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## AGENDA

<b>Pwyllgor</b>	PWYLLGOR CRAFFU GWASANAETHAU OEDOLION A CHYMUNEDOL
<b>Dyddiad ac amser y cyfarfod</b>	DYDD MERCHER, 14 MAWRTH 2018, 4.30 PM
<b>Lleoliad</b>	YSTAFELL BWYLLGORA 4 - NEUADD Y SIR
<b>Aelodaeth</b>	Cynghorydd McGarry (Cadeirydd) Y Cynghorwyr Ahmed, Asghar Ali, Carter, Goddard, Jenkins, Kelloway a/ac Lent

Tua  
Amser.

### 1 Ymddiheuriadau am Absenoldeb

Derbyn ymddiheuriadau am absenoldeb.

### 2 Datgan Buddiannau

To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.

### 3 Cofnodion (*Tudalennau 1 - 8*)

Cadarnhau bod cofnodion y cyfarfod a gynhaliwyd ar 12 Chwefror 2018 yn gywir

### 4 Cynllun Ardal Caerdydd a'r Fro ar gyfer Gofal a Chymorth 2018-23 4.35 pm (*Tudalennau 9 - 132*)

- (i) Caiff y Cynghorydd Susan Elsmore (Aelod y Cabinet dros Ofal Cymdeithasol, Iechyd a Lles) ei gwahodd i wneud datganiad byr.
  
- (ii) Bydd Sarah McGill, Cyfarwyddwr Corfforaethol dros Bobl a Chymunedau; Tony Young, Cyfarwyddwr Gwasanaethau Cymdeithasol; a Rachel Jones, Cyfarwyddwr Cynorthwyol Integreiddio Iechyd a Gofal Cymdeithasol, yn bresennol i roi cyflwyniad ac ateb cwestiynau gan aelodau.

**5 Cynllun Busnes Cyfrif Refeniw Tai 2018/19 (Tudalennau 133 - 226) 5.15 pm**

(i) Bydd y Cynghorydd Lynda Thorne, Aelod y Cabinet dros Dai a Chymunedau, yn cael ei gwahodd i wneud datganiad.

(ii) Bydd Sarah McGill, Cyfarwyddwr Cymunedau, Tai a Gwasanaethau Cwsmeriaid; Jane Thomas, Cyfarwyddwr Cynorthwyol Cymunedau a Thai; a Colin Blackmore, Rheolwr y Llyfrgell Ganolog, yn bresennol i roi cyflwyniad ac ateb cwestiynau gan aelodau.

**6 Y Ffordd Ymlaen**

**7 Dyddiad y Cyfarfod Nesaf**

Dydd Mercher 18 Ebrill am 4.30 pm yn Ystafell Bwyllgor 3, Neuadd y Sir, Caerdydd.

**Davina Fiore**

**Cyfarwyddwr Llywodraethu a Gwasanaethau Cyfreithiol**

Dyddiad: Dydd Iau, 8 Mawrth 2018

Cyswllt: Andrea Redmond, 029 2087 2434, [a.redmond@cardiff.gov.uk](mailto:a.redmond@cardiff.gov.uk)

***This document is available in English / Mae'r ddogfen hon ar gael yn Saesneg***

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

12 FEBRUARY 2018

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

45 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Shaun Jenkins.

46 : DECLARATIONS OF INTEREST

No declarations of interest were received.

47 : MINUTES

The minutes of the meeting held on 17 January 2018 were agreed as a correct record and signed by the Chairperson.

48 : DRAFT BUDGET PROPOSALS 2018/19 & CORPORATE PLAN 2018 - 2020

**Corporate Overview**

The Chairperson welcomed Councillor Chris Weaver (Cabinet Member for Finance, Modernisation and Performance), Ian Allwood (Head of Finance) and Allan Evans (Operational Manager – Accountancy) to the meeting.

The Chairperson invited Councillor Weaver to make a statement in which he said that this had been a very difficult budget to set, there were real terms cuts while the net effect on social services is on the increase so there had been realignments to recognize the increase in demands and pressures faced. There was a focus on core services and building on improvements made over the past few years. Councillor Weaver added that Schools and Social Services were two areas seeing an increase in their budgets. He also added that he hoped that Members would welcome the joint equipment warehouse based at the Smarthouse.

Ian Allwood provided Members with a presentation and highlighted key information on the Final Settlement Overview, Consultation, Draft Revenue Budget, Medium Term Outlook and the Draft Capital Programme.

The Chairperson invited questions and comments from Members;

- Members noted the savings that were marked as Red/Amber and asked how realistic it was to achieve these savings and what process was undertaken to check robustness of savings proposals. Officers explained that proposals were signed off by Directors, it was their responsibility to ensure that due diligence had been undertaken to ensure they were robust and achievable. Officers added that there had been process improvements over the past few years to improve the due diligence and there was now constant communication between service areas and finance officers.

It was noted that for some proposals the risks and obstacles are known and as much as possible shown how these are mitigated. Cardiff wants to improve and change services at the same time as making savings, changes to ways of working will always carry a risk. Officers assured Members that Directors are committed to achieving the savings.

- Members noted that interest rates are starting to increase and asked how affordable the budget is and if interest rates are built in to the financial modelling. Officers stated that they can't predict the financial outlook going forward but there has been stress testing undertaken on the budget. Officers also added that increase in interest rates can have a positive and negative impact for the Council. When looking at the Capital Programme and fixed treasury ideas there was an element of certainty for borrowing now, there would be challenges in the next few years if extra capital investment was needed that didn't come with extra funding.
- Members noted the various large projects in the Capital Programme and asked what implications these have on Revenue Budgets. Officers explained that there was an element of trade off, 42% of additional borrowing to fund the Capital Programme will impact the Revenue Budget but there was a need to improve the Council's assets; if these assets are not improved then they will need more spent on them and the maintenance backlog would increase. The new large projects associated additional borrowing can be managed within the budget at the moment; it is an element of priority which is becoming harder in more challenging times.
- Members asked for clarification on the £8.4 million extra to Social Services; the Cabinet Member explained that there were net increases to Social Services as there were accepted demand pressures and demographic pressures to the service.
- Members asked what percentage of the Revenue Budget is interest payments and were advised that it was around 7% of the net budget.

### **Social Services (Adult Services) Directorate**

The Chairperson welcomed Councillor Susan Elsmore (Cabinet Member – Social Care, Health & Well-Being), Tony Young (Director – Social Services), Amanda Phillips (Assistant Director - Adult Services) and Leon Goddard (Project Officer) to the meeting.

The Chairperson invited Councillor Elsmore to make a statement in which she wished to remind Members of the backdrop of Adult Services, explaining the population and demand trends going forward including there being a near doubling of local authority spend on older people by 2035; an 88% increase in over 85's and 1 in 3 over 65's developing dementia. The Cabinet Member also wished to note that unpaid carers in the City would rise to 57000, all of which putting huge pressure on the services.

Tony Young provided Members with a presentation on the Social Services Budget highlighting key information including an Overview, Additional Allocations, Accepted Specific Pressures, Savings Proposals for total Directorate, Adult and Children's Services, Approach to Budget Challenges and Financial Outlook.

The Chairperson invited questions and comments from Members;

- In relation to reablement, Members noted the financial benefits of the use of technology in social services but were concerned about the message this would send to people, particularly isolated, vulnerable people who may be concerned about less human interaction. Officers explained that the use of technology would be complementary to the service and not a replacement; it would be an aid to remind people to take medication in conjunction with their care plan, it would help people who chose to remain at home; officers were mindful of isolation at all times. In relation to savings, it was noted that 70% of people leave the Community Reablement Team with no service as they are independent, if this was translated to the whole community there would be a decreased reliance on care. The use of technology would support reablement and would not compromise duty and responsibility in terms of safeguarding.

Members asked if other authorities have used new technology in this way and whether it had been successful. Officers advised that yes, lots of authorities were trying different things in terms of new ways of working, Cardiff would look at all of these and see what would work best for Cardiff.

- Members asked how the success on the individual is evaluated and how the wellbeing benefits are measured compared to previous method used. Officers advised that they already report on this through the outputs on the Community Reablement Team (CRT). The Director stated that Providers were now keen to get into reablement and this can be incentivised through the contractual process, decoupling CRT from the hospital discharge process.

The Cabinet Member added that currently it was about re-engineering how we do things in Health and Social Care, there has been a marked improved in relations with Health in recent years; currently there was the lowest DTOC figures in 12 years, the service is in a positive place ensuring that individuals are getting what is right for them.

- Members asked why the DTOC figures were currently so low and were advised that this was due to a number of factors including the CRT and the very positive and buoyant domiciliary care market at present.
- Members noted that in the Corporate Plan there was 1 target for Adult Services, lots of the targets are listed as 'no target set' and asked for clarification on this. Officers advised that many are new measures introduced since the Social Services (Wellbeing) Act. Welsh Government had not published data as it was the first year of data and not deemed reliable. Data would be ready to use in around 2 years' time; local measures are still carried on and can be scrutinised as usual.
- Members referred to increases in user charges being the highest on the Welsh Government recommendation scale and the effect this may have on the service user. Officers advised that the increase was being introduced incrementally and were in line with the threshold increase for savings. Members were concerned for families that find themselves in a difficult financial position, but were informed that Welsh Government had enabled the Council to take the position and it cannot afford to not take it, otherwise

something else would have to give; this would enable the Council to provide a service to as many people as possible across the piece.

### **Communities, Housing and Customer Services Directorate**

Councillor Susan Elsmore (Cabinet Member – Social Care, Health & Well-Being) and Councillor Lynda Thorne (Cabinet Member – Housing & Communities), Sarah McGill (Director of Communities, Housing and Customer Services), Jane Thomas (Assistant Director – Housing and Communities) and Nick Blake (Business Support Manager) to the meeting.

The Chairperson invited Councillor Elsmore to make a statement in which she reiterated the demographic changes that were expected in the next few years with regards to older people, stating that Independent Living Services would be growing to accommodate this and it was important that they are delivering excellent services. The great work across the partnership with the Vale of Glamorgan and Health colleagues was also reiterated. The Cabinet Member encouraged Members to visit the Smarthouse and Joint Equipment service warehouse, which now enabled service users to have equipment the same day or next day. The Cabinet Member was pleased to say that the Meals on Wheels Service was growing and there was a hope that this would become self-funding in the future; inter-generational projects were also growing.

The Chairperson invited Councillor Thorne to make a statement in which she said that she was proud that the Corporate Plan and this year's budget focuses on the further development of those services that help those most vulnerable in Cardiff.

A key theme for Capital Ambition is how to make sure everyone is benefiting from the growth of Cardiff and to support people out of poverty.

The Community hub programme, which this year will include the completion of the new hub in St Mellons, provides locally available services delivering practical help and support to those who need it. The integration of employment support services will start in April and Councillor Thorne was pleased that we are increasing the availability of advice and support to mitigate the impact of Universal Credit.

Lots of work has been done to tackle the causes of rough sleeping. The join up of interventions to successfully address an issue that is fundamentally not about the availability of accommodation is a big challenge. However Councillor Thorne was pleased with the developing partnership approach and encouraged Members to support the Give Differently campaign that is due to launch shortly.

To help the wider housing problem in Cardiff, Councillor Thorne was pleased to be able to tell Members that she has been able to extend the target for new council homes and intends to deliver 2,000 new properties of which at least 1,000 will be completed over the next 4 years. This level of increase in council homes is unprecedented and not matched by any other local authority.

Councillor Thorne added that the capital programme reflects the same priority to support the most vulnerable in the city. Funding has been made available for some really essential projects ranging from the Domestic Abuse multi-agency centre and the Butetown Pavilion Youth Hub to the Neighbourhood Renewal Scheme re-introduction.

Sarah McGill provided Members with a presentation highlighting key issues on Corporate Plan Actions, Corporate Plan Performance Measures, Savings Proposals for Social Care, Health and Wellbeing, Housing and Communities, Capital Programme, Rent Increase, Financial Pressures Bids and Financial Resilience.

The Chairperson invited questions and comments from Members:

- With reference to the rent increases, Members asked what the money from this is usually used for. Officers advised that money from rent increases is put into a full range of services required through the HRA business plan; a few years ago it was used towards obtaining and then sustaining the WQHS, and more recently for Hubs and new builds. Full details would be in the HRA business plan which is due to come to committee in March.
- Members asked about the location of the proposed new council housing developments and were advised that there were a location of sites, around 40 across the City, which were reasonably well known. Officers were currently looking at the viability of the sites but they would be across the City and in mixed communities.
- Members asked what percentage of the HRA was spent on interest payment and how rigorous were the assessments that have been undertaken. Officers advised that of all investment opportunities available, pension funds always look at housing as it's considered a safe investment. Officers added that there were £3m less in interest payments; and that every decision taken with regards to investment was subject to a rigorous viability assessment. They added that Council works on a 40 year return in most cases.
- Members asked if there was any funding from Welsh Government for new housing and were advised that there was an Innovative Housing Grant; there was also a major repair allowance of £10million for maintenance of current stock; the income from rents going forward would enable the new builds; It was a hard decision to increase rents, the increase would enable 450 new builds, then the further rents would enable 450 more; there was a desperate need for new homes in the City.
- Members noted that there would be 1 and 2 bedroom new builds and considered there was a demand for 3 and 4 bedroom homes too; asking if enough of these were going to be provided. Officers explained that they will build larger houses where they can, they also buy back larger homes from the market and encourage older people to downsize with assistance provided with their move.
- Members asked what support was being offered to people with the rent increase and the introduction of Universal Credit to Cardiff. Officers explained that with the introduction of Universal Credit, the rent would be covered as it is now, the issue is with how benefits are paid as it is all done online. There have been an additional 96 PC's installed across the City, advice services would be available across the City; there would be a hardship fund available and help with people for transition into work. With regards to the arrears procedure, intervention would be earlier in the process.

- Members sought assurance that help and information with regard to Universal Credit would be available in different languages. Officers advised that there were a huge range of languages spoken in the Hubs, spoken support was provided in around 20 languages. If a community has specific language needs then information and advice would be translated in that area.
- Members referred to the £13million of additional weekly benefit identified for clients of the City Centre Advice Team and then to the Deletion of two vacant Benefit Officer posts to save £60k; and asked how the two correlated. Officers explained that the deletion of posts was in the Housing Benefit administration section as these would no longer be needed with the introduction of Universal Credit.
- Members referred to the Give DIFFerently campaign and asked if shops would be advertising the campaign with posters in windows providing advice to people wishing to give. The Cabinet Member explained that there would shortly be phase 2 of the Give DIFFerently launch, this would enable people to be able to swipe their bank cards at various places in the City Centre to give to the fund. Certain shops are displaying posters already and this would be further encouraged. It was noted that the initial launch had been a soft launch to get a feel for how people would respond to the campaign, and it had been well received. Members considered it would be useful to have a case study detailing how the fund had helped people.
- With regard to the practicality of the monies donated, Members asked where this was held. It was explained that it was held by a fund and not the Council, the money then goes to help people directly.
- Members considered it refreshing to see a Corporate Plan that has clear links to the Wellbeing Policy.
- Members referred to the Citizens Advice Bureau and the incremental decrease in its funding and asked if they had been able to replace this funding and maintain its services. Officers advised that they had.
- Members sought more information on the Youth Provision, noting the Butetown Pavilion and asked where the other provision would be located. Officers explained that it would be in the City Centre, incorporating the Grassroots building in Charles Street, the joint service with Children's Services and Llamau which is also located in Charles Street, bringing them together and adding housing, children's services, health and Into Work Services to provide a complete City Centre service.
- Members noted that Council tenants' rent used to be taken directly from their benefits and asked if this would still happen. Officers stated that Housing Benefit goes straight to the Housing account currently and any arrears have to be applied for. Universal Credit will change this and the Benefit will go directly to the individual who then pay the rent, again any arrears will then have to be applied for.
- Members were pleased to see no reduction in the Alcohol and Drug Misuse budgets.



- Members noted that in previous years, they had seen lists of organisations who were having a reduction in their grants; Members asked for the position this year and officers explained that there were no grant reductions this year.
- The Cabinet Member noted this was likely to be the Director of Social Services last Scrutiny Committee meeting and wished to thank him for his hard work, leadership and all that he had achieved. Thanks were also expressed to Finance and other officers for all their hard work on the preparation of this budget.

### **Performance and Partnerships Directorate**

The Chairperson welcomed Councillor Lynda Thorne (Cabinet Member – Housing & Communities), Joe Reay, (Head of Performance) and Stephanie Kendrick – Doyle (Community Safety Manager) to the meeting.

