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PRESENTATIONS

Committee COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

Date and Time of Meeting WEDNESDAY, 7 OCTOBER 2020, 4.30 PM

Please see attached the Presentation(s) provided at the Committee Meeting

9 **Presentations** (*Pages 3 - 32*)

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CASSC

Housing & Communities

Performance Report September 2020



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Working for Cardiff, working together



Key Performance Indicators

Wellbeing Objective: Cardiff is a Great Place to Grow Older
(Cllr Elsmore)

	2019-2020					2020-2021	
Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Q1 Target	Q1 Result
The percentage of clients who felt able to live independently in their homes following support from the Independent Living Services	95%	98.00%	99%	97%	96%	95%	92%
The percentage of new cases dealt with directly at First Point of Contact (FPOC) with no onward referral to Adult Services	70%-80%	75.07%	74.91%	71.73%	71.97%	70%	90%
The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)	180	196	190	194	186	185	75
The percentage of people who feel reconnected into their community through interventions by the Day Opportunities team	80%	90.00%	87%	86%	89%	85%	This service couldn't be provided during Q1 and staff were internally redeployed

Key Performance Indicators

Wellbeing Objective: Supporting People Out of Poverty
(Cllr Thorne)

	2019-2020					2020-2021	
Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Q1 Target	Q1 Result
The number of customers supported and assisted with their claims for Universal Credit	1,500	687	1,554	2,472	3,348	375	439
Additional weekly benefit identified for clients of the City Centre Advice Team	£13m	£4,873,275	£8,948,520	£12,599,961	£15,865,681	£3,500,000	446,169
The number of hours given volunteering within the Advice & Benefits Service		New Measure				1,625	1,543



Key Performance Indicators

Wellbeing Objective: Supporting People Out of Poverty
(Cllr Thorne)

	2019-2020					2020-2021	
Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Q1 Target	Q1 Result
The percentage of households threatened with homelessness successfully prevented from becoming homeless	70%	80.00%	80%	77%	78.00%	80%	73% (projected year end figure 78%)
The number of multi-agency interventions which supported rough sleepers into accommodation	168	45	91	147	200	42	41
The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service	70%	93.75%	87.30%	89.74%	89.01%	75%	89.47%
The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	60%	88.89%	90%	93%	95.00%	70%	93%



Key Performance Indicators

Wellbeing Objective: Safe, Confident and Empowered Communities
(Cllr Elsmore/ Cllr Thorne)

Performance Indicator	2019-2020					2020-2021	
	Annual Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Q1 Target	Q1 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	100%	57.00%	58.90%	60%	62%	100%	60.34%
The percentage of customers satisfied with completed regeneration projects	75%	100.00%	94%	95%	96%	90%	No surveys were carried out during Q1
The number of visitors to libraries and Hubs across the city	3,300,000	635,252	1,319,688	1,954,560	3,266,110	630,000	25,628
The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/I got what I needed'	95%	99.00%	99.00%	98%	98%	95%	No surveys were carried out during Q1
The number of visits (page views) to the volunteer portal	55,000	20,074	42,805	66,198	123,409	17,500	56,066



Key Performance Indicators

Wellbeing Objective: Safe, Confident and Empowered Communities
(Cllr Thorne & Cllr Elsmore)

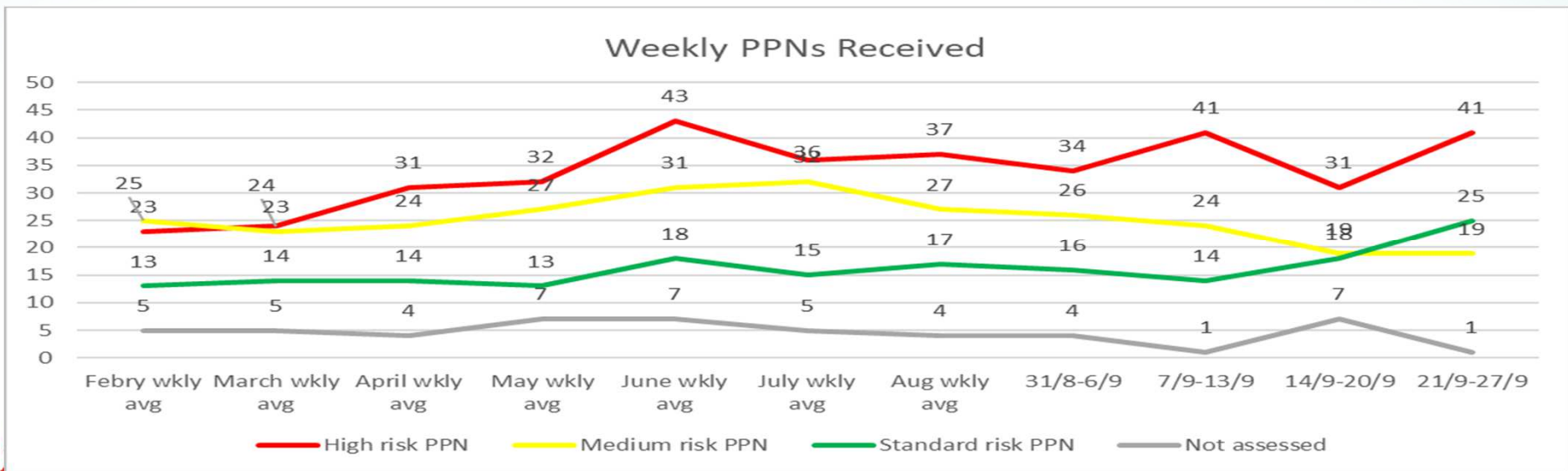
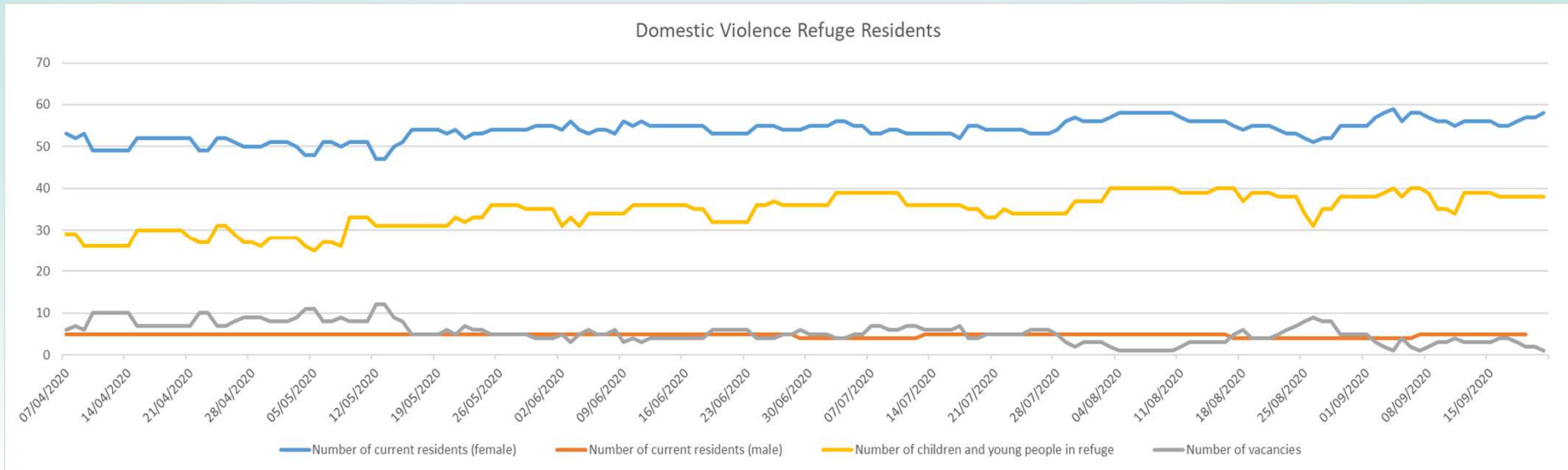
	2019-2020					2020-2021	
Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Q1 Target	Q1 Result
*Total number of new Council homes completed and provided	400	109	124	185	316	138	356

