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## AGENDA

**Pwyllgor** PWYLLGOR CRAFFU GWASANAETHAU OEDOLION A CHYMUNEDOL

**Dyddiad ac amser y cyfarfod** DYDD MERCHER, 6 MEDI 2017, 5.30 PM

**Lleoliad** YSTAFELL BWYLLGORA 4 - NEUADD Y SIR

**Aelodaeth** Cyngorydd McGarry (Cadeirydd)  
Y Cynghorwyr Ahmed, Asghar Ali, Carter, Goddard, Jenkins, Kelloway a/ac Lent

Tua  
Amser.

### 1 Ymddiheuriadau am absenoldeb

Derbyn ymddiheuriadau am absenoldebau.

### 2 Datgan Buddiannau

I'w gwneud ar ddechrau'r eitem agenda dan sylw, yn unol â Chod Ymddygiad yr Aelodau.

### 3 Cofnodion *(Tudalennau 1 - 12)*

Cymeradwyo cofnodion cyfarfod y Pwyllgor Gwasanaethau Cymunedol ac Oedolion ar 19 Gorffennaf 2017 yn gofnod cywir; cymeradwyo cofnodion cyfarfod y Cydbwyllgor Craffu ar Wasanaethau Plant a Phobl Ifanc, a Gwasanaethau Cymunedol ac Oedolion, ar 19 Gorffennaf 2017 yn gofnod cywir.

### 4 Rhaglen Waith y Pwyllgor Craffu ar Wasanaethau Cymunedol ac Oedolion 2017/18 *(Tudalennau 13 - 24)* 5.30 pm

a) Bydd Alison Jones, Y Prif Swyddog Craffu, yn cyflwyno'r adroddiad yn fras

b) Cwestiynau gan Aelodau'r Pwyllgor.

### 5 Perfformiad Chwarter 1 2017/18 – Craffu ar waith monitro perfformiad o adroddiad perfformiad Chwarter Un. *(Tudalennau 25 - 56)* 6.00 pm

- (a) Bydd y Cynghorydd Lynda Thorne, yr Aelod Cabinet dros Dai a Chymunedau, a'r Cynghorydd Susan Elsmore, yr Aelod Cabinet dros Ofal Cymdeithasol ac Iechyd, yn bresennol ac efallai yr hoffent wneud datganiadau ar waith i graffu ar berfformiad y Gwasanaethau Cymunedau a Thai.
- (b) Bydd Sarah McGill, Cyfarwyddwr Tai a Gwasanaethau Cwsmeriaid, ac Jane Thomas, Cyfarwyddwr Cynorthwyol Tai a Chymunedau, yn bresennol er mwyn ateb cwestiynau gan aelodau ynghylch gwaith i graffu ar berfformiad Gwasanaethau Cymunedau a Thai.
- (c) Bydd y Cynghorydd Susan Elsmore, yr Aelod Cabinet dros Ofal Cymdeithasol ac Iechyd, yn bresennol ac efallai yr hoffai wneud datganiad ar waith i graffu ar berfformiad y Gwasanaethau Cymdeithasol i Oedolion.
- (d) Bydd Tony Young, Cyfarwyddwr Gwasanaethau Cymdeithasol, ac Amanda Phillips, Cyfarwyddwr Cynorthwyol Gwasanaethau Oedolion, yn bresennol er mwyn ateb cwestiynau'r Aelodau ynghylch gwaith i graffu ar berfformiad Gwasanaethau Cymdeithasol i Oedolion.

**6 Strategaeth Dementia Drafft Caerdydd a'r Fro 2017-2027** 7.00 pm  
*(Tudalennau 57 - 100)*

- a) Bydd y Cynghorydd Susan Elsmore, yr Aelod Cabinet dros Iechyd, Tai a Lles, yn bresennol ac efallai yr hoffai wneud datganiad;
- b) Bydd Tony Young, Cyfarwyddwr Gwasanaethau Cymdeithasol, ac Amanda Phillips, Cyfarwyddwr Cynorthwyol Gwasanaethau Oedolion, yn bresennol er mwyn ateb cwestiynau gan Aelodau;
- c) Bydd Dr Suzanne Wood, Bwrdd Iechyd Prifysgol Caerdydd a'r Fro, yn bresennol er mwyn cyfrannu at drafodaethau ac er mwyn ateb cwestiynau gan Aelodau.

**7 Y Ffordd Ymlaen** 7.45 pm

**8 Dyddiad y cyfarfod nesaf**

4 Hydref 2017 yw'r dyddiad sydd wedi'i bennu ar gyfer cyfarfod nesaf y Pwyllgor Craffu ar Wasanaethau Cymunedol ac Oedolion.

**Davina Fiore**

**Cyfarwyddwr Llywodraethu a Gwasanaethau Cyfreithiol**

Dyddiad: Dydd Iau, 31 Awst 2017

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

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Mae'r dudalen hon yn wag yn fwriadol

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

19 JULY 2017

Present: County Councillor McGarry(Chairperson)  
County Councillors Ahmed, Asghar Ali, Jenkins, Kelloway and  
Lent

1 : APPOINTMENT OF CHAIRPERSON AND COMMITTEE MEMBERSHIP

The Council at its meeting held on 25 May 2017 appointed Councillor Mary McGarry as Chair and the following Members to this Committee:

Councillor Ali Ahmed, Councillor Asghar Ali, Councillor Joe Carter, Councillor Susan Goddard, Councillor Shaun Jenkins, Councillor Kathryn Kelloway, Councillor Sue Lent.

2: TERMS OF REFERENCE

To scrutinise, measure and actively promote improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of community and adult services, including:

- Public and Private Housing
- Disabled Facilities Grants
- Community Safety
- Neighbourhood Renewal and Communities First
- Advice & Benefits
- Consumer Protection
- Older Persons Strategy
- Adult Social Care
- Community Care Services
- Mental Health & Physical Impairment
- Commissioning Strategy
- Health Partnership

To assess the impact of partnerships with and resources and services provided by external organisations including the Welsh Government, joint local government services, Welsh Government Sponsored Public Bodies and quasi-departmental non-governmental bodies on the effectiveness of Council service delivery.

To report to an appropriate Cabinet or Council meeting on its findings and to make recommendations on measures which may enhance Council performance and service delivery in this area.

To be the Council's Crime and Disorder Committee as required by the Police and Justice Act 2006 and any re-enactment or modification thereof; and as full delegate of the Council to exercise all the powers and functions permitted under that Act.

### 3 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Carter and Goddard. Councillor Lent had advised that she would late attending due to a prior commitment.

### 4 : DECLARATIONS OF INTEREST

Councillor Asghar Ali declared a personal interest in items 6 & 7 as he is a landlord.

### 5 : MINUTES

The minutes of the meetings held on 13 February 2017 and 8 March 2017 were agreed as a correct record and signed by the Chairperson.

### 6 : HOUSING REVENUE ACCOUNT BUSINESS PLAN 2017-18

The Chairperson welcomed Councillor Lynda Thorne, Cabinet Member Housing and Communities; Sarah McGill, Director of Communities, Housing and Customer Services; Jane Thomas, Assistant Director Housing and Communities and Colin Blackmore, Building Improvement Manager to the meeting.

The Chairperson advised Members that this item was for pre-decision scrutiny; scrutinising a report to Cabinet, to be considered at their meeting on 27 July 2017. The scope of the scrutiny was to look at the financial assumptions in the proposed business plan to check that they are sound and to look at how resources in the HRA are to be used, both to maintain council housing and to deliver new council housing.

The Chairperson invited the Cabinet Member to make a statement in which she thanked Committee for the opportunity to make a brief statement about the plans and aspirations for housing and communities in Cardiff.

The Cabinet Member added that Housing is at the heart of a community's well-being stating she was committed to ensuring the delivery of high quality, sustainable and affordable homes, particularly for those in most need.

The HRA Business Plan communicates how Cardiff will deliver on these objectives and highlights many exciting projects that are planned over the next few years.

Councillor Thorne added that she was especially excited about the progress made in meeting challenging targets for new build housing and the continued dedication of housing staff in ensuring existing tenants continue to live independently in their homes.

Colin Blackmore Building Improvement Manager outlined a presentation on the Housing Revenue Account Business Plan 2017-18 after which the Chairperson invited questions and comments from Members:

- Members sought clarification on where the planning contribution monies were spent and were advised that it generally was S106 monies; there could be either on or off site contributions; on site went to Housing Associations and off site was used to subsidise new builds.

- Members complimented officers on the report and the work that had been done on Loudon Square which had already seen anti-social behaviour reduce.
- Members were happy to see more social housing proposed and asked in what areas this would be built. The Cabinet Member stated that it would depend where land was available; there were some sites in HRA ownership. The Cabinet Member informed Members that she had visited Ladywell in London and seen timber frame factory assembled housing, which could be used as temporary or permanent housing and could be moved three times. It was considered that this could be an option for Cardiff to have as temporary housing on Cardiff Living land, which was not going to be developed for a few years. There was more research to be done but the Cabinet Member was hoping to propose this as a pilot which the Welsh Government would fund in order to speed up the process of providing more social housing.
- Members noted that Cardiff Living would have 60% of properties that were not affordable and asked why this was. Officers explained that some sites in the scheme would not have been developed on, by combining sites development could be across the piece, with some for sale by the developer and some for the Council, some of which would be affordable housing. This would also enable a mix of private and social housing communities.
- Members asked whether retrospectively lessons had been learnt about large social housing estates. Officers stated that the number of social housing units has not grown since 1981, whereas the population has grown hugely and there had been a combination of concentration of need and increase in demand. It was considered that a mix of private and social housing communities would always now be used.
- Members noted that one of the Cabinet report recommendations was to appropriate General Fund land. Members asked how the market value would be decided and how would it be decided what is pulled out of the General Fund into the HRA. Officers explained that the valuation would be undertaken by the Councils own valuers, it must be of market value or enhance the wellbeing of the city. Where the Council considers selling land, it is considered for the use for housing development before being put on the market. It also has to be considered if it adds to affordable housing stock in the city before being sold; so there are extra steps in the process.
- Members asked for the definition of affordable housing. Officers explained that all the Council's would be social housing rents or affordable market sales for affordable home ownership. It was based on Local Housing Allowance levels as it would need to be covered by Housing Benefit. With regard to rent setting policy, the rent for a one bed room flat would be the same across the board unless there were extras included such as maintenance charges.
- Members referred to sprinklers and noted there was no mention of them in the report; Members asked if the new properties would be built with sprinklers and whether the Council would consider retro fitting sprinklers into blocks of flats, hubs etc. Officers stated that they would be fitted in new builds, and they were considering retro fitting in the high-rise blocks of flats at the moment. They weren't considering low rise flats at the moment and hubs were considered

less of a risk as people don't sleep in them, they have full alarm systems, and are not high rise, although it wouldn't be ruled out.

- Members stated that when the Council bought out of the HRA subsidy system they were told the Council would be £2m better off and asked if this was reflected in the figures in the report. Officers explained that the buy out had provided close to £3m of additional income to the HRA that had been factored in for the year going forward. £2m had been set aside to buy back properties.
- Members asked how the Council considered the split between economics and quality of life when they are proposing new developments. Officers explained that there was a viability test undertaken; all homes were built above quality and were larger than required. What people wanted and the quality of that was considered against the payback terms of the borrowing.
- With regards to financial modelling, Members noted that there were assumptions made in year 7, then figures increased significantly and asked why this was. Officers explained that Universal Credit would have an impact at some point; officers are working on budgeting with tenants in the hubs but they had to be prepared for bad debt. Officers also stated that with the rent policy going forward they had to anticipate the unforeseen in accounting. Officers were confident that the assumptions were robust and prudent.

AGREED – That the Chairperson on behalf of the Committee writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.

## 7 : SINGLE LICENSING AUTHORITY ENFORCEMENT POLICY

The Chairperson invited Councillor Lynda Thorne, Cabinet Member Housing and Communities; Sarah McGill, Director of Communities, Housing and Customer Services; Isabelle Bignall, Assistant Director Communities, Housing and Customer Services and Angharad Thomas, Group Leader Rent Smart Wales to the meeting.

The Chairperson advised Members that this item was pre-decision scrutiny of a report, to be considered by the Cabinet on 27 July 2017. The scope of the scrutiny was to explore the proposed recommendations including the proposed enforcement policy and check whether there are any risks to the Council.

The Chairperson invited the Cabinet Member to make a statement in which she thanked Committee for the opportunity to discuss Rent Smart Wales.

She added that Cardiff Council was pleased to have been designated the Single Licensing Authority for Wales and has been implementing the scheme now for 18months. During that time almost 80,000 landlords and 164,000 properties have been registered. This was a significant achievement and exceeded stated Welsh Government expectations.

Cardiff was already seeing the benefits of having this central database of landlords and agents in place. For example, it had allowed Cardiff to take an active part in supporting Welsh Government to distribute fire safety messages following the Grenfell Tower tragedy and by working with the Rent Officer Service, having a direct



impact on the number of landlords prepared to supply data to inform policy decisions such as rent allowance levels.

In summary, The Housing (Wales) Act 2014 introduced a mandatory registration scheme for private landlords and a requirement for private landlords and letting agents to be licensed if they let or manage properties.

To secure high compliance levels with Rent Smart Wales it was essential to have in place a framework which provides transparency about the enforcement approach adopted by Rent Smart Wales (Cardiff) and the 22 Local Authorities that Cardiff work in partnership with.

It was noted that the policy appended to the report had been the subject of consultation with stakeholders and the 22 Local Authorities. Comments received from the consultation had led to simplification of the final document.

The Chairperson thanked Councillor Thorne for her statement and invited questions and comments on the report from Members:

- Members noted that in the Rent Smart Wales Enforcement Policy it stated that 'it is expected that local authorities will apply this policy in their delivery of Rent Smart Wales activities, however, there may on occasion, be a conflict with their own local enforcement policy. Where this is the case, the local authority policy will take precedence.' Members sought clarification on this and were advised that each local authority has a local enforcement policy which is tailored to them, the Rent Smart Wales Enforcement Policy wouldn't be superseded by for example enforcement over Health and Safety. All local authorities have seen and approved the policy.
- Members noted that being designated the Single Licensing Authority for Wales was cost neutral and asked what benefit there was to Cardiff being the host authority. Officers stated that there were huge benefits morally and it also enabled Cardiff to have more staff. While it was cost neutral it did provide contributions with regard to payroll and HR. The Cabinet Member added that as Cardiff has the highest number of private landlords it was right that it has the responsibility for the scheme.
- Members noted that there would be some landlords who did not register and asked how this would be addressed. Officers explained that as landlords it was their responsibility to be up to date with legislation; in some rural areas this required increased marketing to improve awareness. Those who chose not to comply were bound by the Memorandum of Understanding which had been agreed by the 22 LA's. Information on these would be obtained by data cleansing, working with organisations such as shelter and looking at complaints received from tenants. It was also important that Councillors are aware as they will see tenants complaining in ward surgeries about landlords. People can check on the website to see if their landlord/property is registered. When the Council is aware of non-compliance, the recompense has to be reasonable and proportionate. If it is an individual landlord then they would be warned once then fined; if it's a large agency that would be well aware of the legislation then they would be fined straight away.

- Members asked what landlords that live abroad need to do and were advised that they have to register themselves then they can state the property is managed by letting agents so they wouldn't have to complete the training aspect of the scheme.
- Members asked if marketing costs came out of the fees and were advised that some are from the initial set up costs and some from each local authority.
- Members asked if there was any burden on the Council as staff are moved to work on the scheme. Officers conceded that they have lost some good staff the Rent Smart Wales scheme but they have also taken some people too and there were good opportunities to be had for staff.

AGREED – That the Chairperson on behalf of the Committee writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.

## 8 : WORK PROGRAMMING REPORT

Members were advised that the Constitution states that each Scrutiny Committee will set its own work programme for the forthcoming year (Scrutiny Procedure Rule 7). The Committee was tasked with constructing a work programme for the year ahead that ensured the time available to the Committee was used most effectively, by considering items that maximise the impact of scrutiny in a timely fashion.

The first stage was to identify potential work programme items for consideration and prioritisation by Committee Members by:

- seeking suggestions from Members and officers;
- reviewing the items recommended by the previous Committee;
- reviewing corporate documents, forthcoming legislation, the work programmes of relevant auditors, inspectors and regulators and partnership, consortia and regional documents; and
- checking other relevant documentation to identify areas within the terms of reference for the Committee.

Following the preparation of a list of potential items, Committee Members would need to prioritise the items, given the range of subject areas covered by the Committee and the limited resources available. Normally, Members prioritise items where scrutiny can have most impact, that are of importance to the public, that will help to deliver improved performance and that are not being investigated by other routes. This ensures that the time and resources available to the Committee are most effectively used.

In previous years, Members have held a work-programming forum to consider and prioritise items. The forum's proposals were then presented to Committee for formal approval of the work programme. Following consultation with Committee Members, it was proposed that this approach be taken this year.

Members were advised that they would be sent a list of potential items/topics on 4 August, (along with officer advice on how best to choose priorities) which they would then discuss and prioritise at the work programming forum scheduled for 7

August; this work programme would then be formally approved at the September Scrutiny Committee meeting.

RESOLVED to: Discuss and agree the approach to developing the Committee's work programme for 2017-18, so that a final version of the programme can be brought back to the Committee in September 2017 for formal approval.

9 : DATE OF NEXT MEETING

Wednesday 6 September 2017 at 4.30pm

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## JOINT SCRUTINY COMMITTEE

19 JULY 2017

Present: County Councillor (Chairperson)

County Councillors Ahmed, Asghar Ali, Bridgeman, De'Ath, ,  
Philippa Hill-John, Jenkins, Joyce, Kelloway, McGarry, Murphy,  
Singh and Taylor

Co-Optees: Patricia Arlotte, Carol Cobert, Karen Dell'Armi

1 : CHAIRPERSON

The Principal Scrutiny Officer opened the meeting and asked for nominations for Chairperson for the Joint Committee.

Councillor Jim Murphy nominated Councillor Mary McGarry as Chairperson for the meeting; Councillor Ali seconded this.

Councillor Mary McGarry was appointed as Chairperson for the Joint Committee and took the Chair.

2 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Carter, Goddard, Lent, Morgan and Phillips.

The Chairperson advised that Councillor Susan Elsmore had also sent apologies.

3 : DECLARATIONS OF INTEREST

No declarations of interest were received.

4 : DRAFT DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2016-17

The Chairperson welcomed Councillor Graham Hinchey, Cabinet Member, Children and Families; Tony Young, Director for Social Services; Irfan Alam; Assistant Director Children's Services and Amanda Phillips, Assistant Director Adult Services to the meeting.