The Chairperson invited Councillor Thorne to make a statement in which she outlined the following;

*Review and Reform the Community Safety Partnership governance and delivery arrangements to focus on shared priorities, by October 2018.*

The Public Services Board is reviewing its governance arrangements, including the function of programme boards tasked with the operational management of strategic areas of work. The day to day management of community safety is co-ordinated by the Safer & Cohesive Communities Programme Board. Membership and delivery arrangements are currently being reviewed for this board and draft terms of reference are being discussed.

It is anticipated that the membership of the new multi-agency programme board will be streamlined and of sufficient seniority to ensure resources across the partnership can be co-ordinated to address priorities that have already been identified. It is equally important that the board is able to mobilise resources quickly to respond to new and emerging issues such as recent concerns about increased levels of rough sleeping, rising levels of anti-social behaviour associated with drug and alcohol abuse and aggressive begging in the city centre.

A workshop is planned in the Spring to launch the new board which will look at refreshing priorities, reviewing the role and functions of associated groups and the development of a robust data set to ensure we have an evidence based approach to the delivery of community safety services.

*Tackle substance misuse in the city by undertaking a review of the risk factors, with a focus on supporting young people.*

As a result of concerns about drug dealing in Grangetown and Butetown, a Joint CYP & CASSC Scrutiny Inquiry has been launched. The inquiry will make recommendations for a city wide approach to prevent young people becoming involved in drug dealing. Over the last three months the committee has been meeting with a wide range of practitioners from statutory and third sector organisations to hear evidence. The Inquiry also plan to consult with young people about what they feel are the pull and push factors that lead young people in to dealing. A similar exercise will take place with adults, to ensure that we understand the impact drug dealing has on localities and the support needed for communities to

work with us to tackle the issue. The Committee is expected to present their findings in April 2018.

*Deliver the Night Time Economy Strategy – working with Public Services Board partners (link with Economy & Culture Scrutiny Committee)*

Delivering a Safe & Welcoming Night Time Economy: Our Plan 2017 – 2022 was approved by Cabinet and the Public Services Board in December 2017. The plan sets out how the Council, with its partners, will work together to ensure the city's night-time economy is safe and welcoming.

The strategy has been developed in consultation with a range of partners from all sectors, including For Cardiff (the city's Business Improvement District) and the Licensees' Forum. The plan will work alongside a number of other key initiatives such as the Music strategy for the city.

The strategy has three actions plans that are being co-ordinated and monitored by the Night Time Economy Steering group. The new Programme Board for Community Safety will ensure that those responsible for actions are making good progress and any barriers to delivery are addressed.

The Chairperson invited questions and comments from Members;

- Members asked if there was funding available for the continuation of the Taxi Marshall Service. Members were advised that this was part of the strategy, the funding for the service had changed, there was no longer the same level of funding but the Council wanted to preserve the service and were working with For Cardiff to work through employment arrangements and to jointly fund what was considered to be a vital service and would be a part of the Night Time Economy going forward.

Members were pleased to hear the service would remain and sought assurances that while arrangements were being worked through there would be no gap in service. Officers assured Members that the details of the plans were with Economic Development and there was a robust plan in place to ensure no gap in service, there would be a seamless transition.

- Members noted that the scope of the Task and Finish Inquiry was not as wide as tackling drug use in the City. The Cabinet Member agreed that unfortunately it wasn't, the scope was to prevent young people being brought into drug dealing.

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.

49 : DATE OF NEXT MEETING

The next meeting of the Community and Adult Services Scrutiny Committee is scheduled for Wednesday 14 March 2018 at 4.30pm.

***This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg***

**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**14 MARCH 2018**

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**CARDIFF & VALE OF GLAMORGAN AREA PLAN FOR CARE AND  
SUPPORT NEEDS 2018-2023 – PRE-DECISION SCRUTINY**

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**Purpose of Report**

1. This report provides the Committee with background information to enable Members to carry out pre-decision scrutiny of the draft Cardiff & Vale of Glamorgan Area Plan for Care and Support Needs 2018-2023 prior to its consideration by the Cabinet at its meeting on the 15<sup>th</sup> March 2018.
2. A copy of the draft Cabinet Report is attached at **Appendix A**, which in turn contains:
  - Appendix 1 – Area Plan
  - Appendix 2 – Area Action Plan

**Background**

3. The Well-being of Future Generations (Wales) Act 2015 inserted section 14A into the Social Services and Well-being (Wales) Act 2014 which requires local authorities and local health boards to prepare and publish a plan (the Area Plan) setting out the range and level of services they propose to provide, or arrange to be provided, in response to the Population Needs Assessment (PNA).
4. The Area Plan and supporting Action Plan provides the response of the Cardiff and Vale of Glamorgan Regional Partnership Board (CVGRP) to the findings of the regional Population Needs Assessment (PNA), published on 31st March

2017. The Plan has been prepared on the basis of a 5 year period in line with the requirements for the preparation of a PNA.

5. The attached Cabinet Report at **Appendix A** gives an overview of:
  - The Development of the Plan
  - Cardiff & Vale of Glamorgan Regional Partnership Priorities
  - Consultation and Engagement
  - Next Steps
6. The report recommends the Cabinet approve the Cardiff & Vale Area Plan (**Appendix 1**) and Area Action Plan (**Appendix 2**).

### **Issues**

7. The **Area Plan** attached as **Appendix 1** sets out an overview of how the Plan has been developed, following the Population Needs Assessment which took place between February 2016 and January 2017 (*pages 3-5*). In addition, *pages 6 and 7* of the Plan set out how it contributes towards local and national objectives and outcomes; and how the Plan will be monitored and reviewed.
8. The Plan sets out 13 key regional priorities set out under the following headings:
  - Older People, including People with Dementia
  - Children and Young People, including Children with Complex Needs
  - Learning Disability and Autism
  - Integrated Family Support Services
  - Adult and Young Carers
  - Health and Physical Disabilities
  - Adult Mental Health and Cognitive Impairment
  - Sensory Loss and Impairment
  - Violence Against Women, Domestic Abuse and Sexual Violence
  - Asylum Seekers and Refugees
  - Offenders

- Veterans
- Substance Misuse

9. Each of the above priorities are then detailed further under the following sub headings:

- What did the Population Needs Assessment Tell us?
- What were the Key Care and Support Needs Identified?
- What are our Key Priorities in response? *(Each of these have been given a unique reference number)*
- Which Well-being Objectives do these Priorities Contribute Towards?
- Which National Outcomes do these Priorities Contribute Towards?

10. The **Area Action Plan** (**Appendix 2**) sets out how partners will achieve the priorities identified under the headings set out in Paragraph 8 above. Each individual priority identified in the Area Plan was assigned a unique number, and how each of these will be achieved is set out in detail, under the following:

- How will we deliver?
- Partner Agencies
- Reporting Mechanism
- Key Actions and Time Frame <sup>1</sup>
- Resources

The Area Action Plan also contains further Appendices, as follows:

- Overview of Population Needs – by Population Group
- List of Cardiff & Vale of Glamorgan Well-being Objectives
- Social Services National Outcomes Framework
- Glossary

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<sup>1</sup> Time Frame – Short-term 1 year; Medium Term 2-3 years; Long term 4+ years

11. To aid Members' reference between the two Appendices, the following shows the page numbers, **as set out in the original Appendices** as follows:

<b>Key Regional Priority</b>	<b>Page(s) in Appendix 1 (Area Plan)</b>	<b>Page(s) in Appendix 2 (Action Plan)</b>
Older People, including People with Dementia	12-14	5-12
Children and Young People, including Children with Complex Needs	15-17	13-20
Learning Disability and Autism	18-20	21-27
Integrated Family Support Services	21-23	28-29
Adult and Young Carers	24-26	30-36
Health and Physical Disabilities	27-29	37-38
Adult Mental Health and Cognitive Impairment	30-32	39-40
Sensory Loss and Impairment	33-35	41-42
Violence Against Women, Domestic Abuse and Sexual Violence	36-38	43-44
Asylum Seekers and Refugees	39-41	45-46
Offenders	42-44	47
Veterans	45-47	48
Substance Misuse	48-50	49-50

## **Way Forward**

12. At this meeting, the following witnesses will be in attendance:

- (i) Councillor Susan Elsmore, Cabinet Member – Social Care, Health & Well-Being
- (ii) Sarah McGill, Corporate Director for People and Communities
- (iii) Tony Young, Director of Social Services
- (iv) Rachel Jones, Assistant Director - Integrating Health & Social Care.

13. Pre-decision scrutiny aims to inform the Cabinet's decisions by making evidence based recommendations. Scrutiny Members are advised to:

- i) look at the information provided in the report to Cabinet to see if this is sufficient to enable the Cabinet to make an informed decision;
- ii) check the financial implications section of the Cabinet report to be aware of the advice given;
- iii) check the legal implications section of the Cabinet report to be aware of the advice given;
- iv) check the recommendations to Cabinet to see if these are appropriate.

14. Members will then be able to decide what comments, observations or recommendations they wish to pass on to the Cabinet for their consideration prior to making their decisions on the 15 March 2018.

### **Legal Implications**

15. 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**

16. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct 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**

It is recommended that the Committee:

- i. Consider the proposed draft report attached and decide whether it wishes to relay any comments or observations to the Cabinet at its meeting on the 15 March 2018; and
- ii. Decide the way forward with regard to any further scrutiny of this issue.

**DAVINA FIORE**

**Director of Governance and Legal Services**

**8 March 2018**



**CARDIFF COUNCIL  
CYNGOR CAERDYDD**

**CABINET MEETING: 15 MARCH 2018**

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**CARDIFF AND VALE OF GLAMORGAN AREA PLAN FOR CARE  
AND SUPPORT NEEDS 2018-2023**

**SOCIAL CARE, HEALTH & WELL-BEING (COUNCILLOR SUSAN  
ELSMORE)**

**CHILDREN AND FAMILIES (COUNCILLOR GRAHAM HINCHEY)**

**AGENDA ITEM: 16**

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**REPORT OF DIRECTOR OF SOCIAL SERVICES**

**Reason for this Report**

1. To seek Cabinet approval of the Cardiff and Vale of Glamorgan Area Plan and Area Action Plan for Care and Support Needs 2018-2023.

**Background**

2. The Well-being of Future Generations (Wales) Act 2015 inserted section 14A into the Social Services and Well-being (Wales) Act 2014 which requires local authorities and local health boards to prepare and publish a plan (the Area Plan) setting out the range and level of services they propose to provide, or arrange to be provided, in response to the Population Needs Assessment (PNA).
3. The Area Plan and supporting Action Plan provides the response of the Cardiff and Vale of Glamorgan Regional Partnership Board (CVGRP) to the findings of the regional Population Needs Assessment (PNA), published on 31st March 2017.
4. The Plan has been prepared on the basis of a 5 year period in line with the requirements for the preparation of a PNA.

**Issues**

***Development of the Plan***

5. In response to the findings of the Population Needs Assessment, a review was undertaken by the CVGRP in relation to all suggested areas for action. This was done against existing or planned activity in current partnerships or

organisational delivery mechanisms across the region to identify where this work is already being progressed. The mapping work also reviewed where accountability lies (e.g. Public Service Board, Community Safety Partnership, Youth Progression Board, Safeguarding Board etc) as it is recognised that not everything identified within the PNA falls under the auspices of the CVGRPB.

6. The mapping also identified the existing Strategies and Plans in place to respond to these priorities; resources and pooled/aligned budgets; and current performance management/reporting arrangements.
7. Two documents have been produced as a result of this review. The first is the **Area Plan (Appendix 1)** which sets out the key needs identified within the PNA, along with the priority areas for action in response to the findings. In addition an **Area Action Plan (Appendix 2)** has also been developed, which provides the detail of how these priorities will be delivered. Both documents also set out the contributions to Cardiff and Vale of Glamorgan's Well-being Objectives and the National Social Services Outcomes Framework.

### ***Cardiff and Vale of Glamorgan Regional Partnership Board Priorities***

8. The main focus of the Area Plan and Area Action Plan is the CVGRPB's responsibilities for the integration of services in relation to:
  - Older people with long term conditions, including people with dementia;
  - Children with complex needs;
  - Learning disability and autism;
  - Integrated Family Support Services;
  - Adult and young carers.
9. The identified priorities for the CVGRPB will be incorporated into the RPB's future work programme from 2018/19 and progress will be reported as part of the CVGRPB's Annual Report. Priorities and actions will also be reviewed on an annual basis as part of this process and updated/amended as required.
10. Where there are other care and support themes identified, which are led by other Partnerships and planning arrangements across the region, both Plans signpost to existing reporting mechanisms to enable progress to be monitored.
11. The development of the Plans has been undertaken alongside the production of the Well-being Plans in both Cardiff and Vale of Glamorgan to ensure alignment. Similarly, the development of Cardiff and Vale University Health Board's Integrated Medium Term Plan has included appropriate consideration of the key findings and proposed actions in the Action Plan. The CVGRPB also recognises the need to work closely with the two Public Service Boards in the region to ensure that there is alignment of objectives and actions, along with clear accountability arrangements for taking lead responsibility on issues.

### ***Consultation and Engagement***

12. The production of the PNA involved a number of engagement mechanisms including public surveys tailored to the audience; focus group interviews with

local residents; and a survey of local professionals and organisations providing care or support, including the third sector.

13. Building on this engagement, a stakeholder workshop was held on 5<sup>th</sup> October 2017 where people involved in the production of the PNA were invited to provide input to the draft Area Plan and Area Action Plan prior to consultation.
14. Whilst there is no requirement to undertake formal consultation on the Area Plan, an on-line public survey was developed to give people an opportunity to provide comments between Monday 23<sup>rd</sup> October and Sunday 3<sup>rd</sup> December 2017. Work has also taken place with Public Service Board colleagues to participate in the engagement on the Well-being Plans and to enable discussion to occur on care and support needs.
15. Over 115 responses were received in a range of formats as part of the consultation, including survey responses, completed 'postcards' at events and comments captured from facilitated focus groups. The key themes emerging from the consultation included:
  - Positive feedback regarding the draft content, such as both reports being people focused and targeting the main (vulnerable) population groups across the region.
  - Requests for greater reference to the issue of homelessness and how the Plans propose to address this issue – this has been shared with the leads in both local authorities to be considered in relation to greater partnership working and as part of the ongoing delivery of the Housing Strategies and Supporting People Plans.
  - Requests for some additional relevant strategies/areas of work not previously included in the draft Area Action Plan to be added, such as 'Ageing Well in Wales' and the remodelling of learning disability services - these have been included.
  - Requests for some additional specific actions to be added, including a focus on falls prevention in relation to older people – these have been included.
16. All feedback received as part of the development of the Plans and subsequent consultation has been considered and reflected in the final documents as appropriate.

### **Next Steps**

17. The final drafts of the Area Plan and Area Action Plan were approved by the CVGRP on 1<sup>st</sup> February 2018 for consideration by the Cabinets of Cardiff Council and Vale of Glamorgan Council, and the Board of Cardiff and Vale University Health Board in March 2018.
18. Following approval of the Area Plan and Area Action Plan by statutory partners the documents must be published by 1<sup>st</sup> April 2018 and submitted to Welsh Ministers at the time of publication, in line with the Statutory Guidance. The Plans will also be published on the Cardiff and Vale of Glamorgan Integrated Health and Social Care Partnership's website at [www.cvihsc.co.uk](http://www.cvihsc.co.uk).

## **Reason for Recommendations**

19. To enable the Cabinet to approve the Cardiff and Vale of Glamorgan Area Plan and Area Action Plan for Care and Support Needs 2018-2023.

## **Financial Implications**

20. There are no direct financial implications arising from this report.

## **Legal Implications**

21. The Well-being of Future Generations (Wales) Act 2015 inserted section 14A into the Social Services and Well-being (Wales) Act 2014 which requires local authorities and local health boards to prepare and publish a plan (the Area Plan) setting out the range and level of services they propose to provide, or arrange to be provided, in response to the Population Needs Assessment (PNA).
22. An Equality and Health Impact Assessment has been completed for the Area Plan and Area Action Plan and is available on the Partnership's website at [www.cvihsc.co.uk](http://www.cvihsc.co.uk).

## **RECOMMENDATIONS**

Cabinet is recommended to:

1. approve the Cardiff and Vale of Glamorgan Area Plan (as set out in Appendix 1)
2. approve the Area Action Plan (as set out in Appendix 2) for Care and Support Needs 2018-2023.

