



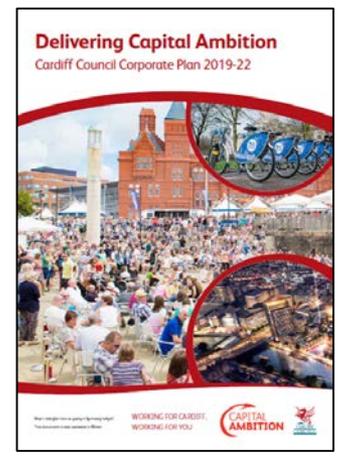
# Community & Adult Services Scrutiny Committee

Sarah McGill, Corporate Director for People & Communities  
Directorate Delivery Plans  
3<sup>rd</sup> July 2019



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





**Key Performance Indicators**

Performance Indicator	Target 2018/19	Result 2018/19	Next Year's Target 2019/21
1. The percentage of staff with a 'Good' or 'Very Good' performance rating	75%	75%	75%
2. The percentage of staff with a 'Satisfactory' or 'Needs Improvement' performance rating	25%	25%	25%
3. The percentage of staff with a 'Poor' or 'Unsatisfactory' performance rating	0%	0%	0%
4. The percentage of staff with a 'Very Good' performance rating	10%	10%	10%

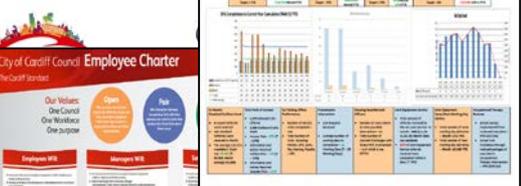
**ILS Visiting Team Commitments/Measures**

Team Commitments	Quarter	Milestones
1. Review the current performance of the team	Q1	1.1. Review the current performance of the team
2. Review the current performance of the team	Q2	2.1. Review the current performance of the team
3. Review the current performance of the team	Q3	3.1. Review the current performance of the team
4. Review the current performance of the team	Q4	4.1. Review the current performance of the team



**Delivery Plan Milestones**

Directorate Commitment	Quarter	Milestones
1. Review the current performance of the team	Q1	1.1. Review the current performance of the team
2. Review the current performance of the team	Q2	2.1. Review the current performance of the team
3. Review the current performance of the team	Q3	3.1. Review the current performance of the team
4. Review the current performance of the team	Q4	4.1. Review the current performance of the team



# Wellbeing Objective: Cardiff is a Great Place to Grow Older

## Corporate Plan:

- Deliver the Older Person's Housing Strategy to support independent living, fully understanding their housing needs and aligning work between Council and Health Services including:
  - Working to build and refurbish care-ready schemes for older people;
  - Developing an Older Persons & Accessible Homes Unit to provide person-centred information, advice and assistance;
- Address social isolation and enhance quality of life of older people by developing inter-generational working with schools, Hubs, community groups and private sector partners.



# Wellbeing Objective: Cardiff is a Great Place to Grow Older

## Corporate Plan:

- As a Dementia Friendly City, support those affected to contribute to, and participate in, mainstream society by:
  - Undertaking Dementia Friends training across the Authority with the aim of 100% compliance amongst Council staff by April 2021;
  - Developing e-module training in collaboration with the Alzheimer's Society that will be delivered through the Cardiff Academy by March 2020;
  - Encouraging businesses to pledge their commitment to becoming Dementia Friendly by delivering the Council's awareness and engagement programme;
  - Developing a dementia-focused website by March 2020 to support those with dementia, carers, families as well as businesses who want to better support those with dementia;
  - Delivering locality-focused dementia awareness events.



# Wellbeing Objective: Cardiff is a Great Place to Grow Older

## Performance Measures:

Key Performance Indicators	2017-2018 Result	2018-2019 Result	2019-2020 Target	2020-2021 Target	Owner
The percentage of Council staff completing Dementia Training	New	New	40%	100%	Claire Marchant/ Nicola Pitman
The number of businesses pledging their commitment to work towards becoming dementia friendly	New	New	40	TBC	Claire Marchant/ Nicola Pitman
The number of Dementia Friendly City Events Held	New	New	200	TBC	Claire Marchant/ Nicola Pitman



# Wellbeing Objective:

## Cardiff is a Great Place to Grow Older

### Directorate Delivery Plan:

- Empower people to remain independent at home and reduce reliance on intensive interventions by preventing hospital admissions, accelerating safe hospital discharge and supporting assisted living. Key activities will include:
  - Developing a First Point of Contact (hospitals) to integrate more effectively hospital discharge
- To proactively work with contractors and expand in house team to ensure void turnaround times are reduced.
  - New Contractor commencing works 1st May 2019
  - Consider an in house team expansion during 2019
  - Monitor present contractors to ensure performance improves to expected time scales on regular basis.
- Deliver the Older Persons Strategy by developing a robust action plan and monitoring progress closely through working groups.



