporate Plan 2023-26 and the service area's Directorate Delivery Plan.

### **Previous Scrutiny on Performance Reports**

14. During this, and the previous Committee's consideration of Performance Reports, comments raised by the Committee included:

#### **Adult Services**

- Assurance that the quality of care provided to service users would be upheld, regardless of challenges the services' faced. In the May 2023 meeting,

Committee Members were informed of preliminary work being undertaken by Adult Social Services to gather feedback from individuals in receipt of services to drive service improvement; Committee Members noted interest in receiving updates on this work.

- If capacity issues will be adequately addressed through the proposed measures – Committee Members were informed to address capacity issues in Adult Social Services, non-qualified staff may be assigned certain tasks. From their questioning, Committee Members felt assured that if this measure is deployed, there will be clear understanding among staff about what task requires qualified staff, and where tasks may be re-directed safely. To further address capacity issues, in the November 2022 and May 2023 meeting, Members received an update on the newly deployed 'Trusted Assessor' model which provides Occupational Therapists prescribing care to assist social workers with the demand for new assessments.
- Members raised concern regarding measures in place to ensure staff retention, particularly in the care sector. Committee Members questioned if the service areas are looking to enlist 'Occupational Therapy Assistants' and apprenticeship courses to help lessen the pressure and demand on staff, and were pleased to be informed work is ongoing in deploying both initiatives.
- Members raised the notable, and continued level of sickness rates and staff vacancies in adult services. Committee Members emphasised the need for the service area to seek specific feedback from staff regarding any specific sickness related support they have received. In response, the executive advise they do not currently seek feedback from staff members who have received sickness related Council support, such as counselling as much of the support that employees receive is confidential so seeking feedback at a directorate level would not always be appropriate or even possible. However, feedback on staff wellbeing session delivered is collated corporately on a quarterly basis.
- Members stressed the need to ensure an increase in staff take-up of safeguarding related training modules to ensure corporate safeguarding issues do not arise.
- Committee Members were informed by the executive of concern that unless the forthcoming Liberty Protection Safeguard legislation is simplified; backlogs

of safeguarding related cases could emerge, and they have informed Welsh Government of this concern via a consultation.

- Members explored how council staff will be trained on a “strengths-based approach to mental capacity”, and how it aligns with the Mental Capacity Act.
- Noted concern around the national suspension of data relating to delayed transfer of care. In response, Members were informed the reporting of delayed transfers of care needs to be improved to better inform why delay has occurred and a new mechanism is currently in development between the local authority and health. Committee Members received a further update on this matter in their July 2023, ‘Hospital Patient Discharge’ meeting. At this meeting, Committee Members were informed the local authority and Health have worked together to produce an Action Plan toward addressing, the newly termed, ‘Pathway of Care Delays’. Members were informed this work will include co-produced Key Performance Indicators (KPIs) which will provide insight into reasons for hospital discharge delays and average length of time for discharge. At the meeting, Committee Members stressed these Key Performance Indicators must be underpinned by clear lines of accountability and provide relevant bodies with clear data on gaps in provision.

At the time of the meeting (July, 2023) Committee Members were informed these KPI’s will be available shortly and included in the performance monitoring reports.

- Committee Members raised sustained concern regarding the Community Resource Team (CRT) results which has been well below target for a few years. Members were informed reasoning for this is due to the team assisting with work outside their remit due to the pandemic (e.g., double handed care). Committee Members received assurance both at the May 2023 meeting and during their hospital discharge deep-dive in July 2023, that as the team embeds their new system (Electronic Call Monitoring System), and returns its focus to reablement, the results for the CRT should improve.

Further, in the committee’s July 2023 meeting, Members were informed work is ongoing to addressing staff morale and workload pressures in the Community Resource Team including providing the team with more regular updates from partners, and opportunities to understand and contribute to the service’s vision for the future.

## **Housing & Communities**

- Members sought assurance that the target to build 1,000 new council homes would be met. Further, Members stressed the need to reinstate a break-down of homes completed on a more regular basis – e.g., how many homes have been complete on a quarterly basis against a set, quarterly target.
  - Progress of measures to address availability of temporary, and private rented sector housing.
  - How the Council is ensuring the older population, particularly pensioners, are being targeted to ensure they have the knowledge and access to financial support services.
  - For the management of void properties – Members explored how the in-house team is being expanded, with reference to the avenue of utilising apprenticeships.
  - In terms of housing repairs, Committee Members raised concerns over the performance data and were informed there will be a soft launch of a ‘Repairs Online’ service (in the summer of 2023) for contract-holders allowing them to report and monitor progress of their repair requests online. Members were informed (May 2023) there had been a recent introduction of a dedicated damp and mould team and commissioning new resource within the in-house repairs team and through contractors to help alleviate pressures and address performance issues.
  - Given the positive results from Housing First, Members questioned why more individuals could not be offered this scheme and we were advised the issue is due to a shortage of move on accommodation, however work is underway toward expanding the scheme.
  - The previous Committee felt a significant amount of the *targets* within the Housing & Communities report were static; with little movement in targets when they are being reached continuously. Members felt when targets are being continuously met, they should then be raised.
15. For ease of reference the letters sent following the November 2022, and May 2023 scrutiny of the performance reports can be found on the Community & Adult Services webpage on the Council website. Or, by clicking [here.](#) and [here.](#)

## **Legal Implications**

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## **RECOMMENDATION**

The Committee is recommended to:

- I. consider the contents of the report, appendices and information provided at the meeting and report any comments, observations and recommendations to the Cabinet.

**Leanne Weston**

Interim, Deputy Monitoring Officer

14 Nov 2023

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**ADULT SERVICES**

**PERFORMANCE REPORT**

**QUARTER 2 2023-24**



#GweithioDrosGaerdydd  
#GweithioDrosochChi

#WorkingForCardiff  
#WorkingForYou

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**Section 1 - Information, Advice and Assistance**

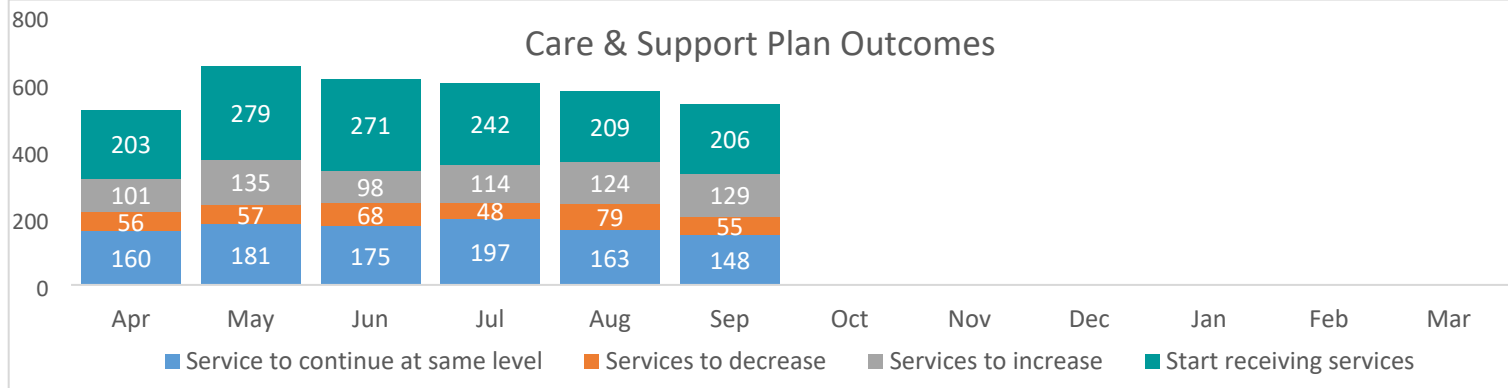
IIA & Prevention			2021/22	2022/23	2023/24	2023/24	2023/24																					
			Result	Result	Target	Q1 Result	Q2 Result																					
Number incoming of calls to First Point of Contact			15,984	15,954	No Target	3684	3736																					
KPI - The percentage of new cases assisted by First Point of Contact where a more comprehensive assessment is not required			New Measure	New Measure	65%	64%	68%																					
Comment needed																												
<table border="1"> <thead> <tr> <th>FPOC Referrals</th> <th>Q1</th> <th>Q2</th> </tr> </thead> <tbody> <tr> <td>Referrals received for a wellbeing assessment</td> <td>1038</td> <td>1015</td> </tr> <tr> <td>Number of referrals received that were urgent</td> <td>107</td> <td>82</td> </tr> <tr> <td>Total Assessments completed by Contact Officers</td> <td>552</td> <td>622</td> </tr> <tr> <td>Total Assessments resolved by Contact Officers</td> <td>352</td> <td>429</td> </tr> <tr> <td>Number of cases sent to FPOC SW for a more comprehensive or immediate assessment</td> <td>195</td> <td>177</td> </tr> <tr> <td>Resolved at FPOC (FPOC Com Only)</td> <td>64%</td> <td>68%</td> </tr> </tbody> </table>			FPOC Referrals	Q1	Q2	Referrals received for a wellbeing assessment	1038	1015	Number of referrals received that were urgent	107	82	Total Assessments completed by Contact Officers	552	622	Total Assessments resolved by Contact Officers	352	429	Number of cases sent to FPOC SW for a more comprehensive or immediate assessment	195	177	Resolved at FPOC (FPOC Com Only)	64%	68%	<p>Over 1000 Wellbeing Referrals were received by FPOC again in Q2. 8% or Referrals were classed as urgent, 2% less than Q1.</p> <p>68% of referrals were resolved at FPOC and didn't require further involvement from a Social Worker. An increase of 4% on Q1.</p>				
FPOC Referrals	Q1	Q2																										
Referrals received for a wellbeing assessment	1038	1015																										
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Resolved at FPOC (FPOC Com Only)	64%	68%																										
% Adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months			90.6%	89.3%	All Wales Average 65% Cardiff Average since 2017 is 86%	89.8%	90.2%																					
KPI - The percentage of clients who felt able to live independently in their homes following support from Independent Living Services			95%	98%	95%	96%	98%																					

Section 2 - Assessments, Reviews & Care Plans – All Teams

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Assessment	2021/22	2022/23	2023/24	2023/24	2023/24
	Result	Result	Target	Q1 Result	Q2 Result
Number of Well-being Assessments – Full Assessments completed	2,302	2,788	No Target	777	724
Number of Well-being Assessments - Proportionate Assessments completed	2,895	3,009	No Target	930	866
Total Number of Well-being Assessments	5,197	5,797	No Target	1,707	1,590
Caseload – Total Number of Cases Open to Adult Services	6,034	6,020	No Target	6,107	6,123
<div data-bbox="138 564 1211 1114" data-label="Figure"> <p><b>Q2 WB Full Assessment Outcomes</b></p> <ul style="list-style-type: none"> <li>■ A more comprehensive assessment is required</li> <li>■ Abandoned</li> <li>■ Necessary to meet needs (safeguarding)</li> <li>■ Needs can be met through a preventative service</li> <li>■ Needs can be met through info/advice/assistance</li> <li>■ Needs met wholly/partly with/without assistance</li> <li>■ Other matters contrib. to achieve/outcomes.needs</li> <li>■ There are no C&amp;S needs to be met</li> </ul> </div> <div data-bbox="1240 632 2085 751" data-label="Text"> <p>There has been a decrease in assessments from 1707 in Q1 to 1590 in Q2. However, this is a large increase on the same period last year where 1397 assessments were completed.</p> </div> <div data-bbox="1240 842 2085 1002" data-label="Text"> <p>Full Assessment outcomes has seen a decrease in people needing a Care &amp; support plan, this would likely be attributed to the general overall decrease in Assessments being completed in the Quarter.</p> </div>					
Carers					
	2021/22	2022/23	2023/24	2023/24	2023/24
	Result	Result	Target	Q1 Result	Q2 Result
Number of Well-being Carers Assessments completed	538	610	No Target	152	116
KPI - Percentage of eligible adults who are caring for adults that are offered a carers assessment.	47.6%	48.2%	60%	83.5%	83%
The percentage of eligible new carers who accepted the offer.	N/A	N/A	N/A	54%	51%

ADULT SERVICES – PERFORMANCE REPORT Q1 2023-24



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Reviews & Care Plans	2021/22	2022/23	2023/24	2023/24	2023/24
	Result	Result	Target	Q1 Result	Q2 Result
Number of Care & Support Plan reviews completed	2672	2,831	No Target	989	916
<p>While Q2 has seen a decrease in the amount of Care Plan reviews completed, there has been a slight increase in the number that were due in that period that were completed within target. Also, the figure for Q2 this year is higher than last year by over 20%.</p> <p>The biggest improvement in reviews completed within agreed timescales were in the MHSOP and LD service areas.</p> <p>The number of overdue reviews at this time are 1,868 across the teams so there is still a lot of work to do.</p>			2022/23	2023/2	2023/2
	Reviews Due Completion %		Q4	Q1	Q2
	Case Management & Review		86.2%	86.3%	96.2%
	CADT		92.1%	87.8%	94.7%
	MHSOP		94.3%	75.9%	95.2%
	Hospitals		87.9%	86.1%	96.6%
	LD		55.0%	46.5%	83.6%
Total		81.8%	79.1%	93.6%	

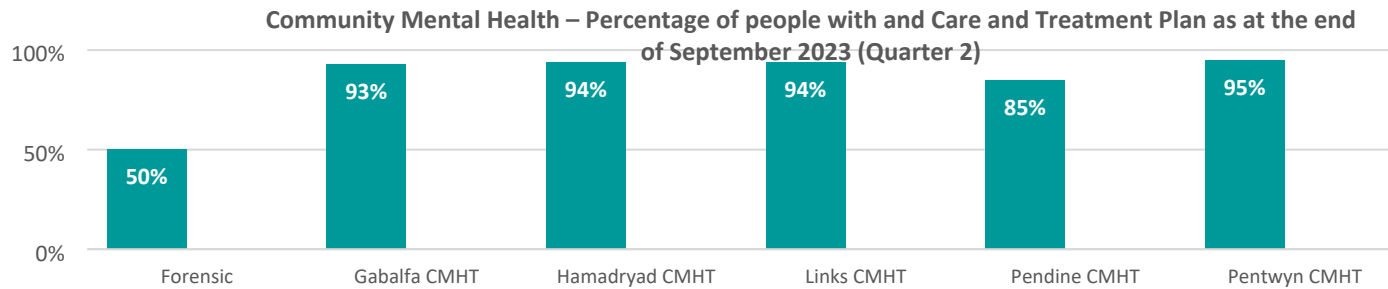


Learning Disabilities	2021/22	2022/23	2023/24	2023/24	2023/24
	Result	Result	Target	Q1 Result	Q2 Result
<b>KPI - Number of people with Learning Disabilities supported by the Complex Needs Days Service to continue living at home through preventative services</b>	N/A	N/A	TBC	69	69
New DDP Measure for 2023/24					

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Community Mental Health	2021/22	2022/23	2023/24	2023/24	2023/24
	Result	Result	Target	Q1 Result	Q2 Result
Community Mental Health – Number of people open to Community Mental Health Services who have a Care and Treatment Plan	2593	2556	No Target	2598	2625
Community Mental Health – Percentage of people open to Community Mental Health Services who have a Care and Treatment Plan	94%	89%	No Target	89%	89%

Of the 2,953 people open to Community Mental Health services in Paris at the end of quarter 2, (89% 2,953) had a Care & Treatment Plan. The Forensic team will always be a lower percentage due to the people being in a secure setting (majority of referrals to this team received from Prison Medical Service).



Section 3 - Reablement

Reablement	2021/22	2022/23	2023/24	2023/24	2023/24
	Result	Result	Target	Q1 Result	Q2 Result
The number of people who accessed the Community Resource Team (CRT)	1633	1493	Increase on last year	361	359
The total hours of support provided by the Community Resource Team	39,744	35,147	Increase on last year	7,575	7,385
The number of people who access the Community Resource Team is determined by the triage process at the Integrated Discharge Hub (IDH). There was a reduction in referrals into CRT Home Care in Q1 and therefore a reduction in the number of care hours delivered.					
SCAL23 Percentage of people helped back to independence without ongoing care services, through short term intervention	53.5%	50.79%	No Target	58.23%	59.07%
Number of Community Resource Team (CRT) assessments undertaken following a referral	1,661	1,483	No Target	362	364
KPI - The percentage of service users of the Community Resource Team – Homecare Service who were satisfied with the service received from the carers who supported them	N/A	New Measure	95%	100%	100%
Percentage of CRT Home Care Assessments where outcome is - Appropriate for CRT	69%	76%	No Target	76.8%	80.5%
CRT Discharges by outcome – Aim Achieved	38%	40%	No Target	46.31%	46.8%
KPI - Integrated Discharge Hub - Number of referrals triaged within 1 working day	N/A	N/A	85%	74%	73%
This is a new indicator and the data is still being reviewed to ensure accuracy					

**Outcome of CRT Assessments undertaken following a referral Q2**

Assessments	Jul-23		Aug-23		Sept-23	
	Step Down	Step Up	Step Down	Step Up	Step Down	Step Up
Home Care Delivered	58	32	52	36	67	38
Admitted to Hospital	0	1	1	1	0	1
Deceased	0	0	1	0	0	1
Decline Further Service	1	3	1	4	2	3
Discharge Cancelled	5	1	6	2	4	0
Not Appropriate for CRT	0	1	0	2	2	2
Therapies Only	7	4	8	0	2	2
<b>Total</b>	<b>71</b>	<b>42</b>	<b>69</b>	<b>45</b>	<b>77</b>	<b>47</b>

There are a number of scheduled discharges cancelled prior to the assessment taking place. This is reflective of the changing needs of the patients who are becoming medically unfit for discharge before the assessment can take place.

Those that result in therapies only or “not appropriate” are reviewed on a regular basis and discussed with the triaging MDT to ensure correct options are considered prior to utilising a CRT assessment.

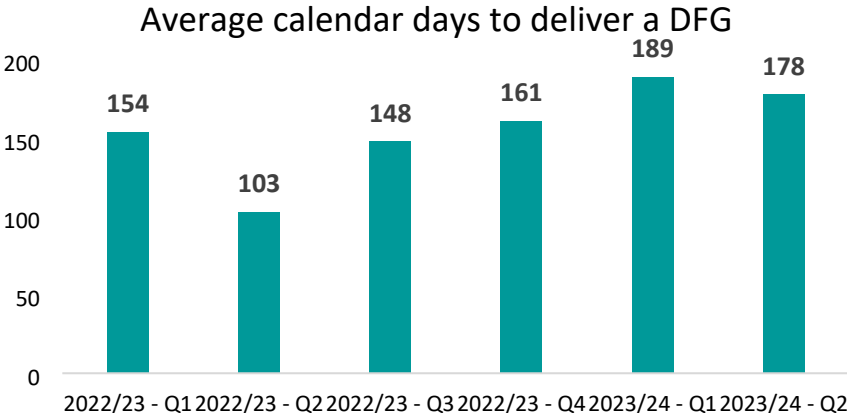
**CRT Discharge Outcomes**

	Target	Jul	Aug	Sep
% Cases resulting in No long-term Care	55%	62%	53%	53%
% Cases resulting in long-term Care	45%	38%	47%	47%

As a reablement service it is expected that a large percentage of service users will leave the service with no ongoing care needs. The admissions criteria for the service have been reviewed in line with the discharge pathways to care, to ensure the right people are receiving the right type of care at the right time therefore an improvement in the performance outcome has been realised in Q2.





Disabled Facilities	2021/22	2022/23	2023/24	2023/24	2023/24														
	Result	Result	Target	Q1 Result	Q2 Result														
<b>KPI</b> - The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to works complete and certified date)	122	141	150	<b>189</b>	<b>178</b>														
 <p><b>Average calendar days to deliver a DFG</b></p> <table border="1"> <thead> <tr> <th>Period</th> <th>Average Calendar Days</th> </tr> </thead> <tbody> <tr> <td>2022/23 - Q1</td> <td>154</td> </tr> <tr> <td>2022/23 - Q2</td> <td>103</td> </tr> <tr> <td>2022/23 - Q3</td> <td>148</td> </tr> <tr> <td>2022/23 - Q4</td> <td>161</td> </tr> <tr> <td>2023/24 - Q1</td> <td>189</td> </tr> <tr> <td>2023/24 - Q2</td> <td>178</td> </tr> </tbody> </table>	Period	Average Calendar Days	2022/23 - Q1	154	2022/23 - Q2	103	2022/23 - Q3	148	2022/23 - Q4	161	2023/24 - Q1	189	2023/24 - Q2	178	<p>The high numbers of referrals are impacting the team's ability to deliver all the cases within the agreed timescales. As well as this, referrals from Registered Social Landlords (RSL) which previously did not sit with the Local Authority are also having an impact on the KPI. These cases can often sit with the RSL for months before the service receive the referral. The KPI is measured from the date of enquiry, and this artificially increases the time</p>				
Period	Average Calendar Days																		
2022/23 - Q1	154																		
2022/23 - Q2	103																		
2022/23 - Q3	148																		
2022/23 - Q4	161																		
2023/24 - Q1	189																		
2023/24 - Q2	178																		



## Section 4 - Hospital Discharge

Hospital Discharge	2021/22	2022/23	2023/24	2023/24			2023/24		
	Result	Result	Target	Q1 Result			Q2 Result		
<b>KPI</b> - The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	No Result	No Result	No Target	N/A			N/A		
Total delayed transfers of care for social care	No Result	No Result	No Target	Apr	May	June	Jul	Aug	Sept
				185	159	163	132	115	124
<b>KPI</b> - Discharge medically fit people within 72 hours of triage	New Measure	N/A	No Target	92%			98%		
<b>KPI</b> - Review care package following discharge within 10 days at home	New Measure	N/A	No Target	85%			87%		
Total Number of Discharges from Hospital	New Measure	N/A	To Be Developed	590			550		
This measure is in the process of being reviewed with Health and might mean changing the way the data is being recorded.									

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Section 5 – Care Provision

Care Provision – Residential Care	2021/22	2022/23	2023/23	2023/24	2023/24
	Result	Q4 Result	Target	Q1 Result	Q2 Result
Residential Care Home - New Contracts Agreed	371	65	No Target	75	74
Nursing Care Home - New Contracts Agreed	268	64	No Target	82	77
<b>KPI - Over 75's new to Residential Care</b>	134	30	No Target but year on year reduction	31	41
Over 75's are presenting with more complex needs and are requiring different types of care than just Residential. Additionally, reviews have been undertaken on a number of service users in respect of a change in need which has resulted in a change to the category of placement ( e.g. from general residential to residential dementia)					
The number of people in residential care aged 65 or over per 10,000 population	63.2	67.6	No Target	66.7	67.3
SSWB22 Average age of adults entering residential care homes	88	85	No Target	82.9	82.6
SSWB21 Average length of time (days) adults aged 65 or over are supported in residential care homes	956	902	No Target	901.5	818.9

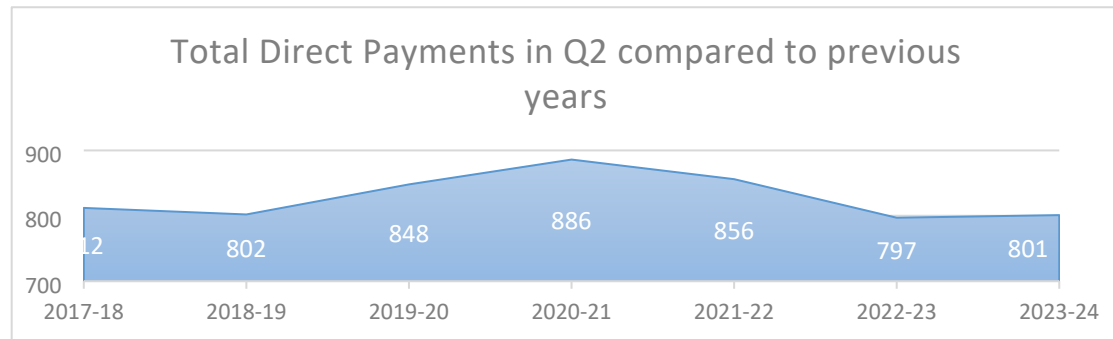
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Care Provision – Domiciliary Care	2021/22	2022/23	2023/24	2023/24	2023/24
	Result	Result	Target	Q1 Result	Q2 Result
Total number of citizens in Domiciliary Care <i>*does not include Direct Payments</i>	n/a	2136	No Target	2189	2235

ADULT SERVICES – PERFORMANCE REPORT Q1 2023-24

Total hours of Domiciliary Care provided	n/a	121,910	No Target	33,907.5	35,819
<b>KPI - Average Number of days between Referral and Start of Package in Domiciliary Care</b>	17	15	14 Days	12	12
Longest time between Referral and Start of Package in Domiciliary care (in days)	148	148	No Target	55	38
<b>KPI - The average number of people waiting for domiciliary care at month end</b>	N/A	14	<30	0	0

Direct Payments	2021/22	2022/23	2023/24	2023/24	2023/24
	Result	Result	Target	Q1 Result	Q2 Result
SCAL25a Total number of adults in need of care and support using the Direct Payments scheme (cumulative)	787	725	No Target	632	633
SCAL25a Total number of Children in need of care and support using the Direct Payments scheme (cumulative)	185	176	No Target	158	168





## Section 6 – Quality, Complaints and Compliments

### Quality, Complaints & Compliments

#### Escalating Concerns

Domiciliary		Residential/Nursing Care Homes		Supported Living	
Quality Assurance	0	Quality Assurance	4	Quality Assurance	4
Provider Performance Meetings	0	Provider Performance Meetings	3	Provider Performance Meetings	3
Joint Interagency Monitoring Panel	1	Joint Interagency Monitoring Panel	0	Joint Interagency Monitoring Panel	0
Closure Procedure (SOSG)	0	Closure Procedure (SOSG)	0	Closure Procedure (SOSG)	0

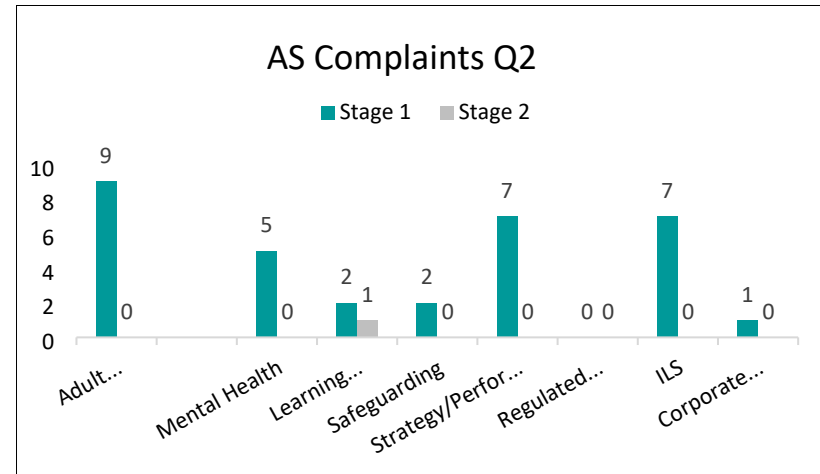
The procedures identify a 4-stage approach to managing provider performance concerns depending on the severity of the concern. The process does not preclude the missing of a stage where there is a clear rationale to do so. While the focus is on supporting the provider to improve, where necessary, where a service is failing to the extent of posing undue risks to service users and/or staff there are provisions to suspend or withdraw the service in a planned manner with proper governance, and with full communication with the provider and service users.

#### Summary of Q2 Escalating Concern Meetings

The number of providers in the Escalating Concerns process has increased from Quarter 4

### Adult Services Compliments and Complaints

Service Area	2022/23		2023/24 Q1		2023/24 Q2	
	Stage 1	Stage 1	Stage 1	Stage 2	Stage 1	Stage 2
Adult Community Services	51	8	7	1	9	0
Mental Health	13	3	3	0	5	0
Learning Disabilities	22	3	3	0	2	1
Safeguarding	5	2	1	0	2	0
Strategy/Performance /Resource/Finance	10	5	5	0	7	0
Regulated Services	2	0	0	0	0	0
ILS	13	6	6	0	7	0
Corporate Complaints	10	0	0	0	1	0
<b>Total</b>	124		26		34	



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There were 244 compliments received in Q2. Since improvements and additional resources were made available to collate this information we have seen a significant increase in captured compliments across the areas.

Service Areas	Compliments
Independent Living Services	204
Adult Community Services	14
Learning Disabilities	5
Mental Health	7
Safeguarding	3
Strategy/Performance/Resource	11
<b>Total</b>	<b>244</b>



## Section 7 - Safeguarding

Safeguarding	2021/22	2022/23	2022/23	2023/24	2023/24
	Result	Result	Target	Q1 Result	Q2 Result
<b>KPI</b> - Percentage of adult protection enquiries completed within 7 days	99.1%	93%	99%	98.2%	99%
Number of contacts received	1,739	1,696	No Target	660	621
Service demand remains high. To support safe and effective Safeguarding amid the pressures we have continued to focus on the duty function within the service and have introduced daily team meetings to check all referrals into the service for suitability and thresholding. This has supported effective use of time within the service.					
RES15 % of Adults, Housing & Communities council staff completing Safeguarding Awareness training.	78%	85%	81.6%	92.1%	96%
<i>*This data does not include casual workers and Schools</i>					



## Section 8 – Community Support

Community Support	2021/22	2022/23	2023/24	2023/24	2023/24
	Result	Result	Target	Q1 Result	Q2 Result
<b>KPI</b> - The percentage of people who feel reconnected into their community through direct and digital interventions from the Day Opportunities team	N/A	89%	85%	91.1%	86.8%
<b>KPI</b> - % of council staff completing Dementia Friends Training	42.2%	54.4%	85%	58%	56%
<p>This training module is a Category B mandatory module. This means that it is mandatory but does not impact performance rating in Personal Reviews. It is hoped in the future that completion of the module will be linked in with personal reviews which should see an improvement in compliance.</p> <p>Although the overall % of staff has fallen, 206 people have completed the Dementia Friends on-line module in Q2.</p>					
<b>KPI</b> - The number of businesses pledging their commitment to work towards becoming Dementia Friendly	16	79	40 (Year)	38	87
<p>Due to a change in approach (including recruitment of volunteers and regional resource) performance against the target has seen a significant upward trend.</p>					
<b>KPI</b> - The number of ambassadors recruited to promote Dementia Friendly Cardiff	New Measure	New Measure	4 Per District	4	4
<b>KPI</b> - The number of events held to support people to keep active and stay mobile	New Measure	New Measure	500	124	117



Under target in Q2 by just 8 events

<b>KPI - The number of participants at the events held to support people to keep active and stay mobile</b>	New Measure	New Measure	8,000	2953	2224
<b>KPI - The number of events held to support people to remain connected and stay social</b>	New Measure	New Measure	1,400	384	388
<b>KPI - The number of participants at the events held to support people to remain connected and stay social</b>	New Measure	New Measure	15,000	4358	4130
<b>KPI - The number of service user sessions delivered within Care Hub Day Services</b>	New Measure	New Measure	6,500	1,874	1,793
<b>KPI - The number of care hours delivered by Care Hub Day Services</b>	New Measure	New Measure	40,000	11,244	10,434
<b>KPI - The Number of digital/In Person Dementia Friendly City events held</b>	1035	2,616	2,300	935	904

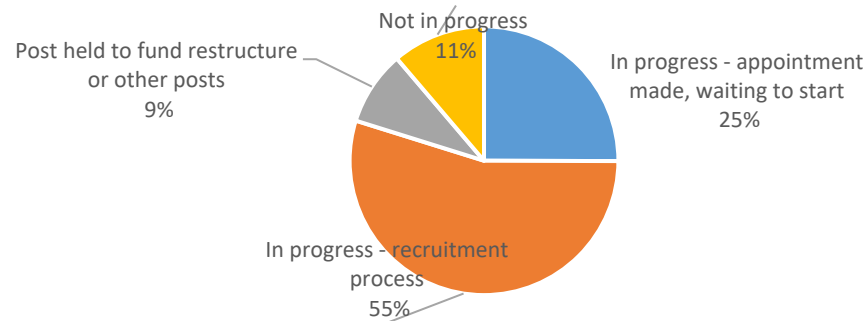
The Dementia Friendly Events include both Dementia Café’s and Age Friendly Events held within our Hubs and also within the wider community by partners such as Alzheimer’s Society etc. These events which are promoted via the Dementia Friendly Cardiff website have increased following the pandemic as people look to re-engage with their community.