The Chairperson advised Members that the meeting was being held to enable Members to scrutinise the draft Annual Report of the Director of Social Services, which should give a clear view of the effectiveness of the Council's Social Care Services. The report had been prepared by the Director, following an assessment of effectiveness. As such, the Director, Tony Young, had to ensure honest and sound judgements were made whilst at the same time protecting the Council's reputation and not undermining the efforts and hard work of staff.

The Chairperson invited the Cabinet Member to make a statement in which he wanted to congratulate new Members on their appointment to the Committee and he was looking forward to working with them. He noted that there was an ageing population and also that children are in all of our care as Corporate Parents; with

depleting budgets, this means increasing pressures. He did note however, there are positives in the report and that Cardiff was most improved social services department in Wales last year, which, compared to four years ago was a much better position to be in.

Members were provided with a presentation on the Annual Director's Report on the Effectiveness of Social Services 2016/17, after which the Chairperson invited questions and comments from Members;

- Members requested an update on the Dementia Centre in Ely and were advised that this was at Grand Avenue, it was already open and the refurbishment had started.
- Members asked how young carers are defined and were advised that young carers were under 18 with caring responsibilities either for a sibling or an adult. Officers added that there was more work to be done with young carers and officers were concentrating efforts to ensure assessments are carried out efficiently and effectively. It was noted however that sometimes there is some resistance to assessment for fear of stigma and interventions, so officers are trying to use partners to increase awareness of assessments and that following assessment care and support needs can be met.
- Members asked for more information on Signs of Safety as it was already in the skill set of the social worker, Members wanted to know how it was transformational. Officers explained that Signs of Safety was transformational in that it takes things back to social practice and holistic framework, mapping risks, looking at protective factors, working with families and trying to enhance the situation and identify strengths within the family and wider family rather than focussing on the risks. Primarily it was to improve the service outcomes, but it was also cost effective when a child is kept at home safe. The Assistant Director added that it was also important to recognise the read across to Adults where the same thing needs to be done, give confidence back and not be so risk averse.
- Members asked if there were regular meetings with the Chief Executive officer and were advised that the protocol had constructed the Head of Paid Service's role and highlights the obligation on the Council as a whole. Reports would be through Cabinet and Council, officers had received very good support from the Chief Executive, Section 151 Officer and colleagues.
- Members asked which challenges officers were most concerned about. The Cabinet Members stated that challenges such as having the right leadership, the money to retain and recruit social workers in the fastest growing City in the UK; all these things bring pressures. He added that Social Services need to be funded adequately but also giving value for money as the same time. The Director added that these are common issues; demand, complexity, finances and sustainability; issues common across the whole of the UK. He added that with regards to Children, more were entering care through the courts, all with very different needs which takes time and resource. With Adults, the ageing population and dementia meant there was a need for new services and approaches especially for people who were isolated. Mental Health also provided challenges. With regards to workforce, this provided significant

challenges in relation to having the right staff at the right time especially in the domiciliary sector where the council is competing in the low pay sector. All of these challenges have to be faced with partners.

- Members asked if there was any work being done to determine why there is such an increase in demand. Officers explained that some needs are becoming more noticeable, such as trafficking, child sexual exploitation, FGM, dementia, sexual abuse etc. Society is more aware of these needs now and there is more to deal with. Members were advised that there is research being done into Children in the Care System and Poverty, which was being undertaken by Cardiff University.
- Members asked who are the partners that the Council will be working with and were advised that with regards to Children, the Council work with Schools, Youth Clubs, Community Centres, everyone that could help with surfacing issues early so that things don't deteriorate. With Adults the partners are very many and various, with key relations with Health and Education.
- Members noted that external expertise was important to take the pressure from social workers having to be all things to all people; and that early intervention can influence shape and encourage as much as possible.
- Members noted that with regards to the format of the report, it would be good to have had these issues and challenges identified in the report. The Director stated that he would look at that for the next report, the report is primarily about the performance of the Director of Social Services and his discharge of duties.
- Members considered the report very informative if not quite long and complex and asked if there would be a summary version available for the public and were advised that there would be. They added that next year there would also be an abridged version that was more easy reading for young people.
- Members commented on some structuring of chapters and numbering for officers information. Officers thanked them for this feedback and stated that they would revisit for next year.
- Members asked why the consultation take up had been so poor with stakeholders. Officers advised that there had been various forums, stakeholder groups set up and the take up from providers had not been there, some sessions had been cancelled. It was determined that the sessions needed to be more dynamic and more creative thinking was needed.
- Members asked what steps had been taken to recruit more welsh speaking social workers into the service. The Director stated that this was something that they were struggling with, but they were loathed to make posts welsh essential as they couldn't afford to exclude people from applying whilst they were struggling to fill posts. He advised that there was a rolling advert which was bilingual but not specifically targeted towards welsh speakers.
- Members asked if officers knew the proportion of people who required Welsh Services. Officers advised that there was a specific officer in the directorate

who aligns resources to needs; figures are recorded in the Well Being assessment and in Care First so a report could be run to establish this. The Cabinet Members added that lots was being done to promote Welsh language courses in order that the service is more accessible and convenient.

- Members asked that if there were parents with mental health problems and the children were suffering and don't identify themselves, how would this be picked up. Officers stated that this was the importance of having a single Adults/Children directorate, working jointly and sharing information. Officers added that the statutory responsibility would be to support the parents, with an obligation to keep the child at home safely.

AGREED – That the Chairperson on behalf of the Committee writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.



**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**6 SEPTEMBER 2017**

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**WORK PROGRAMME 2017/18**

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**Purpose of Report**

1. The Council's Constitution states (Scrutiny Procedure Rule 7) that each Scrutiny Committee will set its own work programme. The Community & Adult Services Scrutiny Committee's terms of reference provide the Committee with the responsibility for the scrutiny of a number of specific service areas.
2. This report provides the Committee with the output from the Work Programming Forum, which took place on the 7 August 2017. The resulting list of items has, where possible, been populated into a calendar, attached at **Appendix A**, for the Committee's consideration and approval.
3. Members may also wish to approve the proposed Task & Finish Inquiries and commissioning of a Performance Panel, as listed in **paragraphs 13 and 15** of this report.

**Background**

4. Scrutiny plays an essential role in promoting accountability, efficiency and effectiveness in the Council's decision-making process and the way in which it delivers services. The main roles of the Scrutiny Committees are:

- Holding the Cabinet and officers as decision-makers to account.
  - Being a 'critical friend', through questioning how decisions have been made to provide a 'check and balance' to decision makers, adding legitimacy to the decision making process.
  - Undertaking reviews of Council services and policy.
  - Undertaking reviews to develop Council services and policies.
5. The Committee at its meeting on 19 July 2017 considered a report to agree the way forward for constructing and agreeing the work programme for 2017/18. It was agreed that a Work Programming Forum be established to consider potential Items, with the Forum's proposals being presented to Committee for formal approval of the work programme.
6. The Work Programme Forum took place on the 7 August 2017. At this meeting, Members considered 33 Items from the following sources:
- Statutory commitments of the Committee under its terms of reference
  - Community & Adult Services Scrutiny Committee Annual Report 2016/17
  - Scrutiny Member suggestions
  - Cabinet & Director suggestions
  - Cabinet Forward Plan
  - Relevant extracts from:
    - Corporate Plan
    - Capital Ambition
    - Service Delivery Plans
  - External organisations' work streams that could be reported to the Scrutiny Committee.

7. At this meeting Members also agreed that, to aid in focussing the agendas more effectively and maximising the impact of the scrutiny of each item at Committee, Members would adapt the way that issues would be scrutinised in the future to include:
- Committee meetings would aim to last no more than 3 hours, which equates to approximately 2 substantial items and 1 smaller item, as recommended by the Wales Audit Office.
  - A system of briefs/updates/progress reports be established, to free up valuable Committee time, but also to keep Members informed of progress against these issues. Should any concerns or questions be raised these would then be brought onto the Committee's Agenda for formal consideration.
  - Performance monitoring reports and "Deep Dives" into performance be scrutinised by a Performance Panel. The Panel would regularly report back to Committee with their comments, concerns or requests for further investigation at full Committee.
8. To enable the work programme to reflect this more focused approach, Members identified those issues which they had jointly prioritised and further determined whether it would be most appropriate to scrutinise each item either by:
- i) Full Committee
  - ii) Inquiries/Task & Finish Investigation
  - iii) Briefings/updates/review reports; or via
  - iv) Performance Panel
9. Where possible, the resultant list of items was then inputted into a work programme calendar attached at **Appendix A** to form a work programme for the full year. Members are requested to approve the list of topics set out in the following section, and that these be inputted into the calendar for final approval at the next meeting.

## Issues

10. The work programme for each Scrutiny Committee identifies various types of scrutiny investigations. Members of the Committee have consistently committed to regularly monitor and review corporate strategies, budget proposals and their delivery, performance and improvement reports, governance reports and reshaping services proposals.

11. The following sets out Items agreed under the headings set out in Paragraph 8 above:

### 12. Items to be considered by Full Committee:

#### Cross Portfolio

- Cardiff Public Services Board Well-Being Objectives (*TBA*)
- 2018/19 Corporate Plan (*February 2018*)
- 2018/19 Budget (*February 2018*)

#### Housing & Communities

- Disabled Adaptations – 12 month review (*proposed December 2017*)
- Vacant Properties/Voids - 12 month review (*proposed December 2017*)
- Homelessness & Housing Need Strategy - Pre-decision Item (*proposed January 2018*)
- Domestic Abuse Regional Strategy - Pre-Decision Item (*proposed January 2018*)
- Rough Sleeper Strategy (*proposed January 2018*)
- Sheltered Housing/Independent Living in High Rise Blocks/Older People's Accommodation (*TBA*)
- Lettings Policies in High Rise Blocks (*TBA*)

### Social Services – Adult Services

- Director of Social Services Annual Report – joint CYP/CAS SC meeting (*July 2018*)
- Quality of Life in Care Homes, including training of care home staff which is supplied by the Council (*TBA*)

### **13. Inquiry/ Task & Finish Investigation**

Following the Forum meeting, the Chair of this Committee received requests to undertake Inquiries for the coming year, all in relation to Community Safety and Crime & Disorder, which fall within the Terms of Reference of this Scrutiny Committee. Scoping of this work is currently underway and will be reported to Members in due course. A summary of these are as follows:

#### Drug Taking and its Impact on Communities and the lives of Young People *(proposed - September – December 2017)*

It has been proposed by the Chair of the Children & Young People Scrutiny Committee that a joint inquiry be undertaken with his Committee to:

- Appraise the current processes in place across all stakeholders, including the community safety partnership in tackling this issue.
- Review and appraise young people's involvement in drug dealing across the City, and the impact of the reduction in youth services may have had.

#### Safety in Parks (*TBA*)

The Chair of the Economy & Culture Scrutiny Committee requested that this Scrutiny Committee review and appraise the current processes in place across community safety partnership and other stakeholders in respect of safety in parks

#### Community Safety in New Communities (*TBA*)

In addition, Members of this Scrutiny Committee agreed to consider the issue of Community Safety in new communities. With major new housing developments

being built in the City, what factors are being put in place in relation to “factoring in” Community Safety. What can be learned from previous developments?

#### 14. **Briefings/updates/review reports**

Members agreed at the Forum meeting that they would wish to trial a system of receiving a range of briefing reports/updates/reviews of issues, which could run in parallel to Committee business. This could take the form of a monthly or quarterly “digest” and would be sent electronically to Members for consideration. This would free up valuable Committee time and allow Members to reflect on the issues as appropriate. Should any concerns be raised, these would then be brought onto the Committee’s Agenda for formal consideration. These are yet to be timetabled.

##### Cross-Portfolio

- Asylum Seekers and Refugee Needs

##### Housing and Communities

- Independent Living, including First Point of Contact; Alarm Receiving Centre
- Locality Based Working
- Neighbourhood Partnerships
- Communities First Transition

##### Adult Social Care

- Delayed Transfer of Care Performance
- Social Services & Well-Being Act Implementation, including Care Pathways
- Domiciliary Care – update on current provision and future plans – bringing work in-house/the Monmouthshire model
- Engagement with Carers, particularly those in the B&ME community

## 15. Performance Panel

The aim of the Performance Panel is to undertake in-depth, performance-related work in an informal setting – reporting any concerns back to main Committee as appropriate. It is proposed that the Performance Panel consider the following:

- Quarterly Performance Reports (December, March, June)
- Adult Safeguarding – request from Audit Committee to look at current safeguarding arrangements/processes (*proposed January-March 2018*)
- Well-Being of Staff working in Social Care – recruitment/retention of staff; budget implications; sickness absence etc. (*TBA*)

At this meeting, Members are requested to seek nominations to the Performance Panel. Should this be unsuccessful, these issues would be considered by full Committee and timetabled accordingly.

16. At the Forum meeting, there were a number of issues that had been suggested for the Committee to consider. The following Items were referred or deferred:

Air Quality & its Impact on Health – Air Quality is a major work stream topic for the Environmental Scrutiny Committee during 2017/18. It was agreed that the Chair of this Scrutiny Committee write to the Chair of Environmental Scrutiny Committee requesting that it look into this issue as part of its work into Air Quality and report back to C&ASSC at the end of its investigation. This was sent on the 21 August 2017.

Private Rented Sector Housing - this issue was considered by this Scrutiny Committee in July 2017. It was agreed that further consideration be deferred until 2018/19.

Gypsy & Traveller Site Proposals – this issue will be considered in the near future by Planning Committee. It was agreed that this report will be sent to

Members of this Scrutiny Committee when available, and this issue monitored during 2017/18.

## Way Forward

17. It is suggested that Members consider and agree the following:

- The list of Items discussed at the Forum meeting, as set out in this report;
- Any further suggestions to be considered by the Committee during 2017/18;
- The draft timetable of issues for the Committee as set out in **Appendix A**;
- Inquiry/Task & finish topics as proposed in **paragraph 13** of this report; and nominate Members to populate these Task & Finish Groups;
- Agree the issues to be reported via email, as set out in **Paragraph 14** in this report; and
- Agree to set up Performance Panel, as set out in **Paragraph 15** to monitor and review performance quarterly and undertake “deep dives” into performance, and seek nominations to sit on the Panel.

A fully populated calendar will be submitted to the next Committee meeting for final approval.

## Legal Implications

18. 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**

19. 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:

- a) To consider the information set out in this report and agree the current Work Programme Calendar for 2017/18 as set out in **Appendix A**, with a view to signing off the final version at the October meeting of this Committee.
- b) To agree to undertake the Task & Finish Group Inquiries as set out in **Paragraph 13** of this report, and to seek nominations for these Inquiries.
- c) To agree to set up a Performance Panel, as set out in **Paragraph 15** of this report and seek nominations for the Panel.

**DAVINA FIORE**

**Director of Governance and Legal Services and Monitoring Officer**

**31 August 2017**

Mae'r dudalen hon yn wag yn fwriadol

	06/09/2017	04/10/2017	15/11/2017	06/12/2017	17/01/2018	12/02/2018	14/03/2018	18/04/2018	16/05/2018	16/06/2018	04/07/2018
<b>Committee Item 1</b>	Cardiff & Vale Draft Dementia Services Strategy 2017-27			Disabled Adaptations - 12 month update/review	Homelessness & Housing Need Strategy - Pre-decision	Corporate Plan			CASSC 2017/18 Annual Report		Director of Social Services Annual Report-Joint CYP/CASSC
<b>Committee Item 2</b>	2017/18 CASSC Work Programme			Council Housing Voids - 12 month update/review	Domestic Abuse Regional Strategy - Pre-Decision	2018/19 Budget					
<b>Committee Item 3</b>	2017/18 Quarter 1 Performance				Rough Sleepers Strategy						
<b>Inquiries</b>	Drugs - Joint CYP/CASSC Inquiry										
<b>Performance Panel</b>				2017/18 Quarter 2 Performance			2017/18 Quarter 3 Performance			2017/18 Quarter 4 Performance	
<b>Performance Panel</b>					Adult Safeguarding						
<b>Briefs/Reports/Updates outside of Committee</b>											
<b>Cabinet Dates</b>	21-Sep	12-Oct	16-Nov	14-Dec	18-Jan	15-Feb	15-Mar	19-Apr	17-May	21-Jun	12-Jul

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**Topics to be Timetabled:**

Inquiry - Safety in Parks

Inquiry - Community Safety - New Communities

Performance Panel - WellBeing of Staff in Social Care

Reports to Committee:

Sheltered Housing/Independent Living in High Rise Blocks/ Older People's Accommodation

Lettings Policies in High Rise Blocks

Quality of Life in Care Homes, including training of staff

Draft PSB Well-Being Objectives

Mae'r dudalen hon yn wag yn fwriadol

**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**6 SEPTEMBER 2017**

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**QUARTER ONE - PERFORMANCE REPORT FOR 2017/18**

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**Purpose of Report**

1. To present the Performance Reports for Quarter 1 (April - June) of 2017-18. The Performance Report for Communities, Housing & Customer Services is attached at **Appendix 1**; and the Performance Report for Adult Social Services is attached at **Appendix 2**.
2. The Cabinet will be receiving Quarter 1 Performance at its meeting on the 21 September 2017. At this Scrutiny Committee meeting, Members will be able to decide what comments, observations or recommendations they wish to pass on to the Cabinet for their consideration.

**Background to Performance Reports**

3. The Council's Performance Management Framework includes the production of Quarterly Performance Reports designed to provide an overview of directorate performance. Effective scrutiny of performance is an important component of the Framework as it provides the opportunity to challenge performance levels, and helps the Council reprioritise efforts to secure the delivery of the Council's priorities and targets.
4. Since 2015, the Community & Adult Services Scrutiny Committee has scrutinised performance via a Performance Panel. The approach was for the Panel to receive and consider the performance reports in detail, and, based on areas of interest or concern, identify whether these should be considered by full

Committee. In addition, Members of the Panel would undertake “Deep Dives” into areas of performance and report its findings to the full Committee.

## **Quarter 1 Delivery and Performance**

5. The following Quarter 1 Directorate Performance reports are included as Appendices:

- **Appendix 1** – Communities, Housing & Customer Services
- **Appendix 2** – Social Services

Members should note that, within the Appendices, there are a number of Indicators that fall outside the Terms of Reference of this Scrutiny Committee. Paragraph 7 of this report sets out a summary of Indicators that are relevant to this Scrutiny Committee.

6. The Appendices give details of a range Strategic Directorate Priorities, supported by:

- Quarter 1 position against the headline actions in the Directorate Delivery Plan (DDP)
- Measures of performance
- Supporting information (where applicable)
- Q1 2017/18 result
- Year End 2017/18 target
- Q1 2016/17 Result
- Q4 2016/17 Result
- Year End 2016/17 Result

Members are asked to note that, in relation to **Appendix 1** (Communities, Housing & Customer Services) sections highlighted in pink relate to Councillor Thorne’s Portfolio; and those in blue relate to Councillor Elsmore.

**Appendix 2** (Social Services – Adult Services) also contains a detailed report and further appendices for Members’ consideration.