**TONY YOUNG**  
**DIRECTOR OF SOCIAL SERVICES**  
**23 February 2018**

Appendix 1 – Cardiff and Vale of Glamorgan Area Plan for Care and Support Needs 2018-2023

Appendix 2 – Cardiff and Vale of Glamorgan Area Action Plan for Care and Support Needs 2018-2023

*The following background papers have been taken into account*

Social Services and Well-being (Wales) Act 2014 - Statutory guidance in relation to area plans under section 14A

Cardiff and Vale of Glamorgan Population Needs Assessment 2017



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# What is the Purpose of the Area Plan?

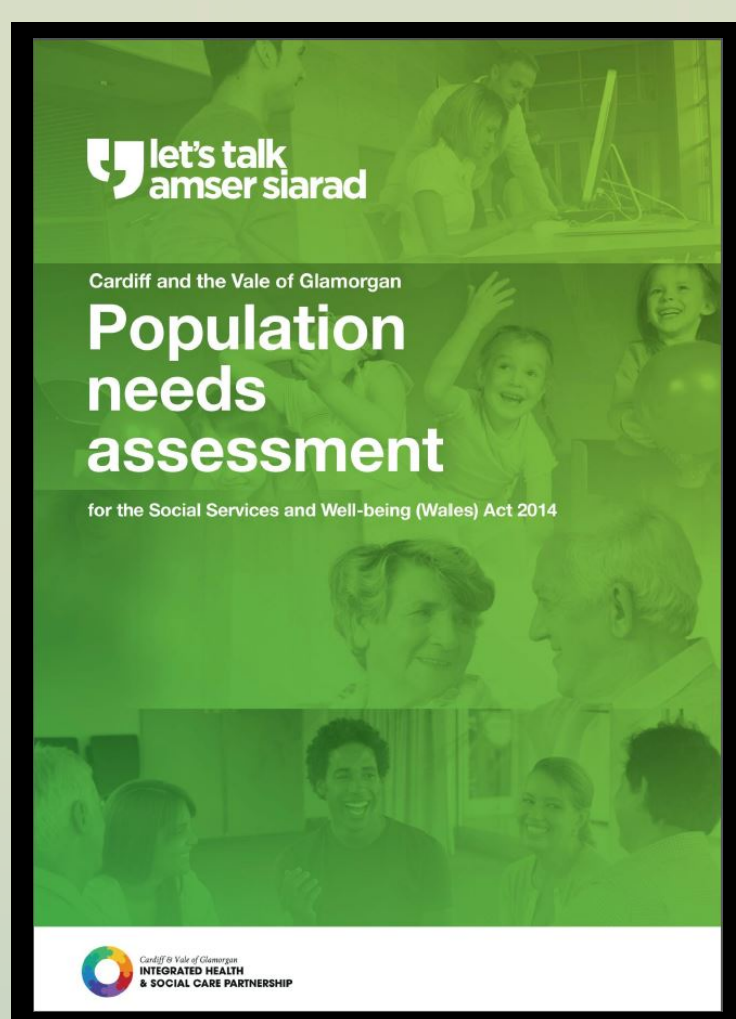
This Area Plan provides the response of the Cardiff and Vale of Glamorgan Regional Partnership Board to the findings of the regional [Population Needs Assessment](#) published on 31st March 2017.

It has been prepared to meet the requirements of the [Statutory Guidance](#) in relation to Area Plans under section 14A of the Social Services and Well-being (Wales) Act 2014. The Act requires a description of the range and level of services proposed to be provided or arranged in response to care and support needs, including the support needs of carers, identified in the population assessment reports.

This Plan has been prepared on the basis of a 5 year period in line with the requirements for the preparation of a Population Needs Assessment.



# What is the Population Needs Assessment?



The Social Services and Well-being (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.

Partners from the public and voluntary sectors in Cardiff and the Vale of Glamorgan joined forces under the banner 'Let's Talk' to identify the key care and support needs, prevention issues and assets (such as people, buildings, organisations or services which contribute to enhancing or maintaining well-being) in the region.

An assessment was undertaken between February 2016 and January 2017. Over this time, information was brought together from a number of sources: public surveys tailored to the audience; focus group interviews with local residents; a survey of local professionals and organisations providing care or support, including the third sector; service and population data; key documents; and previous work.

Detailed findings on the assessment of the care and support needs across a number of population groups as set out by Welsh Government are presented in the report, which include:



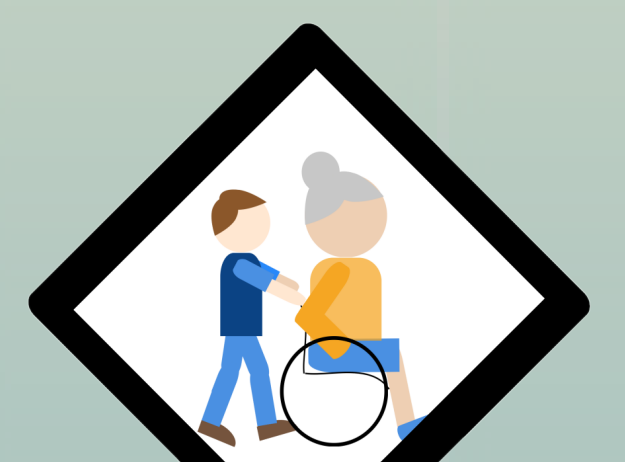
Older People, including People with Dementia



Children & Young People



Learning Disability & Autism



Adult & Young Carers



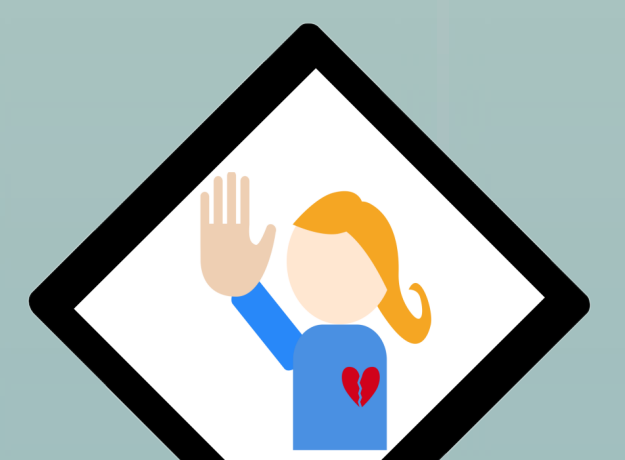
Health & Physical Disabilities



Sensory Loss & Impairment



Adult Mental Health & Cognitive Impairment



Violence Against Women, Domestic Abuse & Sexual Violence

In our region, we also identified the following groups/themes as priorities to review:



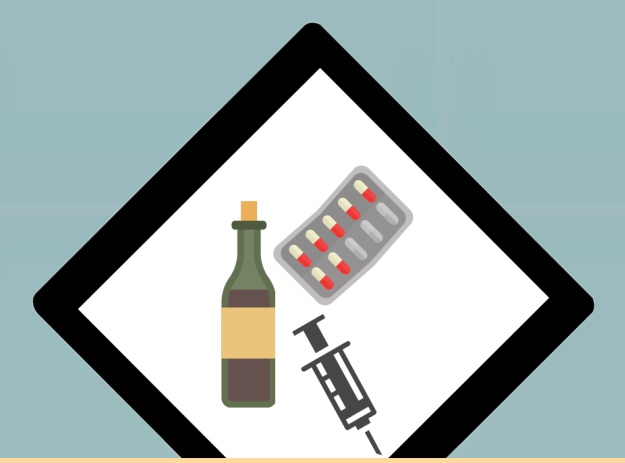
Asylum Seekers & Refugees



Veterans



Offenders



Substance Misuse

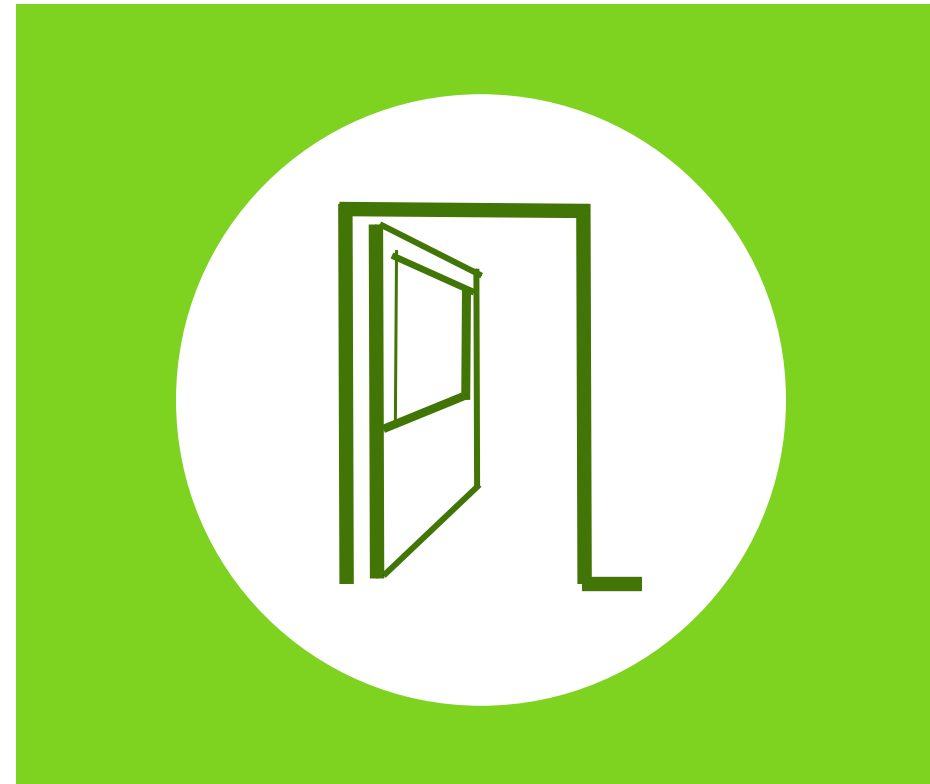
The Population Needs Assessment highlighted a number of cross-cutting key care and support needs for the Cardiff and Vale of Glamorgan population. These include:

**Key Care and Support Needs Identified**  
Key Findings



**Key Finding 1 (KF1)**

Increase citizen involvement in shaping both preventative and reactionary services



**Key Finding 2 (KF2)**

Promote and improve access to high quality and accessible information and advice



**Key Finding 3 (KF3)**

Further support the development of opportunities that enable social and economic well-being



**Key Finding 4 (KF4)**

Strengthen links between schools, vocational opportunities, apprenticeships, further education and adult learning



**Key Finding 5 (KF5)**

Support people to make healthier lifestyle choices to reduce the prevalence of unhealthy behaviours



**Key Finding 6 (KF6)**

Improve access to low level and specialist mental health care and support



**Key Finding 7 (KF7)**

Provide appropriate and safe housing and community environments, to enable people to remain independent



**Key Finding 8 (KF8)**

Improve public transport, to enable better access to services, employment and social activities



**Key Finding 9 (KF9)**

Develop services that prevent the need for more intensive care and support



**Key Finding 10 (KF10)**

Develop services to respond to existing and future care and support needs, including those for carers



**Key Finding 11 (KF11)**

Improve support for people as they transition between services



**Key Finding 12 (KF12)**

Improve organisational working practices, to ensure that services help people to achieve the outcomes they seek

The response of the Regional Partnership Board and other Partnerships/delivery mechanisms to these key findings is reflected in each of the relevant population/theme chapters included in this Plan.

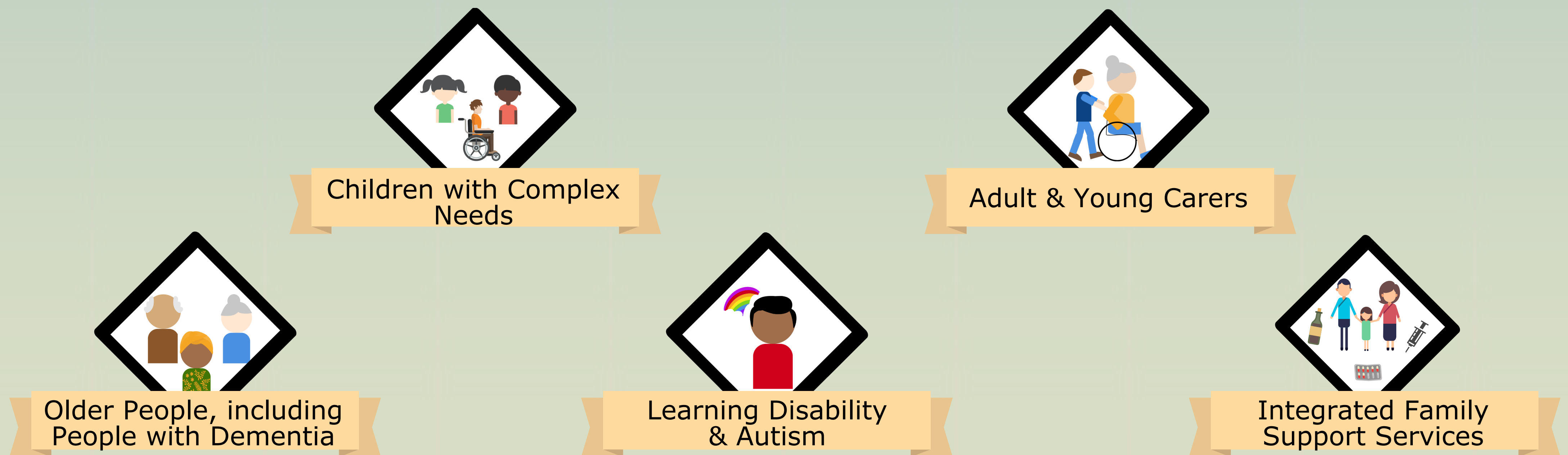


# Addressing the Identified Care and Support Needs

In response to the findings of the Population Needs Assessment, a review was undertaken in relation to all suggested areas for action in the report. This review was done against existing or planned activity in current Partnerships or organisational delivery mechanisms to identify where this work is already being progressed.

Two reports have been produced as a result of this review. The first is this Area Plan, which sets out the key needs identified within the Population Assessment, along with the priority areas for action in response to the findings. In addition, an [Area Action Plan](#) has also been developed, which provides the detail of how these priorities will be delivered. Both reports also set out the contributions to Cardiff and Vale of Glamorgan's Well-being Objectives and the National Social Services Outcomes Framework.

The main focus of both Plans will be the Regional Partnership Board's responsibilities for the integration of services in relation to:



Where there are other care and support themes identified which are led by other Partnerships and planning arrangements across the region, both Plans will signpost to existing reporting mechanisms to enable progress to be monitored.

The Area Plan and Area Action Plan are both available at: [www.cvihs.co.uk/about/what-we-do/cardiff-vale-glamorgan-area-plan/](http://www.cvihs.co.uk/about/what-we-do/cardiff-vale-glamorgan-area-plan/)

## Developing the Area Plan

The development of the Area Plan and Area Action Plan has been informed by a number of sources, including public surveys, focus group interviews with local residents, a survey of local professionals and organisations providing care or support, service and population data, key documents, and current work being undertaken by partner organisations.

Whilst there is no requirement to undertake formal consultation on the Area Plan, those people involved in the production of the Population Needs Assessment were invited to comment on the draft document and to provide input to the Action Plan.

In addition, an online public survey was developed to give people an opportunity to provide comments. Work also took place with Public Service Board colleagues to participate in the engagement on the Well-being Plans and to enable discussion to occur on care and support needs.

As part of the process to develop the Plan, the Partnership has undertaken an Equality and Health Impact Assessment. The Cardiff and Vale of Glamorgan Regional Partnership Board serves a very diverse population and takes into account the requirements of the Equality Act 2010 and Public Health (Wales) Act 2017 to progress equal opportunities for all. The Partnership is committed, through the delivery of this Plan, to promoting positive measures that address inequalities in health and eliminate all forms of unlawful or unfair discrimination on the grounds of age, marriage and civil partnership, disability, race, gender, religion/belief, sexual orientation, gender reassignment or gender identity and pregnancy/maternity.

All feedback received as part of the development of the Plan and subsequent consultation has been considered and reflected in the final documents, as appropriate.



