

COUNCIL: 23 JULY 2015

STATEMENT OF THE LEADER

AGENDA ITEM: 14

UEFA Champions League Final – Road to Cardiff 2017

Cardiff will play host to football's biggest club game, the UEFA Champions League Final, at Millennium Stadium on Saturday 3rd June 2017. It is the world's most-watched annual sporting event, shown in more than 200 countries, and will ensure the eyes of the world are on Cardiff.

This will also include hosting the UEFA Women's Champions League Final at Cardiff City Stadium and the Champions League festival, a free four-day event, which includes games featuring football legends and events with the community to ensure the final leaves a lasting sporting legacy.

This presents another opportunity to showcase Cardiff to the world, and will bring a large number of visitors and international media to the city, as well as giving a significant boost to our city's economy. It is exciting news for Cardiff, built on the back of our proven track record of hosting major events, and will raise our city's international profile even further. The Road to Cardiff has begun and work is ongoing to deliver a first class Champions League Final in 2017.

Business Roadshows

The City of Cardiff Council, working with Business Wales and Business in Focus, has held a series of business roadshows across the city. This has been an opportunity to go and speak to businesses, understand their issues, and promote key initiatives, such as the development of a City Deal. It has also provided businesses with direct access to a range of council services.

The roadshows have been positively received by the business community and the Council's Economic Development team is working closely with a number of businesses on growth projects that will help support our priority to create more and better paid jobs in Cardiff. Engaging with local businesses, especially as we work towards delivering a City Deal for Cardiff and the wider region, is extremely important and I am committed to continuing this dialogue.

60th Anniversary of Cardiff-Stuttgart Twinning Arrangements

As I mentioned last month, this year marks the 60th Anniversary of the twinning of the cities of Cardiff and Stuttgart. A delegation from Stuttgart recently visited Cardiff to participate in a series of events, including a reception at Mansion House, which all Members were invited to attend. It offered us the opportunity to discuss how we can build on our strong ties in areas such as education, trade and commerce, share learning, and show the delegation all that Cardiff has to offer.

A Memorandum of Understanding was signed to mark the 60th Anniversary with an agreement to work together in the financial services sector, the creative industries sector, and to cooperate in wider economic development activities and on EU funding applications. Our relationship with Stuttgart continues to go from strength to strength and further activities will take place throughout the year.

Councillor Phil Bale

Leader, City of Cardiff Council / Arweinydd, Cyngor Dinas Caerdydd

22 July 2015

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EARLY YEARS, CHILDREN & FAMILIES

AGENDA ITEM:14

I want to take this opportunity to update members on developments in Children's Services since my last statement to Council.

I am pleased to be able to say that further significant progress has been achieved supported by the Children's Service's Improvement Plan, the continued engagement of the Chief Executive, the ongoing involvement by the Director in the Challenge Forum and the work of the Organisational Development Programme.

The work of the Directorate has also been supported by officers drawing on our development relationship with Leeds City, which I visited with Officers in June to learn about their improvement journey over the last 5 years. In this connection I am very interested in their whole council 'Child Friendly City' concept which puts children and the future they represent at the heart of the public and business community in Leeds and I have asked officers to explore options to consider for developing a similar approach in Cardiff.

I am encouraged that there is now a stronger strategic focus on planning for better outcomes and building a sustainable future for children's services over the longer term and I will return to this in a moment

1. Operational Delivery

Turning firstly however to developments in strengthening and securing sound operational service delivery.

The Director's close attention to operational safety and integrity over the last 2 years means that the service is in a much more stable and healthier condition. This is evidenced by

- sustained lower caseloads - down from 24.5 at 30.06.14 to 18.9 at 30.06.15

- stronger performance in key areas
 - Initial assessments 34.6% in Q1 2014-15; 67.1% in Q1 2015-16 (95.7% in June 2015)
 - Core assessments 49.8% in Q1 2014-15; 71.2% in Q1 2015-16

- Initial CP conferences 91.0% in Q1 2014-15; 96.2% in Q1 2015-16
- a more stable recruitment and retention position with an increase in applications for social work posts from other authorities in the region and from agency staff. Agency staff are down from 55 in June 2014 to 34 in June 2015

The Directorate recognises that there still remains much to do to improve performance further across a wider range of performance dimensions, particularly in terms of enhancing attainment by Looked after Children and in terms of strengthening the offer for disabled children.