7. Members are asked to note that some Indicators set out in the Appendices fall outside the Terms of Reference of this Scrutiny Committee. The following is a summary of Indicators that are relevant to this Scrutiny Committee.

**Appendix 1 - Communities, Housing & Customer Services**

Strategic Directorate Priority 1 – Further develop Adult Community Learning and the Into Work Advice Service to support vulnerable people to maximise their employment opportunities

Measure	Q1 2017/18 Result	Year End 2017/18 target
The number of people who have been affected by The Benefit Cap and are engaging with The Into Work Advice Service	196	150
Number of Into Work Advice Service customers supported with their claims for Universal Credit	123	600

Strategic Directorate Priority 2 – Ensure that Domestic Violence Support Services meet the requirements of new legislation, including the recommissioning of the service

Measure	Q1 2017/18 Result	Year End 2017/18 target
Council staff completing the Level 1 online model of the National Training Framework on violence against women, domestic abuse and sexual violence as a % of all staff	2.6%	50%

Strategic Directorate Priority 3 – Implement the Cardiff Housing Strategy 2016-2021 to ensure those in need have access to appropriate, high quality services

- 1500 new homes (of which 40% affordable) through the “Cardiff Living” Programme
- Deliver 100 additional Council properties through a range of Capital funding by 2022
- Deliver Independent Living Solutions for Older and Disabled People
- A new homelessness Strategy based on a full needs assessment and review of services
- A range of support to address rough sleeping in the City
- Continue to develop joint working to mitigate the issues caused by Welfare Reform

Measure	Q1 2017/18 Result	Year End 2017/18 target
The number of homes commenced on site through Cardiff Living in year		
• Total Units	192	353
• Affordable Housing Units	58	136
The % of people who experienced successful outcomes through the Homelessness Reconnection Service	73%	50%
The number of rough sleepers assisted into accommodation	50	144
The % of cases where a duty to prevent homelessness was accepted and where homelessness was prevented	56%	50%
The number of registered landlords	78,137	80,000
The number of landlords and agents	13,411	20,000

Strategic Directorate Priority 4 – Promote and increase the number of adults using the new First Point of Contact Service to access information and signposting to enable them to remain independent in their community and act as a Gateway to accessing advice and assistance.

Measure	Q1 2017/18 Result	Year End 2017/18 target
The % of new cases dealt with directly at First Point of Contact (FPOC) with no onward referral to Adult Services	71%	60%
The Average number of calendar days taken to deliver a Disabled Facilities Grant (from first contact to payment date).	187	200
The average number of calendar days taken to deliver low cost adaptation works in private dwellings where disabled facilities grant process is not used	38.63	35
The number of Telecare customers	4,393	4,613
The Meals on wheels customer base	161	217

Strategic Priority 5 – Further develop the Alarm Receiving Centre (ARC) including partnership work with stakeholders as well as the use of new technology to assist people to live independently

Measure	Q1 2017/18 Result	Year End 2017/18 target
Monitor and report progress against income target for ARC Service	223,000	550,000
The % of telecare calls resulting in an ambulance being called out	5.67%	<10%



Strategic Directorate Priority 6 – Develop Locality Based Working building on the learning of the older person’s pilot project to effectively integrate services for older people within a geographical location, taking a person-centred approach, reducing duplication and improving citizen engagement

Measure	Q1 2017/18 Result	Year End 2017/18 target
The % of people who feel reconnected into their community through intervention from day opportunities	66%	60%

Strategic Directorate Priority 8 – Review our Neighbourhood Partnerships to ensure we are working with citizens and partners to address need on a locality basis by March 2018

Measure	Q1 2017/18 Result	Year End 2017/18 target
The % of people who feel more informed about their locality as a result of attending a neighbourhood Partnership Roadshow	REPORTED ANNUALLY	70%

## **Appendix 2 - Social Services – Adult Services**

Strategic Directorate Priority 1 – Safeguarding – Children and adults are protected from significant harm and are empowered to protect themselves

Measure	Q1 2017/18 Result	Year End 2017/18 target
SSWB 18 (CP) - % of adult protection enquiries completed within 7 working days	99.1%	99%

Strategic Directorate Priority 2 – Prevention & Independence – children, young people and adults are supported to live safely and independently with their families and communities with the lowest appropriate level of intervention

Measure	Q1 2017/18 Result	Year End 2017/18 target
SSWB 19 (CP) - Rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	0.64	TBC
SSWB 23 - % of adults who have received advice and assistance from the Information, Advice & Assistance function and have not contacted the service during the year	86.3%	TBC
SSWB 20 - % of adults who completed a period of reablement and a) have a reduced package of care and support 6 months later b) have no package of care and support 6 months later	Annual	TBC
SCAL 25a (CP) - Total number of children and adults in need of care and support using the Direct	812	910

Payments Scheme	
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Strategic Directorate Priority 3 – Care and Support (including transitions) – Adults and looked after children experience the best care and support to help them recognise their abilities, have aspirations and achieve what matters to them; and young people have the necessary skills and support them to prepare them and their carers for a smooth transition to adult life and optimum independence

Measure	Q1 2017/18 Result	Year End 2017/18 target
SCA/018a (CP) - % of eligible adults who are caring for adults that are offered a carers assessment during the year	40.7%	90%

Strategic Directorate Priority 4 – Workforce – Cardiff is the destination of choice for committed social work and social care professionals

Measure	Q1 2017/18 Result	Year End 2017/18 target
Staff 1 (CP) - % of social work vacancies in all teams	26.0%	18%

Strategic Directorate Priority 5 - Resources – Social Services are provided on the basis of the most efficient and effective use of services

Measure	Q1 2017/18 Result	Year End 2017/18 target
None		

8. At this meeting, the following Members and Officers will be in attendance:

Communities, Housing & Customer Services

Councillor Lynda Thorne, Cabinet Member for Housing and Communities and Councillor Susan Elsmore, Cabinet Member for Social Care and Health – will be in attendance and may wish to make a statement on the scrutiny of Communities, Housing & Customer Services performance.

Sarah McGill Director Communities Housing and Customer Services will take Members through the results as set out in **Appendix 1**. Jane Thomas, Assistant Director Housing & Communities will be in attendance to answer Members' questions on Communities, Housing & Customer Services performance.

## Social Services

Councillor Susan Elsmore, Cabinet Member for Social Care and Health – will be in attendance and may wish to make a statement on the scrutiny of Adult Social Services performance.

Tony Young, Director Social Services will take Members through the results as set out in **Appendix 2** and Amanda Phillips, Assistant Director Adult Services will be in attendance to answer Members' questions on Adult Social Services performance.

9. In addition, prior to this meeting, Members will receive a presentation from Amanda Phillips and Jon French, Information Officer Health & Social Care on the National Outcome Framework on performance indicators in social services.

### **Way Forward**

10. Members are invited to consider the information set out in the attached Appendices and to:
  - Provide any comments and observations to the Cabinet, prior to its consideration of Quarter 1 performance on the 21 September 2017; and
  - Identify any issues that may require more detailed scrutiny.

### **Legal Implications**

11. 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**

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 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.

### **RECOMMENDATION**

The Committee is recommended to:

- a. Consider the contents of the report, appendices and evidence presented at the meeting;
- b. Report any comments, observations or recommendations to the Cabinet.

**DAVINA FIORE**

**Director of Governance and Legal Services and Monitoring Officer**

**31 August 2017**

## **ADULT SERVICES PERFORMANCE MANAGEMENT INFORMATION**

### **REASON FOR THE REPORT**

1. The Community & Adult Services Scrutiny Committee is responsible for scrutinising the performance of Adults Social Services. This report sets out performance data outlining progress against the objectives aligned to the social theme for the quarter ending 30th June 2017 (Quarter 1 17/18 financial year).

### **BACKGROUND**

2. The ongoing development of the Cardiff Performance Management Framework has brought into line the monitoring and evaluation of progress against the key objectives as set out in the Corporate Plan and the performance indicators set to assist in the understanding of the overall performance position of the Council. This range of performance data relating to Adults Services is contained in **Appendix B** to this report.
3. The Cabinet have identified that the delivery of their key priorities and the Council's performance against key indicators should be the focus of future quarterly reports. Quarterly reports are prepared on that basis, allowing for trend analysis to be undertaken on an appropriate basket of indicators and the effective delivery of the Administration's key priorities as attached at **Appendix A**.
4. The performance report attached at **Appendix B** has been constructed to highlight the progress made in delivering the key objectives, associated performance indicators, and commentaries that help to identify progress, issues and actions planned where the trend in performance is falling. To make the information in the performance report clearer, each indicator is accompanied by an arrow, and in some cases, a happy, indifferent or sad face.
5. For your information, these symbols represent the following:
  - The face symbol shows whether performance is likely, unlikely to, or may meet the target set for the year.
  - The arrow direction shows whether performance has declined, has been sustained or improved when compared with an appropriate previous period.
6. At the meeting officers will be present to explain the performance information to the Committee, to highlight performance issues, and to answer questions that Members might have.

## PERFORMANCE DURING QUARTER 1: APRIL TO JUNE 2017

7. Performance is being reported against the following corporate Well-being objectives:

People at risk in Cardiff are safeguarded  
People in Cardiff are supported to live independently  
Transforming services to make them more accessible, flexible and efficient

8. The Service has three main functions:

- a. Providing care and support to adults and carers of adults
- b. Safeguarding adults
- c. Promoting and enabling independence for adults for as long as possible.

9. During the quarter there has been both positive and negative moves in performance - please see **Appendix B** for updates and direction of travel for local and national indicators.

## OVERVIEW OF QUARTER 1 PERFORMANCE

10. 2016/17 was a unique, transitional year in terms of performance management and measurement due to the introduction of new performance reporting requirements and the National Outcomes Framework following implementation of the Social Services & Well-being (Wales) Act 2014. Although the new reporting requirements created a number of completely new performance indicators (PIs) for Social Services, some of the PIs from the previous performance regime were retained. This makes year on year comparison more complex and it is difficult to reach firm conclusions about whether performance has improved or declined. The Directorate has retained the previous National Strategic Indicators (NSI) as local indicators to enable a degree of comparison.
11. Performance in relation to Delayed Transfers of Care (DTC) for social care reasons for adults age 75+ (SSWB 19) has continued to improve this year; Quarter 1 result is 0.64 ( 15/23685) compared to 0.81 (19/23551) in Quarter 1 2016-17. This is a noteworthy continuation of improved performance.
12. The Quarter 1 result for the percentage of adult protection enquiries completed within 7 days (SSWB 18) is 99% (325/328) and static in comparison with the annual result of 99% (1033/1054) and Quarter 4 result of 99% (323/327).
13. During Quarter 1 there was a shift in focus by the Carers team to **offer** carers an assessment to those who had not previously been offered. The positive impact of this has seen an increase in offers from 30.1% in Quarter 1 16/17 to 40.7% in Quarter 1 17/18 , an overall increase of 10.6 on offers. The result of this focus shifting, from assessments to offers, has seen a decline in number of completed carers assessments (FCLi44) this quarter of 161 compared to 222 for the same period last year. The aim for Quarter 2 is to refocus on carers assessments. Please see section 14c. for updates in relation to work around carer assessments.

14. Work to progress the Directorate's commitments in the Corporate Plan has continued and key areas of progress include:

**a. Dementia Friendly City –**

The Council has achieved 'Working towards Dementia Friendly City' status and is on target to meet the milestones set out in the Directorate Plan. The Action Plan for 2017/18 has been agreed and incorporates new criteria and findings from year 1. There was a co-ordinated approach for Alzheimer's Awareness Week 14<sup>th</sup> - 20<sup>th</sup> May 2017, supported by Cardiff Council Communications team. A series of events and drop-in sessions were organised to promote the support services available in the City and to help people understand what it is like to live with dementia day-to-day. As part of the Council's 'Working towards achieving Dementia-Friendly City' status, dementia awareness training was opened up to all staff and additional training arranged for staff to become dementia champions. These sessions took place on Tuesday 16<sup>th</sup> May 2017. Staff were also invited to fill in a short online survey from Dementia Friends, an Alzheimer's Society initiative, to feed into Cardiff's Dementia-Friendly City 2017-18 action plan. The survey asked whether staff were already trained / would like to be; or were undertaking or planning to undertake any work that would support the action plan. Results of this will be used to inform the 2017-18 action plan and where further training of staff is needed.

**b. Delayed Transfers of Care –**

Work in relation to reducing Delayed Transfers of Care is ongoing and is on target to meet the milestones set out in the Directorate Plan. The Integrated Health & Social Care Partnership reported on its 21<sup>st</sup> June 2017 census that the total number of DTOC for June 2017 was 60 compared to 76 for May 2017, a decrease in a month of 16 (21%). The number is 20% lower than the same period last year which was 75. The total number of DTOC aged 75+ for June 2017 is 38 compared to 47 for May 2017 a decrease in a month of 9 (19%). A Multi-Disciplinary Team has been established with a fully staffed contingent of Social Work Assistants (SWAs) in place. SWA's meet every morning with specific wards to go through the "Board Round". Their task is to gather information, pick up referrals and pick up on any cases that may benefit from an early intervention that is not social work relevant e.g. Housing. There is also an Integrated Discharge Service (IDS) meeting every day at 11am, with Social Workers, Discharge Liaison Nurses, Social Work Assistants and Age Connects staff to consider information gathered and to prioritise tasks.

**c. Offering Carer Assessments –**

Work in relation to Carers Assessments is ongoing and is on target to meet the milestones set out in the Directorate Plan. Interviews for the remaining three Carer Assessment Workers for the Carers Support Team posts took place in March 2017. Starting dates have been agreed for two of the successful candidates (26<sup>th</sup> June and 3<sup>rd</sup> July 2017). Awaiting Disclosure & Barring Service (DBS) check for 3<sup>rd</sup> candidate. During Quarter 1, 40.7% of carers were offered an assessment (1,314 offers for 3,230 carers) compared to 30.1% for the same period last year (897 offers for 2,984 carers). The number of completed carers assessments during Quarter 1 is 161 (161 year to date) compared to 222 for the same period last year. 700 letters were sent out to carers informing them of their right to a Carers Assessment and making the offer. Carers were asked to contact us if they wanted a Carers

Assessment; 609 carers did not respond. The carers who did respond have been allocated to the Carers Team and will be contacted over the next few weeks to complete a Carers Assessment. From April, all Social Work teams and Occupational Therapy and Community Resource Teams were able to make referrals to the Carers Team to complete Carers Assessments. The Directorate proudly supported Carers Week from 12<sup>th</sup> June - 18<sup>th</sup> June 2017. An information stand was made available in County Hall and staff were encouraged to come along to sessions on 12<sup>th</sup>, 13<sup>th</sup> and 14<sup>th</sup> June 2017. Members of the Carers Team were available to answer any questions staff may have had about the support and services available to help anyone with caring responsibilities. There was also be a member of Human Resources (HR) available to provide information on the Council's Carers Policy and Carers Network.

#### **d. Day Opportunities -**

Although the achievement of some of the milestones for Quarter 1 slipped into early Quarter 2, work is ongoing and is on target to meet the milestones set out in the Directorate Plan. The handover of Minehead Road Day Centre took place on 5<sup>th</sup> June 2017. Return of day centre users to Minehead Road from Grand Avenue commenced on the 6<sup>th</sup> July, the centre will be formally opened by the Cabinet Member in early August. Consultation with day centre staff commenced on 14<sup>th</sup> June 2017 and a consultation questionnaire was circulated to all staff to help to identify the staff skill mix required for all three day centres. Process was discussed and agreed with Human Resources prior to the meeting and the Trade Unions were informed on the 31<sup>st</sup> May 2017. Joint work with Cardiff & Vale University Health Board (UHB) in the development of an integrated model of dementia care is ongoing. Staff from Cardiff & Vale UHB are already working closely with day centre staff and day centre users from all three centres on a regular basis. Cardiff & Vale UHB have been involved with the design and planning of Grand Avenue.

#### **e. Safeguarding vision and strategy -**

The development of a vision and strategy for Safeguarding in Cardiff will commence following recruitment to vacancies in the Safeguarding Unit in Quarter 2.

15. There has been some slippage in progress against some of the milestones in the Corporate Plan relating to:

#### **a. Direct Payments -**

The recent recommissioning of this service from a third party provider has been completed and the new contract commences on 31<sup>st</sup> July 2017; an interim contract has been secured with the incumbent. The transition to the successful provider is being undertaken. Citizens in receipt of direct payments have received letters and questionnaires relating to the new provider and the new Direct Payment options. Training for Social Services and Communities staff has been completed. This provides a solid platform for improving performance in keeping with the target. There were 812 children and adults using the Direct Payment scheme during Quarter 1 (173 children and 639 adults aged 18+), with 32 adults working towards the scheme. During Quarter 1, 19 adults started Direct Payments and 28 ceased (of which, the main reasons were deceased and care home / respite admission).



**b. Disabilities Futures –**

Although there has been some slippage against the milestones set out in the Directorate Plan, work in this area is ongoing and progress is being made. The project brief for the 'Re-commissioning Support Services - Families First Disability Services' has been agreed and a project group established. The project will explore the opportunities for regional recommissioning across Cardiff and the Vale of Glamorgan through the Families First Programme and make recommendations following this exploration. This project will focus on the development of these opportunities for disabled children, young people and their families, but also provides the platform for discussions that may progress other areas of development. The Transitions Project Group was established on 7<sup>th</sup> June 2017 to agree a regional transition protocol and Cardiff structure. The project aims to create a regional transition protocol that is formally agreed by Cardiff Council (CC), the Vale of Glamorgan Council (VoG) and Cardiff and Vale University Health Board (C&V UHB). This will help ensure that individuals transitioning from Children's to Adult Services experience a well co-ordinated, timely and efficient transition, which ensures and promotes consistency and equity for citizens across the region. Successful additional funding through the Integrated Care Fund, to support the development of regionalised service delivery, has allocated £104,000 to Transitions for 2017-18. This will be used to support additional transition workers within the existing Adult Learning Disabilities transition team in Cardiff and the development of transition services across the ages and the region.

16. In relation to the Directorate Plan, there has been progress in relation to:

**a. Strengthening Adult protection procedures –**

Multi Agency Safeguarding Hub (MASH) protocols are in place and were evaluated during Quarter 1. As a result of reviewing the Designated Lead Manager (DLM) role, it has been agreed a further two DLMs and administrative support will be required.

**b. Strengths based approach for Adult Services –**

Initial contact made with Social Care Wales and the Social Services Improvement Agency (SSIA) with regard to the Strength Based Approach training required to move to a new model of delivery. Training sessions undertaken during December 2016 with a pilot team of 11 staff. Follow up sessions with the same pilot group have taken place in January and April 2017. All training sessions have been positively received by the 11 staff involved. During the quarter there has been engagement with the Institute of Public Care (IPC) and a meeting with Swansea Council held in June to explore a new model and share good practice.