* Previously under the Wellbeing Objective: Cardiff Grows in a Resilient Way

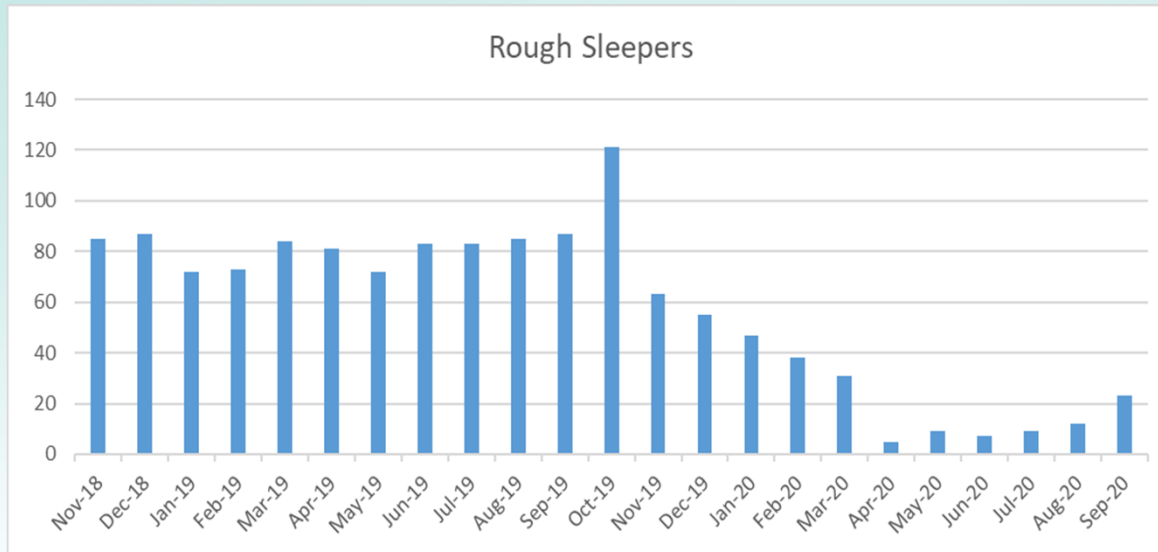
New Measures: 2020-2021		
	Q1 Target	Q1 Result
The percentage of high-risk domestic abuse victims referred by South Wales Police attempted contact by the specialist service within one calendar day of receiving the referral	90%	92.36%



COVID-19 Response Data: Domestic Violence (Cllr Elsmore)



COVID-19 Response Data: Homelessness (Cllr Thorne)



During the pandemic 180 additional units of accommodation were set up.

Rough sleepers reduced to 2 (mid April and remains well below previous performance)

39 people have been prescribed new drug substitute Buvial (2 previously)

Currently:

- The first temporary hotel provision (the OYO) has been closed.
- Ty Casnewydd has opened as more permanent alternative with a total 42 places.
- Work is underway on a significant refurbishment of Adams Court to enable moving away from the remaining hotel, the YHA.
- Currently maintaining 13 self isolation pods

