

County Hall
Cardiff
CF10 4UW
Tel: (029) 2087 2000

Neuadd y Sir
Caerdydd
CF10 4UW
Ffon: (029) 2087 2000

AGENDA

Committee COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

Date and Time of Meeting

WEDNESDAY, 16 SEPTEMBER 2015, 5.00 PM

Venue ROOM L, CITY HALL

Membership Councillor McGarry (Chairperson)

Councillors Ali Ahmed, Carter, Chris Davis, Hudson, Lomax and

Sanders

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.

Minutes (Pages 1 - 18)

To approve as a correct record the minutes of the meeting held on 8 July 2015 and the minutes of the Joint Scrutiny Committee of Children & Young Persons and Community & Adult Services Scrutiny Committees held on 29 July 2015.

4 OLDER PEOPLE: Progress in delivering commitments (Pages 19 - 5.05 pm 144)

- (a) Councillors Susan Elsmore Cabinet Member Health, Housing & Wellbeing and Councillor Dan De'Ath Cabinet Member Skills Safety Engagement and Democracy will be in attendance and may wish to make a statement.
- (b) Tony Young Director Social Services, Sarah McGill Director Communities Housing and Customer Services, Jane Thomas Assistant Director Communities Housing and Customer Services, Amanda Phillips OM Learning Disabilities, Sue Schelewa OM Assessment and Care Management, Kate Hustler OM Assessment

and Support, Dave Jaques Housing Development Manager, Marie Rosenthal Director Governance and Legal Services, Paul Keeping OM Scrutiny Services, Health Sector Witnesses - Abigail Harris & Dr Suzanne Wood, Sarah Rochira Older Person's Commissioner, and Third Sector Witness - Jeff Hawkins Age Connects will be in attendance to answer Members' questions.

(c) Members' question and answer session.

5 Future Provision of Substance Misuse Counselling Services in 6.30 pm Cardiff: Pre- Decisions Scrutiny (Pages 145 - 152)

- (a) Councillors Susan Elsmore Cabinet Member Health, Housing & Wellbeing will be in attendance and may wish to make a statement.
- (b) Tony Young Director Social Services and Amanda Phillips OM Learning Disabilities will be in attendance to answer Members' questions.
- (c) Members' question and answer session.

6	WORK PROGRAMME: UPDATE and SCOPING POTENTIAL INQUIRIES (Pages 153 - 168)	7.00 pm
7	PERFORMANCE PANEL: QUARTER ONE 2015/16 (Pages 169 - 222)	7.15 pm
8	CORRESPONDENCE UPDATE - INFORMATION REPORT (Pages	7.25 pm

- 223 252)
- 9 Way Forward 7.30 pm

10 Date of next meeting

The next meeting is scheduled for Wednesday 7 October 2015 at 5.00pm.

Marie Rosenthal Director Governance and Legal Services

Date: Thursday, 10 September 2015

Contact: Andrea Redmond, 029 2087 2434, a.redmond@cardiff.gov.uk

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

8 JULY 2015

Present: County Councillor McGarry(Chairperson)

County Councillors Ali Ahmed, Carter, Lomax, Sanders and

Graham Thomas

10 : APOLOGIES FOR ABSENCE

No apologies for absence were received.

11 : DECLARATIONS OF INTEREST

Declarations of interest were received from:

Councillor Sanders – Item 6 – Councillor Sanders arranges domiciliary care for a family member.

Councillor Lomax – Item 8 – Councillor Lomax lives in sheltered accommodation.

12 : MINUTES

The Chairperson obtained Committee's agreement to also consider the minutes of the meeting held 13 May 2015.

The minutes of the meetings held on 13 May 2015 and 3 June 2015 were agreed as a correct record and signed by the Chairperson.

13 : TACKLING HUMAN TRAFFICKING IN CARDIFF: PROGRESS REPORT

The Chairperson welcomed Councillor De'Ath Cabinet Member Skills, Safety & Engagement, Martin Hamilton Change & Improvement Chief Officer and Nicki Evans Partnership Manager to the meeting.

The Chairperson invited Councillor De'Ath to make a statement in which he welcomed Councillor Ahmed back to the Committee, welcomed Councillor McGarry as the new Chairperson and paid tribute to Councillor Groves' contribution to the Committee as the outgoing Chairperson.

Councillor De'Ath gave his personal commitment to the report letter and spirit, he noted the excellent progress made in staff training and the slower progress in other areas; he stated that is was a journey and further discourse was needed. He added that he was setting up a group to facilitate this.

Officers added that it was a topic that touches many portfolios and a coordinated weight such as regular directors meetings was needed; information sharing was imperative, the education welfare service were doing a sterling job following up on missing children, auditing school attendance rolls and identifying children who were at risk of being trafficked and schools being alerted to the issue; however increased training was also needed in schools.

Officers stated there were many challenges; multiple strands of activity with extensive training on Prevent/trafficking agenda and safeguarding; there was a need for a coherent package of training. It was stated that comfort and assurance could be taken from a recent situation whereby officers had had to step up to a live situation at short notice, open a reception centre and coordinate services from a whole range of agencies, a whole package of support was coordinated seamlessly, their ability to respond had been very impressive. It was important to note however that the situation was constantly moving and approaches and strategies would always need to be refreshed and people alerted to them. The issue was kept on the agenda of the Safer Cohesive Programme Board.

The Chairperson invited questions and comments from Members.

• Members asked what the perception was of how big a problem trafficking was now compared to before the report was produced. Officers explained that in 2012 it was felt that there was not much of this activity in Cardiff, officers looked at the process by which people could bring issues on a need basis. Since October 2013, monthly meetings have been needed. Training has been provided to over 600 practitioners and people are more aware of signs/indicators and are able to refer for further investigations.

With regard to the scale of the problem, there has been a steady stream of referrals from the Police, Education, Social Services and Health; there has been an increase in the number of referrals and an increase of awareness. Officers stated that now due to the Criminalised Modern Slavery Act, labour exploitation was big on the agenda. Previously there had been nowhere to take the cases, now there was a clear structure for the investigations and a clear and secure place for agencies to refer to.

- Members discussed taking trafficked people to places of safety and aftercare and that these issues were on the agenda of the Safer Cohesive Programme Board. Officers also noted that trafficking of children for benefit fraud was increasing.
- Members considered it was helpful to have a Senior Officer and Cabinet Member identified for the issue. It was also noted that there were much improved lines of responsibility and a more cohesive system to identify and rescue victims. Members did however seek assurances that as there were several groups involved, that there was a flow of information and communication particularly with directorates that historically had not been involved. Officers stated that the Human Trafficking Forum was an interest group who shared good practice but had no decision making; Safer and Cohesive Programme Board is where the work sits; officers considered it would be beneficial to establish a steering group to feed into the programme board. It was added that with reference to victims, if a gap or issue is identified the Safer and Cohesive Programme Board would look at it and escalate it to the Cardiff Partnership Board.
- Members were concerned that the recommendation relating to male victims was not accepted as it was not a statutory obligations and that male victims did not seem to have the same level of support. The Cabinet Member stated it

was very important to raise the issue with the partners on board to address the imbalance.

- In relation to the private fostering recommendation, Members asked if there had been an increase in the registration of private fostering. Officers advised that they didn't have the information to hand but would provide it to Members.
- Members noted that there had been a meeting with the Welsh Government representative at the end of June to discuss referral mechanisms and asked about the outcomes of that meeting. Officers stated that they regularly meet with the representative; 2 pilot sites had been identified in the review to trial new systems, Wales was not one of them, Wales would be a region of its own in 2016 with regards to regulatory bodies.
- Members discussed child sexual exploitation and asked how National work
 has formed the work in Cardiff and asked how confident Officers were that
 relationships with the police were different in Cardiff to other parts of the UK.
 Officers stated that there were very strong relationships between the Police
 and the Council in Cardiff and that issues such as Rotherham's could not be
 envisaged; the risks of not doing something was a very powerful motivator to
 do things, even in times of competing demands this issue needed to be high in
 agendas at Director level.
- Members asked for further information on trafficking of Children, such as numbers of cases and any pending investigations or prosecutions. Officers advised that there were many third sector specialists such as NSPCC, Barnardo's and Safer Wales who supported the Council on this issue; numbers in Cardiff were unknown as this area evolves constantly, the police would have some idea of numbers but there would also be hidden children. The Cabinet Member added that he was keen for Members to have training on Safeguarding.
- Members asked how training was being targeted across directorates. Officers
 explained that it was a challenge to coordinate, Prevent training is provided for
 staff who are out and about such as refuse collectors, traffic control officers,
 but further training needed to be coordinated and coherent.
- Members noted that little progress had been made on a number of recommendations and officers explained that it was important to pick off recommendations that would have the biggest impact.
- With regard to recommendation 16, the link partnership structure, Members
 noted there was no update on this. Officers explained that the Safer and
 Cohesive Programme Board and the Cardiff Partnership Board all seek to
 address problems, they may not have delegated authority and then they need
 to go to Cabinet or through formal Council processes.

The Chairperson thanked the Cabinet Member and Officers for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson writes on the Committee's behalf to the Cabinet Member to convey their comments and observations.

14 : CHANGE & IMPROVEMENT DIRECTORATE DELIVERY PLAN 2015-17

The Chairperson welcomed Councillor De'Ath Cabinet Member Skills, Safety & Engagement and Martin Hamilton Change & Improvement Chief Officer to the meeting.

The Principal Scrutiny Officer outlined the report and explained that the work of the Change and Improvement Directorate falls within the remit of several scrutiny committees and Members were therefore requested to limit their questions to the sections that were relevant to this Committee, which are:

- a. Cardiff and Vale of Glamorgan Local Service Board
- b. Cardiff Partnership Board
- c. Neighbourhood Partnerships
- d. Communities First
- e. The Prevent programme
- f. Community Cohesion.

Members were directed to the relevant pages and improvement objectives that fall within the terms of reference of the Committee.

The Chief Officer advised Members that it was a diverse service area and gave assurances that as his team writes the Corporate Plan it is cohesive. He drew Members attention to two issues that would need to be brought back; Prepare and Prevent Delivery plan – which hadn't been to Committee previously, this would be a briefing for Committee Members and What Matters Refresh – community strategy, which needs analysis undertaken.

The Chairperson invited questions and comments from Members.

- Members asked whether the resources were available to deliver within the stated timetables. Officers stated that they were a relatively small team and resources are shrinking; the plan is made in the context of the budget and there were no unfunded commitments, all were written to the budget that was available. There were some immensely complicated areas and resources would have to be marshalled across partners; it would be a challenge but everything was resourced.
- Members confirmed that this was a draft and that it would then cascade down to people's personal performance and development plans.
- Members noted that in the report there was a reference to 'data to follow' and asked that as resources are scarce, whether new resources have now been identified. Officers explained that this referred to a people resource; deliverables in the plan will go into performance plans of individual officers.
- Members made reference to the savings of 13% (page 42 of the report). Officers stated that plans lie behind each of the savings across the board.

- Members noted that with reference to 'Prevent' there has been national
 criticism of what has been achieved and asked how Officers considered it was
 working. Officers stated that to identify metrics to assess how effectively you
 have been on stopping something is very difficult to do so qualitative data is
 used instead. Officers added that in their view Prevent was effective and if it
 was stopped, there would be a need for something similar. The Chairperson
 added that Members would be receiving a briefing on this subject in the near
 future.
- The Cabinet Member stated that there was a larger buy in from the Muslim Community in Cardiff than elsewhere. Members noted that more needed to be done in Mosques and Schools rather than in ad hoc groups in the community. Officers stated that there was work already underway and there would be further detail in the Member briefing.
- Members considered that the report highlighted many enablers yet it was harder to see any outcomes and asked how they could be assured that outcomes are being achieved. Officers stated that the nature of the work is enabling and to see whether outcomes were being achieved it was important to evaluate the delivery of the plan and its impact.

The Chairperson thanked the Cabinet Member and Officers for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson writes on the Committee's behalf to the Cabinet Member to convey their comments and observations.

15 : HEALTH AND SOCIAL CARE BUDGET SAVINGS PROGRESS REPORT 2015-16

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member Health, Housing & Wellbeing, Tony Young Director Social Services, Sarah McGill Director Communities Housing and Customer Services, Amanda Phillips Operational Manager Learning Disabilities and Stuart Young Operational Manager Resources and Performance to the meeting.

The Chairperson welcomed Tony Young and congratulated him on his new position as Director of Social Services.

The Chairperson invited Councillor Elsmore to make a statement in which she said that the key messages for the meeting were that everyone understands the challenges facing the Council today and going forward. There was a need to share with Community and Adult Services Scrutiny Committee, in real time, progress or not and reasons why. The Cabinet Member stated she had tasked Officers to a step change in ability to improve and that she would be held to account for transparency and visibility.

New arrangements were in place, and the Cabinet Member congratulated Tony Young on his new position as Director of Social services, which being a massive role, she gave her full support; there was a clear join up with her portfolio with Sarah McGill for change management and Tony Young for Adult Social Services.

Members were provided with a presentation on the Health and Social Care budget savings progress report 2015/15, which included information on: Current Position; 2014/15 savings; 2015/16 Savings; Linked Savings; Mental Health; Savings on target and Next Steps.

The Chairperson invited questions and comments from Members.

- Members asked which budget lines the Directors were responsible for as that would help with accountability going forward. Officers stated that the vast majority would lie with Tony Young, the exception being Occupational Therapists; Contact Officers for hospitals; equipment services and possibly reablement services which were currently being considered. It was added that there was connectivity between the Change agenda and delivery of savings. Tony Young stated that the key issue is making progress with current work and Identifying new savings.
- A Member considered the figures in the report and stated that they had been assured by officers previously that the savings that were put forward had been achievable and realistic and therefore voted on by Council. It was added that he was grateful for the honesty in bringing the report forward now but some savings had obviously been unachievable as with such huge proposed savings and only a small amount of it achieved, the proposals could not have been realistic. The Member asked whether officers could now get a sense of what could be realistic and what was not and give assurances that savings proposals that go to the next budget Council would be realistic and achievable.

The Cabinet Member responded saying that Scrutiny was not the place to be political; however it was noted that statements were made about savings being achieved and they were not. It was added that looking at the past 10 years, 7 of those years had seen considerable overspends. Now transparency and visibility was needed; officers would challenge and deep dive into where we are, this has been required for a long time and the Cabinet Member provided absolute assurances going forward with regard to transparency and visibility to understand the position.

The Director stated that the figures were projected figures and that its only three months into the year; it is important to be clear and not to bring optimism bias, looking at the position as it currently stands; lots of savings were deliverable but the question was when they could be delivered, some take longer than anticipated, the situation would be continually monitored with activities taken to measure outcomes; with challenging budgets transparency was imperative.

 Members expressed concern over the time taken to recommission Direct Payments support provision. Officers stated that it was legally possible to extend the time, the commissioning process would take approximately 18 months as the right specification for the service to be delivered was essential; it needs to be done properly and robustly so there is no challenge. The Cabinet Member added that she had visited Diverse Cymru who are the provider until the tender process is complete; it was important to increase the number of people in receipt of Direct Payments to self determine how care is arranged.

- Members asked about demographic challenges and assumptions/demand trends and operational budgets. Officers explained that demographic pressures had led to re-alignment of the base budget of £7.5 million for 2015/16. Officers also stated that operational budgets are currently on target. Officers confirmed alternative savings would be identified.
- Members were concerned about the impact on the vulnerable adults that
 the service area is delivering to; and members sought assurances that they
 would get the same level of service as previously. Officers stated that the
 market hasn't changed and therefore services provided have stayed the
 same; there was a need to stimulate the market going forward to get better
 competition.

The Chairperson thanked the Cabinet Member and Officers for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson writes on the Committee's behalf to the Cabinet Member to convey their comments and observations.

16 : RCF ICF QUARTER 4 PROGRESS REPORTS

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member Health, Housing & Wellbeing, Tony Young Director Social Services, Sarah McGill Director Communities Housing and Customer Services and Amanda Phillips Operational Manager Learning Disabilities to the meeting.

The Chairperson invited Councillor Elsmore to make a statement in which she said the report reflects the good work being delivered on the ground, providing a platform to shape bids going forward; the fund now rests with Health, at a recent Health and Social Care Governance Board, bids were approved to continue due to the valuable work it enables particularly with collaboration.

The Director added that there had been significant progress made in the development of new models of working and it had informed the development of new bids for future years. This was recurring funding that comes through Health, it was important to see the success through the integrated board as this shows confidence.

The Chairperson invited questions and comments from Members.

- Members commended the huge amount of progress made on the ground so far by Officers.
- Members asked for clarification on Cardiff Based examples. Officers
 explained that they had found very different ways of working in Cardiff and the
 Vale; with preventative bids there were different aspects of future working, that
 would fit together eventually; A wider preventative approach existed in Cardiff

that the Vale wanted to develop; and Cardiff could learn from the integration of Health and Social care in the Vale. Officers added that with regards to Day opportunities, the demographic and needs were very different in Cardiff and the Vale; the Pilot would be in Cardiff and adopted in the Vale.

The Cabinet Member added that she had visited the Vale Contact Centre to learn from them and that it would be a stronger team together going forward.

- Members sought clarification on the main referral mechanism into the Gateway. Officers advised that there had been a join up of services and stage 2 would bring more services. It was evident from the case studies and experience from perspective of people trying to assist is very powerful; referrals are from many places; there is a lost connectivity from hospitals, delayed transfers of care and a single point of access to the gateway was needed. Very good results had been seen from Whitchurch Hospital housing resettlement workers. The Cabinet Member stated that the work will be very important going forward on how delayed transfer of care is managed, and for getting 'Act' ready for next year.
- Members asked how the Vale's Hub/single point of contact would fit with C2C in Cardiff. Officers explained that currently there were several routes into social care and health, eventually they would want a single phone number/route/platform/ that everyone uses. With regard to the Customer relationship management system in Cardiff, the technology needed to be in place first.

The Chairperson thanked the Cabinet Member and Officers for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson writes on the Committee's behalf to the Cabinet Member to convey their comments and observations.

17 : WELFARE REFORM AND UNIVERSAL CREDIT: UPDATE

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member Health, Housing & Wellbeing, Sarah McGill Director Communities Housing and Customer Services and Kate Hustler Operational Manager, Assessment & Support to the meeting.

The Chairperson invited Councillor Elsmore to make a statement in which she commended officers for the work done to date and hoped that it would continue in challenging budget times.

The Chairperson invited questions and comments from Members.

- The Chairperson read out a question from the Cardiff and Vale Parents
 Federation, which had been emailed to the Corporate Director in advance of the
 meeting.
 - Officers advised that there is provision to assist people with completing forms and there has been a high success rate in doing so. It was added that officers work with carers to ensure children get the correct entitlement to benefits; and

officers also provided advocacy on the child's behalf. Where needed, referrals can be made to the Money Advice Service, which is Council funded.

- Members commended Officers for the work they had already done.
- Members added they had been impressed with what they had seen from Officers and had been surprised about the number of people who had difficulty obtaining bank accounts.
- Members asked how confident Officers were that people would be able to manage the processes themselves when they are not used to managing their own money and bank accounts. Officers stated that Universal Credit was 2/3 years old and currently only 43,000 people use it; 4,300 of those receive Universal Credit with housing costs, there wouldn't be any financial impact in this financial year; there would be a whole series of information and help for people available at the Hubs, including digital inclusion training and bank account support.

The Cabinet Member added that she had visited Marland House and seen the excellent work done by Officers; providing services to people who need support.

The Chairperson thanked the Cabinet Member and Officers for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson writes on the Committee's behalf to the Cabinet Member to convey their comments and observations.

18 : WORK PROGRAMME REPORT

Members discussed and agreed the approach to take to scrutinising quarterly performance reports, namely to establish a performance panel consisting of Cllrs McGarry, Lomax and Sanders but open to other Committee Members on an ad hoc basis. The performance panel will trial the approach of scrutinising corporate and community safety performance reports (which they will receive ahead of Committee Papers being circulated), undertaking deep dives into areas of concern and reporting back to the whole Committee on these, in order to ensure transparency. The corporate and community safety performance reports will be shared with all Committee Members.

Members discussed and agreed to task the Principal Scrutiny Officer to liaise with Resources officers to deliver monthly budget monitoring reports that include details of actual and profiled operational budget spend and progress on achieving savings.

Members discussed and agreed to the approach to take to scrutinising the impact of previous Inquiries, namely that Inquiry progress reports are shared by email with Committee Members, who will then decide whether there is need to schedule for committee meeting scrutiny.

Members agreed to hold a joint meeting with the Children and Young People Scrutiny Committee in order to scrutinise the Care and Social Services Inspectorate Wales annual evaluation

Members agreed to hold a joint meeting with the Environmental Scrutiny Committee in order to scrutinise implementation and delivery of the Regional Regulatory Services.

Members discussed the proposed work programme attached at Appendix A, and agreed to it with the following amendments:

- That the Neighbourhood Partnership review item scheduled for September 2015 be removed as a Committee item and replaced with a briefing report
- That the Internal Supported Living Services item be scheduled for October 2015 for pre-decision scrutiny
- That the Cardiff Alcohol and Drugs Team review be scheduled for October 2015 for pre-decision scrutiny
- That the following items, as set out in Appendix A, be scheduled for policy development and review scrutiny at an appropriate time: Housing, to include preparations for the Housing Act (Wales) 2014, homelessness (including the use of private rented sector for discharging homelessness) and work to improve the condition of the private rented sector; Cardiff Partnership Board to include What Matters refresh and the Council's support to partnership working; Older People, to include the Ageing Well Plan, Health and Social Care Older People Commissioning Strategy and Older Persons accommodation; Communities First; and Reshaping Adult Social Care to include the review of adult social care commissioning being undertaken as part of the Organisational Development programme, changes in Assessment and Care Management and Domiciliary Care.
- That a briefing report be brought on the state of preparedness for implementation of the Social Services and Well Being (Wales) Act 2014, followed by bi-monthly progress reports.
- That the Corporate Safeguarding report be scheduled and work undertaken to progress scheduling of the Local Safeguarding Adults Board Annual Report.
- That briefings reports on the following be scheduled as appropriate: Health and Social Care demographics; the issues raised by the Parents' Federation with regard to community and wellbeing issues; the issues raised by Vision 21 with regard to Changing Places toilet facilities; and the commercial opportunities strategy and trading company.

Members agreed to prioritise scoping of the suggestions received regarding Night Time Economy Crime and Disorder and, separately, Anti Social Behaviour and tasked the Principal Scrutiny Officer to undertake the necessary work and report back to Committee on 16 September 2015, where Members will decide whether to hold inquiries into these areas.

Members agreed the following nominations for the scoping of the prioritised task groups: Night Time Economy Crime and Disorder – Cllrs McGarry, Lomax and Sanders; Anti Social Behaviour: Cllrs McGarry, Ahmed, Carter and Graham Thomas. Members also agreed the following nominations for the LDP joint task group: Cllr McGarry and Cllr Graham Thomas.

Members approve the work programme as amended by the decisions above.

19 : CORRESPONDENCE REPORT

This report provided the Committee with the latest update on correspondence. The Committee received copies of correspondence sent and received in relation to matters previously scrutinised by this Committee.

AGREED – That the report be noted.

20 : DATE OF NEXT MEETING

The next meeting of the Community & Adult Services Scrutiny Committee is scheduled to take place on Wednesday 16th September 2015 at 5.00pm in Committee Room 4 County Hall.

The meeting terminated at Time Not Specified



JOINT SCRUTINY COMMITTEE

29 JULY 2015

Present: County Councillor (Chairperson)

County Councillors

1 : CHAIRPERSON

Councillor Richard Cook was nominated as Chairperson for the Joint Committee meeting.

2: APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Boyle, Chaundy, Davis, Hudson and Morgan

3 : DECLARATIONS OF INTEREST

Declarations of interest were received from:

Councillor Sanders – Personal – arranges domiciliary care for a family member Councillor Lomax – Personal – lives in sheltered accommodation Councillor Gordon – Personal – Trustee of Riverside community centre.

4 : DRAFT DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2014-15

The Chairperson welcomed Councillor Sue Lent, Cabinet Member, Children's Services & Deputy Leader, Councillor Susan Elsmore, Cabinet Member, Health, Housing and Wellbeing, and Tony Young (Director for Social Services) to the meeting.

The Chairperson invited the Cabinet Members to make statements. Councillor Lent made a statement in which she drew Members attention to last years areas of improvement and made particular reference to reviews and performance and retention of social workers; she also noted the achievements such as timing of initial assessments, reduction in social workers case loads and successful recruitment of social workers. Going forward it was noted that progress on MASH and the strategy for disabled children was being made.

Councillor Elsmore made a statement in which she noted that there was a job to do internally with savings and efficiency; there was a balanced position on operational budgets in Adult Services. There was now a need for external focus regarding the alignment of services geographically.

The Director of Social Services introduced Members to the new Assistant Director of Social Services – Irfan Alam.

The Director provided Members with an overview of the report and explained that this was his second Annual Report and he had built in changes from the previous years report. He added that the Executive Report would be drafted after the committee meeting to include any comments from Members. It was noted that with the amount

of data from his directorate it was difficult to strike a balance between enough data in the report to show the full picture and data overload.

He added that delivery of services continues to improve in a position of increasing demand and resources, but this needed to accelerate. The performance picture was mixed and performance was not where it should be with some persistent concerns with particular performance indicators. It was noted that last year was a better year with a stronger focus on building strategic momentum; the Corporate Safeguarding Board had been established as had MASH, Preventative Strategy, Preventing Child Sexual Exploitation, Gateway Arrangements and Tendering although this list was not exhaustive.

A decision had been taken to establish a single Directorate in order to help implement the Social Services and Well-being (Wales) Act 2014 more effectively and to improve outcomes in relation to transitions.

The challenges were self explanatory, the first four listed in the report were the same as last year, with the top challenge becoming the overwhelming focus of the directorates work with the Act coming in in April 2016.

The report sets out the organisational context showing that finance is the key area showing an unsettled position; however he stated that he was confident there were clear and transparent plans in place now.

Lots of positive work was going on with regards to the workforce, there was still work to do on planning strategically for the future. He added that he is now Regional Director looking at skilling up the workforce for the future. Complaints were stable, although it was noted that they needed to be more coherent.

With regards to Corporate and Political Leadership and Support, the Director talked about strengthening the Corporate Parenting Advisory Committee and Corporate Safeguarding arrangements.

The Chairperson thanked everyone for their contribution and invited questions and comments from Members on the overall report:

- Members were concerned that the report outlined outcomes but did not explain what was hoped to be achieved by them; Members noted that they had asked for this during last years meeting. The Director explained that measuring outcomes in social services was incredibly difficult, they also have more performance indicators than other directorates, they are regarded as proxy's for outcomes, although he added that he didn't think it was adequate. He stated that the Act will develop a framework for outcomes, it wouldn't be appropriate to develop measures of outcomes of our own without being able to compare across Wales, the framework in the Act will do this though. He also added that he will try next year to show aspirations of what is and isn't achieved, although he stated that the report was not a review of the business plan.
- Members discussed key challenges and areas for improvement. The Director noted the example of Initial Assessments and Internal Services where there had been a reassuring rise, attention was still needed to sustain this though. He also noted that there was more work to be done on Prevention and Governance.

- Members asked how Cardiff compares to other local Authorities; the Director explained that he hadn't included the data set of other local Authorities as it would be too weighty, instead he had used National Performance Indicators. The Cabinet Member Health, Housing and Wellbeing added that there was a need for firm control on budget spend, there is a slow and steady pace of improvement on budget spend which needed to continue; realignment of services for services such as Prevent are starting; progress is being made on key performance indicators, direct payments and assessments but the pace of improvement needed to step up.
- Members discussed savings and asked whether officers were confident that they could be made. The Cabinet Member Health, Housing and Wellbeing stated that a balanced spend was needed, it should be looked at month on month; she stated that they are committed to achieving savings that have been identified or work going on to identify the savings in year.
- Members asked how the report addresses the areas for improvement that CSSIW put in their Annual Report 2013/14 especially with regards to adults with mental health needs. Officers stated that any recommendations were taken on board and they were happy that the report gave enough information on the CSSIW's recommendations.
- Members noted that sometimes the use of the '%' did not provide a clear picture as it would depend on how large the numbers being analysed were. Members asked that in future the figures are also provided for context.
- Members asked about the monitoring procedures for systems and processes in place dealing with areas of improvement. The Director stated that monitoring is undertaken by Scrutiny, Improvement Board, Challenge Forum, Star Chamber and Corporate Plan, so it is a multi faceted, coherent system and Scrutiny checks it is robust. Members further asked whether this was undertaken in a timely manner, Officers stated that it was a whole team effort which needed good communication, audits, examination of performance indicators and discussions within management team meetings. The Cabinet Member Health, Housing and Wellbeing added that she had recently met with Officers and Members and it was important that if things do go wrong then you apologise and ask for a review to be undertaken.
- Members asked for clarification on how the Star Chamber/Challenge Forum etc. connect together, and whether if something goes wrong, there are resources available to put things right. Members were assured that they were not just talking shops and that when issues are identified, resources are made available to address them, with the example given of the Challenge Forum through an external advisor identifying a lack of capacity to deliver change and the result being, budget made available to appoint an Assistant Director.
- Members welcomed the presentation of the report and the data being in tabular format, and asked if data had been provided where it was appropriate to provide an example, where the information was easily accessible or where Members had previously asked for it to be provided. The Director stated it was all three and hoped that it was informative and transparent. Data sets had been used that were available and were a genuine attempt to meet the aspirations of Members from last years joint scrutiny meeting, all the information was valid.

- Members considered it would be useful to include the targets that the Council delivers services against, as it would enable a trend analysis year on year. Officers agreed and said that in next years report they would try to illustrate the movement in relation to targets and performance.
- Members discussed Political Leadership and whether it was captured enough in the report; Members considered that there was no mention of Cabinet and Scrutiny in the report. The Director stated that it was the report of the Director of Social Services and that he is giving a top level review in terms of values and financial commitment, it was not a report of the Council as a whole. Members considered that the subtitle within the report could be Corporate Support instead. The Chairperson noted that the heading was provided in the statutory guidance.
- Members enquired about readiness for the Act, as they considered that the report did not capture any work being done towards this or any concerns about it. The Director considered this was a fair comment to make, he added that he was somewhat compromised by the regulations and guidance, which had been fairly late coming, but conceded that he could have enhanced the section on what was being done in readiness for the Act.

The Chairperson invited questions and comments from Members specifically in relation to Childrens Services.

• Members sought further information on the section referencing Safeguarding Children, trafficking and radicalisation. The Director stated that there were a whole range of concerns, these issues do not sit in one directorate currently, work needed to be done on the Governance of this too. The Assistant Director added that it was an area of concern and that there was a gap of knowledge for example with female genital mutilation figures, he assured Members that it would be a priority, but it's a very recent issue and currently sits across directorates.

Members added in reference to Governance arrangements, that the Corporate plan identifies it as an issue, and that Councillor De'Ath and Martin Hamilton are responsible for the issue and Councillor De'Ath holds quarterly meetings. The Cabinet Member stated that this issue had been discussed at Community and Adult Services Scrutiny Committee recently and that it needs to sit with a named officer and Cabinet Member.

- Members considered that there were not many Childrens Services service users views included in the report. Officers advised that there had been a Dragons Den Style event with NYAS which had involved young people and also that the Corporate Parenting Advisory Committee had discussed young persons engagement. The Director added that it was quite difficult to engage young people, they are the most vulnerable people and find it hard to engage. Work was being done with Youth Council's etc., but Looked After Children (LAC) was a more difficult issue to deal with.
- Members asked about complaints that young people make and how they are addressed. Officers advised that they are spoken to and also they have independent reviewing officers if they are LAC; it was noted that complaints were reported to the Corporate Parenting Advisory Committee and that thematic issues would be looked at.

• Members enquired about LAC being able to have regular contact with their families. Officers explained that each case was different and sometimes information cannot be shared with the children or parents cannot be contacted.

The Chairperson invited questions and comments from Members specifically in relation to Adults Services.

- Members noted that the areas for development in Adult Services seemed to be very overarching and should have more detail and substance. The Director stated that he would address this in the report for Cabinet and for next years report.
- Members considered there should be more mention of carers and support for carers in the report. Officers explained that the section being referred to related to a customer satisfaction survey and that carers get a lot of questionnaires throughout the year, this was specifically for assessment and reviews of service users.
- Members were concerned that many of the performance indicators had declined or were below where they should be, and wondered if this was a cause for concern. The Cabinet Member stated that there was a need to speed up the pace of change and improvement, and provided her commitment that they would be in a better place next year.
- Members enquired who was in the benchmarking group. Members were advised that it was the same benchmarking group as Adults Services.
- Members were surprised that care planning was not included in the challenges listed in the report as it seemed evident from the performance information that it should be. Officers agreed that it should be referenced, regarding performance information it was noted that quarter one assessments were still not in green but were improving quarter on quarter.
- Members discussed further about outcomes and what was being done to achieve them, and linking that to information provided in tabular format.
- Members discussed remodelling of day services and the data around the issue. Members were assured that referral lists to day centre were not closed but there was a move to transitioning to new arrangements. Members were concerned that some GP's were no longer referring and asked that this be looked into.
- With reference to reablement, Members asked how people's progress was monitored when they were back to health. Officers advised that each case was very different; there was a myriad of options from requiring no further service to an ongoing care package.
- Members asked how well service users views were established. Officers advised that it was as described in the report, it was early days and not yet fully integrated; it was a critical issue and would be addressed as a priority.
- Members asked how the Joint Adult Safeguarding Board would report and whether scrutiny would be involved. The Director stated that he was new to the

Board, but he saw no reason why it couldn't go to Community and Adult Services Scrutiny Committee on an annual basis.

The Chairperson thanked the Cabinet Members and Officers for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson writes on the Committee's behalf to the Cabinet Members to convey their comments and observations.

5 : WAY FORWARD

The meeting terminated at Time Not Specified

CITY & COUNTY OF CARDIFF DINAS A SIR CAERDYDD

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

16 September 2015

OLDER PEOPLE: Progress in delivering commitments

Purpose of Report

- The remit of this Committee includes scrutinising the Older Persons Strategy, Housing and Adult Social Care. During work programming for 2015/16, Members considered a range of source documents to assist in identifying and prioritising appropriate areas for scrutiny. Several of these documents contained commitments regarding Older People. Members therefore decided to combine scrutiny of the delivery of these commitments in one item.
- 2. This report provides Members with background information on the relevant commitments regarding Older People, including:
 - a. Welsh Government & Older People Commissioner's requirements
 - b. What Matters Cardiff Partnership Board & Joint LSB commitments
 - c. Cardiff Council's Corporate Plan 2015/17 commitments
 - d. Cardiff Council's Local Ageing Well Plan.
- 3. This report also provides a series of updates, as appendices, on progress with implementing specific housing-related commitments contained in the Communities Directorate Delivery Plan, as well as those contained in the Health & Social Care Commissioning Strategy for Older People's Services, as requested by Members.

Scope of Scrutiny

4. Members decided that the scope of this scrutiny is to use the evidence that is presented to Committee to judge whether the policy commitments contained in the documents detailed above are being delivered and/ or adhered to by the Council, Health and partners. 5. The Older People's Commissioner, Sarah Rochira, is attending the meeting to share her views and contribute to the scrutiny. Relevant Cabinet Members, Cardiff Council officers and officers from Cardiff and Vale University Health Board will be in attendance to answer Members' questions. The Chief Executive, Age Connects Cardiff & Vale, Jeff Hawkins, is also attending to contribute to the scrutiny.

Background

6. The scope of this item mirrors the top-down policy requirements and commitments regarding Older People in Cardiff, from Welsh Government and Older People's Commissioner requirements, through What Matters Cardiff Partnership Board and Joint LSB commitments, onto the Corporate Plan 2015/17 priorities, Directorate Delivery Plans and the Health and Social Care Commissioning Strategy for Older People's services. Further details are provided below.

National Strategy and Policy

7. In 2003, the Welsh Government launched the first Strategy for Older People. This has been revised and updated and 'The Strategy for Older People in Wales 2013-2023: Living Longer, Ageing Well' sets out the Welsh Government's vision, policy direction, outcomes and high level indicators of success. It is supported by a Delivery Plan containing a timetable of specific actions, which was published in 2014. Both these documents are available at:

http://gov.wales/topics/health/publications/socialcare/strategies/older/?lang=en

- 8. In October 2014, the Older People's Commissioner for Wales formally launched the *Ageing Well in Wales Programme*, which supports delivery of the Welsh Government's strategy for older people and has five areas of focus:
 - a. developing age-friendly communities;
 - b. reducing the risk of falls;
 - c. building and promoting dementia supportive communities;
 - d. ensuring continued access to learning and employment; and
 - **e**. reducing levels of loneliness and isolation.
- 9. The Older People's Commissioner for Wales has required every local authority in Wales to develop a Local Ageing Well Plan to support delivery at a local level of both the *Strategy* for Older People in Wales 2013-2023 and the Ageing Well in Wales Programme. Cardiff Council's Equalities team has co-ordinated the production of Cardiff's Local Ageing Page 20

Well Plan, which is attached in draft form at **Appendix A**. It is proposed to take this to Cabinet on 17 September 2015. The Council's Forward Plan states that 'Cardiff Partnership Board Partners have been consulted to identify actions that can be sustainably delivered in partnership between agencies. The final draft Plan will be submitted to the City's six 50+ Forums over the summer to ensure that the Forums feel that the Plan reflects key needs and good practice already underway."

- 10. The Cardiff Local Ageing Well Plan (Appendix A) provides:
 - a. Background context to Ageing Well in Wales
 - b. An overview of Cardiff's 50+ population
 - c. Details of the actions being taken for each Ageing Well area of focus
 - d. Cardiff's Local Delivery Action Plan split into sections reflecting the Ageing Well areas of focus.

Cardiff LSB² and Joint LSB commitments

- 11. The Cardiff LSB is known as the Cardiff Partnership Board (CPB). This developed an Integrated Partnership Strategy, detailing Community Strategy, Community Safety Strategy, Health, Social Care & Well Being Strategy and Children & Young People Partnership Strategy commitments in one document, called 'What Matters: 2010- 2020'.
- 12. *'What Matters: 2010-2020'* is delivered via a series of programmes and projects; those that are particularly relevant to Older People are:
 - a. 'Support the Frail Elderly'
 - b. 'Accommodation and Support Strategy'.
- 13. In preparation for the reorganisation of local government, Cardiff Council and The Vale of Glamorgan Council have established a Joint LSB, which has focused in part on the redesign of Health and Social Care, including the following: the 'Continued implementation of Health and Social Care Regional Collaboration Fund & Intermediate Care Fund projects'; and the 'Development of outcome-focused integrated assessment'.
- 14. In addition, the Integrating Health & Social Care Programme, consisting of Cardiff Council, The Vale of Glamorgan Council and the Cardiff & Vale University Health

¹ http://cardiff.moderngov.co.uk/mgIssueHistoryHome.aspx?IId=4241&PlanId=22

² LSB stands for Local Service Board; in Cardiff this is known as the Cardiff Partnership Board (CPB)

Board, has made various commitments regarding Older People's Services, including: Statement of Intent for Older People's Services; 'Meaningful and Purposeful Lives': A Framework for Older People; and a Three Year Dementia Plan. These have previously been scrutinised by this Committee in April 2014; documents relating to these are available in the committee papers at: http://cardiff.moderngov.co.uk/mgCommitteeDetails.aspx?ID=141

Cardiff Council Corporate Plan 2015-17

- 15. Cardiff Council's Corporate Plan Priority 2 'Supporting People in Vulnerable Situations' contains the following that are particularly relevant to Older People:
 - 'Deliver better integrated housing support and social care with health services, to improve outcomes for those who need support to live independently';
 - 'Work with our health partners to reduce the total number of Cardiff residents who experience a delayed transfer of care from hospital';
 - 'Increase the uptake of direct payments as an alternative to direct provision of care for Cardiff residents every month.'
 - 'Support carers by ensuring that all carers are offered a Carer Assessment and increasing the number of carer assessments undertaken by 2016.'3

Directorate Delivery Plans

- 16. The Directorate Delivery Plans detail how each Directorate is working to deliver the Corporate Plan. The Communities Directorate Delivery Plan and the Health & Social Care Directorate Delivery Plan contain the following commitments that Members have specifically asked for an update on:
 - a. 'Develop an Older Persons Housing Strategy' –Communities Delivery Plan.
 - b. 'Remodel 150 Thornhill Road into older person accommodation' –
 Communities Delivery Plan.
 - c. 'Develop and implement a dementia reablement training programme' Health & Social Care Delivery Plan.
- 17. An update on the Older Persons Housing Strategy is attached at **Appendix B** and shows that DCA consultants have undertaken an Older Persons Local Housing Assessment. This involves analysing demographic trends, the housing needs of

³ Cardiff Council's Corporate Plan is available at: https://www.cardiff.gov.uk/ENG/Your-Council/Strategies-plans-and-policies/Pages/default.aspx

- Older People, the supply and balance of available housing stock and the policy context regarding how to make best use of housing stock.
- 18. The update shows that the findings of the Older Persons Local Housing
 Assessment will be used to inform the Housing Strategy, which will include plans
 for older person's accommodation, the review of the Housing Allocation Policy and
 the review of the Supporting People Grant funding.
- 19. An update on the 150 Thornhill Road scheme is attached at **Appendix C**. This shows work to plan the first phase of remodelling the existing building has progressed, with the final plan due to be determined by Planning Committee 29 September 2015 and work planned to be tendered in November 2015, with a start on site April 2016. Further consultation is being undertaken regarding the second phase of development, the proposals to develop between 4-6 bungalows in site.
- 20. An update on the dementia re-ablement training programme is contained in **Appendix D**, which is explained in the point below.

Health & Social Care Commissioning Strategy for Older People's Services

- 21. In November 2014, this Committee scrutinised the above Strategy, when Members were informed that the Strategy enabled 'the Health and Social Care Directorate to take account of how funding of health, social care, housing and support services will change over the next few years and how this will influence the choices available'. Members were also informed that 'there is a need to see a significant shift in emphasis away from traditional divisions in care between 'health' and 'social' or 'hospital' and 'primary care', to a much more integrated and joined-up model of service provision'.4
- 22. To inform this scrutiny, Members have requested an update on progress with implementing the actions in this Strategy; this is attached at **Appendix D**.

Key Issues

- 23. The demographic information and trend analysis for older people in Cardiff shows:
 - a. A significant increase in the size of the older people population in Cardiff:

⁴ Quotes taken from Cover Report for this item Normber 20143

- o From 2014-2034, a 47% increase in older people aged 80-84 years.
- o From 2014-2034, a 51% increase in older people aged 85 years and over.
- b. Cardiff is the only local authority in Wales with a growth in population of people aged 45-54 projected between 2014- 2034.
- c. An increase in dementia amongst people aged 65 and over of 47% between 2014- 2034.
- d. An under-representation of ethnic minority service users for adult social care (8.3% below the total ethnic minority population of 19%).
- e. Since 2008-09 an increase of 14% in the number of people receiving an adult social care service, with an increase in the numbers of people supported at home.
- f. There is significant forecast growth in the number of older people in Cardiff whose housing requirements will not be met within the existing stock.
- g. Making best use of the stock must involve planning policy finding a wider range of housing options for older people, especially in the private sector.
- Social housing tenants are over seven times more likely to be able to gain access to sheltered housing than owner occupier households in the private sector. ⁵
- 24. Members have previously heard that: 'the City of Cardiff Council are already reviewing the provision of all existing services, are confirming whether or not the services being provided are of a statutory nature, whether or not we can afford to maintain certain services or need to deliver other services in a different way' and '...the Health and Social Care Directorate needs to explore how existing services and care pathways can be developed creatively...(which) will involve engagement at a number of levels'.6
- 25. Members are aware that work to address commitments has focused on joining up work across Adult Social Care and the Communities Directorates, working in partnership with Health and the Third Sector and utilising available resources to design service delivery, for example via Regional Collaboration Funding (RCF) and Intermediate Care Funding (ICF). This Committee has received quarterly progress

⁵ Points a-e taken from Health & Social Care Strategy for Older People's Services, points f—h taken from Local Housing Assessment – Older People attached at Appendix B to this report

⁶ As above

reports for both RCF and ICF projects, with the last reports coming in July 2015; papers are available at:

http://cardiff.moderngov.co.uk/mgCommitteeDetails.aspx?ID=141

26. The information provided in **Appendix D** provides more detail on the partnership approach, for example the update to the first action 'work with third sector organisations to tackle social isolation' references working through the Heath and Active Partnerships Project.

Way forward

- 27. The scope of this scrutiny is broad, looking at progress in delivering the various commitments given to meet the needs of Older People in Cardiff, with a particular focus on the housing and adult social care needs. The Local Ageing Well Plan details the main commitments that Cardiff Council and partners have agreed to and its' Delivery Plan (Appendix A) provides a useful overview of these. The information in Appendices B D provides detail on progress in delivering particular commitments of interest to the Members of this Committee.
- 28. At the meeting, the Older People's Commissioner, **Sarah Rochira**, will be in attendance to share her views and perspectives with Members on the evidence presented to this Committee, as will Jeff Hawkins, Age Connects Cardiff and the Vale.
- 29. The following Cardiff Council witnesses will be in attendance to contribute to the discussion and to assist in answering Members' questions:
 - **Councillor Susan Elsmore** Cabinet Member Health, Housing & Well Being: for all social services and housing items
 - Councillor Daniel De'Ath Cabinet Member Skills, Safety, Engagement & Democracy: for Local Ageing Well Plan
 - Marie Rosenthal Director of Governance and Legal Services responsibility includes Corporate Equalities, which includes Older Person Strategy and Local Ageing Well Plan
 - Tony Young Director of Social Services
 - Sarah McGill Director of Communities, Housing and Customer Services
 - Jane Thomas Assistant Director of Communities & Housing responsible for development of Hubs, Housing Strategy and Accommodation & Support review
 - Amanda Phillips Interim Assistant Director of Adult Social Care Page 25

- Kate Hustler Operational Manager, Assessment & Support with responsibility for the ICF Gateway project and working to reduce delayed transfers of care via Housing Resettlement Officers
- Dave Jaques Housing Development Manager with responsibility for the Older Persons Housing Strategy and 150 Thornhill Road scheme
- Paul Keeping Operational Manager Equalities with responsibility for ensuring development of Local Ageing Well Plan.
- 30. In addition, Abigail Harries (Director of Planning) and Dr Suzanne Wood (Consultant in Public Health) from Cardiff and Vale University Health Board, will be in attendance to share their views and experiences regarding the delivery of health and social care commitments, contribute to the discussion and answer Member's questions.

Legal Implications

31. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf 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 of 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

32. There are no direct financial implications arising from this report. However, financial implications may arise if and when the matters under review are implemented with or without any modifications.

RECOMMENDATION

The Committee is recommended to consider the information provided in the report, appendices and at the meeting, and to consider whether they have any comments, observations or recommendations to make to the Cabinet regarding how to ensure effective services for Older People in Cardiff.

MARIE ROSENTHAL
Director of Governance and Legal Services
10 September 2015





Ageing Well In Cardiff



The City of Cardiff Council's Local Delivery Plan

Contents

Forward

Background to Ageing Well In Wales

Cardiff's 50+ Population

Ageing Well Areas of Focus

- 1. Age Friendly Communities
- 2. Falls Prevention
- 3. Dementia Supportive Communities
- 4. Opportunities for Learning and Employment
- 5. Loneliness and Isolation

Cardiff's Local Delivery Action Plan

Further information and Feedback

Foreword

Welcome to the City of Cardiff Council's 1st Ageing Well in Wales – Local Delivery Plan. As the Council's Cabinet member responsible for Safety, Democracy and Engagement, I am delighted to be able to pledge the Council's commitment to advancing Ageing Well in Cardiff, the Welsh Governments Strategy for Older People and the principles set out within the Dublin Declaration.

As the title suggests, this document sets out our intention of building a City where people are able to Age Well. Having a city where people age well is to the benefit of everybody and will contribute towards the City of Cardiff Council's vision of Cardiff as Europe's Most Liveable Capital City.

Cardiff is Wales's largest city, home to over a third of a million people (354,300) from a wide range of backgrounds, with 105,100 people being aged 50 or above. People in Cardiff, like the rest of the UK, are living longer and the balance of life is changing. There are now more people in Cardiff aged over 50 than young people (up to the age of 20). Thankfully older people can now look forward to many more years of healthy life after retirement than ever before.