**c. Mental Health Community Services Review -**

The review has commenced and works streams have been allocated. Health are leading on this project so the Directorate will be dependent on them setting the timescales to complete this piece of the work. The Directorate is currently awaiting the project plan from the University Health Board (UHB).

**d. Review of internal Supported Living for people with Learning Disabilities –**

All people with a learning disability in internal supported living have been reviewed by the support staff / teams to reflect the identified need. Project Groups have been established to monitor the delivery of the service, look for ways to improve the quality of provision and plan for any service delivery changes.

**e. Develop a Learning Disability Day Opportunities Strategy –**

Review of Complex Needs Day Service completed. 250K Cardiff Capital Programme Funding secured plus an additional 50K Integrated Care Funding (ICF) for the Tremorfa day centre redevelopment.

**f. In partnership with Communities develop an Older Peoples Housing Strategy -**

Monthly meetings held between Adult Service Manager and Housing. Examples of collaborative work include:

- Contributing to the Sheltered Housing re-banding recommendations to take into consideration Older Person's needs.
- Achieving disabled access for Sandown Court.

**g. New model of commissioning in relation to domiciliary care -**

Project team established, actions so far include:

- Initial scoping for a draft options appraisal is being considered.
- Consultation took place with the Institute of Public Care (IPC).
- Detailed process mapping is currently underway.
- Conversations have taken place with the current provider about the cost of renewal.

A final options appraisal including recommendation and a draft Officer Decision Report (ODR) are to be completed by the end of June. The final decision will be reached during the summer, with a view to implementation of the new arrangement by April 2018.

The market is responding positively to authorisation changes made to the dynamic purchasing system 'Adam' and this has resulted in packages being commissioned in a more timely manner.

17. There has also been some slippage in progress against some of the milestones in the Directorate Plan relating to:

#### **a. Reviewing Supported Living commissioning process for Adults with Mental Health issues –**

The Directorate is currently in the process of reviewing all people in supported living accommodation to ensure that this is the correct provision for them and that they are receiving the support hours that they require. It is anticipated that the review of supported living placements for Adults with Mental Health issues will be completed during Quarter 2. The Directorate is also considering options with the Vale of Glamorgan Local Authority and Cardiff and Vale University Health Board to explore whether there are alternative commissioning strategies that would be beneficial for citizens.

#### **b. Integrated Service and Financial Strategy –**

A further review of progress and reconsideration of the challenges associated with identifying the 2018-19 Directorate savings, has concluded that the longer term Integrated Financial Strategy (and as part of that 2018-19 proposals) will require substantial additional capacity and a further period of time if it is to provide a reliable platform for cost reduction over time. The new Cabinet also wishes to better understand the direction of travel and the underlying pressures at work. Key in this will be the adult services element of the strategy and the need to ensure that it is effectively underpinned by greater certainty at a granular level. This means that a revised target for the production of the Integrated Financial Strategy is now end of third quarter or earlier if achievable. A whole-time Operational Manager with substantial Adults commissioning expertise and experience has been seconded into the Directorate to assist with development and delivery. In addition, the Director has commissioned the Institute of Public Care (IPC) & Professor John Bolton, through the Welsh Local Government Association (WLGA), to assist in accelerating the development of the adults strategy, draw on best effective practice from across the UK and advise and support the Directorate. A timetabled plan will be finalised by the end of July, setting out scope, objectives, activities, timescales and deliverables. It is anticipated that the strategy will be completed in readiness for consultation with Cabinet during the third quarter.

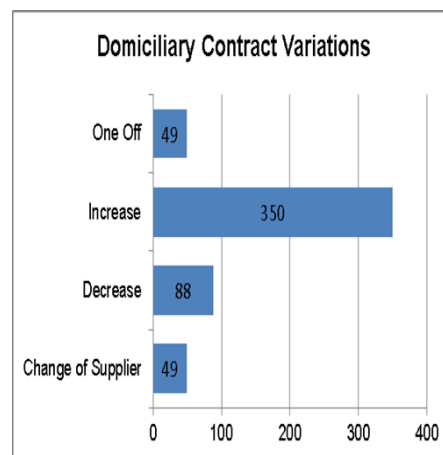
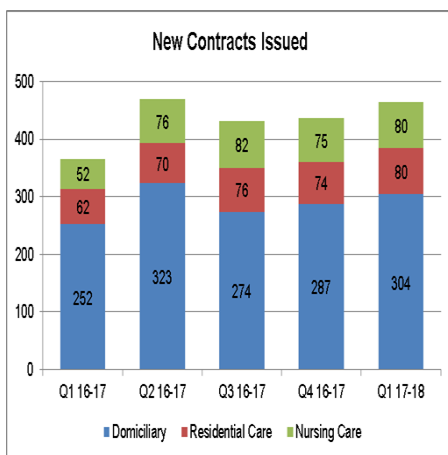
### **DETAILED COMMENTARY**

#### **A) PROVIDING CARE AND SUPPORT TO ADULTS AND CARERS OF ADULTS**

18. Performance indicators for DTOC for social care reasons across age ranges 18+ and 75+ has continued to improve compared to the same period in 2016-17. The target for the indicator capturing DTOC for adults 75+ (SSWB19) is currently being finalised and will be set across the region.
19. Number of adults who referred to Adult Social Services (including Occupational Therapy and Community Reablement teams) was 1897 (2205 referrals) in comparison with Quarter 4 result of 2039 (2408) and Quarter 1 2016-17 2052 (2356 referrals). A detailed breakdown of Well Being referrals (1241 at Q1) is provided at **Appendix C** which details the source and outcome of Well Being Integrated Assessment Referrals during the quarter.

20. Number of adults who had a completed assessment during Quarter 1 2238 (2632 completed assessments) this including further assessment required outcome (333 in Quarter 1).
21. **Appendix C** details the outcome and type of assessment completed during the quarter. Please note the figures are for all completed assessments.
22. During the quarter there were 464 requests to issue new contracts agreed (compared to 436 in Quarter 4 and Quarter 1 366 2016-17). During the quarter, 66% of new contracts agreed were domiciliary contracts and 34%% care home contracts. In addition to the new contracts agreed, there were 536 domiciliary care contract variation requests (586 in Quarter 4).

The charts below illustrate new contracts issued since 2016-17 and a breakdown of the 536 variations to domiciliary care contracts during Quarter 1.



- **CARERS**

23. Performance in relation to the percentage of carers offered a carers assessment (SCA018a) showed an improvement this quarter with a result of 40.7% compared to 30.1% for Q1 2016-17, the increase can be attributed to the mail out during Quarter 1 to 700 carers informing them of their right and offering a carers assessment.

- **RESIDENTIAL CARE HOMES**

24. Performance indicator to measure the average length of time adults (aged 65 or over) are supported in residential care homes (SSWB 21) remains static this quarter with as result of 1073 days (355/380780) compared to Quarter 4 2016-17 1067 days (363/387454).

Performance in relation to the average age of adults, entering residential care homes (SSWB 22) also remains static with a result of 83 (31/2578) in Quarter 1 and 82 (32/2612) in Quarter 4 2016-17. Both include adults in residential care and exclude those in nursing care. Target setting is considered not appropriate for these indicators, as they are information only indicators.

## B) SAFEGUARDING ADULTS

25. In Quarter 1 318 adult protection contacts were completed, compared to 313 in the previous quarter and 247 during Quarter 1 2016-17. The outcomes of the 318 were 155 contacts to close, 57 contacts to investigation, 37 further enquiries (7 days) and 69 contacts to Multi Agency Safeguarding Hub. During the period, 112 Adult Protection investigations were completed with 198 ongoing.

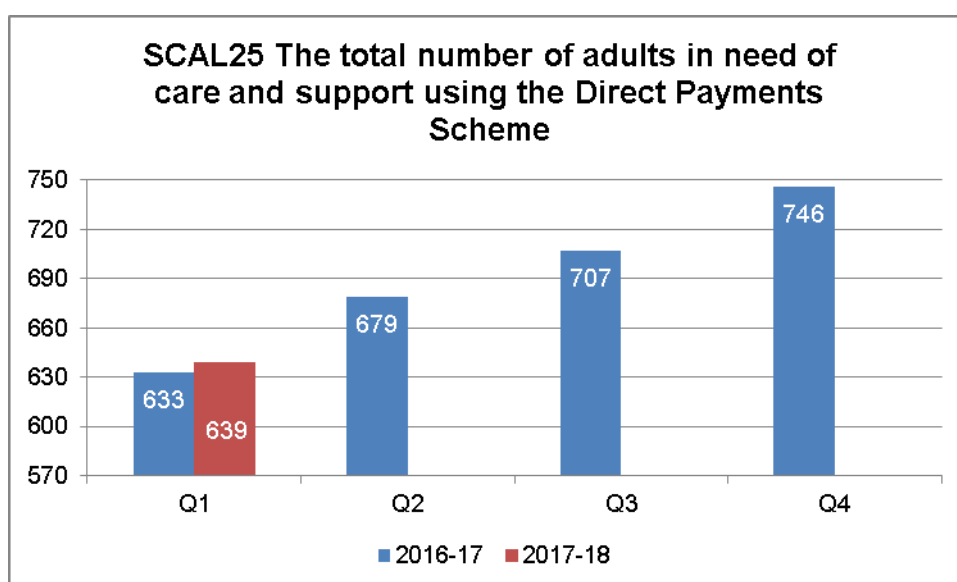
The performance measure percentage of adult protection enquiries completed within 7 days (SSWB 18) was 99% (325/328) and met the target of 99%.

## C) PROMOTING AND ENABLING INDEPENDENCE FOR ADULTS FOR AS LONG AS POSSIBLE.

### The total number of children and adults in need of care and support using the Direct Payments

26. A new local indicator has been introduced this year to capture the total number of children and adults in need of care and support using the Direct Payments Scheme (SCAL25a). Result for Quarter 1 was 812 against the annual target of 910.

The previous local indicator total number of adults in need of care and support using the Direct Payment Scheme (SCAL25) has been retained to provide comparative results. The result for Quarter 1 (639) this year shows an improvement compared to Quarter 1 2016-17 (633).



### Delayed Transfers of Care

27. A recent Adult Services benchmarking report has identified an overall 32% reduction in delays for social care reasons for adults aged 18+ (32 in 2017-18 compared with 42 2016-17). Cardiff is ranked 17 (out of 22 All Wales LAs) for the performance indicator SCA001 the rate of delayed transfers of care for social care reasons per 1000 population aged 75 or over; static with the position at Quarter 4 2016-17.

## STAFFING

28. Adult Services achieved 97% completion of PPDR's for 16/17. Initiation of 2017/18 Personal Review objectives for Adult Services was 94%. A consistent message from Adult Services Senior Managers was relayed to staff to encourage them to initiate their Personal Review for 2017-18 by the end of May and finalise objectives by the end of June. For Adult Services; the sickness target for 2017-18 FTE full days lost is 15.5. As at Quarter 1 the number of days lost are 3.91 with projected end of year result of 16.81. Adult Services have a sickness action plan for 17/18 and are monitoring and reviewing this plan with the Chief Executive during 17/18, on a quarterly basis.

The table below lists the top four reasons for sickness during the quarter:

Reason	Total
Stomach-Liver-Kidney	39
Chest-Respiratory	19
Other	17
Eye-Ear-Nose-Mouth	13

The percentage of sickness attributed to D&V is 19.57% (27/138).

**Tony Young**  
**Director of Social Services**  
**8<sup>th</sup> August 2017**

**QUARTER 1 2017-18 DIRECTORATE PERFORMANCE REPORT**

Directorate: Social Services      Director: Tony Young      Number of Employees (FTE): 900      Cabinet Members: Cllr Susan Elsmore and Cllr Graham Hinchey

**Strategic Directorate Priority 1 – Safeguarding - Children and adults are protected from significant harm and are empowered to protect themselves**

<b>Quarter 1 position against the Headline Actions in the DDP (3)</b>		<b>Red - 0</b>	<b>Red/Amber - 0</b>	<b>Amber/Green - 0</b>	<b>Green - 3</b>					
Wellbeing objective 2.1	<b>Safeguarding Vision &amp; Strategy Green</b> The development of a Vision and Strategy for Safeguarding in Cardiff will commence following recruitment to vacancies in the Safeguarding Unit in Quarter 2.	<b>Measures</b>		<b>Supporting Information</b>	<b>Q1 2017-18 Result</b>	<b>Year End 2017-18 Target</b>	<b>Q1 2016-17 Result</b>	<b>Q4 2016-17 Result</b>	<b>Year End 2016-17 Result</b>	
	<b>Engagement with communities Green</b> The Muslim Council of Wales has been identified as a key stakeholder and successful engagement has occurred to develop effective partnerships with mosques across Cardiff. A draft 'Safeguarding Children in Mosques and Madrassas' policy was shared with the Muslim Council of Wales for discussion and comment. A Steering Group will be established to agree and ratify the policy.			SSWB 27 (CP) - % of re-registrations of children on local authority Child Protection Registers	4 / 97	4.1%	4%	3.1%	3.9%	3.8%
				SSWB 28 - Average length of time for all children who were on the Child Protection Register during the year	24,814 / 86	289 days	N/A	206 days	259 days	230 days
				SSWB 18 (CP) - % of adult protection enquiries completed within 7 working days	325 / 328	99.1%	99%	97.1%	98.8%	98.0%





**Strategic Directorate Priority 2 – Prevention & Independence - Children, young people and adults are supported to live safely and independently with their families and communities with the lowest appropriate level of intervention**

<b>Quarter 1 position against the Headline Actions in the DDP (10)</b>		<b>Red - 0</b>	<b>Red/Amber - 0</b>	<b>Amber/Green - 2</b>	<b>Green - 8</b>					
Wellbeing objective 2.3 Page 43	<b>Direct Payments Amber / Green</b> The service has been re-commissioned from a third party provider and the new contract commences on 31 <sup>st</sup> July 2017; an interim contract has been secured with the incumbent. This provides a solid platform for improving performance in keeping with the target.	<b>Measures</b>		<b>Supporting Information</b>	<b>Q1 2017-18 Result</b>	<b>Year End 2017-18 Target</b>	<b>Q1 2016-17 Result</b>	<b>Q4 2016-17 Result</b>	<b>Year End 2016-17 Result</b>	
	<b>Young Carers Green</b> The regional young carers' action plan that was agreed in Quarter 4 is being implemented in 2017-18. This will facilitate better awareness of this group and the support available to them.			SSWB 24 - % of assessments completed for children within statutory timescales	523 / 630	83.0%	80%	99.2%	77.3%	86.3%
	<b>Signs of Safety Green</b> Implementation of the Signs of Safety approach within Children's Services is ongoing and is on target to meet the milestones set out in the Directorate Plan.			SSWB 25 (CP) - % of children supported to remain living within their family	854 / 1,610	53.0%	59%	59.0%	55.2%	55.2%
	<b>Dementia Friendly City Green</b> The Council has achieved 'Working towards Dementia Friendly City' status and is on target to meet the milestones set out in the Directorate Plan. The Action Plan for 2017-18 has been agreed and incorporates new criteria and findings from year 1.			SSWB 26 (CP) - % of looked after children returned home from care during the year	Cumulative 25 / 812	3.1%	Q1 = 3% Annual = 12%	3.2%	11.6%	11.6%
	<b>Day Opportunities Green</b> Although the achievement of some of the milestones for Quarter 1 slipped into early Quarter 2, work is ongoing and is on target to meet the milestones set out in the Directorate Plan. Key work involves returning people from Grand Avenue to Minehead Road Day Centre and the building and refurbishment work at Grand Avenue.			SSWB 19 (CP) - Rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	15 / 23,565	0.64	TBC	0.81	2.38	2.38
				SSWB 23 - % of adults who have received advice and assistance from the Information, Advice & Assistance function and have not contacted the service during the year	1,857 / 2,152	86.3%	TBC	N/A	86.2%	86.2%
				SSWB 20 - % of adults who completed a period of reablement and a) have a reduced package of care and support 6 months later b) have no package of care and support 6 months later	Annual	Annual	TBC	N/A N/A	66.7 83.4%	66.7% 83.4%
				SCAL 25a (CP) - Total number of children and adults in need of care and support using the Direct Payments Scheme	AS – 639 CS – 173	812	910	N/A	N/A	933