Section 9 - Workforce

Workforce	2021/22	2022/23	2023/24	2023/24	2023/24
	Result	Result	Target	Q1 Result	Q2 Result
KPI - Number of Domiciliary Care Workers in Cardiff Registered with Social Care Wales	2,566	4,676	2,600	2,830	3,032
KPI - The number of domiciliary care workers registered with Social Care Wales in Cardiff as a percentage of the total number of domiciliary care workers registered in Wales	8.7%	4.3%	7.5%	13.5%	14.5%
KPI - % of social work vacancies out of total FTE of 137.4) *Social Worker only, not including SW Assistants and Managers	12.9%	9.94%	<12%	20.31%	21.98%

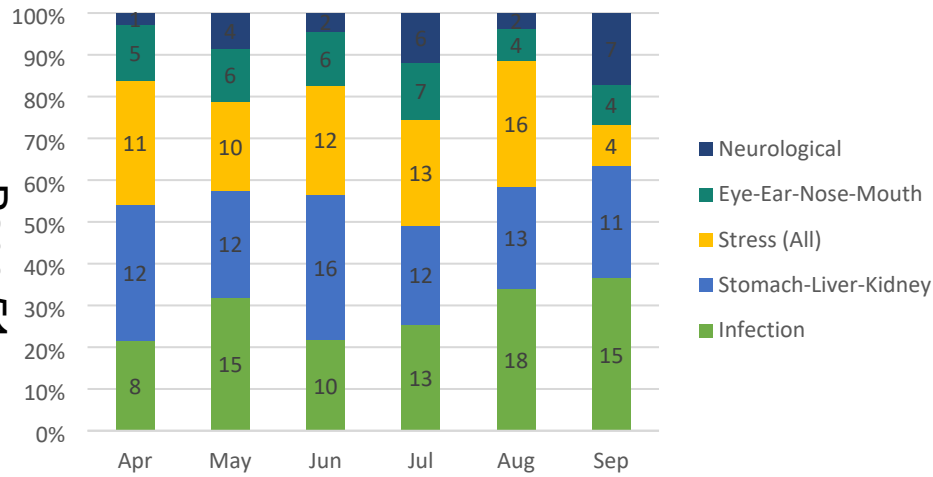
Social Worker Vacancies Breakdown

Service	Grade 7		Grade 8		Total	
	FTE	%	FTE	%	FTE	%
Older Persons / Physical Disabilities Services	32.79 (14 vacancies)	42.70%	17.08 (1.42 vacancies)	8.31%	49.87 (15.42 vacancies)	30.92%
Learning Disability	15.77 (2.22 vacancies)	14.08%	5.99 (0 vacancies)	0%	21.76 (2.22 vacancies)	10.20%
Mental Health (including MHSOP and EDT)	16.74 (6.82 vacancies)	40.74%	38.86 (3.5 vacancies)	9.01%	55.60 (10.32 vacancies)	18.56%
Total	65.30 (23.04 vacancies)	35.25%	61.93 (4.92 vacancies)	7.94%	127.23 (27.96 vacancies)	21.98%



## Sickness

Highest Sickness Reasons



	Apr	May	Jun	Jul	Aug	Sept	YTD
Adult Services	13.86	11.40	15.73	19.45	21.73	18.11	16.86
Target	17.8	17.8	17.8	17.8	17.8	17.8	17.8

99% of Return to Works were completed in Q2.

The indicative number per sickness per full time employee (FTE) If the rate of sickness in that month was at the same level for the whole year that is what the Average FTE would have off sick. (Simply the percentage of sickness x 224 – the number of working days in a year).

Adult Services saw a decrease in the total level of sickness compared to Q1. Although Infection increased from 33 to 46 instances in Q2. Adult services ended the quarter at 16.86, during the same period last year it was 20.23 and finished the year at 20.80.



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# Adult Services & Independent Living

Q2 Performance Report  
CASSC – November 2023



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# Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to stay active and connected in an Age-Friendly City  
Corporate Plan Commitment



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## Commitment

**Work with a wide range of partners to deliver our commitment to be an Age Friendly and Dementia Friendly City by:**

- Playing a full part in the World Health Organisation's Network of Age-Friendly Cities;
- Measuring our success through a city-wide evaluation framework and key performance indicators;
- Recruiting volunteer Dementia Friendly Ambassadors to encourage local businesses to become dementia friendly

## Update

- The Age-Friendly Cardiff Year 1 Annual report is close to publication. A highlights version has also been produced. When the finalised versions have been published, a review of the report process will take place, which will inform future annual reviews. Progress will be reported to the PSB on completion of the report. Age Friendly KPI's will be reviewed following publication of the report.
- A celebration of Age Friendly Cardiff took place on International Day of Older Person's at Cardiff Central Library Hub to mark the first year of WHO recognition alongside the launch of [www.agefriendlycardiff.co.uk](http://www.agefriendlycardiff.co.uk). Older people were in attendance and took part in workshops and were able to access information from a range of age-friendly partners . Partners in attendance included Public Health Wales, Care & Repair, Elderfit, Telecare, South Wales Police and Amgueddfa Cymru.

# Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to stay active and connected in an Age-Friendly City  
Corporate Plan Commitment



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## Commitment

### Encourage employment and prevent discrimination against older people in the job market by:

- Recruiting a designated employment mentor to support older people to access employment opportunities;
- Working in partnership with the Department of Work and Pensions to deliver Adult Learning's 50+ Employable Me course and engage employers to offer guaranteed interviews to participants completing training;
- Increasing digital sessions across the city supporting older people with digital deprivation, continuing with the digital tablet gifting scheme;
- Encouraging employers to sign up to the "Age Friendly Employer Pledge" scheme operated by the Centre for Ageing Better and developing Cardiff-specific reporting to track progress.

## Update (1 of 2)

- The Into Work team have recruited a dedicated employment mentor and have reassigned 2 employment mentors to support older people with their employment needs. Mentors are split across the city, creating pathways into employment for over 50's, linking in with the dedicated Employer Liaison Officer who works with age-friendly employers and creating employment opportunities for older people.
- There are currently 150 over 50's engaging with mentors. 55 employment outcomes have been recorded and 102 training outcomes have been recorded.
- The Digital Support Team has been working in partnership with the Academy to offer Corporate Digital Skills training on a quarterly basis. They are aimed at employees who may have a low digital skill level and/or those who have not previously needed to use computers for their roles. The sessions that have taken place include; Introductions to Microsoft Word, Excel, Outlook, Teams and Powerpoint. Through this partnership, two further Service Areas have approached the Digital Support Team for bespoke training to upskill staff in their departments. These have been delivered via MS Teams and onsite at Lamby Way.

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- Encouraging employers to sign up to the "Age Friendly Employer Pledge" scheme operated by the Centre for Ageing Better and developing Cardiff-specific reporting to track progress.

## Update (2 of 2)

- Since June 2023, 79 staff members have taken part in the training with the Digital Support Team.
- The Age-friendly Employer Pledge has been featured within the new Age Friendly Cardiff website.
- Work has commenced on the promotion of the Age-friendly Employer Pledge internally and the pledge pack has been shared with colleagues to share with organisations that they are in contact with e.g. Employers via Into Work. The pack has also been shared via the Age-friendly Cardiff mailing list. This will be extended further to capitalise on all internal touchpoints with organisations to encourage further pledging.



# Wellbeing Objective: Cardiff is a great place to grow older

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Corporate Plan Commitment



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## Commitment

**Provide opportunities for all people to get involved in their community, and in particular to support older people to stay active and connected, including:**

- Working with community groups and volunteers to offer a wide range of activities, events and opportunities to get involved;
- Improving access to activities through a “Hubs for All” approach;
- Working with the University Health Board to establish Wellbeing Hubs and to fully integrate health initiatives into all Hubs;
- Strengthening the advice and support available in Hubs for older people and carers;
- Developing further monitoring to demonstrate the effectiveness of the actions taken to prevent loneliness and isolation.

## Update (1 of 2)

- The newly established volunteering service have been recruiting volunteers through various methods including Volunteering Cardiff, utilising the Into Work Database Opportunity Matching System in order to have a central list for all Into Work and Community Volunteering opportunities. There is one access point for volunteering as the teams now share the Volunteer Cardiff mailbox. The Into Work Digital Volunteer Coordinator is providing training to Community Volunteer Coordinators on how to use the Volunteer Cardiff system enabling Community Volunteering to post opportunities directly.
- Work continues to take place to build age-focused health engagement via Hubs. The digital screen project has been further developed in collaboration with Public Health Wales and other partners. Screen content now includes Help Me Quit, Stay Steady Clinics, bowel cancer screening, Care’Diff, Age-Friendly Cardiff, Cardiff Well-being Support Service, FaME (24 week exercise programme developed by Elderfit and Cardiff & Vale University Health Board), Telecare, Dementia Friendly Cardiff, Tenovus Cancer Care (check your breasts) and Breast Test Wales (screening van locations in Cardiff this winter)

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- Strengthening the advice and support available in Hubs for older people and carers;
- Developing further monitoring to demonstrate the effectiveness of the actions taken to prevent loneliness and isolation.

## Update (2 of 2)

- Hubs for All have developed a booking referral system and are receiving direct referrals from Adult Services, the Day Opportunities Team, the First Point of Contact Team, Carers team, Community Teams and Independent Living & Community Social Care with 21 people attending August Sessions and 47 people attending September sessions.
- The Hubs for All person-centred activity programme has been initiated with exercise sessions from RISE (adapted games, sports and dance tailored to a participant’s physical ability or cognitive capacity to bring health and wellbeing benefits). Service users have had the option to join in with ukelele and Japanese music sessions as well as activities such as reminiscence, drawing, puzzles and skittles.

# Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services  
Corporate Plan / Directorate Delivery Plan Commitment



## Commitment

**Provide the right help at the right time to help people stay independent at home by:**

- Building on our First Point of Contact Service to develop a multi-disciplinary team approach focused on supporting independence, and extend this to the hospital and to the community on a locality basis;
- Fully embedding empowering and strengths-based social work through improved training and support;
- Working with partners and across services to develop a trusted assessor approach
- Modernising our homecare service to provide both a full reablement service and short-term emergency care;

## Update

- With regards to incorporating the Trusted Assessor protocols in community and hospital settings, Grade 8 and Grade 9 Social Work self-authorisation is now in place, speeding up the flow of assessment.
- Occupational Therapist Trusted Assessors are now in the hospital setting and prescribing care for those accessing the Discharge to Recover & Assess pathway.
- Occupational Therapists (OT's) are completing low-level social care assessments at this time. It was anticipated that OTs would be able to sign off their own care plans, however, due to Carefirst system upgrade issues this has been delayed and is now going live in Quarter 3.
- New homecare rotas have been implemented and we are receiving positive feedback from service users in relation to the improved continuity of care being received.

# Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services

Corporate Plan / Directorate Delivery Plan Commitment



Commitment	Update
<p><b>Provide the right help at the right time to help people stay independent at home by:</b></p> <ul style="list-style-type: none"><li>Embedding the use of new technology and equipment to support independence and developing proposals for an Independent Living Wellbeing Centre;</li></ul>	<ul style="list-style-type: none"><li>During Quarter 2 training on the TEC “Top u up offer” has been fully delivered to the Occupational Therapy Service and Independent Living and Wellbeing service. A plan was also developed to spread and scale the rest of the TEC training to other teams within Adult Services, however, this was put on hold due to the TEC Specialist taking up a new role due to commence in Quarter 3.</li><li>Proposals have been developed for the new Independent Living and Wellbeing Centre. The grant funding application is being finalised and a business case with full costing will shortly be submitted to cabinet. Work is currently under way to review the remediation works for this development and determine the most cost-effective construction methods to deliver the project, alongside achieving environmental excellence.</li></ul>

# Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services  
Corporate Plan Commitment



## Commitment

**Deliver new older persons housing** which supports independent living, including:

- Commencing the community living schemes in the Maelfa, St Mellons, Bute Street and Canton;
- Completing Addison House in Rumney by August 2023;
- Submitting a planning application for the Michaelston Well-being Village by September 2023.

## Update

- The planning application at the former Michaelston College site in Ely is now scheduled for November. There have been some delays due to cost reviews.
- A contractor is now on site for the Bute Street Community Living project. There is more site clearance to be completed than anticipated but the development is still on target.
- We are awaiting the finalisation of the building contract for the St. Mellon's Community Living project. The contract sum and programme has been agreed. Enabling works are being undertaken on site however main works will commence in December 2023.
- Addison House in Rumney will be delivered in Quarter 3.

# Wellbeing Objective: Cardiff is a great place to grow older

Working in partnership to deliver high-quality sustainable care and support  
Corporate Plan Commitment



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## Commitment

### Work to support timely and safe hospital discharge by:

- Improving and strengthening management arrangements in the Integrated Discharge Hub;
- Developing a suite of performance indicators by September 2023 to measure the success of pathways out of hospitals and to clearly demonstrate the impact of the Council's activity;
- Reviewing the success of the hospital discharge pathways for Discharge to Assess (D2A) and Discharge to Recover and Assess (D2RA) and reporting on the findings.

## Update

- In partnership with Health ICT services and PARIS IT systems, a data extract has been created to obtain all elements of the Integrated Discharge Hub (IDH) data for both step up and step down processes. Ongoing development is working towards a PARIS System Dashboard for use by the IDH. This is expected to be available early in Quarter 4. Focus is currently on the creation of a new discharge support referral form for IDH.
- Development of a comparable data form is ongoing and forms part of the development of the PARIS system.
- A Review of the IDH structure is due to take place imminently.
- A new IDH referral form has been developed within the health computer system. It is now going through final user testing, before being transferred to the PARIS system for further development. The new referral form is expected to be completed and rolled out in November 2023. There is a joint communication plan being developed by the Local Authority and Health.
- Funding for the Discharge to Recover and Assess (D2RA) model has been extended to 31/3/2024.

# Wellbeing Objective: Cardiff is a great place to grow older

Working in partnership to deliver high-quality sustainable care and support  
Corporate Plan Commitment



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## Commitment

Work with care providers to **deliver good-quality care that meets current and future needs**, to include:

- Further developing locality working through recruitment of local care co-ordinators;
- Embedding a Quality Assurance Framework and developing a set of performance indicators to measure the quality of commissioned care provision;
- Refocusing care provision away from general residential care towards home-based care;
- Promoting the development of high-quality nursing and dementia care.

## Update (1 of 3)

- Work is still ongoing to determine the model required for the Care Co-ordinator process.
- Work continues on the development of a Quality Assurance framework. A self-assessment tool has been developed for Domiciliary Care providers and is at the provider consultation stage having completed consultation with internal stakeholders. This is expected to be completed in Quarter 3 following which, the template that providers will be asked to complete will be built on to the “Adam” computer system.
- Work has also been undertaken to improve the quality assurance and contract monitoring arrangements for dementia care in care homes. Research undertaken by IPC has been used to develop a template that seeks to strengthen consistency and joined up working between the Contracts Team and the Dementia Quality and Care Team.

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## Update (2 of 3)

- Work had progressed in relation to the analysis of available data to assist us in gaining a better understanding of how the care home market is performing and what we need to do in order to reshape provision, including undertaking work on understanding costs and sustainability. An options appraisal has also been completed to inform decisions on the most appropriate way to commission placements going forward to support provider sustainability and ensure that we are able to deliver on our commissioning priorities. The work undertaken thus far will be brought together in a Cabinet report that will be put before Cabinet in Quarter 3 setting out our approach for the future commissioning of care home placements and fee setting.
- Work on the cost of care exercise is progressing. A sufficient number of providers in each care category have completed cost templates and these are currently being analysed with interviews being held with the providers in Quarter 3.



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- Promoting the development of high-quality nursing and dementia care.

## Update (3 of 3)

- The Dementia and Care Quality Team continues to develop, and an operating model is to be signed off at Adult Services Senior Management Team once completed. The team also continues to develop to attend:
  - Joint Commissioning meetings with Health and others;
  - Community of Practice with colleagues across our areas who are involved in working with those with a dementia.
- The Team has also set up a schedule of planned reviews across the care home sector and this is currently underway.



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Corporate Plan Commitment



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## Commitment

**Listen to the voices of our citizens** and increase their choice in care provision by:

- Improving our engagement with older people, seeking meaningful input and feedback;
- Increasing choice through direct payments, including the development of micro-enterprises;
- Piloting a trusted partnership approach with care providers to increase flexibility of care;
- Reviewing current usage of our services and taking steps to ensure all Cardiff communities are aware of, and have access to, our services.

## Update

- Work has been undertaken to develop a survey for service users to ascertain their feedback on their experiences in respect of assessment and review. A short consultation exercise with a small group of service users will be carried out at the start of Quarter 3 to test out the survey with a view to it being launched in November 2023.
- An initial Options Appraisal for the Direct Payment service has been completed, which determined that both an in-house model and a hybrid model are both viable models for direct payment support service delivery. An action plan containing proposed timelines has been completed for each model. It was decided to improve current “as-is” processes before making a final decision. These “to-be” processes, alongside the success of the micro-enterprise project and the roll out of Direct Payment training, will significantly influence the final decision.
- Work has been undertaken to collate data to inform the review the use of the Trusted Partner Approach and its impact. This will be reported on in Quarter 3.
- The cross-directorate Adults, Housing & Communities Equality Action Plan is still in development. This quarter further data analysis and research has taken place focussing on health and poverty inequalities across the city. The draft plan will be shared with senior managers in Quarter 3.

# Wellbeing Objective: Cardiff is a great place to grow older

Working in partnership to deliver high-quality sustainable care and support  
Corporate Plan Commitment



**STRONGER  
FAIRER  
GREENER**



## Commitment

### Support the social care workforce by:

- Working with Welsh Government to maintain the Real Living Wage for care workers;
- Further developing the Cardiff Cares Academy to provide training, mentoring and employer support;
- Providing proactive support to help care workers achieve registration;
- Further developing carer skills to support hospital discharge and reablement.

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## Update (1 of 2)

- Real Living Wage monitoring forms remain outstanding for some providers. These are being followed up by the allocated contracts officer via telephone and during contract monitoring visits. Overall compliance levels are being monitored by the contracts team.
- Contact monitoring officers check records when undertaking monitoring visits to gather evidence that the Real Living Wage is being paid and they also check this when speaking with care workers as part of the monitoring arrangements.
- The Cardiff Cares Academy team has actively promoted the care service at employment-related events through the quarter including city-wide job fairs, summer transition events and Real Living Wage events in association with Cardiff Works. The team has also held information and registration events around the city in key locations including the Ely, Riverside and Grangetown areas. As a result of these activities, the service has seen increased participant numbers. The team will shift its focus in Quarter 3 to promoting to care providers to increase employment opportunities through a programme of localised employer events targeting residential care settings for non-drivers, currently a major barrier to transitioning into employment for its participants.

# Wellbeing Objective: Cardiff is a great place to grow older

Working in partnership to deliver high-quality sustainable care and support  
Corporate Plan Commitment



**STRONGER  
FAIRER  
GREENER**



## Commitment

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- Working with Welsh Government to maintain the Real Living Wage for care workers;
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- Providing proactive support to help care workers achieve registration;
- Further developing carer skills to support hospital discharge and reablement.

## Update (2 of 2)

- The Training Unit has produced a handbook for providers that sets out the registration and qualification requirements for their staff and the training and support that is available via the social care training unit. The team have also launched a comprehensive induction programme for care workers in order to support care providers with their induction requirements. Those providers who have been identified as needing specific assistance are provided with bespoke support from the Social Care Wales Workforce Development Programme (SCWWDP) Co-ordinator and the Qualification and registration Support Officer.
- In line with the trusted assessor model, all home care managers within the Community Resource Team have received training around prescribing equipment and aids as well as training around strengths-based conversations. This approach has enabled service users to receive equipment and aids at the right time. Work is ongoing in relation to home care managers working in partnership with Independent Living and Wellbeing Services. Carers are able to feed in to this review process more effectively enabling a more holistic approach.
- Community Occupational Therapists have trialled supporting the reablement end to end process successfully.

# Wellbeing Objective: Cardiff is a great place to grow older

Working in partnership to deliver high-quality sustainable care and support  
Corporate Plan Commitment



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FAIRER  
GREENER



Commitment	Update
<p>Improve recruitment and retention of social workers and occupational therapists by putting in place a comprehensive Workforce Development Plan and by <b>taking a “grow our own” approach to increase qualified staff.</b></p> <p>Page 69</p>	<ul style="list-style-type: none"><li>• Consultation on the draft workforce strategy and action plan has been completed with Community and Adult Services Scrutiny Committee and the final amendments to the documents have been made.</li><li>• The Social Worker recruitment steering group had been remodelled to broaden its remit to include all areas of the strategy action plan and this group will be launched at the beginning of Quarter 3. However, good progress has already been made in several areas of the action plan.</li></ul>



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# Wellbeing Objective: Cardiff is a great place to grow older

Working in partnership to deliver high-quality sustainable care and support  
Directorate Delivery Plan Commitment



STRONGER  
FAIRER  
GREENER



## Commitment

Continue to review and modernise services, including:

- Carrying out a review of the Emergency Duty Team (EDT)
- Finalising the review of the Internal Supported Living service
- Investigating opportunities for more joined up working across the directorate
- Strengthening management arrangements within Adult Services

## Update

- The EDT review is now complete and manager posts and most office posts have now been filled. Work is underway to commission the call handling service.
- ISL Review implementation is well underway, manager recruitment is complete and officer changes are in progress. Transition plans for service user are in place and implementation is underway.
- The changes as part of the Joined up Working review are complete with most back-office functions now joined up across the directorate.
- The Management Review implementation is underway on a phased basis. Consultation on the final phase is underway and is due to be completed on 1<sup>st</sup> November 23.

# Wellbeing Objective: Cardiff is a great place to grow older

## Supporting unpaid carers and valuing their role Corporate Plan Commitment



**STRONGER  
FAIRER  
GREENER**



### Commitment

#### Listen to unpaid carers and families to ensure we provide the help they need by:

- Consulting and co-producing services with carers;
- Reviewing the range of respite provided;
- Improving advice services and support for carers;
- Reviewing the carer's assessment process to improve take

Page 71

### Update (1 of 2)

- Carers pages have been developed within the Age-friendly Cardiff website under the heading 'Looking after others'. The first iteration of this section of the website contains information on Carers Assessments, Carers Wales, The Care Collective, The Herbert Protocol (South Wales Police), Care'diff newsletter, Care'diff support groups, the Regional Partnership Board's Unpaid Carer Charter, free events for unpaid carers, Cardiff Social Care Training and Development and respite opportunities.
- The Wellbeing Support Service has recruited two new Ageing Well specialists who have been providing advice and signposting to older people on issues that are important to them. The specialists have been attending Hubs and Community venues across the city to promote the service and are working with partners to ensure services and advice will be available to older people.
- The Hubs for All project was launched at the end of August and is already proving to be a valuable service to both older people and their carers. The project provides a care and well-being service for potentially vulnerable adults including;
  - older adults living alone.
  - those with age related illness
  - early onset of dementia
  - and low-level support needs

# Wellbeing Objective: Cardiff is a great place to grow older

Supporting unpaid carers and valuing their role

Corporate Plan Commitment



**STRONGER  
FAIRER  
GREENER**



## Commitment

**Listen to unpaid carers and families to ensure we provide the help they need by:**

- Consulting and co-producing services with carers;
- Reviewing the range of respite provided;
- Improving advice services and support for carers;
- Reviewing the carer's assessment process to improve take

## Update (2 of 2)

- Hubs for All now operates in, Rhiwbina Hub, Grangetown Hub and Llandaff North Hub and provides care and well-being support from dedicated and experienced staff, light refreshments, person centred activities, social activity and of course unpaid carer respite. Hubs for all have been welcoming referrals from Adult Services, the Day Opportunities Team, the First Point of Contact Team, Carers team, Community Teams and Independent Living & Community Social care with 21 people attending August Sessions and 47 people attending September sessions.
- Unpaid Carers also have the option to attend with the person that they look after which has been really beneficial in developing confidence and trust of both parties.
- The Care'Diff newsletter has been utilised to raise awareness and promote the availability of respite flats at Llys Enfys to unpaid carers. The newsletter is available digitally, with printed copies available at GP surgeries, Hubs and libraries, Care Hubs and other community locations across Cardiff.
- In September 2023, Carers Wales facilitated focus groups with unpaid carers to feed into the learning and development offer. An in-person session was held at Central Library Hub, followed by an online session on Teams. Carers were invited to share their views on the current offer, suggest further improvements, and identify any support they require to access learning resources. Carers Wales is currently consolidating the feedback received to generate a report with recommendations to enhance the existing learning and development programme



# Wellbeing Objective: Cardiff is a great place to grow older

Ensuring our services meet the needs of those living with dementia  
Corporate Plan Commitment



STRONGER  
FAIRER  
GREENER



## Commitment

### Support people with dementia to stay at home wherever possible by:

- Reviewing best practice in supporting people with dementia to live in the community and using this to inform future commissioning;
- Reviewing the dementia training required to ensure that staff can tailor the correct care and support to the person and their family in their home.

## Update

- Community of Practice is in its early stages and just one meeting has taken place so far – it is therefore too early to evaluate its effectiveness.
- The Operational Manager for Adult Community Services and other colleagues attend all relevant network meetings and report back to relevant project groups.
- A process to collate dementia complaint responses is in place and we are reviewing these to plan service changes, e.g. improving information in leaflets etc.
- Case narratives and examples of good practice are being collated.
- We have been working with the University Health Board (UHB) to develop the dementia training partnership. We now have an audit pathway so we can monitor outcomes for social care. We are considering how best to support UHB to improve the social care reach given they are a small team – this is likely to include a part time regional Training Officer post.
- The Virtual Dementia Training bus was, in general, successful and feedback was very positive. 221 of a possible 384 individuals attended (125 Internal, 96 external). A dementia learning and development training action plan is in place.
- The service has met with the PhD student who is in conducting research related to how social workers perceive race and ethnicity in the context of dementia. She has now commenced research with local communities.
- Adult Services are linking in with colleagues in Housing to develop a collaborative approach to supporting older people, including any learning on dementia.

# Wellbeing Objective: Cardiff is a great place to grow older

Ensuring our services meet the needs of those living with dementia  
Directorate Delivery Plan Commitment



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Commitment	Update
Develop a full set of indicators and targets to monitor success of implementing the Ageing Well Strategy.	<ul style="list-style-type: none"><li>A wide range of indicators have been identified across the workstreams and data collection has commenced. Work on presenting this data and identifying any remaining gaps is now taking place</li></ul>

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# Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse  
Corporate Plan Commitment



STRONGER  
FAIRER  
GREENER



## Commitment

Ensure that all people, however vulnerable, retain a voice in their care by:

- Ensuring our social workers take a strengths-based approach to mental capacity and ensure that, as far as possible, older people retain voice and control;
- Preparing for the implementation of the new Liberty Protection Safeguards legislation and mainstreaming these within our services;
- Recommissioning Advocacy Services in line with the commitments set out in the Cardiff & Vale Advocacy Strategy by March 2024;
- Reviewing and enhancing our Direct Payments Services to adults, reviewing policies and procedures to ensure safety of service users and encouraging the development of micro-enterprises to increase accessibility to direct payments.

## Update (1 of 2)

- The Strengths-Based training programme for managers has taken place. Refresher dates are in place.
- We now have 16 “Strength-based” mentors across the directorate which is a significant increase.
- Workshop sessions are due to commence in Quarter 3. The Strengths Based Training Officer is going to run these bespoke sessions for the teams in an area of their choosing.
- A working group has been set up to develop the Local Authority ‘Collaborative Communications – a strength-based approach to meeting outcomes’ commitment statement:
  - Stats to date:
  - Total number of spaces offered to date 170
  - Total number of spaces booked – 129
  - Total attended 114.
- To prepare for the implementation of new Liberty Protection Safeguards legislation, Deprivation of Liberty Safeguards (DoLS) data is continuing to be gathered. This is proving to be a challenge as data has to be gathered from a number of different sources. Once all of the data has been gathered, full analysis will be begin.

# Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse  
Corporate Plan Commitment



STRONGER  
FAIRER  
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Commitment	Update (2 of 2)
<p>Ensure that all people, however vulnerable, retain a voice in their care by:</p> <ul style="list-style-type: none"><li>• Ensuring our social workers take a strengths-based approach to mental capacity and ensure that, as far as possible, older people retain voice and control;</li><li>• Preparing for the implementation of the new Liberty Protection Safeguards legislation and mainstreaming these within our services;</li><li>• Recommissioning Advocacy Services in line with the commitments set out in the Cardiff &amp; Vale Advocacy Strategy by March 2024;</li><li>• Reviewing and enhancing our Direct Payments Services to adults, reviewing policies and procedures to ensure safety of service users and encouraging the development of micro-enterprises to increase accessibility to direct payments.</li></ul>	<ul style="list-style-type: none"><li>• Mental Capacity Act Training continues to be delivered across different service areas and will be ongoing for the rest of the year.</li><li>• The tender for the Advocacy Gateway has concluded and a new contract has been awarded to the winning provider. The contract will commence on 1 April 2024. The tender for the Independent Professional Advocacy Services is expected to be published in early October 2023.</li><li>• An initial Options Appraisal has been completed for Direct Payments, which determined that both an in-house model and a hybrid model are both viable models for direct payment support service delivery. An action plan containing proposed timelines has been completed for each model. It was decided to improve current as-is processes before making a final decision. These to-be processes, alongside the success of the micro-enterprise project and the roll out of Direct Payment training, will significantly influence the final decision.</li></ul>

# Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse  
Corporate Plan Commitment



STRONGER  
FAIRER  
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## Commitment

**Improve the support available to people with mental health issues** by:

- Supporting the Health Board with their Community Transformation project and the review of services to meet the needs of those individuals who may not require formal care and support services;
- Further developing the Health and Wellbeing service within the Hubs, providing support and advice and finding community solutions for individuals with low-level mental health issues;
- Identifying additional accommodation and support solutions to support people with mental health issues to move from residential services to live independently, taking all necessary steps to ensure alternative solutions are safe and appropriate;
- Developing proposals for improving the environment for Ty Canna day services for mental health, continuing to build on volunteer support and completing early-stage design in partnership with Ty Canna service user representatives/ volunteers and cost feasibility work by September 2023

## Update (1 of 2)

- Along with the Health Board, we are continuing to review ongoing progress and issues with the new “111 press 2” service. There are currently some issues with shortages of qualified staff which are being addressed.
- The Sanctuary, which is a Health-led service is currently experiencing some delays which are out of our control. At present no venue has been located for the service. We are continuing to support Health with this ongoing project.
- A transitional arrangement has also been implemented with Health to take over Cardiff Mind Mental Health Supported Accommodation. Units are on track to transition provision in full and the remaining 4 units on phase 3 closure are being discussed with Health.
- We are continuing to work with the IBI Group design team on proposals for a new building for the Ty Canna service. Volunteers, with lived experience of mental health issues, have been present in meetings giving their input into the design for the new scheme.

# Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse  
Corporate Plan Commitment



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FAIRER  
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## Commitment

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- Developing proposals for improving the environment for Ty Canna day services for mental health, continuing to build on volunteer support and completing early-stage design in partnership with Ty Canna service user representatives/ volunteers and cost feasibility work by September 2023

## Update (2 of 2)

- The Well-being Mentor Programme has been promoted widely, including through the Age-Friendly Cardiff channels, featuring on [www.agefriendlycardiff.co.uk](http://www.agefriendlycardiff.co.uk) within the 'Advice and Support' section. The Service has also featured in the newsletters, which have been shared digitally to the Age-friendly partner network as well as physical copies to GP surgeries, Hubs, community venues and 50+ groups. In addition, the Age-friendly Cardiff Team have taken the opportunity to promote the service whilst physically attending events including the Ethnic Minority Health Fair in City Hall, International Day of Older Person's event at Central Library Hub and the Healthy Ageing in a Changing Climate workshops.
- Due to the increased promotion of the service, referrals have increased. In comparison to 22/23 the total of referrals have been increasing month on month. 55 referrals overall were made during Quarter 2 – an increase of 83%.
- With regards to identifying cases that could step down from residential placements - there have been some issues with this and none have been identified in Quarter 2. We hope to see an improvement in Quarter 3.

# Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse  
Corporate Plan Commitment



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## Commitment

Enhance the support available for people living with learning disabilities by:

- Further developing the Complex Needs Day Service, expanding the services to deliver appropriate respite for carers and ensuring that individuals with multiple and severe disabilities can access the community;
- Improving and increasing overnight respite, setting out proposals for building development;
- Developing proposals for new accommodation and support options to promote independence and facilitate step-down from residential care.

## Update

- The Learning Disabilities Service has received referrals from transition social workers for 2024 Ty Gwyn school leavers.
- The service has also attended annual reviews for 2024 school leavers and met with the young people and their families as part of the planning and assessment process.
- 2023 school leavers referred to the Complex Needs Day Service (CNDS) have now completed their transition from school. Compliments have been received from families of 2023 school leavers on the quality of the process and the positive impact on their family member and themselves.
- Work is ongoing to identify suitable cases to step down from residential placement into independent living.
- An options appraisal has been completed on a scheme for younger people with learning disabilities, however insufficient evidence has been provided that there are enough cases to warrant a separate scheme for young people at present.

# Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse  
Corporate Plan Commitment



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GREENER



## Commitment

### Improve services for people with autism by:

- Ensuring all staff have access to the appropriate level of training to meet the needs of autistic people; Developing a specialist approach to neurodiversity within Adult Services.

## Update

- “Level 3 - Autism Enhanced” is a course delivered by New Skills Academy which is designed to give learners who have roles within an Autism specific service, the knowledge and skill to work with autistic children and adults on a daily basis. This course has recently become available to appropriate staff. Adult Services commissioned providers are also encouraged to take up the training.
- All staff are now in place and a soft launch of the Neurodiversity Service took place in Quarter 2. We are continuing to work with a wide range of partners to establish the most effective referral pathway into the service.



# Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse  
Corporate Plan Commitment



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## Commitment

Ensure children and adults are protected from risk of harm and abuse by:

- Implementing the Regional Safeguarding Board's Annual Plan;
- Continuing to develop and implement the Safeguarding Adolescents From Exploitation (SAFE) Model during the year;
- Monitoring the adult safeguarding referrals received and develop a pro-active multi-agency response to re-occurring issues.

## Update

- The service has initiated strategic development activities in line with the Regional Safeguarding Board's (RSB) priorities. These include providing Safeguarding Fundamentals for which we have re-visited existing training arrangements and restructured the entry into the system. We have also strengthened the advice and information that is now provided and undertake effective safeguarding reviews as part of the case review sub-group. We have also continued to collect thematic data to respond to emerging trends.
- Feedback is continuing to be provided via various RSB groups.
- We are continuing to work with key partners, including Children's Services to develop the SAFE partnership.
- We continue to collect data to inform improvements to the service and to identify themes and trends.
- The Adults Services Safeguarding Manager continues to attend joint Adults, Housing and Communities Senior Management Team meeting to provide regular updates on Safeguarding.

# Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse  
Corporate Plan Commitment



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## Commitment

Work with Public Health Wales and other partners to carry out targeted activity to reduce health inequalities across the city, including:

- Promoting health screenings;
- Promoting the take-up of vaccinations.
- Combatting childhood obesity.

## Update

- Community Language resources are being made available via the Digital Health Screens in 17 Community Hubs. Every opportunity is being explored in collaboration with partner organisations to make available translated health resources particularly in the South of the City.
- Following investigation of the Community Screening Champion project this is unfortunately currently not available to the public. Race Equality First have therefore been approached to explore the possibility of creating screening champions amongst professionals working within the community.
- 8,537 children joined the Summer Reading Challenge (almost double that of last year). Hubs across Cardiff held a programme of Summer Reading Challenge children's events that were free for parents to bring their children along to. A total of 263 events took place with 8,438 children and parents participating. 150,482 library books were issued to children taking part in the challenge this Summer.

# Wellbeing Objective: Safe, Confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse  
Corporate Plan Commitment



STRONGER  
FAIRER  
GREENER



## Commitment

Work with Cardiff & Vale University Health Board (UHB) and Public Health Wales to improve access to services by:

- Contributing to a partnership approach to improve community-based services to prevent hospital admissions;
- Supporting work by Cardiff & Vale UHB to improve health support available to marginalised groups including refugees, asylum seekers, prison leavers and the homeless population including rough sleepers

## Update

- There are some significant issues with the intermediate care model which will deliver a rapid response service aimed at reducing admissions. This is an ongoing piece of work that is being led by the health board and delays are out of our control. Numerous proposals have been put forward, however a consensus was difficult to achieve across the partnership. However, recent conversations have been more focused on a realistic spread and scale model, that may see some early benefits in Quarter 4 that will provide a sound platform for future development.
- A Project Manager has been recruited to manage the partnership project between the Cardiff & Vale Health Inclusion Service and Cardiff Council's Accommodation and Support Project Team

# Wellbeing Objective: Modernising and integrating our public services

Ensuring the Council represents and responds to the diversity of Cardiff's Communities

Directorate Delivery Plan Commitment



Commitment	Update
<p>Ensure our services respond to the diversity of Cardiff's Communities, and that everyone is aware of, and has access to them by:</p> <ul style="list-style-type: none"><li>• Developing an Adults, Housing &amp; Communities Equality Action Plan</li><li>• Working with Public Health Wales and other partners to carry out targeted activity to reduce health inequalities across the city.</li><li>• Continuing to deliver against our commitments in response to the Race Equality Taskforce recommendations.</li></ul>	<ul style="list-style-type: none"><li>• The cross-directorate Adults, Housing &amp; Communities Equality Action Plan is still in development. This quarter further data analysis and research has taken place focussing on health and poverty inequalities across the city. The draft plan will be shared with senior managers in Quarter.</li><li>• Community Language resources are being made available via the Digital Health Screens in 17 Community Hubs. Every opportunity is being explored in collaboration with partner organisations to make available translated health resources particularly in the South of the City.</li><li>• Following investigation of the Community Screening Champion project this is unfortunately currently not available to the public. Race Equality First have therefore been approached to explore the possibility of creating screening champions amongst professionals working within the community.</li><li>• 8,537 children joined the Summer Reading Challenge (almost double that of last year). Hubs across Cardiff held a programme of Summer Reading Challenge children's events that were free for parents to bring their children along to. A total of 263 events took place with 8,438 children and parents participating. 150,482 library books were issued to children taking part in the challenge this Summer.</li><li>• Dementia Services have met with the PhD student who is in conducting research related to how social workers perceive race and ethnicity in the context of dementia. The student has now commenced research within local communities. As yet a timeframe to receive a summary of findings is unknown.</li></ul>

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**HOUSING & COMMUNITIES  
PERFORMANCE REPORT  
QUARTER 2**

**2023-24**



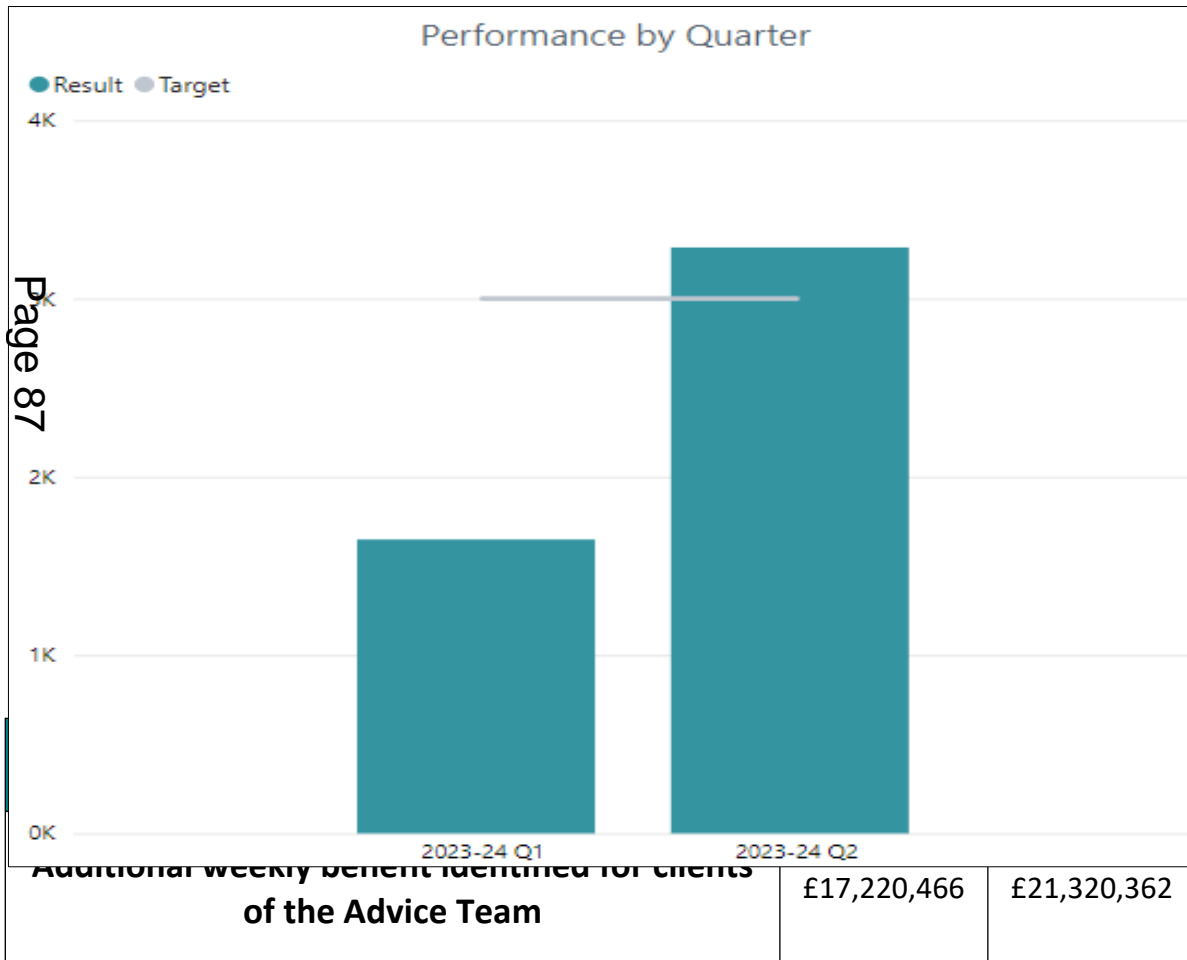
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**Wellbeing Objective: Supporting People Out of Poverty**  
**Supporting those most impacted by the cost-of-living crisis**

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
<b>The number of customers supported and assisted with Universal Credit financial support</b>	3,708	5,989	3,000	1,649	1,638	<b>3,287</b>

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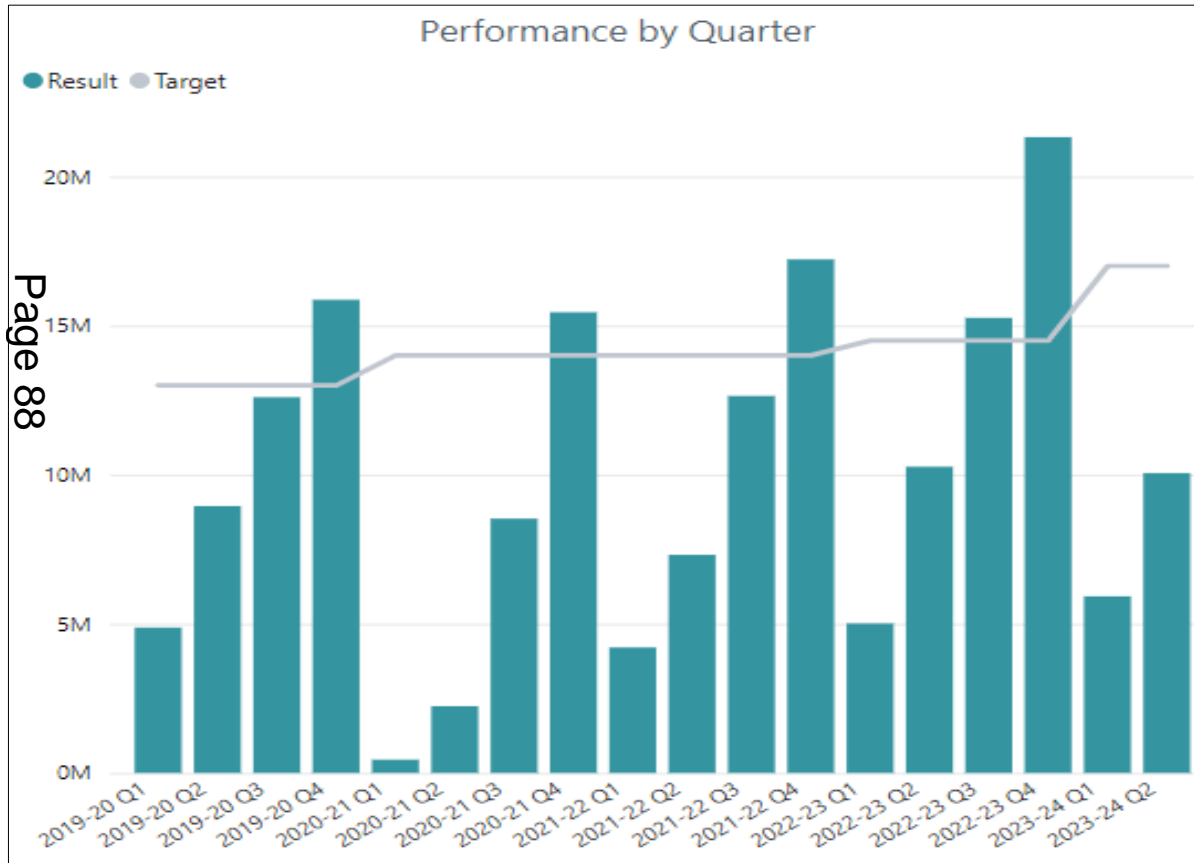


**Comments on Q2**  
 Yearly target has been achieved by the end of Q2.



**Wellbeing Objective: Supporting People Out of Poverty**  
 Supporting those most impacted by the cost-of-living crisis

2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
£17,000,000	£5,921,866	£4,130,761	£10,052,627



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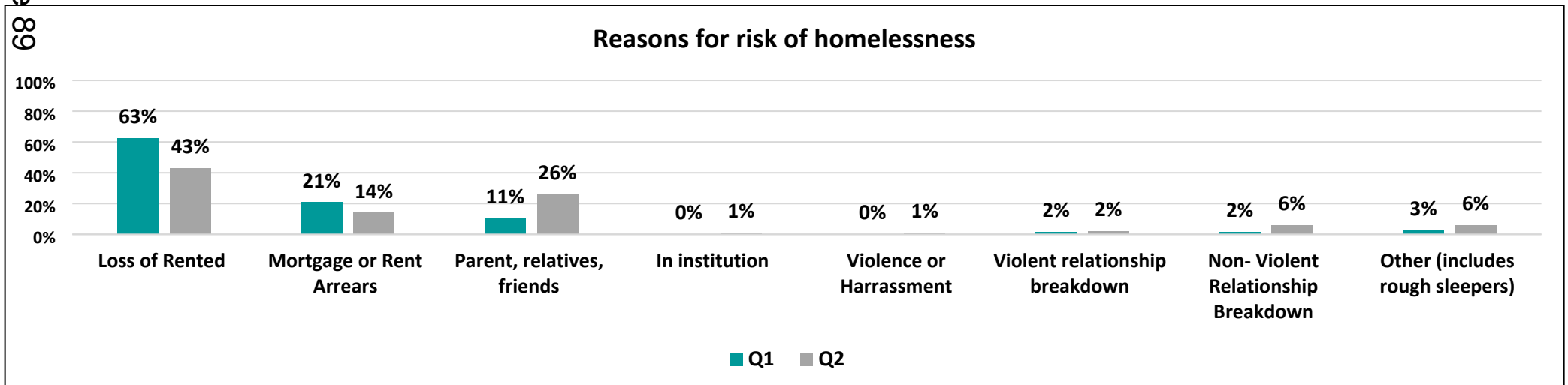
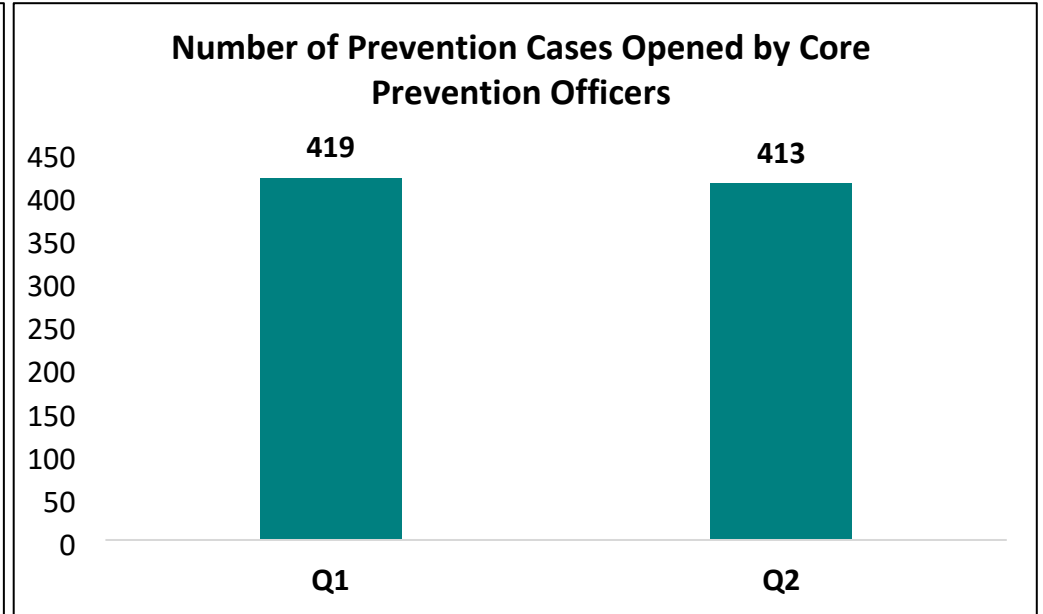
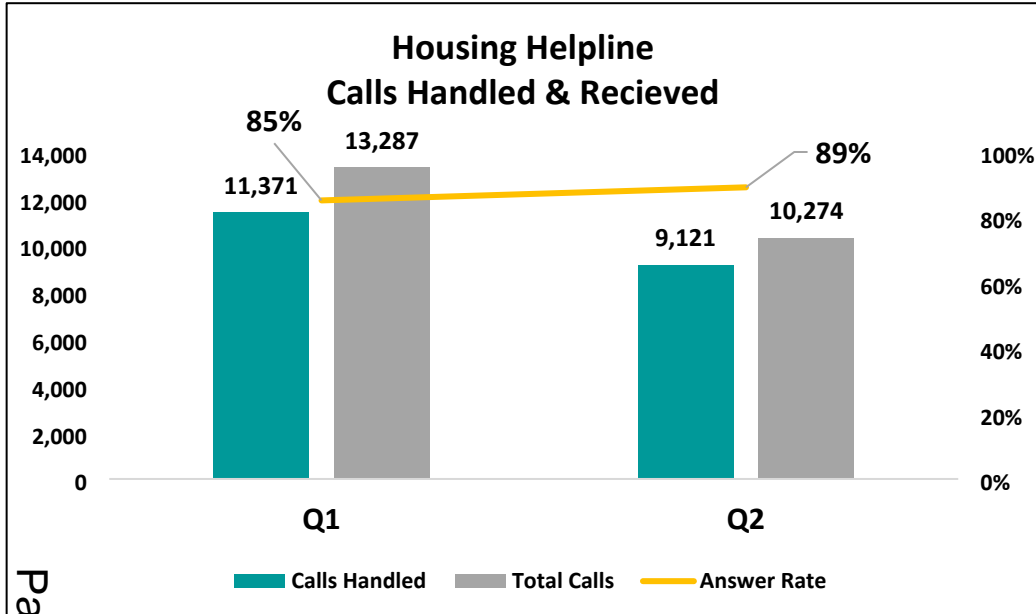
**Comments on Q2**

It is often the case that demand reduces for the Money Advice Team in July and August due to the school summer holidays. Fewer than 1,000 people were seen by the team in these months in 2023. Despite this, the cumulative total is still above target.



**Helping to Prevent Homelessness – Core Data**

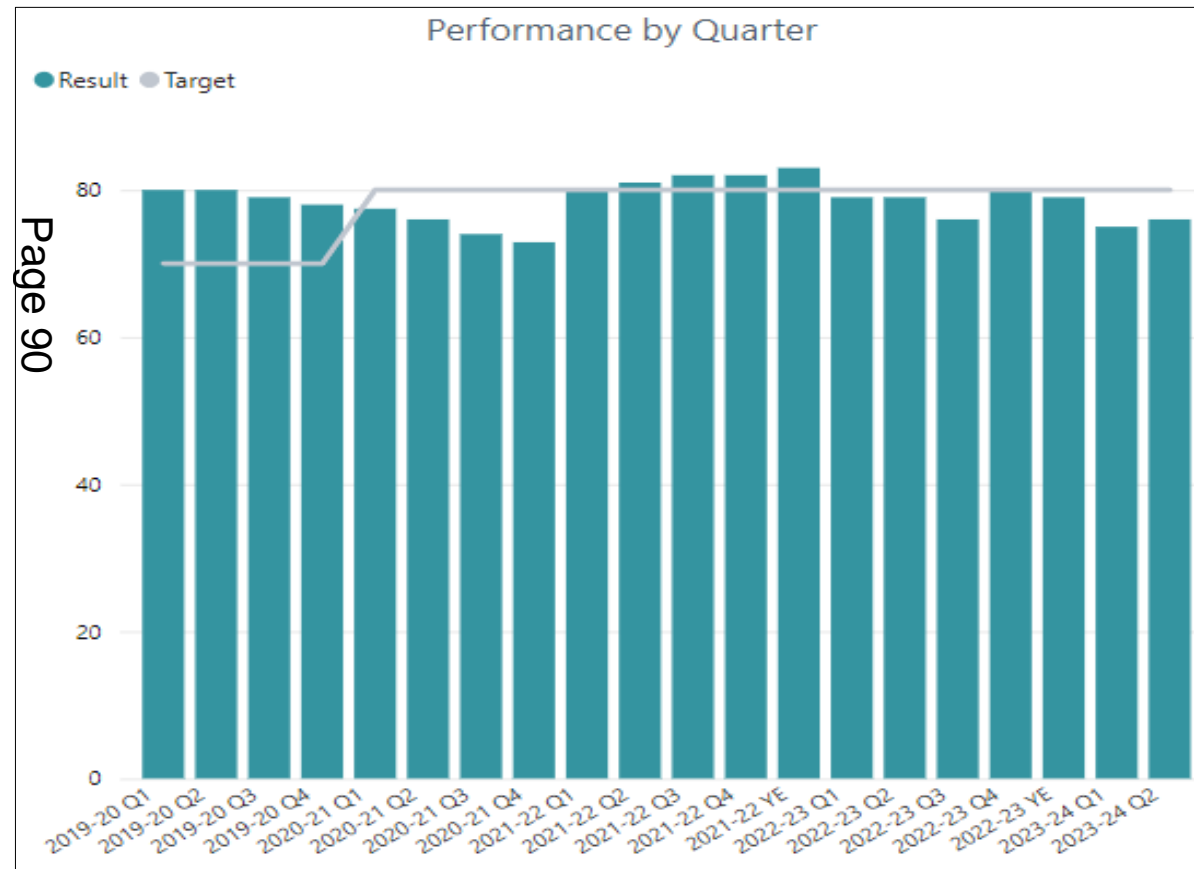




Wellbeing Objective: Supporting People Out of Poverty

**Embedding our new approach to tackling homelessness and ending rough sleeping**

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
<b>The percentage of households threatened with homelessness successfully prevented from becoming homeless</b>	80%	79%	80%	75%	76%



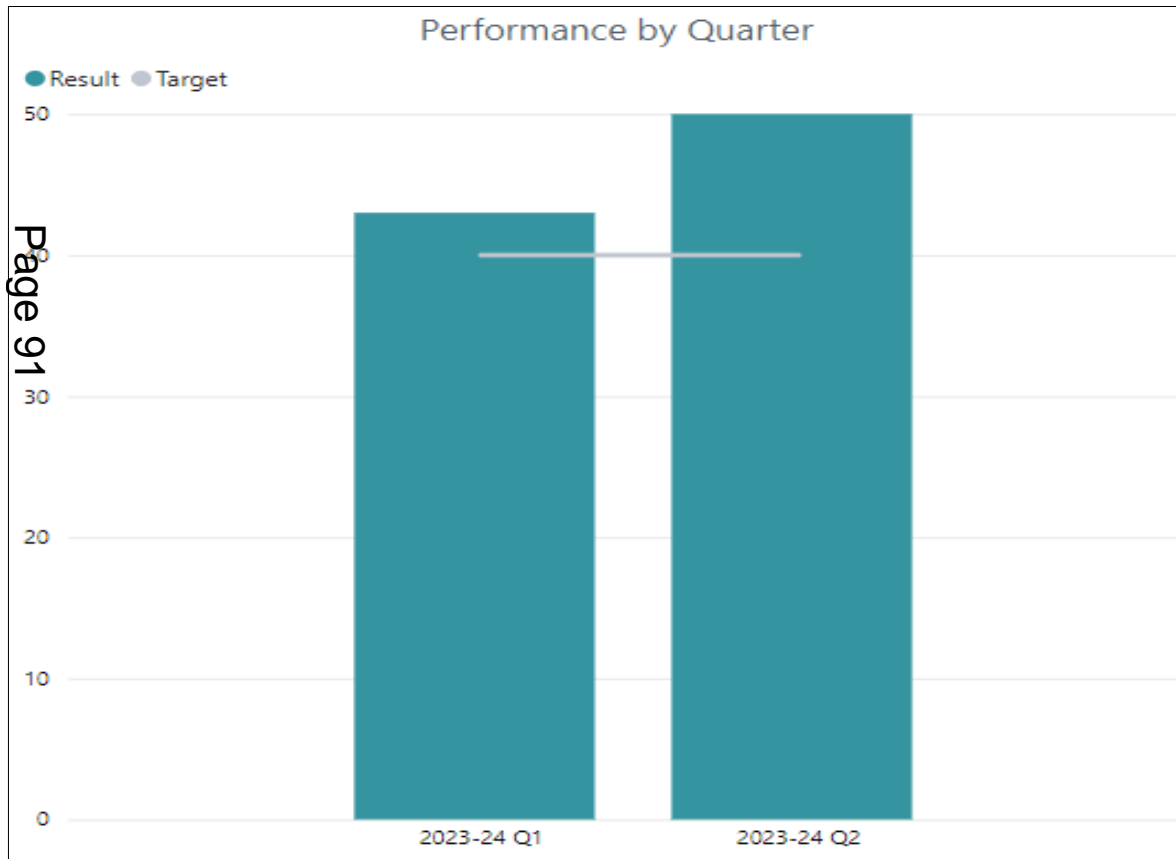
**Comments on Q2**

The average percentage is below target for Q2, though a slight improvement on Q1. The highest number of those that are presenting to the homelessness services are doing so as their private landlord is selling their property/ies. This is due to several reasons including interest rate increases and changes to legislation. These cases are very difficult to prevent from becoming homeless.