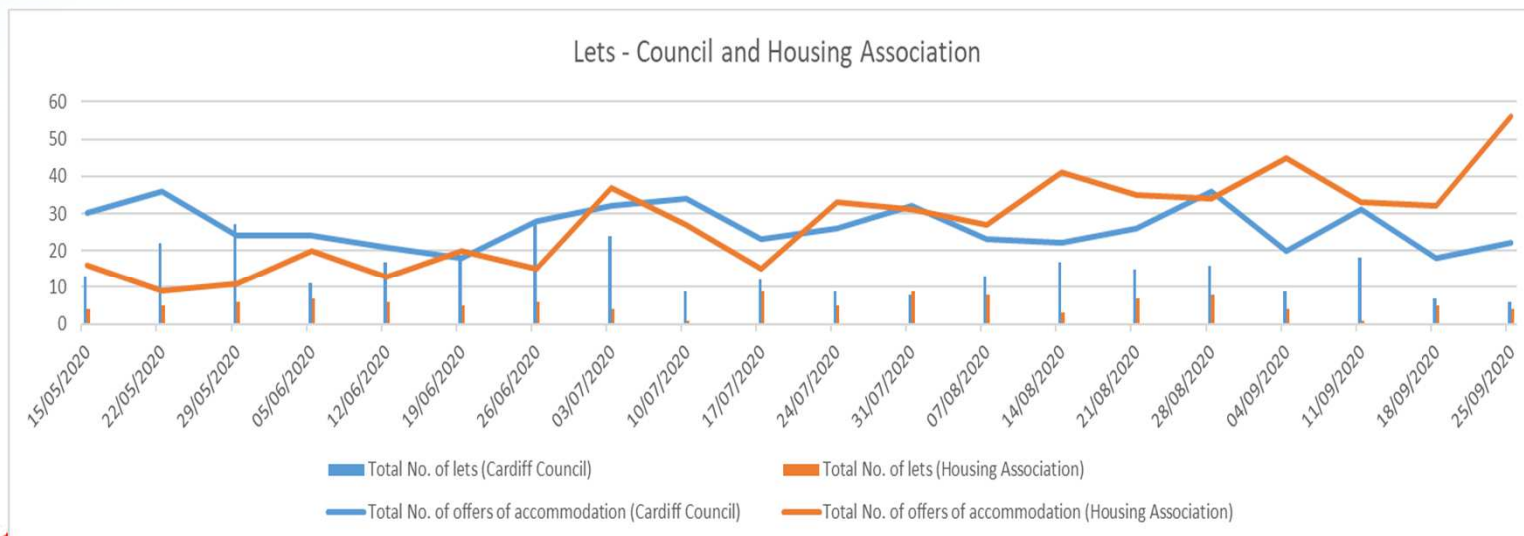
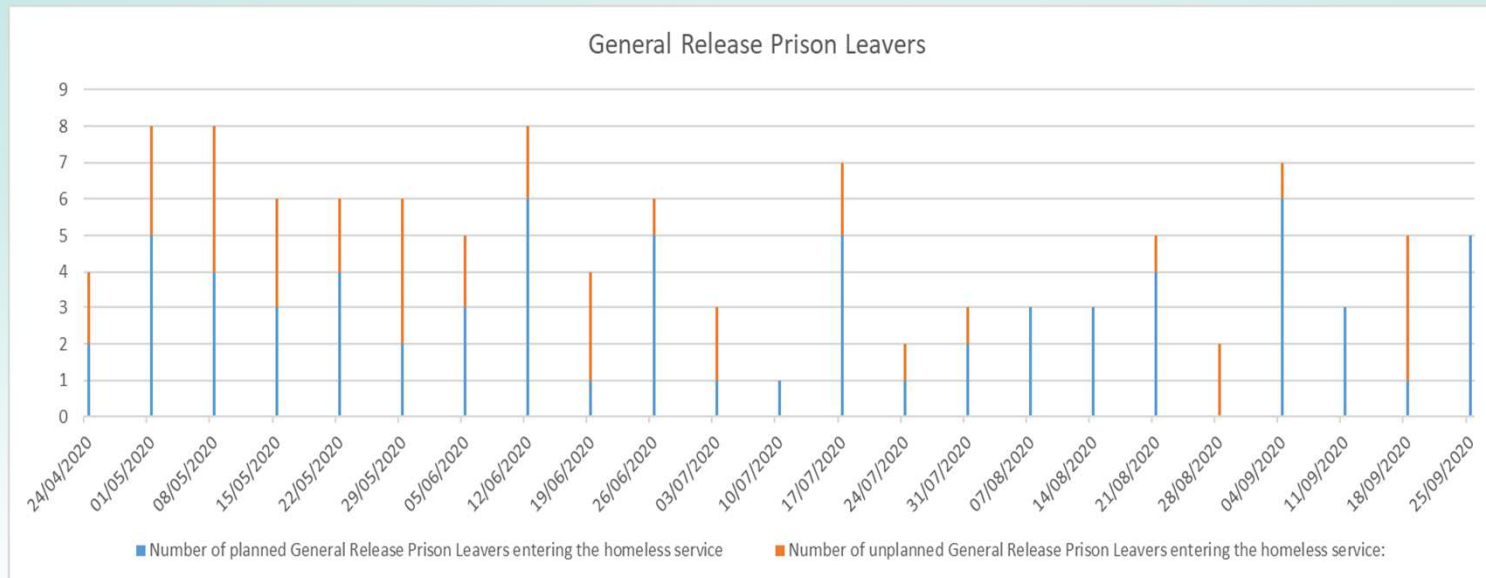


COVID-19 Response Data: Homelessness

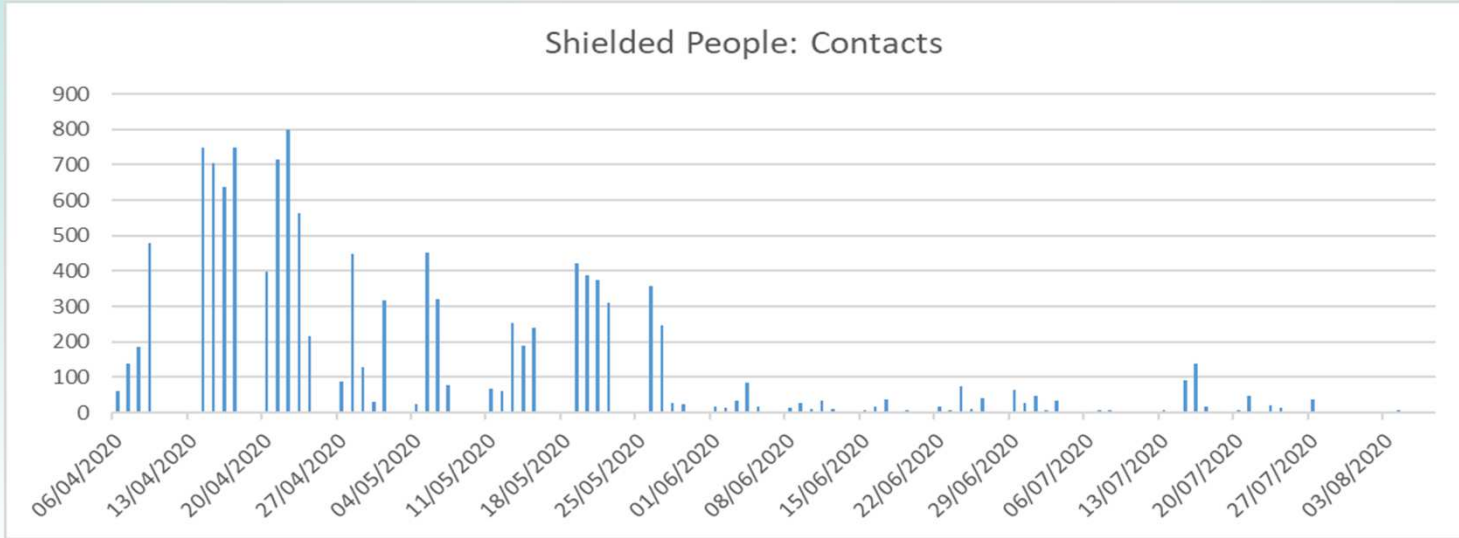
(Cllr Thorne)