Area	Good news	Challenges / next steps
 <p><b>CUSTOMERS</b></p>	<p>A consultation event in relation to the annual Director's Report was held with managers from Children's Services, advocacy and four young people. The young people commented on the report and made suggestions as to how it could be made easier to read and digest. Question and answer sessions followed that included an update of the issues raised at a Listening Event held earlier this year. All social work staff have been made aware of the issues raised by the young people.</p> <p>The Adolescent Resource Centre (ARC) team became operational with referrals being received from 1<sup>st</sup> April 2017. The intended impact is to prevent the accommodation of teenagers on the edge of care and thus divert expenditure away from costly fostering / residential placements for looked after children to less costly preventative interventions. The impact of the ARC is already being seen with 7 young people on the edge of care prevented from being accommodated at an estimated cost saving of £144,700.</p> <p>Funding has been identified to match the funding offer from University Health Board which will enable a dedicated psychologist to be available full-time for looked after children from Quarter 2.</p> <p>The Directorate proudly supported Carers Week from 12<sup>th</sup> June - 18<sup>th</sup> June 2017. An information stand was available in County Hall and staff were encouraged to come along to sessions. Members of the Carers Team were available to answer any questions staff had about the support and services available to help people with caring responsibilities. A member of Human Resources (HR) was available to provide information on the Council's Carers Policy and Carers Network.</p> <p>There was a co-ordinated approach for Alzheimer's Awareness Week, 14<sup>th</sup> - 20<sup>th</sup> May 2017, supported by Cardiff Council Communications team. A series of events and drop-in sessions were organised to promote the support services available in the city and to help people understand what it is like to live with dementia day-to-day.</p>	<p>Insufficient Child and Adolescent Mental Health Service (CAMHS) provision - work to develop relationships with senior CAMHS Officers has commenced to formulate and agree a plan to strengthen relationships between the two services. We understand that the University Health Board shares our concern about under-delivery and may be taking steps to address this.</p> <p>The number of looked after children has increased from 690 at 31<sup>st</sup> December 2016 to 756 at 30<sup>th</sup> June 2017. An independent review of decision making for children who were accommodated in May and June has been undertaken which demonstrated that each and every case provides compelling reasons why there was no choice but to accommodate the children and, where age appropriate, care proceedings have been initiated. The service continues to experience relentless demand arising from increasingly complex child protection investigations, including complex and organised abuse affecting multiple children. The rising demand and increased complexity is a consistent trend across Wales. The early help front door and Signs of Safety will help in the longer term, but will not provide a quick fix to the immediate pressures.</p>
 <p><b>FINANCIAL</b></p>	<p>Work towards implementing a new model of commissioning in relation to domiciliary care is progressing in accordance with the Directorate Plan. An options appraisal is under development with a view to reaching a decision in summer 2017.</p> <p>A balanced position is projected for Adult Services at month 3. Pressures in relation to nursing beds, domiciliary care hours and supported accommodation for those with learning disabilities are evident. These, however, are largely being contained within overall budgets allocated to the service plus the additional grant money allocated to Councils by the Welsh Government for 2017-18. The position on fee levels for 2017-18 is still being finalised.</p>	<p>The provisional revenue monitoring position for Social Services for month 3 shows an overspend of £3.308m against a budget of £152.603m. The overspend largely reflects growth in the number of looked after children. Numbers have increased from 690 at the end of December 2016 to 756 in June 2017 (an increase of 66 or 9.6%). Numbers have increased by 31 since the start of this financial year. This has resulted in an increase in external fostering placements (38) since December 2016. There has also been net growth in the number of external residential placements over the same period, including the addition recently of some high cost secure placements. There is also a projected increase in the costs relating to the support and accommodation of those leaving care, plus an anticipated savings shortfall of £786,000. The figures assume that no increase in special guardianship allowances will be implemented in 2017-18. The position also assumes that £950,000 included in contingency for children's placements will be drawn down.</p>
 <p><b>INTERNAL PROCESS</b></p>	<p>Development of an early help front door is ongoing to enable referrers to have greater understanding of current prevention and intervention services and their accessibility prior to contacting statutory services.</p> <p>Adult Services review the First Point of Contact social work team as its work progresses. The Team Manager meets regularly with colleagues from Communities and good practice changes are identified and agreed to develop smarter working processes. For example, from April 2017, Communities have taken over management of Meals on Wheels to develop the service further.</p>	<p>Work in partnership to implement the recommendations of the Community Services Review in collaboration with the University Health Board, regarding the future model of the Community Mental Health Service, has commenced. This work is being led by Health so progress will be dependent upon Health setting the deadlines and the pace of work. The Senior Leadership Group (SLG) of Cardiff and the Vale Health Board will monitor progress.</p>
 <p><b>EMPLOYEES</b></p>	<p>Contact has been made with Social Care Wales and the Social Services Improvement Agency with regard to the Strength Based Approach and training required to move to a new model of delivery for Adults' Services. A pilot group of staff has been identified and trained. An initial meeting with Swansea Council's Training Manager for Adults' Services was held in June to explore a new model and share good practice. This will be followed up by a further meeting with the Director and Assistant Director to be scheduled in Quarter 2.</p>	<p>Recruitment to the Complex Needs Service has proved challenging – we are currently awaiting Health appointments for a Learning Disability Nurse and a Practice Education Nurse. This has prevented the Regional Complex Needs Service from operating at full capacity. Attempts to recruit are ongoing.</p>

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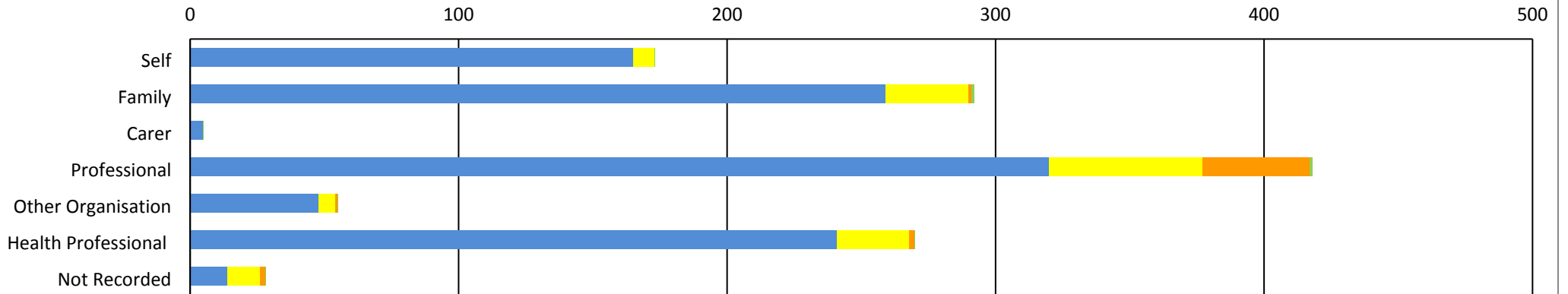
**APPENDIX B – ADULT SOCIAL SERVICES PERFORMANCE DATA**

Indicator Ref	Indicator Title	2016-17	Current Progress Against Target	Status	Annual Status	2017-18 CORP PLAN	2017-18 DEL PLAN (AS ref only)	2017-18 Target	Q1 2017-18	Current Progress Against Target	Status	Q2 2017-18	Current Progress Against Target	Status	Q3 2017-18	Current Progress Against Target	Status	Q4 2017-18	Current Progress Against Target	Status	2017-18	Current Progress Against Target	Status	Annual Status
SCAL25	The total number of adults in need of care and support using the Direct Payment Scheme	746	☹️	NEW	☹️	Joint SCAL25a	SDP2		639															
SCAL25a	The total number of children & adults in need of care and support using the Direct Payment Scheme					√	SDP2	750 - AS 910 - SS	812	☹️	NEW													
FCLi37	The total number of adults in receipt of Direct Payments as the end of the quarter	621							612															
SCA018a	% of eligible adults who are caring for adults that were offered a Cares Assessment during the year	79.51	☹️	▲	☹️	√	SDP3	Q1 22.5 Q2 45.0 Q3 67.5 Q4 90.0	1314/ 3230	☺️	↑													
FCLi44	Number of carers assessments completed	705	☺️	▲	☺️				161															
19	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over (numerator 75+ / denominator 75+)			2.38		√	SDP2	TBC	15/23565 0.64 (part result- 0.34)	TBC	↑													
SCA001	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over (numerator 18+ / denominator 75+)	5.22	☺️	▲	☺️			Retained as Local measure - NSI replaced by Measure 19	32/23565 1.36															
SCAL2	Number of delayed transfers of care for social care reasons	123	☺️	▲	☺️				32															
20a	The percentage of adult who completed a period of reablement a) and have a reduced package of care and support 6 months later			66.67% (16-17 guidance) 89.37% (17-18 guidance) 5.98% reduced, 83.39% no poc			SDP2	TBC	Annual															
20b	The percentage of adult who completed a period of reablement b) have no package of care and support 6 months later			83.39% (16-17 guidance) 83.39% (17-18 guidance)			SDP2	TBC	Annual															
SCAL23	Percentage of people helped back to independence without ongoing care services, through short term intervention	461/508 90.75	☺️	▲	☺️				209/273 76.56%															
18	% of adult protection enquiries completed within 7 working days	1033/1054 99		NEW		√	SDP1	99%	325/328 99.1%	☺️	↑													
21	The average length of time adults (aged 65 or over) are supported in residential care homes			1067			√	Not approp. Info PI	1073	NA	NA													
22	Average age of adults entering residential care homes			82			√		83	NA	NA													
23	The percentage of adults who have received advice and assistance from the Information, Advice & Assistance function and have not contracted the service during the year			86.17			SDP2	TBC	1857/2152 86%	TBC	↔️													
SCA2a	The rate of older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over at 31 March		Annual		Not req'd WG				Annual															
SCA2b	The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March		Annual		Not req'd WG				Annual															

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## APPENDIX C - WELL BEING REFERRALS QUARTER 1 2017-18

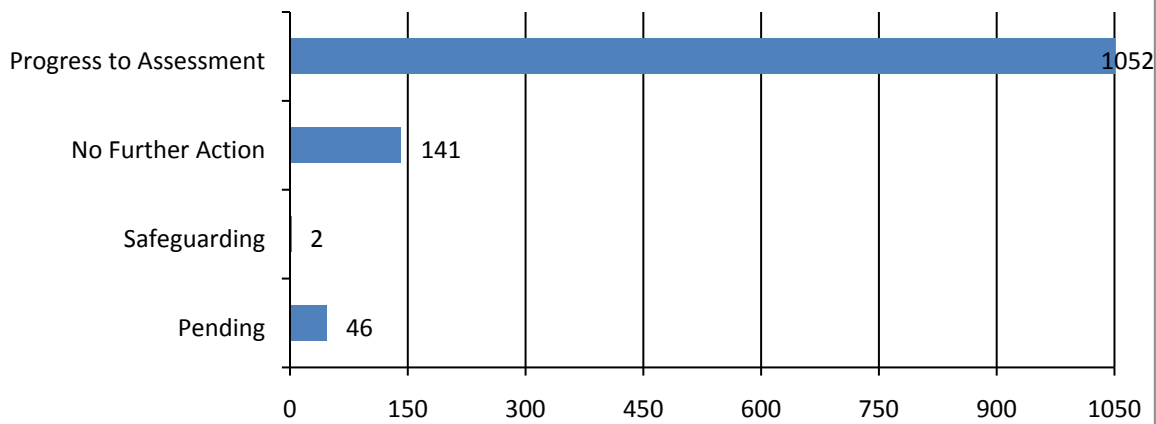
### Number of WB Referrals Q1 2016-17



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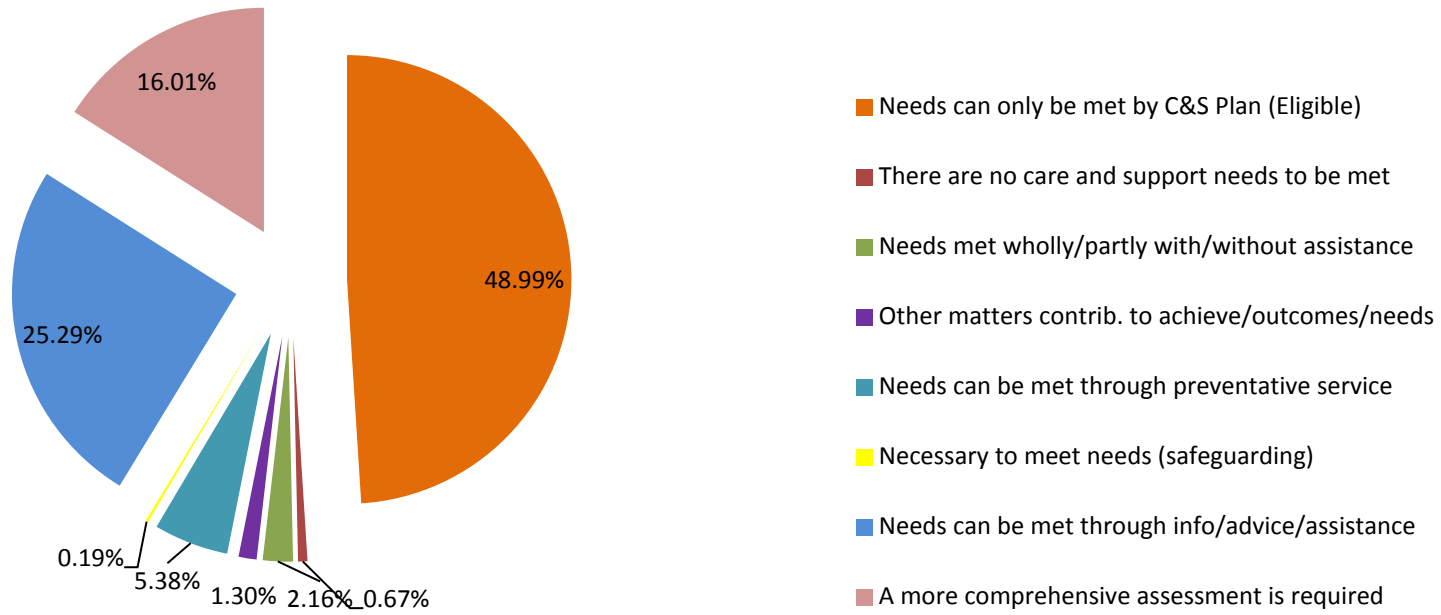
	Not Recorded	Health Professional	Other Organisation	Professional	Carer	Family	Self
Progress to Assessment	14	241	48	320	5	259	165
No Further Action	26	268	54	377	5	290	173
Pending	28	270	55	417	5	291	173
Safeguarding	28	270	55	418	5	292	173

### Well Being Referrals by Outcome

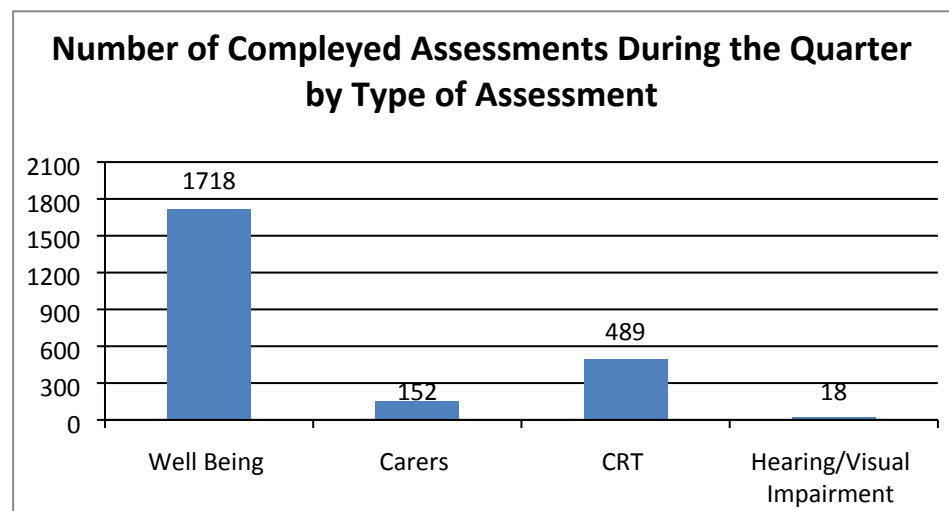


# ASSESSMENTS QUARTER 1 2017-18

## Percentage of Well Being Assessment Completed by Outcome



Outcome	Total	%
Needs can only be met by C&S Plan (Eligible)	1019	48.99
There are no care and support needs to be met	14	0.67
Needs met wholly/partly with/without assistance	45	2.16
Other matters contrib. to achieve/outcomes/needs	27	1.30
Needs can be met through preventative service	112	5.38
Necessary to meet needs (safeguarding)	4	0.19
Needs can be met through info/advice/assistance	526	25.29



Mae'r dudalen hon yn wag yn fwriadol



**QUARTER 1 2017-18 DIRECTORATE PERFORMANCE REPORT**

**Directorate: Communities, Housing & Customer Services**      **Director: Sarah McGill**      **Number of Employees (FTE): 1,190**      **Cabinet Members: Cllrs Thorne, Elsmore, Weaver & Merry**

**Strategic Directorate Priority 1 – Further develop Adult Community Learning and the Into Work Advice Service to support vulnerable people to maximise their employment opportunities.**

**Quarter 1 position against the Headline Actions in the DDP (8)**      **Red – 0**      **Red/Amber – 0**      **Amber/Green – 0**      **Green – 8**

Wellbeing objective e.g. 1.1	<p><b>Green</b> These headline actions are progressing well and the key actions that support this are:</p> <ul style="list-style-type: none"> <li>• Work has commenced on the development of a new approach to Employability Services in Cardiff.</li> <li>• 2 advisors have been employed to provide back to work help and advice for those affected by the Benefit Cap. A bid to fund Journey 2 Work was submitted and accepted by the European Social Fund. The program is aimed specifically at helping long-term unemployed people who reside in non-Communities First areas and will begin on 1<sup>st</sup> July 2017.</li> <li>• Contact with school engagement officers has allowed ACL to plan for provision for parents in 14 schools in the most deprived areas of Cardiff. Two-day courses in Confidence Building, Customer Service, Budgeting and Healthy Eating are planned for 16 – 25 year olds, working in partnership with Communities for Work.</li> <li>• Digifest event is planned for 9<sup>th</sup> September 2017. This partnership project with the Library Service will highlight the use of digital skills across a wide variety of applications.</li> <li>• Terms 1 and 2 of the Learning for Work programme have an unverified success rate of 93.6%.</li> </ul>	<b>Measures</b>	<b>Supporting Information</b>	<b>Q1 2017-18 Result</b>	<b>Year End 2017-18 Target</b>	<b>Q1 2016-17 Result</b>	<b>Q4 2016-17 Result</b>	<b>Year End 2016-17 Result</b>
		(CP) The number of people receiving into work advice		10,504	42,000	10,267	11,271	42,579
		(CP) The number successfully engaging with the Into Work Advice Service & completing accredited training		384	1,200	283	472	1,393
		(CP) The number of people who have been affected by The Benefit Cap and are engaging with The Into Work Advice Service		196	150	NEW	NEW	NEW
		(CP) Number of Into Work Advice Service customers supported with their claims for Universal Credit		123	600	141	103	472

**Strategic Directorate Priority 2 – Ensure that Domestic Violence Support Services meet the requirements of new legislation, including the recommissioning of the service.**

**Quarter 1 position against the Headline Actions in the DDP (2)**      **Red – 0**      **Red/Amber – 0**      **Amber/Green – 1**      **Green – 1**

Wellbeing objective 1.1	<p><b>Green</b> Headline actions are progressing well and the key actions that support this are:</p> <ul style="list-style-type: none"> <li>• <b>(Amber/green)</b> A new timetable for re-commissioning the domestic violence support service has been agreed that ensures the specification has input from all stakeholders. The specification and PQQ will be published in Q2 and the service will commence in April 2018.</li> <li>• The National Training Framework Plan for violence against women, domestic abuse and sexual violence has been developed and submitted to Welsh Government. Discussions held with statutory partners to take forward strategy development.</li> <li>• A soft launch has been carried out for the E learning training module and further publicity and robust monitoring of completion will be carried out in the coming quarters.</li> </ul>	<b>Measures</b>	<b>Supporting Information</b>	<b>Q1 2017-18 Result</b>	<b>Year End 2017-18 Target</b>	<b>Q1 2016-17 Result</b>	<b>Q4 2016-17 Result</b>	<b>Year End 2016-17 Result</b>
		(CP) Council staff completing the Level 1 online module of the National Training Framework on violence against women, domestic abuse and sexual violence as a % of all staff	Headcount - 13,093 Staff completed module - 352	2.6%	50%	NEW	NEW	NEW

**Strategic Directorate Priority 3 – Implement the Cardiff Housing Strategy 2016-2021 to ensure those in need have access to appropriate, high quality services: • 1,500 new homes (of which 40% affordable) through the ‘Cardiff Living’ programme, • Deliver 100 additional Council properties through a range of capital funding by 2022. • Deliver Independent Living Solutions for Older and Disabled People. • A new Homelessness Strategy based on a full needs assessment and review of services. • A range of support to address rough sleeping in the City. • Continue to develop joint working to mitigate the issues caused by Welfare Reform.**