**Wellbeing Objective: Supporting People Out of Poverty**

**Embedding our new approach to tackling homelessness and ending rough sleeping**

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
<b>The percentage of people presenting to the homelessness service who are homeless on the day, without previously seeking prevention help</b>	New measure	New measure	<40%	43%	50%



**Comments on Q2**

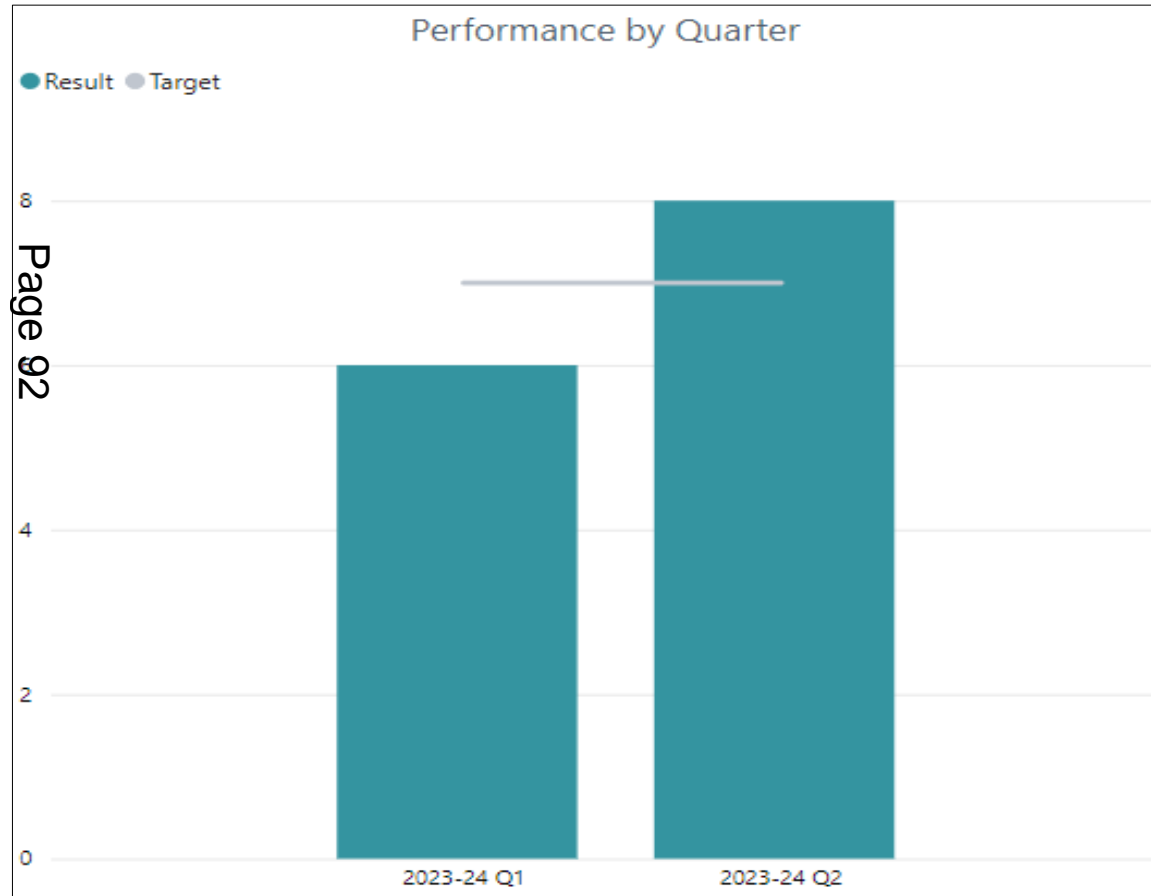
The target has not been achieved in Q2. The Homelessness Prevention Services and Assessment services are now fully aligned. It is anticipated that this will help to improve the number of those who seek prevention advice initially.

Furthermore, the Prevention Team will work closely with front line teams to further advertise the support available and will carry out targeted promotion of the team to reduce the number of people presenting as Homeless on the Day.

**Wellbeing Objective: Supporting People Out of Poverty**

**Embedding our new approach to tackling homelessness and ending rough sleeping**

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
<b>The average waiting time for a homelessness prevention appointment</b>	New measure	New measure	<7 days	6 days	8 days



**Comments on Q2**

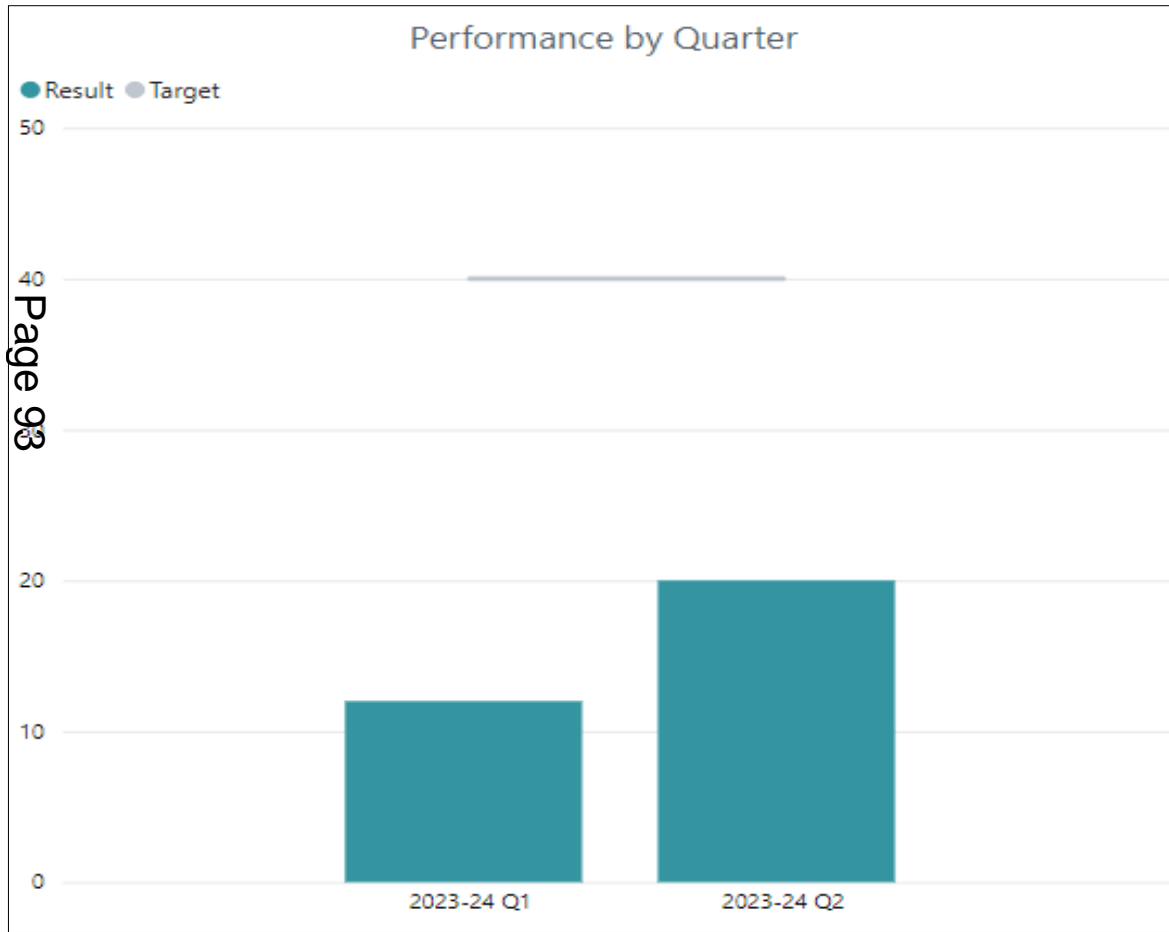
Q2 result is slightly above target. Prevention appointments are now available across Community Hubs and other community locations. The Housing Solutions team also now fully support the team with less complex prevention cases, creating additional resource which will help to ensure that waiting times for appointments remain low.



**Wellbeing Objective: Supporting People Out of Poverty**

**Embedding our new approach to tackling homelessness and ending rough sleeping**

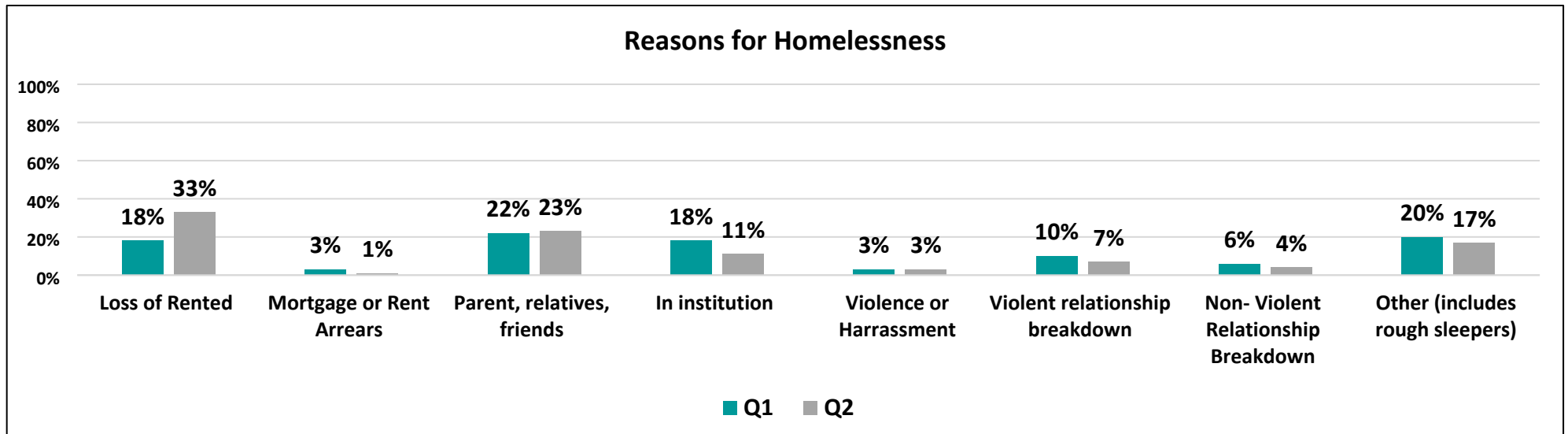
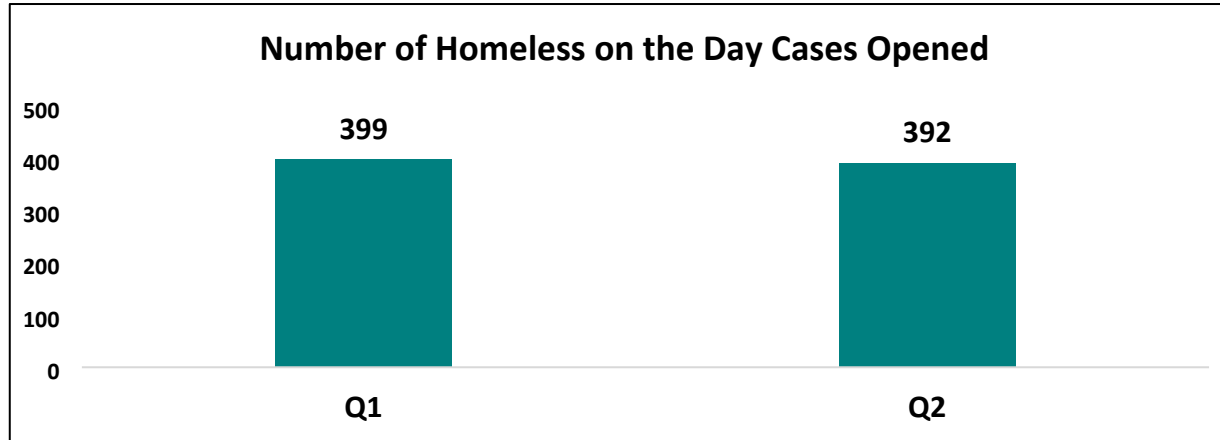
Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
<b>The number of additional properties on the Leasing Scheme Wales</b>	New measure	New measure	40	12	8	20



**Comments on Q2**

Slightly under target for Q2, however on target for the year so far.





### Providing Accommodation – Core Data

#### Temporary Accommodation - as at the end of Q2

##### Single Persons Gateway

**263** - Single people waiting to enter the Gateway.

**803** - Single people in Temporary Accommodation

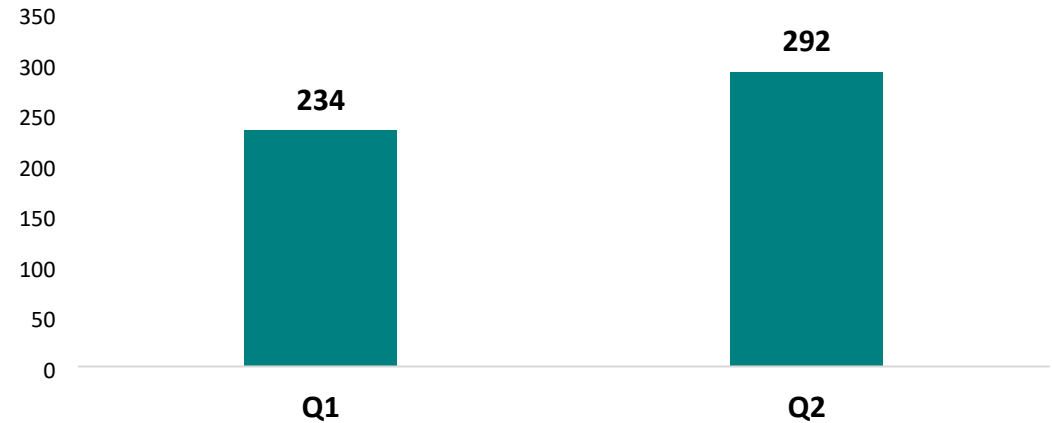
##### Family Gateway

**45** - Families waiting to enter the Gateway

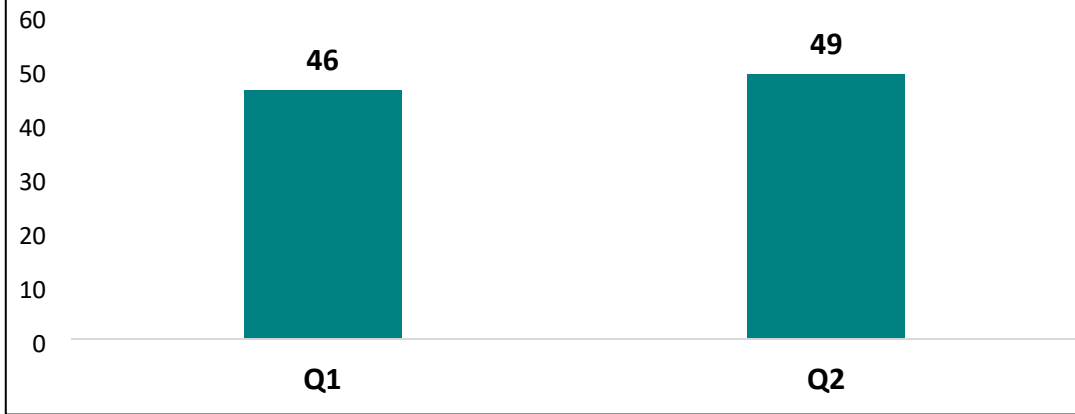
**533** - Families in Temporary Accommodation (including 32 in the OYO hotel). A further 195 families were residing in ad-hoc hotels at the end of Q2.

#### Allocation of Social Housing

##### Total Number of All Social Housing Lets



#### Number of Clients Supported into Private Rented Sector (PRS) accommodation by the PRS Team

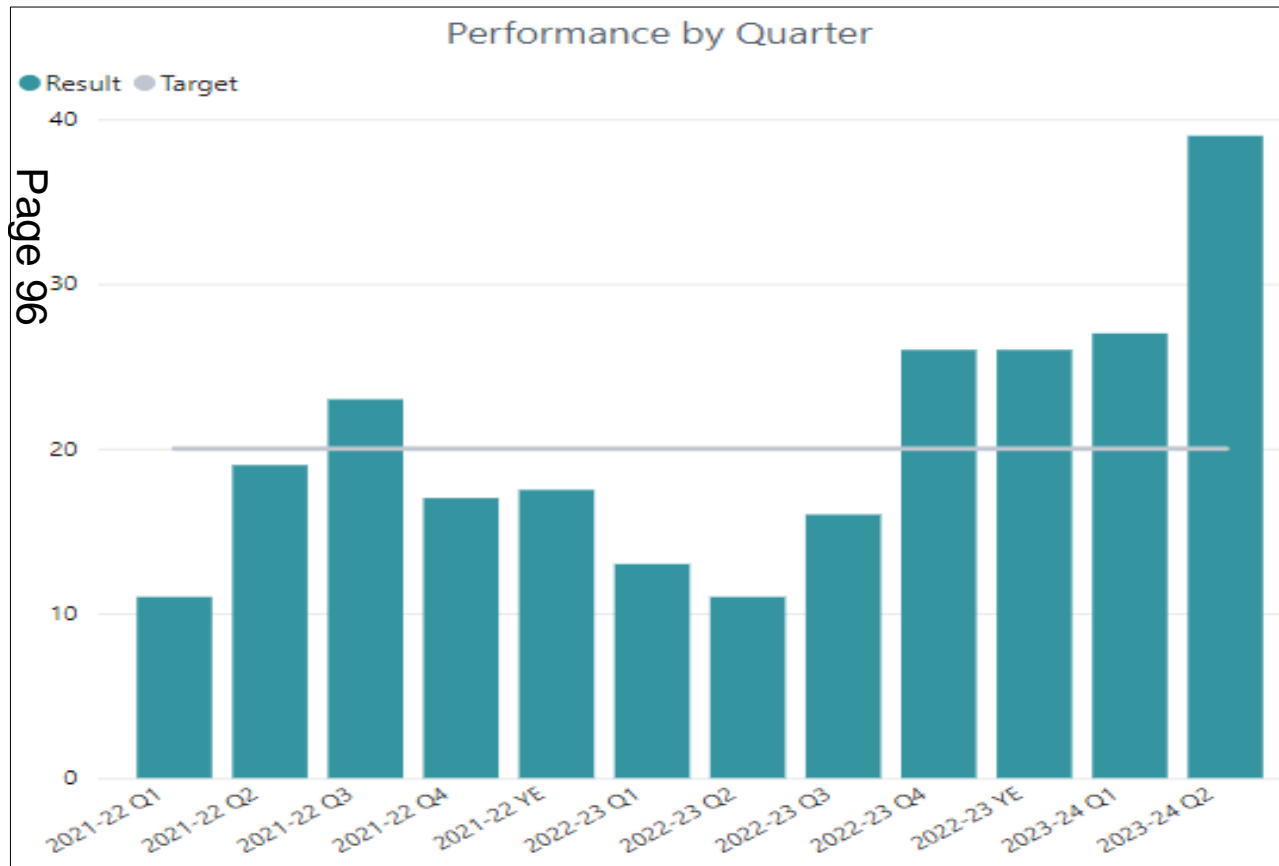


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**Wellbeing Objective: Supporting People Out of Poverty**

**Embedding our new approach to tackling homelessness and ending rough sleeping**

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
The total number of rough sleepers in the city	17.5	26	<20	27	39



**Comments on Q2**

Rough sleeping in the city has increased in recent months but has plateaued at around 40 individuals. Many rough sleepers have no local connection to Cardiff and these individuals are unable to be supported with accommodation. The Outreach Team along with the MDT are continuing to provide targeted support to encourage those who can, to access accommodation.

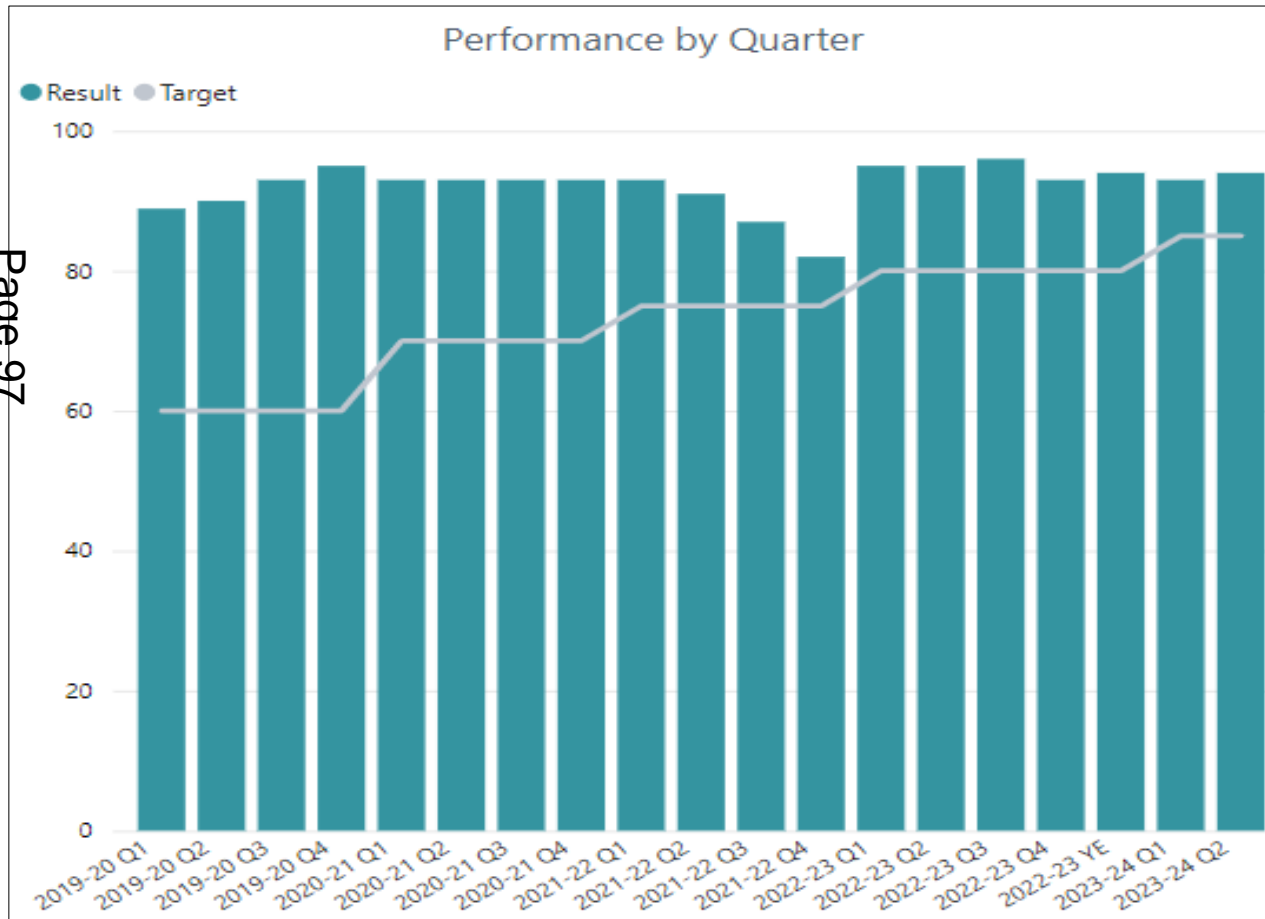


**Wellbeing Objective: Supporting People Out of Poverty**

**Embedding our new approach to tackling homelessness and ending rough sleeping**

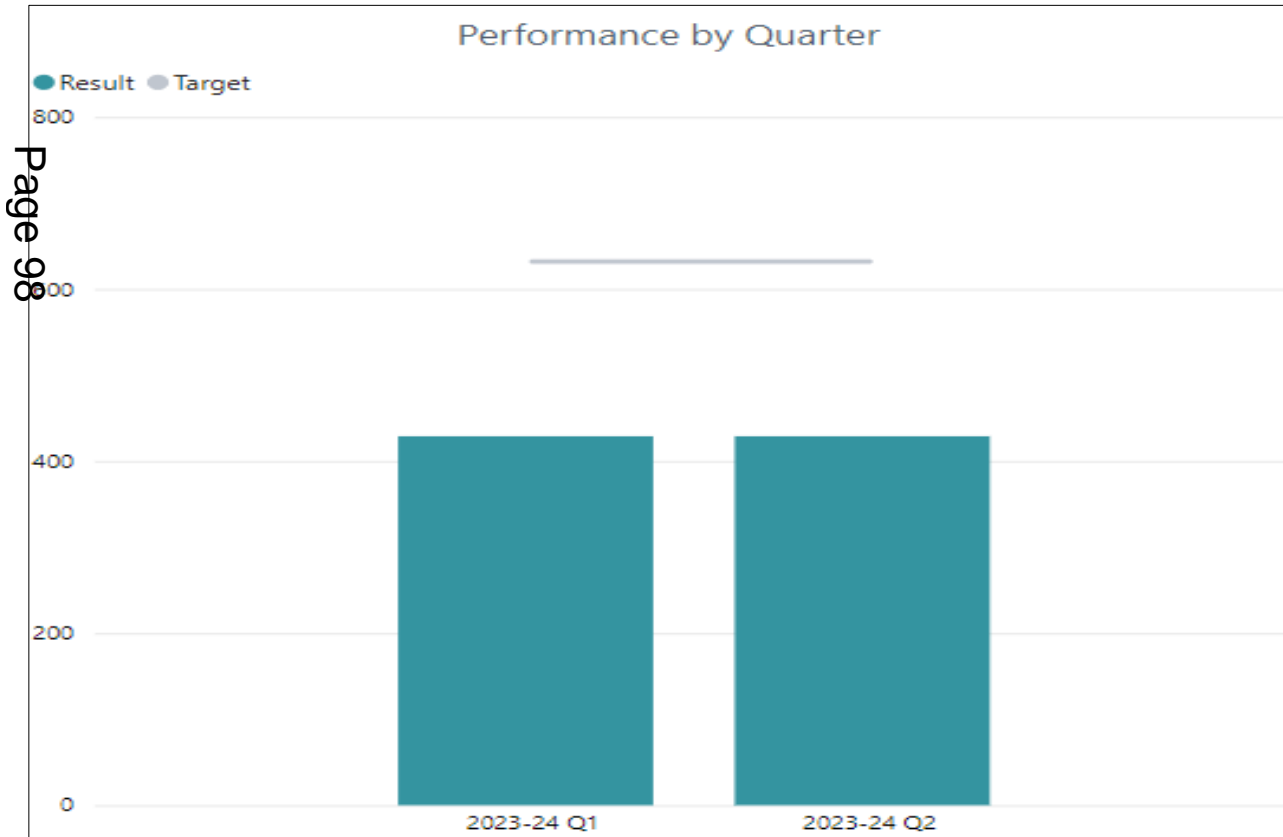
Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
<b>The percentage of clients utilising Housing First for whom the cycle of homelessness was broken</b>	93%	94%	85%	93%	94%

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**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Building new Council homes and investing in community facilities**

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
<b>The number of homes capable of being delivered on approved sites in the housing development programme (Target to be achieved by September 2023. Sites for 3,368 homes already approved.)</b>	New Measure	New Measure	4,000 by September 2023 (an increase of 632)	<b>59 sites capable of providing 3797 homes</b>	<b>59 sites capable of providing 3797 homes</b>



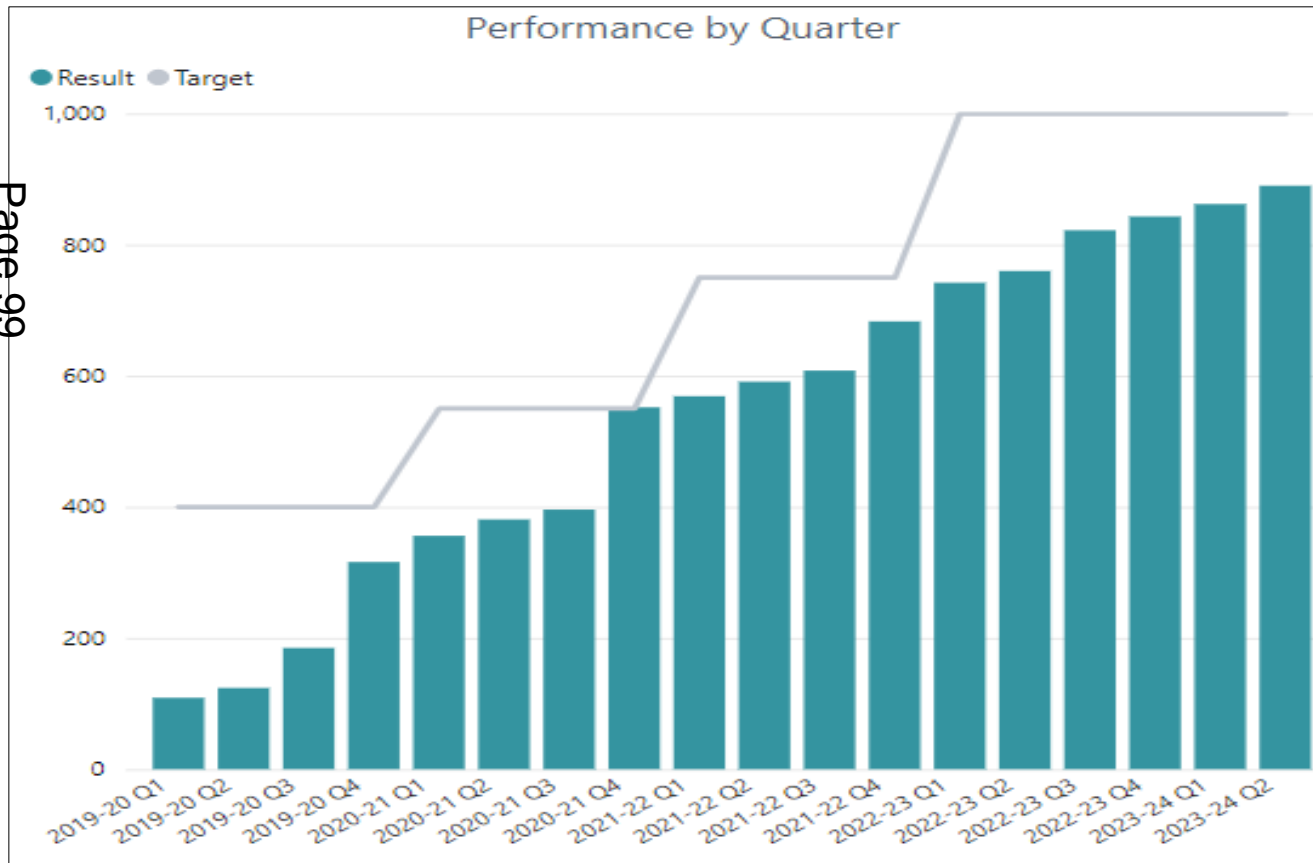
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**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Building new Council homes and investing in community facilities**