Whilst this is good news it means that we need to plan so everyone has the opportunity to age well, have a good quality of life and to be able to live as long and as independently as possible. A good quality of older life has been described as one of "well-being" where people are satisfied by having control over their lives and a sense of purpose. Well-being is not just about health and social care services, it also includes housing, transport, income, energy, education, support to stay in employment, having a social life and interaction with the community. It's about how people live the life they choose.

Building well-being is good for individuals and society as a whole as it can help reduce dependence and improve overall health. We recognise the contribution older people have already made to the development of the city and we will continue to utilise their mentorship, experiences, skills and knowledge to help us improve ageing well for the future.

Whilst this is a local delivery plan for the City of Cardiff Council we would like to emphasise the close working partnership arrangements we have developed with members of the Cardiff Partnership Board. These partnership arrangements have resulted in a number of the key strategic action plans which are identified within the plan and which will be delivered in partnership to achieve shared outcomes.

The City of Cardiff Council will work closely with all our partners (both statutory and non-statutory), local communities and individuals to ensure that we provide and promote services which will aid people from all of Cardiff to age well. This Ageing Well Plan will contribute to Cardiff's Integrated Partnership Strategy "What Matters", to our own Corporate Plan and to our Strategic Equality Plan.

Councillor Daniel De'Ath, Cabinet Member (Safety, Democracy and Engagement)

Background to Ageing Well In Wales

The Ageing Well in Wales Programme was formally launched in October 2014 as a five year partnership of national and local government and major public and third sector agencies in Wales. The Programme is hosted and chaired by the Older People's Commissioner for Wales. The Ageing Well in Wales Programme contributes to and complements the Welsh Government's Strategy for Older People (Phase 3) 2013-2023 which aims to deliver against the following three overarching outcomes for older people:

- 1. Living Longer
- 2. Ageing Well
- 3. Having the Financial, Environmental and Social Resources to Age Well.



The key elements for building a good quality of life

The Ageing Well Programme also forms part of the European Innovation Partnership on Active and Healthy Ageing (EIP-AHA), and was awarded the highest 3* Reference Site status by the European Commission. The Programme is also therefore part of the Reference Sites Collaborative Network, a network of over 20

regions and Member States across the European Union to collaborate and exchange best practice and innovation in the field of active and healthy ageing.

As part of the process for Wales to be recognised as an Age-Friendly Nation, the City of Cardiff Council along with all of Wales' other 21 Local Authorities has signed up to the Dublin Declaration on Age Friendly Cities and Communities. The Dublin Declaration was launched in 2013 and shows a city or community's pledge to become 'Age-Friendly' using the eight WHO domains as a framework for development:

- outdoor spaces and buildings;
- transportation;
- housing;
- social participation;
- respect and social inclusion;
- civic participation and employment;
- communication and information; and
- community support and health services.

The Ageing Well in Wales Programme's overall aim is to ensure that within Wales there is an improvement in the wellbeing of people aged 50+. The Programme also has a clear link to a number of other national policy priorities and initiatives. These include:

- Reducing inequalities and promoting inclusion
- Preventing frailty and dependence
- Reducing the number of older people who are accessing services and support in crisis
- Promoting self-responsibility for taking action to maintain individuals own health
- Supporting employers across all sectors to retain expertise and knowledge
- Reducing discrimination faced by older people, and particular groups of older people

The Programme supports and champions a positive attitude towards ageing and the benefits an ageing society brings. It seeks to ensure that older people have a strong voice that is listened and responded to.

The Programme has 5 areas of focus:

- 1. Developing Age Friendly Communities
- 2. Reducing the risk of falls
- 3. Building and promoting dementia supportive communities
- 4. Ensuring continued access to learning and employment
- 5. Reducing levels of loneliness and isolation

Cardiff's 50+ Population

Cardiff has an overall population of 354,300 (ONS latest mid-2014 population estimates) with 105,100 people aged 50 and above. Below is the latest ONS data for Cardiff:

Age	Males	Females	Total
0 to 4	11,900	11,100	23,000
5 to 9	10,400	10,400	20,800
10 to 14	9,100	8,600	17,700
15 to 19	11,600	12,000	23,500
20 to 24	20,100	21,200	41,300
25 to 29	15,500	14,500	30,000
30 to 34	13,800	13,300	27,100
35 to 39	11,300	11,100	22,400
40 to 44	11,000	10,600	21,500
45 to 49	10,700	11,200	21,800
50 to 54	10,400	11,000	21,400
55 to 59	9,200	9,300	18,500
60 to 64	8,100	8,300	16,300
65 to 69	7,100	7,500	14,600
70 to 74	4,900	5,800	10,700
75 to 79	3,900	5,300	9,200
80 to 84	2,800	4,300	7,200
85 to 89	1,600	2,900	4,500
90 plus	800	1,900	2,700
Total	174,300	180,000	354,300

As can be seen there are now more people aged over 50 than young people up to the age of 20 in Cardiff. The percentage of Cardiff's residents aged 65 and over is just 13.8%; the lowest in Wales and well below the average for the rest of South East Wales of 19.0%.

Previous data (2013) identified Cardiff's 50+ populations as being 103,200 in number and showed them living in the following neighbourhood areas of the city:

North 35,000

East 11,700

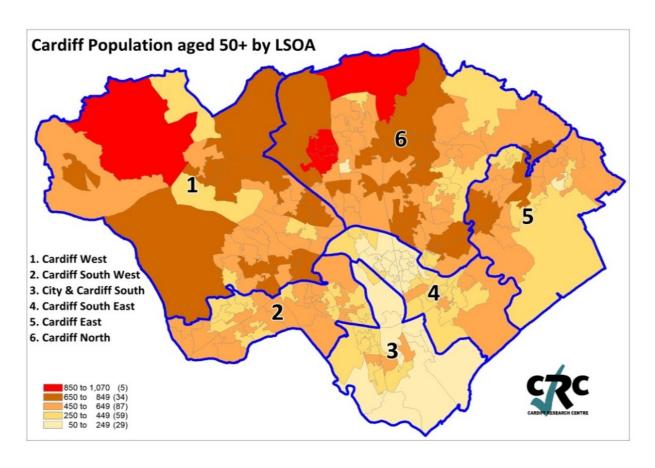
South East 10,300

City & South 6,600

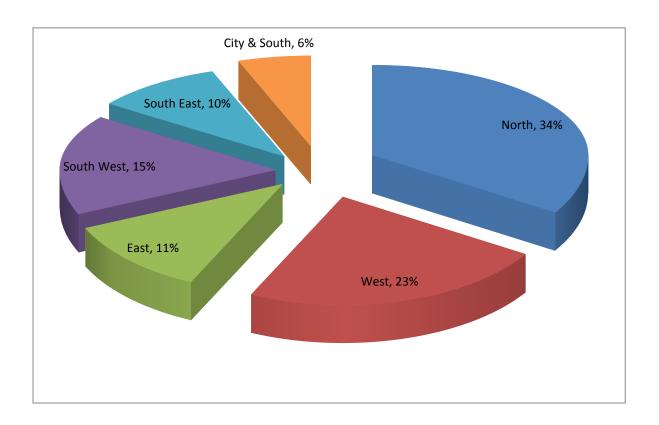
South West 15,800

West 23,800

The diagram below identifies the neighbourhood areas of Cardiff where people who are 50+ live.



The diagram below identifies the percentage of population 50+ by Neighbourhood Partnership Area.



The Ageing Well Areas of Focus

As has been indicated previously the Ageing Well programme has 5 areas of focus, below is a description of these 5 areas and examples of how the City of Cardiff Council is already working to improve these areas.

1. Age Friendly Communities

Age-Friendly Communities meet the needs of older people, and people of all ages, in individual communities by responding directly to their needs. Such communities will encourage and enable older people to engage with their surroundings and continue to engage socially within those communities, thereby maintaining their health, independence and wellbeing.

The concept of Age-Friendly Cities was launched in 2007 with the publication of the Global Age-Friendly Cities Guide by the World Health Organisation (WHO). The

Guide identified eight domains of city life that might influence the health and wellbeing of older people (listed above).

In practice, an Age-Friendly community is one where local people have decided their priorities to better support people as they age. This can include physical design, promoting better access and mobility, promoting people's social engagement and developing support and relationships between the generations. The most important aspect is that it is an integrated approach to thinking about the places where people live and how best to promote older people's wellbeing and engagement with their physical and social environments.

The Age-Friendly cities concept was refreshed in 2013, under the Irish Presidency of the European Union, when the Dublin Declaration on Age-Friendly Cities and Communities was launched. The Dublin Declaration shows a city or community's pledge to become 'Age-Friendly' using the eight WHO domains as a framework for development. Each city or community will have to demonstrate a process of consultation with older people (and other age groups), planning, implementation and evaluation to become part of the WHO Global Network of Age-Friendly Cities and Communities.

As part of the process for Wales to be recognised as an Age-Friendly Nation, the City of Cardiff Council along with all of Wales' other Local Authorities have signed up to the Dublin Declaration.

An example of work carried out to make progress in this area is:

A single Gateway to independent living services for citizens over the age of 60 has been established since September 2014. A wide range of services that were previously separate have now become accessible through a single Gateway. The recruitment of 5 staff into the role of Independent Living Officer has been completed. Training has been delivered throughout the last 3 Quarters in the IT systems used, advice provision and services integrated into the Gateway. During Quarter 4 Training was extended to Domiciliary and Residential Financial Assessment Visiting Officers to provide a more holistic service. This also included periods of shadowing and mentored visits to ensure accuracy. This has provided Independent Living Services with a now multi-skilled visiting element that would have previously required several separate visits and demonstrating more joined up services.

Page 38

2. Falls Prevention

Falls prevention is a key issue in the improvement of health and wellbeing amongst older people. Falls are a major cause of disability and death in older people in Wales, and result in significant human costs in terms of pain, loss of confidence and independence. It is estimated that between 230,000 and 460,000 people over the age of 60 fall in Wales each year. Between 11,500 and 45,900 of these suffer serious injury: fracture, head injury, or serious laceration. Falls Prevention will help older people to maintain their health and wellbeing, live longer in their own homes and remain active in their communities.

There is a significant financial cost to health and social care services associated with dealing with the results of falls. Falls are estimated to cost the NHS in the UK more than £2.3billion per year. Evidence suggests that falls prevention can reduce the number of falls by between 15% and 30%, and that well organised services, based on national standards and evidence-based guidelines, can prevent falls and reduce death and disability from fractures.

An example of work carried out to make progress in this area is:

Falls prevention (Strength and balance) exercise sessions have been provided (OTAGO) within Council run leisure facilities and community venues. These have been communicated to members of Cardiff 50+ Forums and via the City of Cardiff Council's website and through Age Connects' activities database. Other specialist classes have been provided in leisure centres including GP referral scheme activities, 50+ gym sessions, 60+ free swimming sessions and lessons, cardiac and COPD referral sessions, Healthy, Wealthy and Wise Group promote exercise

3. Dementia Supportive Communities

In 2013 there was an estimated 45,529 people living with dementia in Wales, of those people, only 17,661 had received a formal diagnosis. By 2021 it is estimated that over 55,000 people in Wales will have dementia. Developing dementia supportive communities is crucial to the wellbeing of older people, especially the

thousands of people living with dementia, regardless of official diagnosis, and the people around them that are also affected.

People affected by dementia face many everyday challenges in living well with dementia. These can include difficulty using technology, getting appropriate service in shops, banks and post offices, using transport, going on holiday and maintaining social contact and hobbies. Help from health and care services is vitally important, in making it possible for people affected by dementia to live well however help from people and organisations across society is also required.

A dementia supportive community is any community that shows a high level of public awareness and understanding of dementia (for example, a local or national organisation such as a shop, bank or corporation, or a village, town or city). Such communities are more inclusive of people with dementia, and improve their ability to remain independent and have voice, choice and control over their lives.

As emphasised by the Welsh Government's National Dementia Vision for Wales, people who receive an early diagnosis of dementia and are given access to appropriate information, support and care, are able to live well with dementia. It should be recognised that it is not only the individual who is affected by dementia; it also impacts on their family, friends, colleagues and carers.

An example of work carried out to make progress in this area is:

The Cardiff West Neighbourhood Partnership group have carried out a pilot project within the area to make West Cardiff a dementia supportive community. A dementia supportive communities event has been held with local community members, partners and organisations, dementia awareness briefings have taken place to promote key dementia messages with 350 people becoming dementia friends, an intergenerational dementia supportive technology project has been launched and a dementia café has been established.

4. Opportunities for Learning and Employment

Older people have a wealth of knowledge and experience which is currently underappreciated and undervalued in the workplace. Tackling age discrimination, recognising the value and worth of older people and providing opportunities for continued learning and employment in Wales is important as older people are currently worth over £1 billion to the Welsh economy every year.

It is good for the individual, the community and the economy for older people to be engaged in some form of employment, education or training. Learning for older people has a range of benefits, such as:

- Promoting full economic and societal participation
- Contributing towards personal wellbeing and fulfilment
- Supporting creativity and innovation, and
- Increasing efficiency as workers or volunteers.

The need to prioritise opportunities for employment and new skills for older people has been added to the Ageing Well in Wales Programme in recognition of its prevalence as an issue for older people in Wales. The Strategy for Older People (Phase 3) 2013-23 states that older people who are unemployed are more likely to be long-term unemployed; around 45% of unemployed people aged 50-64 have been unemployed for a year or more compared to 30% of 18-24 year olds and 38% for 25-49 year olds.

With the economic downturn affecting the traditional models of retirement, older people must be able new learning and employment opportunities to remain in or reenter the labour market. Older people require access to learning for a number of reasons. For example, with an increasing number of older people unable to afford retirement at State Pension age, the provision of learning and skill development opportunities to improve their employment prospects becomes ever more important.

For other older people who are able to retire when they choose, access to learning is a key factor in maintaining their wellbeing. Learning and skills development in this

context includes financial and digital inclusion, helping older people to become more resilient in later life.

By improving the employment prospects of older people and empowering them to remain engaged longer with society, Opportunities for Learning and Employment will also complement the work of the Loneliness and Isolation network.

An example of work carried out to make progress in this area is:

The City of Cardiff Council provides Adult Community Learning opportunities that are available for people 50+ throughout the various neighbourhood partnership areas of Cardiff. There are 'Learning for Work' opportunities for people to participate in courses that offer opportunities designed to support individuals to take their first steps back into learning and to assist them to progress to further learning, training, volunteering or employment. Some of these courses are free and funded by the Welsh Government and are offered free to learners (including those aged 50 plus who are not in full-time employment) and include a range of IT courses as well as courses that assist with the development of skills for those looking for work in childcare, retail, call centre or the care sector. There are also opportunities for 'Learning for Life' with courses that inspire people to continue learning for enjoyment.

5. Loneliness and Isolation

Loneliness and isolation are cross-cutting issues that seriously impact on the health and wellbeing of older people in Wales. Achievements made by each of the previous areas will improve incidences of loneliness and isolation felt by older people.

Loneliness and isolation have been shown to damage health, are the basis for social exclusion and are a significant and pressing problem in Wales that cross all boundaries of social class, race, gender identification, sexual orientation, financial

status and geography. Eradicating loneliness and isolation may be unrealistic, but working at all levels, individual, organisational and strategic, identifying and tackling the root causes is not.

Research demonstrates that loneliness has an effect on mortality that is similar in size to smoking 15 cigarettes a day. It is associated with poor mental health and conditions such as cardiovascular disease, hypertension and dementia. Loneliness also has a much wider public health impact too, as it is associated with a number of negative health outcomes including mortality, morbidity, depression and suicide as well as health service use. More than 75% of women and a third of men over the age of 65 live alone. Without the means to leave their homes, or with fewer visits from community workers and service providers, an increasing number of older people will feel lonely and isolated resulting in damaging effects to their mental health.

An example of work carried out to make progress in this area is:

A Third Sector Partnership was established with Age Connects Cardiff and the Vale as part of the Healthy and Active Partnership initiative. Age Connects has been developing and testing a range of solutions across the City of Cardiff that directly respond and align with the purpose of the Intermediate Care Fund by reducing social isolation through the use of volunteers and community based services. Work has been underway to help over 60's with limited contact to get involved in community activities and develop friendships. Two distinct aims of the project are to gain intelligence of what is in the community for older people and facilitate easy access to that information and secondly to help develop a volunteer support programme to help alleviate isolation. Services began rolling out in December 2014 and to date Age connects have referred 138 older people and moved 104 out of social isolation. To achieve this Age Connects have recruited volunteers who aid older people all over Cardiff and developed partnerships with community groups. In the 6 months this project has been running there are already more volunteers recruited than during the whole of the Good Neighbour Scheme.

Cardiff's Local Delivery Action Plan

This Local Delivery Plan seeks to enable everyone the opportunity to age well with a

good quality of life, to live as long and as independently as possible and able to

make plans and take actions wherever possible to help themselves.

This Plan sets out a number of existing services the Council provides and identifies

areas for action that will enable a wider take up and knowledge of the services that

are provided. Website links for existing strategies and actions plans are given where

available.

We hope that you will be satisfied with the way we are working to deliver Ageing Well

in Cardiff. But if you are not, you can:

Directly contact the Council's Equalities Team via Connect 2 Cardiff

Join one of Cardiff's 50+ Forums

Make a complaint, using the Council's Complaints procedure for further

information visit: www.cardiff.gov.uk.complaints or call Connect 2 Cardiff on 029

2087 2087, or

Raise the matter with your Neighbourhood Management Team.

Further information and feedback

We will welcome any comments, suggestions or feedback you wish to make on our

Scheme. We will also be pleased to send a copy of this document in different

formats.

Please contact us!

Cardiff Council Equalities Team

Room 263

Cardiff County Hall

Cardiff

CF104 UW

Telephone 2087 2087

E-mail equalityteam@cardiff.gov.uk

Page 44

The City of Cardiff Councils Ageing Well in Wales Local Delivery Plan

Age Friendly Communities Actions

Action	What we will do	Lead officer	What will the intended outcome be?
To implement the Cardiff and Vale Integrated Health and Social Care Partnership 2014-2019 Framework for Older People	Carry out the Cardiff Council assigned actions contained within the action plan http://www.cardiffandvaleuhb.wales.nhs.uk/opendoc/241 341	Tony Young	People 50+ will have access to a range of services which will improve their wellbeing.
Tordeliver the key strands of work identified within the Strategy for Health and Social Care Directorate Older People's Services 2014-2017	Cardiff Council will implement and report on work to deliver the key strands identified within the Strategy Draft Strategy for Health and Social Care Cardiff	Tony Young	People 50+ will have access to a range of services which will improve their wellbeing.
To work in partnership to implement Cardiff 's 'What Matters' Single Integrated Plan	Carry out the Cardiff Council assigned actions contained within the 'What Matters' - The 10 Year Strategy for Cardiff	Sarah McGill	People 50+ will benefit from Actions that are designed to improve living within Cardiff

People 50+ to be represented at the Cardiff Council's Access Focus Group	Access focus group meetings will be held during the year to act as a consultative group giving opinions and to advise the council and its partners on access issues within Cardiff	Robert Gravelle	People 50+ will be able to identify access issues in the built environment and will be able to contribute to future development plans.
To deliver a multi strand discrimination casework service as part of the newly commissioned 3 rd sector delivery package	A case work service will be provided that will support a target figure of 150 people per year experiencing various types of unfair treatment or discrimination	Paul Keeping	People 50+ will be able to access help where unfair treatment or age discrimination is experienced
To work in partnership with Age Cymru to provide advice are guidance for people 50+ at Our central library hub	A space will be provided to Age Cymru at Central hub free of charge to enable advice and guidance to be provided to those in need.	Isabelle Bignall	People 50+ are able to access advice and guidance on age related issues within a community setting
To continue to provide access to Council information via community hubs (with partnership involvement) and libraries across the city	Community hubs and libraries in Cardiff will provide a host of Council information	Jane Thomas Isabelle Bignall	People 50+ are able to access information and advice about housing, council services and other opportunities within a localised community setting
To continue to support the various Cardiff 50+ Forums	A minimum of 4 50+ Forum meetings will take place with each of the existing Forum's and will respond to at least 6 consultation requests from Cardiff Council & partner	Andrew Lucas	People 50+ are able to engage with Cardiff Council and its partners and help identify /

	organisations		influence our policies and improve the development of services
To include the development of Age Friendly Communities within Neighbourhood Partnership Plans	Each of the 6 neighbourhood action plans will contain actions relevant to progressing age friendly principles	Louise Bassett	Age friendly principles will be developed within all neighbourhood areas of Cardiff
Promote to people 50+, their support workers, carers,	Smart house facility will be promoted within capital times and via the council website	Caryle Alleyne	To enable people to see how homes can be adapted and
organisations and those who support people 50+ the availability of Cardiff Councils	It will be promoted at each of the 50+ Forums	Andrew Lucas	independent living
fully adapted 'Smart House' facility containing mobility /	Opportunities will be provided for service users to be invited to visit the smart house facility	Gavin Howells	
independent living aids to assist in daily living for people 50+	Messages will be promoted by the 6 neighbourhood partnership officers to cascade via electronic updates and via Facebook pages	Louise Bassett	
Work with partners to	Collective energy messages will be published within	Liz Lambert	To enable people 50+ an
promote and increase the	capital times and on the councils website		opportunity to reduce energy costs.
take up of the collective	Information will be promoted at each of the councils		COSIS.

energy buying scheme	libraries	Isabelle Bignall	
	Messages will be promoted by the 6 neighbourhood partnership officers to cascade via electronic updates and via Facebook pages Messages will be promoted to members of the 50+	Louise Bassett	
	Forums	Andrew Lucas	
Improve housing provision for	A review of current sheltered housing provision and	Dave Jaques	To ensure people 50+ have
older people within the city	future needs (both Council and RSL) will be carried out		access to appropriate housing
Page 4	A review of allocation policies to ensure that appropriate and safe housing is available for older people in the city		provision
49	will be carried out	Jan Rees	

Falls Prevention Actions

Action	What we will do	Lead officer	What will the intended outcome be?
Cardiff Council to actively participate in Cardiff & Vale Ageing Well group and contribute to the implementation of its action plant	Cardiff council will attend each of the quarterly Ageing Well meetings and carry out actions assigned to Cardiff Council within the action plan	Andrew Lucas	Cardiff Council will contribute to the implementation of the ageing well plan to the benefit of people 50+ in Cardiff
reated by the Ageing Well in Wales expert advisory group to be promoted.	Messages will be promoted by the 6 neighbourhood partnership officers to cascade via electronic updates and via Facebook pages Messages will be promoted to all users of the community alarm service Messages will be promoted to members of the 50+ Forums and to partner organisations	Zoe Yarr Andrew Lucas	Falls prevention messages will be communicated across various contact groups and to people 50+
Continue to promote and respond to the users of	The service will be promoted within capital times and with partner organisations	Carolyne Palmer	People 50+ will be supported to

Cardiff Council's	Increase the number of people accessing the service by		maintain independence
Independent Living Gateway	20% in year one, and improve year on year.		
Service			
	The implementation of one point of contact will improve		
	access to services, and other low level support, this will		
	be achieved through facilitating self-management or one		
	to one contact, for advice support and information, and		
	sign posting.		
	Visiting officers will support people with social isolation		
_	loneliness, housing, environment and financial issues		
Page	they will provided guidance on slips trips and falls		
	prevention, they will inform individuals about locally		
51	available services and signpost/refer onto those		
	services.		
	The aim of the visiting officer and the one point of		
	contact is to empower individuals to remain independent		
	for as long as possible.		
Continue to work in	An estimated 700 rapid response adaptations will be		People 50+ will be supported to
partnership with Care and	carried out, in addition to this each client will be offered		maintain independence through
Repair to support	a healthy homes check	Jane Thomas	Healthy @ Home Checks or the
independent living			Rapid Response adaptation

			Programme.
Promote the provision of	Information promoting the availability of classes within	Dawn Pinder	People 50+ will have access to
Cardiff Council 50+ leisure	council leisure centres produced		fitness classes aiding health and
centre based exercise / fitness classes	Web based information on classes to be kept updated		wellbeing
nuicos ciasses	Information produced about classes will be made	Jane Thomas	
	available in libraries / community hubs	Isabelle Bignall	
Page 52	Messages will be promoted by the 6 neighbourhood partnership officers to cascade via electronic updates and via Facebook pages	Louise Bassett	
	Messages will be promoted to members of the 50+ Forums and to partner organisations	Andrew Lucas	
Continue to promote	Messages will be promoted by the 6 neighbourhood		People 50+ will have access to
community based exercise	partnership officers to cascade via electronic updates	A madrayy I years	fitness classes aiding health and
classes such as Otago	and via Facebook pages	Andrew Lucas	wellbeing
strength and balance classes	Messages will be promoted to members of the 50+		
	Forums		

Pag	
Ф	
53	

Continued promotion and	Attend community events across the city to promote	Zoe Yarr	People 50+ will be supported to
delivery of assisted	Telecare Services and to improve take up of the service		maintain independence at home
technology and increased			
use of Cardiff Council's			
Telecare response and			
warden service			

Dementia Supportive Communities Actions

Action	What we will do	Lead officer	What will the intended outcome be?
To implement the Cardiff and Vale Dementia 3 year plan	Carry out the Cardiff Council assigned actions contained within the 3 year dementia action plan http://www.wales.nhs.uk/sitesplus/documents/864/Deme ntia_brochure_ENG_AW.PDF	Tony Young	To enable those living with or supporting someone with dementia to live well
supporting services provided by erganisations such as the Alzheimer's Society	Promote services at each of the councils libraries and hubs Distribute support information to members of 50+ Forums at least 6 times a year	Jane Thomas Andrew Lucas	To provide those living with or supporting someone with dementia to receive information of help available
To promote the dementia friends and champions scheme amongst Cardiff Council employees	Promote dementia friends and champions scheme via the Council's internal communication mechanisms	Timothy Gordon	Promote awareness and understanding of dementia and the issues people affected by dementia face in their daily lives.

Opportunities for Learning and Employment Actions

Action	What we will do	Lead officer	What will the intended outcome
			be?
Continue to promote council adult community education classes Page 55	Produce an annual learning prospectus brochure Advertise learning opportunities through Cardiff and Vale Learning Partnership organisations. Promote learning opportunities on Cardiff Council's Website, and through Facebook and Twitter Messages will be promoted by the 6 neighbourhood partnership officers to cascade via electronic updates and via Facebook pages	John Agnew John Agnew Louise Bassett	Enable people 50+ the opportunity to access opportunities to be engaged in lifelong learning
	Messages will be promoted to members of the 50+ Forums and to partner organisations	Andrew Lucas	
Continue to promote informal learning opportunities (community based)	Messages will be promoted to members of the 50+ Forums Messages will be promoted by the 6 neighbourhood	Andrew Lucas Louise Bassett	Enable people 50+ the opportunity to access opportunities to be engaged in

	partnership officers to cascade via electronic updates		lifelong learning & appropriate
	and via Facebook pages		social activities
Continue to promote &	Provide the Into Work Service in 2 main hub settings	Jane Thomas	Enable people 50+ who want to
provide The Into Work Service in various locations	and provide an outreach service in community locations		work access help with re-skilling and retraining
throughout the city	Produce and distribute information about the service via council libraries	Isabelle Bignall	and retraining
	Messages will be promoted to members of the 50+	Andrew Lucas	
	Forums		
Page 56	The service will be promoted by the 6 neighbourhood partnership officers to cascade via electronic updates and via Facebook pages	Louise Bassett	

Loneliness and Isolation Actions

Action	What we will do	Lead officer	What will the intended outcome
			be?
Promote community group	Messages will be promoted to members of the 50+	Andrew Lucas	People 50+ have the opportunity
activities to people 50+	Forums		to access opportunities to
			appropriate social activities in
			order to promote mental health
Page			and wellbeing and prevent
ge			isolation / loneliness
57			
Work with and promote Age	Age Connects (on our behalf) to organise home	Jane Thomas	People 50+ have the opportunity
Connects support service across	visits and arrange attendance at community based		to access opportunities to
the city	activities and groups		appropriate social activities in order to promote mental health
			and wellbeing and prevent
			isolation / loneliness

To continue and promote the Get	Cardiff Council Provide a Get Online Service in 2	Jane Thomas	People 50+ will have access to
Cardiff Online programme	main hub settings and provide an outreach service		training, advice and guidance on
amongst people 50+	in community locations		using social media (skype etc.) as
		Isabelle Bignall	a way of preventing isolation /
	Information produced about classes will be made	3	loneliness
	available in libraries / community hubs		
		Andrew Lucas	
	Mail / email information of the service to members of		
Pa	the 50+ Forums		
Page			
58	The service will be promoted by the 6	Louise Bassett	
	neighbourhood partnership officers to cascade via		
	electronic updates and via Facebook pages		
Continue to provide services to	Cardiff Council Provide a benefit advice Service in 2	Jane Thomas	Enable people 50+ to access
enable people to take up benefits	main hub settings and provide an outreach service		advice or information which could
	in community locations		help them to access lifelong
			learning & appropriate social
	Information produced about the service to be	Leaballa D' "	activities
	distributed at all council libraries	Isabelle Bignall	

	U
	മ
(0
	Ø
	S
	ထ

Messages will be promoted to members of the 50+ Forums	Andrew Lucas	
The service will be promoted by the 6 neighbourhood partnership officers to cascade via electronic updates and via Facebook pages	Elle Henley	

This page is intentionally left blank

CASSC 16 September 2015 Older Persons Housing Strategy Update

DCA consultants were commissioned to carry out a Local Housing Market Assessment and, as part of this, to produce a report on Older Persons Housing. This report has now been produced and is attached.

This report has been presented to the social housing managers group and was well received. The findings are currently being considered and will inform the Housing Strategy which is currently being developed and also the review of the Allocation Policy.

As part of the Housing Strategy a 5 year affordable housing development plan will be produced which will include proposals for specialist accommodation including older persons accommodation.

Work is underway to redefine the current older persons housing schemes, such as designated elderly and sheltered schemes, to better reflect the facilities available. This will in turn allow for more effective allocation of properties based on need.

Work is being undertaken on how best to target Supporting People Grant funding towards those in greatest need as part of a review of neighbourhood service provision.



OLDER PERSONS HOUSING 2015



www.dcauk.co

CONTENTS

1	INTR	RODUCTION	4
	1.2 1.3	The National Strategic Context Definition of 'Older People'	
2	THE S	STRATEGIC CONTEXT	6
	2.1 2.2	The National Strategic Context	
3	DEM	IOGRAPHIC ANALYSIS	10
	3.1	Population Projections	10
	3.2	The Population Age Structure Forecast	11
	3.3	Older Population Growth Forecasts	12
	3.4	65+ Age Structure Breakdown	
	3.5	The 75+ Population	
4	HOU	SING NEEDS OF OLDER PEOPLE	14
	4.1	Key Findings	
	4.2	Introduction	
	4.3	Future Housing Needs of Older People	
	4.4 4.5	Downsizing Savings / Equity of Older Households	
	4.5 4.6	Supported Accommodation	
	4.0	Sheltered Housing Demand	
	4.8	Extra Care Accommodation	
5	HOU	ISING NEEDS OF DISABLED OLDER PEOPLE	22
	5.1	Introduction	22
	5.2	Needs of Disabled Older People	
	5.3	Support Needs	
	5.4	Adaptation	
6	OLDE	R PERSONS HOUSING STOCK	26
	6.2	Private Leasehold Schemes	26
	6.3	Shared Ownership Sheltered Schemes	28
	6.4	Age Restricted Properties	28
	6.5	Social Sheltered Housing Schemes	29
	6.6	Extra Care Properties	
	6.7	Nursing and Residential Home Accommodation	
	6.8	Total Stock by Sub-Area	
	6.9	Applications and Planning Permissions for New Schemes	
7	Soci	AL SHELTERED STOCK RE-LET LEVELS	38
	7.1	Flow of the Current Sheltered Stock	
	7.2	Waiting List	
	7.3	Cardiff Sheltered Stock Turnover	
8		BALANCE OF SUPPLY IN THE CITY	
	8.2	Existing Supply of Sheltered Housing	
9	MAK	ING BEST USE OF THE EXISTING STOCK	46
	9.2	Dwelling Under-Occupation	
	9.3	Housing Strategy	
	9.4	Planning Policy	48

10 CONG	CLUSIONS	49
10.2	Demographic change	49
	Sheltered Stock Supply Balance	
	Making Best Use of the Stock	
TABLES		
TABLE 3-1	TOTAL POPULATION CHANGE IN CITY OF CARDIFF, 2011 – 2036	10
TABLE 3-2	POPULATION AGE BAND FORECAST, CITY OF CARDIFF, 2011 – 2036	
TABLE 3-3	65+ Population Age Band Forecast City of Cardiff, 2011 – 2036	
TABLE 3-4	Breakdown of 65 + age groups, 2011 – 2036	
TABLE 3-5	75+ POPULATION AGE BAND FORECAST, CITY OF CARDIFF, 2011 – 2036	
TABLE 4-1	ACCOMMODATION REQUIRED BY OLDER RELATIVES IN NEXT 3 YEARS	
TABLE 4-2	CURRENT SIZE BY PREFERRED SIZE	
TABLE 4-3	SAVINGS BY TENURE	
TABLE 4-4	LEVEL OF EQUITY IN PRESENT ACCOMMODATION	
TABLE 4-5	Type of Supported Accommodation Required	20
TABLE 4-6	Sheltered Housing Demand	
TABLE 5-1	PRIVATE LEASEHOLD SCHEMES FOR OLDER PEOPLE BY SUB-AREA	26
TABLE 5-2	SHARED OWNERSHIP SHELTERED SCHEMES	
TABLE 5-3	Social Sheltered Housing	
TABLE 5-4	Extra Care Properties	33
TABLE 5-5	RESIDENTIAL HOMES IN CARDIFF	
TABLE 5-6	Nursing Homes in Cardiff	35
TABLE 5-7	TOTAL STOCK BY SUB-AREA	
TABLE 5-8	Planning Permission Awaiting Determination	37
TABLE 5-9	Planning Permission Granted	37
TABLE 7-1	CITY TENURE BALANCE	44
TABLE 7-2	SHELTERED HOUSING DEVELOPMENT V STOCK TENURE	
TABLE 7-3	SHELTERED STOCK RATIO TO ALL DWELLINGS	45
FIGURES		
FIGURE 3-1	AGE BAND PERCENTAGE CHANGE FORECAST, CITY OF CARDIFF, 2011 – 2036	
FIGURE 3-2	% Change of 65+ 2011 – 2036	
FIGURE 3-3	CHANGE FORECAST IN 65+ AGE GROUPS, CITY OF CARDIFF, 2011–2036	13
FIGURE 4-1	Type of General Stock Occupied by Older People (%)	
FIGURE 4-2	TENURE OF GENERAL STOCK OCCUPIED BY OLDER PEOPLE (%)	
FIGURE 4-3	SIZE OF ACCOMMODATION CURRENTLY OCCUPIED BY OLDER PEOPLE	
FIGURE 4-1	What Type Of Accommodation is required (65+)	
FIGURE 4-2	What Tenure is Required (65+)	
FIGURE 4-3	Size of Housing Required by Existing Moving Households aged 65+	
FIGURE 8-1	PENSIONER HOUSEHOLDS WITH AN OCCUPANCY RATING OF 2+ BY TENURE	47
APPENDICE	S	
APPENDIX I	EAC SCHEDULE	
APPENDIX I		
APPENDIX I		



1 INTRODUCTION

- 1.1.1 DCA are leading specialists in Housing and Planning Strategies and have successfully undertaken over 250 City -wide housing demand and need assessments for Councils throughout England over the last 20 years.
- 1.1.2 DCA have already supported 43 sound Core Strategies at examination, a 100% success rate, representing over 30% of all approved as 'sound' to date.
- 1.1.3 We have been involved in national research and development to support the housing needs of older people for over twenty years. We have been involved in research on Staying Put, on equity release for repairs, the development of financial products for sheltered "shared equity" and extra-care projects and have carried out Older Persons Housing Strategy studies for local authorities.

1.2 The National Strategic Context

- 1.2.1 In planning terms, the needs of older households must be addressed alongside the needs of all households. There is little policy guidance relating specifically to older people, other than to say that local authorities should meet a variety of needs.
- 1.2.2 The National Service Framework (NSF) for older people in Wales focuses on:-
 - ➤ Health, well-being and quality of life.
 - Prevention and early intervention: promoting the independence of older people and supporting carers.
 - ➤ Supporting people in the community through, for example, widening service choice and flexibility.
 - Joining up housing, health and social care services for older people.
- 1.2.3 In the context of an ageing population there is a need to both increase the level of understanding around the housing needs of older people and to increase the supply of specialist and general needs accommodation available to meet the changing needs of the growing population of older people.
- 1.2.4 This assessment has examined the key elements which need to be considered by local authorities in contribution to the provision of sustainable housing markets and a better balanced stock to meet the requirements of the whole population. The key elements are:
 - the supply of current and planned private and affordable retirement, sheltered, Extra Care, age restricted properties, care and nursing homes in Cardiff;
 - ➤ the supply of sheltered housing for older people across all tenures and support and care providers, including older people receiving support at home;
 - the impact of demographic change, especially the increasing older population;
 - review of the most recent local housing assessment data relating to housing demand and need from older people.



1.3 Definition of 'Older People'

- 1.3.1 The National Services Framework in Wales does not define 'older people', In the past and generally in line with policy, older people have been defined as those aged 50+. However, people go through different stages of their lives as they get older.
- 1.3.2 The National Services Framework for older people published by the Department of Health (DOH) in England (there is no such definition given in the National Service Framework in Wales) suggests that there is no uniform group for older people and they have a wide range of needs. Older people may broadly fall into three groups:-
 - ➤ Entering Old Age Completed their working life in paid employment and are active and independent and may remain so into late old age. This group can include people as young as 50 or from the official retirement age of 60 for women and 65 for men;
 - ➤ Transitional Phrase This can occur at any stage of older age but usually occurs in the seventh or eighth decade of life. These people are in the transitional period between a healthy, active life and frailty;
 - ➤ Frail Older People These are frail, vulnerable people as a result of health problems, social care needs or a combination of both. Frailty often occurs in late old age and can compromise independence and quality of life.
- 1.3.3 The National Planning Policy Framework in England's (Wales version contains no such definition) definition of older people is: "People over retirement age, including the active, newly-retired through to the very frail elderly, whose housing needs can encompass accessible, adaptable general needs housing for those looking to downsize from family housing and the full range of retirement and specialised housing for those with support or care needs."



2 THE STRATEGIC CONTEXT

2.1 The National Strategic Context

- 2.1.1 In planning terms, the needs of older households must be addressed alongside the needs of all households.
- 2.1.2 In the context of an ageing population there is a need to both increase the level of understanding around the housing needs of older people and to increase the supply of accommodation available to meet the changing needs of older people.
- 2.1.3 The following reports have been summarised as they provide some context on the current position of older person's housing across the UK and ideas that will shape future policy decisions. Some reports are UK focused, but have implications for all authorities at local levels. Further in the chapter we have looked at the policy agenda within Wales.

The Top of the Ladder – Demos Report (2013)

- 2.1.4 The Demos Report published in September 2013 brings together evidence regarding the chronic under supply of appropriate housing for older people, which has been classed as the 'next housing crisis' in the UK.
- 2.1.5 Many reports have been written on this issue and a range of robust evidence already highlights the benefits of retirement housing. However, there still lacks a coherent strategy at national level and guidance at local level on the subject.
- 2.1.6 The Report states:-
- 2.1.7 To help 'generation rent' trying to get on the bottom of the housing ladder, as well as those families struggling to find bigger homes, one needs also to look at the top of the housing ladder older people who may be in homes which are too big or otherwise no longer suited to their needs, who we might call 'generation stuck'.
- 2.1.8 Enabling this group to move to smaller properties essentially extending the housing ladder will have a domino effect down the housing chain, freeing up family homes and in turn freeing up smaller properties for first and second time buyers.
- 2.1.9 The study estimates that if all of those interested in buying a retirement property were able to do so, 3.5 million older people would be able to move, freeing up 3.29 million properties. Apart from this, retirement housing has a very beneficial effect on older people's health, wellbeing and social networks and could save health and care services considerable resources.
- 2.1.10 The report also suggests that it would be a triple win for both the government and communities:-
 - Improving older people's lives;
 - Stimulating the property and home-building market;
 - Little cost to the public purse.



- ➤ A recommendation is also made to change the planning system to encourage the development of retirement housing whilst also providing practical help and giving financial incentives to encourage downsizing including quotas and incentives for reserving land for retirement housing, and linking this to joint strategic needs assessment and health and wellbeing strategies for local areas.
- 2.1.11 The study concludes that the government should adopt a 'whole chain' view of the housing market, as helping those at the top of the ladder will unlock supply and benefit those on every other step.

Older People's Housing – Joseph Rowntree Foundation (2012)

- 2.1.12 In May 2012 Joseph Rowntree Foundation published the findings of a study carried out on the choice, quality of life and under occupation in relation to older people's housing.
- 2.1.13 The study focused on the impact of older people's wellbeing and quality of life, whether older people have a wide enough choice of housing and how far such moves contribute to freeing up housing for families.
- 2.1.14 The research confirmed that there is limited choice for older people who want to move to both specialist and alternative mainstream housing. Housing providers tend to focus on retirement villages and housing with care when thinking about housing that is 'suitable' for older people.
- 2.1.15 An older person's health can benefit from a move to more suitable housing as long as it is an informed choice and they remain in control. Staying in their current home can also be the right choice.
- 2.1.16 In general there are more family properties released through the death of an older person than due to downsizing. 85% of the three bedroom homes becoming available are released due to the death of an older person than through a move to a smaller home.
- 2.1.17 The report suggests that the Government needs to induce providers to offer a range of attractive alternatives to older people to encourage a house move. The matter of downsizing is ambiguous as it presents the picture that older people are just holding on to housing. In fact the issue is far more complex due to the lack of suitable housing and the psychological and social reasons that older people may have for staying in their home.

A Better Fit? – Creating Housing Choices for an Ageing Population – Shelter (2012)

- 2.1.18 Shelter produced this report in April 2012 after investigating the housing choices for an ageing population.
- 2.1.19 The report looks at the older population today, older population in the future and what this will mean in terms of housing provision for older people.
- 2.1.20 The report highlights the fact that 68.0% of older homeowners live in a home that has at least two spare bedrooms, which is technically known as 'under-occupation'.
- 2.1.21 However, the majority of older people think their home is the right size for them.



- 2.1.22 Many older people want to stay in their current home for as long as possible and have strong emotional ties to their home, possessions and neighbourhood. Moving house can be a very daunting and stressful experience for some older people, and they are often unaware of their housing options, or simply perceive that there are no suitable homes available.
- 2.1.23 There is a lack of specialist housing available to buy or rent privately, and very little mid-range specialist housing for 'middle income' older people who are not wealthy but do not have to rent socially.
- 2.1.24 There is a need for a much greater supply of specialist housing for older people and a need to create and environment in which older people are encouraged to make positive choices about their housing.

2.2 Regional Context

The Strategy for Older People in Wales (2013 - 2023)

- 2.2.1 The Strategy for Older People in Wales is now in its third phase and older people have been involved from the outset in developing the third phase of the Strategy.
- 2.2.2 Over the next 10 years the Strategy will focus on ensuring that older people in Wales have the resources they need to deal with the challenges and opportunities they face. This phase of the Strategy aims to improve quality of life for older people in ways that go beyond the traditional health and social care agenda.
- 2.2.3 The outcomes for housing that are to be achieved by 2023 are Older people have access to housing and services that supports their needs and promote independence. The issues to face are:
 - ➤ Effective services that can provide appropriate aids and adaptations to help people retain independence;
 - Supported housing;
 - > Simpler and more effective arrangements for people who rent their homes;
 - Housing improvements such as the Welsh Housing Quality Standard;
 - Energy efficiency measures;
 - Availability of housing options for older people and appropriate support to move;
 - Alternative housing models (including retirement communities, sheltered housing and extra care) and a variety of provision.
- 2.2.4 In order to achieve this the following will be monitored :-
 - Number of disabled Facilities Grants and reduced waiting times;
 - Number of units of support available for older persons and funded via Supporting People programme;
 - ➤ Number of people helped by Care & Repair services and Rapid Response Adaptations Programme.



The National Service Framework for Older People in Wales

- 2.2.5 The Older Persons Strategy made a commitment to the development of the National Service Framework (NSF) for Older People in Wales, and the NSF provides the overarching framework for its development and implementation, in terms of the broader older people's agenda.
- 2.2.6 Implementation of the Strategy encompasses whole system plans to address the social, economic and environmental factors that influence the health of older people. These plans are expected to be reflected at local level. The Strategy includes plans for the development of policies and programmes on the following for housing:-
 - > promoting an adequate supply of special forms of housing which meet the varying and changing needs of older people, including those with disabilities, and ensure they can remain independent for as long as possible.



3 DEMOGRAPHIC ANALYSIS

3.1 Population Projections

- 3.1.1 The general demographic projections provided in the tables in this section are the population projections for local authorities in Wales by gender, single year of age and each year from the base year of 2011, through the projection period to 2036.
- This is the third set of population projections published for the 22 local authorities in Wales, but the first set to take into account the results of the 2011 Census.
- 3.1.3 Population projections provide estimates of the size of the future population, and are based on assumptions about births, deaths and migration. The assumptions are based on past trends. Projections only indicate what may happen should the recent trends continue. Projections done in this way do not make allowances for the effects of local or central government policies on future population levels, distribution and change.
- 3.1.4 The 2011 population estimates have been used as the base for the local authority projections. The projections are at 30 June each year. The base population estimates are based on the usually resident population.
- 3.1.5 Usual residents away from home temporarily are included, but visitors are excluded. Students are counted at their term-time address. It should also be noted that the UN definition of an international migrant is used those changing country of residence for a period of at least 12 months. Short-term migrants (eg migrant workers from Eastern European countries) are not counted in the population estimates and hence are not included in the population projections.
- 3.1.6 The projections are based on an assumed pattern of migration based on projecting forward the average migration patterns over the last five years.
- 3.1.7 Four migration variants are also published covering different migration scenarios, ranging from a zero migration estimate, to a low estimate, to a high estimate. A further estimate based on projecting forward the average migration patterns over the last ten years is also available (the variants are in a separate dataset in the same area of StatsWales).
- 3.1.8 The summary of this data is provided in the following tables with the population changes disaggregated from 2011 to 2036.
- 3.1.9 The projections in the table below relate to the total population change in the City between 2011 and 2036.

Table 3-1 Total Population Change in City of Cardiff, 2011 – 2036

	2011	2016	2021	2026	2031	2036	Change
Total Population	345,442	366,761	389,458	412,801	435,921	458,544	
Change		+21,319	+22,697	+23,343	+23,120	+22,623	+113,102
% Change		+6.2	+6.2	+6.0	+5.6	+5.2	+32.7



3.1.10 The table shows an increase of 32.7% in the total population by 113,102 people over the forecast period to 2036.

3.2 The Population Age Structure Forecast

3.2.1 The table below shows the population change by age group between 2011 and 2036.

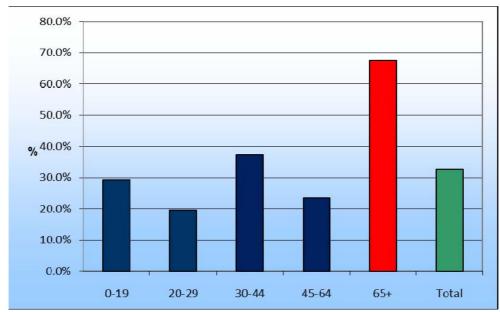
Table 3-2 Population Age Band Forecast, City of Cardiff, 2011 – 2036

Age	2011	2016	2021	2026	2031	2036	Change	Change %
0 to 19	83,661	87,100	93,525	101,337	105,429	108,075	+24,414	+29.2
20 to 29	69,364	75,303	76,057	73,675	77,167	82,977	+13,613	+19.6
30 to 44	70,025	74,221	82,719	91,818	95,876	96,178	+26,153	+37.3
45 to 64	76,651	79,619	81,576	83,448	87,112	94,630	+17,979	+23.5
65+	45,741	50,517	55,578	62,523	70,337	76,684	+30,943	+67.6
Total	345,442	366,761	389,458	412,801	435,921	458,544	+113,102	+32.7

Source: 2011-based projections for local authorities in Wales, Welsh Government Figures do not sum due to rounding

- 3.2.2 There are increases in population across all age groups and there are some differences in changes in population age bands over the period to 2036.
- There are increases in population across all age groups with a marked increase in the 65+ group.
- 3.2.4 The overall growth of 113,102 people is a net increase of 32.7%;
- The growth of 30,943 people in the 65+ age group is an increase of 67.6%, compared to 27.4% growth in <u>all</u> age groups up to 64 years.
- 3.2.6 The 65+ group grows from 13.2% of the population in 2011 to 15.1% in 2026 and to 16.7% in 2036.