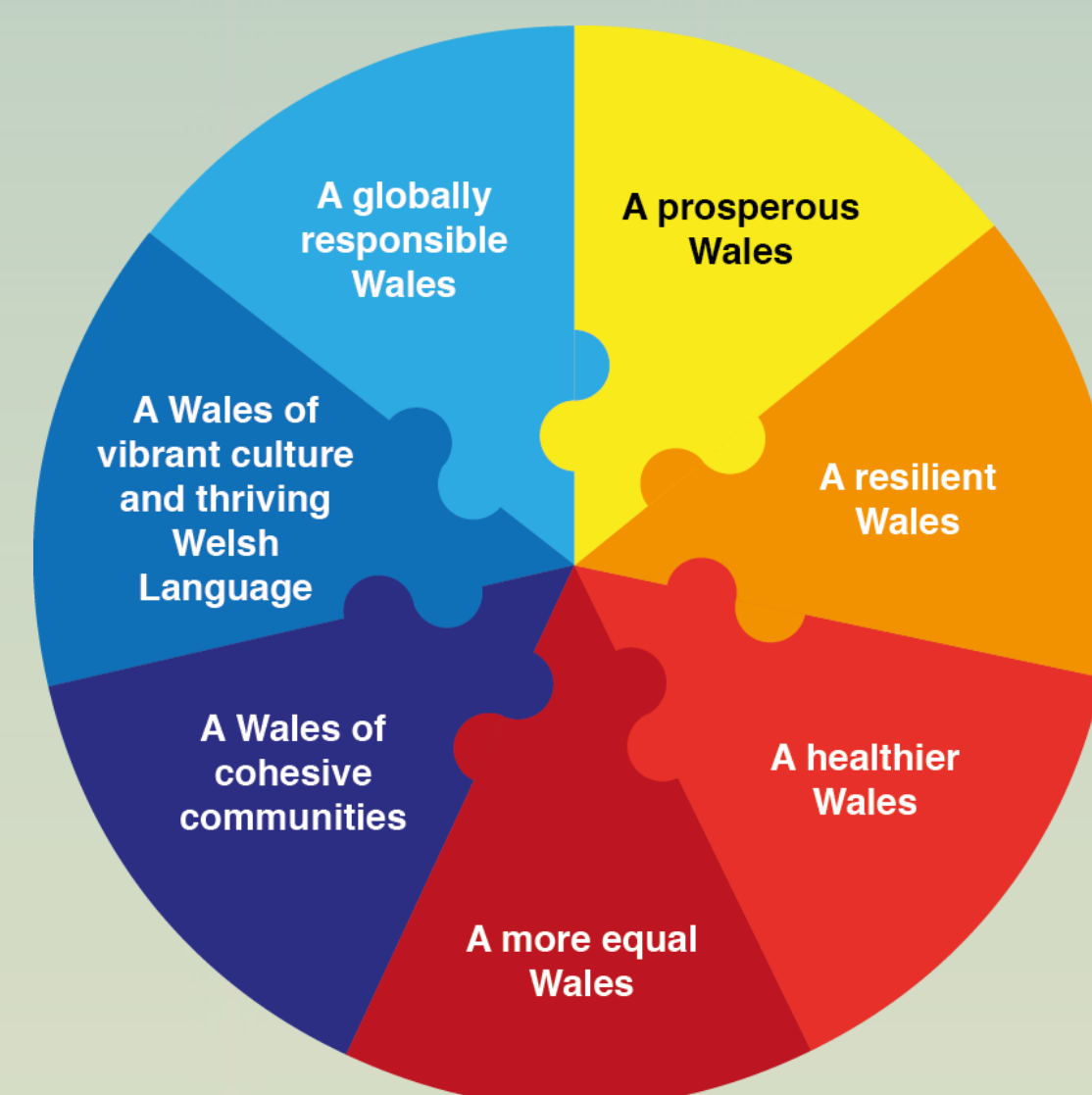
# Contributing towards Local Well-being Objectives

The development of this Plan has been undertaken in close synergy with the Cardiff and Vale of Glamorgan Public Service Boards, in recognition that many of the priorities in this Area Plan will represent the care and support elements of each of the two Well-being Plans.

Well-being Assessments and Plans are a statutory requirement under the Well-being of Future Generations (Wales) Act 2015, which is about improving the economic, social, environmental and cultural well-being of Wales through sustainable development.

The Act places a well-being duty on public sector bodies to take action to achieve 7 well-being goals in accordance with a 'sustainable development principle'. The 7 well-being goals are:

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh Language
- A globally responsible Wales



To demonstrate application of the 'sustainable development principle', public sector bodies need to:

<u>Prevention</u>	<u>Integration</u>	<u>Collaborate</u>	<u>Involvement</u>	<u>Long-term</u>
Focus on prevention by looking at the root causes of issues	Deliver services using an integrated approach	Work in collaboration to find shared, sustainable solutions	Involve others in the achievement of the well-being goals	Look at both short-term and long-term needs

Each of the population/theme chapters in the Area Plan outlines which of the Cardiff and Vale of Glamorgan Well-being Objectives the key actions contribute to as part of a wider understanding of a shared contribution to well-being outcomes. Many of the key actions taken forward in this Plan will contribute to more than one well-being objective given the cross-cutting impact of care and support services:

## Cardiff's Well-being Plan Objectives

A Capital City that works for Wales	Cardiff's population growth is managed in a resilient way	Safe, confident and empowered communities	Cardiff is a great place to grow up	Supporting people out of poverty	Cardiff is a great place to grow old	Modernising and integrating our public services

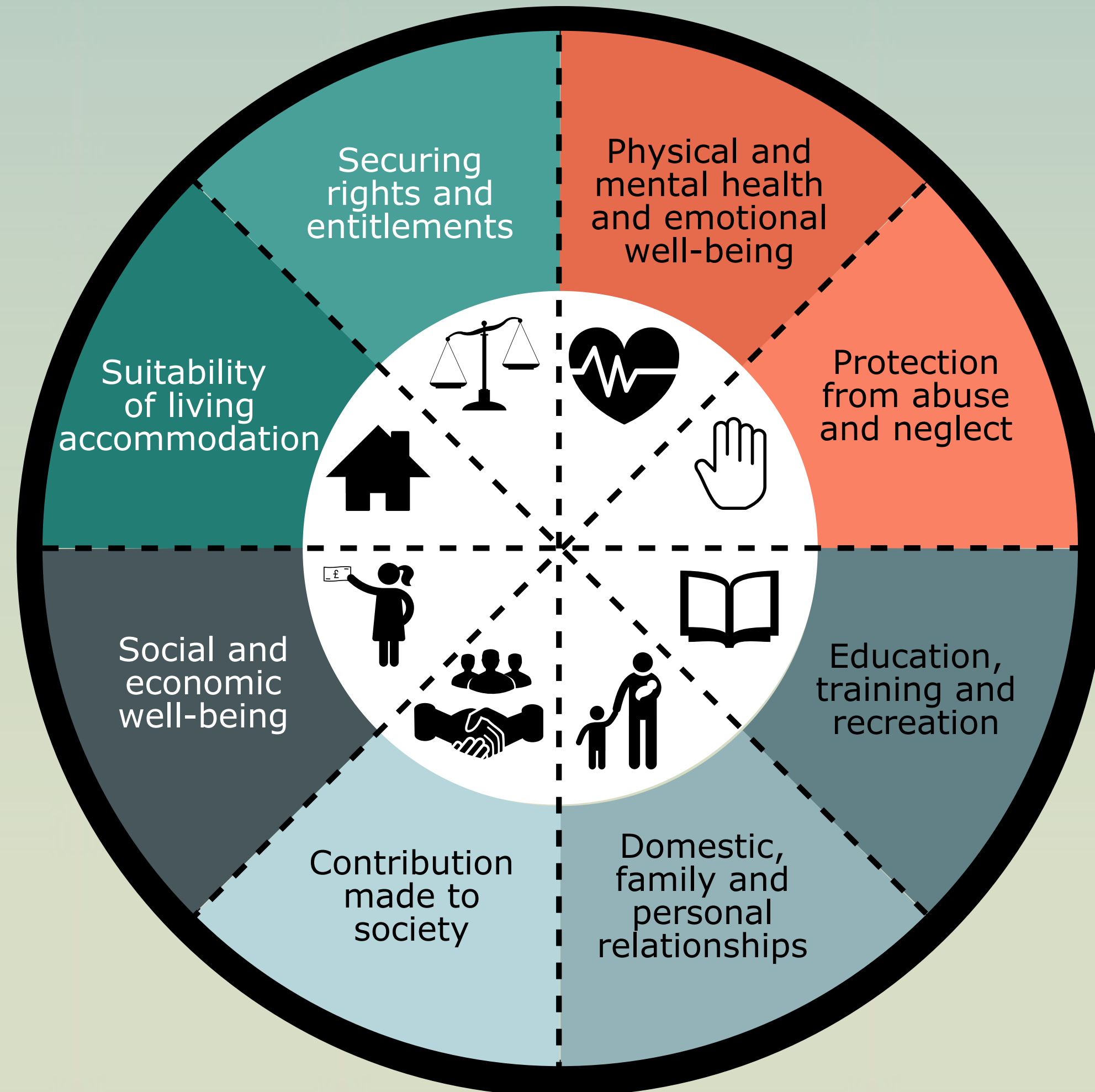
## Vale of Glamorgan's Well-being Plan Objectives

Enable people to get involved, participate in their communities and shape local services	Reduce poverty and tackle inequalities linked to deprivation	Give children the best start in life	Protect, enhance and value our environment

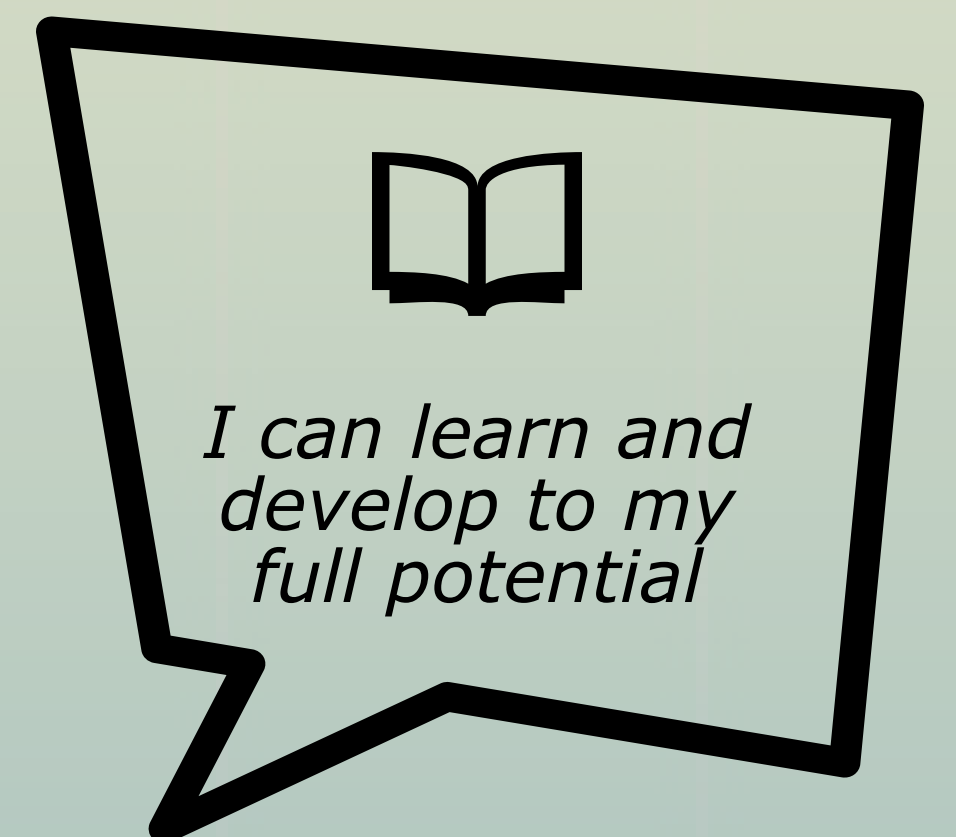
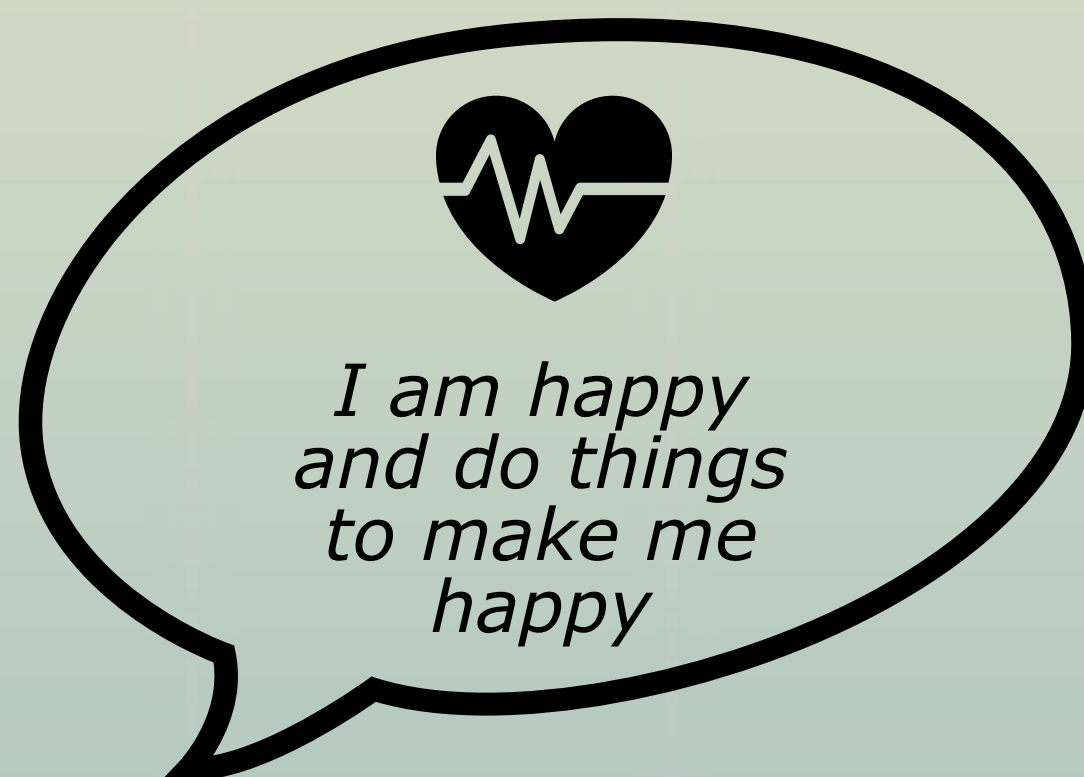
# Contributing towards the Social Services National Outcomes Framework

The [Social Services National Outcomes Framework](#) was developed to fulfil a requirement in the Social Services and Well-being (Wales) Act 2014 to describe well-being for people and carers who need care and support, and provide a consistent approach to measuring well-being.

The Social Services and Well-being (Wales) Act 2014 defines well-being as:



National outcomes for each of the 8 aspects of well-being that are to be achieved by people and carers needing care and support have been developed. For example:



Each chapter details which aspects of well-being the listed key priorities are expected to contribute towards. Further information on the outcomes can also be found in the Action Plan which accompanies this Area Plan at: [www.cvihsc.co.uk/about/what-we-do/cardiff-vale-glamorgan-area-plan/](http://www.cvihsc.co.uk/about/what-we-do/cardiff-vale-glamorgan-area-plan/)

## Monitoring and Review






Progress against the delivery of Regional Partnership Board's priorities will be monitored and reviewed within the Board's annual report, which will be published in early 2018/19. The Area Action Plan will be updated and amended as appropriate to reflect the changing policy context, demographics or service pressures.

The priorities being progressed by other Partnerships will be reported via other mechanisms, such as the Public Service Board, or by organisational planning mechanisms, such as the local authority Corporate/Improvement Plans and Cardiff and Vale University Health Board's Integrated Medium Term Plan.