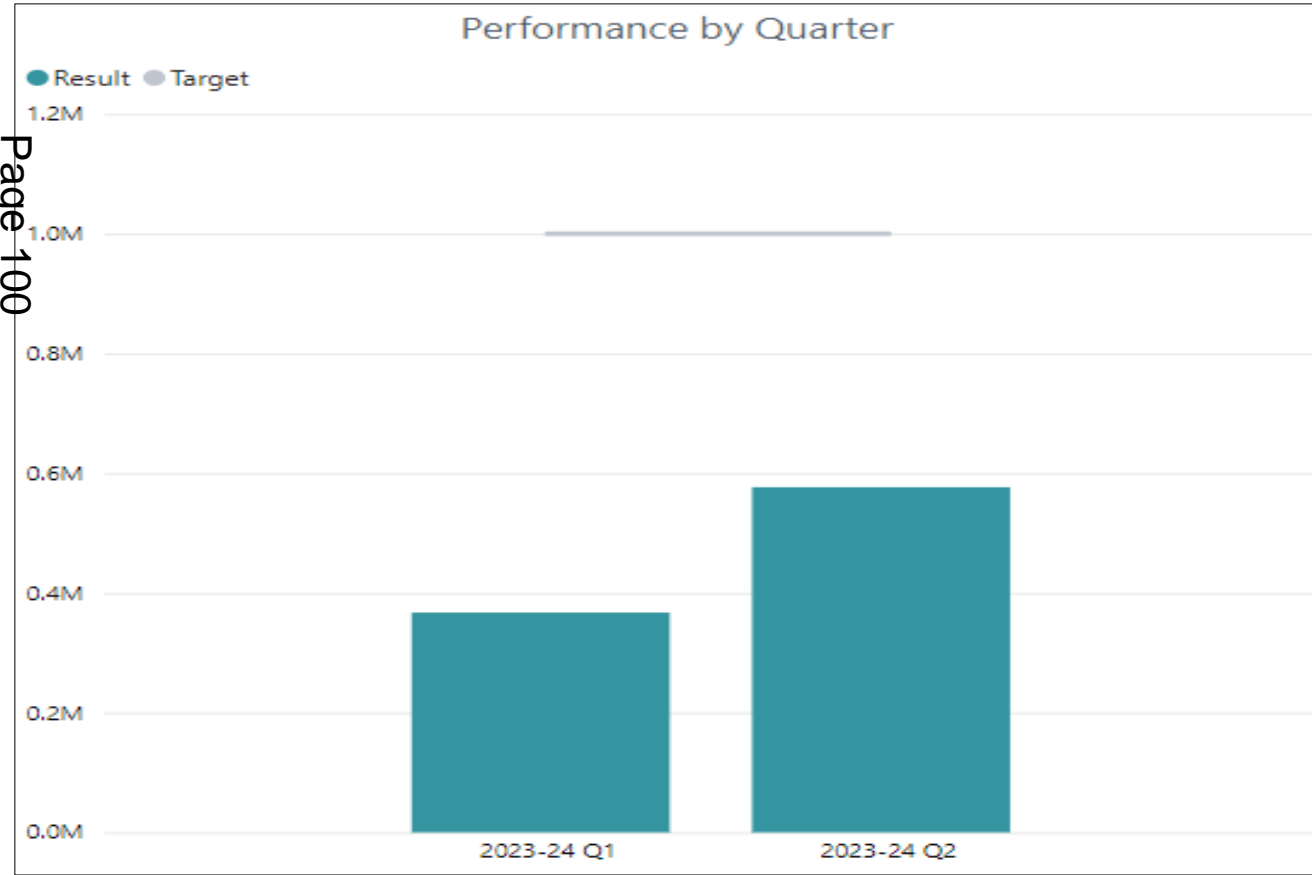
Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
<b>Total number of new Council homes completed through the current housing delivery programme (Target to be achieved by December 2023.)</b>	New Measure	New Measure	1,000 cumulative	862	890

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**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Building new Council homes and investing in community facilities**

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
The amount of external funding secured to deliver regeneration initiatives in communities (including Section 106 monies for community facilities, Welsh Government grants, and health & social care grants)	New Measure	New Measure	£1m per annum	£367,256.25	£209,498.08	£576,754.33

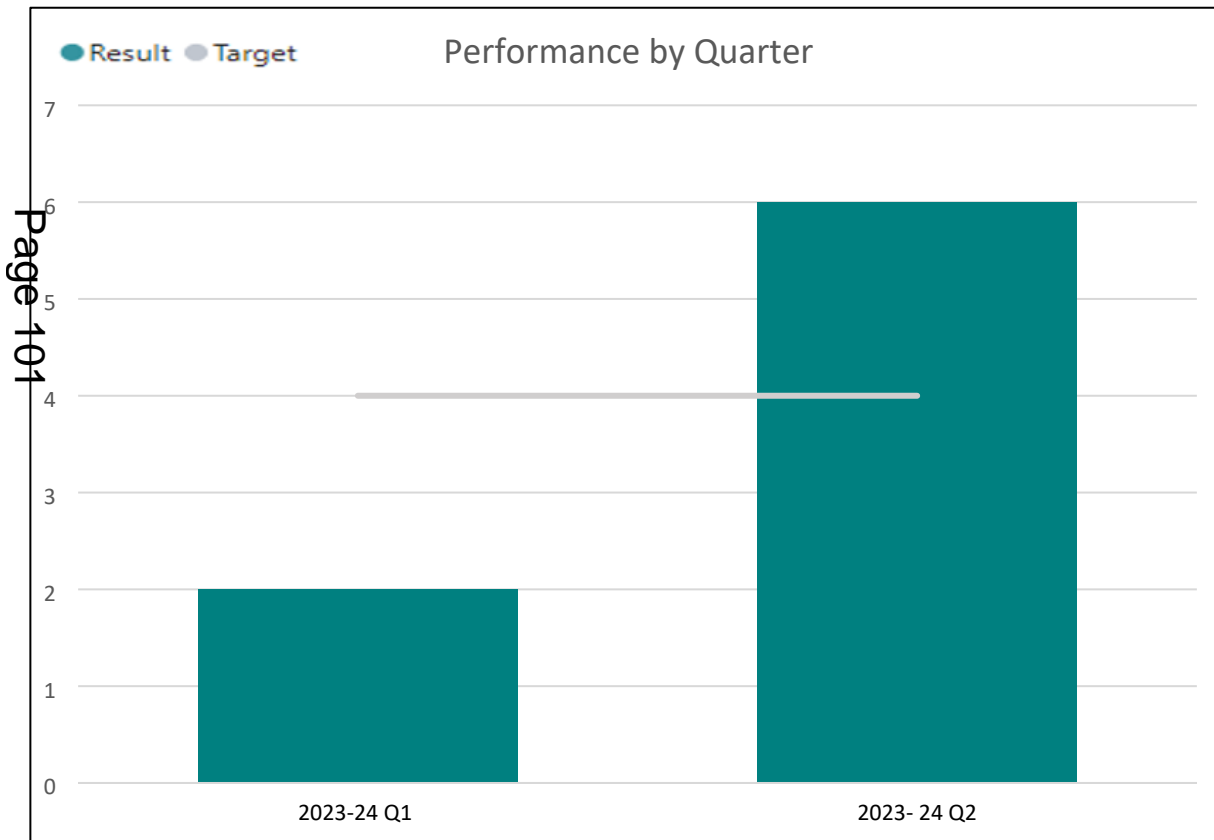


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**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Building new Council homes and investing in community facilities**

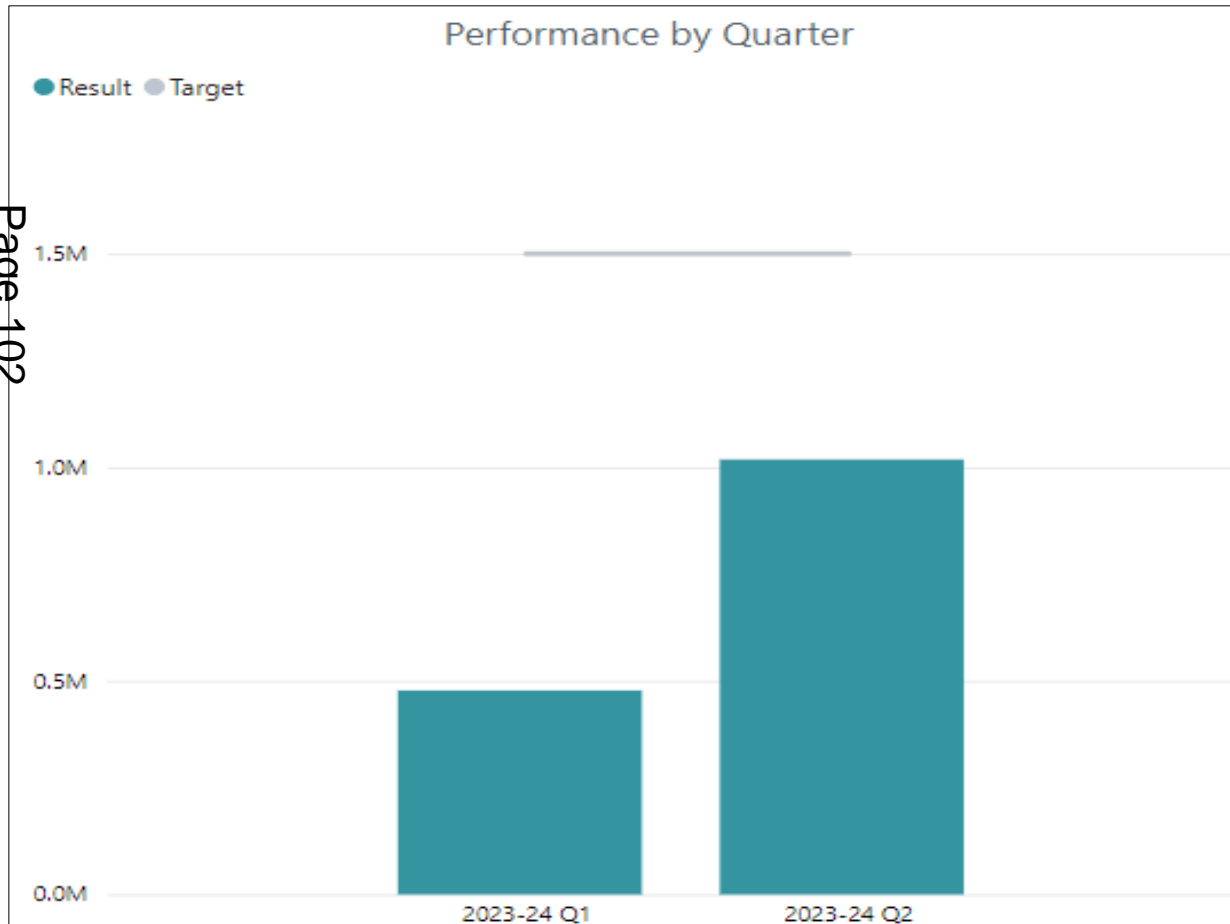
Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
<b>The number of funding bids submitted per year to deliver regeneration initiatives in the community</b>	New measure	New measure	4	2	4	<b>6</b>



**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Building new Council homes and investing in community facilities**

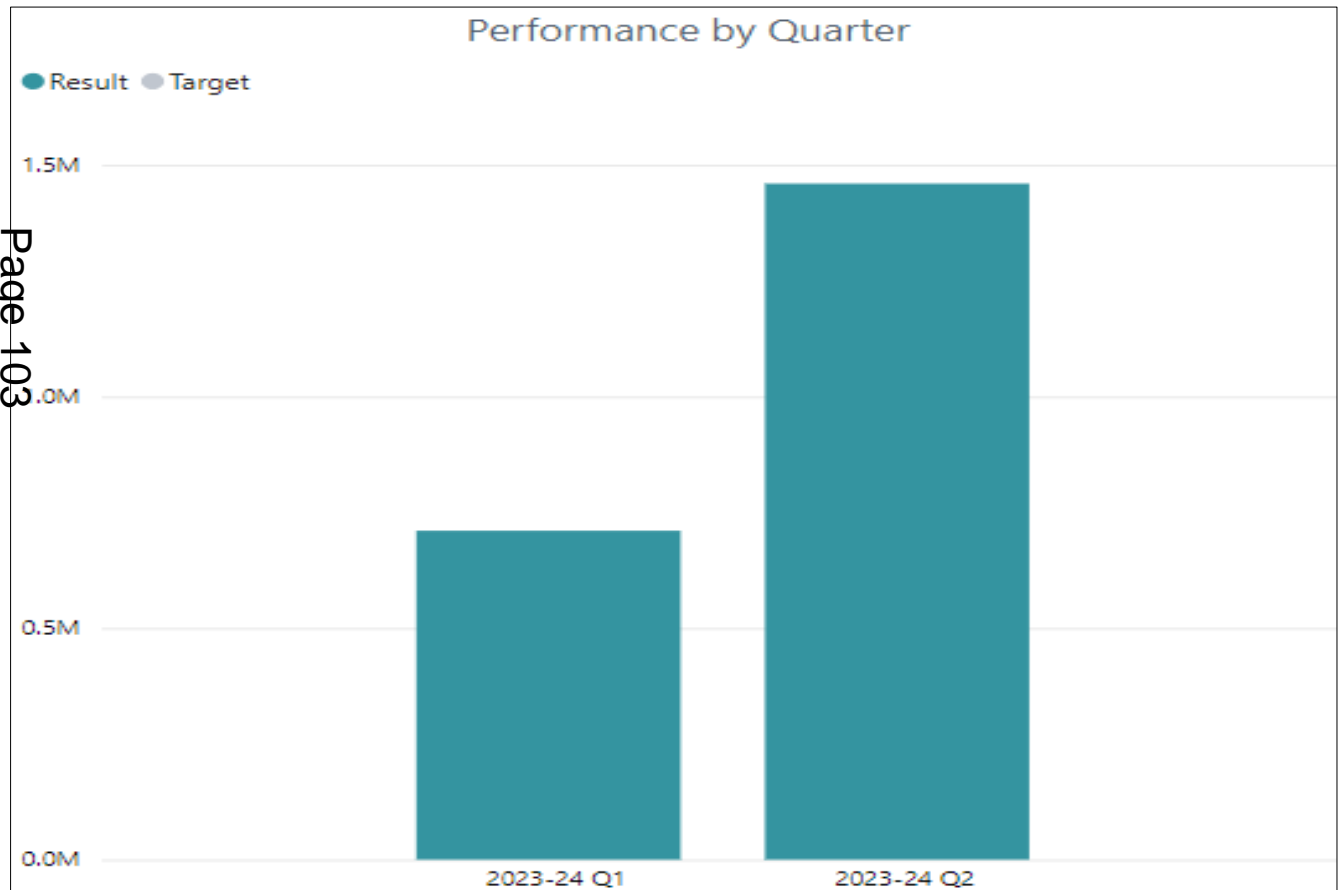
Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
<b>The number of in-person visitors to libraries and Hubs across the city</b>	New Measure	New Measure	1.5 million	477,655	540,726	<b>1,018,381</b>

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**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Building new Council homes and investing in community facilities**

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
<b>The number of virtual visits to our 24-hour digital library</b>	New Measure	New Measure	Baseline being set	710,209	749,594	<b>1,459,803</b>

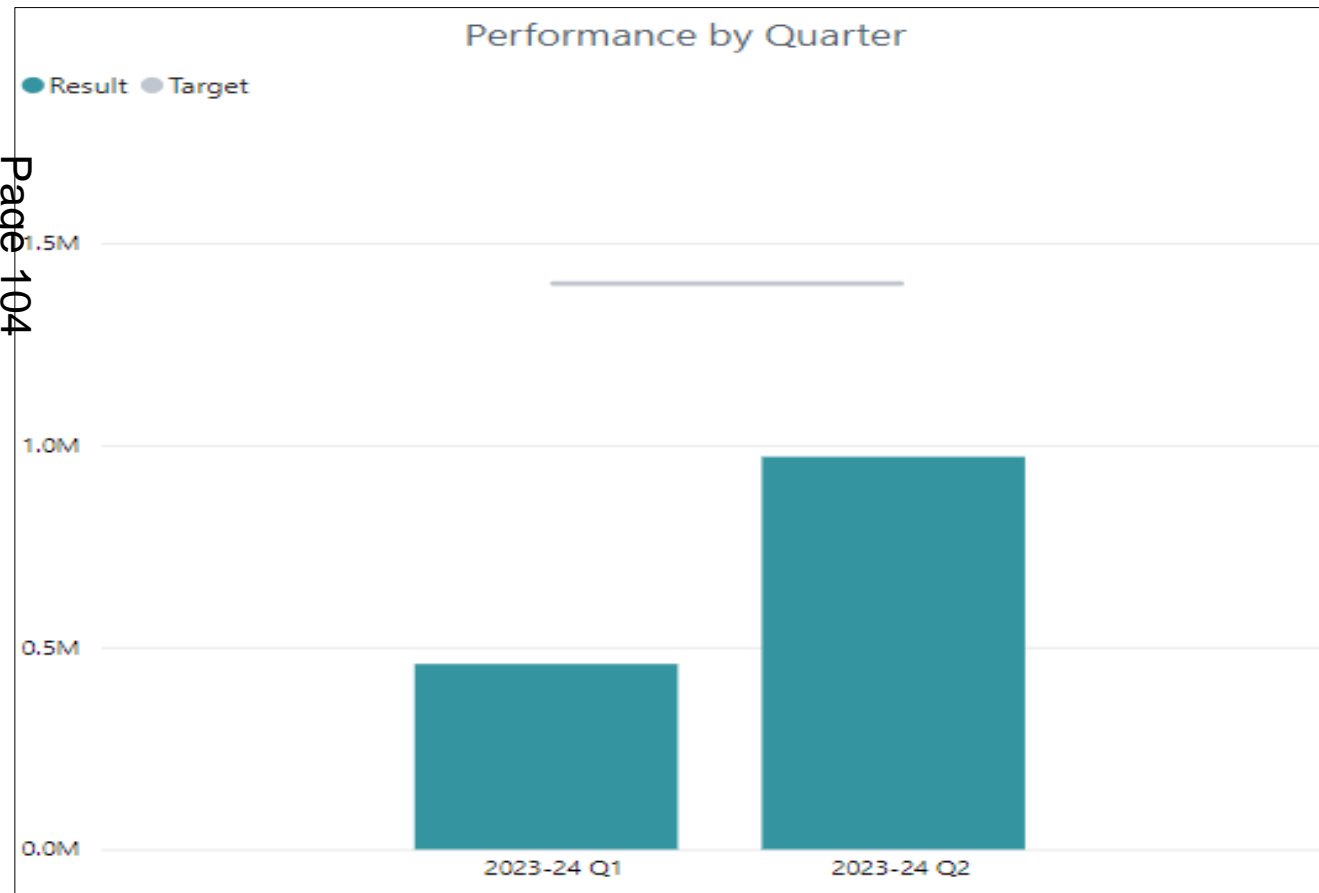


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**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Building new Council homes and investing in community facilities**

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
The number of physical books borrowed from libraries and Hubs across the city	New Measure	New Measure	1.4 million	458,628	512,742	971,370



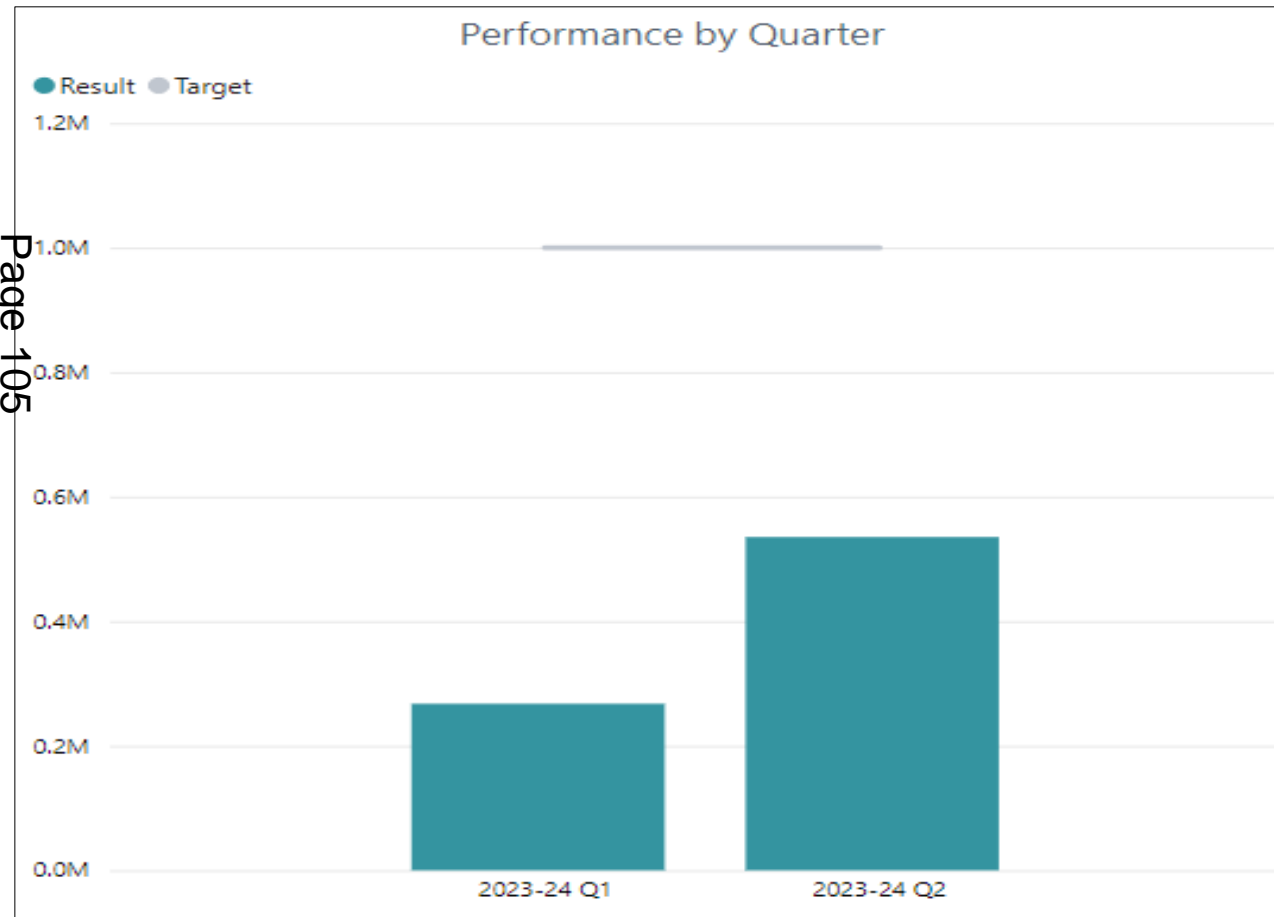
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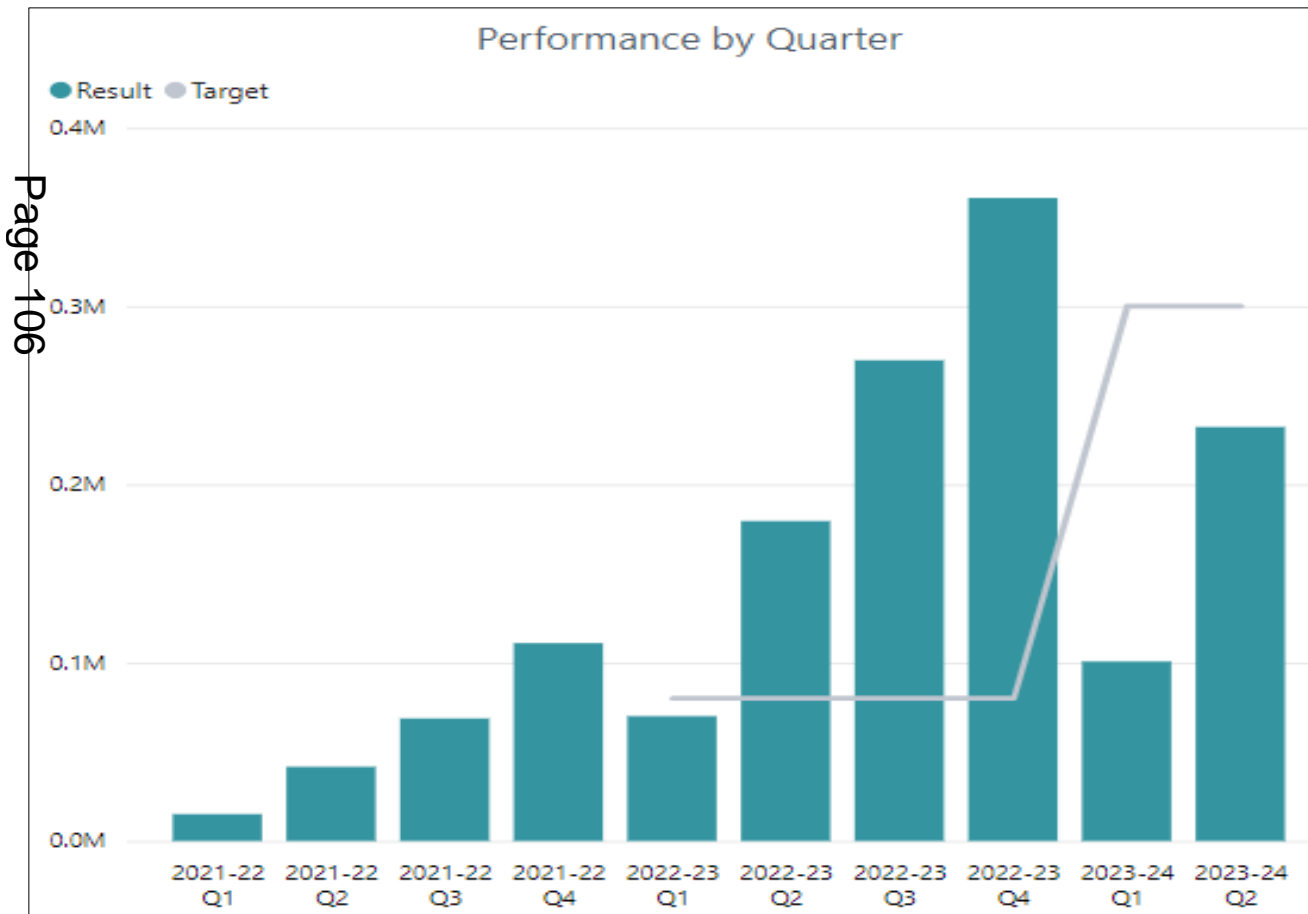
**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Building new Council homes and investing in community facilities**

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
<b>The number of digital books downloaded from our 24-hour digital library</b>	New Measure	New Measure	1 million	262,610	267,680	<b>530,290</b>



**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Building new Council homes and investing in community facilities**

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
<b>The number of page views on the Hubs website</b>	111,006	360,678	300,000	100,705	131,521	<b>232,226</b>

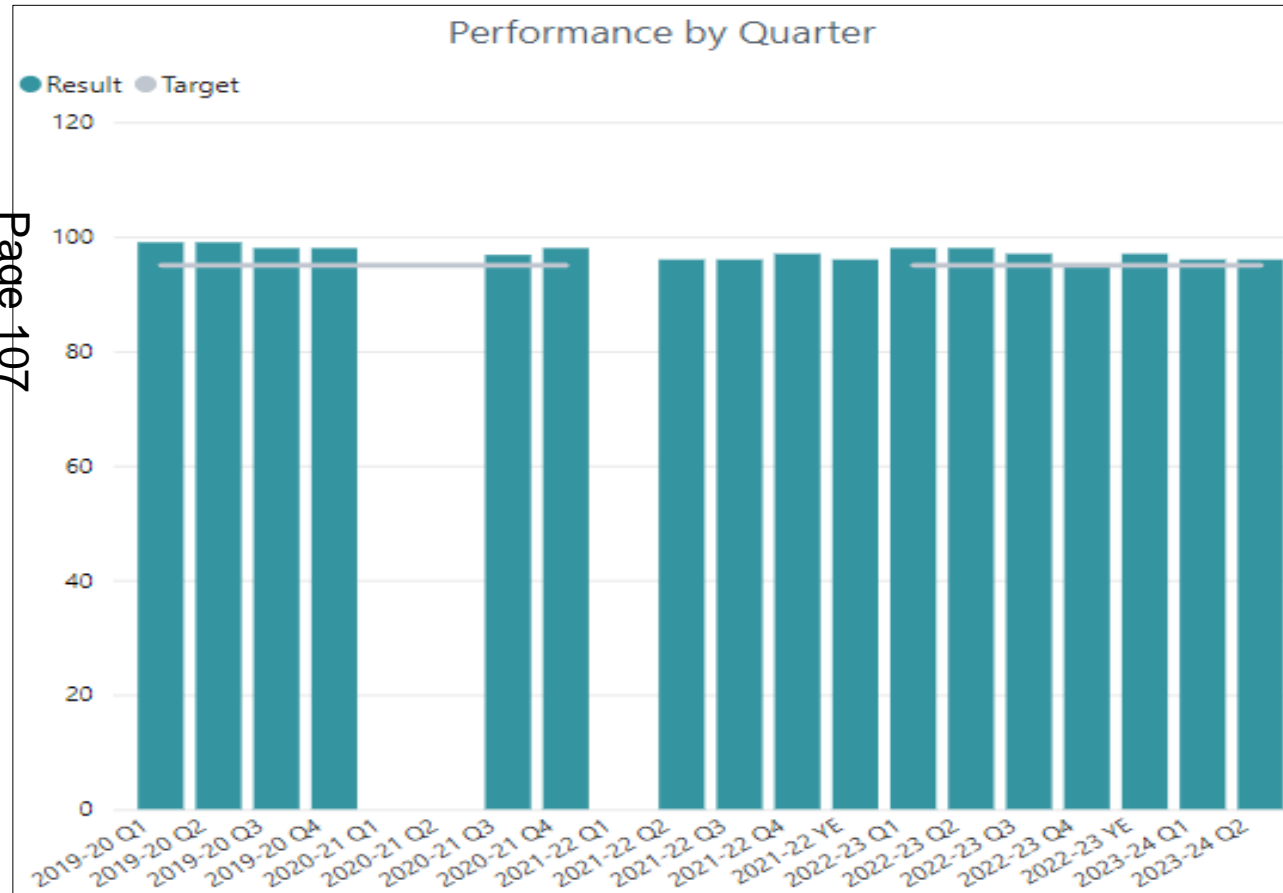


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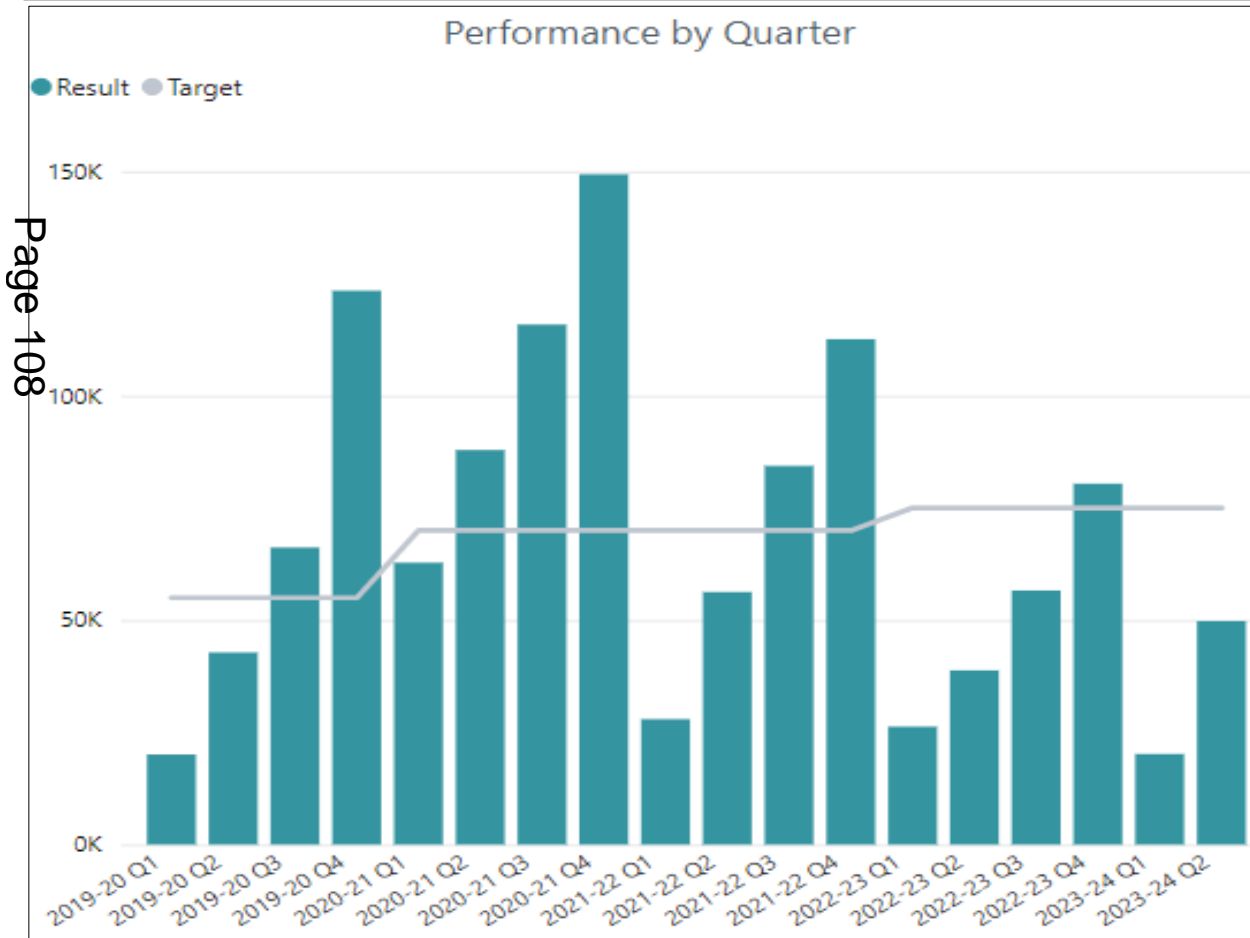
**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Building new Council homes and investing in community facilities**