This improvement work over the last year, consolidating the 2013-14 year, means that the service has been able to engage in key strategic developments and these include a sustainable and improving future for the service

2. **Strategic Developments** have included

- Prevention - the preparation of a new preventative and early help strategy which has already engaged partners around a common objectives to reduce the number of looked after children and enable families to get help earlier. This strategy has been developed on the basis of national best practice elsewhere, supported particularly through our development relationship with Leeds City Council. This strategy will be formally launched in the Autumn.
- Secondly, Child Sexual Exploitation - I know that members will be particularly pleased to hear that a new multi-agency Child Sexual Exploitation Strategy has now been finalised and will be considered by Cabinet in September. The strategy has been sponsored by the Local Safeguarding Children Board and reflects the latest national thinking about how agencies should work together to take on the lessons from other parts of the country and work more effectively to tackle this pernicious crime.
- Organisational Development Programme - I would also want to highlight the accelerating agenda that is supported by the Organisational Development Programme which is enabling much better cross directorate collaboration and resource sharing to support the Children's Services Improvement Plan. Headlines include the development of
 - a Multi-Agency Safeguarding Hub otherwise known as a MASH, targeted for early implementation in 2016/17;
 - the much needed mobilisation of social workers with the latest ICT – this will not only be more efficient but will enable social workers to spend more direct time with families - again early 2016/17 implementation is the target;
 - the re-design of our fostering services in to increase the number of local placements for Looked After Children and reduce out of area placements;

- the development of a new model of social work delivery based on the tried and tested 'signs of safety' practice model that has been successful elsewhere in achieving better outcomes for children;
- a new model for providing and accessing accommodation for young single homeless and Care Leavers;
- and finally work to develop an initiative to prevent older children entering the looked after system - again based on national best practice.

These are all large and complex initiatives which place heavy demands on officer time but I am very grateful to the commitment and determination of officers in the service to ensure that these key improvements materialise into tangible change.

I am also pleased to announce that in April we raised the grant to Care Leavers by £800 to £2000 putting Cardiff Care Leavers on a par with their peers elsewhere.

I can also advise members that recruitment of an Assistant Director is underway and that appointments to two new joint funded posts initiated by the Director to deliver the MASH and the much needed change programme for disabled children's services, are being made and will be in place in the next few weeks.

Finally I am very pleased to welcome the first Annual Report of the National Adoption Service and take pride in the part that Cardiff has played in facilitating its success.

I hope that this substantial and wide range of significant development reassures members that our improvement journey remains on course and continues to extend its reach.

COUNCILLOR SUE LENT

Deputy Leader & Cabinet Member for Early Years, Children & Families

22 July 2015

COUNCIL: 23 JULY 2015

**CORPORATE SERVICES & PERFORMANCE STATEMENT
AGENDA ITEM:14**

Cardiff Manager Programme Update

Since I last updated members on the Cardiff Manager Programme, we have had a number of managers achieve their Institute of Leadership & Management (ILM) Level 3 Qualification as a result of completing their assignments. Already some 23 managers have gained the full qualification and 37 have gained part of the qualification and working to complete the second part. A further 92 assignments have been submitted and are currently being marked by Cardiff and Vale College. All managers within the target group of middle managers will have completed all four themes by October 2015.

People

The HR team has supported a range of Employee Engagement activities over the last month, including the Chief Executive Roadshows; co-ordinated the Employee Survey, which resulted in over 50% response rate from staff; and facilitated the first Cardiff Manager Forum with the Chief Executive.

The HR team supported the Works Council meeting that was held at end of June, which focussed on the broader agenda of managing attendance & wellbeing, including the Corporate Health Standard, employee counselling and the Welsh Government mental health initiative, Time to Change.

The recruitment process for the posts of Chief Finance Officer and Assistant Director (Children's Services) has been supported by HR.

Enhanced HR support has been provided to Eastern High and the Federation of Glyn Derw High School and Michaelston Community College. HR has also worked as part of the Central South Consortium HR group with a focus on policy development and guidance for schools across the consortium area.