# Overview of Regional Priorities



## Older People, including People with Dementia

### Regional Partnership Board Priorities

-  **OP1.1.** Building on the First Point of Contact and Single Point of Access services, further develop digital services along with easily accessible telephone, online and face-to-face access points for the region, for both professionals and the public
-  **OP1.2.** Develop resilient communities with local services, infrastructure and strong community networks to meet local needs where older people live
-  **OP1.3.** Develop and provide a range of future accommodation options to meet demand and enable people to remain at home for as long as possible
-  **OP1.4.** Develop improved assessment, diagnosis and care planning practices which are built upon genuine collaboration with older people and their carers and families, so that their plan reflects what is important to them and achieves the outcomes they seek
-  **OP1.5.** Develop Cardiff and Vale of Glamorgan as a dementia friendly region




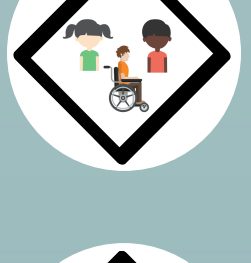
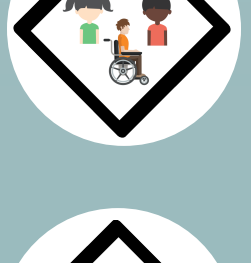
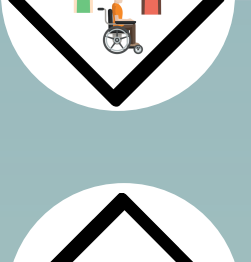


## Children with Complex Needs

### Regional Partnership Board Priorities

-  **CYP1.1.** Improve provision for children and young people with Additional Learning Needs
-  **CYP1.2.** Improve integrated provision for children with complex needs, including transition between children's and adult's services

## Children and Young People







### Other Partnership Board Priorities

-  **CYP2.1.** Increase the role of children and young people in decision making and service delivery
-  **CYP2.2.** Improve educational outcomes
-  **CYP2.3.** Increase the successful transition into employment, education or training of children and young people
-  **CYP2.4.** Increase access to appropriate services for looked after children and children in need, recognising increased rates of emotional and mental health issues
-  **CYP2.5.** Increase support for children and young people affected directly or indirectly by parental relationship breakdown and domestic violence
-  **CYP2.6.** Prevent child sexual exploitation
-  **CYP2.7.** Enable children and young people to be happy and healthy
-  **CYP2.8.** Develop the Welsh skills of children and create new Welsh speakers, to support the Welsh Government's vision of having a million Welsh speakers by 2050

# Overview of Regional Priorities



## Learning Disability and Autism

### Regional Partnership Board Priorities

-  **LDA1.1.** People with learning disabilities are supported to maximise their independence
-  **LDA1.2.** People with learning disabilities are supported to play an active role in society and engage in meaningful day time activities and employment or volunteering
-  **LDA1.3.** People with learning disabilities are valued and included, supported to have a voice, and able to exercise choice and control over their lives
-  **LDA1.4.** People with learning disabilities are enabled to stay healthy and feel safe
-  **LDA1.5.** People with learning disabilities are supported to become lifelong learners
-  **LDA1.6.** Develop a new Integrated Autism Service which all agencies working in integrated, multi-disciplinary ways will provide appropriate services for children, young people and adults with an autism spectrum disorder, addressing their education, health, employment, social interaction and emotional needs

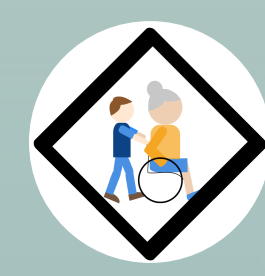
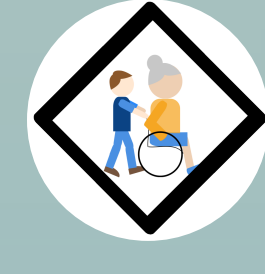
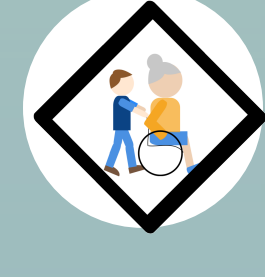



## Integrated Family Support Services

### Regional Partnership Board Priorities

-  **IFSS1.1.** Continue to provide an intensive intervention with families referred by Children's Services where there are serious child protection concerns as a result of parental / carer substance misuse, domestic abuse or mental health
-  **IFSS1.2.** Explore the extension of the Integrated Family Support Service model to include other parental additional needs (e.g. learning disability) and consider how it can help tackle adverse childhood experiences

## Adult and Young Carers

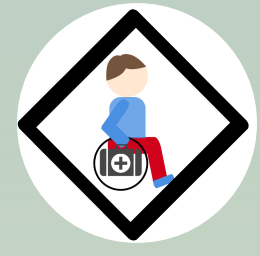
### Regional Partnership Board Priorities

-  **AYC1.1.** Identify and implement a carer engagement model based on best practice
-  **AYC1.2.** Improve physical and emotional support for young carers, including emergency and pre-planned respite and reducing the risk of adverse childhood experiences
-  **AYC1.3.** Improve physical and emotional support for adult carers, including emergency and pre-planned respite
-  **AYC1.4.** Involve carers, including young carers, in the planning of hospital admission and discharge if the person they care for is in hospital
-  **AYC1.5.** Provide easily accessible information to carers and relatives in a range of formats and languages through existing information points, such as primary care and libraries
-  **AYC1.6.** Raise awareness around caring and carers among the public and health and social care professionals, (e.g. adopting an approach similar to Making Every Contact Count), to ensure that carers are identified as early as possible and all involved are aware of their rights as a carer

# Overview of Regional Priorities

## Health and Physical Disabilities

### Other Partnership Priorities



**HPD1.1.** Promote healthy lifestyles and improve and protect the health and well-being of Cardiff and Vale of Glamorgan residents

## Adult Mental Health and Cognitive Impairment

### Other Partnership Priorities



**AMHCI1.1.** Deliver the Cardiff and Vale of Glamorgan 'Together for Mental Health' Plan

## Sensory Loss and Impairment

### Other Partnership Priorities



**SLI1.1.** Deliver the Cardiff and Vale of Glamorgan Eye Care Plan in conjunction with Primary Care, Secondary Care, Cardiff and Vale of Glamorgan University Health Board and Welsh Government



**SLI1.2.** Develop and implement a health board wide action plan to meet the All Wales Standards for Accessible Information and Communication for People with Sensory Loss, in order to improve provision across Primary Care, Secondary Care and Emergency and Unscheduled Care



**SLI1.3.** Explore the establishment of a partnership delivery mechanism to meet the wider needs of people with sensory loss and impairment

## Violence Against Women, Domestic Abuse and Sexual Violence

### Other Partnership Priorities



**VAWDASV1.1.** Deliver the Cardiff and Vale of Glamorgan Violence Against Women, Domestic Abuse and Sexual Violence Strategy (*under development*)

## Asylum Seekers and Refugees

### Other Partnership Priorities



**ASR1.1.** Deliver the Cardiff and Vale of Glamorgan Community Cohesion Delivery Plan 2017/2020 (*under development*)

# Overview of Regional Priorities

## Offenders

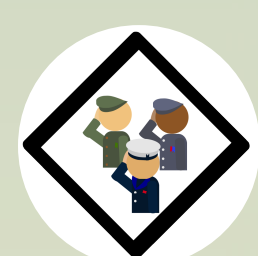
### Other Partnership Priorities



**O1.1.** Ensure that the local criminal justice system works effectively and efficiently, meeting the needs of victims and challenging offenders

## Veterans

### Other Partnership Priorities



**V1.1.** Deliver the Cardiff and Vale of Glamorgan Armed Forces Community Action Plan 2017/2019

## Substance Misuse

### Other Partnership Priorities



**SM1.1.** Deliver the Cardiff and Vale of Glamorgan Substance Misuse and Wellbeing Commissioning Strategy 2016/2020 with a focus on prevention, education, treatment, support and sustainable long-term recovery



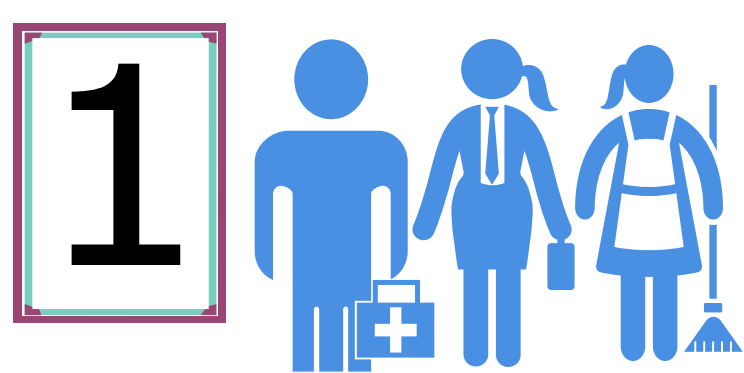
**SM1.2.** Increase the safety of our communities by delivering multi-agency responses in locations where discarded injecting equipment and other drug paraphernalia is prevalent

# 1: Older People, including People with Dementia

## What did the Population Needs Assessment Tell Us?

- In general, Cardiff has a younger population, while the Vale of Glamorgan has a larger older age population more in line with the Wales average. Both areas however, are anticipated to see a continued increase in the number of people over the ages of 65 and 85.
- The Vale of Glamorgan is projected to see the largest increase across both age groups, with 20.5% of their population in 2025 expected to be aged 65-84 (compared to 17.5% in 2015), and 3.8% aged 85 years and above (compared to 2.8% in 2015). Both of these figures are above the projected Wales average of 19.1% and 3.5%, respectively.
- The number of people living with dementia is also projected to rise significantly, with 1 in 3 expected to be affected by dementia in the future. The driver for this is mostly the increase in the over 85 population.

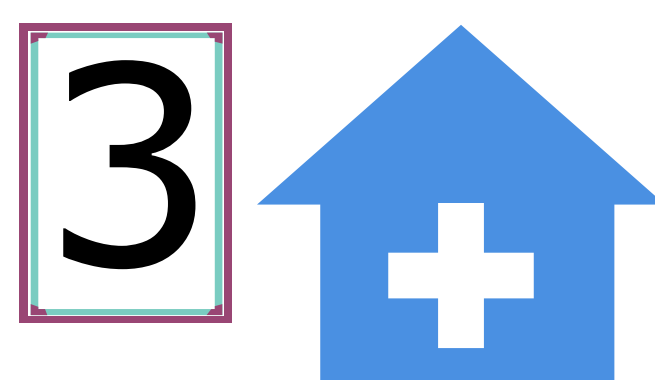
## What were the Key Care and Support Needs Identified?



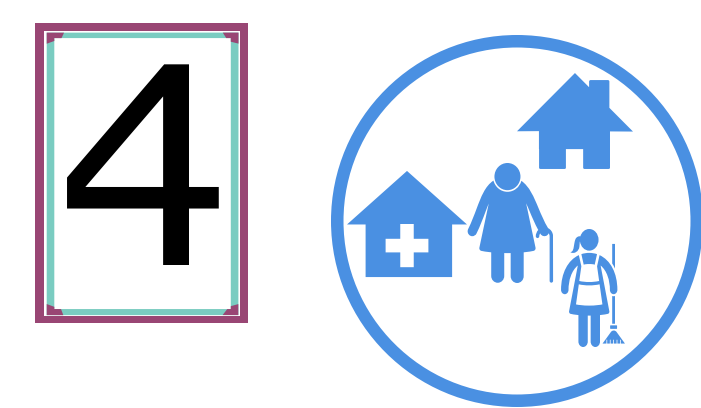
**Need 1 (N1):**  
Maintain sustainability of key services supporting older people



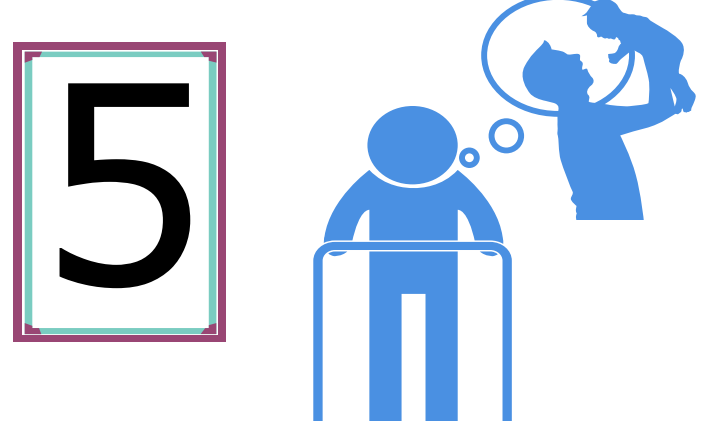
**Need 2 (N2):**  
Improve access to information and advice (e.g. 'one stop shop' model)



**Need 3 (N3):**  
Improve integrated management of mental health and physical issues



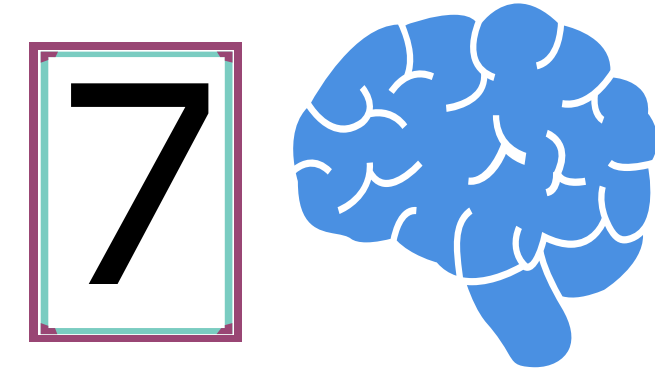
**Need 4 (N4):**  
Increase integration of health, housing and social care



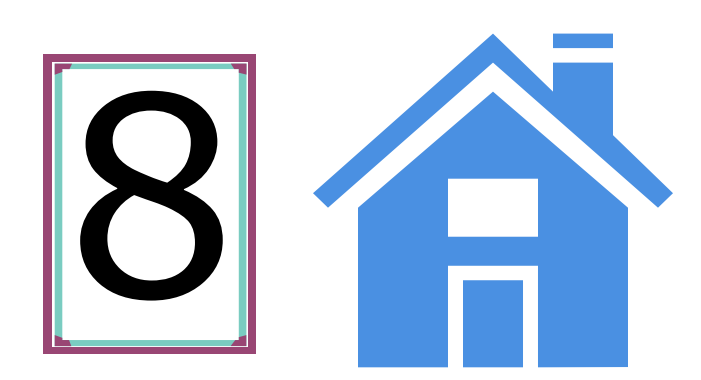
**Need 5 (N5):**  
Reduce social isolation and loneliness while maintaining independence



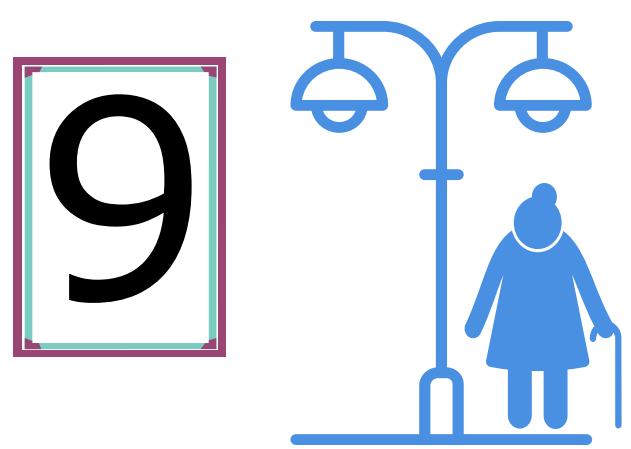
**Need 6 (N6):**  
Increase support to access practical help with day-to-day tasks such as shopping and gardening



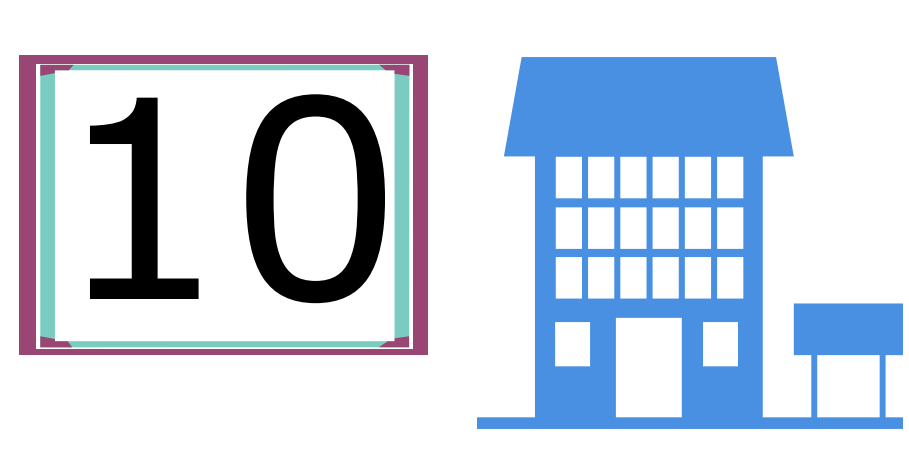
**Need 7 (N7):**  
Improve support and information for people with dementia and their family and carers