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/ I got what I needed'	96%	97%	95%	96%	96%



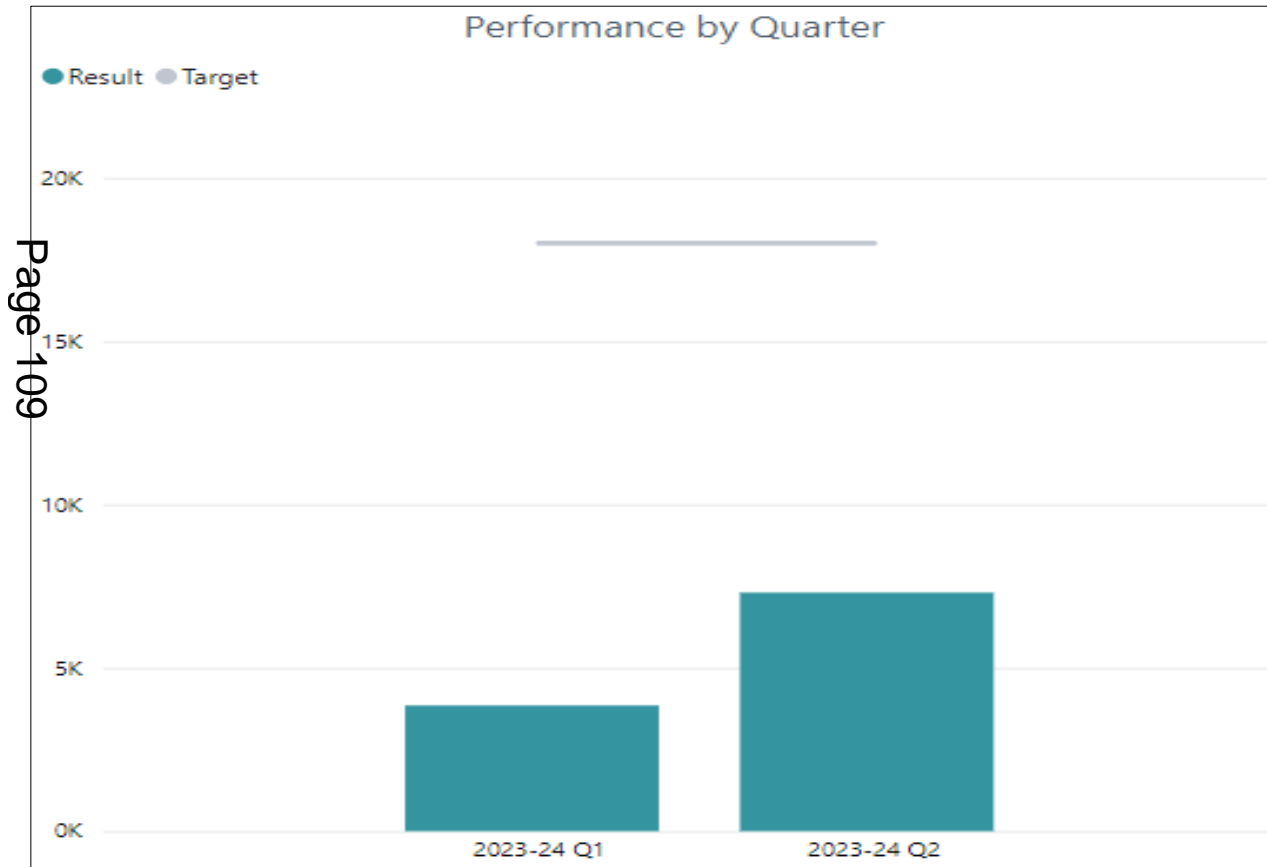
**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Building new Council homes and investing in community facilities**

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
<b>The number of visits (page views) to the volunteer portal</b>	112,622	80,416	75,000	20,190	29,616	<b>49,806</b>



**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Building new Council homes and investing in community facilities**

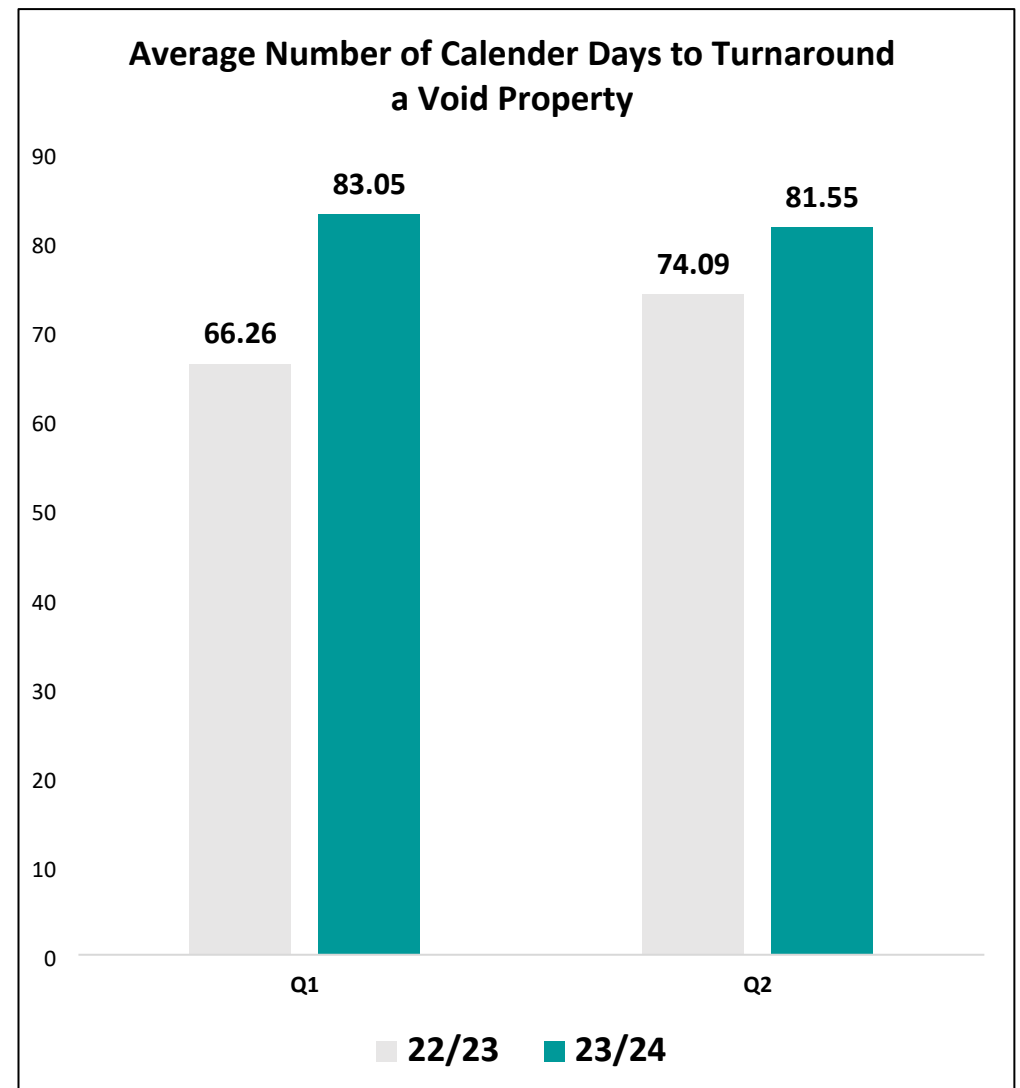
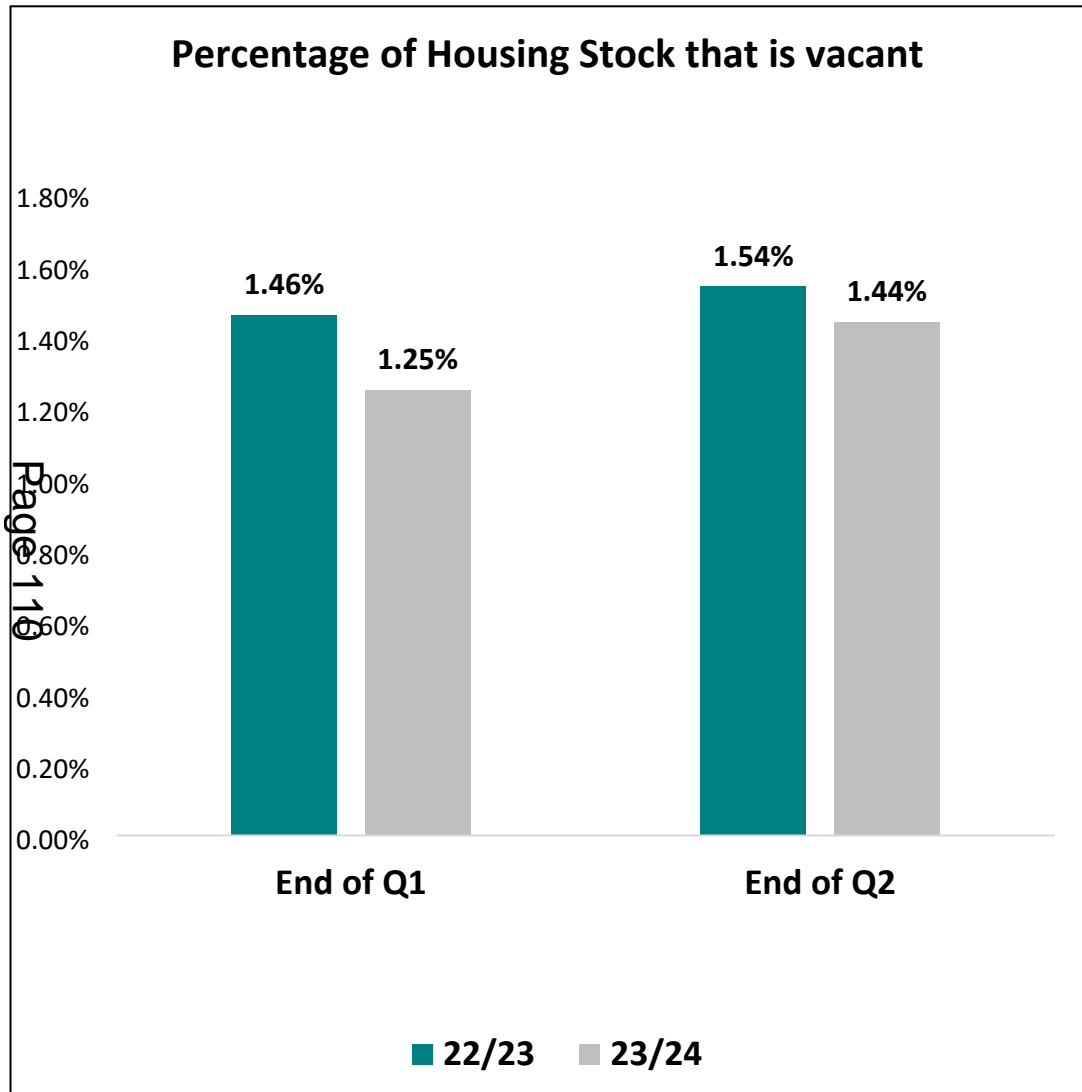
Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
<b>The number of hours given volunteering within Housing &amp; Communities</b>	New Measure	New Measure	18,000	3,850	3,454	<b>7,304</b>



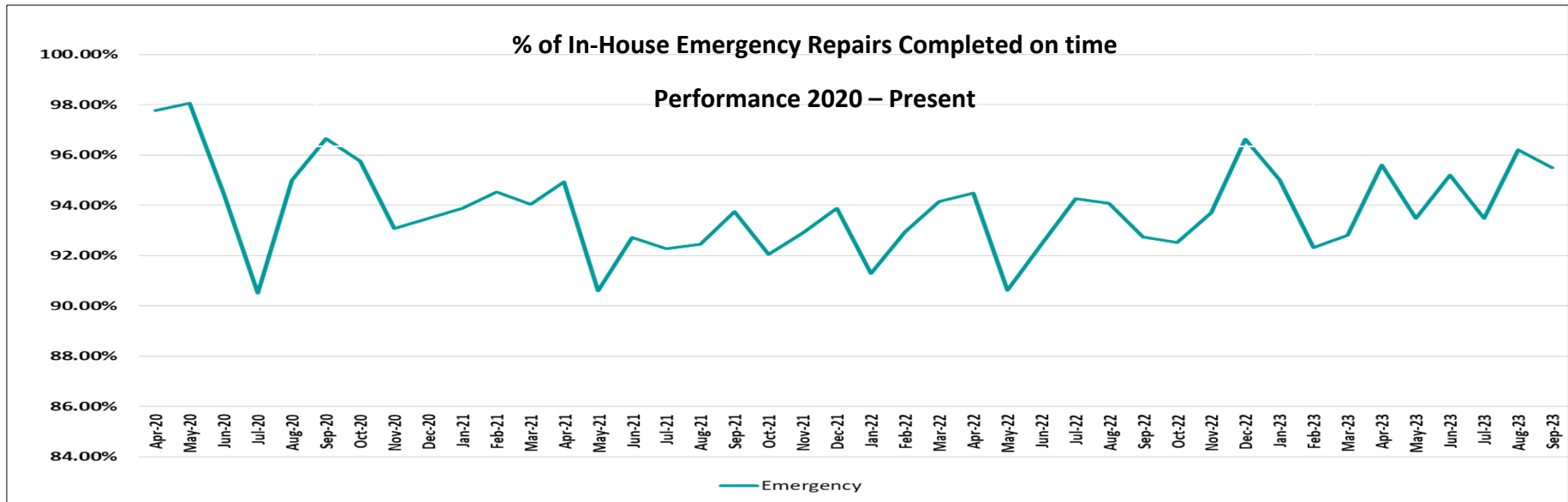
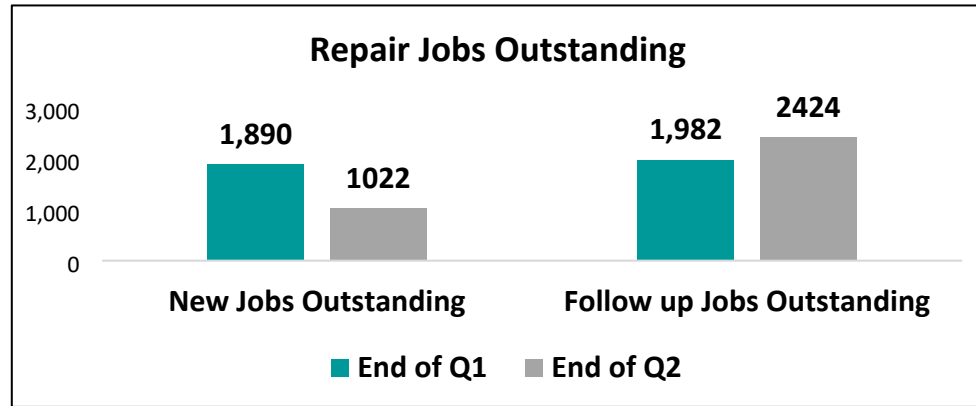
**Comments on Q2**

The Into Work and Community Volunteering teams have struggled with recruiting paid Volunteer Mentors. These posts are crucial to recruit and support new volunteers. Posts are now filled through varying recruitment methods which will increase the number of volunteering hours throughout Quarter 3 and beyond.

### Maintaining our Housing Stock – Core Data

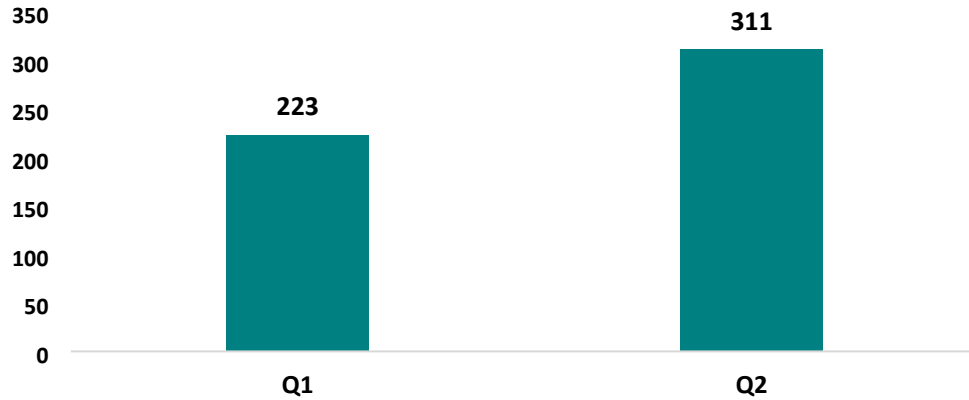


### Responsive Repairs – Core Data



## Housing & Communities Complaints

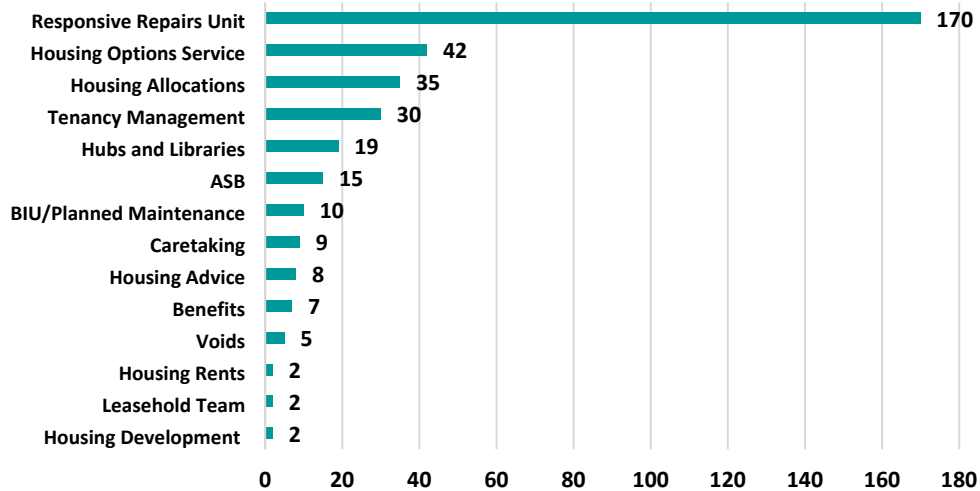
**Total Number of Housing and Communities Complaints Received**



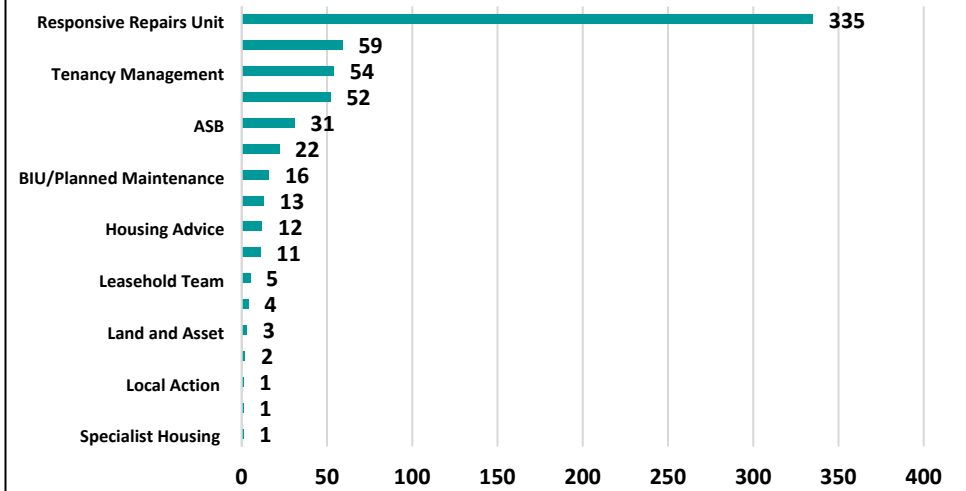
In Q1 a total of **255** complaints were completed and in Q2 a total of **383** complaints were completed. The increase in the number of complaints completed is due to a review of the Complaints Team, which has resulted in more streamlined processes and a quicker completion of cases. A complaint may be in relation to multiple areas of Housing and Communities, and all of these are recorded in the graphs below. The largest number of complaints completed in both quarters relate to the housing repair section; however, these figures must be looked at against the total number of repair jobs completed.

In Q1, **170** complaints completed had a housing repair element to the complaint, however a total of **12,741** repairs were completed. In Q2, **335** complaints completed had a housing repair element to the complaint, however a total of **12,443** repairs were completed.

**Housing & Communities Complaints completed in Q1 by section**



**Housing & Communities Complaints completed in Q2 by section**

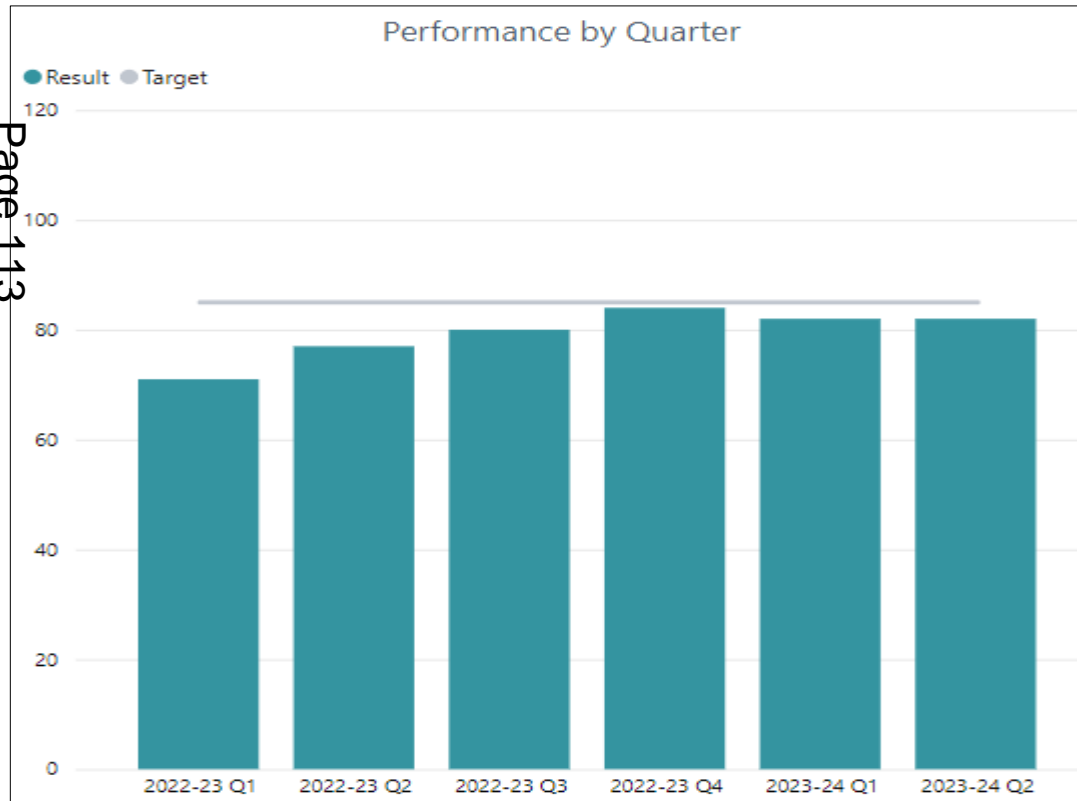




**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Creating Safe and Inclusive Communities**

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
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	51%	84%	85%	82%	82%

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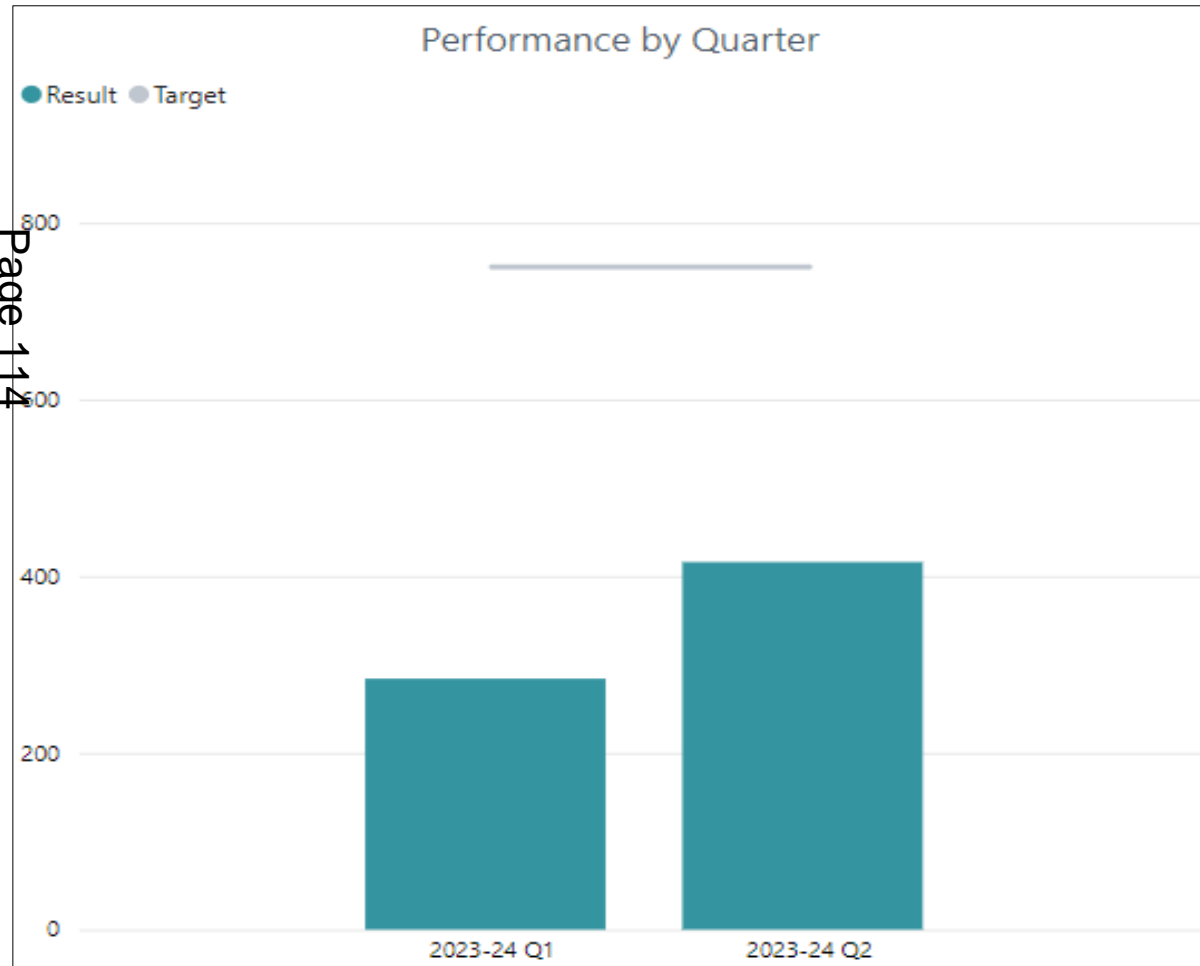
**Comments on Q2**

The denominator (total number of employees) has been updated resulting in the total number of completions reducing from the 2022/23 Q4 result.

82% excluding school posts  
 70% including school posts.

**Wellbeing Objective – One Planet Cardiff**  
**Creating Safe and Inclusive Communities**

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
<b>The number of energy efficiency measures installed in Council-owned domestic properties</b>	New measure	New measure	750	284	132	416



**Comments on Q2**

Although Q2 has been recorded as under target, figures may change retrospectively as the recording system updates. The cumulative total is above target at the end of Q2.