C2C

The expansion of C2C opening hours and review of working practice is delivering excellent results for people contacting the Council. From April to June 2015, the call centre handled 33,000 additional calls, due to annual council tax billing, at the same time as improving the answer rate performance measure for the 3rd consecutive quarter.

The Council has now built up real time analytics of how our customers choose to interact with us. This is through traditional channels such as the phone, but also online and we are exploring the opportunities that this brings with nearly 45% of our customers accessing the website using a mobile device.

The Council has also built up its social media presence with 43,178 twitter followers. This is crucial in managing the customer demand for major changes such as the waste collection changes, where the Council can get messages out quickly and answer common concerns in order to reduce the demand on residents phoning in or visiting a Hub.

Public Building Wi-Fi

ICT have worked in collaboration with the Digital Cardiff project team to install or replace Wi-Fi in 80 council premises. Many of these buildings have not previously benefitted from Wi-Fi but the grant funding from UK Government has enabled free Wi-Fi in the public areas of approximately 200 buildings across the city.

Shared Regulatory Service

The new Shared Regulatory Service between Cardiff, Vale of Glamorgan and Bridgend Councils came into being on 1st May 2015. ICT are in the process of migrating the systems currently in use by Cardiff employees to the new service. The new service is recruiting to fill their new establishment and staff are still based in Cardiff premises using Cardiff hosted IT systems. ICT will be transitioning these systems across to the new service over the coming year at the same time as implementing mobile working for the team to support more efficient operation.

Community Asset Transfers

ICT has worked with Directorates to enable the first of the Community Asset Transfers. It is anticipated that there will be many more over the coming year and amongst other aspects that require consideration are any ICT implications including broadband links, telephony (mobile and fixed), printing. Email, Wi-Fi, desktop devices and software licences as well as line of business applications used. This is a complex piece of work and each of the initial sites reviewed have very different requirements requiring a great deal of planning to ensure a smooth transition.

Estate Management

I am pleased to report that the inaugural Corporate Asset Management Plan has been approved by Cabinet as the delivery action plan of the Property Strategy, Organisational Development Programme and Corporate Plan. The plan explicitly sets out the Council's intentions relating to its operational estate for the next 12 months. The estate has a large proportion of assets in a poor state of repair with a costly maintenance back log of in excess of £100m, and the aim of the asset management plan is to have '*fewer but better buildings*'. The key focus will be on further office rationalisation, Community Asset Transfers and disposal of surplus assets with emphasis on delivering capital receipts. A review of the non-

operational portfolio will also be forthcoming in the autumn with a view to increasing revenue income from assets.

Health & Safety

All Directorates completed a Health and Safety Annual Report 2014/15 and have Health and Safety Action Plans 2015/16 incorporating the corporate health and safety objectives 2015/16. Further work is required in some Directorates. New Directorates will also need to bring together the relevant parts of other Action Plans for the new Directorate Action Plan.

A Health and Safety Advisory Forum was held on 17th June 2015. Agenda items included Health and Safety Inspection Reports by Health and Safety advisers in respect of City Centre Management and The Bishop of Llandaff C/W School; Directorate Health and Safety Annual reports 2014/15 and Health and Safety Action Plans 2015/16; and Fire Awareness.

Councillor Graham Hinchey
Cabinet Member (Corporate Services & Performance)
22 July 2015

COUNCIL: 23 JULY 2015

HEALTH, HOUSING & WELLBEING STATEMENT

AGENDA ITEM: 14

City Centre Advice Hub

I am very pleased to announce that the City Centre Advice Hub and the Tenant Resource Centre has relocated from Marland House to the new Central Library Hub making it even easier for customers to engage with Council Services. Major improvement works have hugely improved the range of facilities and services available from the building and the new Library Hub will be open six days a week, making services more accessible.

Homelessness Assessment Centre / Huggard Centre

I recently visited the Homelessness Assessment Centre and the Huggard Centre. I was very impressed with the excellent facilities but even more with the care and dedication of all the staff involved in our partnership to prevent homelessness where possible and reduce the negative impact that homelessness can have by really effective joint working. Recently, the centre received a visit from the Chief Executive of a Homeless Charity Board in Adelaide who had visited Homelessness centres in America and Europe to take good practice examples back to Australia. His view was that our service provided the best example he had seen of joined up and engaged services.