Since April, **70** planned and **40** unplanned prison leavers have entered the service. Only 1 prisoner from the early release scheme

Since May, Cardiff council have made over **500** offers of accommodation, with almost **300** successful lets



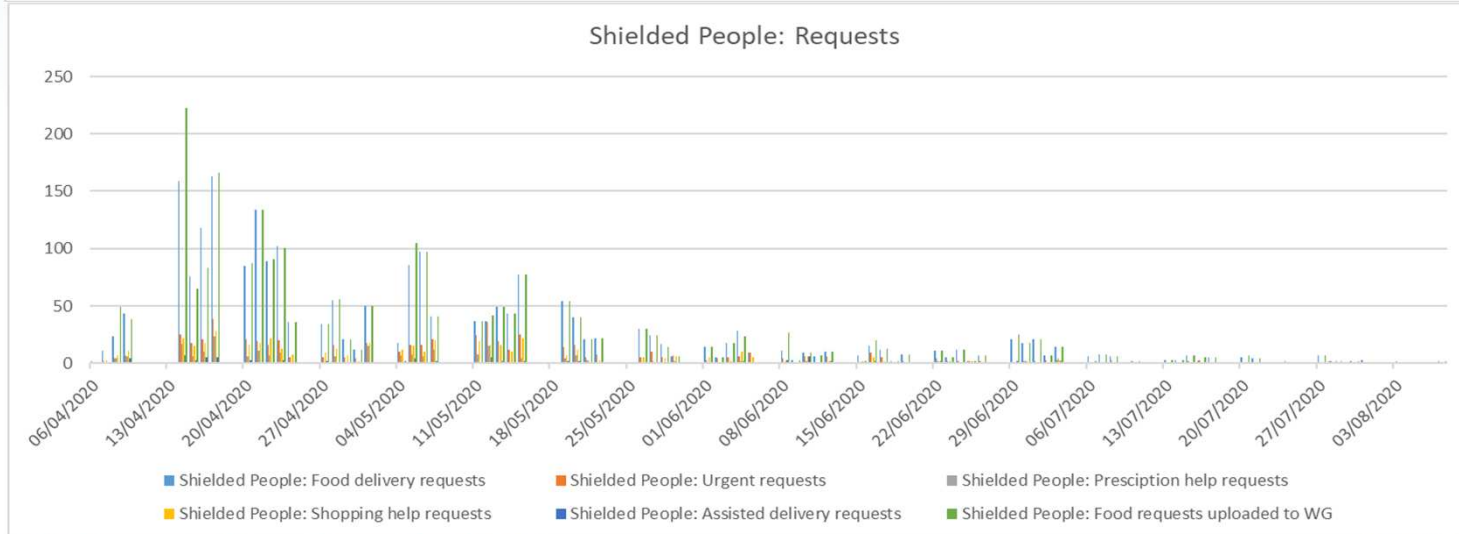
COVID-19 Response Data: Supporting Vulnerable People (Cllr Thorne & Cllr Elsmore)



At its peak there were over 14,500 people required to shield. All were contacted and provided with advice / food as needed.

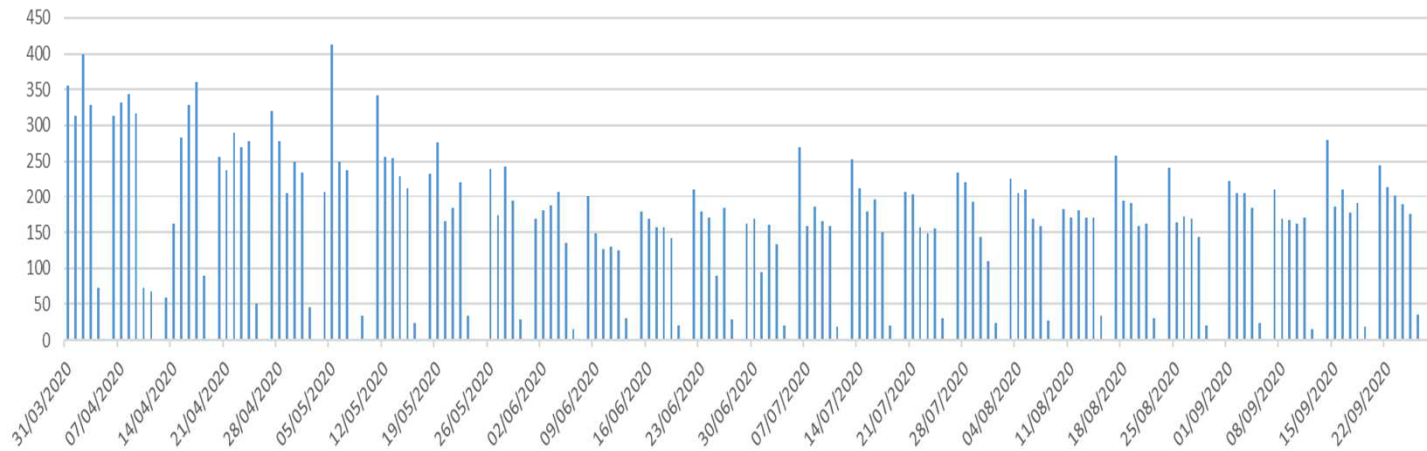
Recently contacts have decreased, however expected to rise again soon

Letters have recently been sent to remind vulnerable people of the services available.