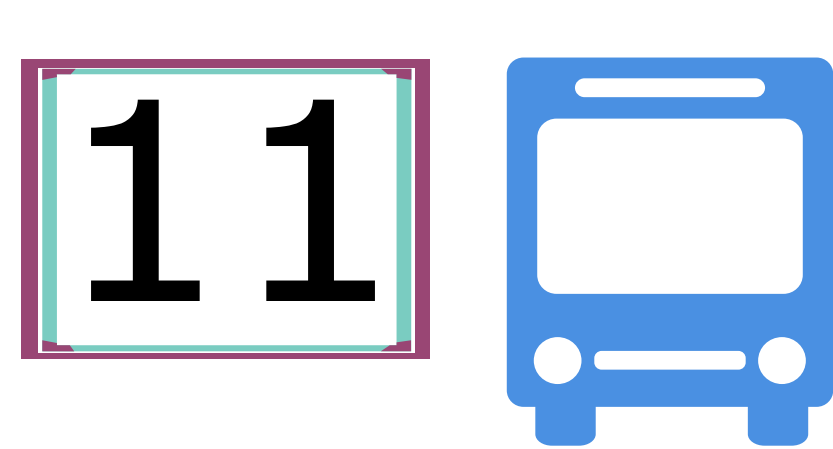
**Need 8 (N8):**  
Provide appropriate housing to meet individuals' needs and enable them to remain independent



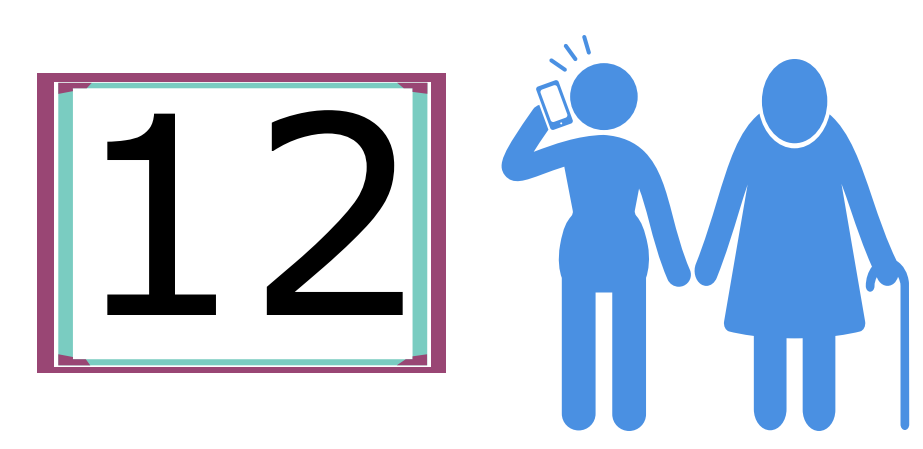
**Need 9 (N9):**  
Promote accessible built environments (including good lighting and toilets)



**Need 10 (N10):**  
Improve the commissioning of care home places to enable consistent and high quality care



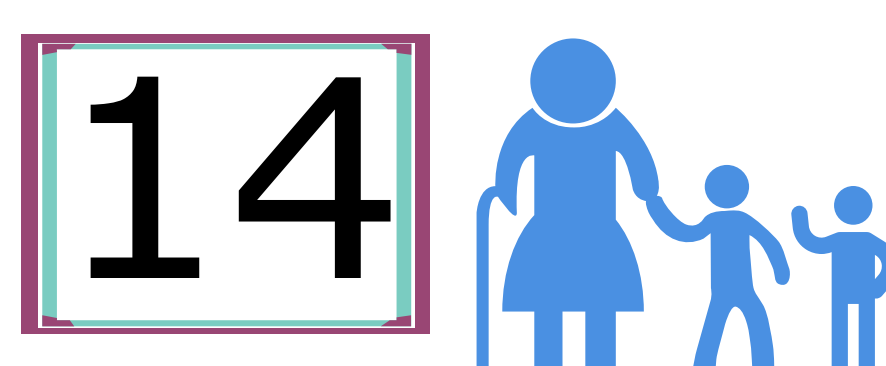
**Need 11 (N11):**  
Improve public transport services to enable access to activities promoting health and well-being



**Need 12 (N12):**  
Improve access to different types of advocacy



**Need 13 (N13):**  
Increase digital inclusion to enable access to information and services



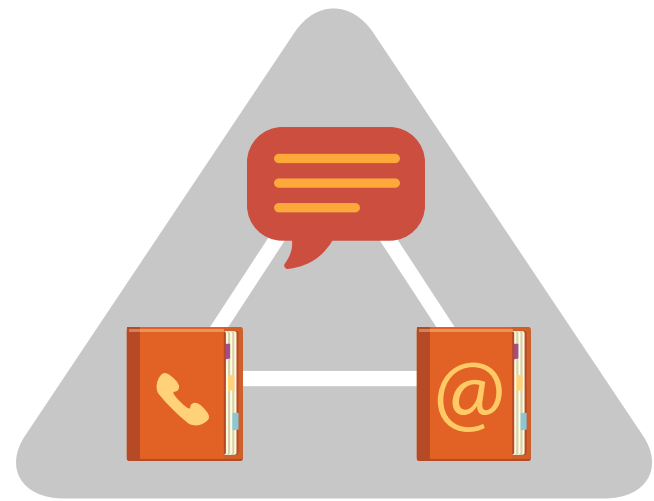
**Need 14 (N14):**  
Promote inter-generational opportunities in communities



# 1: Older People, including People with Dementia

## What are our Key Priorities in Response?

The key priorities to be delivered by the Regional Partnership Board are:



1.

Building on the First Point of Contact and Single Point of Access services, further develop digital services along with easily accessible telephone, online and face-to-face access points for the region, for both professionals and the public



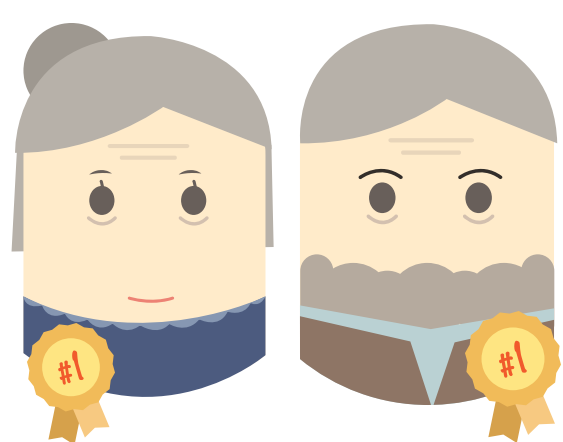
2.

Develop resilient communities with local services, infrastructure and strong community networks to meet local needs where older people live



3.

Develop and provide a range of future accommodation options to meet demand and enable people to remain at home for as long as possible



4.

Develop improved assessment, diagnosis and care planning practices which are built upon genuine collaboration with older people and their carers and families, so that their plan reflects what is important to them and achieves the outcomes they seek



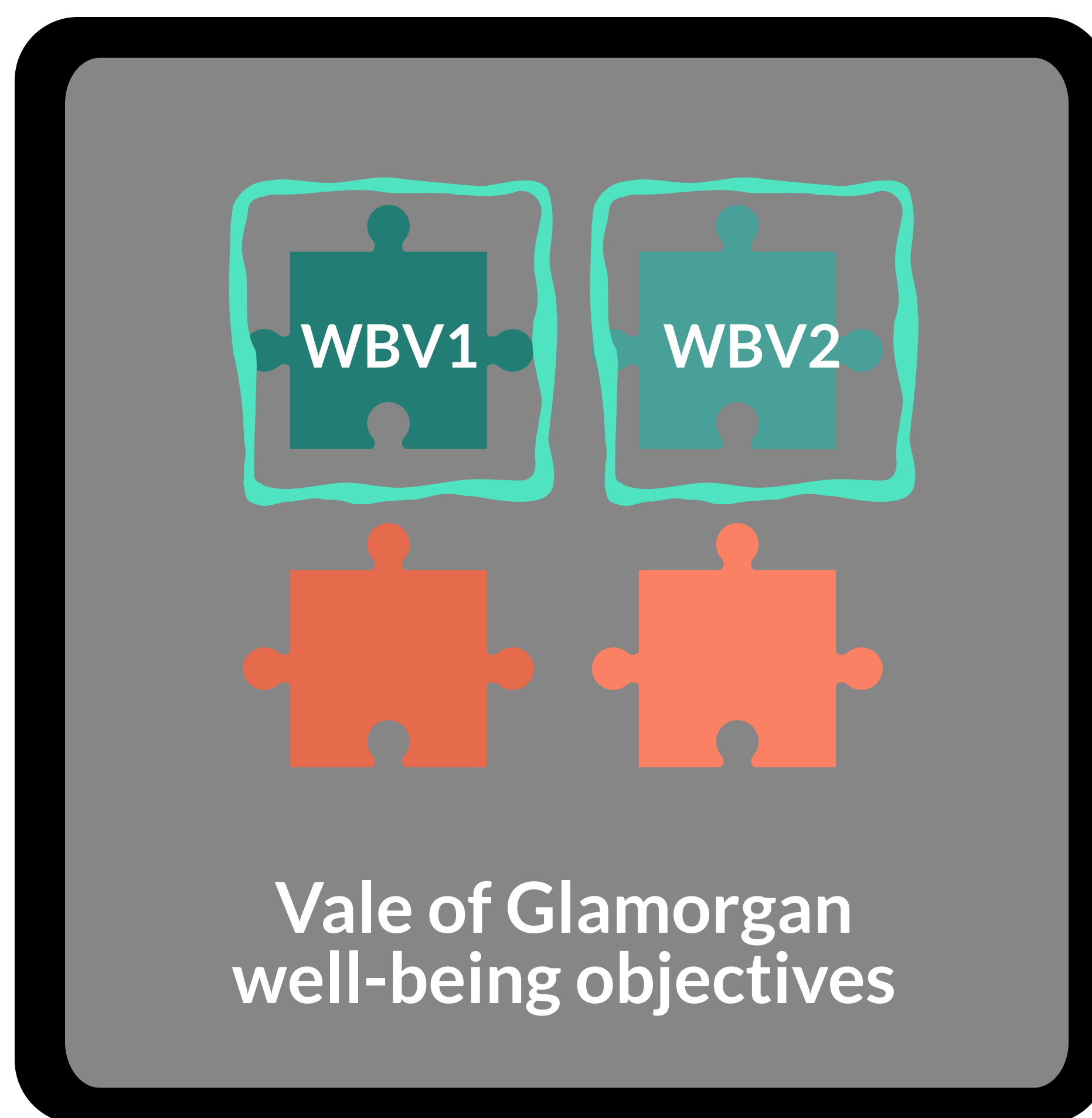
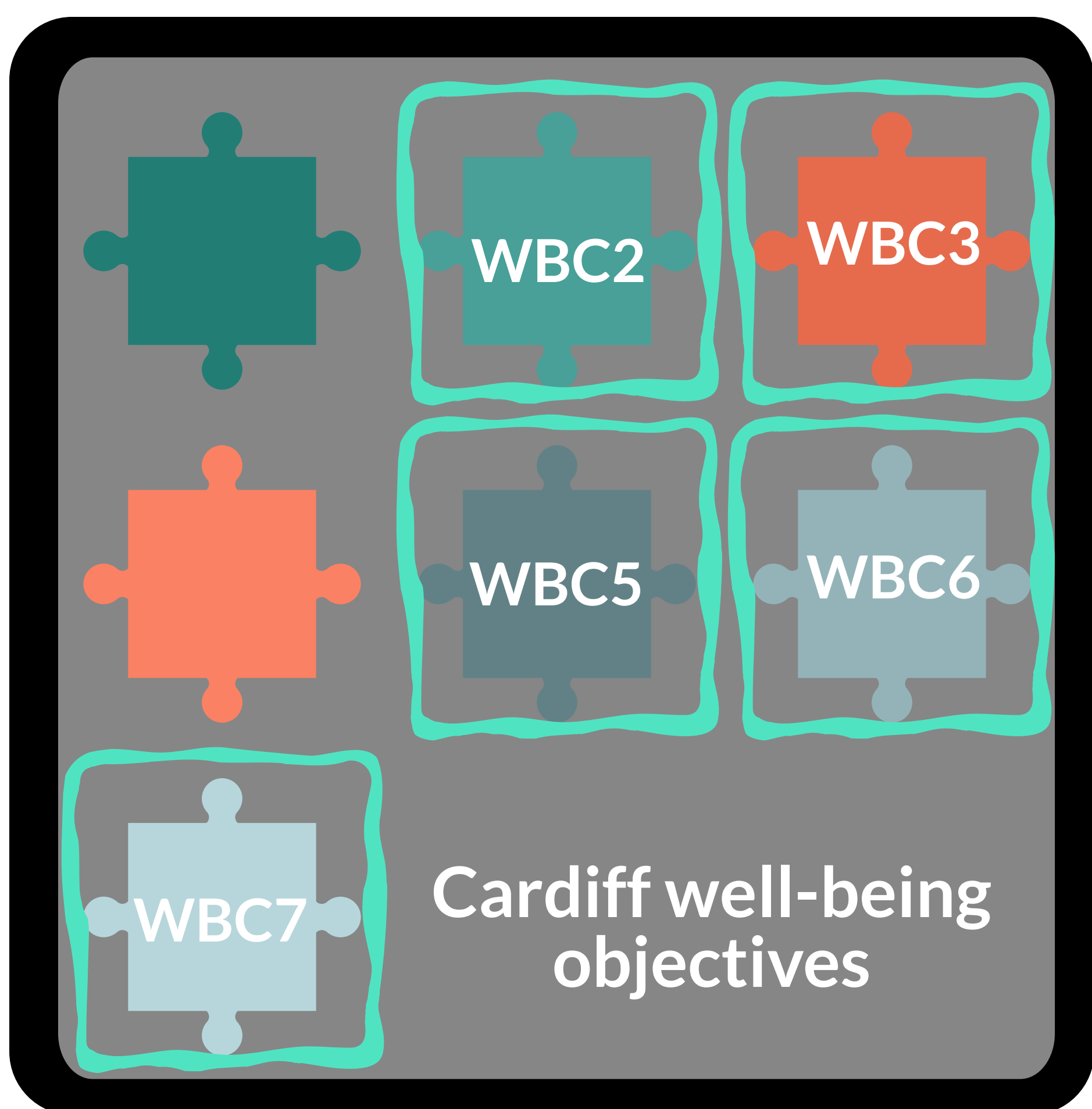
5.