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# Housing & Communities

## Q2 Performance Report

### CASSC - November 2023



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# Wellbeing Objective: Supporting People Out of Poverty

Supporting those most impacted by the cost-of-living crisis  
Corporate Plan Commitment



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Commitment	Update
<p><b>Respond to the impact that the cost-of-living crisis is having on residents by:</b></p> <ul style="list-style-type: none"><li>• Ensuring that ongoing support is available which can be accessed in person, through the Adviceline or webchat, or by email;</li><li>• Promoting the rent arrears pathway and reviewing how rent arrears cases in all tenures are managed, so that they are dealt with rapidly, whilst using the most appropriate financial support to prevent homelessness;</li><li>• Continuing the legacy of Together For Cardiff, working with third sector organisations, including Cardiff Foodbank, and businesses to support those in poverty</li></ul>	<ul style="list-style-type: none"><li>• Since the last quarter data has been analysed on the demand of the Advice Service and have reviewed the best way to use our resources. In the last quarter the team have started delivering services from the University Hospital Wales and have been invited to deliver sessions at Llandough Hospital. The team is returning to Severn Road School after the Summer holidays and will be attending new locations alongside The Probation Service, the Wallich and 'Over 50s' breakfast clubs as well as further schools and higher learning establishments.</li><li>• Further alignment between the Welfare Liaison Team and Advice Services has been completed; the AdviceLine manage all calls on behalf of the Welfare Liaison team including referrals and booking appointments. This has allowed the Welfare Liaison Officers to be better supported and can now help more customers, quicker. This has resulted in no waiting times for Welfare Liaison appointments.</li><li>• The Cost of Living publicity/marketing material has been reviewed. All materials have been updated to reflect the support available this year - this includes hard copies, online information and websites. A new Cost of Living Action Plan has been introduced for 2023/24, which includes increased promotion on the rent arrears pathway.</li><li>• The Money Advice Team is now a registered Fuel Bank Foundation partner and is able to access Fuel Vouchers for eligible customers. This will be promoted to customers and partners during Quarter 3.</li></ul>

# Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping  
Corporate Plan Commitment



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## Commitment

Continue to promote the help available to **prevent homelessness, and improve and expand prevention services** in the community by March 2024, including:

- Making prevention support accessible online, by telephone, regularly available in community locations and in a home setting via home visits, to increase the number of people seeking help at an early stage;
- Providing a dedicated caseworker to all but the most straightforward cases;
- Ensuring prevention support is available immediately and for as long as is required to resolve the threat of homelessness.

## Update (1 of 2)

- A more effective triaging process at entry into the homelessness service has been completed and is now in place; all non-complex cases are being seen by the Housing Solutions team. This has resulted in an average of 60 “Advice only” decisions per month, meaning these clients do not need to have a further homelessness duty opened. Further work has been carried out on the Prevention Team to increase efficiency. Half of the team now carries out Assessments in Hubs and complete homeless review appointments, with the other half of the team carrying out casework on complex cases and home visits.
- Work to reduce duplication between homeless support teams is ongoing; a number of “Away Days” have already taken place between the Prevention Team, Temporary Accommodation and Private Rented Sector (PRS) Teams and has helped to remove duplication, This will improve further in Quarter 3 with the Assessment and PRS Teams, aligning fully with the Advice Services.

# Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping  
Corporate Plan Commitment



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## Commitment

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- Making prevention support accessible online, by telephone, regularly available in community locations and in a home setting via home visits, to increase the number of people seeking help at an early stage;
- Providing a dedicated caseworker to all but the most straightforward cases;
- Ensuring prevention support is available immediately and for as long as is required to resolve the threat of homelessness.

## Update (2 of 2)

- A new Mentor is now in place and has started carrying out audits on all “Duties to Help Prevent Homelessness”. There are future plans to bring together all mentors (from the Assessment Team) to create a bigger support for frontline staff.
- A new training programme has been developed for Housing Helpline and Homeless Assistant staff, to enable phone staff to provide comprehensive initial advice to reduce customers coming needlessly through to the Homeless Teams. The training will be amended in the next quarter to include Assessment & PRS advice. A review of the PRS phonenumber will take place in Quarters 3 and 4.

# Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping  
Corporate Plan Commitment



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## Commitment

Work with Welsh Government to **understand the resource requirements needed to deliver a rapid re-housing approach to homelessness.**

## Update

- Welsh Government have not yet responded to the resource requirements submitted in the Rapid Rehousing Transition Plan. However, teams continue working towards the achievable goals within the plan which includes a concentrated emphasis on prevention services.

# Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping  
Corporate Plan Commitment



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## Commitment

**Increase Temporary Accommodation capacity to address homelessness pressures by:**

- Delivering phase 2 of the Gasworks site by August 2023;
- Increasing the number of buy backs;
- Working with Registered Social Landlord partners to identify difficult-to-let properties and finding suitable occupants;
- Increasing the number of managed schemes to improve move-on into permanent accommodation;
- Exploring other meanwhile use of development land.

## Update

- Phase 2A has been completed at the Gasworks site in Grangetown and 4 residential units, an office plus a community hub is on site. Next handover of 28 units is expected in December 2023.
- Regular engagement with Registered Social Landlord partners is ongoing. Opportunities are maximised to ensure that all social housing stock is brought into the most appropriate use.
- The Bay Chambers and Pentwyn schemes have been delivered, providing 71 additional units of temporary accommodation for homeless families.
- Buy backs continue to progress with 31 properties currently completed for 23/24. This number will continue to increase throughout the year.
- The acquisition of additional meanwhile use sites is on target. New sites have been identified which will have the potential to deliver at least 300 new modular homes for temporary accommodation. Site plans are being drawn up along with estimated costs and a proposed programme of work. Discussions on-going with Welsh Government to achieve support.



# Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping  
Corporate Plan Commitment



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## Commitment

Improve access to the private rented sector and promote this to **address housing need**, through the Landlord Enquiry and Tenancy Service (LETS) and expansion of the Welsh Government Leasing Scheme

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## Update

- The PRS Team is currently under a full review to ensure a smooth customer and landlord journey but anticipate this will be completed in Quarter 3/ Quarter 4. In some areas, such as our Domestic Abuse pathway, good and substantial progress has been made towards these goals.
- The Private Rented Sector team has recently moved to the Advice Service to be better aligned to Prevention Services. As part of this move, the current incentives packages and landlord surgeries will be reviewed, and feedback sought from landlords to ensure that these offers meet the needs of landlords as much as possible.



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# Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping  
Corporate Plan Commitment



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## Commitment

**Develop innovative housing solutions** to address issues such as overcrowding, under-occupation, lack of family accommodation and lack of adapted properties by:

- Promoting mutual exchanges;
- Providing tailored support to those who wish to downsize;
- Expanding the use of modular extensions;
- Reviewing the co-ordination and use of adapted and older persons accommodation.

## Update (1 of 2)

- Right-Sizing approaches are being piloted with Addison House Community Living Scheme. 31 tenants who are downsizing have expressed an interest in moving to the new scheme, this will in turn free up family social housing.
- 'Right Sizing' approaches will be reviewed following the Addison House Pilot and implemented on a wider scale to other downsizers on the waiting list and tenants who are not yet registered.
- The Rehousing Solutions Team have implemented new approaches, including identifying properties at the voids stage with potential for further adaptation or alterations to general needs accommodation to meet the needs of people with physical disabilities.
- Several approaches to addressing the needs of overcrowded families have been proposed and drafted, including extensions to existing properties, rehousing family members separately, the use of 'parlour' rooms and the creation of a Right sizing coordinator to look at promoting exchanges using information held on the housing waiting list.

# Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping  
Corporate Plan Commitment



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## Commitment

**Develop innovative housing solutions** to address issues such as overcrowding, under-occupation, lack of family accommodation and lack of adapted properties by:

- Promoting mutual exchanges;
- Providing tailored support to those who wish to downsize;
- Expanding the use of modular extensions;
- Reviewing the co-ordination and use of adapted and older persons accommodation.

## Update (2 of 2)

- To date 4 existing properties have been increased in size, which include occupied and void properties to ensure that different considerations are taken into account. Liaison with the planning department has also been undertaken to understand their needs to try to minimise issues/ timescales during the planning phase.
- Modular extensions have been the main focus to date to add rooms to current properties to reduce overcrowding. However more traditional build is also now being investigated. The outcomes will be compared to the modular build solutions to understand fully the advantages and disadvantages of both solutions. This will help to develop a more informed decision as we move forward to increase the scheme.
- All new approaches/solutions to be reviewed and further developed through the Right-Sizing Working group.



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# Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping  
Corporate Plan Commitment



STRONGER  
FAIRER  
GREENER



Commitment	Update
<p>Improve the quality of our Supported and Temporary Accommodation by:</p> <ul style="list-style-type: none"><li>• Completing the phasing out of accommodation that no longer meets the required standards;</li><li>• Reducing the use of hotel accommodation for families.</li></ul>	<ul style="list-style-type: none"><li>• Property schedules have been updated with locations due to phase out for phase 3 for those properties that no longer meet the required standard Alternative use is currently being explored with provisions which are almost vacant.</li><li>• Planned closure has been issued to all parties and lists of all current residents with move on plans have been compiled for review.</li><li>• Due to the ongoing housing issues, hotel accommodation can not currently be reduced for families. However, innovative solutions have been identified and are being fully considered to reduce the reliance on hotels over the coming months.</li></ul>



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## Commitment

**Ensure that the complex needs of homeless people are met by:**

- Further developing the Multi-Disciplinary Team (MDT) and ensuring clear pathways are in place for move-on to mainstream services when appropriate;
- Ensuring that appropriate health and support services are available in hostels and supported accommodation;
- Fully training staff and focusing on assertive re-engagement with those that may fall out of services as well as providing meaningful opportunities for residents to train and volunteer;
- Continuing to support and assist rough sleepers to access and maintain accommodation by reviewing and developing our assertive outreach approach and further developing and promoting the benefits of Diversionary Activities.

## Update (1 of 2)

- Due to the current housing crisis and the high demand of people requiring assistance, a formal full review of complex needs projects has not taken place in this quarter. However the team is engaging with Health on a number of projects including optometry, the dietician and assertive outreach GP services. This will help to move forward towards creating a co-located centre for the health and equalities team. This will include GP's on site leading the care and other interventions for support available.
- The team have also been consulting with Health on providing medical facilities across all our supported accommodation provision.
- Advice Services are now fully integrated within the Multidisciplinary Team – other organisations are also providing support to homeless clients.
- Volunteering is proving challenging for our complex needs clients at the moment, especially under the pressures being faced by services. However, this work will be progressed at a later date.

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## Commitment

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- Ensuring that appropriate health and support services are available in hostels and supported accommodation;
- Fully training staff and focusing on assertive re-engagement with those that may fall out of services as well as providing meaningful opportunities for residents to train and volunteer;
- Continuing to support and assist rough sleepers to access and maintain accommodation by reviewing and developing our assertive outreach approach and further developing and promoting the benefits of Diversionary Activities.

## Update (2 of 2)

- The Young Persons MDT is proving extremely successful with around 40 complex individuals currently being supported. The service has already expanded and now has services co-located with Barod, a charity that provides support to individuals affected by alcohol and drugs, and their friends and family. Barriers being faced by the service are around the provision of accommodation, but we are working hard to address this.
- Rough sleeping has increased in recent months but has plateaued at around 40 individuals. Many rough sleepers have no local connection to Cardiff, and we are unable to support these individuals with accommodation.

# Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping  
Corporate Plan Commitment



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## Commitment

**Prevent youth homelessness and ensure that young people leaving care are supported by:**

- Reviewing and enhancing advice and mediation services, with particular regard to young people;
- Considering targeted interventions and support for school-aged children and their families;
- Ensuring the young person's gateway accommodation meets current needs, reviewing and increasing capacity within the gateway as needed;
- Developing the Citadel supported housing scheme for young people with complex needs.

## Update (1 of 2)

- A Project Manager is in post, leading on the Virtual Youth Hub. Publicity materials including online resources created by a commissioned external company, will be amended to provide up to date and relevant information for young people. The Housing Website will also include young person specific information and will include a webchat facility – this will be staffed by the Housing Helpline team.
- Into Work Mentors are now co-located with the Personal Assistant (PA) Team in Hafan Gobaith, to support both the PA and Young Person. A new Young Person's Money Advisor is providing drop-in sessions from Hafan Gobath for Basic Income Pilot support, budgeting and debt, income maximisation and benefit form help. The Young Person's Money Advisor will be providing support from other locations across the city from Quarter 3, to support the young person to become more independent.
- The new central Youth Hub will have a strong PA presence once in place.

# Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping



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Commitment	Update (2 of 2)
<p><b>Prevent youth homelessness and ensure that young people leaving care are supported by:</b></p> <ul style="list-style-type: none"><li>• Reviewing and enhancing advice and mediation services, with particular regard to young people;</li><li>• Considering targeted interventions and support for school-aged children and their families;</li><li>• Ensuring the young person's gateway accommodation meets current needs, reviewing and increasing capacity within the gateway as needed;</li><li>• Developing the Citadel supported housing scheme for young people with complex needs.</li></ul>	<ul style="list-style-type: none"><li>• PAs are liaising with the Prevention Team for young people who are at risk of or are facing homelessness, however this needs to be formalised to ensure the young person receives support quickly. A meeting between the PA's and Housing Advice has been set up in Quarter 3.</li><li>• A second Young Person's Prevention Officer has been appointed and will be working with Llamau from Quarter 3 to identify young people at risk in schools.</li><li>• There are two remaining units of accommodation to open under Contract 3 of the Young Person's Gateway (YPG). It is anticipated both being opened and referred into in by end of November 2023. One is expected within 4 weeks whereas the other is subject to a planning permission request.</li><li>• The new Tai Ffres scheme, a collaboration between Llamau and United Welsh Housing Association is expected to start letting properties, with support available for young people in the next quarter.</li></ul>



# Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities  
Corporate Plan Commitment



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Commitment	Update
<p>Ensure the current Council house building programme <b>delivers at least 1,000 new council homes</b> through the Cardiff Living programme and additional schemes currently on site by the end of 2023.</p>	<ul style="list-style-type: none"><li>• Wakehurst Place development has been completed. 13 new homes have been allocated.</li><li>• There are some issues with the site at Lowerth Jones. These delays are due to technical approval from highways of section 38/278, however handover is now expected in March 2024.</li></ul>
<p>Expand the scale and pace of the programme by implementing a new council-led commercial housing development partnership and <b>ensure that sufficient sites are identified to build at least 4,000 new homes overall</b>, including the delivery of properties for rent or sale to keyworkers.</p>	<ul style="list-style-type: none"><li>• List of sites for the 2<sup>nd</sup> development partnership has been agreed, although this will always be reviewed. Soft marketing has been a continuous process and we are on target for programme timescales</li></ul>

# Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities

Corporate Plan Commitment



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## Commitment

### Invest in our local communities by:

- Preparing and adopting a new Regeneration Strategy to **support district and local centres, and 15-minute city principles;**
- Developing regeneration opportunities for the South Riverside Business Corridor including Cowbridge Road East and the Roath/Adamsdown Business Corridor including Clifton Street and Broadway;
- Continuing to implement the current estate improvement programme with a focus on better integrating new housing development with local community investment wherever possible;
- Securing Welsh Government Targeted Regeneration Investment Programme (TRIP) funding for projects;
- Implementing a further three-year programme for Neighbourhood Renewal Schemes (NRS) based on ideas submitted by Ward Members.

## Update

- A first draft of a framework document for the draft regeneration strategy has been received from our external consultants- capacity issues within the team have meant that work to improve this to meet our exact requirements has not been progressed as yet.
- Connected to this- Cabinet report will not be progressed until the strategy is ready. The step has been rated Amber due to these issues.
- A Community Engagement report has been completed and shared widely- discussions with internal teams to agree the scope of the placemaking plan for Cowbridge Road East (CRE), have commenced. Final scope and costs of production are being agreed.
- Estate regeneration projects are delayed due to cost estimates and funding limitations. Early mapping of housing development schemes and regeneration projects has taken place- further work required on identifying opportunities for integration.
- Engagement work on prioritised Neighbourhood Regeneration Schemes has taken place with ward councillors and service areas.

# Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities

Corporate Plan Commitment



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## Commitment

Investigate and **deliver future Community, Youth and Wellbeing Hubs** with partners, including:

- Progressing plans for a youth hub in the city centre and agree a preferred option by Autumn 2023;
- Securing planning permission for a new Health and Wellbeing Hub at Ely & Caerau by December 2023;
- Exploring options for new Hubs on strategic planning sites and larger housing and regeneration projects.

## Update

- Heads of terms for the Ely & Caerau Parkview Wellbeing Hub are at a final draft stage. Cardiff and Vale University Health Board (CAVUHB) have reformed the project team and sub groups. Regeneration team are part of these and are working closely with CAVUHB on all project elements.



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Corporate Plan Commitment



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## Commitment

Work in partnership with Registered Social Landlords to **maximise the amount of affordable housing** that can be delivered through the Social Housing Grant Programme, including:

- Implementing a five-year plan to build the specialist and supported accommodation required;
- Achieving a full spend of allocated Welsh Government funding;
- Maximising opportunities to secure additional monies.

## Update

- The Social Housing Grant (SHG) Programme is a 3 year rolling programme and is fully allocated for 23/24, and indicatively fully allocated for 24/25 & 25/26.
- Identified risks relate in the main to organisations not being able to enter into contract for schemes, and/or not achieving a start on site so that SHG can be spent.



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## Commitment

### Improve fire safety in homes by:

- Continuing to communicate and work with Council tenants to ensure high-rise buildings are safe and suitable for occupants;
- Continuing to deliver improvement measures including pre-cladding and sprinkler installations in Council properties;
- Ensuring regular fire safety assessments are carried out and acted on in Council properties;
- Working with partner organisations including South Wales Fire & Rescue Service in regard to training and high-rise familiarisation events;
- Continuing to work with Welsh Government and stakeholder organisations in the development of their Building Safety Programme for medium and high-rise buildings in the private sector.

## Update

- Recladding works are continuing at Lydstep High-rise block.
- Consultants have now been appointed to commence tender documents in coordination with associated Cabinet report for the recladding of Loudoun & Nelson House.
- Sprinkler designs have been completed for Beech & Sycamore House.

# Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities  
Directorate Delivery Plan Commitment



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Commitment	Update
<p>Progress with the BISF property External Wall Insulation (EWI) scheme in Llandaff North and Rumney.</p> <p>Page 134</p>	<ul style="list-style-type: none"><li>Analysis has showed that the Contractor tendered costs for the BISF External Wall Insulation Scheme are almost double the Welsh Government grant award. Ongoing discussions are underway with the Welsh Government to consider options as a way forward.</li></ul>



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# Wellbeing Objective: Safe, Confident and empowered communities

## Building new Council homes and investing in community facilities Directorate Delivery Plan Commitment



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### Commitment

Take a more strategic approach to tackling Anti-Social Behaviour (ASB) in our council homes by listening to what tenants want and understanding their concerns

Page 135

### Update

- Some ASB Surgeries are taking place, and planning for further surgeries are to be held once new staff have completed training.
- Regular meetings are now being held with the Victim Support Officer. A Service Level Agreement is in place and being monitored.
- Hotspots – Work at Anderson Fields is continuing. Fixed Penalty Notices are in place with Waste Management if needed. Meeting has been held at Litchfield Court and outcomes are being monitored to ensure effectiveness. Operational group is running in Caerau, at early stages with issues ongoing.
- Bi-weekly meetings are continuing with Noise Pollution. Officers meet their Neighbourhood Policing Team weekly and ASB Manager meets monthly with Community Safety Sergeant.
- ABS have met with the development team to scope questions for focus groups.

# Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities  
Directorate Delivery Plan Commitment



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Commitment	Update
<p>Develop <b>The Local Action Team</b> to build on community engagement to empower communities to take pride in where they live.</p>	<ul style="list-style-type: none"><li>In this quarter, Cardiff Art Project (CAP) has delivered projects with local schools across Cardiff including cleaning and creating a mural in a Pentwyn subway which is a route to school. The local school children worked with a local artist and created a mural for the subway. The Local Action Team are working with a school to undertake a litter pick this month.</li></ul>

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# Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities

Directorate Delivery Plan Commitment



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## Commitment

### Continue to monitor our rent levels by:

- Using the Joseph Rowntree Foundation Living Rents to measure affordability.
- Supporting the Welsh Government to develop a national approach to measuring affordability.
- Ensuring that help is available for tenants who are struggling financially.
- Ensuring no eviction takes place for rent arrears where the tenant is working with us to resolve the issue.

## Update

- Wraparound support is available to tenants who are struggling financially . The dedicated Welfare Liaison team, who are now fully aligned with the Advice Services are now able to see more tenants with no waiting times for an appointment.
- Due to the decrease in DHP allocation from the DWP and the WG Homelessness prevention grant being fully utilised, as part of the rent arrears pathway, a business case has been made to the accountancy teams to allow the use of £250k to further support council tenants in rent arrears.
- Regular monthly meetings are held with Advice Services and referrals continue to be made to the Welfare Liaison Team.
- The rent setting process for 24/25 will be concluded in Q3, with the Joseph Rowntree Foundation Living Rents used to ensure that any rent increase proposed is affordable.

# Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities  
Directorate Delivery Plan Commitment



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## Commitment

Review the Tenant Participation Team programmes to ensure that more tenants are reached.

Provide more opportunities for tenants to get involved and have their say including via regular survey engagement.

## Update

- Tenants were recruited at the Tenant’s Conference with the aim of launching monthly focus groups. These have now been scheduled. The first group will focus on communication and exploring how the team can effectively engage more tenants. A survey has been developed to scope further views. This will be offered at drop in events to further adapt the engagement strategy with the aim of meeting the needs of Tenants.
- The Tenants Times is due to be re-launched this Winter. A Corporate Apprentice – Content Creator has been recruited who will be tasked with designing a social media communications programme.
- The “mystery shopping” exercise will now take place in the new calendar year.

# Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities

Directorate Delivery Plan Commitment



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Commitment	Update
<p>Deliver a robust, joined up, rapid response service in order to address damp and mould in council properties by:</p> <ul style="list-style-type: none"><li>• Delivering an action plan for addressing damp and mould led by a case management approach which addresses and all aspects of the individual case.</li><li>• Creating a new dedicated team that will carry out damp and mould works in the home.</li><li>• Effectively communicating and engaging with contract holders whilst providing support and advice to prevent and address damp and mould.</li></ul>	<ul style="list-style-type: none"><li>• A new Damp and Mould process has been finalised and is in the process of being uploaded to systems so it can be used and monitored effectively. It includes considerations for offering clothes drying solutions, fuel poverty, family make up and a toolbox of works solutions. With follow ups, to ensure the works are effective as a key part of this process.</li><li>• Recruitment for the new dedicated damp and mould team has been completed.</li><li>• A new damp survey with a risk matrix has been created as part of the new process to ensure that cases are identified and works completed in priority order. The survey is thorough and encourages finding the root cause of the problem in order to use the correct approach to work solutions and necessary referrals for further support.</li><li>• A new video providing advice to contract holders has been finalised and will be rolled out and promoted shortly, along with an advice leaflet which will be issued and discussed with every new tenant and as part of all damp and mould inspections.</li></ul>

# Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities

Directorate Delivery Plan Commitment



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Commitment	Update (1 of 2)
<p>Establish the Repairs Academy to assist with workforce planning in the Responsive Repairs Unit to ensure that there are no gaps in resource, experience, and skills by:</p> <ul style="list-style-type: none"><li>• Providing a support system for apprentices and trainee's; giving them the best possible chance to qualify and obtain as much experience as possible whilst employed by Cardiff Council.</li><li>• Giving a more diverse range of people the opportunity to explore their interest in Construction, with the option of different routes in to the Sector; regenerating the experience and skills held by our existing workforce.</li></ul>	<ul style="list-style-type: none"><li>• 5 out of 5 Repair Academy trainees are now in post and have completing training, before being allocated mentors. The Academy continues to work closely with the Into Work team who are providing the full training package (CSCS/ Asbestos Awareness/ Working at Height/ Manual Handling) for Trainees.</li><li>• Progression from the Academy is also working well with a Trainee who is currently waiting to be interviewed for a Maintenance Person and a Maintenance Person being appointed into a Carpenter position within the Responsive Repairs Team.</li><li>• The Academy has also been supporting the in-house training team with mentoring and training of new starters of Responsive Repairs Admin and scheduling staff.</li></ul>

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# Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities

Directorate Delivery Plan Commitment



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Commitment	Update (2 of 2)
<p>Establish the Repairs Academy to assist with workforce planning in the Responsive Repairs Unit to ensure that there are no gaps in resource, experience, and skills by:</p> <ul style="list-style-type: none"><li>• Providing a support system for apprentices and trainee's; giving them the best possible chance to qualify and obtain as much experience as possible whilst employed by Cardiff Council.</li><li>• Giving a more diverse range of people the opportunity to explore their interest in Construction, with the option of different routes in to the Sector; regenerating the experience and skills held by our existing workforce.</li></ul>	<ul style="list-style-type: none"><li>• The team have worked with the Women's Network to discuss ways in which more women can be supported to apply for trade-based roles. Discussions have begun on how we potential barriers can be removed. The job advert has been amended to reflect this and provide encouragement for women to apply. This has resulted in an increase in the amount of females applying for these roles.</li><li>• 6 of 6 Apprentices are currently in post, the most recently recruited was a female Painting &amp; Decorating Apprentice - our first female apprentice.</li><li>• The team have been networking with various internal teams in Cardiff Council including the Communications &amp; Media Team to promote roles and have seen an increase in applications for job roles.</li></ul>

# Wellbeing Objective: Safe, Confident and empowered communities

Creating safe and inclusive communities  
Corporate Plan Commitment



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Commitment	Update
<p><b>Tackle all forms of violence against women and girls</b> and take action to strengthen the support available by approving and delivering a refreshed regional Violence against Women, Domestic Abuse and Sexual Violence Strategy 2023-26.</p>	<ul style="list-style-type: none"> <li>A Steering Group has been established and is overseeing the work to address the recommendations from the Safe Lives review of MARAC. Operational Group refreshed and clear lines of reporting agreed. Cardiff MARAC Coordinator not yet appointed so the step has been rated Amber.</li> <li>Regional data is being collated and report prepared for next Steering Group.</li> </ul>



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# Wellbeing Objective: Safe, Confident and empowered communities

Creating safe and inclusive communities  
Corporate Plan Commitment



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## Commitment

Ensure all those who experience domestic abuse can access specialist support by completing the review of refuge accommodation in the city by March 2024 and developing final proposals for change.

## Update

A review has been carried out to explore the capacity of current services for this cohort and demand levels of women with complex needs. The review was presented to the complex needs project board. The aim is to take forward key findings and continue to explore best practise

# Wellbeing Objective: Safe, Confident and empowered communities

## Creating safe and inclusive communities Directorate Delivery Plan Commitment



**STRONGER  
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Commitment	Update
<p>Improve and develop services for Gypsy, Roma &amp; Traveller communities residing on local authority sites by:</p> <p>Page 144</p> <ul style="list-style-type: none"> <li>• Introducing a replacement Allocation Policy</li> <li>• Improving on site community facilities</li> <li>• Increasing the quantity of culturally appropriate accommodation available, to meet the short term needs, of Gypsy &amp; Traveller communities in Cardiff.</li> <li>• Developing a strategy for transient site / temporary stopping places/ negotiated stopping in light of new legislation “Police Crime Sentencing and Courts Act 2022”</li> </ul>	<ul style="list-style-type: none"> <li>• A Draft Allocation Policy for Gypsy Sites to replace the existing point-based system is currently being drafted. This work will continue into Quarter 3.</li> <li>• A partnership engagement strategy and equality impact assessment in line with proposed development of Shirenewton site office has been completed.</li> <li>• Regular meetings are held with other local authorities and local police and this has resulted in a draft unauthorised encampment protocol being produced.</li> <li>• A strategy for transient site / temporary stopping places/ negotiated stopping in light of new legislation “Police Crime Sentencing and Courts Act 2022” is in progress. We are awaiting contact from Welsh Government to progress this work further.</li> </ul>



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# Wellbeing Objective: One Planet Cardiff

## Decarbonising the city and leading a green recovery Corporate Plan Commitment



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### Commitment

Increase energy efficiency and reduce carbon emissions through a Housing Energy Efficiency Retrofit programme across all tenures of housing, reaching 2,000 domestic retrofit measures per year by 2024 and including measures delivered through Housing Revenue Account funding, Government and energy company funding, facilitated via our Affordable Warmth Partnership, and via engagement with landlords and letting agents to ensure compliance with Minimum Energy Efficiency Standard (MEES) Regulations.

### Update

- Surveys have been completed on the 9 blocks of flats to be decarbonised utilising Optimised Retrofit Programme (ORP) funding.
- Consultants have now been appointed to commence tender documents for re-cladding works at Loudoun House & Nelson House
- Contractor tendered costs to deliver the mixed tenure energy efficiency retrofit scheme to unimproved British Iron and Steel Federation (BISF) properties are almost double the Welsh Government grant award. Discussions are currently underway with the Welsh Government about way forward. The step has been rated Amber due to this.
- A new role to provide additional resource on creating a strategy for the decarbonisation of Cardiff Housing stock has been advertised and is due for appointment in October.

# Wellbeing Objective: Modernising and integrating our public services

## Improving the Council’s digital offer and enhancing the use of data Directorate Delivery Plan Commitment



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### Commitment

Continue to develop and improve digital methods of service delivery across Adults, Housing & Communities including “Repairs Online”.

Page 146

### Update (1 of 3)

- Due to the costs associated with Scan stations, Jotform is being explored as an alternative. Work is being completed to understand notice periods required for scan stations and Jotform is being actively explored to see if it can take over the function. #The Go live date for the Housing Website has been moved back as there has been a delay with content reviews. This is now being worked on and pushed forward. Collaborative work is taking place with the Web Team to reach the end goal of being live by the end of Quarter 3 depending on translation timescales.
- The Self Service payment point project is being picked up in the current digital project which is moving along at a steady pace. Exploration into what other services use is taking place.
- The final version of the damp and mould / condensation video for tenants has been completed and will appear on social media sites and our website.
- The Debt Enforcement Team have been trained and are now using DocuSign. Tenancy and Visiting teams are also trained. Other teams are to be contacted to continue the roll out.

# Wellbeing Objective: Modernising and integrating our public services

## Improving the Council's digital offer and enhancing the use of data Directorate Delivery Plan Commitment



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### Commitment

Continue to develop and improve digital methods of service delivery across Adults, Housing & Communities including “Repairs Online”.

Page 147

### Update (2 of 3)

- A Trainer is to compile documentation ready for ‘Train the Trainer’ days in respect of Repairs Online. This has been delayed due to the ICT build still being carried out and configuration issues in Housing Online. It will now be delivered in Quarter 4.
- All teams have been provided with a spreadsheet to update their document types for Scan Stations with a deadline of 13/10/23.
- Information will then be passed to “Looking Local” to update the scan stations back office. Although Jotform is being looked at as an alternative we are still exploring proof of concept and so a decision has been made to continue to update scan stations in the interim.
- Welsh Interfinder Build has been completed. Phase 1 of the Go Live NEC Housing Back Office Function has been pushed back to Quarter 4 due to significant develop requirements for ICT and integration with our current systems.
- Phase 2 of the DPIA for Web Chat has just been received from the Data Protection Team and the cloud impact assessment is with ICT. Once both have been answered this project can move forward.