Figure 3-1 Age Band Percentage Change Forecast, City of Cardiff, 2011 – 2036





3.3 Older Population Growth Forecasts

3.3.1 Detailed analysis of the population forecasts for people over 65 are provided below.

Table 3-3 65+ Population Age Band Forecast City of Cardiff, 2011 – 2036

Age	2011	2016	2021	2026	2031	2036	Change
65+	45,741	50,517	55,578	62,523	70,337	76,684	
Change		+4,776	+5,061	+6,945	+7,814	+6,347	+30,943
% change		+10.4	+10.0	+12.5	+12.5	+9.0	+67.6

Source: 2011-based projections for local authorities in Wales, Welsh Government

There is a projected increase of 9,837 people aged 65+ (20.4%) occurring over the next seven years to 2022. The highest rate of growth occurs between 2022 and 2032.

3.4 65+ Age Structure Breakdown

3.4.1 The table below shows the 65+ age structure breakdown over the period to 2036.

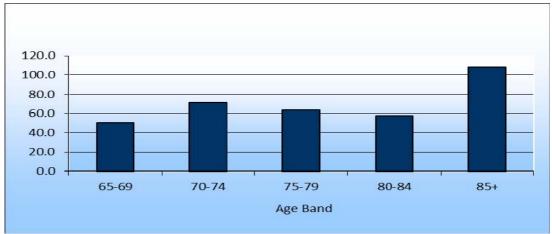
Table 3-4 Breakdown of 65 + age groups, 2011 – 2036

	2011	2016	2021	2026	2031	2036	Change	%
65-69	12,383	15,441	15,534	17,622	19,131	18,647	+6,264	+50.6
70-74	10,455	11,307	14,212	14,383	16,410	17,898	+7,443	+71.2
75-79	9,056	9,057	9,948	12,617	12,875	14,804	+5,748	+63.5
80-84	6,921	7,134	7,340	8,222	10,557	10,905	+3,984	+57.6
85+	6,926	7,575	8,545	9,679	11,362	14,433	+7,507	+108.4
Total	45,741	50,517	55,578	62,523	70,337	76,684		
Change		+4,776	+5,061	+6,945	+7,814	+6,347	+30,943	+67.6
% Change		+10.4	+10.0	+12.5	+12.5	+9.0		

Source: 2011-based projections for local authorities in Wales, Welsh Government

3.4.2 Within the older age group, the major growth is in the numbers of people aged 85+, which is estimated to double from 2011 to 2036. However, there is also a significant growth of 13,191 people within the 70-79 age cohorts by 2036.

Figure 3-2 % Change of 65+ 2011 – 2036





3.5 The 75+ Population

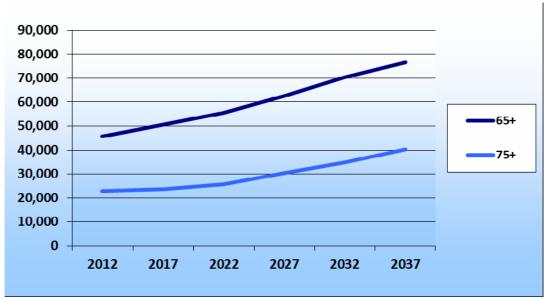
- 3.5.1 The 75 and over age group is **forecast to increase by 75%** in the years to 2036, shown in the table below.
- 3.5.2 The largest increases occur after 2021 with the greatest increase of 18.1% occurring between 2021 and 2026 higher than any other period.

Table 3-5 75+ Population Age Band Forecast, City of Cardiff, 2011 – 2036

Age	2011	2016	2021	2026	2031	2036	Change
75+	22,903	23,766	25,833	30,518	34,794	40,142	
Change		+863	+2,067	+4,685	+4,276	+5,348	+17,239
% change		+3.8	+8.7	+18.1	+14.0	+15.4	+75.3

Source: 2011-based projections for local authorities in Wales, Welsh Government

Figure 3-3 Change Forecast in 65+ Age Groups, City of Cardiff, 2011–2036



- 3.5.3 There is an increase in this group in the older population throughout the forecast period with a growth of 12.5%, 2,930 more people over 75 in the period to 2021.
- 3.5.4 Given the resource demands associated with housing and associated care needs for older people, these are significant figures.



4 HOUSING NEEDS OF OLDER PEOPLE

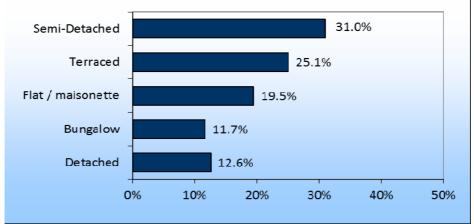
4.1 Key Findings

- ➤ Population projection data shows an increase of 67.6% in the over 65 population by 2036.
- ➤ Older people planning a move within the city would prefer to move to owner occupation (46.6%). Their preferred type would be a bungalow (38.9%) and 44.8% would prefer 2 bedrooms.
- ➤ 84.4% of respondents aged over 65 indicated equity ownership of over £100,000 and 32.7% stated they had savings over £30,000.
- ➤ Demand for supported accommodation (other than sheltered) is predominantly for independent accommodation with visiting support.
- ➤ There is a combined requirement of 3,962 units of sheltered accommodation for existing older households and those who may in-migrate to be near family over the next three years. 2,025 are in the affordable sector and 1,937 in the private sector.

4.2 Introduction

- 4.2.1 The need to provide housing for older people is critical given the projected increase in the number of households aged 65 and over. This sub-section will examine the future needs of older people specifically looking at the size of dwelling required in order to see if any existing houses can be freed up to tackle the issue of under-occupation.
- 4.2.2 According to population projections, there will be 67.6% more older people (65+) by 2036. The largest increase within the 65+ group are those aged over 85, a 108.4% increase, which potentially means a significant increase in the need for support services and housing with support.
- 4.2.3 The following graphs show the tenure, type and size of accommodation currently occupied by the 65+ age group.

Figure 4-1 Type of General Stock Occupied by Older People (%)
Q2 x Q15da (65+)

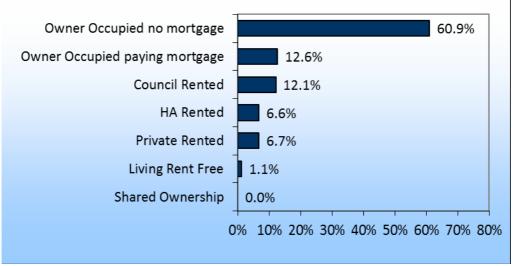


Source: DCA Cardiff Local Housing Assessment 2015



- 4.2.4 The main property type occupied by older households was semi-detached at 31.0% followed by 25.1% of households living in a terraced house.
- 4.2.5 19.5% lived in flats / maisonettes and 12.6% occupied a detached property.

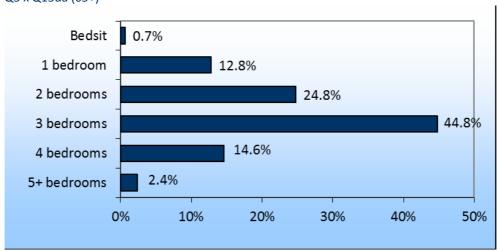
Figure 4-2 Tenure of General Stock Occupied by Older People (%) Q1 x Q15da (65+)



Source: DCA Cardiff Local Housing Assessment 2015

- 4.2.6 The main tenure type occupied by older households was owner occupied (no mortgage) at 60.9% as would be expected amongst the older population.
- 4.2.7 It is generally acknowledged that older people on fixed incomes may have difficulty maintaining their homes.
- 4.2.8 This may be an issue in the City due to the properties occupied by older people and also the high number of owner occupied (no mortgage) properties.

Figure 4-3 Size of Accommodation Currently Occupied by Older People Q3 x Q15da (65+)



Source: DCA Cardiff Local Housing Assessment 2015

4.2.9 The majority of older households live in 3-bedroom properties (44.8%).

4.3 Future Housing Needs of Older People

4.3.1 4,712 (3.4%) implied households indicated that they had older relatives (over 65) who may need to move to the City in the next three years. The breakdown of the type of accommodation required is shown in the table below, each household making 1.5 choices on average.

Table 4-1 Accommodation Required by Older Relatives in Next 3 Years

Question 13b

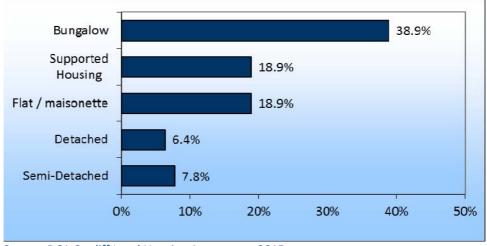
	% households	N ^{os} . implied
Live with respondent (existing home adequate)	8.9	430
Live with respondent (need extension / adaptation)	30.3	1,456
Private sheltered housing	23.8	1,143
Council / HA sheltered housing	9.9	474
Extra Care sheltered housing	7.9	378
Residential care / nursing home	16.2	780
Owner occupied property	37.4	1,798
Private rented property	10.2	490
Shared Equity	2.8	134
Registered Provider Property	8.8	423
Total		7,506

Source: DCA Cardiff Local Housing Assessment 2015

- 4.3.2 Demand for this group was predicted by the children of older people and, as would be expected, it shows a different pattern to that normally seen among older respondents in DCA surveys where you find a lower number of older people admitting they need to move home.
- 4.3.3 5,024 implied existing households aged 65 and over are planning a move within the City in the next 3 years and they were asked a series of questions about their future housing requirements.

Figure 4-4 What Type Of Accommodation is required (65+)

Q15da (65+) x Q20



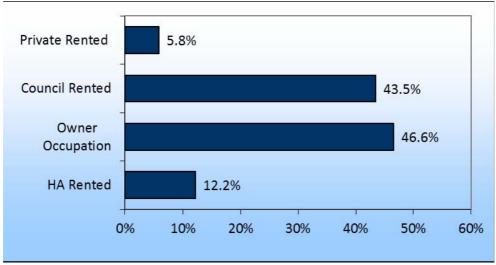
Source: DCA Cardiff Local Housing Assessment 2015



- 4.3.4 The main type of accommodation required by older people when they move within the City in the next three years is a bungalow, 38.9% of households.
- 4.3.5 Around 18.9% require a flat / maisonette and 18.9% supported housing.

Figure 4-5 What Tenure is Required (65+)

Q15da (65+) x Q22

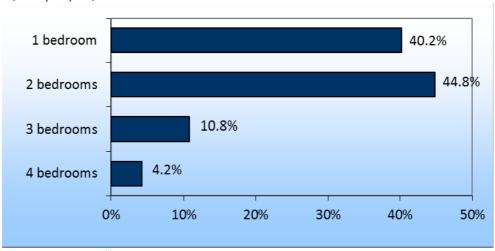


Source: DCA Cardiff Local Housing Assessment 2015

4.3.6 46.6% of households require an owner occupied property when they move in the next three years and 43.5% want Council rented accommodation.

Figure 4-6 Size of Housing Required by Existing Moving Households aged 65+

Q15da (65+) x Q21



Source: DCA Cardiff Local Housing Assessment 2015

4.3.7 The size requirements of existing older households who were planning a move revealed that the main requirement was for 2-bedrooms at 44.8%.

4.4 Downsizing

4.4.1 DCA ran further cross-tabulations of data in relation to the households who answered yes to question 14a, 'would they consider moving to a smaller property in the City'.



- 4.4.2 18.7% (10,583 implied) of households said they would consider moving to a smaller property within the City and of those, 2,709 (25.6%) households said they were already planning to move within the City in the next three years.
- 4.4.3 The following table shows the data from the cross-tabulation of those wanting to downsize, by their current size and the size they would prefer to move into.

Table 4-2 Current Size by Preferred Size

	Preferred Size											
Current Size	1 bedro	oom		2 ooms		3 ooms	4 bedro		5 bedr	+ ooms	То	tal
	%	N ^{os.}	%	N ^{os.}	%	N ^{os.}	%	N ^{os.}	%	N ^{os.}	N ^{os}	%
Bedsit/1 Bedroom	40.0	435	0.0	0	0.0	0	0.0	0	0.0	0	15.3	435
2 bedrooms	40.2	436	6.3	80	0.0	0	0.0	0	0.0	0	18.2	515
3 bedrooms	19.8	215	72.5	917	41.6	173	11.0	7	0.0	0	46.5	1,311
4 bedrooms	0.0	0	21.2	268	47.1	195	0.0	0	0.0	0	16.4	464
5 + bedrooms	0.0	0	0.0	0	11.3	47	89.0	55	0.0	0	3.6	102
Total	100.0	1,086	100.0	1,265	100.0	415	100.0	62	0.0	0	100.0	2,827

Source: DCA Cardiff Local Housing Assessment 2015

- 4.4.4 72.5% of households expressing an interest in downsizing and currently in a 3 bedroom property would prefer a 2 bedroom property and 19.8% a 1 bedroom.
- 4.4.5 21.2% currently occupying a 4 bedroom house would prefer a 2 bedroom house and 47.1% a 3 bedroom house.
- 4.4.6 89% of households currently living in a 5 bedroom property would prefer a 4 bedroom property and 11.3% a 3 bedroom property.
- 4.4.7 We also looked at the type of accommodation these households are currently in and what they would prefer to move to.
- 4.4.8 The data showed that the majority of those households currently living in a detached property would like a bungalow or a smaller detached house, there was also a high preference for a flat. Typically residents wanted 1 bedroom less, i.e. 5 bed to 4 bed, 4 bed to 3 bed.
- 4.4.9 585 households were currently living in a 3 bedroom semi-detached property and around 48% said they would like to move to a 2 bedroom bungalow, with a further 17% saying a 2 bedroom flat / maisonette. 23.6% leaving a 3 bedroom semi wanted only 1 bedroom. Of those leaving a 4 bedroom semi, over half wanted 2 bedrooms.



4.5 Savings / Equity of Older Households

4.5.1 The percentage breakdown of savings for households aged over 65 across the four main tenures is shown in the following table.

Table 4-3 Savings by Tenure

Q16a x Q1 (Q15da 65+)

Savings	Owner Occupied (with mortgage)	Owner Occupied (no mortgage)	Private Rent	Council Rented	HA Rented
No Savings	21.1	5.3	40.2	54.7	38.4
Under £5,000	19.0	12.2	27.2	32.5	29.5
£5,000 - £10,000	17.1	12.7	10.6	7.1	20.3
£10,001 - £15,000	6.5	7.1	3.7	2.1	1.0
£15,001 - £20,000	6.6	5.7	0.0	1.4	2.8
£20,001 - £30,000	6.2	8.4	2.0	0.0	4.4
Above £30,000	23.5	48.6	16.3	2.2	3.6
Total	100.0	100.0	100.0	100.0	100.0

Source: DCA Cardiff Local Housing Assessment 2015

- 4.5.2 Generally, the breakdown produced the results which might be expected with 48.6% of those in owner occupation (no mortgage) having savings above £30,000. A high proportion of retired owner occupier households will have capital to support their housing and care needs.
- 4.5.3 40.2% of households living in private rented accommodation, 38.4% of HA tenants and 54.7% of Council rented tenants had no savings.
- 4.5.4 Cross tabulation of the data by older households moving showed:-
 - ➤ Around 36% of those wanting to move to owner occupation had over £30,000 in savings.
 - ➤ Around 92% of movers requiring Council rent and 73.1% of those requiring HA rent had less than £10,000 in savings.
- 4.5.5 The next table relates to the level of equity ownership in their home and was answered by around 47.2% (21,861 implied) of owner occupiers aged over 65.

Table 4-4 Level of Equity in Present Accommodation
Question 16b (Q15da 65+)

Level of Equity	%	Cum %
Negative Equity	1.0	1.0
Below - £50,000	3.5	4.5
£50,001 - £100,000	11.1	15.6
£100,001 - £200,000	38.2	53.8
£200,001 - £300,000	25.9	79.7
Above £300,000	20.3	100.0

Source: DCA Cardiff Local Housing Assessment 2015

4.5.6 84.4% of respondents indicated equity ownership of over £100,000 with 46.2% over £200,000 in equity. 4.5% had less than £50,000 in equity ownership.



4.6 Supported Accommodation

- 4.6.1 Existing households moving were asked if they were interested in supported housing and what type of supported housing they required, in the next three years to 2017.
- 4.6.2 2,888 households responded, giving a total of 3,831 responses, an average of 1.3 choices per household.

Table 4-5 Type of Supported Accommodation Required

Question 24

	% responses	N ^{os} . implied
Independent accommodation with visiting support	34.5	997
Independent accommodation with live-in carer	3.8	109
Private Sheltered Housing	27.5	794
Council / HA Sheltered Housing	53.7	1,551
Extra Care sheltered housing (self-contained units with 24hr support)	10.1	291
Residential / nursing home	3.1	89
Total	132.7	3,831

Source: DCA Cardiff Local Housing Assessment 2015

- 4.6.3 Over the next three years, demand for supported accommodation (other than sheltered accommodation) is predominantly for independent accommodation (with visiting support).
- 4.6.4 A high number of the people requiring this type of supported accommodation had an asthmatic / respiratory problem followed by a walking difficulty and the majority of them were aged between 65 and 79.
- 4.6.5 The balance of bedroom requirements for independent accommodation (with visiting support) was mainly for 1 bedroom (42.4%) and 2 bedrooms (39.7%).

4.7 Sheltered Housing Demand

- 4.7.1 It is standard practice in DCA Housing Market and Needs Assessment surveys to identify future need and demand for sheltered housing from older parents or relatives of existing households, planning to move into an area to be beside their family who have settled locally.
- 4.7.2 The children of elderly parents tend to predict the need for supported housing, although it cannot be certain that these moves will happen. However, the impact of a mobile workforce over the past 40 years is that a significant proportion of the 'baby boomer' generation, the now mature children of older households, live at a distance from their ageing parents.
- 4.7.3 Our experience nationally with sheltered housing providers is that a not insignificant proportion of purchasers are parents moving from another part of the country to be close to their family.



- 4.7.4 There will of course be out-migration of a similar type from the City. These households however normally live in larger properties in the general housing stock and do not free up existing sheltered housing properties, as they move when they begin to need some support or wish to be near their grandchildren.
- 4.7.5 The greatest demand expressed by the family of in-migrating parents or relatives identified in Table 4-1 was for owner occupation at 37.4% followed by live with the respondent (need extension/adaptation) 30.3% and private sheltered housing at 23.8%.
- 4.7.6 8.9% (430 households implied) indicated that their relative could live with them and their home was adequate without an adaptation.
- 4.7.7 The sheltered housing needs of older people were captured within the question for all movers within the City on supported housing. The combined requirement for sheltered housing in both sectors from existing households living in Cardiff and inmigrating parents / relatives are shown in the table below.

Table 4-6 Sheltered Housing Demand

	Private Market	Affordable Sector	All Sectors
Existing Households	794	1,551	2,345
In-migrant Households	1,143	474	1,617
Total	1,937	2,025	3,962

N.B. Figures taken from Table 4-5 and Table 4-1

- 4.7.8 In total, the data suggests a combined requirement for sheltered accommodation from older people currently living in Cardiff (2,345 households) and those who may in-migrate to be beside their family (1,617 households) of 3,962 units, 2,025 in the affordable sector and 1,937 in the private sector.
- 4.7.9 Some of this requirement will be addressed by flow of the existing sheltered stock, but acceptability of existing stock to meet today's standards will need to be assessed in calculating the scale of new delivery.

4.8 Extra Care Accommodation

- 4.8.1 Extra Care or Assisted living accommodation is housing which offers self-contained accommodation together with communal facilities and where care, as well as support, services are provided from a team based on a site.
- There was an expressed need for extra care accommodation from existing residents moving within Cardiff of 291 units and 378 units from potential in-migrating parents / relatives giving a total of 669 units over the next three years.
- 4.8.3 The issue of potential delivery through shared equity also applies to the extra care sector. Although we do not have information on the current tenure of in-migrating parents it would be reasonable to conclude that the majority would be owner-occupiers with no mortgage.
- This sector of the older persons housing market is relatively new and the growth forecast in the population projections over the next decade to 2021 of those aged 75+ years may well increase the need for this type of accommodation; demand may also increase as understanding of this sector of supported housing increases.



5 HOUSING NEEDS OF DISABLED OLDER PEOPLE

5.1 Introduction

- 5.1.1 Issues relating to older person households with one or more members who are affected by a physical or mental health disability or long-term illness were addressed through a series of questions.
- 5.1.2 This section draws together the findings from those households with a disability who are aged over 50 years, covering property adaptation and support provision and outstanding needs.

5.2 Needs of Disabled Older People

5.2.1 69.6% of all disabled household members in Cardiff were over the age of 50. The breakdown of disability by age groups shown in the table below.

Table 5-1 Age of Disabled Household Members (Question 10b)

Age	%	N ^{os.} implied
50-64	24.0	8,853
65-79	30.0	11,058
80+	15.6	5,818

Source: Household Survey Data 2015

- 5.2.2 Nearly a quarter of disabled residents are aged 50 64 followed by the highest incidence of 30% aged between 65 and 79 years, with a further 15.6% over the age of 80.
- 5.2.3 The comparative figures for the various tenures were as per the table below. The highest levels of disability were seen in the owner occupied no mortgage sector (38.4%), followed by council rent at 18.0%.

Table 5-2 Disability by Tenure

Question 1 by Question 9

Tenure	Tenure of those with disability %	N ^{os} . Implied (Disability)
Owner occupied with mortgage	17.3	4,144
Owner occupied no mortgage	38.4	9,173
Private rented	10.8	2,580
Council rent	18.0	4,301
Registered Provider rent	13.8	3,289
Shared Equity	0.1	9
Tied to employment	0.0	0
Living rent free	1.6	391
	100.0	23,887

Source: Household Survey Data 2015



- 5.2.4 When asked how many members of the household had a disability, 87.9% of cases said only one household member had a disability and 12.1% said two members had a disability suggesting 26,976 people in total.
- The next table shows the nature of the disability of members of the household. Responses were received to a multiple response question, giving an average of 1.9 responses.

Table 5-3 Nature of Disability

Question 10c

Disability	% responses	% households	N ^{os} . implied (all choices)
Wheelchair user	5.2	9.3	2,520
Walking difficulty (not in wheelchair)	30.8	55.5	14,978
Learning disability / mental health	7.6	13.6	3,657
Drug and Alcohol abuse	0.7	12.7	342
Visual / hearing impairment	10.5	19.0	5,117
Asthmatic / respiratory problem	14.5	26.2	7,059
Other physical disability	13.8	24.9	6,716
Limiting long-term illness	16.9	30.4	8,199
Total	100.0		48,588

Source: Household Survey Data 2015

- 5.2.6 The largest group of people were those with a 'walking difficulty' (55.5%). 30.4% had a limiting long term illness and 26.2% of households had an 'asthmatic / respiratory problem'.
- 5.2.7 Further data analysis showed that 39.6% (939 of the 2,370 at Table 5-6 below) of properties, in which people aged 50+ using a wheelchair lived, had been adapted, a relatively good proportion compared with recent DCA survey experience (around 32.0%) but suggesting some mismatch between houses adapted and those where wheelchair users lived.
- 5.2.8 By extension, it would appear that 1,581 households with a wheelchair user (62.7%) did not live in suitably adapted premises (2,520 in Table 5-3 less 939).

5.3 Support Needs

- 5.3.1 25,934 implied older household members responded to the question on need for care or support. 54.4% indicated a need for care or support (14,115 implied).
- 5.3.2 81.8% of those with a care or support need felt they were getting enough support, the data implying 18.2% (2,596 implied) with an outstanding support need.



5.3.3 12,041 older households responded to the question regarding the receipt of sufficient care and support, the table below shows who is providing the care and support.

Table 5-4 Who provides the Support Needed

Question 10f

Support provider	% responses	N ^{os} . implied (all choices)
Registered care agency / voluntary body	26.6	3,199
Family / neighbour / friend	73.4	8,842
Total	100.0	12,041

Source: Household Survey Data 2015

- 5.3.4 26.6% of older persons households received formal care / support from a registered care agency / voluntary body, 73.4% received informal care / support from family / neighbour / friend.
- 5.3.5 In terms of outstanding care and support, the top three support service residents said they needed help with was claiming welfare benefit / managing finances (22.3%), looking after the home (20.7%) and personal care (18.6%).

5.4 Adaptation

- 5.4.1 Three questions sought information from households aged 50+ in the City on the degree to which the home had been built or adapted to meet the needs of a disabled person.
- 5.4.2 18.2% of properties occupied by those over 50 years (13,472 implied) had been adapted. The split by tenure is set out in the table below.

Table 5-5 Adaptations by Tenure

Question 11a by Question 1

Tenure	%	N ^{os.} implied
Owner occupied no mortgage	41.1	5,531
Owner occupied with mortgage	16.5	2,224
Council rented	20.4	2,748
Registered Provider rented	18.5	2,496
Private rented	2.8	378
Shared Equity*	0.0	0
Living Rent Free*	0.7	95
Total	100.0	13,472

Source: Household Survey Data 2015 * - Low sample

5.4.3 Adaptation amongst those in owner occupation no mortgage was the highest at 41.1%. 20.4% of Council rented properties have been adapted and 18.5% in the Registered Provider rented sector.



5.4.4 The following table looks at the adaptations that have already been provided and any adaptations that are needed in future to assist the older person remain in their property in the future.

Table 5-6 Types of Adaptations Provided / Needed to Existing Home

Question 11b and Question 12

Adaptations	Provided		Needed	
	% households	N ^{os} . implied (all choices)	% households	N ^{os} . implied (all choices)
Wheelchair adaptations	16.1	2,370	1.9	1,279
Access to property	28.9	4,247	3.2	2,185
Vertical lift / stair lift	23.2	3,405	4.9	3,303
Bathroom adaptations	60.2	8,834	7.9	5,360
Extension	5.4	798	1.0	709
Ground floor toilet	34.2	5,021	4.6	3,099
Handrails / grabrails	66.5	9,752	7.1	4,852
Other	4.5	661	1.8	1,198
Not applicable	_	-	82.7	56,244
Total		35,088		78,229

Source: Household Survey Data 2015

- 5.4.5 66.5% had handrails / grabrails, 60.2% had bathroom adaptations, 34.2% had a ground floor toilet and 28.9% had access to property adaptations.
- 5.4.6 Wheelchair adaptations at 16.1% (2,370 implied) were slightly higher compared to the average level found in DCA surveys (around 15%). The data taken in conjunction with 5.2.7 above suggests that 1,431 wheelchair adapted premises are no longer occupied by a wheelchair user.
- 5.4.7 82.7% of households stated they needed no adaptations now or in the next three years. Of the households who did say they needed adaptations, the main one was bathroom adaptations (7.9%), followed by handrails / grabrails (7.1%).
- 5.4.8 Further examination of the households who need adaptations now or in the next three years showed that the majority were in the owner occupied sector (71.9%). 10.6% lived in the Council rented sector and 6.3% in the Registered Provider sector, and these households could potentially be eligible for a Disabled Facilities Grant to help with the adaptations needed.
- 5.4.9 In the Council Rented sector 662 households required a bathroom adaptation, 576 needed handrails / grabrails and 468 needed a stairlift.
- 5.4.10 In the Registered provider sector findings were similar with 509 households required a bathroom adaptation, 483 needing handrails / grabrails and 402 needing a stairlift.



6 OLDER PERSONS HOUSING STOCK

- 6.1.1 In view of the changes in past and projected future older households, it is important to understand the scale, location and nature of housing supply for older people.
- This section provides an analysis of the existing stock of housing designated for older people, private leasehold schemes; Shared Ownership Sheltered Schemes; Social Rented sheltered housing schemes, Extra Care schemes and Nursing and Residential homes.
- 6.1.3 It provides a comprehensive picture of the nature and type of stock available in the City, detailed by tenure and location.
- 6.1.4 There is also a detailed analysis of the turnover and re-let void periods in the social sector sheltered stock.

6.2 Private Leasehold Schemes

- 6.2.1 In Cardiff there are 23 private sheltered housing / retirement schemes offering 954 units of leasehold accommodation for older people. The scheme sizes range from 15 to 71 units, averaging 41 units per scheme.
- 6.2.2 Peverel has the greatest share of sheltered schemes with 516 units (54% of the market supply), followed by Wales and West Housing with 328 units of leasehold accommodation, 34% of the local market.

Table 6-1 Private Leasehold Schemes for Older People by Sub-Area

Scheme	Area	Manager	Property type	Units
Meridian Court	Gabalfa	Wales & West Housing	1 & 2 bedroom Flats	39
STUDENT AREA TOTAL				39
McLay Court	Fairwater	Peverel	1 & 2 bedroom Flats	64
Wentloog Court	Rumney	Wales & West Housing	1 & 2 bedroom Flats	36
EAST / WEST TOTAL				100
Pendyrys House	Canton	Wales & West Housing	1 & 2 bedroom Flats	28
Western Court	Pontcanna	Wales & West Housing	1 & 2 bedroom Flats	27
INNER CITY TOTAL				55

Scheme	Area	Manager	Property type	Units
Birch Court	Caerphilly Rd	Peverel	1 & 2 bedroom Flats	45
Cedar Court	Llanishen	Peverel	1 & 2 bedroom Flats	32
Clarendon	Cyncoed	Wales & West Housing	1 & 2 bedroom Flats	38
Cwrt Brynteg	Radyr	Peverel	1 & 2 bedroom Flats	51
Cwrt Deri	Heol-y- Felin	Peverel	1 & 2 bedroom Flats	34
Cwrt Glas	Llanishen	Wales & West Housing	1 & 2 bedroom Flats	15
Cwrt Pegasus	Llandaff	Peverel	1 & 2 bedroom Flats	33
Glendower Court	Whitchurch	Peverel	1 & 2 bedroom Flats	71
Glendower Court II	Whitchurch	Peverel	1 & 2 bedroom Flats	43
Glenside Court	Cyncoed	Seel & Co Chartered Surveyors	Studio, 1,2 & 3 bedroom Flats	52
Homelong House	Llanishen	Peverel	1 & 2 bedroom Flats	33
Llys Pegasus	Llanishen	Peverel	1 & 2 bedroom Flats	50
Oak Meadow Court	St Mellons	Wales & West Housing	1 & 2 bedroom Flats	34
Old Garden Court	Radyr	Wales & West Housing	1 & 2 bedroom Flats	19
Pritchard Court	Llandaff	Peverel	1 & 2 bedroom Flats	60
Redwell & Stonewell Courts	Pen-y-Lan	Wales & West Housing	1 & 2 bedroom Flats	26
Restaway Court	Llandaff	Wales & West Housing	1 & 2 bedroom Flats	22
Stephenson Court	Roath	Wales & West Housing	1 & 2 bedroom Flats	44
Thomas Court	Penylan	Mc Carthy & Stone	1 & 2 bedroom Flats	58
SUBURBS TOTAL				760
Total Private Sector				954

- 6.2.3 The majority of schemes comprise of 1 and 2 bedroom flats and one of the schemes also has studios and 3 bedroom units.
- 6.2.4 Most schemes have a lounge and laundry; several also have a garden, access to the community alarm service and social activities.



6.3 Shared Ownership Sheltered Schemes

- 6.3.1 In addition to older people living in general needs shared ownership schemes, there are 9 specialist Shared Ownership sheltered housing schemes within Cardiff.
- 6.3.2 The table below lists the nine schemes which provide 289 units. The majority are owned by Wales and West Housing.

Table 6-2 Shared Ownership Sheltered Schemes

Scheme	Area	Manager	Property type	Units
Norbury Court	Fairwater	Wales & West Housing	1 & 2 Bedroom Flats	19
EAST / WEST TOTAL				19
Fairleigh Court	Cardiff	Wales & West Housing	1 & 2 Bedroom Flats	16
Hickory Court	Cardiff	Wales & West Housing	1 Bedroom Flats	34
INNER CITY TOTAL				50
Clos Yr Ardd	Heol Y Deri	Wales & West Housing	1 & 2 Bedroom Flats	33
Heath Park Court	Heath	Hafod HA	1 & 2 Bedroom Flats	41
Newlands Court	Llanishen	Wales & West Housing	1 & 2 Bedroom Flats	35
SUBURB TOTAL				109
Total Shared Ownership				178

Source: Elderly Accommodation Counsel (March 2015)

6.4 Age Restricted Properties

- 6.4.1 The Council have a range of schemes, generally flats and bungalows which although not specifically for older people are age restricted to people 60+. Age restrictions on these properties are being reviewed on an on-going basis to ensure the Council is making best use of its resources and that stock is used to meet local housing need.
- 6.4.2 88% of these properties have one bedroom and 11% two bedrooms and the vast majority of all of this stock are bungalows and flats of one and two bedrooms.

Table 6-3 Age restricted properties

Sub-Area	Age restricted properties				
Sub-Alea	1 bedroom	2 bedrooms	3 bedrooms	Total	
City Centre / Bay	0	0	1	1	
Student	11	9	0	19	
East / West	967	68	0	1,035	
Inner City	54	8	0	62	
Rural	23	2	0	25	
Suburbs	152	66	1	219	
Total	1,207	153	2	1,361	

Source: Cardiff Council Data



- 6.4.3 Over 75% of properties are in the East / West area. The detailed analysis of this stock is in Appendix III.
- 6.4.4 Given the identified shortfall in social rented sheltered housing to meet the needs of older households under-occupying their existing social rented homes and the turnover of the sheltered housing stock, age restricted properties for over 60s could contribute to reducing the length of time older households would need to wait to move to appropriate accommodation.

6.5 Social Sheltered Housing Schemes

1,840 units have been identified in the social housing sector. The main provider is Wales and West Housing with 589 sheltered units, representing 32% of the stock.

Table 6-4 Social Sheltered Housing

Scheme Location	Area	Manager	Property type	Number of units
Avondale Court	Cardiff	Cardiff Community HA	1 Bedroom Flats	20
Mardy Court	Grangetown	Taff HA	1 Bedroom Flats	15
Maria Court	Butetown	United Welsh HA	1 Bedroom Flats	23
Nelson House	Butetown	C & C Cardiff Council	1 & 2 Bedroom Flats	74
Red Sea House	Cardiff	Taff HA	1 & 2 Bedroom Flats	15
Waverley Square	Butetown	United Welsh HA	2 Bedroom Flats	15
Wilfred Brook House	Cardiff	Wales & West Housing	1 & 2 Bedroom Flats	52
Worcester Court	Grangetown	C & C Cardiff Council	Studio, 1 & 2 Bedroom Flats	33

CITY CENTRE / BAY	TOTAL			247
Scheme Location	Area	Manager	Property type	Number of units
Aberdulais Crescent	Gabalfa	Linc-Cymru HA	1 & 2 Bedroom Flats	24
Heathmead	Heath	C & C Cardiff Council	1 & 2 Bedroom Flats	27
Hope Court	Blackweir	Wales & West Housing	1 & 2 Bedroom Flats	44
Llys Pym Cyfair	Gabalfa	Cadwyn Housing	1 & 2 Bedroom Flats	19
Lowther Court	Cathays	Cadwyn Housing	1 & 2 Bedroom Flats	14
STUDENT TOTAL				128

Scheme Location	Area	Manager	Property type	Number of units
Clos-y-Nant	Fairwater	C & C Cardiff Council	Studio & 1 Bedroom Flats	36
Dol-yr-Hafren	Trowbridge	Hafod Care Association	1 & 2 Bedroom Flats	15
Doyle Court	Cardiff	Wales & West Housing	1 & 2 Bedroom Flats	31
Driscoll Court	Broadway	Cardiff Community HA	No info	15
Erskine Court	Cardiff	Linc-Cymru HA	1 & 2 Bedroom Flats	24
Four Elms Court	Roath	Wales & West Housing	Studio & 1 Bedroom Flats	43
Holmview Court	Rumney	Cardiff Community HA	1 & 2 Bedroom Flats	40
Ifor Jones Court	Llanedeyrn	United Welsh HA	Studio & 1 Bedroom Flats	32
Kewstoke Place	Cardiff	Wales & West Housing	2 Bedroom Flats	14
Penlyan Road	Roath	United Welsh HA	Studio & 1 Bedroom Flats	21
Plas Bryn	Fairwater	Linc-Cymru HA	1 & 2 Bedroom Flats	40
Princes Court	Roath	Cadwyn Housing	Studio, 1 & 2 Bedroom Flats	82
Sandown Court	Ely	C & C Cardiff Council	Studio, 1 & 2 Bedroom Flats	41
St Clements Court	Cardiff	Wales & West Housing	Studio & 1 Bedroom Flats	34
St Dyfrigs Court	Llanrumney	United Welsh HA	1 & 2 Bedroom Flats	12
Stowe House	Cardiff	Soroptimist HA	Studio & 1 Bedroom Flats	16
Treseder Way	Cardiff	Wales & West Housing	1, 2 & 3 Bedroom Flats	29
Ty'r Ysgol	Cardiff	Cardiff Community HA	No info	12
Wheatley Road Flats	Ely	C & C Cardiff Council	1 Bedroom Flats	36
Willow Court	Roath	Wales & West Housing	1 & 2 Bedroom Flats	24
EAST / WEST TOTAL				597

Scheme Location	Area	Manager	Property type	Number of units
Ainon Court	Splott	Aelwyd HA	Studio, 1 & 2 Bedroom Flats	10
Alexandra Court	Canton	Taff HA	1 & 2 Bedroom Flats	16
Houlston Court	Tremorfa	Cardiff Community HA	1 Bedroom Flats	24
Lord Pontypridd House	Cardiff	Wales & West Housing	Studio, 1 & 2 Bedroom Flats	39
Minton Court	Tremorfa	C & C Cardiff Council	1 & 2 Bedroom Flats	30
Moorland Court	Splott	Wales & West Housing	2 Bedroom Cottages	24
Newtown Court	Adamsdown	United Welsh HA	1 & 2 Bedroom Flats	40
Selwyn Morris Court	Splott	Cardiff Community HA	1 Bedroom Flats	35
Splott Baptist Court	Splott	Aelwyd HA	1 & 2 Bedroom Flats	24
West Lee	Cardiff	Wales & West Housing	Studio, 1 & 2 Bedroom Flats	38
INNER CITY TOTAL				280
Carling Court	Cardiff	Wales & West Housing	1 & 2 Bedroom Flats	44
RURAL TOTAL				44

Scheme Location	Area	Manager	Property type	Number of units
Arcon House	St Mellons	Hafod HA	Studio, 1 & 2 Bedroom Flats	18
Bethel Place	Llanishen	Aelwyd HA	1 Bedroom Flats	10
Brentwood Court	Llanishen	C & C Cardiff Council	Studio, 1 Bedroom Flats	35
Broadlands House	St Mellons	C & C Cardiff Council	1 & 2 Bedroom Flats	33
Carmel Court	Cardiff	Wales & West Housing	1 Bedroom Flats	10
Cavendish Close	Cardiff	Linc-Cymru HA	1 Bedroom Flats	20
Cefn Onn Court	Llanishen	United Welsh HA	1 & 2 Bedroom Flats	10
Cwrt Eglwys Newydd	Whitchurch	United Welsh HA	1 & 2 Bedroom Flats	30
Glenside Court	Cycoed	Seel & Co Surveyors	Studio, 1, 2 & 3 Bedroom Flats	52
Great Western Court	Cardiff	Wales & West Housing	1 & 2 Bedroom Flats	26
Hanover Court	Whitchurch	Wales & West Housing	1 & 2 Bedroom Flats	27
Kenneth Treasure Court	St Mellons	United Welsh HA	1 & 2 Bedroom Flats	29
Limebourne Court	Whitchurch	Wales & West Housing	1 & 2 Bedroom Flats	35
Llys Coleg	Llandaff North	United Welsh HA	1 Bedroom Flats	8
Llys Enfys	Llanishen	Linc-Cymru HA	1 & 2 Bedroom Flats	102
Oldwell Court	Penylan	Wales & West Housing	Studio, 1 & 2 Bedroom Flats	38
Poplar House	Whitchurch	C & C Cardiff Council	1 & 2 Bedroom Flats	16
Sir Davids Court	Cardiff	Wales & West Housing	1 Bedroom Flats	25
Slocombe Cottages	Cardiff	Wales & West Housing	1 Bedroom Flats	12
St Pauls Court	Llandaff	United Welsh HA	2 Bedroom Flats	8
TOTAL SOCIAL SECTOR	₹			1,840

Most of the social rented sheltered housing schemes have a lounge and many have guest facilities and a laundry. All schemes have access to the community alarm. There is limited variety in the type of property available with the majority of units either one or two bedroom flats, with very few studios or 3 bedroom properties.

6.6 Extra Care Properties

6.6.1 Extra Care accommodation is housing which offers self-contained accommodation together with communal facilities and where care as well as support services are provided on site according to individual needs. Extra Care housing offers a way for people to continue to live as independently as possible when their care and support needs increase, without the need to move into more institutionalised forms of accommodation and can be a positive alternative to Residential Care.



- This sector of the older persons housing market is relatively new and the growth forecast in the population projections over the next decade to 2021 of those aged 75+ and 85+ may well increase the need for this type of accommodation; demand may also increase as understanding of this sector of supported housing increases.
- 6.6.3 The issue of potential delivery through shared equity also applies to the Extra Care sector. Although no information is available on the current tenure of any older people who may in-migrate to the City be near their adult children, it would be reasonable to conclude that the majority of in-migrating parents would be owner-occupiers with no mortgage and therefore substantial equity.
- There are now 4 Extra Care schemes in Cardiff providing 215 units. 157 units are in the social sector and 58 are in the private sector.
- The table below shows the location and details of the accommodation provided. These figures are for information only and are contained within their respective tenure in Table 6-1, Table 6-2 and Table 6-4.

Table 6-5 Extra Care Properties

Property Name	Area	Manager	Property type	Units
Dol y Hafren	Trowbridge	Hafod Care Association	1 & 2 BedFlats	15
Plas Bryn	Fairwater	Linc-Cymru HA	1 & 2 Bed Flats	40
EAST / WEST TOT	55			

Llys Enfys	Llanishen	Linc-Cymru HA	1 & 2 Bed Flats	102
Thomas Court	Penylan	Mc Carthy & Stone	1 & 2 bed Flats	58
SUBURBS TOTAL	160			
TOTAL EXTRA CAF	215			

6.7 Nursing and Residential Home Accommodation

- 6.7.1 36 care homes have been identified in the City through the Housing Care website, incorporating 1,222 nursing home beds and 1,233 residential home beds.
- 6.7.2 Some homes are general and some are for older people with specific needs.

Table C.C	Desidential Houses in Condiff
Table 6-6	Residential Homes in Cardiff

Table 6-6	Residential Ho			
Property Name	Area	Manager	Property Type	Bedspaces
Grangelodge	Grangetown	Mr I Yahia	11 single, 7 shared	25
CITY CENTRE / BAY TOTAL	•			25
Cathedral View	Gabalfa	Hafod Care Association Ltd	30 Single	30
STUDENT AREA TOTAL				30
Danesbrook House	Cardiff	Capital Care Homes Ltd	18 Single	18
Hillcrest Care Home	Rumney	Mr & Mrs Navaratharajah	14 Single, 8 Shared	36
Woodcroft	Trowbridge	Hafod Care Association Ltd	60 Single	60
EAST / WEST TOTAL				114
Barclay Court	Cardiff	Mrs VN Sharney	30 Single, 5 shared	40
Belle Vue	Roath	Dr, Mrs & Mr Navagan	33 Single, 4 shared	41
Pontcanna House	Canton	Arcadia Care Homes	31 Single	31
St Jude Care Home	Roath	E & A Homes Ltd	25 Single, 2 Shared	29
Ty Derwen	Canton	Sylvia Trigg	20 Single, 5 Shared	32
INNER CITY TOTAL				173
Cartref Station Road	Llanishen	Cartref Ltd	57 single	57
Hillcroft Residential	Llandaff	Farrington Care Homes Ltd	19 Single, 3 shared	25
Penylan Retirement Hotel	Roath Park	Mr & Mrs Guerrero	15 Single	15
St Isan	Llanishen	Hafod Care Association Ltd	25 Single, 2 Shared	29
St Pauls Residential	Rhiwbina	Miss F A Rassam	7 Single	7
The Old Vicarage	Marshfield	C D Williams	25 Single	25
Ty Draw Lodge	Roath Park	Ty Draw & Wentworth Lodge Ltd	8 Single, 8 Shared	24
Wentworth Lodge	Penylan	Ty Draw & Wentworth Lodge Ltd	2 Single, 7 Shared	16
SUBURBS TOTAL				891
TOTAL				1,233



- 6.7.3 Nursing and residential care homes provide a residential setting where older people live, usually in single rooms and have access to on-site care facilities.
- 6.7.4 All homes provide meals and staff on call at all times. Some care homes just provide personal care and others provide nursing care.

Table 6-7 Nursing Homes in Cardiff

Scheme	Area	Manager	Type of units	No. of beds
Atlantic View	Cardiff Bay	HC One	53 Single	53
Shire Hall	Cardiff Bay	Hallmark Care Homes	98 Single	98
CITY CENTRE/BAY TOTAL				151
Nazareth House	Cathays	Sisters of Nazareth	44 Single, 5 Shared	54
STUDENT AREA TOTAL				54
Burges House	Cardiff	Larchwood Care	76 Single	76
Quarry Hall	Rumney	HC One	86 Single	86
Regency House	Ely	Hallmark Care Homes	58 Single, 6 Shared	70
The Forge Care Centre	Ely	Summerhill Care Homes Group	76 Single	76
Ty Enfys Care Home	Pentwyn	Hallmark Care Homes	100 Single	100
Sunrise	Cardiff	Sunrise Senior Living	61 Single, 38 Shared	99
EAST / WEST TOTAL				507
The Romilly	Canton	Oakhill Care Ltd	34 Single, 10 Shared	54
St Albans	Splott	Crusader Medical Care	45 Single	45
INNER CITY TOTAL				99
The Court	St Fagans	The Court Nursing Home Ltd	54 Single, 3 Shared	60
RURAL TOTAL				60
Heol Don Care Home	Whitchurch	BUPA Care Homes	78 Single	78
Penylan House	Penylan	Linc-Cymru HA	73 Single	73
Lakeside House	Heath	Lakeside Homes Ltd	40 Single, 5 Shared	50
Willowbrook House	St Mellons	Amos Nursing Homes Ltd	102 Single	102
Ty Coch Nursing Home	Llanishen	Pass Crystal Ltd	32 Single, 8 Shared	48
SUBURBS TOTAL				351
NURSING HOME TOTAL				1,222



6.8 Total Stock by Sub-Area

The table below shows the breakdown of older persons housing stock in the City by the six sub-areas.

Table 6-8 Total Stock by Sub-Area

			Social			Care	Total	
Sub-Area	Private Sheltered	Extra Care*	Social Rent	Shared Ownership	Age Restricted Properties	Nursing	Residential	
City Centre / Bay			247		1	151	25	423
Student	39		128		19	54	30	251
East / West	100	55	597	19	1,035	507	182	1,460
Inner City	55		280	50	62	99	212	696
Rural			44		25	60		104
Suburbs	760	160	544	109	219	351	891	2,815
Total	954	215	1,840	178	1,361	1,222	1,340	5,749
			3,379			2,!	562	

Source: Elderly Accommodation Counsel (March 2015) & Council Data

- The combined market and social sector sheltered housing stock is 2,972 units which represents only 2.1% of the total City housing stock of over 142,500. The 2,018 social sector units are only 8.1% of the total social stock and the 954 units in the private sector represent only 1.1% of the 84,262 owner-occupied stock.
- 6.8.3 An important factor in creating older persons housing to attract those underoccupying is to ensure that housing is built to a standard and design that will encourage them to move from their existing property.
- 6.8.4 By addressing the need of people over 55 years building 'properties for life' for both social and owner occupation will have a number of positive effects:
 - Free up general needs social housing
 - Free up owner occupied housing suitable for growing families
 - ➤ Allow residents to receive care in their own homes reducing the necessity for them to need extra care or nursing homes.