New developments in the partnership include, the Gateway Project, which is a partnership between Cardiff's Homelessness Service, housing providers and local hostels with the objective of providing a clear route out of homelessness for single, non priority clients. The Project consists of two staff and one volunteer, operating from the Councils Housing Options Centre and in the past year almost 1400 individuals in homeless crisis have been seen. The door to the Gateway never closes and the service offers compassion and consideration to all those who are homeless. The Project is passionate and proactive in integrating homeless clients into appropriate accommodation, reducing rough sleeping in our City and empowering people to move toward a positive future.

Tenant's Voice

The Tenant's Voice meetings are where tenants can come along and meet with me and Senior Managers from Housing Services. The most recent Tenants Voice meeting was held at City Hall on July 8th. It provided tenants an opportunity to hear from us about the services we provide and how we can work together to

improve them. At this meeting, a brief presentation was given on the results from the Annual Tenants Satisfaction Survey, which was very well received by tenants. Approximately 20 tenants attended and found it very useful and informative.

As well as the Tenants Voice meeting, we held a housing regeneration bus tour of the City. This was well attended and participants found it very informative and were particularly interested in the proposals for building new properties to try and address social housing demand. The tour also included the new Hubs in Llanrumney and Butetown, which all agreed was very impressive and prompted positive discussion about the future hub roll-out programme.

Independent Living Service

The Independent Living Service is developing a First Point of Access for Health and Social Care clients. This new service will establish a single point of access for older people including all new social care requests. The Independent Living Service will work with clients and Occupational Therapists to consider a holistic range of alternatives to meet their needs, rather than the more traditional and costly packages of care. This service will be available to the public and health care professionals including our partners at the UHB and aligns with the new Social Services and Wellbeing Act requirements. The service is committed to working with older people to promote independence and choice.

Councillor Susan Elsmore
Cabinet Member for Health, Housing & Wellbeing
22 July 2015

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ENVIRONMENT STATEMENT

AGENDA ITEM:14

Green Flag Status

I am pleased to report that following independent assessment earlier in the year the Council has retained Green Flag status for ten of its Green Spaces , these being, Bute Park, Roath Park, Victoria Park, Rumney Hill Gardens, Victoria Park, Grange Gardens, Parc Cefn Onn, Cardiff Bay Barrage, Cathays Cemetery and Thornhill Crematorium. I am delighted the Council has been able to demonstrate that it continues to meet the criteria set out within the benchmark standards which include a welcoming place, a healthy, safe and secure place, a clean and well maintained place, conservation and heritage, community involvement and management.

Love Parks Week

You may also be aware that tomorrow marks the commencement of Love Parks Week and initiative led by Keep Britain Tidy which promotes the value and benefits of parks and green spaces across the UK. You may recall that in previous statements I have referred to the Volunteer Development Partnership Group, a group established earlier in the year which aims to bring the Council and communities together for mutual benefit and I am delighted that through this group, a series of activities / events, across our Parks and Green Spaces throughout the City has been planned for the Week.

Cardiff Bereavement Services

Cardiff Bereavement Services has this week been shortlisted as a finalist for the APSE Service Awards 2015 in the category 'Best Service Team – Cemetery & Crematorium'. This is an excellent achievement for the service to be named as a finalist in the first year that they have entered and it is a real boost to a dedicated team who work extremely hard all year round to provide a fitting and professional service to the bereaved.

The awards will take place on the evening of 3rd September 2015 at Brangwyn Hall, Swansea and we wish the service area the best of luck in the final.

Waste Strategy Changes

The Waste Management Service has been working very hard ahead of the commencement of waste collection changes on 27 July 2015. Over the past

weeks, Teams have been delivering wheeled bins to expand the scheme into areas where waste has previously presented for collection in bags and also delivering bespoke red striped bags to those properties where the use of wheeled bins is not suitable. The changes being made are essential to enable the Council meet the statutory recycling targets and avoid potential fines.

Councillor Bob Derbyshire
Cabinet Member for Environment
23 July 2015