**Quarter 1 position against the Headline Actions in the DDP (7)**      **Red – 0**      **Red/Amber – 0**      **Amber/Green – 1**      **Green – 6**

Wellbeing objective 2.2	<p><b>Green</b> Headline actions are progressing well and key actions that support this are:</p> <ul style="list-style-type: none"> <li>• <b>(Amber/Green)</b> Rent Smart Wales (RSW) Enforcement Policy endorsed by WWhoEHG and the RSW strategic Implementation Group. Local Authority enforcement officers to be given appropriate delegations to implement Fixed Penalty Notices; report to be presented to July Cabinet. Local authority colleagues have access to the Rent Smart Wales portal and have been provided with training in the operation of the system.</li> <li>• Phase 1 of Cardiff Living Programme has commenced at Willowbrook West.</li> <li>• Planning applications for Snowden/Wilson and Ty-Newydd submitted in April 2017.</li> <li>• Outside of CLP, Planning application for Caldicot Road submitted in June.</li> <li>• The Cardiff Rough Sleeper strategy was approved in March 2017; an action plan is in place and will be implemented with partner agencies.</li> <li>• A review is currently underway to review Benefit Cap interventions and protocols.</li> <li>• Research and data gathering are currently underway to develop an Older Persons Accommodation strategy.</li> </ul>	<b>Measures</b>	<b>Supporting Information</b>	<b>Q1 2017-18 Result</b>	<b>Year End 2017-18 Target</b>	<b>Q1 2016-17 Result</b>	<b>Q4 2016-17 Result</b>	<b>Year End 2016-17 Result</b>
		(CP) The number of homes commenced on site through Cardiff Living in year:						
		- Total units		192	353	NEW	NEW	NEW
		- Affordable Housing units		58	136	NEW	NEW	NEW
		The % of people who experienced successful outcomes through the Homelessness Reconnection Service	49 referred, 34 were positive outcomes.	73%	50%	NEW	NEW	NEW
		(CP) The number of rough sleepers assisted into accommodation		50	144	NEW	NEW	NEW
		The % of cases where a duty to prevent homelessness was accepted and where homelessness was prevented	250 cases accepted. 140 cases of homelessness prevented	56%	50%	NEW	NEW	NEW
The number of registered landlords		78,137	80,000	13,759	74,168	74,168		
The number of licensed landlords and agents		13,411	20,000	NEW	NEW	1,429		

**Strategic Directorate Priority 4 – Promote and increase the number of adults using the new First Point of Contact Service to access information and signposting to enable them to remain independent in their community and act as a Gateway to accessing advice and assistance.**

Quarter 1 position against the Headline Actions in the DDP (5)		Red – 1	Red/Amber – 0	Amber/Green – 0	Green – 4						
Wellbeing objective 2.3	Green	These headline actions are progressing well with the exception of:			Measures	Supporting Information	Q1 2017-18 Result	Year End 2017-18 Target	Q1 2016-17 Result	Q4 2016-17 Result	Year End 2016-17 Result
	• RED Meeting held with Head of Adult Services for the Vale to explore the potential to work collaboratively and increase the number of Telecare users. It was agreed a strategy for collaborative service delivery between Cardiff and the Vale needs to be developed and be in place before Cardiff can offer services in the Vale. There is no resource/funding identified to develop this strategy so this goal will not progress further during 2017-18.	The % of new cases dealt with directly at First Point of Contact (FPOC) with no onward referral to Adult Services					71%	60%	47%	72%	62%
	• The simplified referral process between Independent Living First Point of Contact Team and Older Persons nurses is up and running. Discussions are ongoing with pharmacy and the first trial will be in North Cardiff.	The average number of calendar days taken to deliver a Disabled Facilities Grant (from first contact to payment date)				143 DFG works undertaken	187	200	215	186	200
	• Initial mapping has been carried out to look at the sensory services, which can be provided by direct referral from First Point Of Contact to Care & Repair avoiding waiting times for LA services.	The average number of calendar days taken to deliver low cost adaptation works in private dwellings where the Disabled Facilities Grant process is not used				257 low cost adaptations delivered	38.63	35	53.91	38.75	44.59
	• The assistive living technology (Archie) trial went live in June with a group of participants for a period of 6 months. Data is being gathered from the trial.	The number of Telecare customers					4,393	4,613	NEW	NEW	4,394
	• Following the development of a Business Strategy, a rebranding exercise and marketing, Meals on Wheels was relaunched in May. Customer numbers will be monitored closely.	The Meals on Wheels customer base					161	217	NEW	NEW	141

**Strategic Directorate Priority 5 - Further develop the Alarm Receiving Centre (ARC) including partnership work with stakeholders as well as the use of new technology to assist people to live independently.**

Quarter 1 position against the Headline Actions in the DDP (2)		Red – 0	Red/Amber – 0	Amber/Green – 0	Green – 2						
Wellbeing objective 2.3, 3, 4, 5, 4	Green	These headline actions are progressing well.			Measures	Supporting Information	Q1 2017-18 Result	Year End 2017-18 Target	Q1 2016-17 Result	Q4 2016-17 Result	Year End 2016-17 Result
	• A review of the service since inception took place, and an Action Plan has been designed with staff to develop the locality warden service, to meet the needs of citizens and promote community cohesion.	Monitor and report progress against income target for ARC services				Result is YE forecast	£223,000	£550,000	NEW	NEW	£63,000
	• Work is ongoing with Housing and Youth Services to further develop the service. • Targeted income strategy for the Alarm Receiving Centre has been developed. Current projected income for 2017-18 is £223,000 and work is ongoing to increase this.	(CP) The % of Telecare calls resulting in an ambulance being called out					5.67%	< 10%	6%	5%	6%

**Strategic Directorate Priority 6 - Develop Locality Based Working building on the learning of the older person's pilot project to effectively integrate services for older people within a geographical location, taking a person centred approach, reducing duplication and improving citizen engagement.**

Quarter 1 position against the Headline Actions in the DDP (1)		Red – 0	Red/Amber – 0	Amber/Green – 0	Green – 1						
Wellbeing objective 2.3	Green	The headline action is progressing well and the key actions that support this are:			Measures	Supporting Information	Q1 2017-18 Result	Year End 2017-18 Target	Q1 2016-17 Result	Q4 2016-17 Result	Year End 2016-17 Result
	• Mapping of local day opportunities activities is being carried out, working with existing groups, third and private sector. Initial evaluation has identified shopping as a local issue in many areas so work is being undertaken with groups to see how best to support people with this need. • The Community Living Plus scheme in Sandown Court officially opened on 29th June. The scheme provides supported, flexible living space, a medical room and community space. These facilities will provide a hub of older people services for residents and the local community. The flats are designed to enable residents to stay independent in the community for as long as possible. This approach will be rolled out to other older person's housing complexes. • In partnership with Social Services, Care Workers have been recruited and are being trained ahead of the implementation of the Locality Care Model Pilot. Reporting will now be put in place to ensure that the learnings from this pilot inform future domiciliary care commissioning. • The Day Opportunities Team has begun the development of a referral mechanism from Community Physiotherapists and the Community Brain Injury Team. The service also worked in partnership with Hubs to develop and launch Wellbeing Wednesday, engaging older people to promote activities and a range of opportunities. The service continues to develop the Intergenerational project to promote intergenerational activities for older people with Dementia.	(CP) The % of people who feel reconnected into their community, through intervention from day opportunities.				29 people were surveyed during Q1.	66%	60%	NEW	NEW	NEW

**Strategic Directorate Priority 7 - Continue to deliver the Community Hubs development programme to provide access to a wide range of services, including advice, support and library provision within communities.**

Quarter 1 position against the Headline Actions in the DDP (7)		Red – 0	Red/Amber – 0	Amber/Green – 1	Green – 6					
Wellbeing objective 4.1	<p><b>Green</b> These headline actions are progressing well and the key actions that support this are:</p> <ul style="list-style-type: none"> <li><b>(Amber/Green)</b> The extension to the Llanedeyrn Hub at the Powerhouse is now due for completion in July, as a result of slippage in the construction programme. Contractors have been appointed for the Llanishen and St Mellons Phase 2 projects.</li> <li>Hub satisfaction surveys have been simplified and adapted to suit individual Hubs, the new surveys will be implemented on 1st July.</li> <li>The Library service has been working with Communications Team to develop branding for the Society of Chief Librarians National Universal offers, producing banners and other materials that are used at big events.</li> <li>Work has commenced on developing an assessment tool for use to assess the resources in each location (including standalone Libraries).</li> <li>All core entitlements have been achieved within the 5th Framework for Libraries. Assessment has now taken place of the 6th Framework.</li> <li>Delegated decision report to progress the use of Roath Library building for community benefit and deliver a sustainable library service in Adamsdown has been signed off by the Director for Communities, Housing and Customer Services. Discussions with Health on potential designs have taken place, however these will need to be costed and further guidance from planners sought prior to further circulation.</li> </ul>									
		Measures	Supporting Information	Q1 2017-18 Result	Year End 2017-18 Target	Q1 2016-17 Result	Q4 2016-17 Result	Year End 2016-17 Result		
		(CP) The number of visitors to Libraries and Hubs across the City		633,806	3,200,000	618,735	3,241,038	3,241,038		
	(CP) The % of customers who agreed with the statement "Overall the Hub met my requirements/I got what I needed"		96%	95%	100%	100%	99%			





**Strategic Directorate Priority 8 - Review our Neighbourhood Partnerships to ensure we are working with citizens and partners to address need on a locality basis by March 2018.**

Quarter 1 position against the Headline Actions in the DDP (1)		Red – 0	Red/Amber – 0	Amber/Green – 1	Green – 0				
Wellbeing objective 4.1	<p><b>(Amber/Green)</b> The headline action is progressing well and the key actions that support this are:</p> <ul style="list-style-type: none"> <li>Annual reviews of the action plans have taken place in each Neighbourhood Partnership Area.</li> <li>Annual review is in draft form, Neighbourhood Partnership Officers are working with groups to complete monitoring to showcase their work. Also, end of year data is only just becoming available. The report will be complete end of July.</li> </ul>								
		Measures	Supporting Information	Q1 2017-18 Result	Year End 2017-18 Target	Q1 2016-17 Result	Q4 2016-17 Result	Year End 2016-17 Result	
	The % of people who feel more informed about their locality as a result of attending a Neighbourhood Partnership Roadshow.		ANNUAL	70%	NEW	NEW	NEW		

**Strategic Directorate Priority 9 - Change our way of working through digitalisation, reflecting changes in customer preference by enabling them to interact with our services through their preferred methods, enabling the Council to adopt more efficient working practices.**

Quarter 1 position against the Headline Actions in the DDP (3)		Red – 0	Red/Amber – 0	Amber/Green – 1	Green – 3				
Wellbeing objective 4.3	<p><b>Green</b> These headline actions are progressing well and the key actions that support this are:</p> <ul style="list-style-type: none"> <li>All correspondence that has email signatures are to promote relevant online services. This includes back office teams.</li> <li>Ongoing targeted promotion via communications using social media for online service uptake.</li> <li>Significant analysis taking place on "general enquiries" form submissions to address customer retention online</li> <li>As part of the plans to improve the Ask Cardiff results related to digital use a review was carried out on the questions to be included. This has now been completed.</li> <li>An in depth review and analysis of Council Tax contact has been carried out with a view to promoting areas where online usage could be increased.</li> <li>Volumes have been established for categories of calls into C2C which could be serviced online.</li> <li>Targeted promotion of these services to customers choosing telephone as a channel to take place in Quarter 2.</li> </ul>								
		Measures	Supporting Information	Q1 2017-18 Result	Year End 2017-18 Target	Q1 2016-17 Result	Q4 2016-17 Result	Year End 2016-17 Result	
		(CP) Customer contacts to the Council using digital channels		178,865	699,802	NEW	NEW	636,184	
		% Mobile access to the website (phone and tablet)	509,532 mobile access sessions, 873,474 in total	58.5%	60%	NEW	NEW	55.41%	
		Increase usage of Council Tax self-service (Number of user log-ins)		9,102	39,593	NEW	NEW	35,994	
		% Parking Permit Applications made online vs Post.	3,396 online applications. 4,907 applications in total.	69.2%	+5%	NEW	NEW	69.4%	



Good news			Challenges / next steps	
 CUSTOMERS	 FINANCIAL	 INTERNAL PROCESSES	 EMPLOYEE & WORKFORCE	
<p><b>Adult Community Learning: Accreditation Quality Success</b> – Adult Community Learning has recently had its approval as a recognised Agored Cymru awarding centre based at Severn Road renewed, following a very successful External Quality Assurance review visit in February. The EQA report highlighted ACL’s leading practice in partnership working. The excellent progression opportunities available for learners, together with the excellent links ACL has with local organisations, were also acknowledged. Feedback from learners to the EQA Manager about their learning experiences was excellent and exemplar practice of tutors was highlighted. The continued quality improvements in the accreditation provided by ACL recognised in the report has contributed to the accreditation success rate of 94%, which is higher than the national average; definitely something to celebrate.</p> <p><b>Rent Smart Wales</b> – The first landlord in Wales has been prosecuted for failing to comply with Rent Smart Wales Scheme and fined £1,500. This was a milestone for the scheme, as the deadline to comply passed and there is a stronger focus on enforcement activity to identify those who have made no attempt to comply with the law. Rent Smart Wales requires private landlords to register while Agents and managing landlords are required to become licensed with the scheme.</p> <p><b>Llandaff North &amp; Gabalfa Hub</b> – After opening during Quarter 4, the Hub is now in full swing hosting events like Wellbeing Wednesday on 14<sup>th</sup> June. The Hub offers a range of activities for the over 50s which include a variety of clubs such as the gardening group who have been very busy in maintaining and developing the Hub’s courtyard garden in preparation for the summer activities. The luncheon group has also started to form. Local residents meet in the café area for some delicious food, chat or a board game. The Movie club and Tai Chi have also proven to be very popular. Wellbeing Wednesday is dedicated to over 50s, but can be accessed by customers of all ages, who are all welcome to attend. Hub staff are working with partners to deliver much needed services to the community.</p> <p><b>Occupational Therapy</b> – Cardiff Community Occupational Therapy Service contributed to a campaign launched in 2016, ‘Improving Lives, Saving Money’. The campaign was about enabling Occupational Therapists to put themselves in front of commissioners for services in order to make a case for a return on investment, making the case for Occupational Therapists in 3 key areas: keeping people out of hospital, reducing pressure on primary care and addressing over-reliance on social care. Cardiff Community OT Service contributed to this campaign by proving qualitative and quantitative information on the right sizing of care packages in 2015-2016. (£274,765 actual predicted savings and £120,514 preventative savings). Cardiff Community Occupational Therapists have now been asked to contribute to a new report which follows on from the earlier campaign entitled “Living not existing, putting prevention at the heart of social care”. The report highlights the holistic approach that preventative services are able to offer in order to keep people in their own homes. The document was officially launched at the Senedd by Vaughan Gething AM.</p> <p><b>Volunteering Award</b> – The Council’s Hub volunteers have won a WCVA (Wales Council for Voluntary Action) Volunteer of the Year award in the digital category for their work in helping customers in the city’s 12 community hubs. Volunteering is a really good way for local people to get involved in their Hub and helps us extend our services to provide even more help. Since April 2014, almost 5,000 volunteering hours have been given by 268 volunteers in our hubs and we are grateful for their time and commitment in helping the Council run its services. Of course, there are great benefits to volunteering for the individual too, including building confidence and skills, and 124 of our volunteers have gone on to paid employment which shows how volunteering really is a route into work.</p> <p><b>Dementia Week</b> – Between 14<sup>th</sup> and 20<sup>th</sup> May Cardiff held a very successful programme of events to celebrate Dementia week, delivering 44 awareness sessions in partnership with the Alzheimer’s Society, Intergenerational awareness including children from local schools, virtual reality experiences, a Dementia awareness walk and the launch of the Dementia café in Central Library Hub. The week also saw the launch of the rebranded <b>Meals on Wheels Service</b>; this has prompted an increase in referrals and the number of customers is increasing steadily, on track to meet the year-end target. The week’s activities all contributed to the ‘working towards’ accreditation Cardiff has received from Alzheimer’s UK.</p> <p><b>RNIB double platinum standard</b> – Officers have worked in partnership with the Royal National Institute for the Blind to ensure the projects at Sandown Court and John Kane Court are designed to meet the Visibly Better Accreditation Platinum standard, the highest standard awarded by the RNIB. This accreditation is aimed at meeting the needs of older people with sight problems who live in sheltered accommodation and is recognised as a hallmark of good practice by Welsh Government.</p> <p><b>Best Welsh Authority Website</b> – The Council’s website has won the award for "Best Welsh Unitary", making cardiff.gov.uk the best local authority website in Wales. The SOCTIM “Better Connected” Awards are designed to recognise best practice across UK public sector bodies in terms of websites - design, content and accessibility. This is excellent news for our growing digital presence and follows on from the website being awarded a 3 star rating assessment by SOCTIM.</p>			<p><b>Employability Services in Cardiff</b> - There over 40 organisations in Cardiff offering employability services and support to individuals, with many good projects achieving positive outcomes. However, under current provision there is:</p> <ul style="list-style-type: none"> <li>• No coherent pathway to services and no visibility of service users’ needs</li> <li>• Complex criteria attached to access e.g. postcode, workless household, length of time on certain benefits, age ethnicity</li> <li>• Overlap with other programmes and services</li> <li>• Inconsistent governance delivery methods by area and organisation</li> <li>• No consistent data collection to identify, match and track individuals</li> </ul> <p>Consultation will take place over the next quarter with the organisations, businesses and individuals on how these services can be better aligned. The results of the consultation will inform a report to cabinet in the third quarter on the proposed way forward for employability services in Cardiff.</p> <p><b>High Rise Blocks</b> – Following the tragic fire at Grenfell tower, the council has confirmed we have not utilised ACM cladding in any of our residential high rise blocks. We await details of the enquiry and have identified resources in the Housing Revenue Account Business Plan to implement any additional safety measures required.</p> <p><b>Rough Sleeping Alternative Giving Campaign</b> – The planning for a potential Alternative Giving Campaign is underway to provide the public with a different approach to assisting homeless people rather than give directly to people who are street begging. A multi-agency approach including South Wales Police, Cardiff BID, the Council and all Frontline providers will be taken to implement the scheme.</p> <p><b>Rough Sleeping Increase</b> – In the period from 2015 to 2017 rough sleeping doubled from about 30 to a figure closer to 60. To address this increase the Rough Sleeper Strategy was developed and approved in March 2017, and the Action Plan put in place in April 2017, the plan includes expanding the council’s outreach team, training the outreach staff to undertake statutory homelessness assessments on the streets and a multi-agency approach to deal with service users causing problems in the city.</p> <p><b>Welfare Reform</b> – The impact of the benefit cap is being managed through a range of services, with the average weekly benefit cap now at £58.22. £12,304.25 in weekly Discretionary Housing Payments has been awarded to help households affected by the cap. 42 households have been awarded Discretionary Housing Payments to reduce or clear rent arrears due to the benefit cap.</p> <p><b>Income Targets</b> – The income targets to be met during 2017-18 remain challenging and delivering these in a timely manner is a key focus. Robust monitoring is in place and this will continue to be carried out throughout the year.</p>	

**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**6 SEPTEMBER 2017**

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**CARDIFF & VALE DRAFT DEMENTIA STRATEGY 2017-27**

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**Purpose of Report**

1. To provide Members with the opportunity to contribute to the Cardiff & Vale Dementia Strategy 2017-27 consultation, attached at **Appendix A** to this report, prior to the closing date on the 15<sup>th</sup> September 2017.