^{*}please note numbers for Extra Care are for illustrative purposes only and are counted within their respective tenure

6.9 Applications and Planning Permissions for New Schemes

- 6.9.1 Since 2005 four applications have been completed, creating 59 units of sheltered accommodation and 192 units of Extra Care assisted Living.
- 6.9.2 The following details were provided by the local authority on the number of sheltered schemes and residential and nursing home schemes with planning permission granted and applications awaiting determination.

Table 6-9 Planning Permission Awaiting Determination

Date	Name of scheme	Area	Type of scheme	Additional beds to be provided	Comments
Sept 2014	The Orchards, Ilex Close	Llanishen	Retirement Living (C3) & Assisted Living Extra Care (C2)	36 units x (C3); and 52 units x (C2)	Resolution to Grant – subject to signing s106 agreement

Source: City of Cardiff Council

Table 6-10 Planning Permission Granted

Date submitted	Name of scheme	Area	Type of scheme	Additional beds to be provided	Comments
Jan 2007	Hamadryad Hospital, Hamadryad Road	Butetown	Retirement Apartments & Extra care Units	117 units (C2) & 35 Extra Care	Resolution to Grant; site has now been sold on to a Housing Association for a different purpose
Aug 2010	St Winefride's Nursing Home, Romilly Crescent	Riverside	Nursing Home & Residential Units	73 x bed nursing home & 76 residential units on a mixed use scheme	Under construction

Source: City of Cardiff Council



7 SOCIAL SHELTERED STOCK RE-LET LEVELS

7.1 Flow of the Current Sheltered Stock

- 7.1.1 Generally in all housing markets it is expected that 90% of all household requirements should be met by the turnover of the existing stock.
- 7.1.2 Lettings data showed an average turnover rate of the 1,840 stock of 9.9%, averaging 182 units a year over the last five years to 2015.
- 7.1.3 The tables below also show that the average void time for these re-lets from 2010 to 2015 has been 44 days, ranging from 14/15 to 70 days for the three largest providers, Cardiff Council, WWHA and United Welsh, to 33/34 days for Hafod Housing and Taff Housing.
- 7.1.4 The age, quality and location of individual schemes have a significant bearing on void times but these levels would suggest that there are not major issues of stock quality or location (or both) or that there is an oversupply of this type of unit compared to the aspirations and preferences of older people today, with the exception of Newtown Court managed by United Welsh where void times from this one scheme account for half of the RP's total void time.

Table 6-1 Total Re-lets and Average Void Days (2010 -2015)

Provider	Total Re-lets 2010 – 2015	Average Void Days
ССНА	78	26
Cadwyn	27	21
Cardiff CC	262	15
Hafod Housing	33	33
Taff Housing	25	34
Linc-Cymru	19	9
WWHA	345	14
United Welsh	123	70
Total Re-lets	912	222
Average Re-lets / Void Days	182 pa.	44 days

7.2 Waiting List

- 7.2.1 Council data suggests that there are 1,442 households on the waiting List for sheltered accommodation, nearly 10 times the stock turnover level.
- 7.2.2 This total scale may not be correct as households are automatically registered for sheltered accommodation if they are over 60 years of age, whether they express a need specifically for sheltered housing or not.
- 7.2.3 This issue will be discussed with providers in the next phase.



7.3 Cardiff Sheltered Stock Turnover

7.3.1 The social sheltered stock re-lets for the 5 years from 2010 and the average time to re-let units are detailed in the tables below.

ССНА	2010	/11	2011	/12	2012	/13	2013	/14	2014	/15
Scheme	Allocations	Void Days								
Selwyn Morris Court	6	147	5	182	5	119	4	77	4	147
Houlston Court	5	154	3	105	0	0	1	7	0	0
Holmview Court	6	91	6	154	4	112	4	98	9	224
Avondale Court	2	28	2	70	1	14	1	21	2	77
Erskine Court	1	7	0	0	2	56	5	119	0	0
Total	20	427	16	511	12	301	15	322	15	448
Average Void Days		21		32		25		21		30

Cadwyn Housing Association	2010/11		2011	/12	2012	2/13	2013	/14	2014	/15
Scheme	Allocations	Void Days								
Llys Pum Cyfair, Gabalfa	4	94	3	88	2	26	1	41	0	0
Daviot Court, Roath	1	41	2	40	1	6	4	129	1	6
61 Penylan Road, Roath	0	0	0	0	2	19	0	0	0	0
66 Penylan Road, Roath	2	19	0	0	2	19	0	0	1	34
24 Richmond Road, Roath	0	0	0	0	1	13	0	0	0	0
Total	7	154	5	128	8	83	5	170	2	40
Average Void days		22		26		10		34		20



Cardiff Council	2010	/11	2011	/12	2012	/13	2013	/14	2014	/15
Scheme	Allocations	Void Days								
Brentwood Court Llanishen	9	103	6	81	10	85	1	70	6	145
Broadlands House St Mellons	5	53	4	23	3	40	7	79	3	175
Clos y Nant Fairwater	4	54	6	75	6	71	11	132	7	155
Heathmead * Heath	2	64	1	35	0	0	1	126	3	72
Minton Court Tremorfa	3	21	10	55	6	63	5	67	11	45
Nelson House Butetown	12	191	11	108	7	143	9	138	13	218
Poplar House Whitchurch	5	38	4	109	6	74	1	42	1	98
Sandown Court Caerau	10	62	6	62	0	0	0	0	0	0
Wheatley Road Ely	5	90	5	95	2	53	2	77	5	67
Worcester Court Grangetown	8	107	4	74	2	74	8	64	6	175
Total	63	783	57	714	42	602	45	795	55	1,150
Average Void Days		12		13		14		18		21

^{*}adapted; **Undergoing Refurbishment

Hafod Housing	2010/11		2011	/12	2012	/13	2013	/14	2014	/15
Scheme	Allocations	Void Days								
Heath Park Court	7	260	7	218	2	85	4	133	2	39
Arcon House	2	119	1	10	3	75	2	7	3	155
Total	9	379	8	228	5	160	6	140	5	194
Average Void Days		42		29		32		23		39



Taff Housing	2010	/11	2011	/12	2012	/13	2013	2013/14		2014/15	
Scheme	Allocations	Void Days									
Mardy Court, Grangetown	2	84	1	14	1	21	3	119	2	49	
Alexander Court, Canton	0	0	1	21	4	189	1	28	2	63	
Redsea House, Butetown	0	0	3	161	2	14	3	56	0	0	
Total	2	84	5	196	7	224	7	203	4	112	
Average Void Days		42		39		32		29		28	

Note: long term void work undertaken at Alexander Court in 2012/13

Linc -Cymru	2010	/11	2011	/12	2012	/13	2013/14		2014/15		
Scheme	Allocations	Void Days									
Aberdulais Crescent	1	7	1	7	3	21	2	21	4	42	
Cavendish Close	5	43	1	14	1	7	1	14	0	0	
Total	6	50	2	21	4	28	3	35	4	42	
Average Void Days		8		11		7		12		11	



United Welsh	2010	/11	2011	/12	2012	/13	2013	/14	2014	/15
Scheme	Allocations	Void Days								
Waverley Square	2	126	0	0	2	56	0	0	0	0
Cwrt Eglwys Newydd	6	175	2	84	1	14	0	0	4	63
Llys Coleg	1	77	1	14	1	49	0	0	1	84
Maria Court	3	308	3	252	1	84	6	189	2	49
St Dyfrigs Court	0	0	1	14	0	0	1	56	5	133
St Pauls Court	0	0	0	0	0	0	0	0	1	42
Kenneth Treasure Court	2	35	0	0	2	70	2	175	3	35
Ifor Jones Court	8	826	2	84	8	826	4	315	3	182
Cefn Onn Court	0	0	0	0	3	70	1	56	0	0
Newtown Court	13	1,146	6	434	7	1,596	7	413	8	511
Total	35	2,693	15	882	25	2,765	21	1,204	27	1,099
Average Void Days		77		59		111		57		41



WWHA	2010/	11	2011/	/12	2012/	′ 13	2013/	14	2014/	15
Scheme	Allocations	Void Days								
26 Elm Street	0	0	0	0	0	0	1	7	0	0
Carling Court Ely	3	70	4	46	3	35	3	37	5	50
Carmel Court, Bronwydd Ave	3	58	1	231	1	182	1	196	2	21
Clos Yr Ardd, Rhiwbina	3	12	3	42	0	0	4	9	3	40
Doyle Court, Fairwater	3	28	3	49	4	40	3	82	1	7
East Tyndall Street (Hickory Court)	4	11	3	40	4	56	5	27	1	35
Ely Hospital Site (Tresedar Way)	0	0	2	18	0	0	0	0	2	46
Four Elms Court	1	161	3	40	4	72	6	72	6	27
Great Western Court, Canton	4	77	3	86	2	53	2	49	1	21
Hanover Court, Whitchurch	6	19	3	9	2	77	3	23	3	9
Hope Court, North Road	1	7	8	38	3	201	9	56	6	40
Howardian, (Attfield Close)	1	14	4	25	1	28	5	42	1	0
Limebourne Court	2	4	1	42	7	87	0	0	5	32
Llanrumney Ave & Kewstoke Place	0	0	2	25	4	67	2	25	2	21
Lord Pontypridd House	9	57	8	40	8	36	5	50	2	46
Moorland Court, Splott	0	0	0	0	2	46	1	112	4	42
Oldwell Court, Penylan	7	33	1	70	3	61	2	21	6	27
Pontcanna (Poncanna)	0	0	1	70	0	0	0	0	1	28
Sir Davids Court, Canton	3	42	1	21	3	75	3	28	3	42
Spinney Close, Ely	1	21	1	0	0	0	0	0	0	0
St Clements Court, Pentwyn	3	44	4	42	6	144	3	47	2	35
Trelai Ph 2 (Addicott Close)	1	7	0	0	0	0	0	0	0	0
Wilfred Brook House	5	52	6	47	7	117	7	58	6	37
Willow Court, Partridge Lane	3	72	4	89	5	55	4	40	3	54
Cwrt Glas	1	0	2	0	3	0	0	0	1	0
Slocombe Cottages	1	14	0	0	3	19	0	0	2	25
Total	65	803	68	1,070	75	1,451	69	981	68	685
Average Void Days		12		16		19		14		10



8 THE BALANCE OF SUPPLY IN THE CITY

- 8.1.1 The tenure and type of the current housing stock is a vitally important element of any assessment of the kind of housing needed in the future to provide more sustainable and balanced housing markets and which meet the needs of all households.
- 8.1.2 The 2011 Census found that there are 142,557 dwellings in the City. In the following table we have used the numbers and percentages from the 2011 Census to show the balance of the total stock by tenure.

Tenure	%	Nos.
Owner occupied- with mortgage	32.6	46,474
Owner occupied- no mortgage	26.5	37,788
Private rented sector	23.4	33,282
Social Rent & Shared Equity	17.5	25,013
	100.0	142,557

8.1.3 Overall the estimate is that 59.1% of households are currently owner-occupiers with 17.5% living in social rented and shared equity stock and around 23.4% in the private rented sector.

8.2 Existing Supply of Sheltered Housing

- 8.2.1 To assess the scale and type of sheltered housing available for older people in the City, we have examined the database produced by the Elderly Accommodation Counsel, a national charitable organisation which has an extensive data base of all public and private sector elderly accommodation for all local authority areas.
- 8.2.2 The following summary data shows the tenure pattern of sheltered housing development in the City, compared to the total stock tenure proportions.

Table 8-2 Sheltered Housing Development v Stock Tenure

Туре	Schemes	Units	%	Tenure %
Social Rent / Shared Equity & LSE	70	2,018		
Total Subsidised Units	70	2,018	67.9	17.5
Private rented sector				23.4
Private Sector for sale	24	954		59.1
Total Private Sector	24	954	32.1	82.5
Total Sheltered Supply	97	2,972	100.0	100.0

Source: - Elderly Accommodation Counsel

- 8.2.3 The schemes have been detailed by location, size and tenure in **Appendix I**.
- 8.2.4 In total, 67.9% of the sheltered housing supply in the City is provided by the Council and Registered Providers in the social rented sector. Only 17.5% of all households live in social rent.



- 8.2.5 32.1% of all sheltered housing stock, 954 units, are available in the private sector for outright purchase, to meet the needs of owner-occupier households who are 59.1% of all local households.
- 8.2.6 The number of owner-occupier households is **more than double** the number of social housing tenants, but the level of supply of private sheltered accommodation is **half** that of the social sector. Therefore existing private sector supply is low compared to the tenure structure of the City.
- 8.2.7 The following table shows the impact of the distribution of the sheltered stock and the potential for elderly people living in the City to be housed in sheltered accommodation.

Table 8-3 Sheltered Stock Ratio to all Dwellings

Tenure	Sheltered Units	*All dwellings	Ratio to all Dwellings*
Social Rent, S/E & LSE	2,018	25,013	1:12
Owner Occupiers	954	84,262	1:88
Private rent		33,282	
Total	2,972	142,557	1 : 48

Source - * 2011 Census data

- 8.2.8 There are already social sheltered units to house one in every **12 social tenant households** of all ages, compared to one sheltered housing unit for every **88 owner occupier** households.
- 8.2.9 Social housing tenants are therefore **seven times** more likely to be able to gain future access to sheltered housing to meet their needs in the City than owner-occupiers.
- 8.2.10 In view of the significant growth in the levels of the older population compared to all other age groups, it is important that the Council's Development Plan and enabling strategy should address this shortfall in the private sector stock supply for sale.



9 MAKING BEST USE OF THE EXISTING STOCK

- 9.1.1 Making the best use of the existing stock is a core Government objective and is a key aspect of sustainable development.
- 9.1.2 The significant under-occupation of existing housing stock in both sectors is a key element in future strategy to provide a more balanced stock to meet the requirements of future households.
- 9.1.3 New development should meet gaps in the current stock and where possible, create secondary gains in improving stock flow in both sectors.
- 9.1.4 The recent 'Housing in Later Life Planning ahead for Specialist Housing for Older People' December 2012 states "The NPPF Framework calls on local plans to be underpinned by a clear understanding of housing need that identifies the scale and mix of housing and the range of tenures required over the plan period, including homes for older people. This can be examined in detail in a Strategic Housing Market Assessment. The NPPF puts a strong emphasis on producing local plans that plan positively to meet the needs of different groups where they are identified and provide the housing they require."
- 9.1.5 The impact of under-occupation is significant, and the situation will already have worsened since the Census in 2011 as the proportion of older people in the population increases, both in the immediate and long term.
- 9.1.6 Addressing the scale of under-occupation in policy and development terms will help the flow of family homes in both sectors as well as freeing up lower level supported housing in both market and social housing.
- 9.1.7 Making best use of the stock must involve planning policy finding a wider range of housing options for older people, especially in the private sector. Rapidly changing demographic profiles will increase the proportion of under-occupation, especially in those households with no mortgage, usually older people.
- 9.1.8 This situation will continue to worsen over the next decade as the proportion of older owner-occupiers in the City increases significantly. Other national research confirms the trends. The Shelter Report 'A Better Fit? Creating Housing Choices for an Aging Population' Shelter April 2012 found that:-
 - 'Most older people are owner-occupiers who have already paid off their mortgages. 68% of older homeowners live in a home that has at least two spare bedrooms.'
 - 'When older people downsize to smaller accommodation, there is a market chain effect and larger properties become available to other households.'
 - 'If more households were to downsize they would obviously need somewhere to move to. While there are potentially enough smaller homes in the market, they are not necessarily the right kind, in the right tenures or the right areas. Building more homes that are suitable for older people could help to stimulate the market by increasing their propensity to downsize.'



9.2 Dwelling Under-Occupation

- 9.2.1 The 2015 Local Housing Assessment identifies under-occupation in older households A key theme that is often brought out in Local Housing Assessment work is the large proportion of older person households who under-occupy their dwellings. Data from the Census allows us to investigate this using the bedroom standard.
- 9.2.2 The Census data suggests that older person households are more likely to underoccupy their housing than other households in the City. In total 59.7% have an
 occupancy rating of +2 or more (meaning there are at least two more bedrooms than
 are technically required by the household). This compares with 33.6% for nonpensioner households. Further analysis suggests that under-occupancy is far more
 common in households with two or more pensioners than single pensioner
 households.'

0.0 0.0 4.4 100% 14.6 19.0 20.5 19.6 28.6 25.7 29.0 42.6 33.3 76.3 59.7 50.5 26.1 33.6 12.2 Αll Αll Single 2 or more All other pensioner Pensioner pensioners households households only minus 1 or less 0.0 0.0 19.0 0.1 4.4 $\blacksquare 0$ 20.5 4.0 14.6 42.6 28.6 plus 1 29.0 19.6 25.7 26.1 33.3 plus 2 or more 50.5 76.3 59.7 12.2 33.6

Figure 9-1 Pensioner households with an occupancy rating of 2+ by tenure

Source: 2011 Census

- 9.2.3 This may therefore present some opportunity to reduce under-occupation although to achieve this it may be necessary to provide housing in areas where households currently live and where they have social and community ties.'
- 9.2.4 The 2011 Census identified that, based on the national bedroom standard, 33.6% (47,911) of all households in the City were under-occupied by two or more bedrooms. The impact of under-occupation is therefore significant.



9.3 Housing Strategy

- 9.3.1 The projected scale of growth of older people is the most significant factor in population change for almost all councils, highlighted by the 65+ group representing 27.4% of the total population growth of the City to 2036, shown in Paragraph 3.3.2.
- 9.3.2 Currently sheltered housing is only 2.1% of the total stock and addressing the current and future growth in older people is a major challenge for both housing and planning strategies.

9.4 Planning Policy

- 9.4.1 New developments of housing for older people should make a positive contribution to the Council housing and planning policy objectives to:-
 - > Contribute to the provision of a better balanced housing stock.
 - Address the need to plan for a housing mix based on current and future demographic trends and the needs of different groups in the community;
 - Free up larger under-occupied dwellings for families in both the market and social sectors by enabling more small units to be built;
 - Help address over-crowding in the social sector general needs stock;
- 9.4.2 Future policy to make best use of the housing stock must involve addressing underoccupation to assist in improving the rate of turnover of family units, and provide a range of specialist housing options to meet the varying and changing requirements of the increasing older population.
- 9.4.3 New social sector delivery should be closely linked to the needs of older tenants and new developments specifically targeted to under-occupying tenants to assist in resolving the under-occupation of family sized properties.



10 CONCLUSIONS

10.1.1 In summary the key conclusions are:-

10.2 Demographic change

- 10.2.1 There is a significant forecast growth in the number of older people in the City whose housing requirements will not be met within the existing stock.
- 10.2.2 The growth in the 65+ age groups of **30,943 people is an increase of 67.6%,** compared to the 27.4% increase in the forecast rate of in the total population aged below 65 years.
- There is forecast to be an increase of 20.4%, **9,837 more people** in the over 65 group in the period to 2021.
- 10.2.4 The 65+ age group represents nearly a quarter of the total population growth in the current period to 2021. The 65+ group grows from **13.2% in 2011 to 16.7%** of the total population in 2036.
- The 75 and older age group is forecast to increase by three quarters in scale, increasing by 75.3% by 2036. The demographic shift is already happening with a growth of 12.5%, 2,930 more people over 75 in the current period from 2011 to 2021.

10.3 Sheltered Stock Supply Balance

- The provision of affordable sheltered housing for rent by housing associations of 2,018 units is 67.9% of all sheltered stock in the City, but only 17.5% of the population live in social rent. **One in twelve social tenants of all ages** could gain access to sheltered stock.
- There are only **954 units** currently built for sale in the private sector to meet the needs of 84,262 owner-occupiers who are **59.1% of all households**.
- 10.3.3 There are already social sheltered units to house one in every **12 tenant** households, compared to one sheltered housing unit for every **88 owner occupier** households.
- Social housing tenants are **over seven times** more likely to be able to gain access to sheltered housing than owner occupier households in the private sector.

10.4 Making Best Use of the Stock

- 10.4.1 The impact of under-occupation is significant, and will worsen as the proportion of older people in the population increases, both now and in the long term.
- 10.4.2 There are clearly a large proportion of households with significant equity and the financial ability to trade down into sheltered housing if it was available locally.
- Making best use of the stock must involve planning policy finding a wider range of housing options for older people, especially in the private sector.
- 10.4.4 The UK Shelter Report 'A Better Fit? Creating Housing Choices for an Aging Population' Shelter April 2012 gave the following recommendations:-



- > 'Local planning authorities must factor older people's housing into local plans, strategies and housing market assessments'
- > 'The planning system must support the development of housing for older people.'
- > 'We need a significant increase in the supply and range of suitable housing for older people, including private-rented and owner-occupied specialist housing.'



APPENDIX I

EAC SCHEDULE

EXISTING SHELTERED HOUSING STOCK

SOCIAL RENTED SCHEMES	LOCATION	NO. OF UNITS
Aberdulais Crescent	Gabalfa	24
Ainon Court	Splott	10
Alexandra Court	Canton	16
Arcon House	St Mellons	18
Avondale Court	Cardiff	20
Bethel Place	Llanishen	10
Brentwood Court	Llanishen	35
Broadlands House	St Mellons	33
Carling Court	Cardiff	44
Carmel Court	Cardiff	10
Cavendish Close	Cardiff	20
Cefn Onn Court	Llanishen	10
Clos-y-Nant	Fairwater	36
Cwrt Eglwys Newydd	Whitchurch	30
Dol-yr-Hafren	Trowbridge	15
Doyle Court	Cardiff	31
Driscoll Court	Broadway	15
Erskine Court	Cardiff	24
Four Elms Court	Roath	43
Glenside Court	Cycoed	52
Great Western Court	Cardiff	26
Hanover Court	Whitchurch	27
Heathmead	Heath	27
Holmview Court	Rumney	40
Hope Court	Blackweir	44
Houlston Court	Tremorfa	24
Ifor Jones Court	Llanedeyrn	32
Kenneth Treasure Court	St Mellons	29
Kewstoke Place	Cardiff	14
Limebourne Court	Whitchurch	35
Llys Coleg	Llandaff North	8
Llys Enfys	Llanishen	102
Llys Pym Cyfair	Gabalfa	19
Lord Pontypridd House	Cardiff	39
Lowther Court	Cathays	14
Mardy Court	Grangetown	15
Maria Court	Butetown	23
Minton Court	Tremorfa	30
Moorland Court	Splott	24
Nelson House	Butetown	74
Newtown Court	Adamsdown	40
Oldwell Court	Penylan	38
Penlyan Road	Roath	21
Plas Bryn	Fairwater	40

Poplar House	Whitchurch	16
Princes Court	Roath	82
Red Sea House	Cardiff	15
Sandown Court	Ely	41
Selwyn Morris Court	Splott	35
Sir Davids Court	Cardiff	25
Slocombe Cottages	Cardiff	12
Splott Baptist Court	Splott	24
St Clements Court	Cardiff	34
St Dyfrigs Court	Llanrumney	12
St Pauls Court	Llandaff	8
Stowe House	Cardiff	16
Treseder Way	Cardiff	29
Ty'r Ysgol	Cardiff	12
Waverley Square	Butetown	15
West Lee	Cardiff	38
Wheatley Road Flats	Ely	36
Wilfred Brook House	Cardiff	52
Willow Court	Roath	24
Worcester Court	Grangetown	33
Total Social Rent		1840

SHARED OWNERSHIP SCHEMES	LOCATION	NO. OF UNITS
Clos Yr Ardd	Cardiff	33
Fairleigh Court	Cardiff	16
Heath Park Court	Heath	41
Hickory Court	Cardiff	34
Newlands Court	Llanishen	35
Norbury Court	Fairwater	19
		178

PRIVATE SECTOR SALE SCHEMES	LOCATION	NO. OF UNITS
Birch Court	Cardiff	45
Cedar Court	Llanishen	32
Clarendon	Cyncoed	38
Cwrt Brynteg	Radyr	51
Cwrt Deri	Cardiff	34
Cwrt Clas	Llanishen	15
Cwrt Pegasus	Llandaff	33
Glendower Court	Whitchurch	71
Glendower Court II	Whitchurch	43
Glenside Court	Cyncoed	52
Homelong House	Llanishen	33
Llys Pegasus	Llanishen	50
McLay Court	Fairwater	64
Meridian Court	Gabalfa	39
Oak Meadow Court	St Mellons	34
Old Garden Court	Radyr	19
Pendyrys House	Canton	28
Pritchard Court	Llandaff	60
Redwell & Stonewell Courts	Pen-y-Lan	26
Restway Court	Llandaff	22
Stephenson Court	Roath	44
Thomas Court	Penylan	58
Wentloog Court	Rumney	36
Western Court	Pontcanna	27
TOTAL PRIVATE SECTOR		954

APPENDIX II

POPULATION PROJECTIONS 2011 – 2036



2011¹ BASED SUB-NATIONAL POPULATION PROJECTIONS

	AREA	AGE GROUP	2011	2016	2021	2026	2031	2036
Cardiff		0-4	22,416	24,264	25,338	26,156	26,503	26,882
		5-9	18,248	22,152	23,999	25,075	25,894	26,240
		10-14	18,403	18,012	21,908	23,758	24,836	25,654
		15-19	24,594	22,672	22,280	26,348	28,196	29,299
		0 - 19	83,661	87,100	93,525	101,337	105,429	108,075
		20-24	38,973	41,639	39,785	39,212	43,230	45,084
		25-29	30,391	33,664	36,272	34,463	33,937	37,893
		20 - 29	69,364	75,303	76,057	73,675	77,167	82,977
		30-34	25,425	28,703	31,988	34,570	32,789	32,294
		35-39	22,233	24,201	27,459	30,742	33,305	31,548
		40-44	22,367	21,317	23,272	26,506	29,782	32,336
		30 - 44	70,025	74,221	82,719	91,818	95,876	96,178
		45-49	22,349	21,648	20,630	22,582	25,791	29,057
		50-54	20,312	21,818	21,154	20,173	22,120	25,306
		55-59	17,455	19,597	21,112	20,496	19,561	21,500
		60-64	16,535	16,556	18,680	20,197	19,640	18,767
		45 - 64	76,651	79,619	81,576	83,448	87,112	94,630
		65-69	12,383	15,441	15,534	17,622	19,131	18,647
		70-74	10,455	11,307	14,212	14,383	16,410	17,898
		75-79	9,056	9,057	9,948	12,617	12,875	14,804
		80-84	6,921	7,134	7,340	8,222	10,557	10,905
		85-89	4,655	4,597	5,006	5,336	6,150	8,019
		90+	2,271	2,978	3,539	4,343	5,212	6,414
		65+	45,741	50,517	55,578	62,523	70,337	76,684
		All ages	345,442	366,761	389,458	412,801	435,921	458,544

Summary Groups		2011	2016	2021	2026	2031	2036
Cardiff	0-19	83,661	87,100	93,525	101,337	105,429	108,075
	20-29	69,364	75,303	76,057	73,675	77,167	82,977
	30-44	70,025	74,221	82,719	91,818	95,876	96,178
	45-64	76,651	79,619	81,576	83,448	87,112	94,630
	65+	45,741	50,517	55,578	62,523	70,337	76,684
	Total	345,442	366,761	389,458	412,801	435,921	458,544
	75+	22,903	23,766	25,833	30,518	34,794	40,142

¹ Source: 2011-based projections for local authorities in Wales, Welsh Government Contact: stats.popcensus@wales.gsi.gov.uk/ ystadegau.poblogaeth@cymru.gsi.gov.uk



Page₅118

APPENDIX III

AGE RESTRICTED PROPERTIES



150 THORNHILL ROAD - Older Person Accommodation.

BRIEFING NOTE - 4TH SEPTEMBER 2015



BACKGROUND

In December 2014, Cardiff Council's Cabinet gave authority to appropriate the former children's home at 150 Thornhill Road into the HRA so that the building could be remodeled to provide self-managed older persons 'independent living' units. The site itself is not big enough to be considered for a 'Sheltered Housing' block with on-site management, but there is a definite demand in this area for designated older-person units.

The proposals for the site are being taken forward by Housing Development within the Communities Directorate. A financial viability was undertaken to determine the likely payback period of the initial HRA investment against the projected rental income and on-going maintenance of the building. This proved satisfactory to the Directorate and the scheme is now progressing.

The Council's Projects, Design and Development (P.D.D.) service were commissioned to complete the detailed design options for the reconfiguration of the building with a brief to split the project into two separate phases:

Phase 1

This initial phase focuses on remodelling the existing building and will provide eight self-contained flats, 6 one bed flats and 2 two bed flats. Each flat has its own entrance from a communal corridor and are fully accessible for residents with poor mobility as there is a lift serving the upper floor. The flats are designed to be flexible units that are 'future-proofed' for a change to a tenant's needs and should not need adaptation at a later stage. Each flat has consideration for wheelchair access, incorporates level access shower rooms and complies to RNIB standards.

There is also a proposed communal room at ground floor level for shared use by residents and removal of the multi-use games area. Improvements are proposed to the external communal areas with improved pedestrian access to both the rear communal gardens and the access out to the public footpaths (the route to the local centre).

Existing vehicular access & parking is sufficient for the number of flats being proposed.

The final plan has now been submitted for planning approval submitted for planning which should be determined by the end of September

Phase 2

A further development (phase 2) is currently being designed to create a small number of older person bungalows to the external space at the front of the site. It is proposed that these are built on the area currently taken up by the multi-use games area (MUGA) which is to be removed by Parks for use elsewhere. These proposals will be subject to further consultation and planning approval in the future. Current options indicate that between 4-6 bungalows can be accommodated on the site.

Progress to date

A decision on the planning application for Phase 1 is anticipated on 29th September 2015. P.D.D. are currently detailing the designs and compiling a tender package with a view to going out to tender in November. The current programme indicates a start on site in April 2016.

P.D.D. is unable to improve on timescales identified in their programme but are currently investigating an advance tender package to undertake some landscaping works prior to the wider refurbishment in April 2016.

Feasibility designs for Phase 2 have recently commenced. A meeting has been set up to review progress at the end of September.

CONSIDERATIONS

Although local facilities are not close enough for the building to be considered for 'Sheltered' older person accommodation, there are local services in the way of a bus route, shop and pharmacy to render the building suitable for 'designated' elderly accommodation.

The Scrutiny Committee had previously raised the issue of adequate bus provision and this has been reviewed. The Cardiff Bus route passing 150 Thornhill road was re-routed back in 2013. Cardiff Bus now only operates as far north as Excaliber Drive.

Bus provision is still available, however, via Stagecoach - which passes 150 Thornhill Road each way every 30 minutes. However, unlike in England where the service is free for those with free bus-pass, there is a standard charge in Wales.

A transport statement commissioned for this project has identified the need to improve the eastern bus stop servicing the building. This will be included within the proposals and will most probably include the provision of a pedestrian crossing over Thornhill road.

CONSULTATION

Local resident consultation took place on the relocation of the Youth Offending Services to 150 Thornhill Road, this proposal was not well received and a large number of objections were made. During the consultation many of the residents suggested the alternative of residential accommodation for the elderly.

Children's Service's sent and update letter to approximately 600 local residents in November 2014 to advise on the development options under consideration and the transfer of the site to the communities directorate.

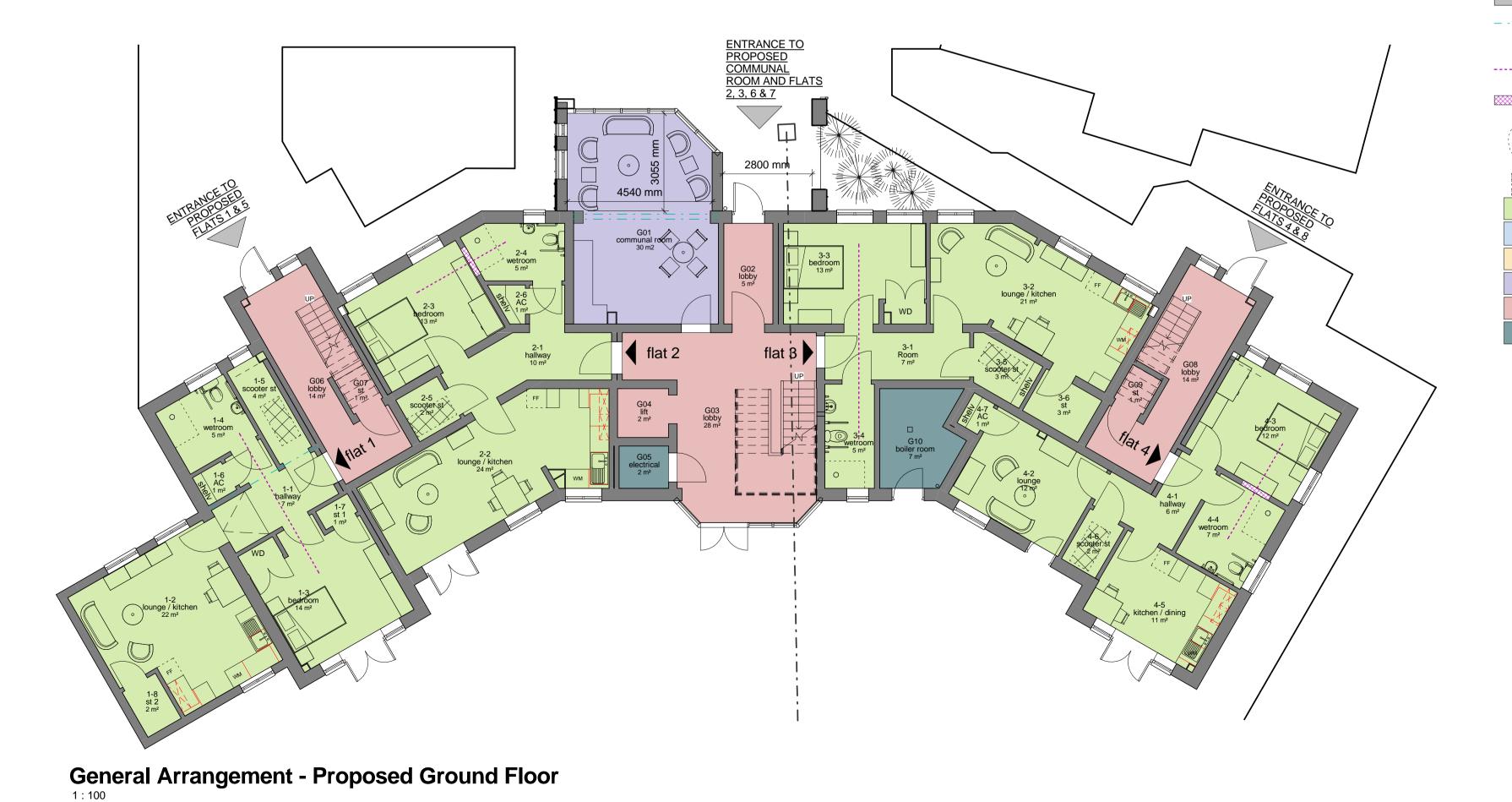
Two further letters were sent from Housing Development to the local community in January and June 2015 to advise of the intended proposals and submission of a planning application.

Ward member consultation has taken place during the course of the developments and have been involved in design and material choices and agreed all correspondence.

APPROVED PLANS

Approved floor plans are provided as separate documents.

General Arrangement - Proposed First Floor



ΈY

DENOTES MASONRY CONSTRUCTION

INDICATIVE LOCATION OF PROPOSED STRUCTURAL BEAMS. ALL STRICTLY TO STRUCTURAL ENGINEERS RECOMMENDATIONS.

LOCATION OF POTENTIAL FUTURE HOIST

LOCATION OF 1000mm WIDE POTENTIAL FUTURE BEDROOM-WETROOM DOOR OPENING

INDICATES WHEELCHAIR TURNING SPACE

SCOOTER PARKING / CHARGING ZONE (CLASS 3).
PROPOSED 1 BED 2 PERSON ACCESSIBLE FLAT

PROPOSED 1 BED 2 PERSON GENERAL NEEDS FLAT

PROPOSED 2 BED 3 PERSON GENERAL NEEDS FLAT.

PROPOSED COMMUNAL ROOM.

PROPOSED CIRCULATION AREA.

SERVICE AREA

SCHEDULE OF ACCOMMODATION - PROPOSED

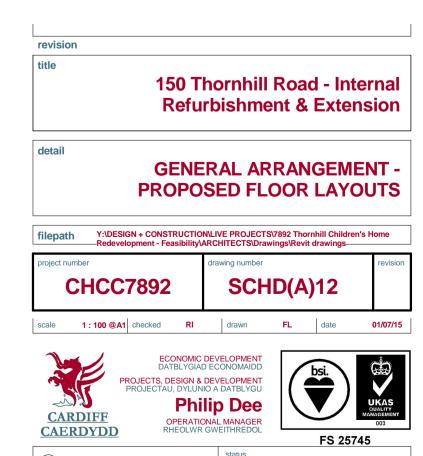
Flat Type	1B2P	2B3P	total	
Ground Floor First Floor	4 2	0 2	4 4	
total	6	2	8	

FLAT AREAS

Flat number	Flat type	Area (sqm)	Location
Flat no.1	1B2P wheelchair	63.2	GF
Flat no.2	1B2P wheelchair	59.9	GF
Flat no.3	1B2P wheelchair	57.0	GF
Flat no.4	1B2P wheelchair	54.0	GF
Flat no.5	1B2P general needs	58.6	FF
Flat no.6	2B3P general needs	67.8	FF
Flat no.7	2B3P general needs	71.3	FF
Flat no.8	1B2P general needs	58.9	FF
Communal room		30.0	GF







County Hall, Atlantic Wharf, Cardiff Bay, CF10 4UW Telephone: 029 2087 2087 Fak: 029 2087 2086

SchemeDesign

Proposed North Elevation







Proposed East Elevation

FINISHES SCHEDULE - PROPOSED

VERTICAL TIMBER CLADDING SYSTEM. FINISH:LARCH OR ALTERNATIVE WITH SIMILAR APPEARANCE THROUGH COLOURED RENDER FINISH TO UNDERSIDE & INSIDE OF PORCH. COLOUR TO MATCH EXISTING.

EUROCLAD VIEO ROOF SYSTEM WITH INTEGRATED ALUMINIUM VALLY / SECRET GUTTERING SYSTEM. PPC ALUMINIUM FINISH COLOUR LIGHT BROWN.

ALL PROPOSED WINDOWS TO BE WHITE POWDER COATED ALUMINIUM DOUBLE GLAZING CASEMENT WINDOWS.PROFILE AS INDICATED.

POWDER COATED ALUMINIUM WINDOW CILL COLOUR WHITE. **DOORS**

ALL PROPOSED DOORS TO BE WHITE POWDER COATED ALUMINIUM DOORS WITH GLAZED PANELS.

PROFILE AS INDICATED. **PV PANELS** POSSIBLE PROPOSED PHOTOVOLTAIC PANELS AT ROOF LEVEL TO SOUTH ELEVATION. LOCATION AS

INDICATED. TOTAL PANEL AREA APPROXIMATELY 8



permission of Ordnance Survey on hehalf of the Controller of Her Majesty's Stationary Office © Crown Copyright.

Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings. Cardiff Council, LA09005L 2001.



Perspective - proposed main entrance



County Hall, Atlantic Wharf, Cardiff Bay, CF10 4UW Telephone: 029 2087 2087 Fak: 029 2087 2086



Draft: John Kane Home Development Options



NO STATUS

Neighbourhood Regeneration April 2014 Version 0.4

Page 131



John Kane Home, Thornhill Road















Brief

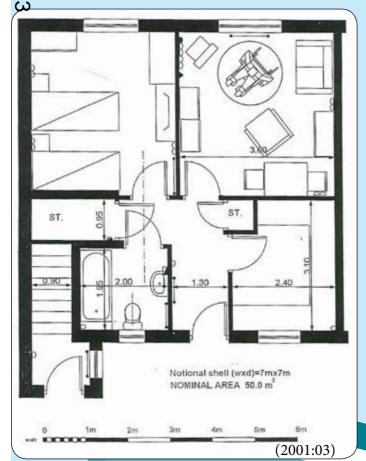
To investigate if there is a possibility of creating purpose built accommodation to complement the residential care opportunity at the John Kane Home. This could include bungalow accommodation.

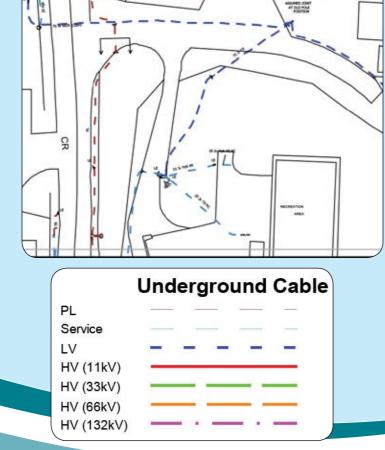
Other Information

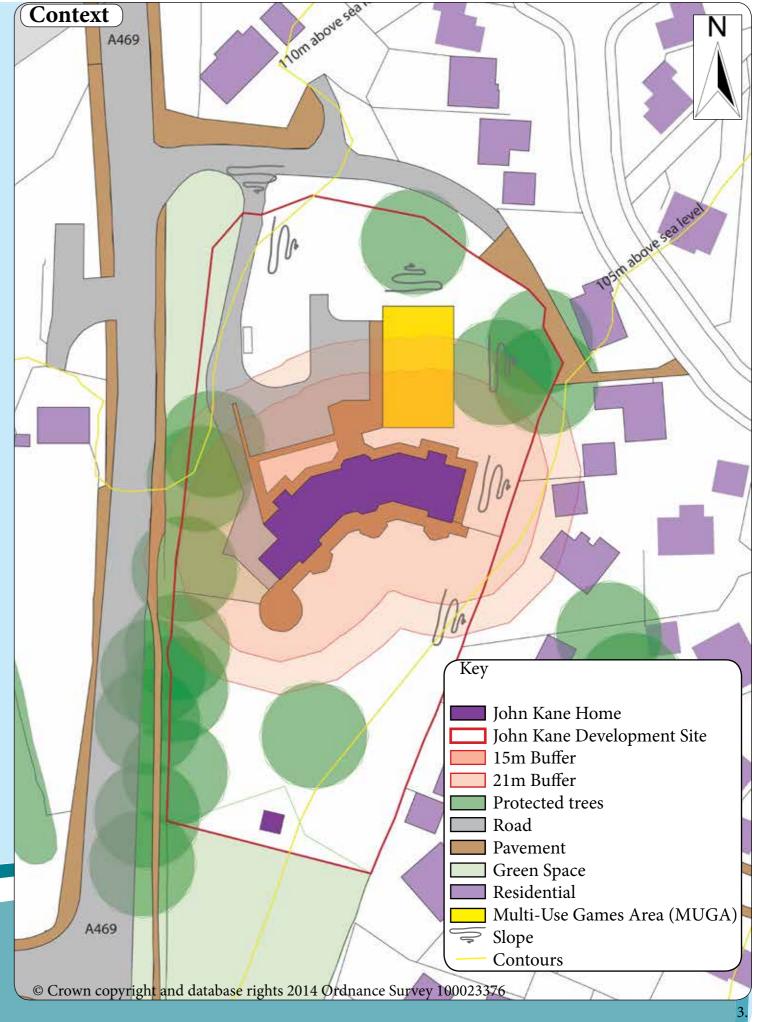
The link from the A469 to the site is not adopted, investigations into the ownership of the land north of the site is ongoing.

The Pattern Book Range, by the National Assembly for Wales (2001) suggests the interior area's for one bedroom flats to be 6.4m x7m or 7m x 7m (shown below, left); and for a two bedroom flat 8.9m x 7m or $8.3 \,\mathrm{m}$ x 7m.

Sestern Power Distribution has service cables underground, connecting to a LV cable beside the access to the site to the turning area in the car park (shown below, right)







Comments on Trees

1. The cluster of young trees on the N boundary, it is advised that these are thinned to reduce the trees growing offset from the site to where light is available.

2. Roble

The tree has pruning wounds at height and there are concerns about its long-term prospects. It is not usually a long-lived species so 'managed decline' is advised.

3. Holm oak.

This tree is growing heavily offset towards the MUGA hence it is advised it is replaced with a tree planted in a different location.

4. Two beeches and an oak bound the site These have been subject to pruning probably in response to a perceived risk of failure. Their long-term prospects are questionable and any structure is advised to be clear of these trees.

South of John Kane Home

The rear of the site is sloping and surrounded by protected trees and tree clusters. This impacts on access to the rear of the site and the area that can be developed. The bat house is required to be retained and due to the proximity of neighbouring properties there is an impact on privacy if development were to be located too close to the site boundary.









Option 1

Summary

 Four attached one bed room bungalows with 7m² interiors to accommodate sleeping and living accommodation.

Positives

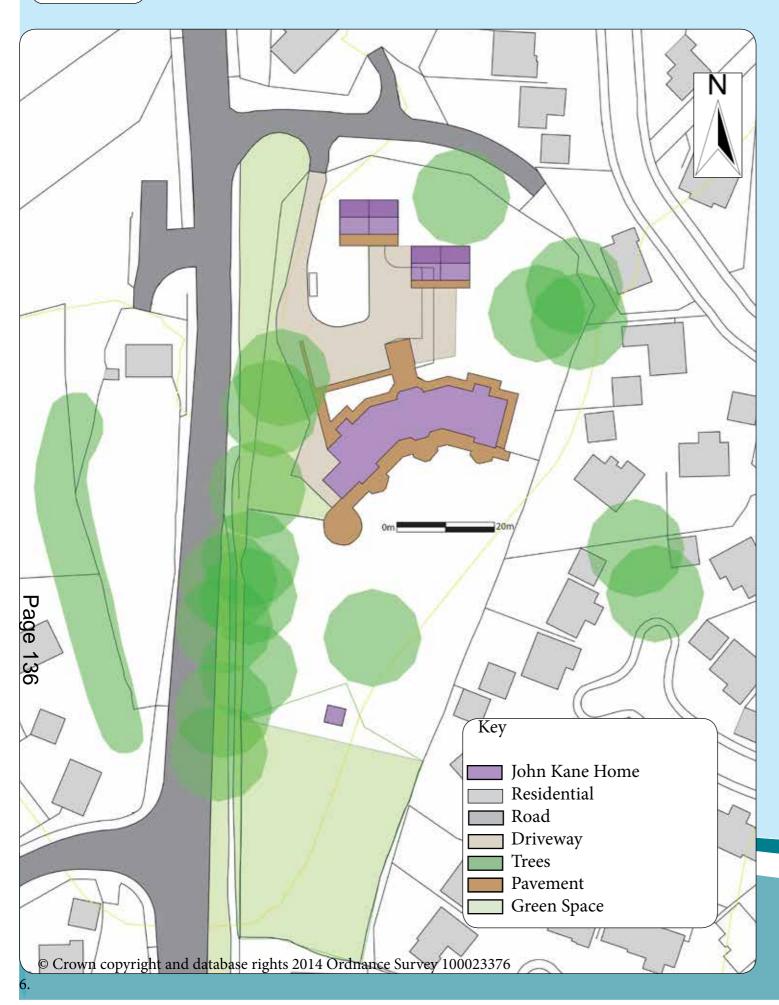
- Sited 21 metres from any window, it is noted that no window directly face these properties, therefore privacy is considered to be good
- The bungalows are a minimum of 10 metres from the trunk of nearby protected trees
 Can replace lost parking on the site of the former MUGA
- Level and visual link to the main home
- Unlikely to cause any overshadowing of nearby properties
- Can be developed without impacting on sensitive trees

Issues

- Possible reduction in parking (1 space)
- Removal of the MUGA
- Relocation of a Western Power Distribution service cable



Option 2



Summary

 Two sets of semi-detached, one bedroom, bungalows with 7m² interiors to accommodate sleeping and living accommodation.

Positives

- It is 21 metres from any window
- Allows for movement around the properties and view to greenery
- Level link to the main home
- Located away from protected trees
- Could be two large bungalows with multiple bedrooms

Issues

- Possible reduction in parking (1 space)
- Removal of the MUGA
- Relocation of Western Power Distribution service cables maybe required
- Ground level changes
- Trees north of the site could impact on the development if they are not managed as advised.

Summary

 Three attached one/two bedroom bungalows with 8m² interiors to accommodate sleeping and living accommodation.