# Wellbeing Objective: Modernising and integrating our public services

Improving the Council’s digital offer and enhancing the use of data  
Directorate Delivery Plan Commitment



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## Commitment

Continue to develop and improve digital methods of service delivery across Adults, Housing & Communities including “Repairs Online”.

Page 148

## Update (3 of 3)

- Discussions are ongoing with ICT and Civica to discuss the Workflow upgrade.
- To progress the working on informational videos on basic repairs, to create a library on the website / public facing SharePoint, work has commenced to look for usable links across other businesses to see if these can be added to a video library. Consideration to be given to making some videos / animations ourselves and utilising videos on other platforms.
- The Gypsy Traveller Sites service has been completed.
- The 2nd phase of Power BI Core Data is progressing well - working in partnership with the Policy and Development Team Manager.
- Continued work is taking place to prepare for Eclipse – a joint meeting with Childrens services is taking place within Quarter 3 for an update.
- CareFinance is in the process of being built and cleansing will start shortly – to be completed and live by the end of Quarter 3.

**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**20 NOVEMBER 2023**

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**CABINET RESPONSE – COMMUNITY & ADULT SERVICES SCRUTINY REPORT  
TITLED ‘CARDIFF COUNCIL’S SUPPORT TO RESIDENTS WITH THE COST OF  
LIVING’**

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**Purpose of the Report**

1. To consider the Cabinet’s response to the recommendations made by this Committee’s Task & Finish inquiry report titled, ‘Cardiff Council’s Support to Residents with the Cost-of-Living’.

**Structure of the Papers**

2. To facilitate discussion at the meeting, attached to this Cover Report are the following appendices:

**Appendix A** – Cabinet’s response to the Inquiry’s Recommendations

**Appendix B** – Cabinet’s response to the Inquiry’s Recommendations – *exact detail*.

**Appendix C** – draft Advice Services Cabinet Report (to follow).

*The draft Cabinet Report also contains, ‘Appendix 1: Single Impact Assessment’.*

**Scope of Scrutiny**

3. The inquiry report was presented to Cabinet on the 2 March 2023. A full response was agreed by Cabinet on the 13<sup>th</sup> July 2023; a copy of the full response is attached at **Appendix A and B**. The full copy of the committee’s inquiry report is available [here](#).

4. This agenda item will begin with each Cabinet Member being offered the opportunity to provide a brief opening statement (should they wish). Following any opening statements provided by the Cabinet Members, the Committee will then have the opportunity to explore the Cabinet's response to the inquiry's recommendations.
5. During this scrutiny, Members will have the opportunity to:
  - explore the Cabinet's response to the Task & Finish inquiry's recommendations and;
  - the subsequent progress made.
  - Committee Members may also wish to explore how the service plans to offer support to residents during the forthcoming winter months.
6. Committee Members will also note, attached to this Cover Report for Members information is a draft Cabinet Report, which is due to be considered by the Cabinet in their November meeting. Due to the current Advice Partner contract expiring on 31st March 2024, the Cabinet Report seeks Cabinet agreement to initiate a procurement process to re-establish current arrangements in the Advice Service; re-establishing an 'Advice Partner' model to offer a complementary service to the Council's in-house Advice Services team; with no changes to the council's ongoing cost.

## **Background**

7. At the 2022 Community and Adult Services Scrutiny Committee Work Programme Forum, Members agreed to undertake an Inquiry exploring Cardiff Council's support for residents with the cost-of-living. Remaining mindful of the nature of the issue, Members concurred on the need for the Inquiry to provide, timely, focused assistance to the Council in its review of services

8. The terms of reference for the inquiry were agreed as follows:

*To assist the council in its response to the cost-of-living crisis, this Inquiry will:*

- *Review issue-related council services and proposed action on offer to Cardiff residents.*
- *Examine the scope, remit, demand, capacity and join up of services on offer.*
- *Assess, in consultation with key stakeholders, community awareness and accessibility of services and schemes available.*

9. The inquiry was informed by evidence and advice from the following:

- Councillor Peter Bradbury- Cabinet Member for Tackling Poverty & Supporting Young People
- Councillor Lynda Thorne – Cabinet Member for Housing & Communities
- Helen Evans – Assistant Director, Housing & Communities
- Hayley Beynon – Operational Manager – Advice
- Sam Gane – District Hub Manager
- Khalid Osman – Into Work, Co-ordinator
- Emma Dennett – Benefit Assessment Manager
- Frontline Advice Services Staff
- Cardiff & Vale Credit Union
- Cardiff Foodbank
- Community Housing Cymru
- Welsh Women’s Aid
- Diverse Cymru
- Gypsy & Traveller Wales
- Riverside Advice
- Welsh Government

10. All recommendations proposed in this Inquiry were based on the evidence received and valued perspectives of all stakeholders involved. Inquiry Members presented the recommendations to Cabinet in a bid to supplement the service area’s ethos of

providing the best possible support to *all* Cardiff residents', regardless of their individual circumstance.

11. When conducting the Inquiry, Members remained mindful to the financial pressures placed on local authorities and the current context on which this Inquiry was based, and so, the recommendations made, centred largely around maximising current resource, strengthening external support and allowing greater flexibility in service provision.
12. Inquiry Members were firmly of the view, that front line officers and executive personnel involved in this work hold a strong passion and commitment toward providing the best possible support and assistance to Cardiff residents. Members regarded the work they do as invaluable and, given the likelihood of demand remaining, or even increasing, strongly championed the Advice Services team being protected and grown wherever possible

### **Cabinet Response to Recommendations**

13. The inquiry report made a series of key findings and 10 recommendations. Of the 10 recommendations made, the Cabinet accepted 8; with 2 recommendations being partially accepted.
14. Full details of the response and are contained in **Appendix A & B** of this report.



## **Legal Implications**

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

## **Financial Implications**

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not making 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 consider the information contained in this report, its appendices and the information presented at the meeting to provide the executive with any comments, concerns or recommendations.

**Leanne Weston**

Interim, Deputy Monitoring Officer

14 November 2023

**CABINET MEETING: 13 JULY 2023**

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**RESPONSE TO THE COMMUNITY AND ADULT SERVICES  
SCRUTINY COMMITTEE REPORT ENTITLED 'CARDIFF  
COUNCIL'S SUPPORT TO RESIDENTS WITH THE COST-OF-  
LIVING'****HOUSING & COMMUNITIES (COUNCILLOR LYNDA THORNE)  
AND TACKLING POVERTY, EQUALITY & PUBLIC HEALTH  
(COUNCILLOR PETER BRADBURY)****AGENDA ITEM: 8**

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**Reason for this Report**

1. To approve the response to the report of the Community and Adult Services Scrutiny Committee entitled 'Cardiff Council's Support to Residents with the Cost-of-Living'.

**Background**

2. At the 2022 Community and Adult Services Scrutiny Committee Work Programme Forum, Members agreed to undertake an Inquiry exploring Cardiff Council's support for residents who have been affected by the cost-of-living crisis. Remaining mindful of the nature of the issue, Members concurred on the need for the Inquiry to provide timely, focused assistance to the Council in its review of services.
3. The task group reviewed a draft scope for the Inquiry at its first meeting and agreed they would:
  - Review issue-related Council services and propose actions, on the offer available to Cardiff residents.
  - Examine the scope, remit, demand, capacity and join up of services on offer.
  - Assess, in consultation with key stakeholders, community awareness and accessibility of services and schemes available.
4. To inform their considerations, Members agreed to hold several meetings which included talking to officers, third sector organisations, and clients of the services.

5. The Inquiry report was presented to cabinet in January 2023 and is attached at Appendix 1.

### **Findings and Response to the Recommendations**

6. The report sets out 32 important key findings in relation to the current impacts of the cost-of-living crisis.
7. The findings of the report are welcomed, and it is pleasing to note that the report recognises and commends the work of the Council's Advice Services management and staff specifically, for leading and delivering vital services against a backdrop of continued uncertainty and ever-growing demand.
8. The report found evidence that there has been a significant and continued increase in demand for Advice Services. There has also been a notable increase in the number of older people presenting for help and, significantly, from those who have never experienced financial hardship before.
9. The importance of considering the methods of communication across the city was a key theme. The report identified the outcomes of the Cost of Living publicity campaign, which used a variety of methods to communicate to residents about the help on offer. These included drop-in sessions held at local Hubs and Community Centres and liaising with existing local groups to meet specific needs, for example for elderly or disabled residents.
10. The findings highlighted the importance of continuous training for staff, to ensure that all information and advice provided is accurate and up to date, an essential requirement in such a fast-moving environment.
11. The reliance on external short-term / grant-based funding streams to maintain and widen provision was clearly identified as both an opportunity and a risk.
12. It was found that the Council has strong relationships with external partners, which can be developed further with a focus on the integration of services to meet local needs.
13. The Inquiry made **10 recommendations**. A detailed response to the recommendations is set out at Appendix 2, with **8 being fully accepted** and **2 being partially accepted**.
14. Actions have been identified, where appropriate, to deliver against the recommendations and these are included alongside the specific responses to the recommendations. Deadlines for completion of these actions have also been set.

### **Reason for Recommendation**

15. To respond to the report of the Community and Adult Services Scrutiny Committee entitled 'Cardiff Council's Support to Residents with the Cost-of-Living'.

## **Financial Implications**

16. When reviewing actions required in response to recommendations, the financial implications on the Council of such actions should be considered with any alternative sources of funds to manage the Council's affordability for such actions alongside other competing priorities. Where activities or posts are to be supported by external grants, any expenditure and outcomes should be in accordance with the terms and conditions of such grant awards and the financial implications of continuity of service provision, should such grants cease, should be monitored as part of directorate financial planning, performance and monitoring at an early stage.

## **Legal Implications**

17. In considering this report, Cabinet should have regard to:
  - (a) the Public Sector duties under the Equalities Act 2010 (including specific Welsh Public Sector duties). Pursuant to these legal duties, when making decisions, Councils must have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics. Protected characteristics are a. Age; b. Gender reassignment; c. Sex; d. Race – including ethnic or national origin, colour, or nationality; e. Disability; f. Pregnancy and maternity; g. Marriage and civil partnership; h. Sexual orientation; i. Religion or belief – including lack of belief.
  - (b) The Well-Being of Future Generations (Wales) Act 2015. The Well-Being of Future Generations (Wales) Act 2015 ('the Act') is about improving the social, economic, environmental, and cultural well-being of Wales. The Act places a 'well-being duty' on public bodies aimed at achieving 7 national well-being goals for Wales - a Wales that is prosperous, resilient, healthier, more equal, has cohesive communities, a vibrant culture and thriving Welsh language and is globally responsible. In discharging their respective duties under the Act, each public body listed in the Act must set and publish well-being objectives. These objectives will show how each public body will work to achieve the vision for Wales set out in the national well-being goals. When exercising its functions, Cabinet should consider how the proposed decision will contribute towards meeting the well-being objectives set by the Council, and in so doing achieve the national well-being goals. The well-being duty also requires the Council to act in accordance with a 'sustainable development principle'. This principle requires the Council to act in a way which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. Put simply, this means that Cabinet must take account of the impact of their decisions on people living their lives in Wales in the future. In doing so, Cabinet must:
    - a) *look to the long term*
    - b) *focus on prevention by understanding the root causes of problems*

- c) *deliver an integrated approach to achieving the 7 national well-being goals*
- d) *work in collaboration with others to find shared sustainable solutions, and*
- e) *involve people from all sections of the community in the decisions which affect them.*

- c) Cabinet must also be mindful of the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards when making any policy decisions and consider the impact upon the Welsh language. The report deals with all these obligations.

## **HR Implications**

18. The Community and Adult Services Scrutiny Committee (CASSC) recommendation 2 highlights the current and continued demand to invest in more long-term employment opportunities for advice staff members by increasing the number of permanent positions and, where possible, limiting the use of temporary or fixed term employment contracts.
19. Historically, grant funding has been allocated to the Advice Service on a year-by-year basis whereby some employees have been appointed on successive temporary or fixed term contracts.
20. The funding stream for the Shared Prosperity Fund is in place until 2025 and will enable the service to appoint prospective employees on longer term contracts. This will hopefully bring greater stability to the service and its employees and is likely to attract a higher number of applicants for advertised roles.
21. The service will need to closely monitor the ongoing renewal of fixed term/ temporary contracts. Under the provisions of the Fixed Term Employees (Prevention of Less Favourable Treatment) Regulations, if a contract is successively renewed for more than four years the employee has the right to treat the contract as being that of a permanent employee, unless there is a specific business reason for it to remain on a fixed term/ temporary basis.
22. CASSC recommendation 3 highlights the need to appoint mental health champions across the service. It is recognised that frontline employees within the service will deal with many vulnerable service users. It is important that support mechanisms remain in place for employees, initially through line management and through access to the Council Employee Assistance Programme including Care First, Employee Counselling, and Occupational Health where further specialist support is required. Connect 5 Mental Health training has also been rolled out across the organisation both directly and through train the trainer sessions.
23. CASSC recommendation 9 highlights the need to ensure workforce diversity within the Advice teams. The service has undertaken some additional work with regards to the Cardiff Works Ready scheme to support underrepresented groups obtain temporary roles with the Council. Additionally, the role of Community Engagement Officer within the Into Work

Advice Service will engage with communities who historically have not sought to work for Cardiff Council. The Council recognises in its Workforce Strategy key priorities that it is vitally important that the makeup of the workforce is reflective of the communities and citizens that we serve.

### **Property Implications**

24. There are no property implications in respect of this CASSC Cost of Living Inquiry Recommendations report. Where there are property transactions or valuations required to deliver any proposals, they should be done so in accordance with the Council's relevant Asset Management process and in consultation with appropriate service areas.

### **RECOMMENDATION**

Cabinet is recommended to approve the response to the findings and recommendations of the Community and Adult Services Scrutiny Committee report entitled 'Cardiff Council's Support to Residents with the Cost-of-Living'.

<b>SENIOR RESPONSIBLE OFFICER</b>	<b>Jane Thomas</b> Director of Adults, Housing & Communities
	<b>7 July 2023</b>

*The following appendices are attached:*

- Appendix 1:** Cardiff Council's Support to Residents with the Cost-of-Living Inquiry Report
- Appendix 2:** Response to the Recommendations of Community and Adult Services Scrutiny Committee's report entitled 'Cardiff Council's Support to Residents with the Cost-of-Living'

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## APPENDIX B

### Response to Recommendations – CASSC report ‘Cardiff Council’s Support to Residents with the Cost-of-Living’- November 2023 Update

Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
<b>Context</b>			
R1.	<p>To ensure support to residents is not delayed, undertake a review of all relevant internal processes that relate to both strategic and operational matters, identifying where simplification can occur. The review should be done in consultation with relevant managers and frontline staff. In particular, the review should consider the decision-making process in relation to:</p> <ul style="list-style-type: none"> <li>• Cost of Living Discretionary Schemes</li> <li>• Relocation of advice services</li> <li>• Publication material</li> </ul> <p><b>KF4, KF5, KF6, KF7</b></p>	Partially Accepted	<p>Processes are regularly reviewed. We have already simplified some processes such as the application for Free School Meals and ask for the minimum amount of evidence allowable for support schemes, where we have the discretion to do so. This helps to make the process of claiming and administering payments quicker. However, the application process of some benefits and grants that are funded by Central or Welsh Government dictate eligibility and evidence requirements and these requirements have to be abided by.</p> <p>Currently there are no specific Cost of Living Discretionary schemes. Should this change, we will consider the process that was used previously and amend to provide simplification where</p>

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Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
			<p>required and link this with action 1 below.</p> <p>We regularly review the location of our Advice Services, looking at data in terms of footfall and where able add additional resources to areas in high demand. We have also recently expanded our services to include schools and supported accommodation as locations where advice sessions are provided. We also work with our partners, to ensure that we are not duplicating efforts but are providing services where there is a need.</p> <p><b>Action 1</b> - We will carry out a full review of our website and publication material by September 2023, ensuring it is accurate up to date and available in community languages.  <u>Sept 2023 Update</u>, this action has been completed. All publicity materials and website has been updated to reflect support available ahead of winter</p>

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Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
			<p>pressures and the UC Managed Migration in October. An action plan has been put in place to ensure to drive through support during the coming months.</p> <p>Nov 2023 Update: The Universal Credit Migration action plan has been completed, a FAQ sheet has been written and training for front line staff has been carried out. The Advice Teams have contacted all those who will be affected (2,600 households) via letter and a follow up phone call. A communication plan has been drawn up, including social media and online articles to outline support available.</p> <p>The newly aligned Money Advice and Welfare Liaison team (money advice for council contract holders) have recently added to outreach provision and now provide sessions at the University Hospital of Wales and new supported accommodation settings.</p>

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Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
			<p><b>Action 2</b> - A task and finish group will be set up with managers and frontline staff to investigate and then implement any additional changes to process that need to be implemented to make any existing and planned processes simpler. This will be completed by December 2023.</p> <p>Nov 2023 Update: This action has now been completed, the group has reviewed and streamlined a number of internal processes, including the Rent Rescue Pathway.</p>
<b>Demand</b>			
R2.	<p>Due to the current, and highly anticipated continued demand, invest in more long-term employment opportunities for advice staff members. This could be achieved through an increase in permanent positions, or where temporary contracts are deployed, a year-by-year basis is avoided wherever possible.</p> <p><b>KF2, KF6, KF7, KF11</b></p>	Partially Accepted	<p>There are a significant number of permanent members of staff with the service. However, unfortunately historically, funding has often only been allocated on a year-by-year basis and therefore posts have reflected this. This is similar to many advice services across the sector as grant funding is often relied on to provide resources.</p>

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Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
			<p>Support is provided to staff and to date, though funding streams have changed there have been very few members of staff that have no had contracts renewed.</p> <p>With the introduction of the Shared Prosperity Fund, funding is in place until 2025, which has allowed us to commit to these posts for 3 years, which we hope will bring some additional stability to officers.</p> <p>We also have a dedicated bid writer that continues to bid for further funding opportunities.</p> <p><b>Action 3</b> – To work with finance colleagues identifying crucial posts that although may be funded temporarily could be made into permanent posts. Sept 2023 update, this work is ongoing, working with HR to identify members of staff who have reached their 4 year’s service.</p>

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Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
			<p>Nov 2023 Update: To date, 10 temporary members of Advice Staff have been identified as reaching their 4<sup>th</sup> year anniversary and have been made permanent. This work will continue, and staff service monitored as officers approach their 4th year anniversary.</p>
R3.	<p>To strengthen the council's mental health support, widen the partnership work with primary mental health services and mental health related organisations.</p> <p>In addition, look to enrol 'mental health champions' across the teams who can establish links with local mental health organisations, utilising the externals knowledge and training on offer.</p> <p><b>KF7, KF8, KF9, KF10</b></p>	Partially Accepted	<p>Support to staff is provided by seniors and managers who are always in hand should officers require. Officers also have access to the CareFirst service and the Councils employee counselling service. However, we are aware that our frontline staff especially deal with many vulnerable clients who have been through very difficult times. It is therefore vital that we strengthen support on hand from within our teams.</p> <p><b>Action 4</b> – To create 'mental health champions' in our teams by September 2023. Staff will be made aware of who these champions are and who they can</p>

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Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
			<p>talk to. Training will be sourced for these champions but will not replace the professional service that is already provided but can help to signpost to further help where required.</p> <p>Sept 2023 update, Mental Health Champions to be in place from late October, Mental Health Awareness and Mental Health First Aid training booked for start of October for all Advice Teams. Staff briefing sessions are in place ready for Champions to start, however Managers will continue to carry out regular one to one meetings with individual staff, whilst utilising internal services.</p> <p>Nov 2023 Update: This action has now been completed. Mop-up Mental Health First Aid training will continue for new members of staff. Staff wellbeing will be a regular item on every team meeting.</p>
R4.	Introduce a target to monitor residents' waiting times in hubs for cost-of-living related support. The target should set a	Partially Accepted	We are committed to reducing waiting times in our Hubs. Pre

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Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
	<p>feasible waiting time and will help monitor levels of demand and evidence if additional resource is required. To ensure the target is achieved and lengthy wait times do not occur, or are reduced, alternative service provisions could be offered such as virtual or in-person appointments at set times.</p> <p><b>KF7,8,11,14,16,23,25</b></p>		<p>covid, we set targets and monitored waiting times for the money advice team in some of our Hubs. This was not possible in all Hubs at the time due to system restrictions.</p> <p>We can provide general information and advice over the phone, though our Adviceline and can also provide lower-level advice, referrals and signposting through our webchat. We have also provided appointments on Teams and facetime, where appropriate. Finally, appointments can be made in people's homes where a phone call is not sufficient or clients are not able to access Hubs, due to a disability perhaps.</p> <p>In our experience appointments are not the best effective use of officers' times. This has been trialled previously and there was a large number of no shows. This resulted in officers waiting for 10 minutes with no customer before calling someone else from the drop in queue. This caused</p>



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Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
			<p>further delays and was far from effective. However, if someone specifically asks for an appointment, where possible we do try and accommodate this.</p> <p><b>Action 5</b> – To reintroduce a target for waiting times for the Money Advice Team. This could be completed for Central and Ely Hubs (as there is calling in system in place that records wait times) by May 2023 and could be reported on and monitored in core data. Further exploration of IT systems will be required to understand how and if this can be implemented in other Hubs and locations. This investigation and viability will be completed by February 2024.</p> <p>Sept 2023 Update, this action has been put in place for Central Library Hub and outreach Hubs during Summer 2023, awaiting further support from ICT for function on Advice Line to better monitor waiting times for calls. Wait times are collated daily and</p>

## APPENDIX B

Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
			<p>monitored to inform changes in provision.</p> <p>Nov 2023 Update: A new telephone monitoring system has been implemented on the Advice Line and Housing Helpline; the new system now tracks waiting times and abandoned calls - the ability to have frequently asked question information played as part of the 'on hold' tone, to alleviate some customers needing to speak to a member of staff. Waiting time target now included in core data for both phone lines.</p>
<b>Accessibility</b>			
R5.	<p>To strengthen the local model and its offering undertake a review. In particular, the review should consider:</p> <ul style="list-style-type: none"> <li>Increasing hub facilities, such as more Hubs offering 'free phones' to residents and phones can be used to access any freephone number.</li> <li>Ensure all hubs offer confidential areas for residents to receive support.</li> </ul>	Accepted	<p>All Hubs have freephone access. The public phones are pre-set with numbers for useful organisations such as the DWP and utility companies. We will review the pre-set numbers by June 2023 in our Hub phones to ensure the most relevant and up to date numbers are included.</p>

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Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
	<ul style="list-style-type: none"> <li>Widening the access for grass-root organisations to hold pop-up spaces in local hubs, offering cost-of-living related support, particularly those who specialise in representing population groups where engagement levels are low.</li> <li>The internal information sharing within all council departments on the external support on offer; including how information detailing the days externals are present in local hubs is circulated.</li> </ul> <p><b>KF3, KF7, KF8, KF11, KF12, KF13, KF14, KF18, KF20, KF21, KF25, KF27, KF32</b></p>		<p>If a customer needs to phone any other appropriate organisation or their landlord, then they can use Hub Officer's phones.</p> <p>All our Community Hubs have confidential areas and offices that customers can retreat to if a confidential conversation is required. Penylan does not have this space as it is a library and has not been transformed into a Community Hub.</p> <p>The teams work together to deliver cost of living event days and also attend other community events where pop-up spaces and stalls provide information advice and guidance.</p> <p>A significant amount of work has already been carried out to ensure that council staff are aware of the help on offer. This has included briefing sessions in Senior Managers, Cardiff Managers forum and the Equality Network Chairs meeting, adding Cost of Living information on staff</p>

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Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
			<p>payslips, as well as adding information, leaflets and videos on the intranet. Advice staff hosted pop up events for council staff to receive help and support at their places of work, for example in Lamby Way and County Hall. Trade Union Reps and Councillors were also briefed and kept up to date with support available for Council Staff.</p> <p><b>Action 6</b> – District Hub Managers to actively engage with local communities in collaboration with the Advice and Into Work Advice managers to put on events across the year in their local communities. This information is to be shared with the Councils communications team, so internal staff are aware. Sept 2023 update; Hubs have fed into the Advice Service’s joint engagement plans across the summer including cost of living events, community engagement days, coffee mornings, young person events and GCSE/Alevel results day events. Council and</p>

## APPENDIX B

Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
			<p>team social media accounts have been active in the promotion of events.</p> <p>Nov 2023 update: This action is now monitored via quarterly reporting measures; after the success of a joint engagement plan across Hubs and Advice Services, a timetable of coordinated events will be planned each quarter – with the next set of events themed around winter pressures and the new initiatives available (Emergency Fuel Vouchers, Health Snack Scheme and UC Migration).</p>
R6.	<p>Hold more pop-up events, in partnership with local organisations, both within council owned buildings and those outside of council control where footfall is high, such as local supermarkets. Areas where council hubs are not present must also be at the forefront when determining locations.</p> <p><b>KF3, KF7, KF8, KF11, KF12, KF13, KF20, KF 21, KF23, KF25, KF27, KF32</b></p>	Accepted	<p>Events are hosted jointly across the Advice Team and are held in high footfall areas across the city. Over the past 6 months, Cost of Living and Employment/Recruitment events have been held in city centre shopping centres, supermarkets, places of worship, primary and secondary schools, food banks, at community fun days, busy shopping streets and will</p>

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Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
			<p>continue to work with community groups and third sector organisations to link in with existing engagement events.</p> <p><b>Action 7</b> – In partnership with organisations and as a follow on from Action 6, at least 4 pop up events to be held across the city throughout the year.            Sept 2023 Update, this has already been achieved with events running throughout the summer months, however Cost of Living/Winter Pressure events will commence from October, teams hosting drop in events from Food Banks, local schools, temporary accommodation settings and RSL buildings.</p> <p>Nov 2023 Update: As above, Cost of Living events have been held in conjunction with other Advice events, such as the Talk Money Week, Get Online Week and Care Leavers week. Cost of Living support and awareness raising have been embedded into community events to reach as</p>

## APPENDIX B

Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
			many residents as possible. Cost of Living information will continue to be made available at all future Advice Service and Hub events.
R7.	<p>Consider enhancing the flexibility of service delivery by offering home visits or virtual appointments (where appropriate).</p> <p><b>KF15, KF16, KF23, KF25</b></p>	Accepted	<p>Home visits are already available to those who cannot access our face-to-face provision and where a phone call may not suffice in dealing with the issue in hand. We will be increasing web chat availability over the year and already make use of Teams, facetime and Whats App video for clients who request this.</p> <p>The teams also work closely and refer seamlessly into the floating support service and Independent Living Service who can provide additional help and support for people in their own home where appropriate.</p>
R8.	<p>As a way of addressing public perception and stigma, continue to ensure within all cost-of-living related publication, words such as benefits, and claim are avoided – instead using words such as access and entitlement.</p> <p><b>KF18, KF19</b></p>	Accepted	<p><b>Action 8</b> - In conjunction with Action 1, a full review of terminology will also be carried out when reviewing our publication. This will be completed by September 2023.</p>

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Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
			<p>Sept 2023 update, this action has been completed in line with the refresh of publicity materials, website content and advice given by frontline staff. Audits are continually carried out to ensure sound customer service.</p> <p>Nov 2023 Update: this action has been completed. All Cost of Living and Money Advice publicity materials have been updated and will now be monitored to ensure up to date information is included on all publications going forward.</p> <p>Materials are reviewed by a council tenant 'reading group' to ensure information is clear and simple to understand.</p> <p>A Virtual Youth Hub is being created to bring together advice for young people, including money, housing and homeless prevention advice, and a dedicated section for young</p>



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Number	Recommendation	Accepted / Partially Accepted / Disagreed	Comment
			people leaving care – launching in January 2024.
R9.	<p>To stimulate a feeling of trust between the council and individuals from minority backgrounds, and to strengthen the outreach and engagement with all cohorts of Cardiff communities, ensure workforce diversity within Cardiff's Advice Teams.</p> <p><b>KF17, KF18, KF24</b></p>	Accepted	<p>We have always been proud that our face-to-face services, including our advice services are representative of the communities that we serve. A significant amount of work has been undertaken with the introduction of the Cardiff Works Ready scheme, which is a recent development, designed to support those with no or little work experience from under-represented communities, secure temporary roles within the Local Authority, with the hope of them progressing into permanent employment. The Into Work Advice Service have recently employed a Community Engagement Coordinator to work as part of the Cardiff Works team, to engage with communities who have historically not used Council Services or looked to work for the Local Authority; this has already proven to be successful with a number of young people from</p>

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			<p>Southern Arc communities secure Trainee positions within the Advice Services, and has encouraged additional community engagement through association.</p> <p><b>Action 9</b> - As part of the overall Directorate Equality action plan we will continue to ensure the Advice Service area recruits from within our communities. Including where new funding opportunities arise the introduction of new trainee posts. This will be monitored as part of the in the EAP</p> <p>Sept 2023 Update, this continues to be the case with 30% of Advice staff being employed from BME backgrounds, and a significant increase (from 7% to 37%) of BME applicants entering the Cardiff Works pool following on from intensive work by the service's Community Engagement Officer.</p> <p>Nov 2023 Update: The new Cardiff Works For You initiative</p>

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			has now launched, supporting people from under-represented communities in to temporary employment opportunities with the Council. The 3-month subsidised placement, will support people who have little or no work experience; teams across the council will be invited to apply for the fully funded placements to support their workforce development.
<b>Partnership Working</b>			
R 10.	<p>To strengthen the city-wide offer to residents, explore the possibility of establishing a Neighbourhood Partnership which allows partners to share information and knowledge of local support. Learning should be applied from the Cost-of-Living Taskforce but wider membership should be applied, including:</p> <ul style="list-style-type: none"> <li>• Wide ranging grass root and third sector organisations</li> <li>• Community leaders</li> </ul> <p><b>KF26, KF27, KF28, KF29</b></p>	Partially Accepted	The Cost-of-Living Taskforce was set up in September 2022 as a direct result of the crisis, bringing together organisations in a multi-agency approach to ensure a joined-up way of supporting the communities we serve. There is a specific focus on collaborative working, funding opportunities, sharing of resources and local intelligence. The Taskforce continues to meet monthly despite press coverage dying down of the crisis, to ensure residents of Cardiff are fully supported.

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			<p>In addition to this there are regular 'Anchor Group' meetings with Community Leaders and grass root / third sector organisations. These meetings were set up during Covid and have continued as members found them useful. These are chaired by the Council and allow local knowledge to be shared and importantly disseminated to other groups.</p>