COVID-19 Response Data: Supporting Vulnerable People (Cllr Thorne & Cllr Elsmore)

Number of Calls Taken on the Advice Line

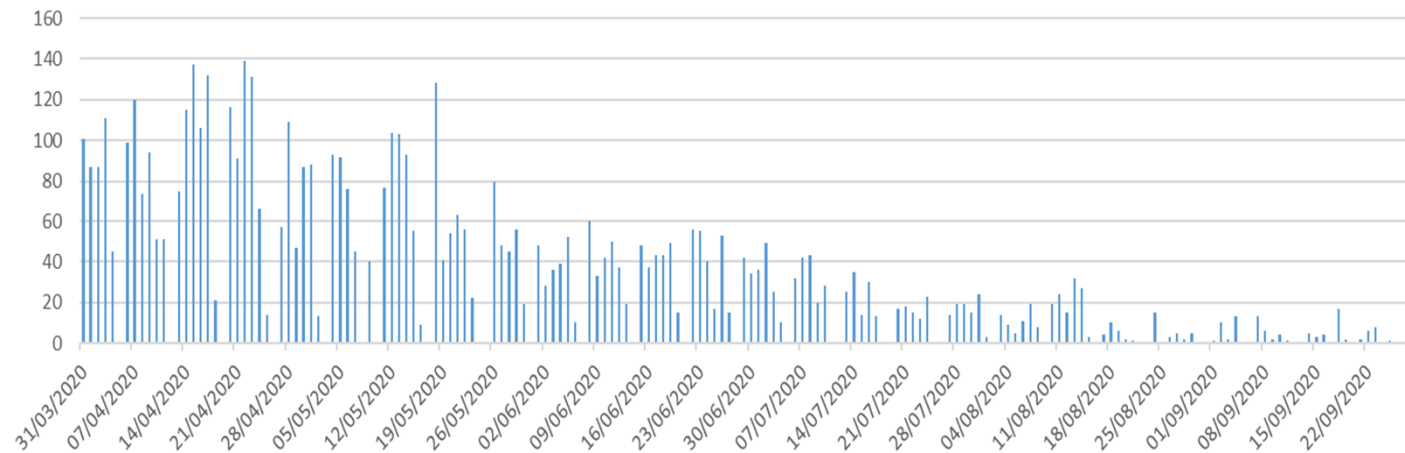


The advice line was key to helping people during the pandemic.

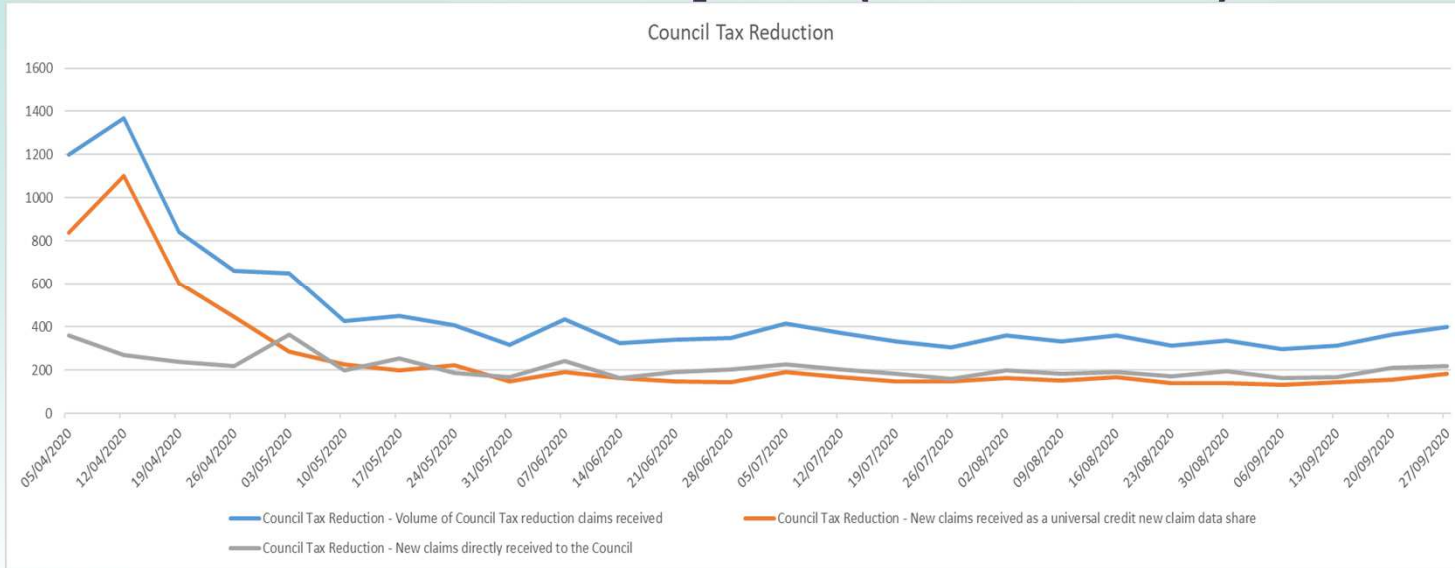
During the peak (Mar to Aug) –

- 15,752 calls were received
- 18,772 calls were made
- 1,449 home visits carried out
- 7,000 additional calls were made by volunteers