Positives

- Sited 19m from the John Kane Home, it is suggested there a no windows to habitable rooms in the south elevation
- Does not impact on protected trees

 Does not impact on the MUGA
- Level link to the main home
- Maintains views from the main building to the protected trees
- No loss of parking

Issues

- Ground level changes
- Possibly requires a retaining wall beside the road, behind the properties
- Relocation of two Western Power Distribution service cables and one LV cable maybe required
- Removal of lamp post (lighting can be replaced with lighting on the side of the new building)
- Trees north of the site could impact on the development if they are not managed as advised.



This page is intentionally left blank

Action	Update	RAG Status
Proposals for 2014-2017 include:		
	hieve the required outcomes and outputs	
Work with third sector organisations to tackle social isolation	This work will be taken forward by the new Day Opportunities Strategy which will be going to CASSC and for Cabinet decision in November. This will include work that is progressing well through the Health and Active Partnerships Project, which has been funded to explore a volunteer based service delivery which addresses the social isolation of older people.	AMBER
Addressing the needs of people with dementia and their carers by joint working with partner organisations to fulfil the actions identified within the Cardiff and Vale Dementia 3 year plan 2014-2017	Excellent progress on a project focused on dementia reablement and the development of a training programme. Work is beginning to develop a resource for carers of people with dementia through the Day Opportunities Strategy for Older People.	AMBER
Joint work with Cardiff and Vale University Health Board and Vale Council in line with "Meaningful and Purposeful Lives — Framework for Older People in Cardiff and the Vale 2014-2024"	The integrated Health & Social Care governance Board and Strategic Implementation Group have been established with representatives of the 3 statutory partners and the 2 umbrella third sector organisations. One of the priority areas they are addressing is provision of services for older people. The Board has commissioned a review of community Health & Social Care services and options for integration with a view to fast tracking integration for older people services. An implementation plan is currently being prepared.	AMBER
The on going promotion of independence and reablement and the provision of services which support this approach	The Day Opportunities Strategy includes the creation of a Day Opportunities Team that will build on the work of Assessment and Reintegration in the Community Team. The Team will provide two different services: - short term help to support older people taking their first steps towards increased independence - Ongoing low level longer term intervention where this is needed An evaluation of the Community Resource Team Model is underway in response to the Delayed Transfers of Care Action Plan.	AMBER

Action	Update	RAG Status
The provision of services designed to support people to remain at home for as long as possible providing it is safe to do so.	The Intermediate Care Fund has been used to take forward an Independent Living Project, which has supported many service users to maintain independence in their own home. Following evaluation of this 2014/15 project the Integrated Health and Social Care Governance Board agreed in April 2015 to extend this work. Independent Living coordinators are in place together with Accommodation Solution Coordinators. They are continuing to work with service users and health professionals to identify those individuals who are able to be supported in their own homes. The new 'One Point of Contact' will go live 1st October 2015. The overarching aim to provide advice and information at an early stage to prevent or delay the need for social services.	GREEN
The provision of effective support within communities to improve well being and reduce unnecessary care home and hospital admissions	The Community Resource Teams continue to provide reablement opportunities for those service users who have been discharged from hospital and need additional support at home. Additional resources have been provided through the Regional Collaboration Fund take forward an enhanced reablement project. Additional Occupational Therapists and home care assessors have been provided through this project to increase the number of service users who are supported. Partnership work continues with the Third Sector with Age Connects and Care and Repair providing support with in communities. The Rapid Response service provided by Care and Repair continues to support service users who wish to remain independent in their own home.	AMBER
The ongoing recognition and support to carers, especially older carers	Robust performance management of carers information is now in place, following a cleansing activity and full review of the information currently held by the authority. There is a clear commitment to improve the number of carers offered and assessed for their needs, improving this will enable us to fully understand the needs of carers in Cardiff. The number of carer assessment offers has increased by 46.56& in Q1 15/16, when compared to Q1 14/15.	AMBER

Action	Update	RAG Status
Services delivered by a cross section of providers and delivery models.	The new target operating model sets out the approach to services for Adult Social Care in Cardiff. This approach will be ensuring that those more in need have their needs met and meeting these need will require the specialist support of a range of partners. Also key to the model is ensuring that the council acts as a facilitator in building community capacity to support individuals with lower needs and support prevention. An internal directory of services has been developed in house; this will be used by the One Point of Contact Team to assist with the provision of information. This information will be developed into an accessible web based directory and will enable a gap analysis of community and third section provision to take place to inform future activity.	GREEN
The support to people to enable them to have their care and support services arranged by themselves via the provision of Direct Payments	To improve the take up of Direct Payments the following has taken place: • Default position on offering Direct Payments. • OMs/Team managers are checking EFACS (Electronic Fair Access to Care Services) that Direct Payments are being offered. • This has lead to an improvement especially in Learning Disability where there has been a 10% rise in users using Direct Payments. Performance has increased from 550 users (at year end 14/15) to 578 users (at Q1 15/16). An increase of 5% overall from Quarter 4 14/15 to Quarter 1 15/16. From the information provided by the Diverse Cymru database, as at the 30th June 2015 there were 41 Adults working towards Direct Payments. A review of the contract arrangements has taken place and this is due to realise £100,000 in 2015/16.	AMBER

Action	Update	RAG Status
2. Undertaking development work with local partners to achieve the required outcomes and outputs		
The introduction of a new tendering process to provide a dynamic purchasing system for the provision of domiciliary care services	'ProActis' (Electronic Tendering System) has been implemented to improve the care and nursing home market position for older people. The 'Matrix' accredited provider list system has also been introduced to improve commissioning of Domiciliary Care for all services user groups, including Older People. The aim is to provide more personalised care services and a broader choice of services available for each service user. This effectiveness of these is currently subject to a 6 month review. CSSIW will commence a thematic inspection of Domiciliary Care in September.	GREEN
The introduction of a new brokerage system for the commissioning of residential and nursing home placements	'ProActis' (Electronic Tendering System) has been implemented to improve the care and nursing home market position for older people. The aim is to provide more personalised care services and a broader choice of services available for each service user. This effectiveness of these is currently subject to a 6 month review. CSSIW will commence a thematic inspection of Domiciliary Care in September.	GREEN
The re-design and commissioning of a range of models of service delivery including co-production approaches and consideration of social enterprise delivery models	The 12 month contract awarded to Age Connects includes the provision to map available third sector resources available to older people in communities. This work will inform future commissioning plans and will support the implementation of the Social Services and Wellbeing (Wales) Act 2014, in relation to the Information, Advice and Assistance section of the Act and also for signposting to appropriate support within communities. Part 2 of the Social Services and Well- being (Wales) Act 2014 introduces a duty on local authorities to promote the development of not for profit organisations to provide care and support and support for carers and preventative services. Work has commenced to pilot new models of working, including support, planning and brokerage for people with Learning Disabilities. Lessons learned will be applied to new models of working to provide day opportunities for older people so that a sustainable more diverse range of services are provided to a larger number of people across Cardiff.	AMBER

Action	Update	RAG Status
The development, with third sector and partner organisations, of neighbourhoods in Cardiff which are resilient and financially sustainable. Universal services based on communities and neighbourhoods to be encouraged and supported to enable older people to live fulfilled lives in their communities	The Directorate is working with the Neighbourhood Partnership Teams to ensure we complement and avoid duplication of effort when considering the needs of Older People. For example, in Cardiff West, a lot of work had been undertaken to extend the number of Dementia Friends in partnership with third sector and statutory organisations such as South Wales Police. The Action plan for Cardiff North Neighbourhood Partnership Team area includes encouraging engagement opportunities, increased awareness and initiatives to encourage dementia support. A pilot will be developed for the locality model.	AMBER
The development of additional models of day services	As above	AMBER
The development of a more flexible and extended range of carer services	Carers continued to be supported through the provision of respite. The Carers Support Fund provides one-off payments for support or services that are identified through the Carer's Assessment. An Action Plan is in place to undertake targeted work to improve performance regarding Carers Assessments.	AMBER
The development of a new model of services with the introduction of the Gateway which will enable people to have their needs met at an earlier preventative stage, across a wide range of needs and in a co-ordinated manner.	The Integrated Health and Social Care Governance Board agreed in June 2015 to support a Preventative Interventions project which takes forward the Gateway model. Work is on going to provide a One Point of Contact for all service users and professional s with an emphasis on providing support to reduce the need for social services interventions. This First Point of Contact will go live on 1st October 2015. An interim directory of services will be available on this date to assist with the signposting of service users to the support services that best meet their needs.	AMBER
The development of a range of services funded by the Intermediate Care Fund which will test out a range of models of services and service delivery and place the Directorate in a more informed position to commission services as we move forward beyond April 2015.	The Intermediate Care Fund is providing resources to pilot new models of service delivery that focus on preventative interventions for service users and will provide one point of contact for health professionals to assist their clients with all their independent living support and care needs. This service will also be available directly to service users as required.	AMBER

Action	Update	RAG Status
A one Council approach will ensure that citizens have easier access with one point of contact to access information, advice and service provision.	The First Point of Contact for Social Care will go live on 1st October 2015. This will provide a One Council approach so that citizens are sign posted to the service that best meets their needs. This service will be provided in partnership with the third sector.	GREEN
The development of outcome based work to achieve outcomes for individuals to reflect more choice and independence.	The Intermediate Care fund is providing resources for two projects that are focussing on service user outcomes. The projects are: • Preventative Interventions Project • Accommodation Solutions Discharge Project. Both projects are focussing on supporting service users to remain in their own home with targeted support from the third sector and independent living coordinators.	AMBER
3. Preparing the ground for:		
Delivering services in increasingly constrained financial circumstances across the Council	A budget build exercise in underway that will produce an Adult Services Position Statement for Cardiff. This will bring together all the intelligence, information and analysis into one place for the 1 st time. This will form the basis of future budget setting process as it will understand the demands that the service faces of the medium and long term.	AMBER
Developing services which will lay the ground work for a review of the total picture of Health & Social Care and all partner organisations in 2017.	Due to the urgent need for change to take place within Adult Social Service a temporary Assistant Director position has been created. The aim of this position is to ensure that the recommendations as highlighted by CASSC, Andrew Cousins review and the Corporate Assessment are implemented in a timely manner. A review of all the functions being delivered by Adult Social Services is currently taking place and a new service delivery structure to be consulted in October 2015.	AMBER
Implementation of the Social Services Well Being Act (Wales) 2014	The Council completed a self- assessment questionnaire which assessed the readiness of the Council and Partners to implement the Social Services and Well- being (Wales) Act 2014. This was submitted to Welsh Government. A Regional Implementation Plan which sets out tasks and timescales in preparation for the implementing the Act was completed and submitted to Welsh Government in March 2015. Work is on going to review and address the key priorities required to be in place before 6 th April 2016.	AMBER

CITY & COUNTY OF CARDIFF DINAS A SIR CAERDYDD

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

16 September 2015

Future Provision of Substance Misuse Counselling Services in Cardiff: Pre-Decisions Scrutiny

Purpose of Report

 To undertake pre-decision scrutiny of the draft report to Cabinet titled 'Future Provision of Substance Misuse Counselling Services in Cardiff' and to pass comments, observations and recommendations to Cabinet for their meeting 1 October 2015, when this report will be considered.

Background

- As part of the Budgetary Proposals, Health & Social Care proposed changes to the Community Alcohol and Drug Team. These were shown at Line HSC15 in Appendix 5, papers presented to this Committee, 4 February 2015, available at: http://cardiff.moderngov.co.uk/mgCommitteeDetails.aspx?ID=141
- 3. At Full Council 26 February 2015, Members did not agree this budget proposal and instead agreed to continue to fund existing arrangements for the Cardiff Alcohol and Drug Team until alternative arrangements have been put in place.

Overview of draft Cabinet Report

- 4. The draft Cabinet Report, attached at **Appendix A**, states that it is to inform the Cabinet of 'alternative pilot arrangements put in place for substance misuse counselling services and for this to be agreed as the future provision of the service.' (Point 1, Appendix A).
- 5. The draft Cabinet Report states that a pilot team of volunteer counsellors has been established offering a service every Monday 3pm 8pm and Saturday

- 9.30am 1pm. It is proposed to offer services on a Wednesday 1pm 7pm from October.
- 6. The draft Cabinet Report explains how referrals are assessed to avoid inappropriate referrals and states that 'All referrals for counselling have been picked up by this new pilot team.' (Point 6, Appendix A).
- 7. The draft Cabinet Report states that 'three salaried counsellors (2FTEs) have been retained on the establishment, to allow continuity in service delivery, while the new model has been developed. It is proposed to allow two (1.5 FTEs) to take Voluntary Redundancy, while retaining one post to provide the supervision and monitoring of the volunteer cohort.' (Point 11, Appendix A).
- 8. The draft Cabinet Report contains the following Recommendation:

 'That Cabinet agree the future provision of substance misuse counselling services as set out in the report'.
- 9. The Financial Implications section details that the 'resulting staffing changes referred to in paragraph 12 of the report should offer the opportunity for budget reductions which can contribute savings to 2015/16 and 2016/17.'
- 10. The Legal Implications section details the many of the service users will be vulnerable and that 'the Council has a duty to ensure that the volunteer counsellors are competent to undertake the tasks that the service requires of them. Appropriate insurance cover should be in place.'

Way Forward

11. Councillor Susan Elsmore, (Cabinet Member, Health, Housing and Wellbeing) will be invited to make a statement. Tony Young, (Director of Social Services) and Amanda Phillips (Interim Assistant Director of Adult Social Care) will also be in attendance to answer Members' questions.

Legal Implications

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

Financial Implications

13. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

The Committee is recommended to:

- a. consider the information in the report, appendices and provided at the meeting
- b. decide whether they would like to make any comments to the Cabinet on this matter and
- c. decide the way forward for any future scrutiny of the issues discussed.

MARIE ROSENTHAL

County Clerk and Monitoring Officer

10 September 2015

CITY OF CARDIFF COUNCIL CYNGOR DINAS CAERDYDD

CABINET MEETING:

1st October 2015

Future Provision of Substance Misuse Counselling Services in Cardiff

REPORT OF DIRECTOR

AGENDA ITEM:

PORTFOLIO: Health, Housing & Wellbeing (Councillor Susan Elsmore)

Reason for this Report

1. To inform Cabinet of the alternative pilot arrangements put in place for substance misuse counselling services and for this to be agreed as the future provision of the service.

Background

- 2. The Adult Social Services directorate initially proposed changes to the council's substance misuse counselling service within its budget proposals for 2015/16. The changes however did not form part of the final savings proposals contained in the budget. Funding for the service was continued until alternative arrangements were operational allowing time to develop a volunteer counsellor base (including supervision and support mechanisms for the volunteers). The rationale for the original proposal was that following a significant review of local substance misuse services across Cardiff and Vale, it was acknowledged that there was little coordination and some duplication. The Substance Misuse Work Programme is overseen by the Area Planning Board (APB) and includes the management of the Cardiff and Vale Substance Misuse Action Fund (SMAF) grant allocation from the Welsh Government.
- 3. The APB service reconfiguration programme has resulted in the establishment of
 - the Entry into Drug and Alcohol Services (EDAS), giving a single point of entry to these services
 - an Open Access & Engagement Service (Taith)
 - 'Footsteps to Recovery' aftercare and recovery support

Issues

 A pilot team of volunteers has been established with seven members from a diverse group to ensure choice for each client. Most are in the 2nd

- or 3rd year of their counselling education and have previous and/or current experience of counselling; two are qualified.
- 4. The majority of referrals are assessed at EDAS and referred through to the Taith open access and engagement service, which ensures that inappropriate referrals are avoided, by offering a wide range of alternative and more appropriate services for those who are not ready to engage in one to one counselling.
- 5. The service is open every Monday, between 3pm and 8pm (last appointment offered is 6:45pm) and every Saturday between 9:30am and 1pm (last appointment offered is 11:45am). These are based at Solas, Spectrum house, Cardiff and we have access to four counselling rooms at any given time. From October 2015 the service will also be offer a Wednesday counselling service, to meet the demands of the incoming referrals, and to ensure that waiting time for clients is kept to an absolute minimum (all clients are offered an appointment within three weeks of being referred). The Wednesday service will be based at Taith, Riverside, Cardiff between the hours of 1pm and 7pm.
- 6. All referrals for counselling have been picked up by this new pilot team. The counselling service is time-limited with an emphasis on developing a trusting and respectful relationship between client and counsellor in order for goals, aspirations and change to be fully recognised and achieved. This is a more outcome focused model than the previous service was offering.
- 7. Summary of service from 1st June to 1st August 2015.

Client referrals	37
Appointments offered	55
Appointments attended	32 (58%)
Appointments cancelled	15 (27.5%)
Appointments not attended (DNA) with	8 (14.5%)
no contact	

- 8. The service has been able to keep DNA's to a minimum, due to the introduction of a texting service reminding clients that they have a counselling appointment the next day.
- 9. Using the information above and monitoring the outcomes a Results Based Accountability (RBA) performance management framework will be put in place to monitor the success of this service.
- 10. A professional supervisor is in situ to coordinate the volunteer group, and each counsellor receives 1.5 hours of one to one supervision every four weeks, (as per the requirements of the British Association of Counsellors & Psychotherapists), to provide support and development and to ensure that high standards and good ethical practice are maintained. There is also group supervision every six weeks, to ensure peer support and communication of shared experiences and knowledge.

- 11. To date, three salaried counsellors (2 FTEs) have been retained on the establishment, to allow continuity in service delivery, while the new model has been developed. It is proposed to allow two (1.5 FTEs) to take Voluntary Redundancy, while retaining one post to provide the supervision and monitoring of the volunteer cohort.
- 12. The Employee Counselling Service to be retained.

Consultation

- 13. The substance misuse area planning board (APB) have confirmed that the move from the previous service arrangement to the new volunteer based counselling programme, with oversight, management and coordination remaining with the council is fully supported by all partner agencies represented on the board, including Health, Probation, Police and colleagues in the Vale of Glamorgan who are also considering investing in this approach. The newly configured service fits effectively into the broader commissioned treatment and support system for substance misuse, and is an exemplar of the prudent healthcare and coproduction national policy drivers in practice.
- 14. The Trade Unions were sent the cabinet report on 9th September 2015, awaiting comments....
- 15. The report was presented to Communities & Adult Service Scrutiny Committee on the 16th September 2015 and the views of that committee will be made available to inform Cabinet's decision.

Reason for Recommendations

16. For the piloted approach to the future provision of substance misuse to be formally adopted by City of Cardiff Council.

Financial Implications

17. The report refers to changes to the Council's substance misuse counselling service with a piloted move to a new volunteer based counselling programme. The resulting staffing changes referred to in paragraph 12 of the report should offer the opportunity for budget reductions which can contribute savings to 2015/16 and 2016/17.

Legal Implications

18. The Report proposes the future provision of discretionary substance misuse counselling services by the Council through the use of volunteer counsellors. Many of the service users will be vulnerable. The Council will have a duty to ensure that the volunteer counsellors are competent to

undertake the tasks that the service requires of them. Appropriate insurance cover should be in place.

HR Implications

19. The proposals were consulted on with Trade Unions and affected employees when first proposed. Once the final decision is made, this will be confirmed with the Trade unions and employees and the corporately agreed process for voluntary redundancy carried out.

RECOMMENDATIONS

That Cabinet agree the future provision of substance misuse counselling services as set out in the report.

NAME OF DIRECTOR Tony Young

Date 03/09/2015



CITY & COUNTY OF CARDIFF DINAS A SIR CAERDYDD

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

16 September 2015

WORK PROGRAMME: UPDATE and SCOPING POTENTIAL INQUIRIES

Background

- The Constitution states (Scrutiny Procedure Rule 7) that each Scrutiny
 Committee will set its own work programme. Committee Members attended fora
 to develop recommendations for the work programme in the early summer of
 2015, and the Committee agreed the work programme for 2015/16 at its meeting
 on 8 July 2015. This is attached at **Appendix A**.
- This report is to provide Members with an update on the actions requested as part of the work programme and to allow Members to discuss proposals for task and finish groups.

Update on actions requested

- 3. As part of the work programme process, Members agreed to pilot new ways of working in several areas in order to address the perceived need to have fewer items on Committee meeting agendas and for Committee meetings to last normally no more than three hours. The resulting actions are detailed below, with an update on progress so far:
 - a. Performance Panel has met two times, resulting in a report to this Committee recommending specific areas for more in-depth scrutiny and comments on the Quarter One performance report.
 - b. Budget Monitoring awaiting response from Christine Salter
 - c. Scrutinising impact of previous inquiries scheduled in work programme, as attached at **Appendix A**.
 - d. Joint meetings with CYP Scrutiny Committee held joint meeting 29
 July 2015 to consider the draft Director of Social Services Annual

- Report 20104-15; further joint meeting to be scheduled for late Autumn once CSSIW publishes their annual evaluation.
- e. Joint meeting with Environmental Scrutiny Committee discussed with relevant Chairs and officers and due to be scheduled for spring 2016.
- f. Thematic approach to policy development and review items scoping undertaken for Older People item, for this Committee meeting. Scoping to be undertaken for Housing Issues item due in November, Domestic Violence item due in December, Reshaping Adult Social Care item due in January 2016 and Housing item due in March 2016.
- g. Social Services and Well Being Act briefings discussed with the Director of Social Services and due to commence in October 2015.
- h. Other items briefings discussed with relevant Directors and scheduled in work programme, as attached at **Appendix A**.
- Prevent/ Contest briefing held 4 August 2015, with Martin Hamilton and Carl Davies giving a presentation and answering Members' questions.
- j. Visits to Alarm Receiving Centre and SMART house organised and scheduled for 17 September and 18 September respectively.

Potential Inquiries

4. As part of the work programme, Members requested that initial scoping work be undertaken for two potential task and finish inquiries, following suggestions received. Details on the scoping work to date are provided below and in Appendices B and C.

Night Time Economy Crime & Disorder issues

5. The suggestion for a Night Time Economy Crime and Disorder scrutiny was made by South Wales Police, who specifically asked for scrutiny focusing on how, in times of austerity, partners can work together to ensure a sustainable operating model for managing the night time economy and major events, as well as scrutiny of licensing hearings.

- 6. Scrutiny officers have met with Chief Inspector Daniel Howe, who has responsibility for partnership working, and Inspector Neil Jones, who covers the city centre area, to gain their views and perspectives on the issues regarding Cardiff's Night Time Economy in terms of crime, disorder and community safety. On 14 September 2015, scrutiny officers are also due to meet with South Wales Police and Crime Commissioner officers, who are undertaking work across South Wales regarding the Night Time Economy as part of tackling violent crime; any relevant information received from this meeting will be reported to Members at this Committee meeting.
- 7. Scrutiny officers have liaised with Council officers involved in managing the city centre, including: Paul Williams (City Centre Manager); Claire Hartrey (Licensing); and Peter King (Partnership Analyst).
- 8. Scrutiny officers have collated relevant sections of the previous Economy and Culture Scrutiny Committee report on the Night Time Economy, reports to the Safer and Cohesive Communities Programme Board and information received via Mosaic Consultancy, who are currently working with Council regarding the development of a Business Improvement District (BID). Scrutiny officers have also carried out desk based research into BIDs and Late Night Levy.
- 9. The above work was used to prepare a briefing report for Councillors McGarry, Lomax and Sanders, who were nominated to scope this Inquiry at Committee on 8 July 2015, to consider at their meeting on 4 September 2015. An updated report, together with their suggestions is attached at **Appendix B**.

Anti-Social Behaviour

10. Members received several suggestions to hold an inquiry looking into Anti-Social Behaviour, including South Wales Police, South Wales Fire and Rescue Services and Councillor Ralph Cook. These suggestions specifically asked for scrutiny to focus on partnership arrangements for responding to Anti- Social Behaviour, particularly in times of constricted public finances, and to look at how best to deal with fires deliberately set in loose refuse and discarded waste.

- 11. Scrutiny officers have met with Chief Inspector Daniel Howe, who has responsibility for partnership working, and Inspector Neil Jones, who covers the city centre area, to gain their views and perspectives on the issues regarding Anti Social Behaviour in Cardiff. On 1 September 2015, scrutiny officers met with South Wales Police and Crime Commissioner officers, who are undertaking a thematic review of how South Wales Police work to address Anti Social Behaviour. Scrutiny officers are also due to meet with Richard Matheson, Area Manager Head of Risk Reduction, South Wales Fire and Rescue Services, and will report on this at the Committee meeting.
- 12. Scrutiny officers have liaised with Council officers with responsibility for managing Anti Social Behaviour, including: Ellen Curtis (Operational Manager Landlord Services) and Peter King (Partnership Analyst).
- 13. Scrutiny officers have collated relevant sections of the previous Community & Adult Services Scrutiny Committee report on Tackling Anti Social Behaviour (2013), reports to the Safer and Cohesive Communities Programme Board and information received from the above discussions.
- 14. The above work has been used to prepare a briefing report for discussion at this meeting, which is attached at **Appendix C**. Councillors McGarry, Ahmed and Carter, who were nominated to scope this Inquiry at Committee on 8 July 2015, may have comments and suggestions they wish to share at the meeting.

Other Issues

15. At the meeting with South Wales Police, officers raised concerns about street homelessness in the City Centre and the fact this increases over the summer months, due to winter accommodation being closed. Officers asked that this be raised at this Committee meeting for consideration for inclusion in the work programme, potentially as part of the Housing item scheduled for November 2015.

Legal Implications

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

Financial Implications

17. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

Recommendations

The Committee is recommended to:

- i) Consider the contents of this report and appendices;
- ii) Agree any amendments to the work programme attached at Appendix A, including considering whether to include street homelessness issues in the Housing item due in November 2015;
- iii) Decide whether or not to progress with fully scoping terms of reference for an Inquiry into Night Time Economy Crime and Disorder issues;
- iv) Decide whether or not to progress with fully scoping terms of reference for an Inquiry into Anti-Social Behaviour issues;
- v) Agree the appropriate timings for any Inquiries agreed.

MARIE ROSENTHAL
Director of Governance and Legal Services
10 September 2015

	July - Joint with CYP	16-Sep	07-Oct	Hubs Sub Cttee	04-Nov	joint with CYP	02-Dec	06-Jan	03-Feb	joint with Env	02-Mar	13-Apr	11-May	18-Jun
Item at Committee	Director of SS Annual Report (ACRF) - include MASH scrutiny	Older People item, inc pre dec of Ageing Well Plan & review of HSC commissioning and hsg	pre decision, including impact of	decision scrutiny	Reforms,consequence s of Budget re hsg		HRA Business Plan pre decision, inc impact of HRAS changes & UK Budget	Reshaping ASC	Corporate Plan & Budgetary Proposals	Regulatory Services implementation	Communities First		Annual Report	Delivery Plans
Item at Committee		Work programme report. Improving Scrutiny Project Report	Pre decision of Day Services inc Community Meals		CPB and What Matters Refresh		Domestic Violence Re commissioning update inc What Matters & PCC work	Supporting People Local Commissioning Plan 2016/17	Correspondence Report		Housing item, including Hsg Act prep, PRS and hlessness	Correspondence Report	Correspondence Report	Corporate Safeguarding Report
Item at Committee		Correspondence Report	Predecision of Internal Supported Living		Possible - Allocations pre decision, including impact of new scheme		Correspondence Report	Correspondence Report	Q3 panel report		Correspondence Report		Q4 panel report	Correspondence Report
Item at Committee		Q1 panel report	Pre decision of CADT Review		Correspondence Report									
Item at Committee			Correspondence Report		Q2 panel report									
Outside of Committee - Briefings		Neighbourhood Partnerships Review. Response to Parents Fed & V21 queries	SSWB Act monitoring				SSWB Act monitoring	HSC demographic projections. Commercial opportunities trading co.			SSWB Act monitoring		SSWB Act monitoring	
Outside of Committee - budget monitoring		Budget report Month 4			Budget report Month 6				Budget report Month 9					Budget Report outturn
Outside progress with implementing previous induiries agreed recommendations	5				Meeting Affordable Housing Need. G&T accommodation		Carers. ASC provision to Minority Communities				Dangerous Dogs			
15							Prostitution/ Sex work							
Task and sh Inquiries	Information, A Assistance re service users	dvice and mental health	Possible inqu	iries on: Ni	ght Time Econ	omy crime a	and disorder; A	Anti Social bel	haviour; and is	ssues identifi	ed by perform	ance panel for	deep dives	

This page is intentionally left blank

NIGHT TIME ECONOMY CRIME AND DISORDER – POSSIBLE INQUIRY: PAVING REPORT FOR COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE - 16 SEPTEMBER 2015

1. SUGGESTION RECEIVED FROM SOUTH WALES POLICE:

'Violent crime associated with the late night economy remains one of the most significant demands for the police and arguably presents a challenge to the positive imagery of Cardiff as a vibrant late night economy. As a result we would welcome scrutiny applied to the licensing hearings that have been undertaken within the municipal year, in addition to a focus upon service delivery within the Late Night Economy. We are acutely aware of the budgetary constraints upon all partners and hope that there is no detrimental reduction in services provided to this area of business. As a result we would also welcome any scrutiny that could be afforded to the issue of having a sustainable service / operating model for the demands of the late night economy and major events in the Capital.'

2. CONTEXT

There is no standard definition for the night-time economy (NTE). For the purposes of this paving report, the night-time economy (NTE) is taken to be economic activity which occurs between the hours of 6pm to 6am and involves the sale of alcohol for consumption (e.g. bars, pubs and restaurants).

Cardiff Council has the city centre management team as a specific resource, as well as generic teams that work in the city centre, such as: licensing; events; street cleansing; and the partnerships team.

Cardiff Council has employed Mosaic Consultancy to explore the viability of establishing a Business Improvement District (BID) and to compare this with the Late Night Levy option. Theoretically, both of these can raise income that can be used to meet the costs of the Night Time Economy.

Previously CASSC has been concerned about reductions in the Council's city centre management team, including reductions in taxi marshalls, detailed during budget proposals scrutiny. Members received a briefing paper on this at their Committee meeting 3 September 2014.

3. POLICE & CRIME COMMISSIONER - POLICE & CRIME REDUCTION PLAN 2014-17

This includes the following priority areas that are relevant to the proposed area:

- 1. Crime reduction and prevention
- 2. Making it easier for the public to communicate with the Police
- 3. Making the public feel safer
- 4. Strong, swift response to anti-social behaviour
- 5. Putting victims at the heart of our work
- 6. Tackling violence against women and girls
- 7. Working with partners on violence and the causes of crime
- 8. Road safety
- 9. Fairness, equality, diversity and poverty
- 10. A more effective criminal justice system
- 11. Youth Justice opportunities (falls within CYP's remit)
- 12. Understanding and addressing the needs of older people

4. NIGHT TIME ECONOMY CRIME AND DISORDER - BACKGROUND AND SCALE (ANALYSIS OF 2014/15 CRIME, ASB AND A&E ATTENDANCE DATA).

For several years, the Council, Police and Health Board have worked together to collect and collate data regarding anti-social behaviour, criminal offences and A&E attendances, linked to the night time economy. The main findings from these show that there are higher rates of anti-social behaviour and criminal offences in the city centre, particularly at the peak times for the Night Time Economy (Friday and Saturday night into Sunday morning). There are also A&E attendances linked to assaults in the city centre during these peak periods. The figures demonstrate that there is a higher concentration of offences in the city centre area than is found across other wards. The figures also demonstrate that offences occur outside the saturation zone area, in the city centre.

5. ISSUES RAISED

The main issues raised by the Police in their original suggestion were: Licensing; resource reduction; and whether to use a BID or Late Night Levy. These were discussed further with the Police, licensing and city centre management officers and a summary is presented below along with other relevant findings from desk based research:

a) Licencing

South Wales Police

- Police suggested undertaking scrutiny applied to the licensing hearings that have been undertaken within the municipal year.
- Police expressed their view that that there is a lack of cohesion with presenting evidence to licensing committee and they are seeking LA's support to represent them to look at wider picture in the area of Licencing.
- It was also suggested to ensure that licensed premises are effectively reviewed and all of the license requirements are enforced.

Wales Collaboration for Health and the Environment (WCHE)1

- Recently wrote to all Local Authority Chief Executives to recommend
 - using the licencing system to control alcohol activity, in particular that Health Boards help shape local authority Statements of Licencing Policy, and that they participate fully in licencing committees on key licencing applications.
 - A strengthened approach to data sharing, particularly the sharing of accident and emergency data with partners in order to both inform licencing objections, and to use to inform planning in the Night Time Economy.

¹ An All Wales partnership group to promote public health, including local authority representatives, Directors of Public Health, Welsh Government and academics.

Licencing

- Licencing officers highlighted that there is a new Draft Policy that is going to Full Council in November for approval, aiming to be published in January 2016. The Policy states that the Local Health Board (UHB – Cardiff and Vale University Health Board) is also a 'responsible authority' and recognises that the UHB holds valuable information relevant to the licencing objectives.
- Licensing officers confirmed that there is data sharing practice in place. There is
 a partnership between Cardiff Council, Licensees Forum and South Wales Police
 Licensing Section which monitors licensing and crime and disorder activities
 within the city centre. The scheme utilises data from the police Crime incident
 Database and the Heath Hospital Accident and Emergency Unit data which
 proactively identifies pubs and clubs with issues at an early stage thus enabling
 interventions to rectify practice.
- Licensing officers confirmed that the team is dealing with 1,400 licenced premises and they do not feel that there is currently a high level of issues in this area.
- The licensing team liaise with the Police on a regular basis and they all attend the Responsible Authority Meetings with the Police.

b) Resources reduction

South Wales Police

- The Police highlighted recent reductions in the City Centre Management Team with further budget reductions to be implemented during 2015/16
- The Police highlighted their concerns about the impact of reductions on partnership working and increases in crime and disorder issues, particularly as this is coupled with increased demand from extra city centre capacity
- The Policed would welcome any scrutiny that could be afforded to the issue of having a sustainable service / operating model to meet the demands of the late night economy and major events in the Capital.

Known reductions

- Budget cuts include: removal of one full-time NTE officer; reducing number of Taxi Marshals from 10 staff to 7 and reducing coverage, with removal of the management of the rank outside Howells and reduction in hours to 2200-0400 cover; and reducing mobility buggies from 2 to 1.
- Alcohol Treatment Centre grant is due to cease at the end of 2015/16
- Sustainability plans required for Cardiff After Dark initiative, ATC and Street Pastors
- Senior licensing officers being reduced from 2 to 1 and licensing enforcement officers from 6 to 4, as part of Regional Regulatory Services process.

c) Business Improvement District and Late Night Levy comparison.

- Cardiff Council is committed to exploring introduction of BID and has employed Mosaic consultancy to undertake viability work. The Economy & Culture Scrutiny Committee is scrutinising the Cardiff Business Improvement District at their Committee meeting on 10 September 2015.
- Some of the monies generated by a BID could be spent on the Night Time
 Economy but the decision would lie with the businesses who establish the BID.
- The Police would prefer to see a Late Night Levy introduced in Cardiff, which they think would direct more money into tackling Night Time Economy crime and disorder issues. They mentioned having a Service Level Agreement to ensure that the monies raised in Cardiff stayed in Cardiff; technically, 70% of the monies raised by a Late Night Levy are ring fenced for the relevant Police Force and there is concern that this money could be spent across South Wales Police area otherwise. The current practise in Newcastle shows that it is feasible to have a SLA for a Late Night Levy.
- Mosaic consultancy has been asked to undertake a comparison of the BID and Late Night Levy.
- Late Night Levy was also reviewed by Licencing Committee on 6 August 2013 and 2 December 2014. The report identified possible advantages and disadvantages and the report was noted.

6. TASK GROUP MEMBER SUGGESTIONS

Councillors McGarry, Lomax and Sanders considered the issues outlined in this paper, along with more detailed information, at their meeting on 4 September 2015 and agreed to make the following suggestions to Committee for discussion, amendment and agreement:

- a. To hold an Inquiry, provisionally titled 'How to reduce crime and disorder in the Night Time Economy in a time of austerity.'
- b. To invite the following stakeholders to give evidence to the Inquiry:
 - relevant Cardiff Council Cabinet Members and officers, including those with responsibility for Economic Development, City Centre Management, Taxi Marshalling, Events, Licensing, Partnership Working and Community Safety;
 - ii. relevant South Wales Police officers, including those with responsibility for partnership working, city centre policing and licensing.
 - relevant Police and Crime Commissioner officers, including those working on identifying good practice in tackling violent crime re the Night Time Economy;
 - iv. relevant Health Board officers, including Professor Sheppard, Abigail Harries and the lead officer for the Alcohol Treatment Centre;
 - v. representatives from city centre businesses, including the licensing forum, business forum and taxi forum;
 - vi. representatives from third sector organisations working in the Night Time, including Street Pastors; and
 - vii. other relevant witnesses, such as Mosaic Consultancy and Radio Net.
- c. To task Scrutiny Officers to fully scope the above and bring back to Committee on 7 October 2015 for final discussion, amendment and agreement.

ANTO SOCIAL BEHAVIOUR – POSSIBLE INQUIRY: PAVING REPORT FOR COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE - 16 SEPTEMBER 2015

1. SUGGESTIONS RECEIVED:

South Wales Police – suggestion received:

Anti- Social Behaviour — 'Anti- Social Behaviour continues to affect 20,000 victims a year in the capital. This leaves a number of individuals across the area vulnerable to isolation. It is feared through the imposition of funding reductions there may be service gaps across the area. I am aware that the Office of Police and Crime Commissioner has a mandate to carry out a thematic review of our response to ASB, and believe that Council scrutiny could dovetail the assessment of the partnership arrangements to responding to ASB.'

South Wales Fire and Rescue Services – suggestion received:

<u>Deliberately Set Fires</u> – 868 loose rubbish fires in the past 3 years in Cardiff; since 2012/13 12% annual increase in incidents. Fires deliberately being set in loose refuse and discarded waste, which includes fly-tipped waste and waste that remains uncollected for whatever reason. The Fire Service states 'While these fires may, on the face of it, be considered to be a low-level nuisance, such incidents have the potential to develop and cause harm; to blight the local environment and street scene; and also to tie up our fire crews, preventing them from attending other, more serious incidents.'

Clir Ralph Cook – suggested 'take a fresh look at the priorities and initiatives to tackle anti-social behaviour in an environment of greater co-operation between various public services, community groups and constricting public finances'.

2. CONTEXT

This Committee undertook an Inquiry into 'The Structure and Approach of Cardiff Council in tackling Anti-Social Behaviour' (February 2013) and received an update report on progress in implementing agreed recommendations at Committee in April 2015.

The WAO is undertaking a review of Community Safety Partnerships across Wales in 2015/16 and Cardiff has been selected for in-depth review.

The Police and Crime Commissioner is undertaking a thematic review of how South Wales Police tackles ASB, including looking at partnership work with Local Authorities.

3. POLICE & CRIME COMMISSIONER - POLICE & CRIME REDUCTION PLAN 2014-17

This includes the following priority areas that are relevant to the proposed area:

- 1. Crime reduction and prevention
- 2. Making it easier for the public to communicate with the Police
- 3. Making the public feel safer
- 4. Strong, swift response to anti-social behaviour
- 5. Putting victims at the heart of our work
- 6. Tackling violence against women and girls

- 7. Working with partners on violence and the causes of crime
- 8. Road safety
- 9. Fairness, equality, diversity and poverty
- 10. A more effective criminal justice system
- 11. Youth Justice opportunities (falls within CYP's remit)
- 12. Understanding and addressing the needs of older people

4. ANTI- SOCIAL BEHAVIOUR PERFORMANCE INFORMATION

For several years, the Council, Police and Health Board have worked together to collect and collate data regarding anti-social behaviour, criminal offences and A&E attendances. The data is shown by Neighbourhood Management area and for the city centre area. All other areas of South Wales Police use a system called ASBIT to record and case manage ASB but, following a trial period in Cardiff, it was decided not to use ASBIT.

Graphs showing ASB by area have been included in the six monthly performance reports brought to Committee. At Committee in October 2014, Members clarified that this information referred only to cases of Anti -Social Behaviour where council properties were involved and asked for reports to be amended to present all cases of Anti-Social Behaviour. Members also asked that reports be amended to show the actions being taken by crime and disorder partners to address issues identified by performance monitoring. At Committee in March 2015, Members further debated the issue of reporting Anti-Social Behaviour and heard about the difficulties in undertaking analysis due to the inter-relationship between captured performance information, trends and issues and partnership activity. The example cited was of pro-active work in South East Cardiff resulting in a spike in reported ASB in this area.

Members have asked that, from Quarter One performance report onwards, the partnership team undertake analysis of the ASB trends and include the key findings in the performance report that is taken to Safer and Cohesive Communities Programme Board and to this Committee.

5. ISSUES RAISED

The main issues raised during discussions with the Police, Police and Crime Commissioner officers, housing management officers and partnership officers centre on: resources allocated to tackle ASB and the potential impact of resource reduction; recording of ASB incidents; and the culture to tackle ASB. The meeting with the Fire Service is taking place after this report is finalised and any issues raised will be reported at the Committee meeting.

A summary is presented below, including information provided previously to Committee:

a) Resource Allocations

South Wales Police

Highlighted gap in resource allocation to deal with ASB cases where solely
involve private rented tenants or owner occupiers. There is good working where
council properties or housing association properties involved. However, there is a
lack of funding identified to cover cases not involving social housing properties,
for court costs and/or boarding/sitex costs.

PCC officers

 Have undertaken comparison of resources allocated across local authorities in South Wales Police area and would welcome this Committee undertaking more detailed analysis of resource allocation in Cardiff.

Housing Management officers

Confirmed that their resource is focused on dealing with cases of ASB where
council tenants are either the victim or the perpetrator. Highlighted good working
relationships with key partners including Police and housing associations and
improvements made by implementing the recommendations from this
Committee's Inquiry re council tenants and leaseholders.

b) Potential Impact of Resource Reduction

South Wales Police

• In their suggestion to hold an Inquiry, Police stated 'It is feared through the imposition of funding reductions there may be service gaps across the area'.

PCC officers

 Would welcome this Committee undertaking more detailed scrutiny of resource allocation in Cardiff.

Noise Nuisance

 As part of the budget proposals accepted within 2014-15 the reactive out of hours noise service has been restricted to Friday and Saturday evenings only. The Council retain capability to respond to car and property alarms and large parties causing public nuisance on a seven days a week basis. South Wales Police, through 101, signpost callers to the council should they receive calls regarding these types of complaints.

c) Recording of ASB incidents

South Wales Police

- Cardiff using multiple systems to capture ASB incidents, such as FLARE and COMINO, rather than using ASBIT database. This makes it difficult to scope comprehensively the level of ASB across Cardiff.
- Changes nationally regarding how to record ASB want to be assured that Cardiff is ready for this.

d) Culture to tackle ASB.

PCC officers

 Would welcome this Committee undertaking scrutiny of the culture to tackle ASB in Cardiff and the need to have a preventative, victim-centred culture.

6. SUGGESTIONS TO COMMITTEE

Consider and agree whether or not to:

- a. Hold an Inquiry focusing on the resources available to tackle ASB in Cardiff and the mechanisms underpinning these.
- b. To invite the following stakeholders to give evidence to the Inquiry:
 - relevant Cardiff Council Cabinet Members and officers, including those with responsibility for Partnership Working and Community Safety;
 - ii. relevant South Wales Police officers, including those with responsibility for partnership working and ASB.
 - iii. relevant Fire and Rescue Services officers;
 - iv. relevant Police and Crime Commissioner officers, including those working on the thematic review of ASB;
 - v. relevant Health Board officers;
 - vi. representatives from third sector organisations working to tackle ASB such as Victim Support;
 - vii. representatives from the Private Rented Sector Landlords; and
 - viii. other relevant witnesses, such as Welsh Government lead advisor on ASB and witnesses from other Welsh local authorities.
- c. To task Scrutiny Officers to fully scope the above and bring back to Committee on 7 October 2015 for final discussion, amendment and agreement.

CITY AND COUNTY OF CARDIFF DINAS A SIR CAERDYDD

16 SEPTEMBER 2015

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

PERFORMANCE PANEL: QUARTER ONE 2015/16

Purpose of Report

1. To provide Members with an update on the work of the Committee's performance panel, including a review of the Quarter One performance report, and to seek agreement to the prioritisation of areas for more detailed performance scrutiny.

Background

- 2. On 8 July 2015, the Committee agreed their work programme 2015/16. As part of this process, Committee Members considered the WAO Corporate Assessment (September 2014) and the subsequent advice to scrutiny committees to aim to achieve committee meetings that last no longer than three hours, whilst maintaining robust and appropriate levels of scrutiny across the terms of reference, by ensuring agendas are of a manageable size and that work occurs outside committee meetings. Committee Members agreed in principle with this approach and agreed to aim to achieve this, with the option to adjourn a committee meeting if more time is required than originally anticipated.
- 3. To assist this approach, Committee Members decided to establish a performance panel to scrutinise performance reports ahead of Committee Meetings, bring reports back to the Committee and suggest in-depth scrutiny of areas of concern to be undertaken by the performance panel, for agreement by the whole Committee.
- 4. In addition to scrutinising Corporate and Community Safety Quarter One performance reports, Members particularly highlighted the following areas as requiring consideration by the performance panel:

Domiciliary Care; Carers; Direct Payments; Delayed Transfer of Care;
 Care Plan Reviews; Implementation of integrated Community Resource
 Teams; Mobile Working and Scheduling; Private Sector Housing;
 Voids; Hate Crime; and data against commissioning requirements.

Progress to Date

5. The Performance Panel, consisting of Cllrs McGarry, Lomax and Sanders, has met on two occasions to discuss performance trends, the Corporate Quarter One performance report, work underway to tackle under-performance and to suggest areas for more detailed scrutiny, for discussion and agreement at this Committee meeting. A report summarising this work is attached at **Appendix A**.

Corporate Quarter One Performance Report

6. Members' attention is drawn to the comments on the Corporate Quarter One performance report, for discussion at this meeting, which are listed at **point 11**, **Appendix A**. The relevant sections of the Corporate Quarter One performance report are provided for information at **Appendix B**.

Further Scrutiny

7. Members' attention is drawn to **point 15 of Appendix A**, which highlights the areas suggested by the Performance Panel for more detailed scrutiny, and **point 17 of Appendix A**, which summarises the areas discussed by the performance panel, other work underway to tackle under-performance and the proposed way forward for this Committee's performance panel.

Way Forward

8. Committee Members will have the opportunity to discuss the information provided in this report and appendices, and agree a way forward with regard to the proposals made by the performance panel concerning the Corporate Quarter One performance report and which areas to prioritise for further in depth scrutiny.

Legal Implications

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

Financial Implications

10. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

The Committee is recommended to discuss the information provided in this report and appendices and:

- Agree the approach to take with regards to the Corporate Quarter One performance report;
- ii. Agree which areas to prioritise for further in-depth scrutiny; and
- iii. Agree any further nominations to sit on the performance panel to undertake the prioritised areas for in-depth scrutiny;

MARIE ROSENTHAL

Director of Governance and Legal Services 10 September 2015

CASSC Performance Panel: Update to CASSC 16 September 2015

Cllrs McGarry, Cllr Lomax, Cllr Sanders

27 July 2015

Key Points

- 1. Members went through the following papers:
 - a. background briefing on Performance Management framework set by Welsh Government and Cardiff Council;
 - b. details of the National Strategic Indicators, Public Accountability Measures,
 Wales Improvement Programme Measures, Outcome Agreement Indicators and
 Local Indicators for Health and Social Care and sections of Communities
 Directorate that fall within CASSC terms of reference;
 - c. the Council's Benchmarking Strategy;
 - d. the use of the Council's online CIS system; and
 - e. the commitments detailed in the Corporate Plan 2015-2017 and Directorate Delivery Plans.
- Members considered the performance trends for all the National Strategic Indicators,
 Public Accountability Measures, Wales Improvement Programme Measures, Outcome
 Agreement Indicators and those Local Indicators which were Red at Quarter 4 2014/15,
 using the information contained in CIS, quarterly performance reports that had been
 supplied to CASSC and the Improvement Report 2014.
- 3. Members then considered which areas to prioritise for further scrutiny. Members considered the factors to bear in mind when prioritising areas, including:
 - a. impact on service users, carers and citizens;
 - b. financial impact for the Council;
 - c. reputational risk to the Council;
 - d. financial risk to partners, such as Health; and
 - e. the risk of intervention by regulators, auditors and inspectors.
- 4. To inform their decision making process, and ensure there was no duplication with other on-going work, Members also considered:
 - a. Information supplied during 2014/15 in response to Committee's questions on areas of under-performance;
 - b. Information from Star Chamber re Health and Social Care and Communities
 - c. Information from the Improvement Report 2014
 - d. Information contained in the Corporate Plan 2015-17 and Directorate Delivery Plans
 - e. Comparator information for other Welsh Local Authorities for the national Health and Social Care performance indicators.