# Wellbeing Objective: Cardiff is a Great Place to Grow Older

## Performance Measures:

Key Performance Indicators	2017-2018 Result	2018-2019 Result	2019-2020 Target	2020-2021 Target	Owner
The percentage of clients who felt able to live independently in their homes following support from the Independent Living Services	New	New	95%	95%	Carolyn Palmer
The percentage of new cases dealt with directly at First Point of Contact (FPOC) with no onward referral to Adult Services	73%	75%	70%-80%	70%-80%	Carolyn Palmer
The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)	179	188	180	180	Carolyn Palmer
The percentage of people who feel reconnected into their community, through intervention from day opportunities.	77%	86%	80%	80%	Carolyn Palmer



# Wellbeing Objective: Supporting People out of Poverty

## Corporate Plan:

- Better support people into work by integrating employment support services. This will include:
  - Ensure the Gateway into employment is accessible across the city;
  - Ensuring that Into Work Advice Services and Adult Community Learning fully align with the new employability service by September 2019;
  - Providing effective employer engagement and assistance into self-employment;
  - Promoting and extending volunteering opportunities by October 2019.



# Wellbeing Objective: Supporting People out of Poverty

## Performance Measures:

Key Performance Indicators	2017-2018 Result	2018-2019 Result	2019-2020 Target	2020-2021 Target	Owner
The number of interventions which supported people receiving into work advice through the gateway.	42,343	45,497	43,000	43,500	Helen Evans
The number of clients that have been supported into employment having received tailored support through the Gateway	New	737	623	650	Helen Evans
The number of employers which have been assisted by the council's employment support service	118	211	200	200	Helen Evans
Number of customers supported and assisted with their claims for universal credit	679	5,375	1,500	1,700	Helen Evans
Additional weekly benefit identified for clients of the city centre advice team.	£15,259,881	£16,197,903	£13,000,000	£13,000,000	Helen Evans



# Wellbeing Objective: Supporting People out of Poverty

## Corporate Plan:

- Ensure support is available to mitigate potentially negative consequences associated with the roll-out of Universal Credit by:
  - Providing digital access and assistance across the city;
  - Working with private landlords to identify how the Council can help them with the change by March 2020;
  - Working with Jobcentre Plus, Registered Social Landlords and other partners to ensure that vulnerable individuals get the budgeting support they need;
  - Develop further the telephone advice line for customers.



# Wellbeing Objective: Supporting People out of Poverty

## Corporate Plan:

- Deliver the Rough Sleeper Strategy and the homelessness strategy to address rough sleeping in the city by:
  - Extending a 'No First Night Out' policy;
  - Extending the capacity of the Housing First scheme to make better use of the private rented sector;
  - Building on the multi-agency team around rough sleepers to include substance misuse, probation and mental health services
  - Implementing the diversionary pathway for anti-social behaviour and begging in partnership with South Wales Police

(To provide a range of platforms to promote engagement with services and to provide opportunities through meaningful activities.)



# Wellbeing Objective: Supporting People out of Poverty

## Performance Measures:

Key Performance Indicators	2017-2018 Result	2018-2019 Result	2019-2020 Target	2020-2021 Target	Owner
The number of multiagency interventions that supported rough sleepers into accommodation	New	157	168	168	Ian Ephraim
The percentage of households threatened with homelessness successfully prevented from becoming homeless	New	77%	70%	70%	Andrea James
The % of people who experienced successful outcomes through the homelessness reconnection service.	New	82%	70%	70%	Ian Ephraim
The percentage of clients utilising Housing First for whom the cycle of homelessness was broken.	New	91%	60%	60%	Ian Ephraim
The number of people positively moved on from second stage accommodation	New	New	150	150	Andrea James