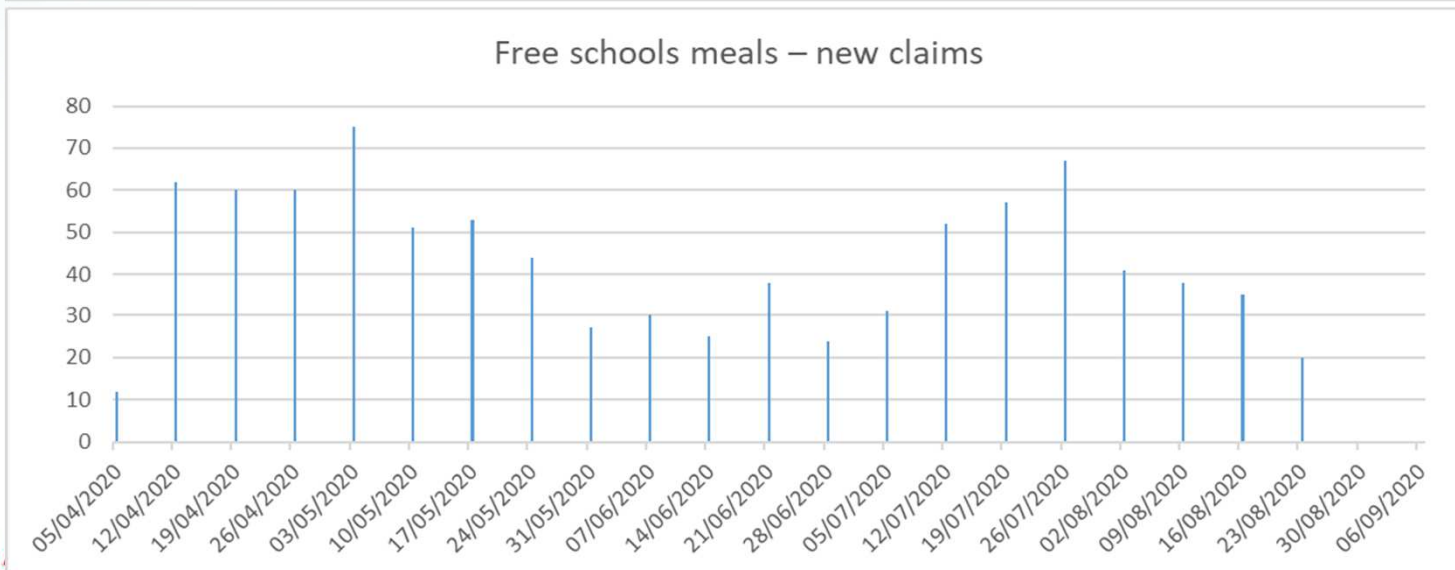
Number of Food Parcels Delivered to Vulnerable People self-isolating with no funds



COVID-19 Response Data: Supporting Vulnerable People (Cllr Thorne)



Following a peak in April new claims for Council Tax Reduction have returned to normal levels



New claims for free school meals have continued during the pandemic



CASSC – Performance Report Adult Services 7th October 2020



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What's Working Well

- Performance against Safeguarding Seven Day Enquiry Target
- Preventative Performance in the First Point of Contact- well above national average
- Referral to the start of a service end- to- end times are improved
- Relationship with providers in the care sector are enhanced and provider feedback is positive
- Enhanced FPOC 'pink Army' model to support hospital discharge



What's Are We Worried About

- DToC – increases in the final quarter of the year
- Carers Assessments
- Outstanding reviews in disabilities
- Sickness Rates
- Increased Demand for Services rising in Q2



What's Do We Need to Do

- Improved relationships with health board colleagues have supported improved DToC position throughout the pandemic, DToC reporting has been suspended at present.
- More work is needed in the recording of offers of an assessments for Carers at the FPOC and in communicating with carers during the year. During c.19 period the regional carers gateway was launched and operating to support carers in the region. The Social Work operating model saw regular contact between front line teams, service users and carers throughout the period
- Plan to review outstanding LD cases- all cases were RAG rated during the period in line with the operating model.
- Sickness rates are stabilising and improving in some areas, the service is utilising all available support corporately to support staff at the front line, the repurposing exercise was successful in maintaining services to those most in need during the period.
- Winter Planning with partners is at an advanced stage and will seek to increase both care and assessment capacity to meet increased demand for assessments.



Independent Living Services

Pink Army: What We Do & How we Work

- Support patients & Families through “what Matters” conversations.
- Provide bespoke outcome based solutions.
- Reduce demand on Social Care through community solutions.
- Empowering patients to have a voice and control.
- Attend Board Rounds as part of MDT.
- We chase, we check, we challenge.
- Regular updates keeping partners informed.
- Single point of contact for patient discharge
- Help patients live more independently.



Board
Rounds

DToC
Meetings

Discharge
Planning

MDT
Meetings

Response to Covid-19 : Care Home / Domiciliary Care

Weekly multi-agency meeting with oversight of Care Homes and Domiciliary Care Agency has been in place for sometime. This group oversees the process described below and allows issues to be quickly address. The group receive a daily situation report that detail the current position for all homes.

All new placements to a from the community to a care home are accepted only following a negative covid-19 test

The same process is replicated for discharge from hospital, in addition isolation beds have been commissioned to prevent

All this testing is managed through local testing arrangements



All homes can access fortnightly testing for all staff through the national portal to screen for positive cases.

Any asymptomatic positive case through this route will then be retested through the local testing arrangements to rule out false positive results.

Any symptomatic staff of residents are tested through the local testing arrangements.

Following a positive case

Initial response to the home and advice is provided by the TTP regional cell and led by the Communicable Diseases Team, with Public Health Wales, NHS and Councils staff.

Risk assessment of case informs the appropriate response, i.e. who needs to self isolate and whether whole home testing of staff is required. As well as ensuring the home has adequate PPE.

Home is in the 28 days (2 incubation periods) and receives regular support including weekly support meeting led by the council

Follow 28 days from the last positive case – incident closure meeting is arranged and home is deemed out of incident. Home can commence receiving new patients and have visitors.

Response to Covid-19 : Personal protective equipment (PPE)

- **Personal protective equipment (PPE)** – Cardiff moved quickly to secure substantial supplies of PPE over and above what was being supplied the WG/NHS route. Currently good supplies and deliveries are made every week in response to providers orders and they can order up to 12 weeks supply.