- 5. With regard to Communities, Members focused their consideration on 3 areas: homelessness; voids; and Disabled Facilities Grants.
 - a. <u>Disabled Facilities Grants Members</u> could see that performance had significantly improved since 2010/11 but had shown declining performance in 2013/14 and 2014/15. However, the information in the Improvement Report 2014 states that Cardiff's performance is still above the Welsh average and explains the reason for the dip in performance in that there have been issues with a new contractor. Members are aware of these issues, having discussed them at Committee, and are aware of the management actions taken to address the issues. Members therefore decided not to prioritise this area for immediate further scrutiny but to keep a watchful eye and prioritise if performance does not improve.
 - b. Homelessness Members are aware of poor performance showing in HHA/008 and HHA/002, which measure the speed of processing and resolving homelessness applications. Members discussed the introduction of the Housing (Wales) Act 2014 and the changes to homelessness duties flowing from this and the impact this has on performance measures e.g. HHA/013 has been withdrawn by Welsh Government. Members are aware that new indicators are still being agreed at Welsh Government level. Members therefore asked the PSO to speak to officers about whether now would be an appropriate time to carry out further scrutiny.
 - c. <u>Voids Members</u> are aware of poor performance showing in HLS/014, which has been the case since 2013. Members reflected on discussions at Committee that this has been caused by issues with a new contractor and that management actions have been taken to address the issues. Members could also see that this area was considered at Star Chamber and that performance reports would now include rent loss information. However, given the impact of void management on remedying homelessness, overall lettings and rent loss, Members asked the PSO to speak to officers about the viability of carrying further scrutiny.
- 6. With regard to Health and Social Care, Members focused their consideration on the following areas: Delayed Transfer of Care; balance of care; direct payments; care pathway and care management; and carers.
 - a. <u>Delayed Transfer of Care Members considered SCA/001</u> and SCAL2, which look at performance in relation to DTOC caused for social care reasons, both of which show poor performance compared to internal targets and when compared nationally against other Welsh local authorities, with SCA/001 putting Cardiff 19th out of 22nd Welsh local authorities in 2013/14. Members considered the information supplied at previous Committee meetings and the information contained in the Star Chamber update. Members were aware that CSSIW intend to look at DTOC. Given all of these factors, Members decided not to prioritise for

- immediate scrutiny, in order to avoid duplication, but to request the 'DTOC partnership plan' referred to in the Star Chamber update, to keep a watchful eye on performance and prioritise for further scrutiny if performance does not improve.
- b. <u>Balance of care</u> Members considered the range of indicators for this. Members felt the indicators portrayed the picture they expected in Cardiff, given policy direction and funding pressures. Members noted: that fewer older people are being supported at home (SCA/002a) and that Cardiff is 21st out of 22 Welsh local authorities for this measure; that there is a slight increase in the number of older people supported in care homes over the last year (SCA/002b); that there has been a slight decrease in the number of older people supported with home care services over the last year (SCAL11); and that, overall, fewer adult clients have been supported in the community (SCA/020). However, given the work Committee is aware of to reshape adult social care, which will impact on the balance of care, and the poor performance in other areas, Members decided not to prioritise this area for further scrutiny at this stage.
- c. <u>Direct payments</u> Members are aware that the performance in this area has not met the target set corporately. Members understand the drive to increase usage of direct payments and can see the management actions taken to address this, including the actions detailed in the Star Chamber update. Members therefore decided to keep a watchful eye on performance and prioritise for further scrutiny if performance does not improve.
- d. <u>Carers Members</u> are aware of the poor performance with regard to Carer Assessments over the last few years, which is why it was prioritised for Inquiry in 2012/13. Members remain concerned about poor performance in this area, both when considered against local targets and when compared nationally with other Welsh local authorities. Members are aware of the management actions taken to address this, including the actions detailed in the Star Chamber update. Members therefore decided to request a copy of the carers' assessment information mentioned in the Star Chamber update and keep a watchful eye on performance and prioritise for further scrutiny if performance does not improve.
- e. <u>Care pathway and care management</u> Members considered SCA/007, SCA/005a, SCA/015 and SCAL24, which measure performance at key stages of service delivery along the care pathway. Three of these indicators were Red at Quarter 4, with SCA/007 being Amber; this is an outcome agreement indicator and Cardiff was 16th out of 22 Welsh local authorities in 2013/14. Members discussed the need to have effective care planning processes, both for service users and their families, for service providers and for the Council, so that information is available to plan and commission effectively and make the right choices going forward. Members could not see that this area was being considered by any other mechanism in the performance management framework or by external agencies. Members therefore wish to recommend to the whole Committee that this area

be subject to further scrutiny and have asked the PSO to speak to the service area about this scrutiny.

7. For both areas, Members also considered sickness absence and customer satisfaction and decided to monitor these through consideration of the quarterly performance reports. Members are aware of the changes to the Attendance and Well Being Policy and that it is hoped that this will improve sickness absence rates. Members were informed that Policy Review and Performance Scrutiny Committee would be monitoring performance on sickness absence corporately and would prioritise for scrutiny if performance results were poor. With regard to customer satisfaction, Members asked the PSO to obtain the annual Health and Social Care Customer Satisfaction report and to find out what information is available for Communities, in addition to the Tenant Satisfaction survey.

8. Actions required:

- a. Request DTOC partnership plan
- b. Request Carers Assessments information
- c. Speak to officers regarding whether to prioritise homelessness or void management for scrutiny and appropriate timing for this.
- d. Speak to officers regarding proposed scrutiny of care pathway and care management.
- e. Obtain Health and Social Care Customer Satisfaction Report 2014/15
- f. Obtain Tenant Satisfaction Survey and seek other customer satisfaction information re housing.

04 September 2015

Key Points

- 9. Members went through the following papers:
 - a. Notes of 27 July 2015 meeting and actions required
 - b. Corporate Quarter One Performance Report introductory pages and sections for Adult Social Care and Communities
 - c. Local Government Data Unit 'Local Government Performance 2014/15' report

10. Update on Actions arising from 27 July 2015:

a. Meetings held with Tony Young, Director of Social Services, and Sarah McGill, Director of Communities, Housing and Customer Services, to discuss potential areas identified for further scrutiny. Tony recommended not undertaking the care pathway performance scrutiny until later on in September, due to staff resources being required for CSSIW inspection. Sarah recommended focusing on voids first and then homelessness, to give time for more information to emerge

- from Welsh Government with regard to definitions for new homeless performance indicators.
- b. Requested DTOC partnership plan and Carers Assessments information
- c. Outstanding Obtain Health and Social Care Customer Satisfaction Report 2014/15 and Tenant Satisfaction Survey and other customer satisfaction information re housing.
- 11. Members then considered the Corporate Quarter One Performance Report introductory pages and sections for Adult Social Care and Communities. **Members made** the following points for discussion at Committee on 16 September 2015:
 - a. Introductory pages
 - i. Adult Social Care overtime costs are the highest in the Council.
 - ii. Sickness Absence for both Adult Social Care and Communities is shown as Green.
 - iii. PPDR information is only provided for Social Services overall and is not broken down into Adult Social Care and Children's Services.
 - b. Adult Social Care
 - i. Sarah McGill is named as the responsible Director for Adult Social Care.
 - ii. Savings information is only provided for Social Services overall in the Children's Services section of the performance report and is not broken down into Adult Social Care and Children's Services.
 - iii. The 5 Red indicators are for areas previously showing poor performance, namely: Delayed Transfer of Care; Carers Assessments that have taken place; and support to Older People, both in the community and in care homes.
 - iv. The targets listed have previously been scrutinised as part of the Directorate Delivery Plan scrutiny, apart from SCA/018(b) and SCA015 where no targets were provided at that stage.
 - v. The target for SCA/018(b) is 58% against an outturn in 2014/15 of 26.3%.
 - vi. The target for SCA015 is 4 days against an outturn in 2014/15 of 4.9 days.
 - c. Communities
 - i. Not all the information in this section falls within the remit of CASSC. Of the areas that do, there is 1 Red indicator, which is for DFGs.
 - ii. There are 3 Amber indicators, which relate to preventing homelessness, relet times for voids, and the time taken to process new Housing Benefit claims.
 - iii. Overall, there are only 8 indicators that fall within the remit of this Committee and none relate to housing repairs.
- 12. Members requested that the scrutiny officer check whether the Corporate Quarter One performance report contained the information for the national strategic indicators, public accountability measures and Outcome Agreement measures for Adult Social Care

and the relevant sections of Communities. The national strategic indicators and public accountability measures 2015/16 are all included¹, apart from SCA/019 which relates to adult safeguarding and is reported annually. None of the additional Outcome Agreement indicators are included; corporate performance have explained that this is because these indicators are not collected for Quarter One but will be collected for Quarter Two onwards where results will be more meaningful.

- 13. Members considered the Local Government Data Unit 'Local Government Performance 2014/15' report, focusing on the areas relating to Housing, Disabled Facilities Grants and Adult Social Care.
- 14. Members then considered whether the evidence provided in the Corporate Quarter One Performance Report or the Local Government Data Unit 'Local Government Performance 2014/15' report necessitated a reappraisal of the proposed areas for prioritisation. Members were of the view that they did not at this stage but that the Quarter Two results would be critical in determining whether or not to reprioritise areas.
- 15. Members discussed whether to prioritise homelessness, voids or the care pathway as the first area for more detailed scrutiny and **agreed to suggest to Committee that**:
 - a. Voids be prioritised as the first area for more detailed scrutiny, bearing in mind the Directors comments mentioned at point 10a above
 - b. Care Pathway to be prioritised as the next area for more detailed scrutiny, subject to any changes needed as a result of the Corporate Quarter Two performance report.

16. Actions required:

a. Members tasked the Scrutiny Officer to draft a report from performance panel to whole Committee, for CASSC 16 September 2015, to explain the above and to seek a mandate for proposed further scrutiny of voids and care pathway, in that order.

 $^{^{\}rm 1}$ These are: PSR002, PSR004, SCA001, SCA002a, SCA002b, SCA007, SCA018a and SCA019.

17. Summary of Decisions:

Area of Possible	Other Action Being Taken	Proposed Performance Panel Action
Concern		
Disabled Facilities Grants	Management team taking actions to address poor performance re contractor	 Keep a watchful eye on performance and prioritise for further scrutiny if performance does not improve in Quarter 2
Housing Benefits – processing of new claims	Management team taken actions to address poor performance re staff turnover and training	 Keep a watchful eye on performance and prioritise for further scrutiny if performance does not improve in Quarter 2
Homelessness	Discussions ongoing with Welsh Government and local authorities regarding new performance measures re Housing (Wales) Act 20104	 Prioritise for further in depth scrutiny – suggest to whole Committee that wait for more appropriate time to carry out further scrutiny.
Void Management	Star Chamber checking performance Management team taking actions to address poor performance	Prioritise for further in depth scrutiny – suggest to whole Committee that this area be the first in depth scrutiny.
Delayed Transfer of Care	CSSIW undertaking work Partnership Plan in place	 Request the 'DTOC partnership plan' Keep a watchful eye on performance and prioritise for further scrutiny if performance does not improve in Quarter 2
Balance of Care	Reshaping of Adult Social Care, including reablement, ICF and RCF projects, implementation of PROACTIS for domiciliary care and home care packages	 Keep a watchful eye on performance and prioritise for further scrutiny if performance does not improve in Quarter 2
Direct Payments	Star Chamber checking performance	Keep a watchful eye on performance and prioritise for further scrutiny if performance

		does not improve
Carers Assessments	Star Chamber checking performance	 Request Carers Assessment information Keep a watchful eye on performance and prioritise for further scrutiny if performance does not improve
Care Pathway & Care Management	Would be reviewed at internal management meetings but no other external action planned	Prioritise for further in depth scrutiny – suggest to whole Committee that this area be the second in depth scrutiny.

Q1 Delivery and Performance Report 2015/16

Progress against actions in the Corporate Plan 2015/16

Q1 2015/16 - (395*)

Green 82.03% (324)	Amber 16.20% (64) Red 1.01% (4)
-----------------------	--

^{*}Including 3 (0.76%) N/A

Progress against relevant Performance Indicators

Q1 2015/16 - (110*)

, = 0	
Amber	Red
30.90% (34)	12.72% (14)
	Amber

^{*}Excluding 118 Annual indicators, 27 with no results and 8 N/A

Contents

Corporate Overview	Page 3
Adult Social Care	Page 10
Children's Services	Page 14
City Operations	Page 18
Communities, Housing and Customer Services	Page 22
Economic Development	Page 26
Education and Lifelong Learning	Page 30
Governance & Legal Services	Page 34
Resources	Page 38

Q1 Customer Contact



Twitter Media followers 41,492 followers in English 1,639 followers in Welsh 1,396 Likes on Facebook



Complaints	Q1 (14/15)	Q2 (14/15)	Q3 (14/15)	Q4 (14/15)	Q1 (15/16)
New Complaints Received	652	658	468	533	497
Corporate Complaints	652	656	467	532	490
Welsh Complaints	0	2	1	1	7
Acknowledgements not sent within 5 days	25	15	14	7	7
Response not sent within 20 days	54	36	33	22	39
Compliments Received	389	383	341	287	288

Members Enquiries

Directorate	Received	Resp	onded on time
Directorate	Q1	Q1	Q1 %
Childrens	0	0	-
City Operations	437	336	77%
Communities	119	108	91%
Economic	3	3	100%
Education	11	11	100%
Governance & Legal	5	5	100%
Adult SC	5	5	100%
Resources	17	14	82%
Total	597	482	81%

603 cases were recorded on the member enquiry line, of these 86 cases were Request for Service. It is presumed that as fewer enquiries required closing down due to cases being Requests for Service, Members are using the guidance for Request for Service and reporting Member Enquiries and Request for Service appropriately.

Page 183

Total Staff Costs at Q1	£49,696,863
Total Agency Costs at Q1	£3,193,254
Total Overtime Costs at Q1	£1,069,309

The spend on agency may reflect an overspend against budget as there may be vacant posts where there is a budget but the staff are employed through an agency, so the permanent staff budget will show an underspend and the agency staff an overspend.

Staff Costs to End Q1	% of Annual Budget		% Spend Agency	% Spend Overtime
£4,115,759	23.34%	Childrens	15.64%	0.43%
£13,559,436	27.42%	City Operations	10.79%	3.33%
£6,307,790	27.11%	Communities	5.27%	1.90%
£785,699	27.77%	Corporate Mgmt	1.12%	0.14%
£3,102,096	25.48%	Economic	6.10%	2.85%
£6,952,297	28.24%	Education	1.95%	0.47%
£1,136,302	30.67%	Gov & Legal	3.90%	0.27%
£4,456,599	28.71%	Adult SC	3.81%	4.70%
£9,280,886	23.61%	Resources	2.22%	1.57%

Agency **6.43%**

Overtime **2.15%**

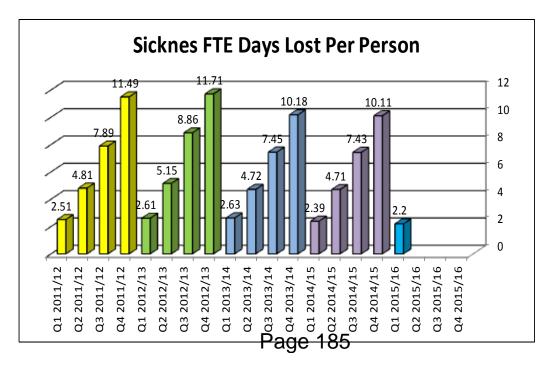
Sickness Absence Q1 FTE days 2015/16 2.2

	Av FTE Numbers	FTE Target	Q1 Days lost	Forecast for 2015/16
Childrens	350	13.0	3.5	14.5
City Operations	1,375	13.0	3.0	12.7
Communities	960	9.0	2.0	8.4
Economic	245	6.0	1.4	5.8
Education	750	8.0	1.9	8.0
Education - Schools	5,400	7.8	2.1	8.6
Governance & Legal	85	6.0	1.7	7.1
Adult SC	650	13.0	2.8	11.8
Resources	927	8.0	1.9	7.9
Total	10,746*	9.0	2.2	9.3

^{*}This figure includes schools based education staff.

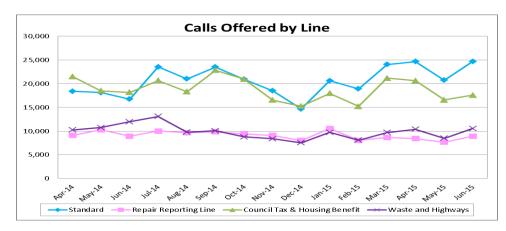
The Council's sickness figure is 9.0 FTE days lost per person, the data for Quarter 1 shows a decrease over the same period last year and was the lowest Quarter 1 figure in 5 years. The current forecast is 9.3 day lost per FTE.

The Sickness and Wellbeing Policy has been reviewed and approved and additional measures are being put in place for a number of directorates following a pilot in Environment last financial year.



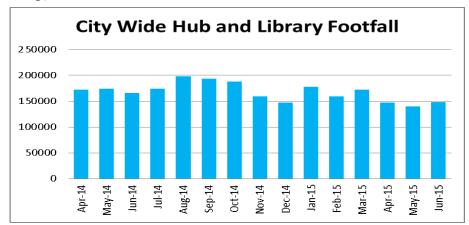
Customer Contact

Calls offered to C2C



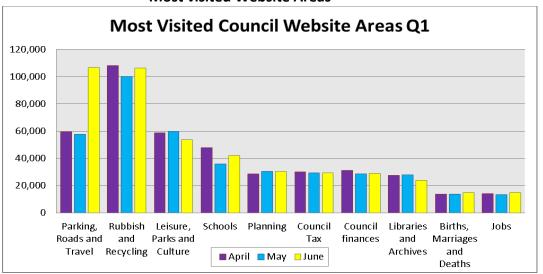
Update: Call volumes have been increasing compared to Q4 last year, although there was a notable decrease in May, the volumes have increased again during June

$\label{thm:control} \textbf{Total Footfall in both Libraries \& Hubs across the City}.$



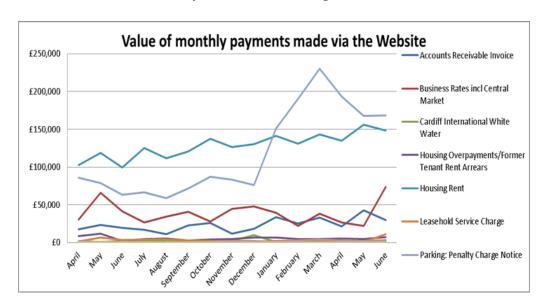
Update: The decrease in footfall during Quarter 1 is due to the closure of Central Library as it is transformed into Central Library Hub.

Most visited Website Areas



This chart shows (in descending order) the comparative levels of interest / page views by customers on the top 10 most viewed sections of the site each month during Quarter 1.

The value of Payments made through the Website



Staff Costs at Quarter 1

Directorate	Staff Budget £	Total Staff Costs to month 3 £	% Annual Budget spent	Overtime Budget £	Total Overtime spend £	Overtime Spend %	Δσρηςν	Total Agency Spend £	Agency Spend %	% Costs spend on overtime	% Costs spent on agencies
Children's Services	17,637,080	4,115,759	23.34%	0	17,608	0.43%	510,930	643,735	15.64%	0.10%	3.65%
City Operations	49,447,620	13,559,436	27.42%	1,979,785	451,202	3.33%	3,089,515	1,463,077	10.79%	0.91%	2.96%
Communities	23,264,810	6,307,790	27.11%	327,210	119,804	1.90%	123,910	332,588	5.27%	0.51%	1.43%
Corporate Management	2,829,250	785,699	27.77%	0	1,074	0.14%	0	8,803	1.12%	0.04%	0.31%
Economic Development	12,175,250	3,102,096	25.48%	375,560	88,346	2.85%	437,370	189,075	6.10%	0.73%	1.55%
Education	24,618,370	6,952,297	28.24%	0	32,605	0.47%	155,290	135,793	1.95%	0.13%	0.55%
Governance & Legal Services	3,704,820	1,136,302	30.67%	0	3,040	0.27%	2,550	44,339	3.90%	0.08%	1.20%
Adult Social Care	15,521,290	4,456,599	28.71%	58,720	209,468	4.70%	30,330	170,007	3.81%	1.35%	1.10%
Resources	39,315,631	9,280,886	23.61%	421,650	146,163	1.57%	414,160	205,837	2.22%	0.37%	0.52%
Total	188,514,121	49,696,863	26.36%	3,162,925	1,069,309	2.15%	4,764,055	3,193,254	6.43%	0.57%	1.69%

Personal Performance and Development Review Compliance as at 17th July 2015

	PPDR Initiation				
Organisation Name	Total (Head Count)	Completed	Percentage (%)		
City Operations	1390	1218	88%		
Communities, Housing & Customer Services	1098	1042	95%		
Economic Development	273	250	92%		
Education & Lifelong Learning (exc schools and central teachers)	1010	827	82%		
Governance & Legal Services	86	62	72%		
Resources	1474	1376	93%		
Social Services	1118	982	88%		
Total	6363	5695	90%		

Information Requests managed

by Central Team

419

		FOI		DPA	Overall IR Compliance		
Function	Due Compliance		Due	Compliance	Due	Compliance	
Communication & Media	0	-	0	-	0	-	
CTS	0 -		0	-	0	-	
Democratic Services	12	75.00%	0	10	12	75.00%	
Econ & Major Projects	12	75.00%	0	-	12	75.00%	
Education	23	78.26%	0	-	23	78.26%	
Emergency Management	0	-	1	100.00%	1	100.00%	
Enterprise	0	-	0	-	0	-	
Enterprise Archi	0	-	0	-	0	-	
Environmental Health	23	78.26%	2	50.00%	25	76.00%	
Exchequer & Dev	0	-	0	-	0	-	
Facilities Management	2	0.00%	0	-	2	0.00%	
Finance & Procurement	56	83.93%	0	-	56	83.93%	
Health & Safety	1	100.00%	0	-	1	100.00%	
Highways &Transport	62	82.26%	0	-	62	82.26%	
HRPS	28	50.00%	7	28.57%	35	45.71%	
ICT	10	90.00%	0	-	10	90.00%	
Improvement & Info	6	83.33%	49	100.00%	55	98.18%	
Legal Services	4	75.00%	0	-	4	75.00%	
Planning	10	80.00%	0	-	10	80.00%	
Policy, Partnership	0	-	0	-	0	-	
Project, Design, Dev	0	-	0	-	0	-	
Licensing	10	90.00%	0	-	10	90.00%	
Regeneration Prog	0	-	0	-	0	-	
Risk & Audit	0	-	0	-	0	-	
Scrutiny Services	0	-	0	-	0	-	
Shared Services	0	-	0	-	0	-	
Strategic Estates	4	75.00%	0	-	4	75.00%	
Trading Standards	5	100.00%	0	-	5	100.00%	
Traffic Network Man	4	50.00%	67	95.52%	71	92.96%	
Waste Management	21	66.67%	0	-	21	66.67%	
TOTAL	293	76.79%	126	92.86%	419	81.62%	
						•	

requests

81.62%

compliance

Since 1st April 2015 the Improvement & Information Team have taken over the management of information requests for specific Directorates. The report shows areas managed centrally and those that are managed by Directorates.

In Quarter 1 the Council received 611 information requests under FOI & DPA I Legislation. The figures within the tables do not reflect Multi-function requests as these encompass a number of areas. The Council handled 46 Multi requests and compliance was 61%. The Improvement & Information team are currently considering how to effectively publish compliance with these requests in future

Requests managed by Directorates

78

requests

70.51%

compliance

	FOI			DPA	Overall IR Compliance		
Function	Due	Compliance	Due	Compliance	Due	Compliance	
Childrens Services	10	40.00%	3	0.00%	13	30.77%	
Crematoria & Cemeteries	2	100.00%	0	-	2	100.00%	
Culture, Tourism	0	-	0	-	0	#DIV/0!	
Customer Services	2	100.00%	0	-	2	100.00%	
Harbour Authority	1	100.00%	0	-	1	100.00%	
Health & Social Care	18	55.56%	5	40.00%	23	52.17%	
Housing	19	89.47%	1	100.00%	20	90.00%	
Infrastructure	0	-	0	-	0	#DIV/0!	
Parks & Sports	11	90.91%	0	-	11	90.91%	
Registration & Coroners	Rag	je16089%	0	-	6	100.00%	
TOTAL	69	75.36%	9	33.33%	78	70.51%	
IOTAL		75.5070		55.5570	70	7 0.0 170	

Directorate: Adult Social Care

Director: Sarah McGill **Councillor**: Susan Elsmore

Budget	Projected Outturn	Variance	Variance (%)		
Budget Reported in Childrens Services					

Number of Employees (FTE)	650
Sickness Absence YTD (Days Per Person)	2.8
PPDR Compliance Stage (Permanent Staff)	88%*

Target	Projected	Variance	Variance		
Savings 15/16	Savings		(%)		
Savings Reported in Childrens Services					

Q1 Progress against Corporate Plan Commitment Actions 2015/16 (Total No 7)

Green 85% (6) Amber 15% (1)

Q1 Progress against Directorate Plan actions (Core Business Priorities) 2015/16 (Total No 10)

Green 90% (9) Red 10% (1)

Progress on Challenges Identified Q4 (previous quarter)

- **Budget pressures** There are challenges on the delivery of the combined 2014/15 (carried forward) and 2015/16 savings. Work is underway to address savings associated with commissioning, the commissioning of adult services to be taken forwards as a specific Organisational Development Workstream
- Improved performance on Direct Payments against target There has been a 5% increase in the number of service users using Direct Payments from 550 at the end of 14/15 to 578 in Q1 15/16. As at 30th June 2015 there were 41 adults working towards receiving direct payments. There has also been a 10% increase in the number of adults with a learning disability using Direct Payments

To improve performance -

- •Direct Payments are the first preference offered by Case Managers to the appropriate service user groups and Operational and Team managers are checking the relevant case management forms (Electronic Fair Access to Care Services) as a further check in the system to ensure Direct Payments are being offered.
- •A review of the contract arrangements have taken place and this is due to realise £100,000 in savings during 2015/16.
- Improve Carer Assessments completed/ offers . The number of carer assessment offers has increase this quarter by 46.56% compared to Q1 2014-15. Q1 2015-16 799 offers for 2740 named carers, Q1 2014-15 427 offers for 2204 named carers.

To improve performance-

- Stage 1 of cleansing the Care First client record system to improve data quality has been completed with the 2nd stage due to be completed in July
- The question regarding Carers Assessments on the Integrated Assessment forms have been made mandatory on CareFirst. The carers' question has also been placed in appropriate specialist forms including those used by the Occupational Therapy and Community Resource Teams
- Improve Delayed Transfers of Care (DToC) A new leadership group has been established between the Vale of Glamorgan Council and Cardiff Council, the Chair of the University Health Board and relevant officers. On the 29th June a joint action plan was received and agreed by the Health Minister. The action plan has been compiled in response to the rise in the number of reported Delayed Transfers of Care (DToC) and will ensure that all issues are identified and addressed it is being driven forward via the recently formed Task & finish Group. Q1 2015-16 totals for social care reasons 86, Q1 2014-15 totals for social care reasons 29.
 - Improve staff sickness performance Implemented Housing, Customer Services and Adult Social Care monthly sickness monitoring report.

Q1 Service Delivery

Budget

To be provided by the Central Performance Team

Directorate Delivery Plan Page 190

Page 10 of 42

^{*}data for the whole of Social Services

- Transitions Recruitment process has been delayed as the Operational manager post has been re-advertised. Joint work continues in this area and detailed transitions plans are in place, whereby the directorate have details of individual cases that will move from Childrens to Adult Social Care enabling a clear transition pathway for individuals and more robust budget forecasting for the directorate.
- Increase the number of people who are able to remain at home The new scheduling mobile system for reablement is in the process of being and the system is due to be officially launched at the end of September 15. The Directorate is also trialling Vega Watches designed for service users with dementia symptoms; 12 on trial at present and 'Just Checking 'technology an online activity monitoring system both schemes help to safeguard people, allowing them stay independent in their own home whilst providing reassurance for carers and family.
 Dementia reablement training programme It is anticipated that the training manuals will be ready by the end of July with the Dementia Reablement scheduled to start in September 2015.
- Social Services and Wellbeing (Wales) Act 2014 The Regional Implementation Plan for the Act was signed off by the Integrated Adult Social Care Strategic Implementation Group and was submitted to Welsh Government at the end of March 2015. A presentation at the June Local safeguarding Board raised awareness on the Safeguarding stream (Part 7) of the Act to its members
- **Floating Support** 2 mental health service users are already receiving floating support with 5 more identified. The service will offer a range of support to people who are experiencing mental health problems e.g managing finances, benefit applications or other complicated tasks which may cause difficulty.

Management

Sickness - See progress on challenges in Section 1.

PDDR's – The outturn is below expectations, however it includes 25 employees located at Cathedral View as it is scheduled to close. Weekly PPDR monitoring reports have been implemented and Operational Managers have recorded reasons for non compliance e.g maternity leave

Health & Safety - The Directorate Health & Safety Action Plan for 2015/16 was completed. This, together with the end of year H&S Statement and Annual Report for 2014/15 was agreed by SMT and went to Health & Safety Forum meeting on 17.6.15. During 2014/15 year end, five inspections were undertaken by the Health and Safety Advisor. Overall, there were 31 reported accidents, one of which was reported to the Health & Safety Executive.

Directorate: Adult Social Care

Key Performance Indicator Data - Q1 2015/16

Q1 Progress against Performance Indicators (Corporate & Delivery Plans) 2015/16 (20)

Green 35% (7) Amber 10% (2) Red 25% (5)

Of the total number of indicators above, 10% (2) are annual results and 20% (4) are not appropriate for target setting

Performance Indicator		Q1 Position	Q2 Position	Q3 Position	Q4 Position	Target 15/16	Year End 15-16	R.A.G.
Rate of delayed transfers of care for social care reasons per 1000 population aged 75 or over	10.92	3.65				5.92		R
For management actions please see Section Challenges identified & Actions being taken in Q1								
Number of delayed transfers of care for social care reasons	254	86				140		R
For management actions please see Section Challenges identified & Actions being taken in Q1								
Rate of older people (aged 65 or over) supported in the community per 1000 population aged 65 or over at 31 March		43.58				47		R
Number of service users in receipt of community based services as at Q1 is 2126 compared to Q4 2110, increase in population has resulted in an overall decrease in the rate. For management actions please see Directorate Delivery Plan – Number of people helped to live at home.								
The percentage of carers who had an assessment or	26.3	20.53				58%		R

Page 191

review of their needs in their own right during the year						
Cumulative indicator. Number of completed assess	sments ha	s improve	ed during	Q1 164	compared to !	97 for the
same period last year. Performance of this indicat	or is linke	d to the n	umber o	f offers	for carers asse	ssments
and will be monitored as part of the actions for cal	rers asses	sment off	ers.			
Percentage of adults aged 65 or over who are supported						
with home care services out of the total with home care	72.26	71.3			72.5	R
or care home packages						
For management actions please see Directorate De	livery Pla	n – Numb	er of peo	ple hel	ped to live at h	ome.
Of the 3275 service users aged 65, 2335 were supp	-		-		•	
Rate of older people (aged 65 or over) whom the						
authority supports in care homes per 1000 population	18	18.12			18	Α
aged 65 or over at 31 March						
For management actions please see Directorate De	elivery Pla	n – Numb	er of pe	ople hel	ped to live at h	ome.
Total number of adults using the direct payments scheme	550	570			700	
at the end of the quarter	550	578			700	Α
For management actions please see Section Challe	nges iden	tified & A	ctions be	eing tak	en in Q1	•
Percentage of clients with a care plan at 31 March whose						
care plans should have been reviewed that were	82.04	37.78			90%	G
reviewed during the year						
Cumulative indicator. Number of completed review	ws during	Q1 1583.		•		•
The percentage of carers of adults who were offered an						
assessment or review of their needs in their own right	64.4	29.16			90%	G
during the year						
				•		•
The average number of working days taken from						
completion of the care plan to provision and/or	4.9	3.31			4	G
installation of aids/equipment						
This indicator includes all ages.				•	<u> </u>	•

Q1 Challenges Identified

Budget pressures Work is underway to address savings associated with commissioning, the commissioning of adult services to be taken forwards as a specific Organisational Development Workstream. Improve Carer Assessments completed/ offers Regular monitoring of performance to target any underperforming areas Address any gaps in the process and produce exception list at the end of Q3 to target in Q4. Work with the Adult Assessment Team to ensure that all carers are offered an assessment Improve Delayed Transfers of Care (DToC) The Partnership Governance Board is monitoring delivery of the action plan to ensure the completion all of the actions within the timeframes necessary. **Improve Direct Payments** Continue to work with the service provider to make improvements e.g. Seeking to create a pool of Personal Assistants that can be suitably matched to service users to cover 'interim' requirements whilst permanent services are put into place. Work on recommissioning the Direct Payments Contract is to commence in August. Improve staff sickness performance Continue to monitor sickness performance and ensuring corporate guidelines are followed. Implement new structure and working practices Page 192 within the directorate Delivery of sustainable Social Care in Cardiff

Q1 Actions being taken

Directorate: Adult Social Care

Councillor: Susan Elsmore Director: Sarah McGill

Q1 Risk Update

	Cor	porate Ri	isk	
Risk Description	Inherent Risk	Residual Risk	Mitigating Actions	Risk Owner
Adult Social Care - The Social Services Well-being (Wales) Act 2014 places new duties and responsibilities upon already pressured services	Red	Red	The Director is the lead Director for workforce. Partners are actively engaging in the preparation of a regional workforce strategy by September 2015 to support implementation of the Act in April 2016. Responding to the 2 nd Tranche of consultation by 24 th July 15	Tony Young & Sarah McGill
Adult Care -Changing demographics and increasing expectations of vulnerable people increase the risk of budget overspend	Red	Red	DTOC action plan agreed. Progress whole systems review, remodel services for disabled children and young adults.	Tony Young & Sarah McGill
Adult Care -Failure to safeguard vulnerable people	Red	Red	The Regional Adults and Children's Safeguarding Board constituted for Council-wide responsibility	Tony Young & Sarah McGill
Failure to correctly align resources with demand and priorities - Sleep in Judgement – Whittlestone and Esparon The Judgement will have financial implications.	Red	Red	Scoping exercise to be under- taken as Judgement impacts on a number of different providers	Tony Young & Sarah McGill

Emerging Risks Identified this Quarter						
Risk Description	Inherent Risk	Residual Risk	Mitigating Actions	Risk Owner		
Living Wage – this will have an affect on the employee costs for social care providers	Red/Amber	Red/Amber	Impact analysis of potential additional costs and discussion with providers to take place	Tony Young & Sarah McGill		

Update on Previous Quarters Emerging Risks						
Risk Description	Inherent Risk	Residual Risk	Progress	Risk Owner		
N/A						

Directorate: Children's Services

Director: Tony Young **Councillor**: Cllr Sue Lent

Q1 2015/16

Budget	Projected Outturn	Variance	Variance (%)
£137,820,000	£142,780,000	£4,960,000	3.60%

Number of Employees (FTE)	350
Sickness Absence YTD (Days Per Person)	3.5
PPDR Initiation 2015/16 (Permanent Staff)	91%

Target	Projected	Variance	Variance
Savings 15/16	Savings		(%)
£8,137,000	£5,057,000	£3,080,000	37.85%

Q1 Progress against Corporate Plan Commitment Actions 2015/16 (7)

Green 86% (6) Amber 14% (1)

Q1 Progress against Directorate Plan actions (Core Business Priorities) 2015/16 (19)

Green 95% (18) Amber 5% (1)

Progress on Challenges Identified Q4 (previous quarter)

Managing caseload levels following departure of Managed Team:

Managed Team Exit Strategy – 43 (out of 315) cases were transferred to case management teams at the end of the 9 month period that the team were in Cardiff. Case management teams moved on 700 cases over the same period.

- 1. Level of unallocated work number of unallocated cases has reduced from 115 at 31.03.15 to 65 at 30.06.15.
- 2. Caseload averages the average social worker caseload at 30.06.15 was 18.9, compared with 19.7 at 31.03.15.
- 3. Case transfer bottlenecks the bottlenecks are a function of the number of unallocated cases and caseload averages, both of which are currently within manageable levels overall. The volatile nature of demand is such that bottlenecks can occur very quickly and for this reason transfers continue to be monitored at weekly case allocation meetings.

Q1 Service Delivery

Budget

To be provided by the Central Performance Team

<u>Directorate Delivery Plan</u> - Of the 7 actions in the Corporate Plan, 6 are rated green and 1 is rated amber/green at 30.06.15. The amber/green action relates to the effectiveness of transitional support for both disabled children and care leavers. Work has been undertaken to ensure that appropriate young people with disabilities who will need to make the transitional to Adult Services are identified at an early stage. Whilst work has been undertaken to identify and establish current practice and processes in relation to care leavers and a much improved transitional process is currently in operation, this needs to be captured as part of the development of a formal protocol. The transition processes for disabled children and care leavers have the potential to be smoother as both services are now within the same Directorate. Some work on milestones relating to the implementation of recommendations from the Scrutiny Report on Transition into Adulthood was delayed due to a period of short term absence by the lead manager and will be addressed in Quarter 2, however, the care leavers grant was increased from £1,100 to £2,000 from 1st April 2015.

1 further action from the Directorate Plan has been rated as amber/green. This relates to Pathway Planning for care leavers and also refers to the recommendations from the Scrutiny Report mentioned above. Progress was affected by a period of short term absence by the lead manager and will be addressed in Quarter 2.

Progress reported during the quarter includes:

- LAC Strategy finalised to be considered at the next Corporate Parenting Advisory Committee in September
- LAC Traineeship Scheme relaunched 5 young people in placements
- Enhanced Fostering Scheme operational
- Regional adoption service launched and operational
- CSE Strategy subject to final revision and consideration and sign off by September LSCB
- Emergency Lodgings Scheme developed for commencement in Q2

Management - At the time of writing, the Directorate had achieved 74% compliance with finalisation of objectives from 2014/15 and 91% compliance with initiation of objectives for 2015/16. A small percentage cannot be initiated due to staff absence (e.g. maternity leave and long term sick leave), and a high level of recruitment activity and new intake accounts for a proportion of the outstan (Pa) (1948).

Directorate: Children's Services

Key Performance Indicator Data - Q1 2015/16

Q1 Progress against Performance Indicators (Corporate & Delivery Plans) 2015/16 (36)

Green 14% (1) Amber 86% (6)

Of the total number of indicators above 31% (11) are annual and 53% (18) have no or limited results as yet."

Performance Indicator	Result 14/15	Q1 Position	Q2 Position	Q3 Position	Q4 Position	Target 15/16	Year End	R.A.G.
% of referrals with decision made within 1 working day	83.1	89.8				100		A
Performance has continued to improve slightly in Quarter 1 in the context of a 16% reduction in the number of referrals. The performance report is based on electronic records, but there is evidence that the electronic capture of the information is delayed. However, management oversight confirms all referrals are subject to manager decision and prioritisation on the day of receipt.								
% of referrals that are re-referrals within a year of previous referral	25.4	25.6				24		A
There has been a marginal increase over the quarter assessment practice improves in order to reduce the				_		need to	ensur	e that
% of initial assessments carried out within 7 working days	50.6	67.1				80		A
Concerted efforts, including daily monitoring reports, led to considerable improvement in performance against this indicator during Quarter 1 and the Directorate is confident that the 80% target will be met in Quarter 2. April = 44.7%; May = 62.4%; June = 95.7%								
% of children seen by a social worker during their initial assessment	60.9	64.4				80		А
There has been a significant drive in empowering soc			_		ike the n	nost app	oropria	te

assessment at the point of referral. This has led to a range of outcomes including initial assessments:

- Proceeding straight to child protection investigations / core assessment / specialist assessments.
- Being closed with no further action after receiving managers have re-evaluated the decision to proceed to initial assessment.

In these circumstances a full initial assessment would not have been completed - a more appropriate assessment would have been undertaken and the child seen as part of that assessment. This is commensurate with the new Social Services & Wellbeing (Wales) Act 2014 wherein a proportionate assessment will be undertaken following all referrals. The target set by the ADSS, WLGA and CSSIW pre-dates this new approach which his consistent with the direction of travel across

·								
the country.								
% of core assessments carried out within 35 working days	61.0	71.2				80		A
Performance against this indicator improved in Quarter 1, with the June result meeting the 80% target.								
April = 66.3%; May = 66.3%; June = 82.4%								
% of child protection reviews carried out within	99.8	100				100		e
statutory timescales	33.6	100				100		,
% of social work vacancies in all teams	27.2	23.5				15		Α

The vacancy position has improved very slightly during the quarter as appointed social workers have taken up post. The apparent high percentage of vacancies must be treated with caution because the % continues to be inflated by the creation of new posts as part of the realignment of Children's Services in 2014. Recruitment is ongoing - the recruitment campaign has been very successful and has directly contributed to the service's ability to retain social workers. We are now attracting numbers of applications from agency staff who have been working within the service, and social workers from other local authorities. The number of agency social workers has reduced from 55 in June 2014 to 34 in June 2015. The ambitious 15% target remains our aspiration for 31st March 2016.

Q1 Challenges Identified

The need to establish a single, integrated Social Services Directorate and align performance management arrangements coherently is an urgent priority.

Q1 Actions being taken

The Director is engaging with key managers in all areas of operation to resolve some fundamental issues about structure, line management responsibility and reporting arrangements with a view to resolving a clear position early in Quarter 2.

Directorate: Children's Services

Councillor: Sue Lent Director: Tony Young

Q1 Risk Update

		Corpo	rate Risk	
Risk Description	Inherent Risk	Residual Risk	Mitigating Actions	Risk Owner
Potential for mismatch between children's needs and capacity to meet them if current trends continue, for example in children needing to be safeguarded, looked after and/or receive other services to support families and carers to care for them.	Red	Red	The impact of the Managed Team enabled the service to reduce the overall number of cases from 2,953 at 30.06.14 to 2,376 at 30.06.15, bringing social worker caseloads in Children's Services teams down from 24.5 at 30.06.14 to 18.9 at 30.06.15. The Exit Strategy for the Managed Team was implemented and the additional team withdrew on 24 th April 2015. A draft Early Help & Preventative Strategy has been completed and consultation undertaken with partners; a draft implementation plan has been developed.	Tony Young
The implementation of the Social Services and Wellbeing (Wales) Act will place new duties and responsibilities upon already pressured services.	Red	Red	As per Quarter 1, senior managers are engaged in national activity to influence the development of regulatory requirements with a view to promoting proportionality of expectations. We are responding to the second tranche of consultation together with Health & Social Care by 24.07.15. The Director is the lead Director for workforce. Partners are actively engaging in the preparation of a regional workforce strategy by September 2015 to support implementation of the Act in April 2016. A regional readiness and implementation plan has been prepared and is being considered by Scrutiny at the July meeting.	Tony Young

Emerging Risks Identified this Quarter						
Risk Description Inherent Residual Risk Risk Mitigating Actions Risk Own						
N/A						

Update on Previous Quarters Emerging Risks							
Risk Description	Inherent Risk	Residual Risk	Progress	Risk Owner			
N/A		Page 197					

Directorate: City Operations

Director: Andrew Gregory

Q1 2015/16

Budget Projected Outturn		Variance	Variance (%)
£52,546,000	£53,413,000	£867,000	1.65%

Councillor: Derbyshire, Patel & Bradbury

Number of Employees (FTE)	1,375
Sickness Absence YTD (Days Per Person)	3.0
PPDR Compliance Stage (Permanent Staff)	88%

Target	Projected	Variance	Variance
Savings 15/16	Savings		(%)
£12,058,000	£10,378,000	£1,680,000	13.93%

Q1 Progress against Corporate Plan Commitment Actions 2015/16 (42)

Green 88% (37)

Q1 Progress against Directorate Plan actions (Core Business Priorities) 2015/16 (45)

Green 73.3% (33)

Amber 12% (5)

Red
2.2%
(1)

Progress on Challenges Identified Q4 (previous quarter)

ADM: The parallel progression of the Corporate methodology for the evaluation of the infrastructure services alternative delivery model, and the associated governance arrangements, is having an impact upon progressing the outline business case analysis.

The ADM project, consultation, and associated Cabinet report are on programme to be considered by Cabinet in July 2015.

Project Controls: Although all key projects are being delivered on programme (either at Directorate or Corporate plan programme level) since the restructure formal directorate project board meetings have only been reformed end of March. As a result, although all projects have been challenged at senior level, OMs were not able to formally challenge each other's projects.

Performance management, project governance and support arrangements are urgently being reviewed across the new Directorate to ensure robustness of project definition/delivery. A revised directorate programme board and programme will be established and operational by 30.07.2015.

Budget: Issues identified with: i) achieving the financial targets for alternative delivery on Leisure Centres and Arts Venues; ii)finding suitable community organisations to take over responsibility for play centre buildings' iii)

Increase income across the portfolio to mitigate against future savings requirements.

Achieving a balanced Budget is a core directorate priority. An in year mitigation strategy and action plan will be in place by 15.07.2015 to identify the actions necessary to achieve this outcome.

Q1 Service Delivery

Budget

To be provided by the Central Performance Team.

Directorate Delivery Plan

Deliver new Parking Strategy for Cardiff by Summer 2015 (amber): The strategy is proposed to be taken forward to Cabinet in September.

Establish a new strategy for highways and transport asset maintenance & renewal (amber): The draft strategy will be developed for October for Highways and Transport. However, a view needs to be taken as to whether this work is extended to cover City Operations i.e. waste, parks & leisure.

Invest to save schemes (amber): The LED contract has been delayed by 3 months as a specification is developed with lower than envisaged kelvin light levels. This change has come from successful challenges at Trafford Council that stopped their contract proceeding. A trial is currently taking place to review the LED lanterns.

Increase in Planning and Highway Fee Income (amber): The issue of Welsh Government Planning Fee increase is being discussed with contacts within WG, it is clear that whilst new income is viable a risk exists that income may be lost if planning timeframes are breached. The planning head of service is changing working practice and developing a mitigation plan for this risk and to improve planning application determination performance. Highway income targets require further support to meet the levels set and this work is ongoing. Mitigations will be used to ensure that this saving is achieved.

Special Educational Needs transportation for pupils (amber): SEN transport still has significant issues with regards to control and projection of costs. A project officer is in place and working with Education to look at Processes that request SEN transport so costs are transparent and can be considered in the decision making processes. More robust targets are being Page 198

Page 18 of 41

established which maximise savings.

Replacement of non-statutory primary school transport (amber): 2 routes not formalised as existing provider did not want to provide a service but there are ongoing discussions with other providers. There is no statutory obligation for the Council to provide a service and consultation has taken place; however, there will be parents and schools that are not happy with the changes.

New Household Waste & Recycling Centres (amber): Staff and TU consultation has begun on the proposed changes. Market testing has been undertaken and partners are interested in supporting and running a Re-Use facility. It should be noted that the legal operating permits required for the new site can take 6-9 month to obtain from the regulator (NRW), location is to be finalised.

Neighbourhood Services Council Wide: The £600k identified saving for Neighbourhood Services (Council wide) proportioned against respective departments and the restructure will be signed off in order to proceed. Whilst a proportion of the frontline savings have been realised, the remainder is being sought through a range of approaches for Cross directorate; enforcement, fleet, business administration and eland reductions, management and support. A full saving mitigation plan is being put in place.

Waste strategy & disposal savings (Red): The current projection assumes post sort has ceased and an alternative option to assist securing the recycling performance is sought. A mitigation plan is being put in place for month 4.

Corporate savings linked to Directorate for leisure, parks and waste (amber): Agency and overtime savings have been allocated but not the operational efficiency savings, this will be done at the budget meeting early July. A full saving mitigation plan is being put in place.

Increase income at Heath Park Car Park (amber): Changes have been implemented but may not achieve savings target due to full year affect. A full saving mitigation plan is being put in place.

Welsh language assessment (amber): Frontline initial assessment using the linguistic diagnostic tool has not fully taken place in relation to all receptions, hubs, centres within the Directorate.