**Background**

2. The Cardiff & Vale Dementia Strategy has been developed as a partnership by the University Health Board with Cardiff Council and the Vale of Glamorgan Council together with local partners from the third sector, as well as through talking to people with dementia, their carers, staff and service providers about their experiences.
3. The Vision statement set out in the Strategy states that:  
*By 2027 the whole population of Cardiff and the Vale of Glamorgan will be dementia aware and will reduce their risk of dementia. Nobody will fear a diagnosis of dementia for themselves or others. People with dementia will have equitable and timely access to a diagnosis; they will have seamless tailored care delivered locally with kindness. Carers will feel supported and empowered.*

4. The Cardiff and Vale of Glamorgan Dementia Strategy has a 10 year time frame, and sets out:
  - The vision for what the partnership wants to achieve by 2027;
  - How it will better co-ordinate work;
  - Key priorities for what needs to improve;
  - How it will engage local people in discussion on what works best for them; and
  - How people with dementia are at the heart of what they do
  
5. The draft Strategy document attached as **Appendix A** sets out nine key strategic objectives. These are:
  - Dementia is everyone's business
  - Prevention is essential
  - We will combat isolation and loneliness
  - Services will be fully coordinated
  - Services will be delivered with kindness and compassion
  - Support will be moved to Primary Care
  - Carers will be cared for
  - Crises will be avoided
  - Access to services will be equitable
  
6. The draft Strategy sets out key priorities under each of the key strategic objectives (*pages 15-25*); delivery of the current Dementia Plan 2014-17 (*pages 26-28*); and an Action Plan (*page 29 onwards*).

### **Way Forward**

7. At the meeting, Councillor Susan Elsmore, Cabinet Member for Health, Housing and Wellbeing, may wish to make a statement. Dr Suzanne Wood, Consultant in Public Health Medicine, Cardiff & Vale University Health Board will give a presentation on the Draft Dementia Strategy 2017-27. Tony Young, Director of Social Services and Amanda Phillips, Assistant Director Adult Services will also be in attendance.

8. Following the presentation and subsequent Q&A, Members may wish to agree any comments, observations and recommendations to be fed back to the partnership by the consultation deadline of 15<sup>th</sup> September 2017.

### **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:

- a) Consider the information provided in **Appendix A** and presentation; and
- b) Agree any comments, observations and recommendations Committee wishes to make and submit these by the consultation deadline of the 15<sup>th</sup> September 2017.

**DAVINA FIORE**

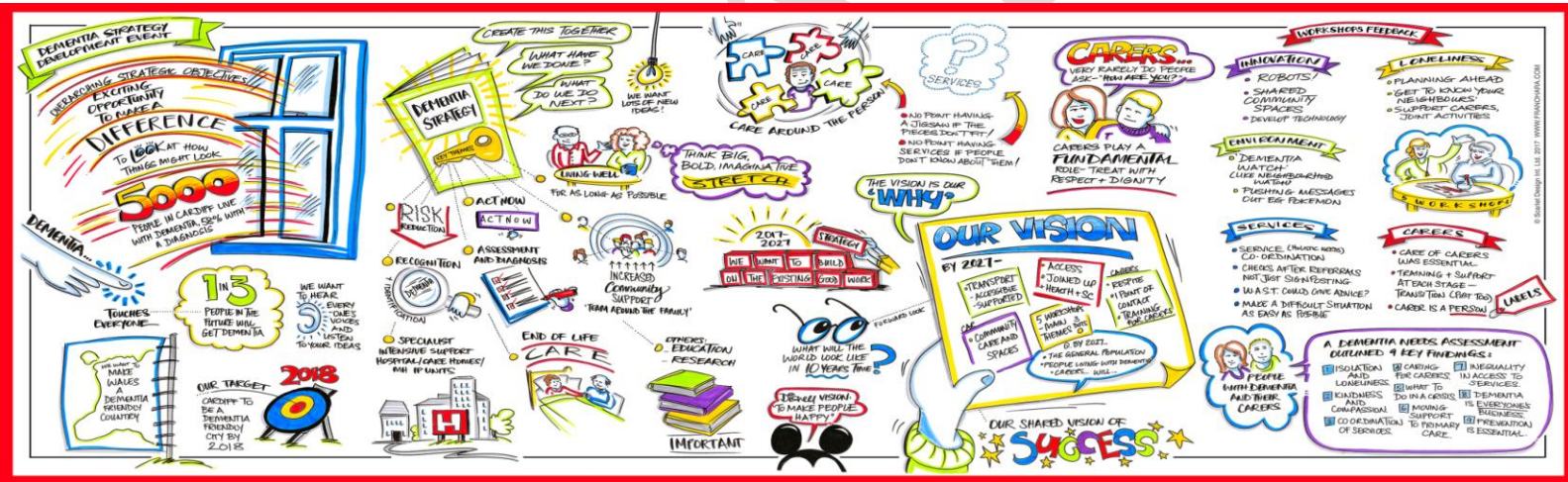
**Director of Governance and Legal Services and Monitoring Officer**

**31 August 2017**





# Cardiff and Vale DRAFT Dementia Strategy 2017-2027



## Acknowledgements

Thanks go to all who participated in the focus groups, interviews, dementia strategy development event and steering group: including people with dementia and their carers, service providers and many third sector organisations.

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## FOREWORD

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To be completed

*"Don't be afraid of new ideas. Be afraid of old ideas. They keep you where you are and stop you from growing and moving forward."*

Anthony Robbins

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## EXECUTIVE SUMMARY

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The vision and strategic objectives for this strategy were produced through the Dementia Needs Assessment, by consensus at the Dementia Strategy Development Event in March 2017, and through consultation.



The vision is:

By 2027 the whole population of Cardiff and the Vale of Glamorgan will be dementia aware and will reduce their risk of dementia. Nobody will fear a diagnosis of dementia for themselves or others.

People with dementia will have equitable and timely access to a diagnosis; they will have seamless tailored care delivered locally with kindness. Carers will feel supported and empowered.

The nine strategic objectives are:

1. Dementia is everyone's business
2. Prevention is essential
3. We will combat isolation and loneliness
4. Services will be fully coordinated
5. Services will be delivered with kindness and compassion
6. Support will be moved to Primary Care
7. Carers will be cared for
8. Crises will be avoided
9. Access to services will be equitable

All actions in the action plan for dementia will fall under the nine key strategic objectives. Action areas incorporate high level aspirations, and will take time to achieve fully. Through working in partnership, we will aspire to meet the actions by their target dates.

## INTRODUCTION

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Older people are an important and growing population in Cardiff and the Vale of Glamorgan. To stay well we need to work together as a community to provide opportunities to maintain good health and then care and support for people when their health deteriorates.



In Cardiff and the Vale of Glamorgan we want to do two things: to help people live healthier lives so that the number of new people with dementia decreases over time and to make positive changes for people with dementia, their carers, families and friends.

Dementia describes a set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language. It is caused when the brain is damaged by diseases such as Alzheimer's disease or a series of strokes. Dementia is progressive, which means the symptoms will gradually get worse. Dementia is rare for people under 65 years, but becomes progressively more common as people age.

In recent years there has been an increased focus on dementia both nationally and locally because the population is ageing, and this has led to increasing numbers of people with dementia. There are approximately 5,000 people living with dementia in Cardiff and the Vale of Glamorgan. It is estimated that approximately two-thirds of people living with dementia live in the community, with one-third living in residential or nursing care homes. Whilst Cardiff and the Vale of Glamorgan has the highest level of diagnosis in Wales at 58%, Wales has the lowest rates of dementia diagnosis of any part of the United

Kingdom. A large number of people are therefore living without a formal diagnosis, hindering their access to relevant support and services.

There are high economic costs associated with dementia which include health and social care costs as well as the cost of unpaid care. The overall economic impact of dementia in the UK has been estimated as £26.3 billion. Across the statutory sectors in Cardiff and the Vale of Glamorgan, the cost of providing direct dementia services is more than (TBC).

This strategy has been developed as a partnership by the University Health Board with Cardiff Council and the Vale of Glamorgan Council together with local partners from the third sector, as well as through talking to people with dementia, their carers, staff and service providers about their experiences.

This Strategy has a 10 year time frame to allow long term planning, this is especially important when planning housing and hospital provision which will take a substantial time to develop and implement.

The Cardiff and Vale of Glamorgan Dementia Strategy will:

- Set out the vision for what we want to achieve by 2027
- Better co-ordinate work
- Identify key priorities for what needs to improve
- Engage local people in discussion on what works best for them
- Ensure that we keep people with dementia at the heart of what we do

## POLICY CONTEXT

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There are a number of national policies which are relevant to the prevention of dementia and services for people with dementia and their carers. These are summarised below:

### THE SOCIAL SERVICES AND WELL-BEING (WALES) ACT 2014

The Social Services and Well-being (Wales) Act 2014 came into effect in April 2016 to improve the well-being of people who need care and support, and carers who need support.

The new Act promotes a range of help available within the community to reduce the need for formal, planned support and is based on the premise that:

- Services will be available to provide the right support at the right time
- More information and advice will be available
- Assessment will be simpler and proportionate
- Carers will have an equal right to be assessed for support
- There will be stronger powers to keep people safe from abuse and neglect

Part 9 of the Social Services and Well-being Act requires local authorities to make arrangements to promote cooperation with their relevant partners and others, in relation to adults with needs for care and support and carers. The Act also encourages partnership arrangements between local authorities and local health boards.

The Social Services and Wellbeing (Wales) Act 2014 introduced a duty on local authorities and Local Health Boards to prepare and publish an assessment of the care and support needs of the population, including carers who need support. The population needs assessment was undertaken between February 2016 and January 2017. The Cardiff and Vale Dementia Health Needs Assessment (February 2017) which describes unmet health needs of people with dementia and carers was used to inform the population needs assessment.

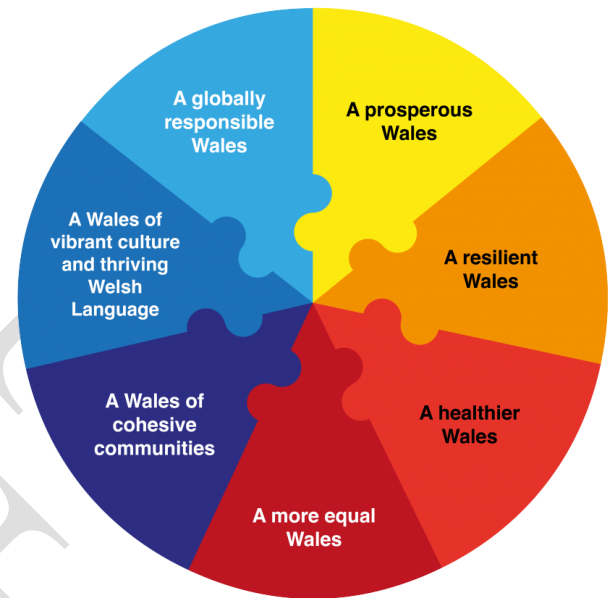


## WELL-BEING OF FUTURE GENERATIONS ACT (WALES) 2015

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The Well-being of Future Generations Act (Wales) 2015 came into effect in April 2016. This Act is about improving the social, economic, environmental and cultural well-being of Wales. It gives a legally binding common purpose – the seven well-being goals – for national government, local government, health boards and other specified public bodies. It details the ways in which these public bodies must work, and work together, to improve the well-being of Wales.

The Act will make public bodies think more about the long term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach. This law requires public bodies to act in a sustainable way.



## PARLIAMENTARY REVIEW INTO THE FUTURE OF HEALTH AND SOCIAL CARE IN WALES

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The establishment of a Parliamentary Review into the long-term future of health and social care in Wales is a key commitment in the Welsh Government's Programme for Government launched in September 2016. The independent panel of experts, established in November 2016, is tasked with producing a report in 12 months focusing on the sustainability of health and social care in Wales. The Terms of Reference for the report are to:

- Define the key issues facing health and social care
- Identify where change is needed and the case for change
- Set out a vision for the future including moving health and social care forward together, developing Primary Care services out of hospitals

- Advise on how change can be delivered, building on the positive aspects of the current system

## WELSH GOVERNMENT'S DRAFT NATIONAL DEMENTIA STRATEGY 2017-2022

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Welsh Government's Draft National Dementia Strategy 2017-2022 was published in January 2017. The key themes from the Strategy are:

- Risk reduction and health promotion
- Recognition and identification
- Assessment and diagnosis
- Living as well as possible for as long as possible with dementia
- The need for increased support in the community
- More specialist care and support
- Supporting the plan:
  - Education and training
  - Research

## OLDER PEOPLE'S COMMISSIONER'S REPORT DEMENTIA: MORE THAN JUST MEMORY LOSS

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The Older People's Commissioner's Report details the extensive interviews that were held with people across Wales. This research gave people living with dementia and their carers a voice, to drive the change to improve support and services for people living with dementia and their carers. Key conclusions included:

- There is a widespread lack of knowledge and understanding of dementia amongst professionals and the wider public
- Dementia services lack the flexibility to effectively meet the needs of people living with dementia and their carers

- A lack of cooperation between services creates unnecessary difficulties and barriers for people living with dementia and their carers
- The combination of the factors set out above results in significant variation and inconsistency in the experiences of people living with dementia and those who care for them

## CARDIFF AND VALE DEMENTIA HEALTH NEEDS ASSESSMENT

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In preparation for the new 10 year strategy, the Partnership completed and published a Dementia Needs Assessment in February 2017. The Dementia Health Needs Assessment triangulated data from the following sources: reviewing existing data; holding a focus group with people with dementia; interviewing 27 carers, staff and stakeholders. From this work nine key themes were identified:

1. **Dementia is everyone's business** - All of the groups that were interviewed thought that dementia was everyone's business. There was acknowledgement that, as with any illness, the society that we live in can adapt to make life easier for people with dementia. The dementia friendly communities and dementia friends schemes were seen as a large part of this solution, with recognition that dementia friendly environments also play a part.
2. **Prevention is essential** - All groups thought that the key messages around prevention of dementia need strengthening and further campaigning. There is limited public knowledge of the six steps that people can take to reduce the risk of dementia: be physically active; maintain a healthy weight; be socially and mentally active; avoid drinking too much alcohol; stop smoking; and commit to review your health.
3. **Isolation and loneliness** was identified by people with dementia as a major issue. Loneliness puts individuals at greater risk of further cognitive decline. Transport was a big factor in this isolation, with most people with dementia unable to drive.
4. **Co-ordination of services** - Whilst much work has been undertaken to improve the co-ordination of services there is still

room for improvement. This was recognised by staff, carers and people with dementia.

5. **Kindness and compassion** - There was a consensus from the different groups that all people with dementia should be treated with kindness and compassion, and that staff need to be trained not just in the basics but to the level where they feel confident and can enjoy caring for people with dementia.
6. **Moving support to Primary Care** - All participant groups (people with dementia, carers, and professionals) thought that primary care was where support should lie. This will require further training, support and development to ensure that primary care feel supported to deliver the services that are required.
7. **Caring for carers** - The value of caring for the carers of people with dementia is recognised. The wellbeing of carers has a direct impact on the quality of life for people with dementia.
8. **What to do in a crisis** -The need for much more information about what to do in a crisis was highlighted by carers and staff. In addition, timeliness of services was seen as important. Carers often only ask for help when crisis occurs, and they therefore need support quickly.
9. **Inequality in access to service** - All respondents thought that there was unwarranted inequality in access to services. Carers described having to “fight for services.” There was widespread concern that without the family requesting services people with dementia would not have access to all the services that they need.

These themes have been used as the key themes for the Dementia Strategy 2017- 2027 as they are the main issues that were identified by the local stakeholders, staff and service users and carers.

## STRATEGY DEVELOPMENT

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In order to produce this strategy we held an event on 14 March 2017 to gather views on what the vision should be and to gather ideas for improvements. As part of this we undertook an exercise to help prioritise actions that had been suggested for both acceptability and compatibility.

This strategy describes the vision and strategic objectives for dementia for the next ten years. The time frame of ten years was chosen to allow planners to consider longer term initiatives such as new housing developments in relation to dementia.



## VISION STATEMENT

This vision statement is a culmination of the views put forward as part of the Dementia Health Needs Assessment and the new world described in the visioning session held at the Dementia Strategy Development Event in March 2017 by a group which included people with dementia, carers, stakeholders and service providers.



It identifies three areas we need to work on over the next ten years: the whole population; people with dementia; and their carers.

This vision statement was created from the work of the five groups' ideas on the day.

### Our Vision is:

By 2027 the whole population of Cardiff and the Vale of Glamorgan will be dementia aware and will reduce their risk of dementia. Nobody will fear a diagnosis of dementia for themselves or others.

People with dementia will have equitable and timely access to a diagnosis; they will have seamless tailored care delivered locally with kindness. Carers will feel supported and empowered.

## STRATEGIC OBJECTIVE 1 - DEMENTIA IS EVERYONE'S BUSINESS

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There is wide acknowledgement of the stakeholders, staff, carers and people with dementia that dementia is everyone's business. There is also a shared understanding that as with any illness, the society that we live in can adapt to make life easier for people with dementia and their carers.

The dementia friendly communities and dementia friends schemes were seen as a large part of this solution, with recognition that dementia friendly environments also play a part.

"I could see a situation where shops, premises, buildings, roads, parking, community facilities and other things were absolutely geared up (in the way that disability has been tackled) to understand what could be done to help people who have got memory problems. I don't think it's impossible to have a high street area that is absolutely geared up for people with dementia. It would not only help people with dementia but all of us."  
(Professional)

### **The five areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:**

1. All new buildings should be dementia friendly.
2. Signage should be clear, and standardised, like road signs are. This consistency ideally with symbols as well as words will help if people with dementia change environment, for example ward of a hospital.
3. Shared living schemes were popular as a potential solution, and Cardiff particularly has a large population of students who may benefit from this. It was acknowledged that whilst work may start on this in the first three years it may take a longer time frame to pilot this solution.
4. The work to make more areas of Cardiff and the Vale of Glamorgan Dementia Friendly Communities should continue.
5. A 'neighbourhood watch' for people with dementia should be piloted.