Develop Cardiff and Vale of Glamorgan as a dementia friendly region

Please refer to the '[Cardiff and Vale of Glamorgan Area Action Plan 2018/23](#)' for details on how these key priorities will be achieved

# 1: Older People, including People with Dementia

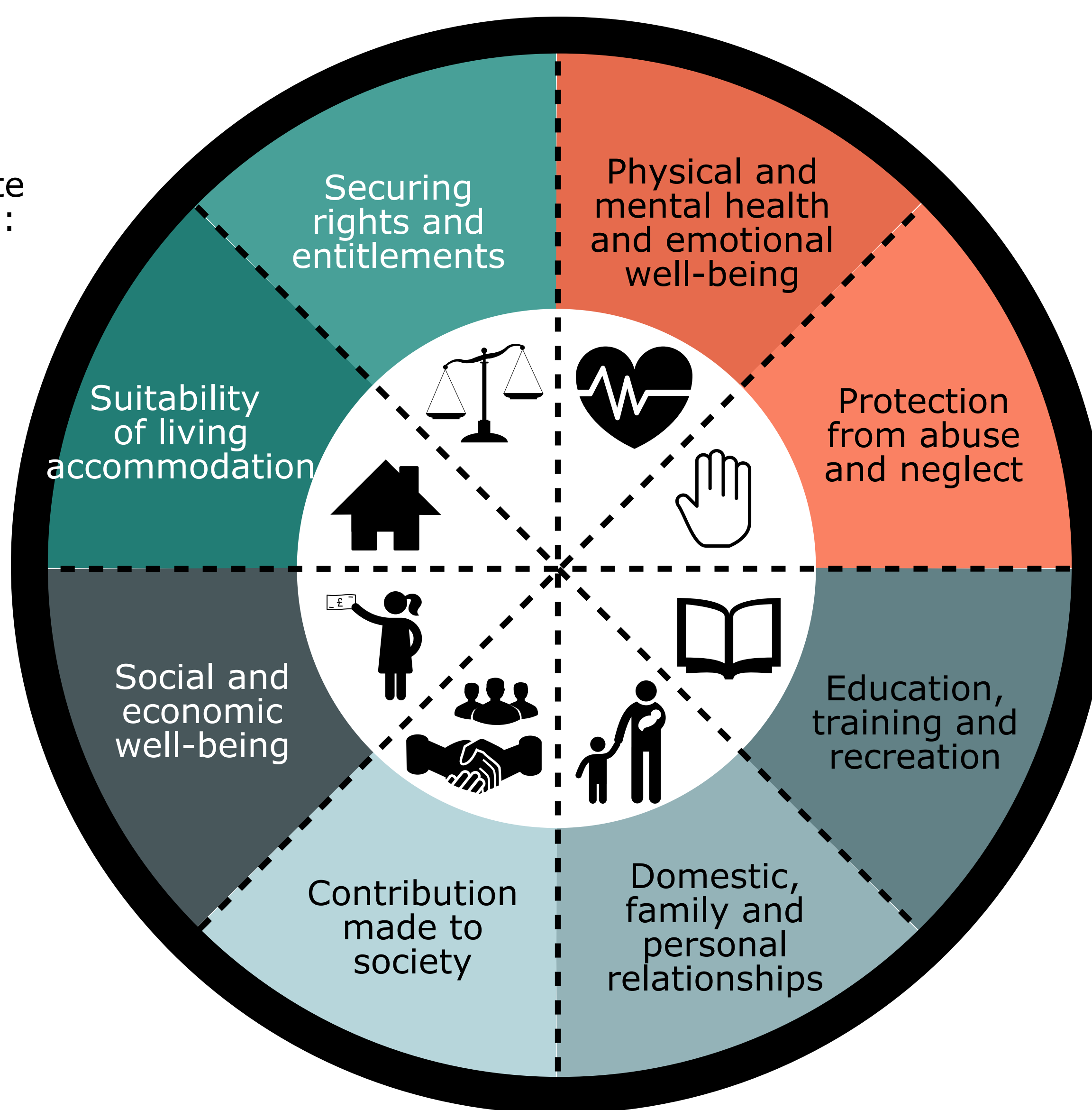
## Which Well-being Objectives do these Priorities Contribute Towards?



## Which National Outcomes do these Priorities Contribute Towards?

The key priorities are expected to contribute towards the following aspects of well-being:

- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Education, training and recreation
- Domestic, family and personal relationships
- Contribution made to society
- Social and economic well-being
- Suitability of living accommodation



## 2: Children and Young People, including Children with Complex Needs

### What did the Population Needs Assessment Tell Us?

- The population of Cardiff is relatively young compared with the rest of Wales, with the proportion of infants (0-4yrs) significantly higher than the Wales average. In the next 10 years, there will be an increase in the number of people aged 5-16. The proportion of young people in the Vale of Glamorgan is similar to the Wales average.
- In March 2016, there were 340 children on the child protection register in Cardiff, and 100 in the Vale.
- In 2015, in both Cardiff (91%) and the Vale of Glamorgan (90%), school attendance rates of children in need were marginally below the all-Wales average of 92%. Across Wales, 35% of children in need achieve 5 or more A\*-G GCSE passes. In Cardiff, the rate was 31% and in the Vale it was 37%.
- In the Vale of Glamorgan, the percentage of year 11 pupils who go on to be not in education, employment or training (NEET) continues to decrease year on year, and is below the Welsh average. Levels in Cardiff have also declined but remain high compared with the rest of Wales.
- At the 2011 Census, 1,579 young carers were identified in Cardiff and the Vale of Glamorgan, although the Census is recognised as underestimating the number of young carers.

### What were the Key Care and Support Needs Identified?

1



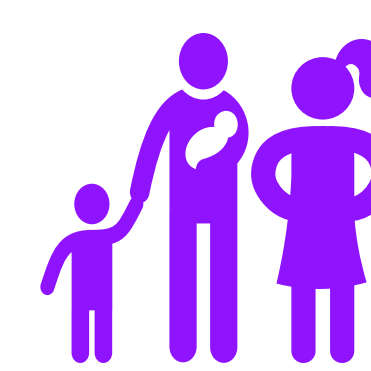
**Need 1 (N1):**  
Improve support for children and young people affected by parental relationship breakdown and domestic violence

2



**Need 2 (N2):**  
Improve access to appropriate services in a timely fashion, including primary care and mental health services, and support for young people with Attention Deficit Hyperactivity Disorder and Autism

3



**Need 3 (N3):**  
Improve access to appropriate services for looked after children and children in need, recognising increased rates of emotional and mental health issues

4



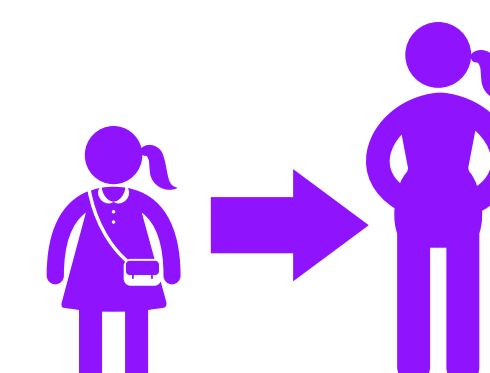
**Need 4 (N4):**  
Increase support for young carers, including respite, and raise awareness of what they do

5



**Need 5 (N5):**  
Increase involvement of children and young people in decisions affecting them

6



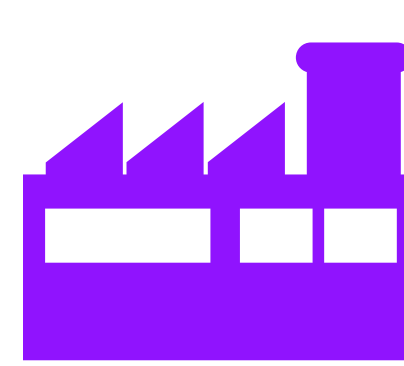
**Need 6 (N6):**  
Enable smoother transitions between children's and adult's services

7



**Need 7 (N7):**  
Provide appropriate and safe accommodation

8



**Need 8 (N8):**  
Further develop vocational educational opportunities and apprenticeships

9



**Need 9 (N9):**  
Respond to the increasing numbers and complexity of needs of children and young people with a disability

## 2: Children and Young People, including Children with Complex Needs

### What are our Key Priorities in Response?

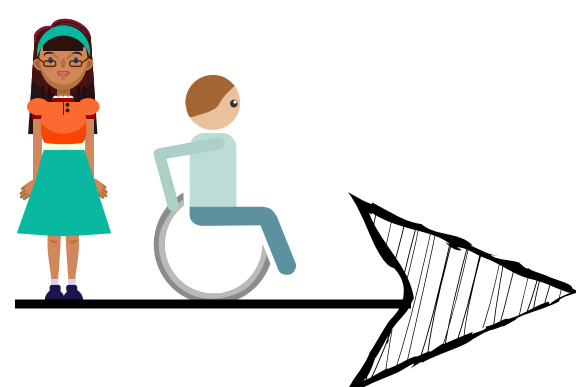
*NB: Key priorities relating to young carers can be found in the 'Adult and Young Carers' section of this plan.*

The key priorities to be delivered by the Regional Partnership Board for children with complex needs are:



**1.**

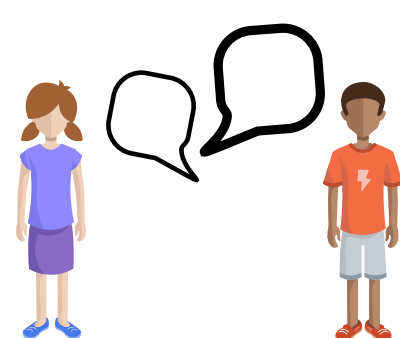
Improve provision for children and young people with Additional Learning Needs



**2.**

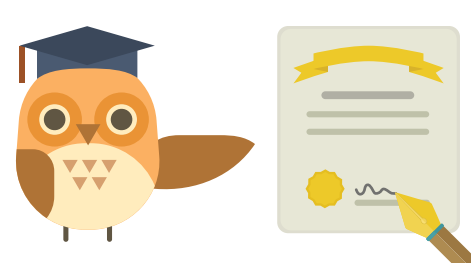
Improve integrated provision for children with complex needs, including transition between children's and adult's services

The key priorities to be led by other Partnerships and planning arrangements across the region for children and young people are:



**1.**

Increase the role of children and young people in decision making and service delivery



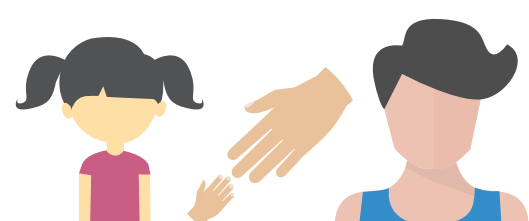
**2.**

Improve educational outcomes



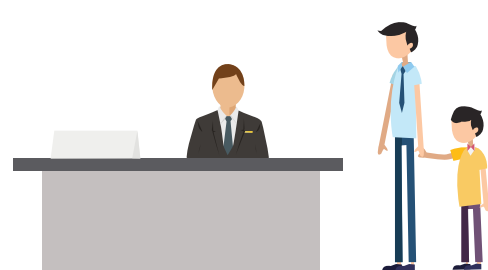
**3.**

Increase the successful transition into employment, education or training of children and young people



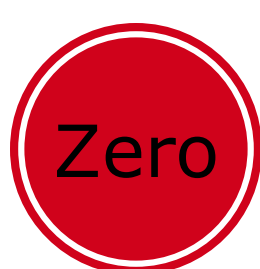
**4.**

Increase access to appropriate services for looked after children and children in need, recognising increased rates of emotional and mental health issues



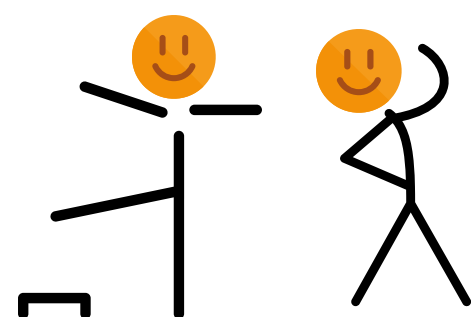
**5.**

Increase support for children and young people affected directly or indirectly by parental relationship breakdown and domestic violence



**6.**

Prevent child sexual exploitation



**7.**

Enable children and young people to be happy and healthy



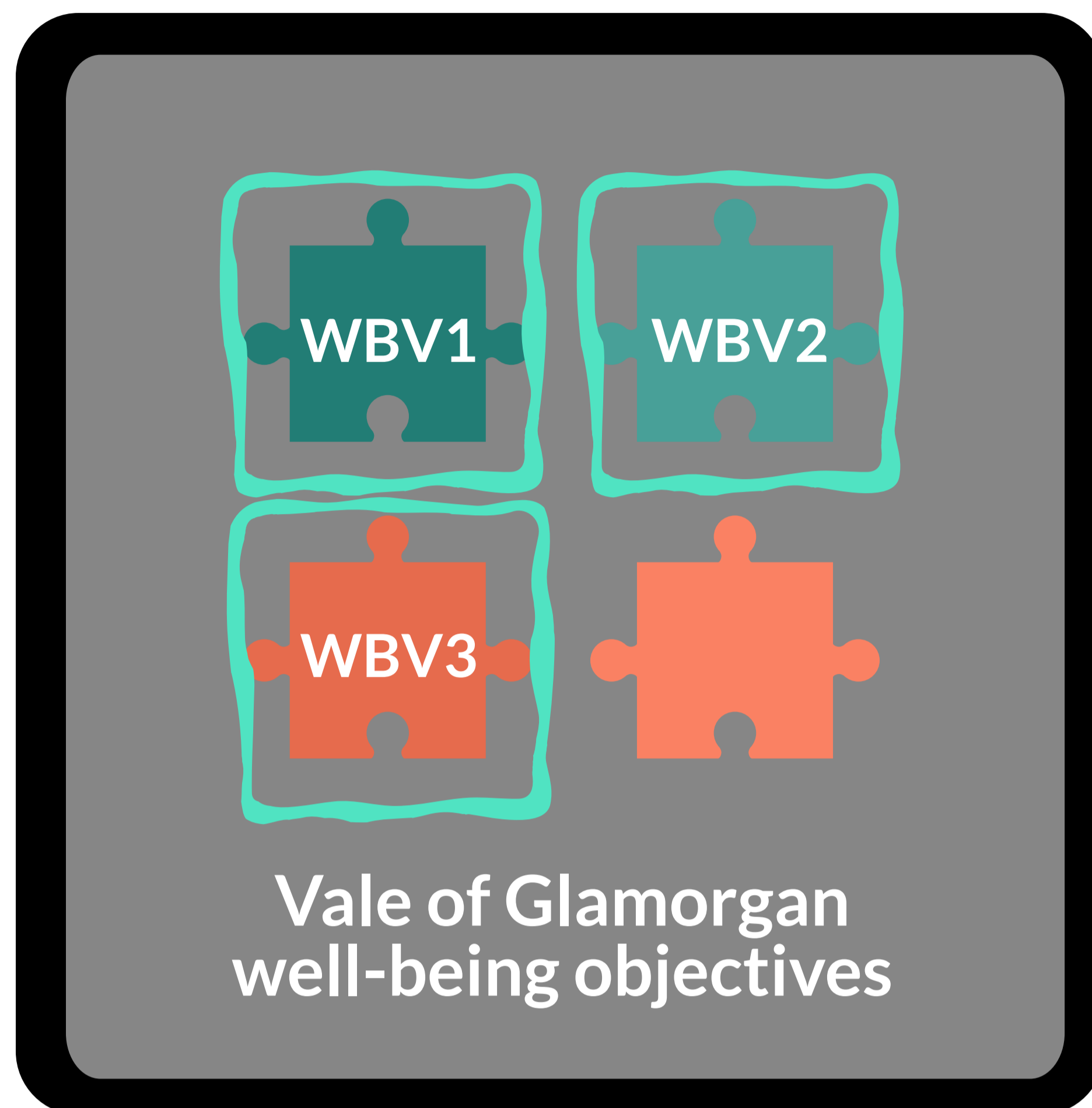
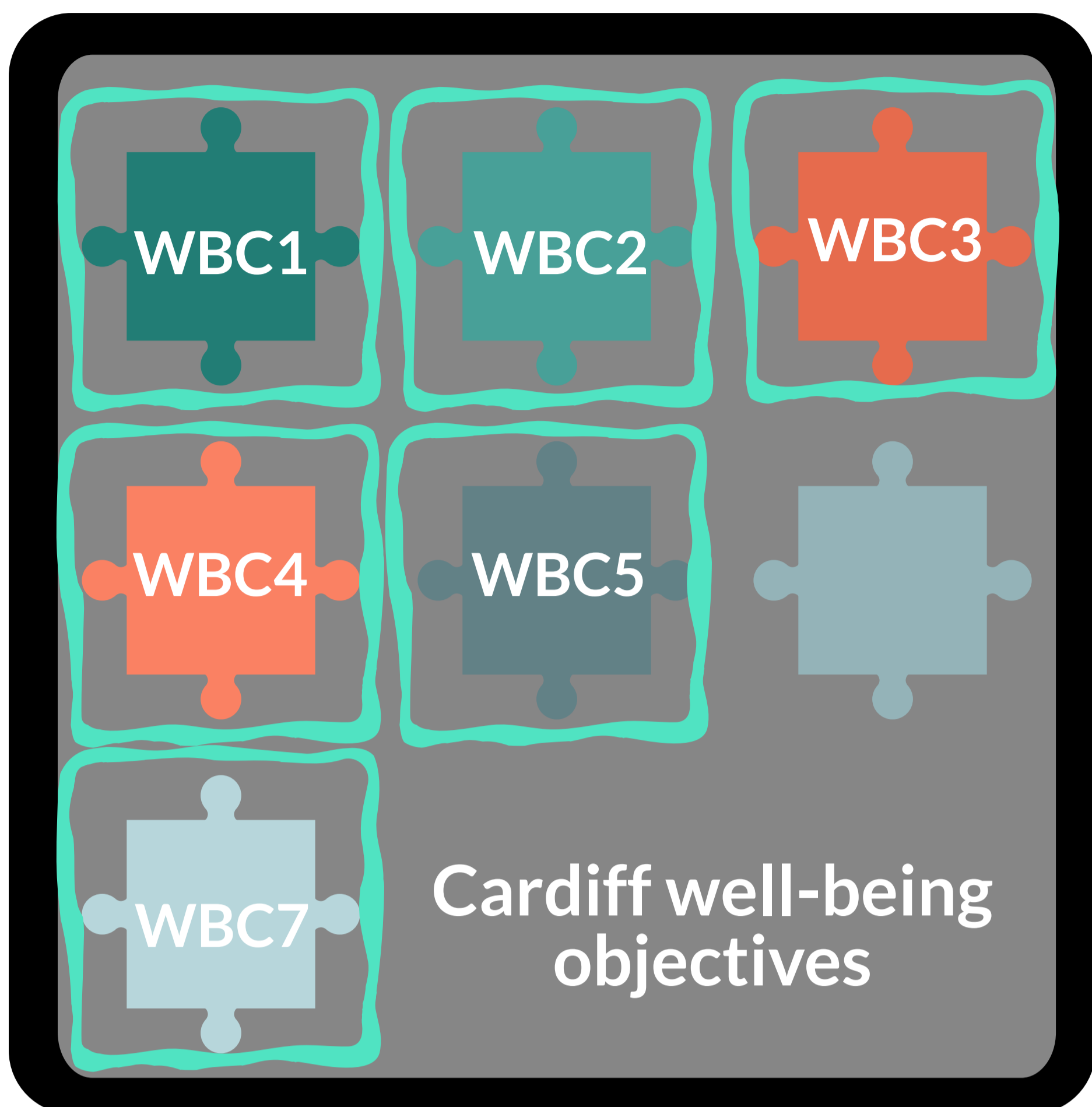
**8.**