Benchmark service performance (amber): Delays in Refuse Collection and Street Cleansing information and data gathering could result in submission deadlines not being met if quick progress is not made over the coming weeks.

Retrofitting the council's building estate (amber): The slight delay in reaching invitation to tender was related to resource difficulties in service areas supporting this process but the project is now back on track. An emerging risk is that the government are reviewing Energy Tariffs which will impact business cases for new renewable schemes.

Ensure the private rented sector is fit for purpose (amber): Delays in finalising on line consultation form meant original Cabinet report date has slipped from July to next available Cabinet date in September

Achievement of financial targets for ADM on Leisure Centres (amber): Procurement process for Leisure Centre Operator is at competitive dialogue stage, delivery of savings is dependent on procurement timetable and content of bid. New Bus Station: Preparatory work and delivery of the Communication Plan regarding interim arrangements prior to the closure of the bus station [02.08.15]. Information leaflets circulated. Confirmation of interim arrangements. Briefings and

Management

Sickness Absence – awaited from Central Performance Team

presentation to key stakeholders, cabinet and councillors.

PP&DRs – Results for initiation of PP&DRs for 2015/16 are 88% (1218 of 1390 completed), managers have been reminded of the importance of completing reviews and are actively working towards undertaking these.

Health & Safety - a significant piece of work has commenced to start drawing together the Health & Safety Policy and Action Plan for the new Directorate, as well detailing arrangements across health & safety topics, responsibilities need to be identified, as such an appendices for each operational manager have been forwarded to OMs for updating, these need to be completed before the policy and action plan can be progressed.

Key Performance Indicator Data - Q1 2015/16

Q1 Progress against Performance Indicators (Corporate & Delivery Plans) 2015/16 (19)

Green 16% (3) Red 16% (3)

11 (58%) of the indicators are annual and 2 (10%) have no result available at this stage as the data is still being collected, interrogated and verified.

Performance Indicator	Result 14/15	Q1 Position	Q2 Position	Q3 Position	Q4 Position	Year End 15-16 Target 15/16	R.A.G.
PSR/004 - The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April which were returned to occupation during the year through direct action by the local authority	6.71%	1.03%				6.6%	R

This is a cumulative indicator where results are built up throughout the year where dwellings are returned to occupation, end of year target is envisaged to be met. PLA/004 (a) - The percentage of major planning applications determined during the year within 13 20% 11.8% 25% R weeks PLA/004 (c) - The percentage of householder planning 80% applications determined during the year within 8 R 71.1% 64.8% weeks

PLA/004 (a & c) - A range of measures to improve performance are currently being developed by the recently appointed Head of Planning to respond to a heavy and complex workload. Issues under consideration include assessing staffing capacity against available budget, improved joint-working across teams within and beyond the Planning Service, making improvements to the Development Management process and creating an enhanced performance-driven culture. Full details will be finalised by late summer and will build upon improvements brought about through the recent restructuring process.

Q1 Challenges Identified

Budget Under Achievement – in key areas Budgets have been underachieved.

New Directorate Structure / Governance/ Systems

Ensuring Major Project Delivery: Leisure Centres. Achieving the financial targets for alternative delivery.

ADM: Project Delivery / Defining adequate resourcing. Managing and reducing sickness absence

Q1 Actions being taken

A rigorous approach is being adopted to identify alternative budget mitigation, establish clear saving ownership and programmes/monitoring for savings/income delivery. All plans in place by end 08.2015.

A transition plan has been established to define roles/objectives and key areas such as performance, business support and finance function. In the medium term an appropriate service/budget review is being planned.

Programme board is established. Management actions and mitigations being implemented and further explored.

In order to reduce sickness absence levels a greater focus on individual cases has been adopted and through the introduction of bi-monthly performance meetings with those reporting directly to the Operational Manager. Sickness absence is a core agenda item and HR is supporting the process in tackling problem areas.

Director: Andrew Gregory

Directorate: City Operations

Councillor: Derbyshire, Patel & Bradbury

Q1 Risk Update

Corporate Risk							
Risk Description	isk Description Inherent Risk		Mitigating Actions	Risk Owner			
Climate Change and energy security - Unpreparedness to the effects of climate change due to lack of future proofing for key (social and civil) infrastructure and business development, and inability to secure consistent energy supply due to rising energy costs and insecurity of energy supply.	Red	Red	Training and 1-2-1 support has been offered by the SD Unit to all Directorates to support them addressing the Corporate PI on this issue but uptake from Directorates has been low. The SD Unit will offer further support to Directorates to provide a combined year 1 & 2 response and will investigate other ways to ensure that parties are more proactively engaged, including an analysis of how new legislation (Wellbeing of Future Generations Act and upcoming Environment Bill) will help to influence this agenda	Andrew Gregory			
Food Safety Management - Ineffective	RedPa	$\alpha \mathbb{A}^{e} \Phi \Omega$	The e-learning HACCP module is now live	Andrew			

food safety management systems including procurement leading to unsafe food at Cardiff Council food business outlets, events & venues Preparation of Local Development Plan -Preparing a plan that is considered 'sound' by the Inspector, within the proposed timetable. Waste Management - Failure to achieve targets for Landfill allowance, specifically for Biodegradable Municipal Waste and WG statutory Recycling Targets. Ineffective delivery of recycling targets and residual waste treatment.	Red	Red / Amber	and available to all relevant staff across the Council. The HACCP team liaise regularly to coordinate updates as required and updates are made available via CIS. The E.coli Groups both met in this quarter. The Corporate E.coli work supported by Public Protection is not in scope for the new collaboration which we are a part of, as such discussions are ongoing as to how this moves forward. All 187 Action Points have been responded to and posted on the Council's website. Action point responses have informed proposed changes to the submitted Deposit LDP which are set out in a document called the Matters Arising Changes Schedule. Formal consultation on the proposed changes is underway and runs between 11th June and 23rd July. Project remains on course, no further mitigating actions currently required. The end of year position for statutory recycling and Biodegradable Municipal Waste to landfill targets have been exceeded (full NRW validation is pending). The Project Gywrdd commissioning means that the risk of failing our Biodegradable Municipal Waste target has been virtually	Andrew Gregory Andrew Gregory
treatment.			removed. The risks for 15/16 remain on recycling performance remains red as the target increases from 52% to 58% this year.	
Emerg	ing Risks	Identif	ied this Quarter	I
Risk Description	Inherent Risk	Residual Risk	Mitigating Actions	Risk Owner
Significant risk with financial targets in	Red	Red	Mitigation strategy currently being	Andrew
not being able to be met			developed	Gregory
Update or	1		ters Emerging Risks	
Risk Description	Inherent Risk	Residual Risk	Progress	Risk Owner
Should timescale for procurement on Leisure Centres alternative management not be met, savings achievement would be delayed.	Red	Red	Should timescale for procurement on Leisure Centres & Arts Venues alternative management not be met, savings achievement would be delayed.	Andrew Gregory

Directorate: Communities, Housing & Customer Services

Director: Sarah McGill **Councillor**: Phil Bale, Graham Hinchey, Susan Elsmore, Peter Bradbury, Dan De'Ath

Q1 2015/16

Budget	Projected Outturn	Variance	Variance (%)
£46,680,000	£46,680,000	-	-

Number of Employees (FTE)	960
Sickness Absence YTD (Days Per Person)	2.0
PPDR Compliance Stage (Permanent Staff)	95%

Target	Projected	Variance	Variance
Savings 15/16	Savings		(%)
£1,643,000	£1,439,000	£204,000	12.42%

Q1 Progress against Corporate Plan Commitment Actions 2015/16 (Total No.14)

Green 92.85% (13)

Red 7.14% (1)

Q1 Progress against Directorate Plan actions (Core Business Priorities) 2015/16 (Total No.46)

Green 96% (44) Amber 4% (2

Progress on Challenges Identified Q4 (previous quarter)

Central Library Hub

Project operating to schedule – construction will conclude on the 17/7. Furniture and technical installs will be in place by the end of July and official launch will take place on the 30th July. 150k Welsh Government grant secured to partially fund the library enhancements. Work is underway to maximise digital offer for citizens.

Waste Restriction Programme

All temporary project staff have been recruited, trained and are live dealing with customers. The leaflet drop outlining the WR changes have taken place with bespoke bag deliveries in the delivery stage at present. Customer contact are increasing with all channels seeing an increase in demand. Formal complaints remain a low volume at this time with most customers expressing dissatisfaction through social media, which is being addressed separately. Changing information and clarity of some decisions remain a challenge.

Improving the speed of homelessness decision making

The measures put in place are working and there has been a significant improvement in the time taken to make a homelessness decision. As at 3rd July 2015 there were 73 open cases, this is down from 135 at 1st May 2015.

Q1 Service Delivery

Budget

There are some budget implications due to the implementation of the Rumney Partnership Hub, Central Library Hub and the Alarm Receiving Centre. Part year effect of the saving will be realised in 2015/16, however additional savings and additional income is being identified to ensure the directorate achieves a balanced position.

Directorate Delivery Plan

Alarm Receiving Centre – Go live date is planned for 18th August 2015, and we have implemented a managed 1 month delay into the project to allow more time for the robust testing of technology and detailed process and procedures to be written.

Customer Contact – During Q1 C2C received 33,000 additional calls. The answer rate for calls into C2C has improved for the 3rd consecutive quarter to 91.59%. This is as a result of the return of the 37 hour working week, an increase in the centres opening times and review of working practices. Email contact has also increased with the average monthly figure rising from 6,000 to over 17,500 customer emails. The average response rate has decreased to 19 hours 37 minutes.

Housing Allocation Policy - The new policy has been in place for 6 months and a review of the policy is being carried out in conjunction with the housing associations and proposals will be put forward to resolve any issues that have been identified. Any changes from this review will be taken to Cabinet in November for decision.

Into Work - New outreach provision for help to get on line and job clubs are now held in Plasnewydd Community Centre twice a week (recently community asset transfer to YMCA). The service also successfully bid for funding from Communities 2.0 to provide laptops and tablets at the sessions.

Page 202

Hubs - Community consultation on Rumney Partnership Hub was completed and agreement reached with C3SC for the ECLP Communities First team to lease part of the premises. Plans for Llandaff North and Fairwater Hubs finalised following consultation with stakeholders and the community.

Housing Repairs – Performance Management Software (Infosuite) is being installed on 15th July 2015 with training currently being undertaken. Performance monitoring of the separate trades and individual contractors are now in place and includes information on first time fixes and appointments kept. A new Performance and Operations Manager has been appointed to improve monitoring and contract management.

Housing Partnership Programme – Report to Cabinet 16th July 2015 to set out the final list of sites and approve the process to appropriate land for planning purposes. Developer to be appointed in September.

Management

Health & Safety - Plan has been created, approved at SAJC and circulated to SMT. The H&S Action Plan is available on the Council CIS system.

PPDR Status – Directorate reporting a 95% completion rate for completion rate for setting of PPDR objectives for 2015/16. A sampling exercise into the quality of PPDRs is taking place.

Sickness – Regular monitoring takes place within the directorate with: •monthly directorate performance report •weekly manager updates on sickness, open RTW and any missed stages • Case management to any Long-term sickness and Assistant Director Management Team meetings.

Directorate: Directorate: Communities, Housing and Customer Services Key Performance Indicator Data – Q1 2015/16

Key Performance Indicator Data – Q1 2015/16								
Q1 Progress against Performance Indicators (Cor	porate &	Delivery	Plans)	2015/	16 (Tota	al No.45°	*)	
Green 55% (18)		Amber	39% (13	3)			Red 6	% (2)
*6 annual, 3 are not targeting and 3 no data .	_	_	-	_	-		1	
Performance Indicator	Result 14/15	Q1 Position	Q2 Position	Q3 Position	Q4 Position	Target 15/16	Year End 15-16	R.A.G.
The average number of calendar days taken to deliver a Disabled Facilities Grant	193	214				200		R
Work on site is delayed due to the capacity of the co- contractor has taken place; they have taken on addit can be met. New monthly performance monitoring is	ional staff	and have	given a	n under	taking th	nat times	cales re	•
The number of library materials issued, during the year, per 1,000 population	4,727	967				5000		R
These figures represent a 75,838 drop in performance the closure of Central Library for 5 weeks during this Hub. There is also the continued closure of Roath Lib Anticipating improved performance in Quarter 2 as a Challenge	period, to rary and t	enable the he closure	e refurb of Gran	oishmer Igetowi	nt work f n Library	or the Ce	ntral Lil efurbish	orary nment.
The number of visits to Public Libraries during the year, per 1,000 population	8,376	1,217				6,000		Α
the closure of Central Library for 5 weeks during this	These figures represent a decrease of 52,233 in performance against 14/15 figures. Impact has been felt as a result of the closure of Central Library for 5 weeks during this period for the refurbishment work for the Central Library Hub. There is also a continued closure of Roath Library for Health and Safety reasons and the closure of Grangetown Library							
The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	51.7%	33.6%				55%		Α
This indicator has been withdrawn following the introduction of the Housing (Wales) Act 2014, and the WAG has not replaced it. The WHO12 return now requires us to report on the number of households for whom homelessness was prevented or relieved, the criteria for each being that the solution should be one that is likely to last for 6 months or more. This particular quarter saw a shortfall in instances of prevention reported to us by partner organisations; a fall in the number of hostel rooms becoming vacant; and a higher-than-normal number of decisions that substantiated homelessness								
Percentage of C2C Calls Answered	86.9% Page 2	91.6% 203				93%		Α

Performance Indicator	Result 14/15	Q1 Position	Q2 Position	Q3 Position	Q4 Position	Target 15/16	Year End 15-16	R.A.G.
For the third consecutive quarter, C2C have improved its overall Answer Rate percentage. Despite handling an additional 33,000 calls, which can largely be attributed to the council tax annual billing period when which saw 65,000 calls being offered in the month of April, C2 achieved an increase of 1.88%. This comes in conjunction with staff returning to a 37 hour working week and an increase to the centres operational hours allowing for greater flexibility in the scheduling of break and lunch patterns and the ability to further front-load rotas and concentrate greater levels of resource at the start of the day when needed. 3NF/002 (a)CTR: Speed of processing: Average time								
for processing new Council Tax Reduction claims BNF/002 (a)HB: Speed of processing: Average time	18.9	19.94 22.95				21		G A
for processing new Housing Benefit claims While the target was met for Council Tax Reduction claims, the time taken to process Housing Benefit claims was above target. This was due to high staff turnover within the section, posts have now been filled and planned training programme is underway.								
The average number of days that all homeless households spent in Other forms of temporary accommodation	206	195				200		G
This is a good performance and an improvement from Housing (Wales) Act may have an impact on the typic impact of this change.			•					
Vacant Local Authority stock as percentage of overall stock (as at the end of the period)	1.55%	1.53%				1.5%	,	G
The total amount of rent lost due to lettable units of permanent accommodation being empty as a percentage of the total rent debit for the financial year.	2.12%	1.8%				2%		O
The number of vacant properties remains within target. The rent loss in the first quarter is £285,227.95, this compares favourably with the same period last year when the rent loss was £375,612.66.								
HLS/014: The average number of calendar days taken to let lettable units of permanent accommodation during the financial year	112.7	103				Q1-9 Q2-8 Q3-7 Q4-6	0 70 60	Α
Quick turnaround project pilot has had a positive impact and April (85 days) and June (83 days) showed significant								

Quick turnaround project pilot has had a positive impact and April (85 days) and June (83 days) showed significant improvement in the turnaround times for voids. The quarterly outturn was impacted by June's result (121) where some properties that had undergone significant improvement were let after being void for a significant amount of time. Some issues remain however with the time taken by contractors to carry out works and with letting some properties and further work is needed to resolve these issues.

Q1 Challenges Identified

Q1 Actions being taken

Successful Launch of the Central Library Hub	Full launch programme has been put in place on 30 th July.
Implementation of the Waste Restriction Changes	Actions implemented already covered in this report, calls will be closely monitored. Aim to utilise of social media and the web to reduce call demands.
Reducing the time taken to let vacant properties remains a key challenge	The action plan already in place to improve vacant turn around times will be reviewed and other actions identified. Contractor performance will continue to be monitored carefully and appropriate action taken.

Directorate: Communities, Housing and Customer Services

Councillor: Phil Bale, Graham Hinchey, Susan Elsmore, Peter Bradbury, Dan De'Ath Director: Sarah McGill

Q1 Risk Update

Corporate Risk					
Risk Description	Inherent Risk	Residual Risk	Mitigating Actions	Risk Owner	
Welfare Reform - That the Council cannot meet its statutory obligations with the increased demands and reduced budgets placed upon it by the Welfare Reform Bill 2011,	Red	Red	 Welfare Reform Group is working well in coordinating multi-agency activity Discretionary Housing payments are being used to top up the benefit claims of those most affected Tenants adversely affected are being supported to exchange properties, given tenant greater choice on new properties and reducing void rent loss 	Sarah Mcgill	

Emerging Risks Identified this Quarter					
Risk Description	Inherent Risk	Residual Risk	Mitigating Actions	Risk Owner	
UKs Budget Announcement - Benefit Cap reduced to £20,000 (previous risk profiled on £23,000) - Freeze on benefits - Tax credit changes - Budget settlements on areas where there is devolved powers is Wales is currently not known	Red	Amber/ Green	Assessed the potential impact for Cardiff - benefit cap may affect as many as 1,161 households (of which 485 are council tenants) This risk to be managed as part of the wider Welfare Reform Corporate Risk.	Sarah Mcgill	

Update on Previous Quarters Emerging Risks						
Risk Description Inherent Residual Risk Progress						
Central Library Closure for refurbishment – Negative impact for service users and reputational damage from the building being closed if not properly managed.	Red	Amber/ Green	Risk was correctly managed with closures kept to minimum and contingency plans successful. Minimal public reaction or complaints	Isabelle Bignall		

Directorate: Economic Development

Director: Neil Hanratty

Q1 2015/16

Councillor: Phil Bale, Peter Bradbury, Graham Hinchey

Budget	Projected Outturn	Variance	Variance (%)
£2,314,000	£2,614,000	£300,000	12.96%

Number of Employees (FTE)	245
Sickness Absence YTD (Days Per Person)	1.37
PPDR Compliance Stage (Permanent Staff)	92%

Target	Projected	Variance	Variance
Savings 15/16	Savings		(%)
£1,653,000	£1,653,000	-	-

Q1 Progress against Corporate Plan Commitment Actions 2015/16 (Total No.19)

Green 100% (19)

Q1 Progress against Directorate Plan actions (Core Business Priorities) 2015/16 (Total No.14)

Green 86% (12) Amber 14% (2)

Progress on Challenges Identified Q4 (previous quarter)

- 1. **City Deal** All local authorities have committed to participate in City Deal. 9 have Cabinet approval final one is currently being processed.
- 2. **Cardiff Business Council** The Council has embarked upon a review of the organisation in anticipation of future funding shortfalls and the City Deal opportunity.
- 3. **Central Square** Planning permission has been granted. Preparations have been made to undertake a detailed public engagement exercise before the closure of the bus station. The public can view the model for the proposed transport interchange and give their feedback before the planning application is submitted in the autumn.
- 4. **Arena** A business case setting out a plan for delivery is being developed. The intention is to report to Cabinet in the autumn.
- 5. **Civic Centre** A Commissioning Brief and shortlist of architects has been agreed with Cardiff University and the procurement process is underway. Selection will slip into Q2.
- 6. **Property Strategy** Advice provided to Neighbourhood Management Teams to determine their current and future property requirements. Once the requirements are agreed Neighbourhood Area Asset Plans will be developed, outlining proposals for community buildings and partnership assets.
- 7. **BID** Advisors appointed to prepare a BID ballot. Task Group established to develop a baseline analysis of service delivery.
- 8. **ADM review** Project group established to explore the merits of a heritage trust. ADM for cultural venues is progressing.

Q1 Service Delivery

Budget

To be provided by the Central Performance Team

Directorate Delivery Plan

Deliver, with partners, 200,000 square feet of Grade A office as part of a new business district in the vicinity of central station between March 2014 and March 2016 - Planning permission has been granted for the masterplan. Construction of 135 sqft of grade A office accommodation is progressing at building 1. Planning permission is in place for a HQ building (phase 2) and building 2 (phase 3). Central Square design works are on programme.

Deliver with partners a proposal to Central Government for a City Deal for Cardiff by March 2017, along with a subsequent programme for delivery - Partners have agreed to bring together a fund to appoint advisors to undertake business planning and feasibility studies. Formal agreement to participate achieved in 9 Councils.

Implement a delivery strategy to progress a Multi-Purpose Arena by March 2016 - masterplan completed.

Establish a new Tourism Development Strategy by June 2015 with a view to doubling the value of overnight tourism in the city-region by 2020 – The Council's Cabinet approved the new Tourism Strategy and Action Plan 2015 – 2020.

Outcomes will be led by the private sector, supported by the Council and embrace close working with stakeholders.

Deliver the approved Property Strategy –the Corporate Asset Management Plan (CAMP) will be presented to the Council's Cabinet in July. Once approved the CAMP will become the key property management tool for the authority providing a corporate view of all property related activities. Property Partners from Strategic Estates have worked with service areas and developed a property master schedule detailing gross internal area for all buildings, running cost,

maintenance backlog and capital receipts. Page 206

Delivery of an Office Rationalisation programme to deliver £1m of revenue savings and £6m of capital receipts by December 2017 – Quarter 1 targets achieved, Council teams have vacated Charles Street and operational costs ceased in June.

Establish the future cultural and leisure needs of the city and ensure the sustainable delivery of cultural and leisure infrastructure and services at less cost through new operating models, by June 2016 – An action plan for the Arts and Culture in Cardiff has been agreed by seventeen cultural organisations engaged in the Cultural Conversation. A sub group of the cultural conversation has been established to consider the feasibility of developing a bid for the European Capital of Culture. Members and officers have also partnered a bid with the FAW and Welsh Government to secure the UEFA Champions League Festival.

Community Regeneration – Community shopping centre improvement schemes progressing at Clare Road and Penarth Road. The Council are consulting communities on draft neighbourhood renewal schemes at Trenchard Drive and Birchgrove.

Social Enterprise Funding – A Social Innovation Fund (SIF) has been set up by the Council to help promote social enterprises. Three successful applicants have gone through for SIF approval and received an offer letter.

Management

Health and Safety – No accidents reported during the period.

PPDRs – completed 91% of end of year performance reviews.

Welsh Bilingual Service – Cardiff Castle linguistic assessments completed. Managers of other front line teams will need to complete their forms.

Directorate: Economic Development

Key Performance Indicator Data – Q1 2015/16

Green 78% (14)						Amber 229	% (4)	
4 PI's have annual results / 18 PI's have	e quarterly resul	ts						
Performance Indicator	Result 14/15	Q1 Position	Q2 Position	Q3 Position	Q4 Position	Target 15/16	Year End 15_16	R.A.G.
Grade A office space	30,000 sqft	180,000				100,000		G
Approval of a HQ in Central So	quare.			•				
Grow membership of the Cardiff								
Business Council to 1,000 members	120	164				1,000		Α
(by 2016) (cumulative figure)								
The Council has embarked up	The Council has embarked upon a review of the organisation in anticipation of future funding shortfalls and							
the City Deal opportunity.								
Retained Income For St David's Hall and New Theatre	£1,269,492	£403,782				£1,337,500		А
In Q1 we failed to achieve the	target of £409,6	518 by 1.4%%	. It is a	nticipate	d that	retained inco	me tar	gets will
be satisfied at year end.					1			
Number of Attendances At Cardiff Castle	274,285	76,636				285,000		А
Q1 performance is below the challenging target set due to last years over performance. It is worth noting however that we achieved income of £994,751 against a target of£969,017– indicating some success in increasing the yield per customer. Part of the reason for the reduced performance in Q1 is the early Easter in 2015 which saw some of the holiday visitor numbers leak into Q4 of 2014/15. Another minor factor is the reduced number of Welsh banquet tours undertaken due to the removal of a number of Welsh banquets from the Castle to re-focus on higher yielding functions. Income stream targets across the Castle have been readjusted to take account of this change.								
Customer Satisfaction Level For Cardiff Castle	NPS+53	NPS+25				NPS+50		Α
The NPS (Net Promoter Score 10 out of 10 in recommending Mild favourable scores 6, 7, o	g a visit to the sit	te as opposed	to thos	se who s	core th	ne site particu	larly po	orly.

reveal any particular areas of concern but all areas for improvement will be addressed.

Investment Portfolio Income	£4.023m	£1,073m				£4.3m	G
At guarter 1 we received £1.073m of the £4.3 income target.							

Q1 Challenges Identified

- 1. Addressing in-year projected over-spend
- 2. Ensuring delivery of 15/16 savings targets
- 3. Delivering Property Strategy outputs including capital receipts.
- 4. Explore the Heritage Trust approach to the Castle and other heritage assets.
- 5. Progress the Cultural Venues ADM procurement.
- 6. Progressing the City Deal
- 7. Develop detailed costings and scheme for a new bus station

Q1 Actions being taken

- Develop a detailed plan with managers of in-year cost reduction and reduced spend to off-set anticipated over-spends in regard to St David's Hall and New Theatre.
- 2. Implement regular monitoring of progress to ensure substantial in-year delivery of targets.
- 3. Publish Corporate Asset Management Plan and consolidate the Asset Management Board approach to monitoring property activities.
- 4. Investigate the merits of a heritage trust including learning from the experiences of other cities.
- 5. Review timescales associated with the procurement process to ensure benefits are realised as early as possibly in 16/17.
- 6. Establish new governance arrangements and a project team
- 7. Develop a detailed scheme with costings and report to Cabinet in Q3.

Directorate: Economic Development

Councillor: Phil Bale, Peter Bradbury & Graham Hinchey Director: Neil Hanratty

Q1 Risk Update

Corporate Risk							
Risk Description	Inherent Risk	Residual Risk	Mitigating Actions	Risk Owner			
Asset Management - Ensure effective operation of the Council's Asset Management Board to achieve effective strategic oversight and identified savings.	Red	Red / Amber	 Cabinet formally approved a new Property Strategy. Corporate Asset Management Board and supporting Working Group set up. Established rolling programme of 'Fitness for Purpose' reviews of all council properties providing high level assessment of the current performance and value of buildings. Established Implementation Plan for the new Property Strategy. Draft Asset Management Plan prepared for consideration by Cabinet in July. 	Neil Hanratt			

Emerging Risks Identified this Quarter						
Risk Description	Inherent Risk	Residual Risk	Mitigating Actions	Risk Owner		
N/A						
	Ps	age 208				

Update on Previous Quarters Emerging Risks						
Risk Description	Inherent Risk	Residual Risk	Progress	Risk Owner		
Arts Venues (Q4) Should timescale for procurement on Arts Venues alternative management not be met, savings achievement would be delayed.	Red	Red	(Q4) Sound control by project board and team to drive procurement but ultimately dependent on procurement timetable and content of bids. (Q1) Progressing the procurement process, completed invitation to submit outline solutions.	Kathryn Richards		
BID (Q4) - Restructuring of the City Centre Management team and delay with the implementation of BID.	Red / Amber	Green	(Q4) Agreed viable business model to take the BID process forward. Funding secured internally to progress a BID approach to City Centre Management. Advisors appointed to undertake BID application process (Q1) Task Group established to develop a baseline analysis of service delivery.	Ken Poole		
Economic Vision (Q4) - Possible reputational damage caused by delay to the launch of a new economic vision for Cardiff.	Red / Amber	Green	(Q4) CC14 report circulated. Draft vision to be reported to Cabinet for consultation with a view to formal launch in the autumn. (Q1)	Ken Poole		
Advertising Strategy (Q4) - Local Member/Planning/Highways/Safety approvals not achieved leading to delay in generating income through the advertising strategy to offset savings	Red / Amber	Green	(Q4) Planning applications submitted. Income expected to be realised in time for next financial year. (Q1) Terms agreed for 1st site, which is awaiting planning approval.	Ken Poole		

Directorate: Education and Lifelong Learning

Director: Nick Batchelar **Councillor**: Cllr Sarah Merry

Q1 2015/16

Number of Employees (FTE)	750
Sickness Absence YTD (Days Per Person)	1.9
PPDR Compliance Stage (Permanent Staff)	82%

Budget	Projected Outturn	Variance	Variance (%)
£234,664,000	£234,664,000	-	-
Target	Projected	Variance	Variance
Savings 15/16	Savings	Variance	(%)
£2,621,000	£2,357,000	£264,000	10.07%

Q1 Progress against Corporate Plan Commitment Actions 2015/16 (Total No. 23)

Green 70% (16) Amber 30% (7

Q1 Progress against Directorate Plan actions (Core Business Priorities) 2015/16 (Total No. 50)

Green 66% (33)

Amber 32% (16)

Red
2%
(1)

Progress on Challenges Identified Q4 (previous quarter)

- 1. Training and support has been provided to challenge advisers in order to improve the consistency and quality of challenge and support to schools.
- 2. Specific action has been taken to support all governors to ensure that they meet the mandatory training requirements; to revise the governor training programme for 15/16; to identify mentor governors; to ensure challenge advisers attend governing body meeting of red schools.
- 3. Youth provision is currently being maintained at reduced levels in all delivery locations used prior to the £850k reduction. This is manageable until July 2015. Youth services are being commissioned in neighbourhoods from September 2015; retained council delivered provision will be focused in areas of greatest need. A grant commissioning process, Youth Innovation Grants has been undertaken as part of securing Open Access Youth provision across the city alongside Council run Youth Activity Centres as part of a redesign of the Youth Service. The grants were advertised and a panel convened to consider bids. Grants are being awarded in 10 of the 15 proposed communities. In these communities, it was felt applications and presentations were strong. Where an award has not been agreed statutory provision will continue while the Youth Innovation Grant opportunities are re-advertised.
- 4. There are good examples of partnership working to help young people secure a positive destination. Arrangements are under review to improve the co-ordination of activity. Partnership working will be further enhanced by agreeing an Information Sharing Protocol.

Q1 Service Delivery

Budget

To be provided by the Central Performance Team

Directorate Delivery Plan

An Initial View of School Performance - Academic Year 2014/15

Provisional performance data for Foundation Phase, Key Stage 2 and Key Stage 3 illustrates improvement.

- The Foundation Phase Indicator has improved from 83.7% to 86.7%, an increase of 3 percentage points. Cardiff's performance in this indicator remains below that of the consortium (87.6%).
- Performance in the Key Stage 2 Core Subject Indicator has increased by 2.7 percentage points from 85.1% to 87.8%. Cardiff's performance is now in line with the overall figure for the consortium. (87.8%)
- Performance in the Key Stage 3 Core Subject Indicator has increased from 81.5% to 83.4%. Cardiff's performance is now slightly below that for the consortium as a whole (83.6%).
- In Cardiff, at each key stage, the performance of FSM pupils is improving:
 - The FSM gap at Foundation Phase (FPOI) has reduced from 15.3% to 13.3%. (Consortium 15%)
 - The FSM gap at KS2 (CSI) has reduced from 17.5% to 14.3%. (Consortium 16.8%)
 - The FSM gap at KS3 (CSI) has reduced from 22.4% to 21.6%. (Consortium 20.7%)

School Organisation Programme: Significant progress has been made in the implementation of Projects that were agreed as part of the 21st Century Schools Programme. These include the completion of Stage 1 of the procurement for the new Eastern High and the appointment of our Development Partner. Procurement has also commenced for the 4 new primary schools and also the Statutory Consultations on the primary school schemes, including Four Wards, Splott and the new Howardian Primary School.

Schools Causing Concern, Intervention, Challenge Cymru: From the 10 primary schools categorised as requiring red age 210

level of support in 2014/15:

- at least 4 will require a reduced level of support in the next academic year.
- 3 are in ESTYN's significant improvement category and three continue to require intensive support.
- 1 further school will move into the red support category.

From the 6 secondary schools categorised as requiring red level of support in 2014/15

1 has been taken out of special measures and 2 are expecting significant improvements when the GCSE results are reported in August 2015. The remaining 3 schools are expecting more modest improvements.
 Leadership has been strengthened in these schools and partnerships with high performing schools have been established. These actions will not have had sufficient time to impact significantly on the 2015 pupil outcomes.
 One school will move into the red category as it has been judged by ESTYN to require significant improvement.

Self Improving School System: Nearly all Cardiff schools are now part of a regional school improvement group. Cardiff has 4 hub schools and 4 specialist schools, selected to lead on sharing best practice across the region. High performing schools continue to be encouraged by their challenge adviser to take a lead role.

School Governance: As at July 2015, the % of all governor vacancies is 9.14% which represents 175 governors. The % of LA governor vacancies is 7.95% - which represents 31 governors. Priorities for action are launching the communications campaign to promote the recruitment of governors, agreeing the formal training and support programme for Autumn 2015 (to include training on school-to-school improvement strategies), strengthening self evaluation approaches and ensuring compliance with mandatory training requirements.

Youth Guarantee: The proposed implementation strategy and timeline for introducing the Youth Guarantee has been shared with key stakeholders and progress is being made to deliver the necessary components. The Common Area Prospectus has been created and training provided. Some delays encountered in accessing the necessary Labour Market Intelligence reports required to inform the youth guarantee offer to Year 11 in Autumn 2015. Next steps include the completion of the Common Application System and the Post-16 tracking tool.

NEETS and the **Vulnerability Assessment Profile (VAP):** Action is being taken to improve data quality, to enable improved tracking and monitoring of NEETs and matching to appropriate provision. The Consortium has also been asked to strengthen the challenge to schools regarding the numbers of young people leaving education without qualifications and/or a secure destination. The VAP has now been embedded in all secondary schools. The impact of the tool in supporting vulnerable young people to make a successful transition to further education, employment or training will be assessed during quarters 2 and 3, informed to some extent by the annual Careers Wales year 11 NEET count in October 2015. The tool will then be adjusted and improved as appropriate. Currently, **343** young people in Year 11, at risk of becoming NEET, are being followed up as part of the youth service summer programme. This number represents 10.25% of the 2015 year 11 cohort in Cardiff.

Looked After Children (LAC) Delivery Plan: Joint Education and Children's Services LAC Education Delivery Plan — meetings to address preparation and launch of delivery plan have commenced, building upon content within existing individual directorate plans. Work is underway to create a 'virtual school' for LAC children. Slight delay in progressing appointments to the LAC Education team due to changes in regional funding allocations. Now resolved.

Leadership and Governance: There is a need to improve succession planning and the recruitment and retention of school leaders whilst ensuring diversity in the workforce, representative of the city population.

Partnerships: Attendance — Assistance has been provided to 3 Secondary Schools causing concern to appropriately align resources to target non attendance. The performance of these schools has negatively affected the Secondary School attendance KPI this year, which has failed to meet the year end target of 94.1%. Performance has been sustained at 93.8%. Primary school attendance has improved from 94.9% to 95.32% as at May 2015, exceeding the target of 94.1% this academic year. The scale of Fixed penalty notices (FPNs) has far exceeded original projections. 59 schools of 122 have requested 1070 FPNs and warnings to date. Further work is underway to ensure consistency in the use of FPNs across all schools.

<u>Exclusions</u> – Fixed term exclusions data as at May 2015 indicates an ongoing fall in the number of exclusions in primary schools (for 5 and 6 days or more) and in secondaries for 5 days or more. There is a risk that year end targets will not be met due to a small number of schools. A 'Hard to Place/Managed Admissions Protocol' has been agreed and commenced in June 2015 which enabled the placement of 7 pupils.

<u>Partnerships between schools, communities, business, culture and enterprise</u> - The Council is actively pursuing a strategy to strengthen Business and School links to encourage businesses to become more engaged in delivering work readiness programmes and encouraging key personnel from the businesses to invest time in governance. A number of governors have been secured recently via this approach. Further work is underway to scope and deliver the Cardiff 'Pupil Offer'. Steps are also being taken to develop stronger links between schools and universities. The Education Development Board will be reconstituted, with a newly focused work programme in September 2015, which will accelerate and focus progress in this area.

Core Support Services: Options to deliver the new We and we Digital Competence Framework next year are

being explored. Improvements to performance management arrangements will be enhanced over the course of the year, to include improved systems and processes to capture and report information across the directorate.

Management (PPDR, Sickness and Health & Safety)

PPDR compliance figures for initiation at quarter 1 are being reviewed, to ensure that the % compliance figures produced appropriately disaggregate those staff that are on teaching terms and conditions, hence not subject to performance management via the PPDR process.

Directorate: Education and Lifelong Learning

Key Performance Indicator Data - Q1 2015/16

Q1 Progress against Performance Indicators (Corporate & Delivery Plans) 2015/16 (Total No 10 (reportable in Quarter 1), (CP) = Corporate Plan KPI)

Trotal to to the postulation of the conference than the f						
Green 30% (3)	Amber	Red 60% (6)				
	10% (1)					

Note: Quarter 2 position for attendance and exclusions PI's will be the reported academic year end figure (2014/15) for financial year 2015/16

for financial year 2015/16								
Performance Indicator	Result 14/15	Q1 Position	Q2 Position	Q3 Position	Q4 Position	Target 15/16	end 15-16	R.A.G.
Percentage of School Governor Vacancies	9%	9.14%				5%		R
Work is ongoing to reduce the number of vacancies,	in partnei	rship with	many st	akeholde	rs.			
(CP)Attendance at Primary School	94.9%	95.3%				94.6%		G
(CP)Attendance at Secondary School	93.8%	93.9%				94.1%		R
Figures affected by 3 schools in particular.								
Permanent Exclusions per 1000 pupils (secondary)	0.18%	0.12%				0.06%		R
Ambitious target which equates to 1 permanent exclude met but needs to be seen in context of single figures					t 2, so tl	ne target	will not	be
Average Number of days lost from school per fixed term exclusion	1.8	1.9				1.6		Α
Majority of schools applying appropriate length of ex	clusion. P	rimary ph	ase is lo	wer than	last year	r but sec	ondary p	hase
up due to 1 school in particular. This rate may fall tov	vards the	target wit	th contir	nued supp	ort/chal	lenge.		
Number of fixed term exclusions in Secondary schools for 5 days or fewer (per 1000 pupils)	95.9	83.02				55		R
In year data indicates an overall fall in short fixed terms schools with extreme exclusion rates.	m exclusio	ons but th	ere is a	risk that t	he targe	t is not n	net due	to 2
Number of fixed term exclusions in Secondary schools for 6 days or more (per 1000 pupils)	3.7	5.13				3.3		R
This target will not be achieved due to performance a	at 2 schoo	ols.						
Number of fixed term exclusions in Primary schools for 5 days or fewer (per 1000 pupils)	12.9	9.6				8.5		R
In year data indicates an overall fall in short fixed term exclusions but there is a risk that the target will not be met due to the actions of a small number of schools.								
Number of fixed term exclusions in Primary schools for 6 days or more (per 1000 pupils)	0.3	0.3				0.25		G
Number of pupils with more than 10 days fixed term exclusions	104	74				90		G

Q1 Challenges Identified

Q1 Actions being taken

There will be some changes to the challenge adviser team in September and this presents both opportunities and risks in relation to improving the quality and consistency of challenge and support to schools.	Close liaison with the Consortium and schools, where challenge advisers are changing to ensure effective management of transition arrangements.
Appointing additional governors to Schools causing	Proactive sourcing of governors by the Director of

Directorate: Education and Lifelong Learning

Councillor: Cllr Sarah Merry Director: Nick Batchelar

Q1 Risk Update

Corporate Risk						
Risk Description	Inherent Risk	Residual Risk	Mitigating Actions	Risk Owner		
The Central South Consortium does not challenge Cardiff schools consistently to ensure that they improve.	Red/ Amber	Amber	Ensure the agreed commissioning arrangements are delivered and make a positive impact on the performance of schools.	Angela Kent		
SOP. Ambitious timescales for project delivery, within agreed capital allocations to support reorganisation, improvement and expansion of school provision to meet growing pupil population	Red	Red/ Amber	Established consistent monitoring and reporting of all risks to Schools Programme Board.	Janine Nightingale		
Schools Delegated Budgets. Some Secondary Schools have significant deficits and failure to adhere to recovery plans will impact on the overall budgets for all schools	Red	Red/ Amber	Review the match of pupil numbers to school places as part of the 21Century plan refresh Revised Protocol for responding to schools in deficit, including exercising statutory powers of intervention. Finance Officers now link with Challenge Advisers to discuss schools. Each school in deficit now has a monitoring officer (additional to the LFM) to provide independent challenge	Neil Hardee		

Emerging Risks Identified this Quarter							
Risk Description	Inherent Risk	Residual Risk	Mitigating Actions	Risk Owner			
School budget reductions leads to challenges in raising standards and improving the quality of provision	Red	Amber	Strengthen scrutiny of school budget plans. Promote collaboration between schools in use of resources.	Angela Kent			

Update on Previous Quarters Emerging Risks						
Risk Description	Inherent Risk	Residual Risk	Progress	Risk Owner		
Weaknesses in mathematics in a number of secondary schools	Red	Red/ Amber	Continued active recruitment for staffing vacancies and training for non-specialists in maths teaching. Ongoing targeted interventions for identified pupils.	Angela Kent		

Directorate: Governance & Legal Services

Director: Marie Rosenthal **Councillor**: Daniel De'Ath

Q1 2015/16

Budget	Projected Outturn	Variance	Variance (%)
£4,501,000	£4,501,000	-	-

Number of Employees (FTE)	85
Sickness Absence YTD (Days Per Person)	1.7
PPDR Compliance Stage (Permanent Staff)	72%

Target	Projected	Variance	Variance
Savings 15/16	Savings		(%)
£315,000	£315,000	-	_

Q1 Progress against Directorate Plan actions (Core Business Priorities) 2015/16 (Total No.14)

Green 86% (12) Amber 14% (2)

Progress on Challenges Identified Q4 (previous quarter)

- 1. **General Election** Cardiff prepared and delivered a successful Parliamentary Election in May 2015. Cardiff Central saw the biggest increase in turnout, up from 59.1% of registered voters casting their votes in 2010 to 67.3%. Cardiff North had the highest percentage turnout with 76.1% of those registered voting, up from 72.7% in 2010.
- 2. **Prepare for induction of new Lord Mayor and Lord Mayor Elect** Successfully completed for new Lord Mayor and Deputy Lord Mayor.
- 3. **Improving Scrutiny project** Member Workshop delivered in June to assess Member views on a range of issues relating to Scrutiny. Three meetings of Chairs' task and finish group now held to develop Task and Finish Report, and framework for providing key findings agreed by Chairs. Project on course to report in September 2015
- 4. **Welsh Language Standards** All Local Authorities have now received their compliance notice listing their required draft Welsh Language Standards. Managers have been engaged in the preparation of a corporate consultation response to the Welsh Language Commissioner.
- 5. **Bilingual Cardiff Centre** Cabinet has approved the proposal to support the development of a Welsh Language Cultural Centre.

Q1 Service Delivery

<u>Budget</u>

To be provided by the Central Performance Team.

Directorate Delivery Plan

- 1. Improve the number of eligible electors registering following the introduction of IER through targeted use of social media and marketing campaigns: Detailed Analysis has been prepared in discussion with Cabinet Member and Assistant cabinet members in run up to parliamentary election in May 2015. Action Plan in place which include adapting council tax registration, new canvass campaign across the City and engaging 'Bite The Ballot' to ensure university student registrations are maintained and campaign in place before freshers arrive. Detailed evaluation of registration campaign being analysed.
- Complete the Community Boundary Review as agreed with Local Government Boundary Commission for Wales: Boundary Review agreed at Council in March 2015 and successfully placed on deposit. Since expiry of Deposit Period on 1 June, the Council has been supporting the Local Democracy and Boundary Commission for Wales with queries to enable them to implement actions from the Review.
- 3. Implement recommendations of Improving Scrutiny project including a review of the structural model for delivering scrutiny: Timescale for delivery of Project rescheduled with support and agreement of five Scrutiny Committee chairs and Cabinet Member for Safety, Engagement and Democracy. Project on course to deliver to revised timescale, as explained above.
- 4. **Deliver the Council's second Strategic Equality Plan**: Arrangements on course to deliver the four quarterly milestones set out in the Directorate Delivery Plan
- 5. Benchmark service performance with core cities, or relevant benchmark organisations, in order to drive better outcomes for citizens, businesses and visitors: Benchmarking undertaken on scrutiny arrangements in Core Cities and in Welsh local authorities. 90 page report produced and circulated to Scrutiny Chairs to inform their current Improving Scrutiny task and finish in pair 214

- 6. **Demonstrate GAO commitment to the joint service across authorities through attendance at heritage events in all funding authorities**: We've achieved our target of attending heritage events in all 6 authorities in our first quarter, reported to the Joint Committee on 26 June and consulted with GAJC on the annual plan in March.
- 7. Implement revised Welsh Language Skills Strategy in conjunction with HR and evaluate Welsh Language
 Awareness training module: There has been a slight delay in completing the on line Welsh Language Awareness
 module due to recent legislative changes (Welsh Language [Wales] Measure 2011). (Amber)
- 8. Raise awareness of and implement the new Welsh Language Standards across all Council Directorates and prepare the Annual Monitoring Report to the Welsh Language Commissioner: The compliance notice and list of draft standards were forwarded to SMT, All OMs and the Welsh language coordinators & champions in June. The responses will inform the corporate consultation response to the Welsh Language Commissioner (WLC).
- 9. **Progress the development of a new Welsh Language Centre**: Tender documents have been prepared and a total of 6 tenders received. Knox and Wells have been formally appointed as the contractor to undertake the capital works programme commencing their schedule of works in August. The Welsh Language partners have received their Heads of Terms and leases have been completed.
- 10. Assess your team's capacity to deliver a Welsh bilingual service: Linguistic Assessments completed for front line services provided in Legal Services, Member Support and Electoral Services. Linguistic Assessment requirements yet to be completed in Scrutiny Services and GAO. (Amber)
- 11. **Establish Phase 2 development of Modern.Gov:** Populated the Members' on-line library. Will complete a Modern.gov guide for Members in Q2. Networked Councillor Democratic Service Committee agreed scope for an evaluation of the Members IT investments (Tablets) to include Member satisfaction and costs.
- 12. **Deliver improvements to scrutiny, decision making and Member development and engagement through the Improving Governance:** Corporate Safeguarding Group reinvigorated. Revised Improving Governance milestones. The Member Development plan for 2015/16 is being progressed through the Democratic Services Steering Group.
- 13. Implementation of Legal Service Review action plan deliver process efficiencies and achieve savings: Legal Services Review action plan modified by the new director for Governance & Legal Service and will be presented to the OD Programme Board for consideration in Q2.

Management

H&S – Action plan to be updated to reflect new teams in the directorate.

PPDR –All reviews completed with the exception of maternity leave or long term sickness.

Employee Survey- Governance and Legal Services had the highest staff response rate than any other directorate.

Directorate: Governance & Legal Services

Key Performance Indicator Data – Q1 2015/16

Q1 Progress against Performance Indicators (Corporate & Delivery Plans) 2015/16 (Total No.22)

Green 33% (3) Amber 67% (6) 9 PI's have quarterly results / 13 PI's have annual results. Q1 Position End **Performance Indicator** Reduced **Printing and Publishing of Council and** 10% by 46% G Committee papers total expenditure 50.14% reduction (£21,697) 2013/14 printing costs were £43,517 and in 2014/15 costs were 21,820. In April and May this year costs were 2,255 compared to £4,904 last year. Publication of draft minutes within 10 New 59% 80% Α working days of the Committee (quarterly) The percentage of eligible electorate with the 2014 introduction of Individual Electoral NEW 3.91% baseline G Registration compared to the Register of -9.19% Elector published on 1 March 2014.