## For the future years the following issues should be tackled:

- Care homes could include integrated nursery facilities to encourage intergenerational interactions
- Safe areas should be identified in built up areas, e.g. libraries where quiet, safe areas are available and promoted to people with dementia and their carers
- Work with planners and designers to understand the issues for people with dementia and their carers should commence to hold 'design out' problems with new buildings
- Green space should be designed to be dementia friendly
- Slow lanes should be introduced in supermarkets for people with dementia and others who wish to take things at a slower speed
- Dementia Friends training should be mandatory for all public facing staff in Cardiff and the Vale of Glamorgan

### STRATEGIC OBJECTIVE 2 - PREVENTION IS ESSENTIAL

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All groups thought that the key messages around prevention of dementia need strengthening and further promotion. There is limited public knowledge of the six steps that people can take to reduce the risk of dementia: be physically active; maintain a healthy weight; be socially and mentally active; avoid drinking too much alcohol; stop smoking; and commit to review your health.



Age is considered the highest risk factor for dementia, and the percentage of older people in the population is increasing. There is evidence for midlife healthy lifestyle approaches to delay or prevent onset of dementia.



National Institute for Care and Health Excellence (NICE, 2015) recommends:

- Encouraging healthy behaviours
- Integrating dementia risk reduction prevention policies
- Raising awareness of risk of dementia, disability and frailty
- Producing information on reducing the risks of dementia, disability and frailty
- Preventing tobacco use
- Improving the environment to promote physical activity
- Reducing alcohol related risk

**The three areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:**

1. Raising awareness of prevention messages should start with children.
2. Children should be linked to older adults in a safe structured environment to benefit both groups with intergenerational interactions.
3. The message “What’s good for your heart is good for your brain” should be considered for a promotional campaign across Cardiff and the Vale of Glamorgan.

**For the future years the following issues should be tackled:**

- Green space should be designed to be dementia friendly
- The existing GP referral scheme to encourage physical activity should be inclusive for people with dementia
- Mid life interventions should be considered to promote the messages around risk reduction

## STRATEGIC OBJECTIVE 3- WE WILL COMBAT ISOLATION AND LONELINESS

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Isolation and loneliness were identified by people with dementia as a major issue. Loneliness puts individuals at greater risk of further cognitive decline. Transport was a big factor in this isolation, with most people with dementia being unable to drive.



### **The five areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:**

1. Accessible and dementia friendly transport options are required.
2. Drivers of buses, taxis and community transport need training on dementia.
3. The third sector should lead on the reduction of loneliness in people with dementia across Cardiff and the Vale of Glamorgan.
4. Intergenerational activities for people with dementia were the most popular solutions to loneliness and should be expanded.
5. Shared living schemes were popular as a potential solution, and Cardiff particularly has a large population of students who may benefit from this. It was acknowledged that whilst work may start on this in the first three years it may take a longer time frame to pilot this solution.

### **For the future years the following issues should be tackled:**

- Joint respite activities for people with dementia and their carers were seen as an important step
- Closer neighbourhoods and activities to promote neighbourliness were seen as a possible solution to reducing loneliness
- Digital inclusion is a potential solution to loneliness
- Further befriending services should be provided to meet demand

- General advice on how to interact with people with dementia for the general public would be helpful, and could improve impromptu everyday interactions

#### **STRATEGIC OBJECTIVE 4 - SERVICES WILL BE FULLY COORDINATED**

Whilst much work has been undertaken to improve the coordination of services there is still room for improvement. This is an important area for people with dementia who value continuity and carers who feel that there is duplication in the system.

**“I had all these different people tramping through my house every day. I appreciate they need to come to the house, but it helps if it is the same people. It was terrible for (name of PWD) as he had no continuity.” (Carer)**

#### **The three areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:**

1. Social care and health services should be fully co-ordinated.
2. All information should be given to services only once; this information (with permission) should be shared across all relevant agencies.
3. There should be a single point of access for all dementia services in Cardiff and the Vale of Glamorgan.

#### **For the future years the following issues should be tackled:**

- Not only should health and social care services be fully coordinated further third sector services should be seamless and integrated
- The funding discussions between health and social care that can occur should be taken away from the people with dementia and their families to reduce distress and anxiety
- Research proposals should be put forward that are co-ordinated and sustainable across multiple agencies

- Ideally online real time support should be available to help carers when they need help

## STRATEGIC OBJECTIVE 5 - SERVICES WILL BE DELIVERED WITH KINDNESS AND COMPASSION

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There was a consensus from the different groups that all people with dementia should be treated with kindness and compassion by all. In the context of paid care staff, they need to be trained not just in the basics but to the level where they feel confident and can enjoy caring for people with dementia.



### **The three areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:**

1. There should be a person-centred approach to care and support, which should be needs led, not service led.
2. All staff who come into contact with people with dementia should have a level of training appropriate to their role.
3. The cultural consequences of the progression of dementia needs to be reflected by services.

### **For the future years the following issues should be tackled:**

- The changing needs of people with dementia should be recognised and carefully managed over time

- The changing needs of carers should be recognised and carefully managed over time
- Volunteers and the workforce will help to break down cultural barriers to accessing services
- Staff will have the time and empathy to show kindness and compassion in every interaction
- Evaluation of services will include the levels of kindness and compassion of paid staff

## STRATEGIC OBJECTIVE 6 - SUPPORT WILL BE MOVED TO PRIMARY CARE

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All participant groups (people with dementia, carers, and professionals) thought that primary care was where support should lie. This will require further training, support and development to ensure that primary care feel supported to deliver the services that are required.



### **The three areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:**

1. More primary care staff should be trained to have a thorough understanding of dementia.
2. More use should be made of the whole primary care team at every GP practice.
3. The information prescription model should be used in primary care.

### **For the future years the following issues should be tackled:**

- Primary care should work with families to help improve family awareness

- Primary care should be involved and included in the support plan for individuals
- The number of GPs with a special interest in dementia should increase to meet the increasing need in the population

## STRATEGIC OBJECTIVE 7 - CARERS WILL BE CARED FOR

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The value of caring for the carers of people with dementia is recognised. The wellbeing of carers has a direct impact on the quality of life for people with dementia.



### **The four areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:**

1. Accessible and flexible respite is necessary.
2. Training for carers is required. This would also provide peer support.
3. A single point of contact for carers is needed.
4. Carers should be able to retain their own sense of identity through activities and hobbies.

### **For the future years the following issues should be tackled:**

- Carers need emotional support when moving through the different stages of dementia
- There are particular issues around toileting and the need for coping strategies to address this
- The support that employers should offer carers is often poorly understood
- The level of need for carers to get help is very substantial

- The 24/7 nature of caring, and sleep deprivation in carers is a problem
- Depression in carers is an issue
- There is a reluctance of carers to accept help as they worry it will not be of high quality which needs to be addressed
- There is a need for more support for carers at evenings and weekends
- The post-caring transition and how carers can help other carers needs to be explored
- Relationships with their relatives will change and advice on what to expect and how to cope with this is needed
- The risk of financial hardship for carers as a result of giving up work is recognised and needs addressing

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#### STRATEGIC OBJECTIVE 8 - CRISES WILL BE AVOIDED

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The need for much more information about what to do in a crisis was highlighted by carers and staff. In addition, timeliness of services was seen as important. Carers often only ask for help when a crisis occurs, and they therefore need support quickly.

**The five areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:**

1. Support for carers is crucial in preventing a crisis.
2. Carers should be actively supported to look after their own health.
3. There should be one single number to call in a crisis.
4. Crisis work should be undertaken in conjunction with the Welsh Ambulance Service Trust.
5. What to do in a crisis should be clearly identified in every care plan.

**For the future years the following issues should be tackled:**

- A repository of all available services which is available, updated and promoted should be maintained to help prevent crises
- Appropriate crisis response services should be further developed
- More training, advice, guidance and peer support may help carers

**STRATEGIC OBJECTIVE 9 - ACCESS TO SERVICES WILL BE EQUITABLE**

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There is consensus that there is inequality in access to services which is unwarranted. Carers described having to “fight for services.” There is widespread concern that without the family requesting services that people with dementia would not have access to all the services that they needed.

**The six areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:**

1. Care for those without carers and with carers should be equitable.
2. Care and support should be equitable in rural and urban areas.
3. Geographical inequalities should be addressed.
4. Different transport needs should be acknowledged and addressed.
5. Data on protected characteristics and geographical location (as a proxy for socio economic group) should be collected to assess any further inequalities that need to be addressed.
6. Support groups for Welsh language speakers are required locally.



**For the future years the following issues should be tackled:**

- If the data collection shows any further inequalities (e.g. minority ethnic group having lower diagnosis rates), then specific interventions to address any inequalities can be investigated
- Specific evidence based interventions to address inequalities in dementia care should be further explored

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## DELIVERY

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To ensure we are making progress towards the strategic objectives laid out in this strategy we will enhance our monitoring and evaluation processes. We will work to improve the quantity and quality of data that is collected. This will include focused activities on monitoring the accessibility of dementia services and redressing any imbalance in diagnosis rates in areas of deprivation.

The partnerships responsible for planning dementia care across Cardiff and the Vale of Glamorgan are ultimately responsible to the Regional Partnership Board and this group will take responsibility for ensuring a strong evaluation plan is in place and is regularly reviewed.

Several participants in the Dementia Health Needs Assessment referenced the need to integrate actions into existing plans to aid delivery, rather than having a separate framework, strategy and plan that sits outside the standard delivery mechanisms. Whereas, others felt it was important to have a separate document that spelled out the direction and all the related actions. This document sets the direction through the overarching vision and describes actions for the first three years in the action plan. It will however be important to encourage partners to include their actions in their own plans, rather than the actions listed here being 'in addition' to the normal workload. This is therefore given its own action point under 'Co-ordination of Services'.

### DEMENTIA PLAN 2014-2017

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The Cardiff and Vale 3 Year Dementia Plan has been in place since April 2014 and ended in March 2017. It has been a driver for much improvement over the last three years. A summary of the actions completed through the existing Dementia 3 Year Plan include:

- Pilot dementia supportive community areas implemented and both received recognition status
- Roll out of Making Every Contact Count
- Telecare/telehealth strategies being implemented
- Dementia Champions Network developed

- '10 minutes of your time' survey widely implemented (within a Mental Health inpatients setting)
- Existing training provision scoped across health and social care, and a future model created
- SPIDER project in reablement services completed
- Mini audit of general hospital inpatients completed
- Single point of access for urgent and emergency referrals within Mental Health created
- Anti-psychotic checklist and dementia drugs pathway ratified and launched
- The refocusing model, within current resource limitations, is fully applied
- Length of stay for people with dementia audited
- District General Hospital Liaison Psychiatry for Older People Service developed
- Carers education pathway developed
- Training on non-pharmacological methods in behaviour management rolled out, covering health and social care staff in pilot areas

The key outstanding actions for Year 3 to be carried forward include:

- To develop memory services capacity further to cope with increasing demand
- To develop the quality of residential and nursing care home placements if appropriate and consider supported living options
- To develop standard guidance on how to conduct an anti-psychotic medication review
- To implement Dementia '2 minutes of your time' Carers survey widely
- To develop respite opportunities by assessing need and then rolling out the new opportunities

- To increase the opportunities for different respite opportunities and publicise them
- To increase opportunities for people with dementia to die at their place of choice
- To roll out of dementia supportive communities pilots, with evaluation of the pilots and consideration given to integrating these across all Cardiff and Vale communities
- To develop primary care Quality and Outcomes Framework 15 month review to a standardised template and train primary care clinicians
- To re-audit the prescribing of anti-psychotics in people with dementia

#### MONITORING OF PROGRESS ON THE 2017-2027 DEMENTIA STRATEGY AND ACTION PLAN

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The current Dementia Taskforce acts as a multi-agency steering group and has overseen the delivery of the Cardiff and Vale of Glamorgan Dementia 3 Year Plan 2014- 2017, and the development of this new 2017-2027 Strategy and Action Plan. From May 2017 this structure will change, and there will be a small Commissioning Group, with a larger Delivery Group, with the latter delivering on the actions set out in the new Dementia Strategy and associated Dementia Action Plan (see Appendix).

## APPENDIX: DEMENTIA ACTION PLAN

<b>Primary responsibility</b>
<b>Secondary responsibility</b>

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	Action	Completion Date	Responsible organisation(s)				Strategic objective								
			UHB	LA	Third sector	Other	SO1	SO2	SO3	SO4	SO5	SO6	SO7	SO8	SO9
<b>1</b>	<i>Develop a strategic dementia services integrated commissioning plan for dementia that addresses equality and equity of service provision</i>						X	X	X	X		X	X	X	X
<b>2</b>	<i>Dementia related workforce development must address the needs of diverse communities</i>						X					X			X
<b>3</b>	<i>All current and future dementia service</i>									X			X	X	X

	Action	Completion Date	Responsible organisation(s)				Strategic objective								
			UHB	LA	Third sector	Other	SO1	SO2	SO3	SO4	SO5	SO6	SO7	SO8	SO9
	<i>developments and resulting services must be subject to an equality impact assessment/EHIA</i>														
4	<i>Develop and implement a multi-agency dementia workforce development plan in line with the Good Work Framework.</i>						X	X			X	X	X	X	X
5	<i>Deliver multi-agency co-ordination of training and development resources in relation to dementia</i>						X	X		X	X				
6	<i>Promote accountability across staff with management responsibility with regards to dementia awareness training for staff</i>						X			X	X			X	X

	Action	Completion Date	Responsible organisation(s)				Strategic objective									
			UHB	LA	Third sector	Other	SO1	SO2	SO3	SO4	SO5	SO6	SO7	SO8	SO9	
7	<i>Incorporate dementia awareness training into the mandatory staff training requirements of the health board and both local authorities</i>						X	X				X			X	X
8	<i>Define and deliver outcomes across all primary care and community service outcomes for dementia through the integrated commissioning plan.</i>										X		X		X	X
9	<i>Health Board to implement a joint management arrangement between mental health and medicine for the memory team and related services</i>										X					X

	Action	Completion Date	Responsible organisation(s)				Strategic objective								
			UHB	LA	Third sector	Other	SO1	SO2	SO3	SO4	SO5	SO6	SO7	SO8	SO9
10	<i>To agree, publish, and routinely review the pathway to a diagnosis across all relevant primary, community and secondary care services</i>									X		X		X	X
11	<i>Remodel and re-commission day service provision for individuals with dementia in Cardiff</i>						X	X	X	X			X	X	
12	<i>Develop and publish clinical prescribing protocols and guidance for dementia</i>								X				X		
13	<i>Develop, agree and publish a post-diagnostic primary and community care services pathway.</i>								X		X		X	X	



	Action	Completion Date	Responsible organisation(s)				Strategic objective									
			UHB	LA	Third sector	Other	SO1	SO2	SO3	SO4	SO5	SO6	SO7	SO8	SO9	
14	<i>Develop all secondary care admissions procedures to improve information gathering, assessment and care planning that takes dementia into consideration (For example using the 'Read about me' tool)</i>						X			X					X	X
15	<i>Consider the viability of introducing the information prescription model for individuals diagnosed with dementia, their carers and family</i>									X	X			X	X	
16	<i>Standardise the questions and referral responses in all health and social care first points of contact with regards to dementia</i>						X			X	X			X	X	X

	Action	Completion Date	Responsible organisation(s)				Strategic objective								
			UHB	LA	Third sector	Other	SO1	SO2	SO3	SO4	SO5	SO6	SO7	SO8	SO9
17	<i>Develop a systematic approach to establishing the non-clinical components of a dementia care plan</i>							X	X		X		X	X	
18	<i>Deliver continuous improvement, quality and value for money across the residential and supported living sectors</i>										X	X			X
19	<i>Improve the quality of residential and nursing care home sector</i>										X	X			X
20	<i>Establish partnership commissioning and delivery structures to support the strategy</i>						X				X		X		X
21	<i>Develop, agree and implement a multi-agency data and performance information framework</i>										X				X

	Action	Completion Date	Responsible organisation(s)				Strategic objective								
			UHB	LA	Third sector	Other	SO1	SO2	SO3	SO4	SO5	SO6	SO7	SO8	SO9
	<i>across all dementia services</i>														
22	<i>Map current dementia provision into a live resource that can be continually updated and improved</i>						X			X			X	X	X
23	<i>Help other local groups/committees to embed dementia actions into their work</i>						X			X					
24	<i>Develop and agree a long term research and development programme for dementia that brings together the work of the statutory partner agencies, third sector and the academic community</i>							X							

	Action	Completion Date	Responsible organisation(s)				Strategic objective								
			UHB	LA	Third sector	Other	SO1	SO2	SO3	SO4	SO5	SO6	SO7	SO8	SO9
25	<i>Develop and publish guidance on avoiding, identifying and responding to crisis for carers and family members</i>								X	X				X	
26	<i>Ensure that “What to do in a crisis” is clearly identified in every dementia care plan</i>									X				X	
27	<i>Ensure the dementia commissioning plan improves the pathways and experience of end of life for those with dementia and their carers</i>									X	X		X		X
28	<i>Ensure that dementia performance information includes appropriate measures regarding end of life</i>									X					X

	Action	Completion Date	Responsible organisation(s)				Strategic objective								
			UHB	LA	Third sector	Other	SO1	SO2	SO3	SO4	SO5	SO6	SO7	SO8	SO9
29	Complete an audit of respite opportunities, and address identified gaps or unmet needs through service commissioning								X				X	X	X
30	Prioritise support for carers, ensuring that the carer feedback is used to support co-production												X	X	X
31	Consolidate carer support services including single point(s) of contact, access to training and support, promoting carer wellbeing, and guidance on carer roles within a dementia care plan												X	X	X
32	Incorporate health promotion, prevention, education, and public awareness into the dementia commissioning plan						X	X	X		X				

	Action	Completion Date	Responsible organisation(s)				Strategic objective								
			UHB	LA	Third sector	Other	SO1	SO2	SO3	SO4	SO5	SO6	SO7	SO8	SO9
33	<i>Amend the narrative supporting interventions such as smoking cessation, exercise referral etc. to include dementia</i>						X	X							
34	<i>Continue to use and improve DEWIS CYMRU website as a source of information</i>						X		X	X					X
35	<i>Develop and publish guidance and standards on dementia friendly environments</i>						X			X	X				X
36	<i>Design and implement a series of community projects aimed at improving the quality of life of those with dementia, their carers and families</i>								X	X	X		X	X	

	Action	Completion Date	Responsible organisation(s)				Strategic objective									
			UHB	LA	Third sector	Other	SO1	SO2	SO3	SO4	SO5	SO6	SO7	SO8	SO9	
37	<i>Influence and develop the strategies and plans of other public services to improve outcomes for those with dementia</i>						X	X	X	X						X

DRAFT

Mae'r dudalen hon yn wag yn fwiadol