Current Stock	
Visors	203,452
Masks	6,036,477
Gloves	3,022,030
Aprons	2,077,260

	Eye care	Face Mask	Gloves	Aprons	Thermometers
Care Homes	37,256	1,847,500	2,492,130	1,414,300	117
Domiciliary Care Providers	35,144	908,700	1,392,170	974,470	24
Other Providers including Internal Council Services	50,070	818,314	2,150,594	652,695	224
Total distributed	122,470	3,574,514	6,034,894	3,041,465	365

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Thank you x you
all doing fab

- Lynton Community
Care

Thank you for your on-going support. It

is very much appreciated

- Ocean Community Care

Appreciate the help
and the hard work
you guys putting in.

- Nava group

Big thank you for
your ongoing
support

- Mihomecare

Many thanks
again for all you
are doing 😊

- Ty Draw

We would like to thank the
Council for all the PPE support
we have been receiving- masks,
aprons and visors. You have
been most reactive and prompt
in helping us to keep both our
carers and clients safe.

- Vale Care Services



- On the 11th September banners and flags paying tribute to the city's social care workers, who have helped care for vulnerable people during the pandemic, have been installed at Cardiff Castle.
- The colourful flags are a symbol of the city's gratitude to all the care workers who worked, and continue to work tirelessly providing essential care to those in need, and carry the message 'To all Cardiff's care workers, thank you for supporting our loved ones'.
- As part of the thank you message, the Council asked Cardiff's residents to share their own appreciation on social media using the hashtag #ThankYouCardiffCareWorkers.



Delivering new council homes- Achieving our ambitions

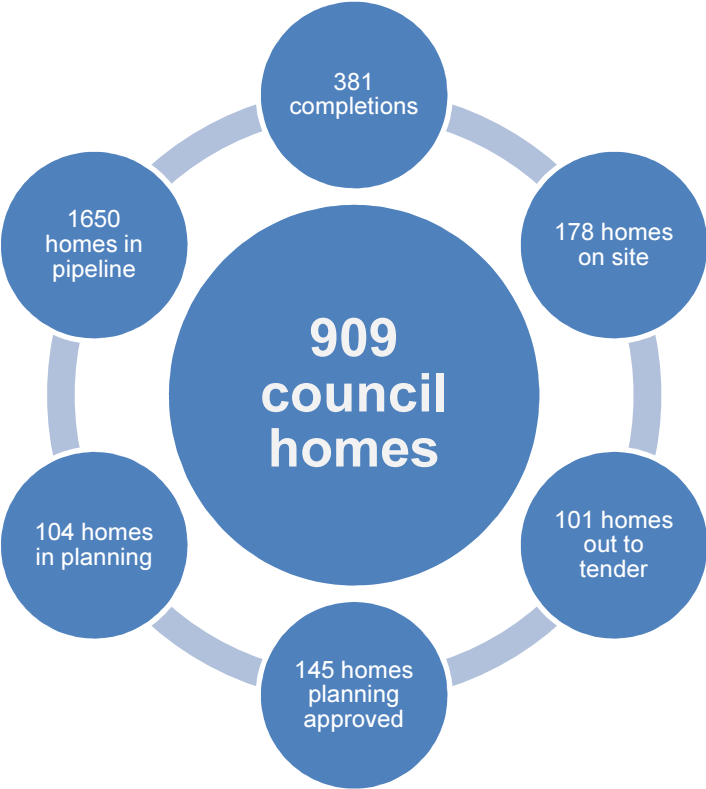
Update to CASSC Oct '20



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A programme to deliver 2,000 new council homes 1,000 new homes by 2022 – progress to date



- 59 sites in programme
- Capable of delivering over 2,700 new homes
- £350 million
- Cardiff Living
- Package Deals
- Additional Build
- Buy-backs

2019/20 completions		
Council	RSL	Total
230	226	456

Projected Programme				
	2019/20	2020/21	2021/22	2022/23
In year	230	233	470	512
Cumulative	316	549	1019	1531

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2019 Integration & Collaboration Award winners (Cardiff Living)



2019 Gold winners for best starter home scheme



Winners for residential (Silvavale)



Highly Commended; best large development

A programme to deliver 2,000 new council homes: Progress to date

Securing additional funding – delivering innovation

Welsh Government IHP funding:	£8,701,528
Welsh Government AHG:	£12,406,803
Welsh Government Homeless grant	£6,595,853
Assisted Home Ownership income (to date)	£1,902,250
Cardiff Living land value (to date)	£1,356,760
TOTAL TO DATE:	£30,963,194



Cardiff Living – Partnership delivery at Scale & Pace



- 1,700 homes across 27 sites by 2027
- 720 will be council homes.
- 171 new council homes complete (6 sites)
- 135 homes on site (6 sites)
- Rolled onto Phase 2 & 3



- Affordable homes to local the local market
- Market sale a good size but under DQR
- Phase 2/3 improved energy standards
- Low Carbon trial at Rumney High
- Retirement living at Michaelston College

- Tenure blind – including energy standards
- Award winning programme
- Real benefit of partnership working – quality, rolling programme

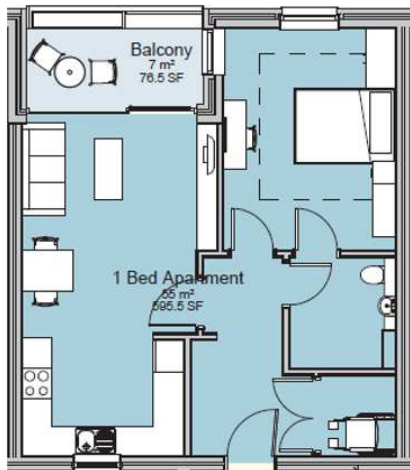


A programme to deliver 2,000 new council homes: Our Strategy:



- Community living – enabling independent living, providing a hub of older person services
 - Specialist accommodation:
 - Young persons supported
 - Homelessness
 - Adult & Children’s services
 - Accessible ground floor flats
 - Adaptable homes
- A home for life, access to outdoor space, reduce future adaptations