# Wellbeing Objective: Supporting People out of Poverty

## Directorate Delivery Plan:

- To fully review the Adult Learning service taking into account the potential of a 50% reduction in the Community Education Grant in 2020.
- Deliver the Homelessness Strategy, working with partners to prevent homelessness and meet housing needs, by:
  - Improving housing advice and better publicising services
  - Developing more focussed and targeted prevention services
  - Supporting private landlords to let properties to homeless households
  - Reviewing specialist pathways into accommodation
  - Implementing changes to the Cardiff Housing Allocation Scheme to meet the needs of homeless people
  - Assisting the most vulnerable by addressing the underlying causes of homelessness
  - Increasing move on options from temporary and hostel accommodation



# Wellbeing Objective: Supporting People out of Poverty

## Directorate Delivery Plan:

- Improve equalities monitoring to better understand the diverse housing needs and inform future service delivery
- Improve the digitalisation of housing services.
- Modernise and review Housing Benefit / Council Tax Reduction Scheme assessment teams
- Ensure full integration of libraries into Hubs and upskilling of Hub staff.
- Develop a long term strategy on the management of damp and condensation in council homes



# Wellbeing Objective: Safe, Confident and Empowered Communities

## Corporate Plan:

- Deliver the actions identified in the Cardiff and Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy 2018-2023 including the commissioning of a regional service for male victims.

Key Performance Indicators	2017-2018 Result	2018-2019 Result	2019-2020 Target	2020-2021 Target	Owner
Council staff completing the Level 1 online module of the National Training Framework on Violence against women, domestic abuse and sexual violence as a % of all staff	10%	51%	100%	100%	Natalie Southgate
High risk domestic abuse victims referred by South Wales Police contacted by the specialist service within 1 calendar day of receiving the referral	NEW	NEW	NEW	90%	Natalie Southgate



# Wellbeing Objective: Safe, Confident and Empowered Communities

## Corporate Plan:

- Continue to deliver the Community Well-being Hubs programme, in collaboration with partners, including:
  - Progressing plans for Youth Hubs in the City Centre, Butetown and Ely;
  - Working with the Health Board on the Cardiff Royal Infirmary and other Wellbeing Hubs;
  - Exploring opportunities for investment in Community Well-being Hubs;
  - Ensuring people are connected with local service providers and activities in their neighbourhood through Community Inclusion Officers.
  - Developing additional library based hub facilities



# Wellbeing Objective: Safe, Confident and Empowered Communities

## Corporate Plan:

- Invest in the regeneration of local communities by:
  - Delivering a new 3-year programme of Neighbourhood Renewal Schemes;
  - Completing Phase 2 of the Maelfa redevelopment scheme by Summer, 2020;
  - Implementing priority schemes identified in the Estate Regeneration Programme;
  - Progressing opportunities for funding through the Targeted Regeneration Investment Programme.



# Wellbeing Objective: Safe, Confident and Empowered Communities

## Directorate Delivery Plan:

- Deliver a new Hubs and Library Services Strategy. The strategy will ensure that the Universal Offers are fully delivered to citizens and will focus on the following key aims:
  - Encouraging Reading
  - Promoting Health, Well-being and Community Inclusion
  - Supporting Children and Young People
  - Providing Information and Advice & Promoting Digital Inclusion
  - Tackling Poverty by helping people into Work & Encouraging Learning
  - Celebrating Heritage and Culture



# Wellbeing Objective: Safe, Confident and Empowered Communities

## Performance Measures:

Key Performance Indicators	2017-2018 Result	2018-2019 Result	2019-2020 Target	2020-2021 Target	Owner
The number of visitors to libraries and hubs across the city.	3,344,686	3,400,078	3,300,000	3,300,000	Bev King
The % of customers who agreed with the statement "Overall the hub met my requirements / I got what I needed"	98%	98%	95%	95%	Bev King
The % of customers satisfied with completed regeneration projects	91%	93%	75%	75%	Rebecca Hooper
The number of visits (Page views) to the volunteer portal	New	70,856	55,000	55,000	Helen Evans



# Wellbeing Objective: Cardiff Grows in a Resilient Way

## Corporate Plan:

- Deliver at least 2,000 new Council homes, of which at least 1,000 will be delivered by May 2022.

## Directorate Delivery Plan:

- Expansion of the Assisted Home Ownership Scheme & buy-backs programme
- Update the area matrix for affordable housing
- Continue to deliver the Cardiff Living Programme with development partner Wates
- Develop a strategy focused on increasing employment & apprenticeship opportunities & community benefits across our new build programme

Key Performance Indicators	2017-2018 Result	2018-2019 Result	2019-2020 Target	2020-2021 Target	Owner
Total number of new Council homes provided	15	60	400 cumulative	700 cumulative	Dave Jaques