Percentage of voter turnout by seats: Cardiff Central 67.3%, Cardiff North 76.1%, Cardiff South & Penarth Page 215

61.1% and Cardiff West 65.6%.									
	77%	65% agreed							
	agreed	03/0 48/ 004							
Percentage of Scrutiny recommendations	18%	29% partially				000/ agraad		^	
accepted by the Cabinet	partially					88% agreed		Α	
	5% not	6% not agreed							
	agreed								
During Q1, 17 Scrutiny recommendations were made, 11 accepted, 5 partially accepted and 1 not accepted.									
Number of Public Questions at Council	12	1				12		Α	
During Q1 there was only one busine	ss meeting he	eld where public	ques	tions	cou	ld be taken.			
Number of Petitions at Council	50	5				10%		Α	
During Q1 there was only one busines	ss meeting he	eld where public	ques	tions	cou	ld be taken.			
Glamorgan Archives Income	£65,000	35%				£68,000		G	
The increase is measure has been rec	onfigured fror	n conservation t	o all i	ncon	ne ge	enerated. Curr	ently o	n target	
for the year; difficult to disaggregate	into quarters	as invoices cove	er diff	eren	t per	iods but we ar	e at ab	out 35%	
of our total already.									
Percentage of Accessioning completed	NFW	60%				80%		А	
within 15 days	INEVV	00%				80%		4	
Accessioning met the 15 day target o	nly 60% of the	e time in the firs	t qua	rter.	Pub	lic access was	susper	nded for	
a week to catch up on accessioning a	nd another w	eek is planned fo	or the	e aut	umn.	This should in	mprov	e the	
overall target for the year; we'll be cl	earer by Q2.								
Percentage growth in take up of volunteering	7,541	1,670				7,541		Α	
opportunities (hours)	7,541 1,670					7,341		A	
Less than a quarter of the target but	we have a lot	of work experie	nce p	lace	ment	s booked over	the su	ımmer	
which increases the hours.									

Q1 Challenges Identified

- 1. Progress the development of a Welsh Language Centre with language partners and review options to minimise the cost of translation facilities.
- 2. Establish new directorate and new management arrangements.
- 3. Preparations to meet Wales Audit Office corporate assessment in the autumn.
- 4. Improve voter registration through IER
- 5. Review the Member Development Programme and Member's satisfaction with the support available to them.
- 6. Limited resources to manage the 57%% increase in schools appeals from September 2014 to September 2015 (199 appeals in 2014 and 312 in 2015).

Q1 Actions being taken

- Prepare an operational agreement and management plan with the Cardiff Story Museum and Welsh language partners. Develop a business case for a full simultaneous translation package.
- 2. Review arrangements for the new directorate and implement modified Legal Services review.
- 3. Additional resources being put in place to support Committee Manager.
- 4. Progress IER Action Plan including adapting council tax registration and canvass campaign across the City.
- 5. Prepare the Member Development Programme for 2015/16.
- 6. Review establishment and utilise vacant posts to meet customer demand.

Directorate: Governance & Legal Services

Director: Marie Rosenthal **Councillor:** Daniel De'Ath

Q1 Risk Update

Corporate Risk							
Risk Description	Inherent Risk	Residual Risk	Mitigating Actions	Risk Owner			
N/A							

Emerging Risks Identified this Quarter						
Risk Description	Inherent Risk	Residual Risk	Mitigating Actions	Risk Owner		
Failure to meet increasing customer demands on Legal Services.	Red / Amber	Amber/ Green	Review establishment and utilise vacant posts to meet customer demand.	Marie Rosenthal		
Failure to meet income targets.	Red	Red / Amber	Lobbying Welsh Government to explore options to reduce reduction in NNDR on cultural institutions.	Marie Rosenthal		
Failure to meet the significant translation costs associated with the recent legislative changes (Welsh Language [Wales] Measure 2011).	Red	Red / Amber	Preparation of a corporate consultation response to the Welsh Language Commissioner (WLC). Exploring options to develop in house simultaneous translation services.	Ffion Gruffudd		

Update on Previous Quarters Emerging Risks						
Risk Description	Inherent Risk	Residual Risk	Progress	Risk Owner		
Reduction in the numbers of eligible electors registering following introduction of IER reported	Red	Amber	(Q4) Agree new communication and engagement strategy with universities to target students. Establish IER Task and Finish Group to address issue and claw back position. (Q1) Action Plan in place to ensure university student registrations are maintained and campaign in place before freshers arrive.	Ann Philpott		
Delay completing the Community Boundary Review	Red	Green Page 2	(Q4) New timeline agreed with the Local Government Boundary Commission for Wales and full Council in March 2015. Implementation Plan reaching conclusion within prescribed timescale and Statutory Guidance. (Q1) Close. Boundary Review agreed at Council in March 2015 and successfully placed on deposit.	Paul Keeping		

Directorate: Resources

Director: Christine Salter

Q1 2015/16

Councillor: Graham Hinchey, Peter Bradbury, Dan De'ath, Susan Elsmore, Sue Lent

Budget	Budget Projected Outturn		Variance (%)
£16,703,000	£16,557,000	(£146,000)	(0.87%)

Target Savings 15/16	Projected Savings	Variance	Variance (%)
£3.052.000	£2.858.000	£194.000	6.36%

Number of Employees (FTE)	927
Sickness Absence YTD (Days Per Person)	1.9
PPDR Compliance Stage (Permanent Staff)	93%

Q1 Progress against Corporate Plan Commitment Actions 2015/16 (Total No 11)

Green 10.34% (9)

Amber
2.29% (2)

Q1 Progress against Directorate Plan actions (Core Business Priorities) 2015/16 (Total No 76)

Green 67.81% (59) Amber 16.09% (14)

Progress on Challenges Identified Q4 (previous quarter)

- 1. A review has been undertaken of Chipside as well as other external enforcement systems. An alternative system to Chipside has been identified which will allow the Council to recycle parking warrants. A Business Case has been developed for this and implementation will be approximately 8-12 weeks.
- 2. The Budget Report for 2015/16 went to Council in February and a balanced budget was set for revenue & capital and a medium term financial plan established. The Budget Report included a number of key statements in respect of the financial resilience of the Council over the medium term. Work has commenced on the Budget Strategy for 2016/17 and the medium term, with the emphasis being on prioritising services and delivering efficiencies to ensure that a balanced budget can be set and a financially sustainable Medium Term Financial Plan established.
- 3. Work progressed with the closure of accounts during Q4 and all directorate positions were finalised and transferred to the balance sheet by the beginning of May. Outturn reports were provided to directorates in May with the overall position for the Council was reported to Cabinet on 2nd July.

Q1 Service Delivery

Budget

To be provided by the Central Performance Team

Directorate Delivery Plan

- 1. Sickness absence management has been included as a PPDR objective for all managers in the 2015/16 PPDR process, alongside this review of the Attendance & Wellbeing Policy has been undertaken to support managers with managing sickness absence. Sickness is regularly reviewed at Directorate Management Team meetings and Directors and Managers are provided with sickness data. From the end June a dashboard including Occupational Health Service data will be available to Managers. (CP)
- 2. There were delays in finalising the grades through job evaluation as there were some queries on the content of the job evaluation questionnaires which delayed the grades being confirmed. This therefore impacted on the implementation of the restructure within CTS. Consultation with staff & trade unions has taken place in terms of the slotting & matching and the recruitment process. The restructure is now scheduled to be completed by the Autumn.
- **3.** The Construction Excellence Wales Report has been received. The recommendations made within the report have been submitted to the Director and an action plan has been developed, this will be monitored through the Asset Management Programme Board.
- **4**. The strategic Business Case for an online Workforce Planning solution is being progressed. Ongoing Support to Directorates continues in translating their people priorities from Directorate Delivery Plans into a Directorate Workforce Plan aligned to the Council's Workforce Strategy and in supporting the delivery of key activities to address people priorities e.g. Employee engagement activity, Embedding the Employee Charter.

Management

Health & Safety – 3 accidents occurred during in Quarter 1, 2 within CTS/FM and 1 within Finance. PPDR – 94% of staff within Resources had a PPDR completed in 2014/15 & 93% have had a their PPDR initiated for 2015/16

Sickness –Three accidents were recorded for Q1 (1) 100

^{*3 (3.44%)} Actions are N/A

Directorate: Resources

Key Performance Indicator Data – Q1 2015/16

Q1 Progress against Performance Indicators (Corporate & Delivery Plans) 2015/16 (Total No 30.)

Green 23.3% (7) Amber 16.6% (5)

*including 12 (40%) annual performance indicators and 6(20%) with results to follow

including 12 (40%) aimual performance indicators a				.011				
Performance Indicator	Result 14/15	Q1 Position	Q2 Position	Q3 Position	Q4 Position	Target 15/16	Year End 15-16	R.A.G.
Council Tax Collection - The % of council tax due for the financial year which was received by the Authority	97.03%	28.44%				96.7%		G
Council Tax collection is marginally up on the same period	last year b	y 0.21%				•		
NNDR Collections - The amount of non-domestic rates received during the year, net of refunds	95.63%	32.21%				95.7%		Α
NNDR collection remains Amber due to significant outsta	nding debts	in respect	of Bus	iness Ra	tes	I.	.	
Reduce the levels of sickness absence (Council Wide)	10.11	2.2				9		Α
Quarter 1 shows a decrease over the same period last year forecast is 9.3 day lost per FTE.			Quarte	r 1 figur			current	
Reliability of top 10 applications	99.99%	99.99%				99.90%		G
							_	
Internal Customer Satisfaction of ICT services	88.97%	88.32%				90%		Α
ICT has seen a significant increase in calls raised along wit	th an increa	se in dema	nd for	IT suppo	rt from	Directora	ites, the	se
factors along with the decrease of staff in ICT has impacte	ed on the le	vel of custo	mer sa	atisfactio	on. How	vever, the	standa	rd of
customer satisfaction remains high and in Quarter 1 was	only 1.68%	short of the	e targe	t.				
Increase the % of personal performance & development	0.40/	020/				000/		
reviews completed for permanent staff to (Resources)	94%	93%				90%		G
Reduce the levels of sickness (Resources)	7.29	1.9				8.0		G
						•		
Customer Satisfaction through the service desk	85.5%	88.62%				95%		Δ.
(Facilities Management)	85.5%	88.02%				95%		Α
Building Cleaning - Income generation (£150k increase	£5.8m	£1.5m				£5.95		G
on 2014/15 result)	13.0111	11.5111				m		9
CTS –Income generation (£30k increase on 2014/15	£206,19	£36,000				£236,1		Α
result)	7	130,000				97		4
% of information requests meeting the statutory	74.5%	76.79%				75%		G
deadline (FOI)							<u> </u>	
% completion of Personal Performance & Development	88%	90%				90%		G
Reviews for permanent staff (Council Wide)							<u> </u>	

Q1 Challenges Identified

- 1. Due to the delays in the CTS restructure two Cardiff Works placements have secured posts elsewhere and one permanent employee has secured promotion which has had an impact on the operation of CTS due to some technical expertise being lost as a result of the staff movements.
- 2. Despite the authority decreasing in size due to diminishing budgets, the demand on the support services with the Resources Directorate remains at the same high level despite the workforce in areas of Resources decreasing. There is a demand for additional resource freque 219

Q1 Actions being taken

- **1.** This is being mitigated by support being provided from the Business Support team from Exchequer & Development. The Business Support team will be providing support, process review, training and mentoring to agency staff whilst they fill vacant posts until the restructure is complete.
- 2. Resources are undertaking reviews of Council Wide Policies/processes to improve back office processes.

Page 39 of 41

Directorates to provide them with support as a result of losing expertise in specific Directorate owned software/systems and processes; in some cases there is a requirement to comply with statutory requirements.

- **3.** Continue to provide monitoring service to schools causing financial concern. Spending Plans suggest that there will be a reduction in surplus balances but the total of school deficit balances will reduce. Further work will be required to review formula funding mechanism but also to test sustainability of school spending plans as 2016/17 budget strategy becomes clearer.
- **4.** Any delay in establishing a Procurement Local Authority Trading Company (LATC) is putting at risk the achievement of identified income generation targets within the Budget, missing out of potential private sector work and the uncertainty could increase the risk of losing key staff
- **5.** There is no budget in place for the procurement of the technology or the training that is required for the Cardiff Newsroom website or the training associated with it.

- **3.** Work will continue to support schools with additional support provided to schools in financial difficulty. A Quarterly Monitoring Report will be submitted to Education Management Team in mid July for the first quarter.
- **4.** Continuing to work with Senior Management Team to progress and looking to schedule LATC within the Council's Forward Plan. The Team are bidding to undertake work for a neighbouring Council at cost and undertake other public sector work to generate income.
- 5. Funding is being provided through the Communications & Media budget, however this creates a potential risk of an overspend.

Directorate: Resources

Councillor: Graham Hinchey Director: Christine Salter

Q1 Risk Update

	Co	orporate	Risk	
Risk Description	Inherent Risk	Residual Risk	Mitigating Actions	Risk Owner
Budget Prioritisation	Red	Red	The Medium Term Financial Plan includes a budget reduction requirement of £47.4m for 2016/17 as per the Budget Strategy Report and £117m across the MTFP. This is in the context of savings to be achieved in 2015/16 of£32.467m and a further £3.487m in respect of capitalisation.	Christine Salter (Marcia Sinfield)
Financial Resilience	Red	Red	A Finance Snapshot has been developed and updated for the position as at July 2015. This was sent out with the Budget Strategy Report. Work is ongoing with WAO to review the Council's financial resilience prior to the further Corporate Assessment review in the Autumn	Christine Salter (Marcia Sinfield)
Performance Management	Red	Red	Improved alignment of financial monitoring and performance reporting in the quarterly Performance and Delivery Reports is in place. A regular programme of meetings of the Performance Leads is in place to ensure key staff work to deliver in line with the Council's requirements. Balance Scorecards for the end of year were drafted and a programme put in place for	Christine Salter (Martin Hamilton)

Organisation Development	Red	Red	Quarterly Scorecards in line with the Performance Report. Implementation of the ODP Workplan, as described in the Cabinet Report dated 16 th July 2015 A OM1 Programme Manager for the OD Programme & Enabling & Commissioning Programme has been appointed and due to commence in role in August 2015 An improved programme definition for Reshaping Services programmes due August 2015, including revised Programme Briefs	Christine Salter (Martin Hamilton)
Fraud	Red	Red/Amber	Adopting a proactive approach to investigating suspected fraud and overseeing all investigations to ensure professional standards are consistently applied. Updated the Fraud, Corruption & Bribery Policy and the Money Laundering Policy. Developing an eLearning module to raise fraud awareness. Input to Cardiff Manager Programme on controls and compliance, raising awareness.	Christine Salter (Derek King)

Emerging Risks Identified this Quarter						
Risk Description	Inherent Risk	Residual Risk	Mitigating Actions	Risk Owner		
Capacity of Enterprise Architecture to meet the demands of the council due to diminishing resources as a result of external bodies creating Enterprise Architecture teams	Amber	Amber	2 new posts are being created at lower grades to increase the teams capacity and enable EA to meet demand	Ross Maude		
PROACTIS and Sell2Wales are not presently integrated, meaning that when we start advertising procurement opportunities over £25,000 in 2016 they will have to be double entered and this is likely to result in resistance from directorate staff.	Red/Amber	Amber	Continuing to lobby Welsh Government to address this issue as they want all opportunities over £25,000 advertised on Sell2Wales.	Steve Robinson		
Non compliance with statutory cyclical maintenance inspections.	Red	Red	Decision to be made regarding whether an additional module can be used in SAP or whether an "off the shelf" system can be procured	Lesley Ironfield		

Update on Previous Quarters Emerging Risks						
Risk Description	Inherent Risk	Residual Risk	Progress	Risk Owner		
N/A						



CITY & COUNTY OF CARDIFF DINAS A SIR CAERDYDD

COMMUNITY AND ADULT SERVICES SCRUTINY COMMITTEE

16 September 2015

CORRESPONDENCE UPDATE - INFORMATION REPORT

Background

- 1. Following most Committee meetings the Chair writes a letter to the relevant Cabinet Member or officer, summing up the Committee's comments and recommendations regarding the issues considered during that meeting. At the Committee meeting on 8 July 2015 Members received a report detailing the Committee-related correspondence sent by, and received by, the Committee relating to committee meetings held on 4 March 2015, 1 April 2015, 13 May 2015 and 3 June 2015. This report provides an update since then.
- 2. Members will find copies of the following letters attached in full in **Appendix** A:
 - i. Letter from Councillor Groves, Chair, to Councillor Hinchey, regarding the corporate performance reports considered at Committee on 13 May 2015

 response received and attached.
 - ii. Letter from Councillor McGarry, Chair, to Councillor Elsmore, regarding Health and Social Care Savings, RCF and ICF programmes and Welfare Reforms, considered at Committee on 8 July 2015 – response received and attached.
 - iii. Letter from Councillor McGarry, Chair, to Councillor De'Ath, regarding Tackling Human Trafficking and the Change & Improvement Directorate Delivery Plan considered at Committee on 8 July 2015 – response received and attached.
 - iv. Letter from Councillor McGarry, Chair, to Christine Salter, regarding evaluation process for proposed savings, considered at Committee on 8 July 2015 – awaiting response.

- v. Letter from Councillor McGarry, Chair, to Councillor Richard Cook, regarding Children and Young People Scrutiny Committee work programme, discussed at Committee on 8 July 2015 response received and attached.
- vi. Letter from Councillor Richard Cook, Chair Joint Committee of Children & Young People Scrutiny Committee and Community & Adult Services Scrutiny Committee, to Councillors Elsmore and Lent, following scrutiny of the draft Director of Social Services Annual Report, considered at Committee on 29 July 2015 holding response received and attached.

Way Forward

3. During their meeting, Members may wish to reflect on the letters sent and received by the Chair. In particular, they may wish to consider how far the recipients have responded to the Committee's letters.

Legal Implications

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

Financial Implications

5. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct 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 note the content of the letters contained in the appendices.

Marie Rosenthal

Director of Governance and Legal Services

10 September 2015



My Ref: Scrutiny/Correspondence/Cllr Groves

18 May 2015

Councillor Graham Hinchey
Cabinet Member (Corporate Services & Performance)
C/o Room 520
County Hall
Cardiff
CF10 4UW



Dear Graham

Community & Adult Services Scrutiny Committee Meeting - 13 May 2015

You may be aware that at the above meeting Members considered the Quarter 4 performance reports for Communities & Housing and Health & Social Care. This is the first time the Committee has relied solely on the corporate performance reports, having ceased to receive the bespoke reports developed by the Committee and relevant service areas, at the request of officers.

In the spirit of assisting improvement, Members have the following observations to make on the corporate performance reports:

- Members understand that these reports are Quarter 4 reports as opposed to the final report for 2014/15; however it would be helpful for this to be explicitly stated to avoid confusion.
- Following on from the above point, the RAG status used in the report sometimes seemed to refer to the Quarter 4 performance but at other times are based on the 2014/15 performance e.g. HHA/002 is marked as Red when the Quarter 4 performance was within target and therefore should have been marked as Green. This inconsistency is confusing and affects the ability to quickly use the RAG system, which rather negates its purpose.
- Members believe it would be preferable to write Red, Amber, Green in the box (as relevant) rather than use colour, to assist with copying of papers and viewing them online, when the amount of colour can prove problematic on the tablet screen size that Members have.
- Members found the layout of the report problematic, with some Directorate information in the front-end of the report and other information in the Directorate specific section. Having to navigate between these is an unnecessary distraction and does not assist focus on Directorate issues.
- Members agreed to receive only the corporate performance reports on the proviso that the performance indicators we have previously received were incorporated into the corporate performance reports. Unfortunately, this did

not happen and, whilst officers supplied these separately, Members would prefer that the indicators be incorporated into the corporate reports, to ease navigation and focus. Many of these indicators are national indicators, which Members believe should be in the Corporate reports. This Committee scrutinises these indicators as part of ensuring strong internal challenge, as expected by auditors, regulators and inspectors.

Members would be very grateful if you could task officers to reflect on the above and amend future reports accordingly. Members also understand that new performance indicators are likely in 2015/16 for Housing and Health & Social Care and have requested (in a letter to Councillor Elsmore dated 15th May 2015) to be involved in the selection of which of these indicators come to the Committee for scrutiny.

I hope you find the above of use in continuing the work to improve performance monitoring and management across the Council, which this Committee is committed to assisting; Committee Members fully intend to continue playing an active role in providing strong internal challenge and relaying our comments, observations and recommendations to the relevant Cabinet Members.

Yours sincerely,

COUNTY COUNCILLOR DAVID GROVES

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Councillor Elsmore

There one

Sarah McGill Martin Hamilton Matthew Swindell Cheryl Cornelius

SWYDDFA CYMORTH Y CABINET CABINET SUPPORT OFFICE

Fy Nghyf / My Ref: CM30987

Eich Cyf / Your Ref: Scrutiny/Correspondence/

CIIr Groves

Dyddiad / Date: 04 September 2015

Councillor Mary McGarry
Chair, Community & Adult Scrutiny Committee
Scrutiny Services
Room 263
County Hall
Cardiff
CF10 4UW

Annwyl / Dear Councillor McGarry

Community & Adult Services Scrutiny Committee Meeting – 13 May 2015

I write with regards to the letter from the Committee setting out areas where the Committee recommends that the Quarterly Performance Report can be improved. Please find my response to these below.

Clarity of reporting variance between Quarter 4 and Year End

I understand your concerns relating to clarity of reporting referring to Q4 or year end. Clarity of reporting needs to be absolutely focussed and robust. Work is in place to ensure that the differences between Q4 and year end data will be reported clearly at the end of 2015/16.

Red Amber Green (RAG) Presentation

With regard to the presentation of RAG status, other committees have also commented on a preference to include text in the relevant boxes. The report will still be in colour but in future reports, text will be included.

Corporate Overview

Thank you for your comments regarding the layout of the report; the Corporate Information spread across the Corporate overview and Directorate specific section. Much consideration was given to this when the report was first designed and it was decided to duplicate key information (number of employees, sickness absence, PPDR data, Budget and Savings) at the top of each directorates section. The information is in the 'Corporate Overview' to allow directorates to benchmark against other parts of the organisation.

PLEASE REPLY TO / ATEBWCH I: Cabinet Support Office / Swyddfa Cymorth Y Cabinet, Room / Ystafell Support Office / Swyddfa Cymo

Performance Indicators

Thank you for your comments regarding the incorporation of the indicators as previously received. National Indicators are an integral part of our delivery and planning process and are available to all members on Cardiff Improvement System (CIS). Moving forward, we do plan to include these indicators in the report. Meetings are in place and we hope to incorporate the additional Performance Indicators from Q2 2015/16.

Thank you for your feedback and for commitment to improving Performance Management.

Yn gwyir,

Yours sincerely,

GJ Hidey

Councillor / Y Cynghorydd Graham Hinchey

Cabinet Member for Corporate Services & Performance

Aelod Cabinet dros Wasanaethau Corfforaethol a Perfformiad

Cc Members of the Community & Adult Services Scrutiny Committee

My Ref: Scrutiny/Correspondence/Cllr McGarry

10 July 2015

Councillor Susan Elsmore
Cabinet Member (Health, Housing and Well Being)
c/o Room 520
County Hall
Cardiff
CF10 4UW



Dear Susan

Community & Adult Services Scrutiny Committee Meeting – 8 July 2015

Many thanks to you, Tony Young, Sarah McGill, Andrew Cole, Kate Hustler, Amanda Phillips and Stuart Young for attending committee for the three items in your portfolio. This letter captures the agreed comments, observations and recommendations of the Committee with regard to these items. Firstly, though, Members welcome Tony to his new role and appreciate the clarification provided that his role has overall responsibility for budgets, delivery of service and line management responsibility for staff and that Sarah has responsibility for reshaping services, via her lead responsibility for this strand of the Organisational Development programme. It was pleasing to see the obvious desire between senior officers to work together to resolve issues in adult social care.

Health and Social Care Savings

Members thank you and officers for being open and transparent about the current projections for Health and Social Care savings - we welcome and appreciate this approach and intend to respond in kind by focusing on the work underway to tackle the issues.

The scale of the challenge is apparent (with £3.94 million projected to be non achievable) and Members were pleased to note that Tony Young and Sarah McGill will work closely together to ensure that the reshaping of adult social care is successful; this is much needed. We note that several reports to Cabinet are planned and we have scheduled these for pre-decision scrutiny as requested. We also intend to schedule an item later in the municipal year to scrutinise the progress in reshaping adult social care, including the commissioning work as well as changes to assessment and care management and domiciliary care.

Our concerns focused on two areas: the impact on service users, carers and their families; and the robustness of previous budget planning processes. On the latter, I

have written to Christine Salter and copied you into the letter, seeking assurance that the process for 2016/17 will be improved. With regard to the former, Members are concerned that, as process and efficiency changes have not delivered the anticipated savings, savings will be found by reducing services. We note the statements at the meeting that no vulnerable adult will be knowingly left without their statutory entitlement to a service; our concern is more to do with the level of service received. We would welcome further comments and any assurance you can give on this.

Members also noted that Sarah has implemented robust budget monitoring processes, including operational budgets and savings, with regular meetings with senior officers to resolve issues highlighted by these processes. Members commend this. We note that, currently, operational budgets are on target with no overspend. You will see from my letter to Christine Salter that Members wish to receive monthly budget monitoring reports to enable us to schedule scrutiny at Committee as required.

RCF and ICF

Members wholeheartedly commend the progress made by the projects within these programmes and are pleased to note ICF funding for the projects bid for has been confirmed for 2015/16. Members recognise that these programmes are essential to reshape adult social care and improve delivery for service users, carers and their families. Please pass on the Committee's sincere thanks to all those involved in making such a success of this valuable work. Members wish to continue to receive quarterly progress reports, which we shall consider and only schedule for Committee attention where required.

Welfare Reform

Members are pleased to note that all the agreed recommendations from both inquiries have been implemented and that work has gone further in some areas – we applaud this. As such, Members are content to consider their work on this closed and will not require further progress reports.

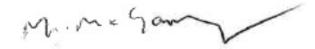
Members were reassured to learn about the work underway to prepare for the implementation of Universal Credit, as set out in the briefing report to Committee. Again, please pass on our sincere thanks to all those involved. Thanks also to Kate Hustler for her response to the Parents Federation's query which we will pass on to them

Also at this meeting, Members considered the work programme for the remainder of the municipal year. This is currently being finalised and will be sent to you shortly, to show the items scheduled for scrutiny.

This letter requires a response, please, as it contains the following:

 Further comments and any assurance you can give with regards to saving pressures not resulting in a decline in the level of service received.

Yours sincerely,



COUNTY COUNCILLOR MARY MCGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Tony Young Sarah McGill Andy Cole Kate Hustler Amanda Phillips

Stuart Young

Claire Deguara Amanda Stokes Liz Patterson Nick Blake



SWYDDFA CYMORTH Y CABINET CABINET SUPPORT OFFICE

Fy Nghyf / My Ref

CM31528

Dyddiad / Date:

3 September 2015

CARDIFF CAERDYDD

County Hall Cardiff, CF10 4UW Tel: (029) 2087 2087

Neuadd y Sir Caerdydd, CF10 4UW

CF10 4UW Ffôn: (029) 2087 2088

Cllr Mary McGarry
Cardiff County Council
County Hall
Atlantic Wharf
Butetown
Cardiff
CF10 4UW

Annwyl / Dear Mary

Scrutiny: Community & Adult Scrutiny Committee - 8 July 2015

Thank you for your letter covering the items discussed at the Community and Adult Services Scrutiny Committee on 8th July 2015. I apologise for the delay in responding. I appreciate the approach being taken by the Committee to assist in the reshaping services work currently underway and am also pleased that Committee will schedule time for the pre-scrutiny of the change reports coming forward.

You have requested further comments on the management of the savings processes discussed at committee. As I identified, a significant issue with many of the savings shown as "at risk" relates to timing rather than overall deliverability. The drive to deliver these savings will be maintained and the financial benefits realised as efficiently as possible.

I fully intend to maintain a transparent and open approach to sharing progress in terms of the budget savings and any specific proposal coming forward in-year will be considered in detail with regard to the potential impact on service outcomes and the likely delivery timetable.

Going forward the focus will be on the "whole system" approach to remodelling council services in conjunction with our partners and I look forward to working with you on this major undertaking.

I would finally like to thank committee for their positive comments on the RCF/ICF projects and in relation to the update on Welfare reform which have been passed on to the officers and partners involved.

Yn gwyir Yours sincerely

Councillor / Y Cynghorydd Susan Elsmore Cabinet Member for Health, Housing & Wellbeing Aelod Cabinet dros lechyd, Tai a Lles

PLEASE REPLY TO / ATEBWCH I: Cabinet Support Office / Swyddfa Cymorth Y Cabinet,

Room Pagel 265 County Hall / Neuadd y Sir, 00% recycled paper Atlantic Wharf / Glanfa'r Iwerydd, Cardiff / Caerdydd hapur a ailgylchwyd

CF10 4UW





My Ref: Scrutiny/Correspondence/Cllr McGarry

10 July 2015

Councillor Daniel De'Ath
Cabinet Member (Skills, Safety and Engagement)
c/o Room 520
County Hall
Cardiff
CF10 4UW



Dear Daniel

Community & Adult Services Scrutiny Committee Meeting – 8 July 2015

Thank you to you, Martin Hamilton and Nici Evans for attending the above committee and for your kind welcome to me as Chair; I am pleased to be in this role and look forward to a productive year of scrutiny. This letter captures the agreed comments, observations and recommendations of the Committee with regard to the progress report on tackling human trafficking and the draft 2015/16 Delivery Plan for Change and Improvement.

Tackling Human Trafficking

Members are very pleased to have the lead Cabinet Member and senior officer for tackling human trafficking confirmed as yourself and Martin Hamilton. We were also very pleased to hear you give your personal commitment to drive the work in this area to ensure it features on the agenda of Directors and partner organisations. Members agree that this will be essential, due to the cross-cutting nature of tackling human trafficking.

With regard to the proposal to establish a Human Trafficking monitoring group, Members are supportive of this proposal as long as there is clarity about its relationship with existing groups and there is no duplication. One of the concerns highlighted by the Inquiry was that several witnesses felt that partnership structures were taking decisions without the necessary discussions with relevant Cabinet Members. Members were therefore reassured to hear Martin Hamilton clarify that officers in partnership structures will only take decisions where these are covered by the Council's scheme of delegations and that, otherwise, reports will be taken through Cabinet as required.

Members were pleased to hear acknowledgement of the need for further training across schools, albeit that good work is happening via the Education Welfare Service and in some schools. Members take on board Martin's point that there is a

need to join up training to cover safeguarding and Prevent work, to avoid duplication and over-burdening finite time for training. With regard to training, I highlighted that the Inquiry had recommended that training be prioritised to focus on frontline staff, including waste and environmental health officers; whilst it is pleasing to see that some frontline staff have been trained, none from City Operations have been trained. Members therefore recommend that this be highlighted to Andrew Gregory and the position rectified.

Members were pleased to note that work has been undertaken to raise awareness of the need to register private fostering arrangements; as requested at the meeting, please supply data with regards to the number of registrations prior to the new publicity and since the new publicity.

With regard to the discussions on child sexual exploitation, Members were reassured to hear officers state that they had reviewed the findings of recent inquiries in England, including Rotherham and Oxford, in order to test whether the key lessons from these applied in Cardiff. Whilst we were pleased to hear Martin's views on his positive experiences of working with South Wales Police, Members are also aware that the interface (between work on tackling child sexual exploitation and tackling the human trafficking that can result from this) needs refining. I understand that the Children and Young People Scrutiny Committee are discussing whether to prioritise scrutiny of child sexual exploitation, so I will write to Cllr Richard Cook, Chair, to let him know this committee's views and will copy you into the letter.

Finally, Members were pleased to hear that you intend to keep raising the issue of support for male victims of human trafficking with partner organisations to try to find appropriate resources. This is something this Committee wholeheartedly supports, albeit that we remain troubled that it is not seen as a Council duty.

Change & Improvement Directorate Delivery Plan

Members were interested to see the breadth of the work within this Directorate although we focused our scrutiny on the areas within our terms of reference. Members note Martin's assurance that there are no unfunded commitments in the Plan and that there are plans in place to deliver the savings required.

As discussed at the meeting, Members believe many of the key aspirations are key objectives and recommend that the wording be amended prior to the Plan being finalised. Members also have concerns about the style of the performance measures listed against each commitment. Many of these are through-put or product related as opposed to outcome related, which is something Members recommend is corrected for next year's plans. We made the same point following our scrutiny of other Delivery Plans in June so recognise that this is an issue that applies across the Council rather than solely in this Directorate.

Finally, Members were reassured to hear Martin's views on the Prevent programme in Cardiff and are very pleased to accept his offer of a private briefing to provide more details on the CONTEST, Prevent and community cohesion work underway in Cardiff. I have asked the Principal Scrutiny Officer to liaise to arrange this.

This letter requires a response, please, as it contains the following:

- Recommendation that the Director of City Operations is made aware of the need for staff in his directorate to receive training and that this training is provided.
- Request to receive data with regards to the number of registrations prior to the new publicity and since the new publicity
- Recommendation that, in the Change and Improvement Delivery Plan, the wording of key aspirations be amended to key objectives
- Recommendation that performance measures in 2016/17 Delivery Plans be outcome related.

I hope this letter is of assistance

M. m. Jam

Yours sincerely,

COUNTY COUNCILLOR MARY MCGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Martin Hamilton Nici Evans
Cheryl Cornelius Caroline Stokes



CABINET SUPPORT OFFICE SWYDDFA CYMORTH Y CABINET

My Ref / Fy Ref: CM31536

Your Ref / Eich Ref: Scrutiny/Correspondence/Cllr M^cGarry

Date / Dyddiad: 02 September 2015

Councillor Mary M^cGarry
Chair, Community & Adult Services Scrutiny Committee
Cabinet Support Office
Room 529
County Hall
Atlantic Wharf
CARDIFF
CF10 4UW

Dear / Annwyl Mary,

RE: Community & Adult Services Scrutiny Committee Meeting – 8th July 2015

I write with regards to your letter regarding Human Trafficking & Modern Slavery and improvements to the Delivery Plan Template. Please find the response to these below

Human Trafficking & Modern Slavery

The Director for City Operations will be briefed on the importance of his staff being appropriately trained in regards to Human Trafficking & Modern Slavery. Alongside this, dates for multi-agency training will offered as well as any bespoke training that is required. The way forward for training City Operations Staff will also be presented at the City Operations Management Team to all Operational Managers.

Data for Private Fostering Arrangements

We will get data to you due course regarding this.

Directorate Delivery Plans

Thank you for your letter setting out areas where the Directorate Delivery Plan can be improved.

Officers have been asked to reflect on them and implement changes as appropriate. Please understand that the Delivery Plan template does need to be suitable for use across the council and supports many different forums

Thank you for your feedback and this is much appreciated.

Yours sincerely Yn gwyir

Councillor/ Y Cynghorydd Daniel De'Ath

Cabinet Member for Safety, Engagement & Democracy

Aelod Cabinet Dros Diogelwch, Ymgysylltu a Democratiaeth

Councillor for Plasnewydd/

2 Dila

Cynghorydd Plasnewydd

Page 241
Cabinet Support Office/Swyddfa Cymorth Y Cabinet, Room/Ystafell 519, County Hall/Neuadd y Sir, Atlantic Wharf/Glanfa'r Iwerydd, Cardiff/Caerdydd. CF10 4UW. Tel/Ffon 029 2087 3837



My Ref: Scrutiny/Correspondence/Cllr McGarry

10 July 2015

Christine Salter
Director of Resources
c/o Room
County Hall
Cardiff
CF10 4UW



Dear Christine

At our recent Community & Adult Services Scrutiny Committee, 8 July 2015, Members received a Health & Social Care savings progress report which showed that, out of £8.65 million savings (those outstanding from 2014/15 plus those due in 2015/16), £4.7 million is currently projected to be achievable.

Members are highly concerned that this leaves £3.94 million currently projected as not achievable (£1.78 million from 2014/15 and £2.16 million from 2015/16).

At the meeting, we received explanations for this from Councillor Elsmore and senior officers. We can see that steps are in place to regularly monitor required savings and operational budgets and that alternative savings are being identified to meet at least some of the £3.94 million shortfall.

Given that, only three months into the financial year, such a significant proportion of savings is now thought to be non-achievable, Members have understandable concerns that the process for evaluating proposed budget savings is not fit for purpose. Members recall exploring the achievability of these proposed savings with yourself and the then-Director of Health and Social Care at our pre-decision scrutiny of the budgetary proposals in February 2015. We noted that Directors were responsible for assigning RAG status but that Resources were responsible for moderating, looking at risks overall and carrying out due diligence checks. This system does not seem to have worked well in the case of these savings.

Members therefore seek assurance from you that the process for evaluating savings proposals for 2016/17 onwards will be improved, in order that there is less 'optimism bias' and more credibility that savings are achievable.

Also at this meeting, and aligned to the above, Members discussed how best to fulfil their role of scrutinising budgets. We wish to carry out this important function, not only as it is expected by regulators and inspectors but so that we can have

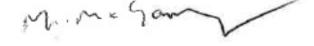
assurance that vulnerable service users, their families and carers will be protected. At the same time we are aware of the recent advice from the Wales Audit Office to have manageable committee agendas.

To balance these challenges, Members would like to receive monthly budget monitoring reports, which we will consider prior to committee and only schedule for committee attention where this is really required. I have therefore instructed this Committee's Principal Scrutiny Officer to liaise with Resources staff regarding the budget monitoring reports, which we wish to include:

- · Actual and profiled operational budgets spend
- Savings progress reports
- · Other information as advised by Resources staff.

I would be grateful to receive your written response to this letter regarding the evaluation process for proposed savings and to receive your support in enabling this committee to receive monthly budget monitoring reports.

Yours sincerely



COUNTY COUNCILLOR MARY M^CGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Cllr Elsmore Cllr Hinchey
Tony Young Sarah McGill
Claire Deguara Matt Swindell

Rita Rohman Amanda Stokes Liz Patterson

My Ref: Scrutiny/Correspondence/Cllr McGarry

10 July 2015

Councillor Richard Cook
Chair – Children & Young People Scrutiny Committee
c/o Room
County Hall
Cardiff
CF10 4UW



Dear Richard

Human Trafficking and Child Sexual Exploitation

At our recent Community & Adult Services Scrutiny Committee, on 8 July 2015, we received a progress report on the implementation of the agreed recommendations from our joint inquiry into tackling human trafficking in Cardiff. I have attached the report and my subsequent Chair's letter for your information.

Committee Members have asked that I write to you to highlight the following for consideration during your Committee's work programming:

- ❖ Schools the progress report shows that Recommendation 3 has not been implemented in that there has not been a review of the consistency of approach across all schools, despite the recommendation having been accepted by Cabinet. However, we heard at our committee meeting that Councillor De'Ath recognises this and that more work is planned to raise awareness in schools, train school staff and ensure consistency of approach to build on the good work already underway in some schools and by the Education Welfare Service
- ❖ Private Fostering work to publicise the requirement to register private fostering arrangements has taken place and Councillor De'Ath stressed he wants this work to go further as this is an area of potential concern given recent cases of human trafficking elsewhere in the U.K. that have been hidden as private fostering.
- Child Sexual Exploitation at our committee meeting it was made clear that there are issues in the interface between the structures and work on Child Sexual Exploitation and the structures and work on Human Trafficking. It was recognised that this needs further exploration to resolve any difficulties and make it clear to staff that child sexual exploitation becomes human trafficking when the child involved is moved from their home address in order to facilitate sexual exploitation. Councillor De'Ath stated that he was committed to

ensuring that this happened. Members also heard that the key lessons emerging from recent inquiries in Rotherham, Oxford and elsewhere have been reviewed in order to test whether the key lessons from these applied in Cardiff.

I hope this letter and attachments are of use to the Children and Young People Scrutiny Committee in your work programming deliberations.

Kind Regards

M. m = gam

COUNTY COUNCILLOR MARY M^CGARRY Chairperson - Community & Adult Services Scrutiny Committee

Cc: Cllr De'Ath Martin Hamilton Nici Evans

Martyn Hutchings Cheryl Cornelius

My Ref: Scrutiny/Correspondence/Cllr Groves

31 July 2015

Councillor Susan Elsmore & Councillor Sue Lent Cabinet Members c/o Room 520 County Hall Cardiff CF10 4UW



Dear Colleague

Joint Children & Young People and Community & Adult Services Scrutiny Committee Meeting – 29 July 2015

Many thanks to you and officers for attending the above meeting for the scrutiny of the draft Director of Social Services Annual Report 2014-15. This letter captures the agreed comments, observations and recommendations of Committee Members which we trust will assist preparation of the final Report. In line with our questions at the meeting, these are split into three sections: overarching points; those that relate solely to Children's Services; and those that relate solely to Adults Services.

Overarching issues:

Overall, Members recognise the picture presented in the Report, in terms of:

- Improving performance in Children's Services, declining performance in Adult Services and the need to significantly improve performance in both areas;
- The areas identified as Future Challenges and areas for development;
- The gathering strategic momentum that underpins the reshaping of Children's Services and Adults Services with a greater emphasis on preventative services; and
- The alignment of Children's Services and Adults Services into one Directorate, with the anticipated benefits that this will bring for service users, their families and the Council.

Members are pleased to hear that the section on the Social Services and Well Being (Wales) Act 2014 will be strengthened before the report is submitted to Cabinet.

Members note that next year's report will be more outcome-focused and that the new performance framework being developed as part of the Social Services and Well Being (Wales) Act 2014 will support this. In the meantime, Members recommend that the report be amended to include a statement about how the areas for development

will lead to improved performance and how many performance indicators it is expected will be improved in 2015-16 as a result of the work undertaken. This will manifest the link between this report identifying areas for improvement and improvements being made.

With regard to the processes in place to monitor the implementation of the areas for development, Members note the answers given explaining the Corporate Performance Management processes, including Star Chamber, Challenge Forum etc. However, Members believe that these will not cover all the areas for development that are detailed in this report and wish to understand how progress in delivering these will be regularly monitored; please detail these processes in the response to this letter.

With regard to the need for the report to include the following: 'Corporate and political support and scrutiny'. Members refer to our letter from last year, (attached at Appendix D to this meeting's papers), where we noted that Tony Young committed to 'articulating more clearly the close working with Cabinet Members and the support he feels comes from the whole Council for Social Services.' We feel that this point is still valid. The Statutory Guidance explicitly states that the report should cover 'Corporate and political support and scrutiny' and our view is that this report does not sufficiently reflect the scrutiny that happens in Cardiff. Members feel that the report will be strengthened by acknowledging the role scrutiny committees are playing and recommend that this is done; there are ample examples of scrutiny providing support to drive improvement in Social Services and across the Corporate body and one cited at the meeting, but not alluded to in the report, is our joint Inquiry into tackling human trafficking.

Finally, in order to make the Report more robust and accessible, in terms of grammar and syntax changes required, Members recommend:

- Page 7 correcting the use of English in the first and fourth bullet points
- Use of percentages to also include actual numbers in brackets, so that readers can understand the scale of performance change e.g. page 23 references changes in performance for housing looked after children and it would be clearer for a reader if actual numbers were also provided.
- Graphs/ Tables amend to include target lines, so that readers can easily see whether performance is on track or adrift from performance targets.

Children's Services:

Members note that, when asked to identify the significant challenges facing Children's Services, Tony Young listed the following:

- Performance in relation to Initial Assessments
- Performance in relation to Children being seen by Social Workers
- The need to increase preventative work
- The need to strengthen governance arrangements.

Members asked several questions regarding Safeguarding. Members were pleased to hear officers recognise the need to improve performance in this area, especially given the new legislation in place on these matters, but were concerned that little progress seems to have been made on this (in Social Services) over the year, with regard to Female Genital Mutilation, Honour-Based Violence, Forced Marriage, Human Trafficking and Radicalisation. Members were disappointed that officers appeared unaware of which Cabinet Member and senior officer are leading work on these issues. As clarified at the meeting by ourselves, the Cabinet Member is Cllr De'Ath and the senior officer is Martin Hamilton. Members note the commitment of officers to attend Cllr De'Ath's recently established working group re Human Trafficking.

Members were also keen to understand the processes in place to hear from children that receive social services and are pleased to hear the intention to hold a Listening Event, in recognition of the success of the one previously held by the Children & Young People Scrutiny Committee. Members were also pleased to hear the commitment to use complaints as a learning opportunity and to report complaints via the Corporate Parenting Advisory Committee. Members would like to receive details of the changes to policy and/ or practice that have happened as a consequence of using complaints as a learning opportunity and request that examples be provided in the response to this letter if possible or in future performance reports to the Children & Young People Scrutiny Committee if more time is needed to furnish the information.

Members were pleased to hear Tony Young acknowledge that the wording for the area for development, 'Ensure no further growth in the number of children entering the looked after system' (listed on p40) is too strong and recommend that the wording will be amended prior to the report being taken to Cabinet.

Adult Services:

Members note that, when asked to identify the significant challenges facing Adults Services, Tony Young listed the following:

- The need for effective budgetary control
- The need to increase preventative services
- The need to improve performance re: Carer's Assessments; Delayed Transfer of Care; and Direct Payments.

Members recommend that the Future Challenges for Adults Services be amended to include the need to improve performance in the care planning pathway, given that there has been underperformance in this area for 2014/15, and note Tony Young's commitment to do this.

Members welcome Tony Young's commitment to bring the Annual Report of the Cardiff and Vale Safeguarding Adults Board 2014/15 to the Community & Adult Services Scrutiny Committee and ask that he liaise with scrutiny services to ensure that this is programmed appropriately.

Members were pleased to hear Tony Young agree to expand the area for development 'improve collaborative working with partners' (listed on page 38) to make it clearer which partners are covered by this and with what intent. Members believe that a similar approach is needed for other Adult Services areas for development, as currently three or four areas for development are repeated across several sections and they are very general in nature. Members therefore recommend that the Adult Services areas for development are amended to articulate the specific improvements that are proposed for each area they relate to.

Members asked several questions relating to the number of people receiving Adult Services and have the following points to make in relation to this:

- Please provide a breakdown to show the services received by the 7,626
 people cited as receiving support (second paragraph, page 31) and,
 subsequently, improve the wording of this section of the report.
- Note Councillor Elsmore's statement that referrals to day centres are taking place and the referral process has not been closed
- Note Councillor Elsmore's commitment to liaise with officers to ensure that G.P. surgeries are aware that the referral process has not been closed, given Councillor Murphy's point that surgeries in his ward are not referring as they believe the referral process has stopped.
- Note the answers from officers that, where a client has been reabled to the point of no longer requiring social services, the route back to social services if their condition deteriorates relies on them being referred by their G.P., a community group or family member.

Members will explore the issues relating to day centres when carrying out predecision scrutiny of the proposed day opportunity strategy, currently scheduled for October 2015.

With regard to the questions asked about whether carer's views are sought on mental health services, Members wish to highlight the recent scrutiny research report (re mental health service users and carers) that has been sent to Councillor Elsmore and officers; we hope that this is of use to you.

Finally, Members plan to scrutinise several of the areas detailed in the Report during 2015-16 and we look forward to seeing the improvements detailed in this report, including those flowing from establishing one social services directorate. On a separate note, Members are pleased to note Irfan Alam has accepted the role of Assistant Director, Children' Services and wish him well in this post.

This letter requires a response as it contains the following recommendations and requests:

- Recommend that the report be amended to include a statement about how the areas for development will lead to improved performance and how many performance indicators it is expected will be improved in 2015-16 as a result of the work undertaken.
- Recommend that the Future Challenges for Adults Services be amended to include the need to improve performance in the care planning pathway, given that there has been underperformance in this area for 2014/15, and note Tony Young's commitment to do this.
- Recommend that the role scrutiny committees are playing in supporting improvement in social services is acknowledged and detailed in the report.
- Recommend that the Adult Services areas for development are amended to articulate the specific improvements that are proposed for each area they relate to.
- Use of percentages recommend that also include actual numbers in brackets, so that readers can understand the scale of performance change
- Graphs/ Tables recommend amend to include target lines, so that readers can easily see whether performance is on track or adrift from performance targets.
- Page 7 recommend that correct the use of English in the first and fourth bullet points.
- P31 –recommend that the wording of the second paragraph be improved to make it clearer what support is provided to the 7,626 people cited in this paragraph.
- P38 recommend that expand the area for development 'Improve collaborative working with partners'.
- P40 recommend that the wording will be amended regarding 'Ensure no further growth in the number of children entering the looked after system'
- Request details of how progress in delivering the areas for development will be regularly monitored.
- Request a breakdown to show the services received by the 7,626 people cited as receiving support (second paragraph, page 31)
- Request details of the changes to policy and/ or practice that have happened as a consequence of using complaints as a learning opportunity.

Yours sincerely,



COUNTY COUNCILLOR RICHARD COOK Chair – Joint Children and Young People and Community & Adult Services Scrutiny Committee

Cc: Tony Young Irfan Alam Sarah McGill Stuart Young Kim Brown Amanda Stokes Melanie Jackson Claire Deguara Jo Watkins

Bernard McDonald - Area Manager Cardiff, CSSIW