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Architects Town Planners Environmental & Urban Design
View from Private Residents' Community Gardens
Site 1A, Cleveleys Business Park, Pacific Road, Cleveleys, Lancashire
Tel: 01704 214411 Fax: 01704 214412
www.214411.co.uk

Delivering Innovation at pace & scale



- | | |
|--|----------|
| • Greenfarm pods | complete |
| • Bute Street Pods | complete |
| • St. Mellons Community Living 61 flats | tender |
| • Maelfa Community Living 40 flats | tender |
| • Rumney High Community living 46 flats | on site |
| • Highfields Passivhaus | on site |
| • Rumney high low-carbon pilot 213 homes | on site |
| • Bute Street Community Living 45 flats | design |

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Rumney High – low carbon



- Entire scheme acts as 'energy store':
- Batteries
- Heat storage
- Car charging
- Average 95% improvement against Building Regs
- SAP rating 'A'
- Projects heating/power bills of £398 per year

Impact of Covid-19

Delayed handovers from 19/20 but will deliver in 20/21

- Development Pipeline impacted:
 - Caldicot Road (16 houses) delayed start on site – Encon
 - Maelfa & St. Mellons delays to procurement for contractor
 - Delayed start to some Cardiff Living sites
 - Delays to Planning process & SAB process

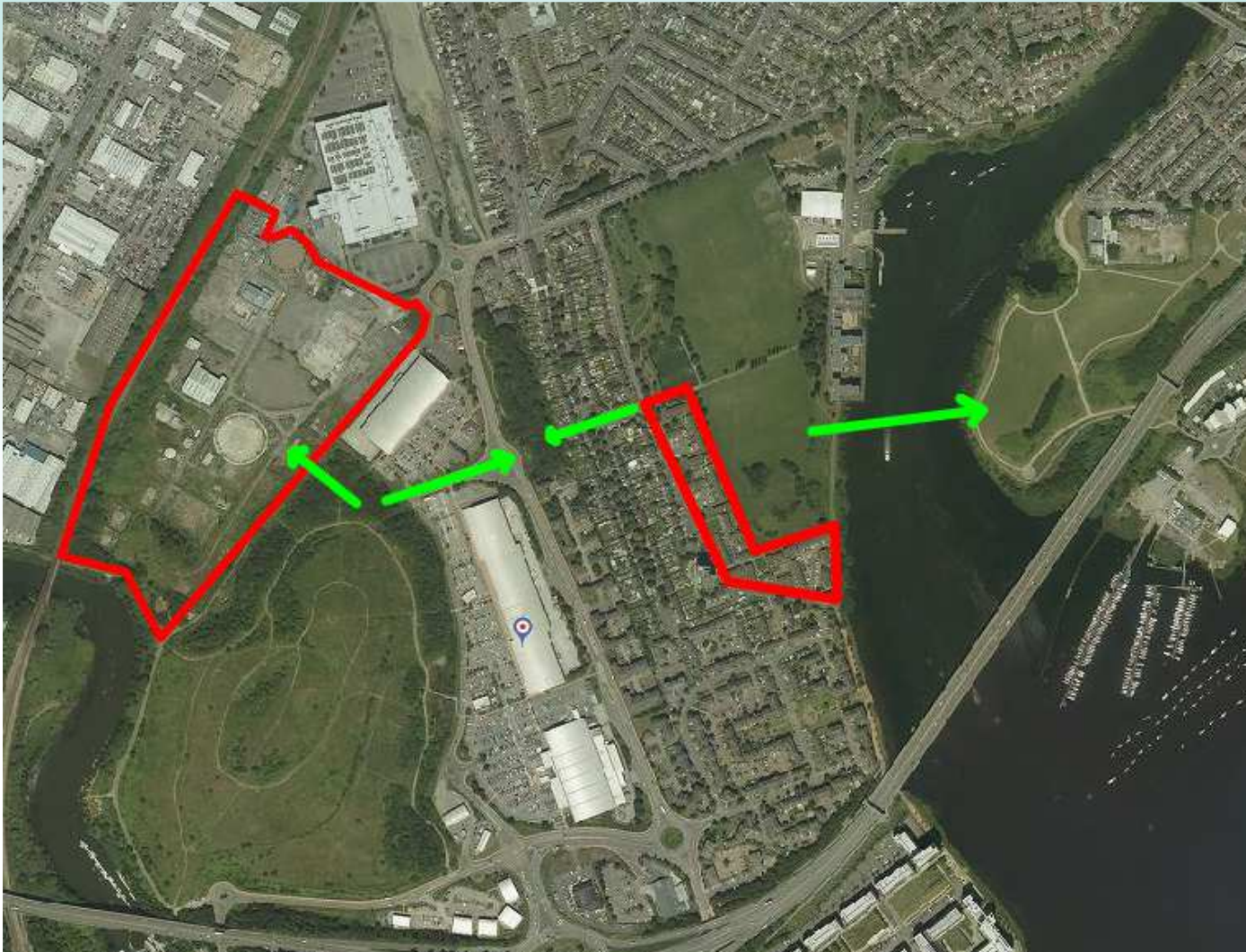
- Immediate impact on housing market:
 - Hard for new buyers
 - Huge uncertainty regarding long-term impact
 - Could impact sales values and land values

- Wates have asked council to consider buying additional CL properties:

• Willowbrook	20 houses	December 2020
• Briardean	30 flats	April 2021
• Highfields	12 houses 20 flats	Jan 2022
• Llandudno Rd	11 houses	21/22
• Rumney	Underwrite market units	21/22



Council led development schemes – opportunities



Council led development schemes – opportunities

- Channel View – Circa 360 new homes
 - Gasworks – Circa 600 new homes
 - Michaelston College – Circa 300 new homes
- Affordable homes for local market
 - Increased investment into new council homes
 - Flexibility

Setting new standards across all tenures

- Low Carbon – 2025 compliance
- Green infrastructure
- Outdoor space
- Waste management



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