Develop the Welsh skills of children and create new Welsh speakers, to support the Welsh Government's vision of having a million Welsh speakers by 2050

Please refer to the '[Cardiff and Vale of Glamorgan Area Action Plan 2018/23](#)' for details on how these key priorities will be achieved

## 2: Children and Young People, including Children with Complex Needs

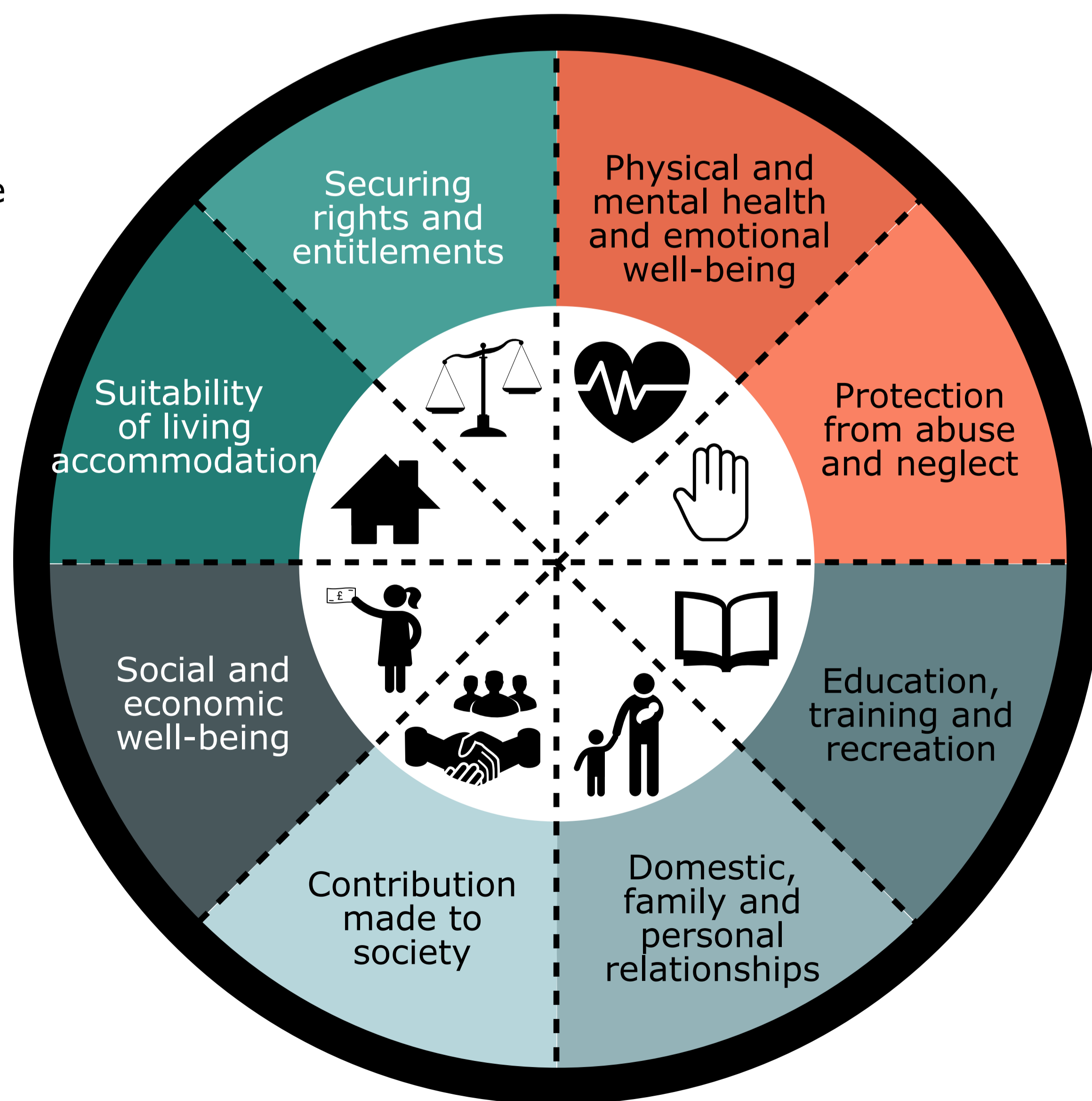
### Which Well-being Objectives do these Priorities Contribute Towards?



### Which National Outcomes do these Priorities Contribute Towards?

The key priorities are expected to contribute towards the following aspects of well-being:

- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Education, training and recreation
- Domestic, family and personal relationships
- Contribution made to society
- Social and economic well-being
- Suitability of living accommodation

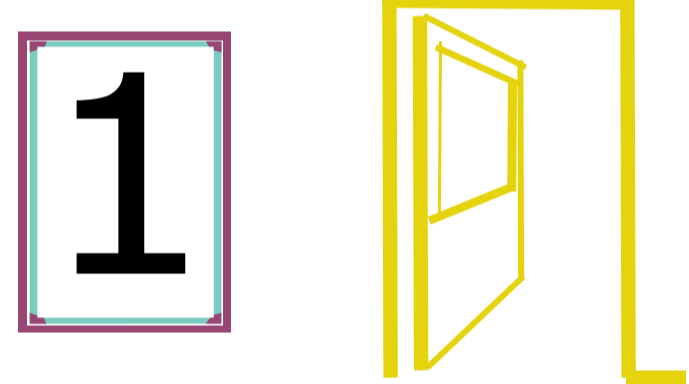


# 3: Learning Disability and Autism

## What did the Population Needs Assessment Tell Us?

- There were 1,426 people registered with a learning disability in Cardiff in 2015/16, and 542 in the Vale of Glamorgan.
- These numbers have stayed roughly stable in the Vale over the last 10 years, but have risen significantly in Cardiff, by around 40%.
- A significant increase is projected in the number of older people with a learning disability in both Cardiff and the Vale of Glamorgan.
- UK research on Autism Spectrum Disorder (ASD) suggests that around 1.2% (116 per 10,000) of children and young people have ASD. However, not all these people will be formally diagnosed.
- Applied to the population of Cardiff gives an estimate of 553 children aged 5-16 with ASD, and 2,778 people aged 17-64 with ASD.
- In the Vale of Glamorgan, this gives an estimate of 210 children aged 5-16 with ASD, and 887 people aged 17-64 with ASD.

## What were the Key Care and Support Needs Identified?



1

### Need 1 (N1):

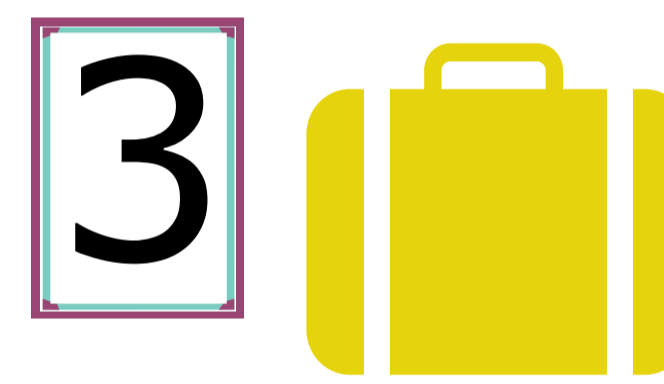
Increase the accessibility of information and services



2

### Need 2 (N2):

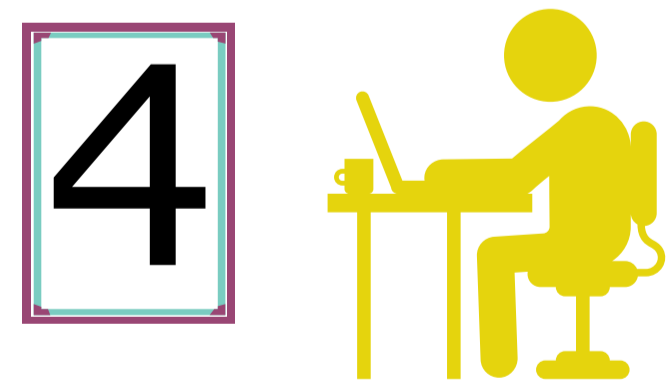
Improve public transport services to enable access to activities promoting health and well-being



3

### Need 3 (N3):

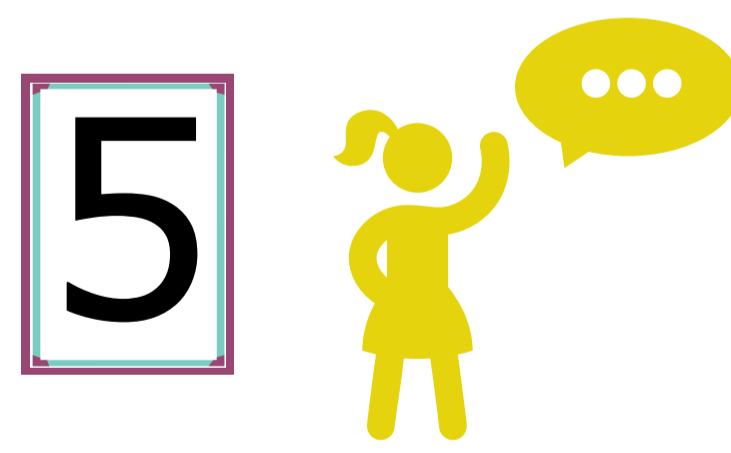
Provide respite to those in need



4

### Need 4 (N4):

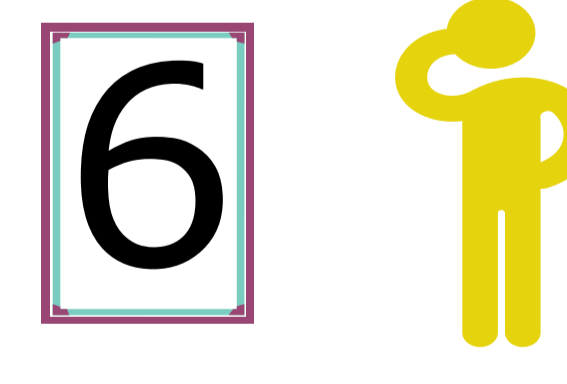
Improve access to day opportunities



5

### Need 5 (N5):

Increase involvement of people requiring services in decisions affecting them



6

### Need 6 (N6):

Recognise and support people who fall between learning disability and mental health service provision

# 3: Learning Disability and Autism

## What are our Key Priorities in Response?

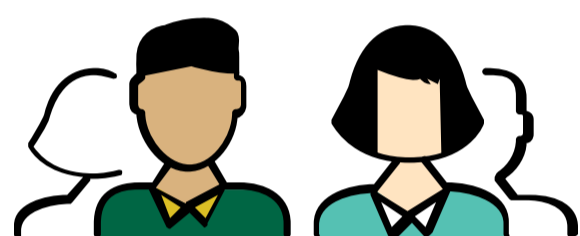
The key priorities to be delivered by the Regional Partnership Board are:



**1.** People with learning disabilities are supported to maximise their independence.



**2.** People with learning disabilities are supported to play an active role in society and engage in meaningful day time activities and employment or volunteering.



**3.** People with learning disabilities are valued and included, supported to have a voice, and able to exercise choice and control over their lives.



**4.** People with learning disabilities are enabled to stay healthy and feel safe.



**5.** People with learning disabilities are supported to become lifelong learners.

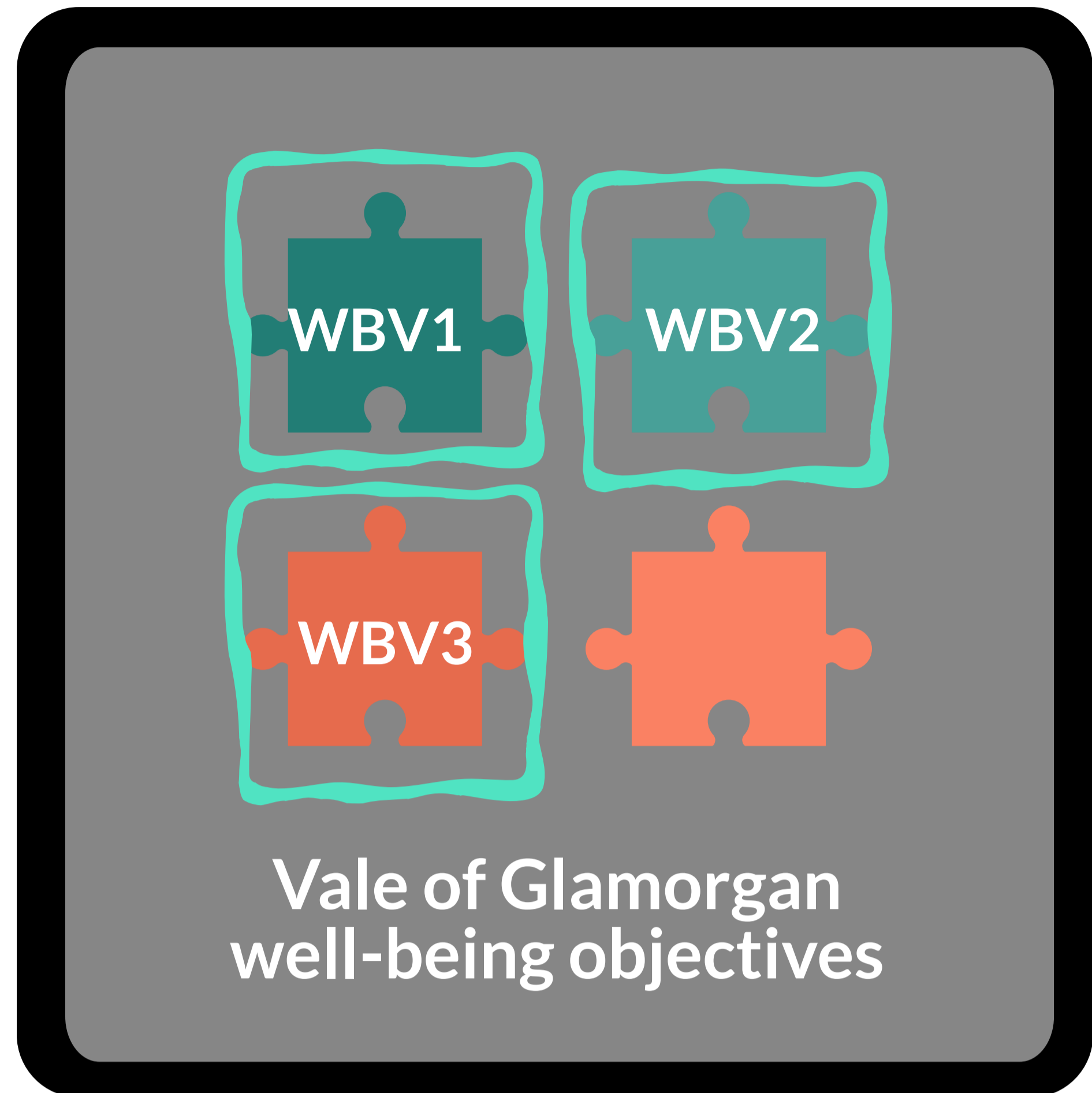
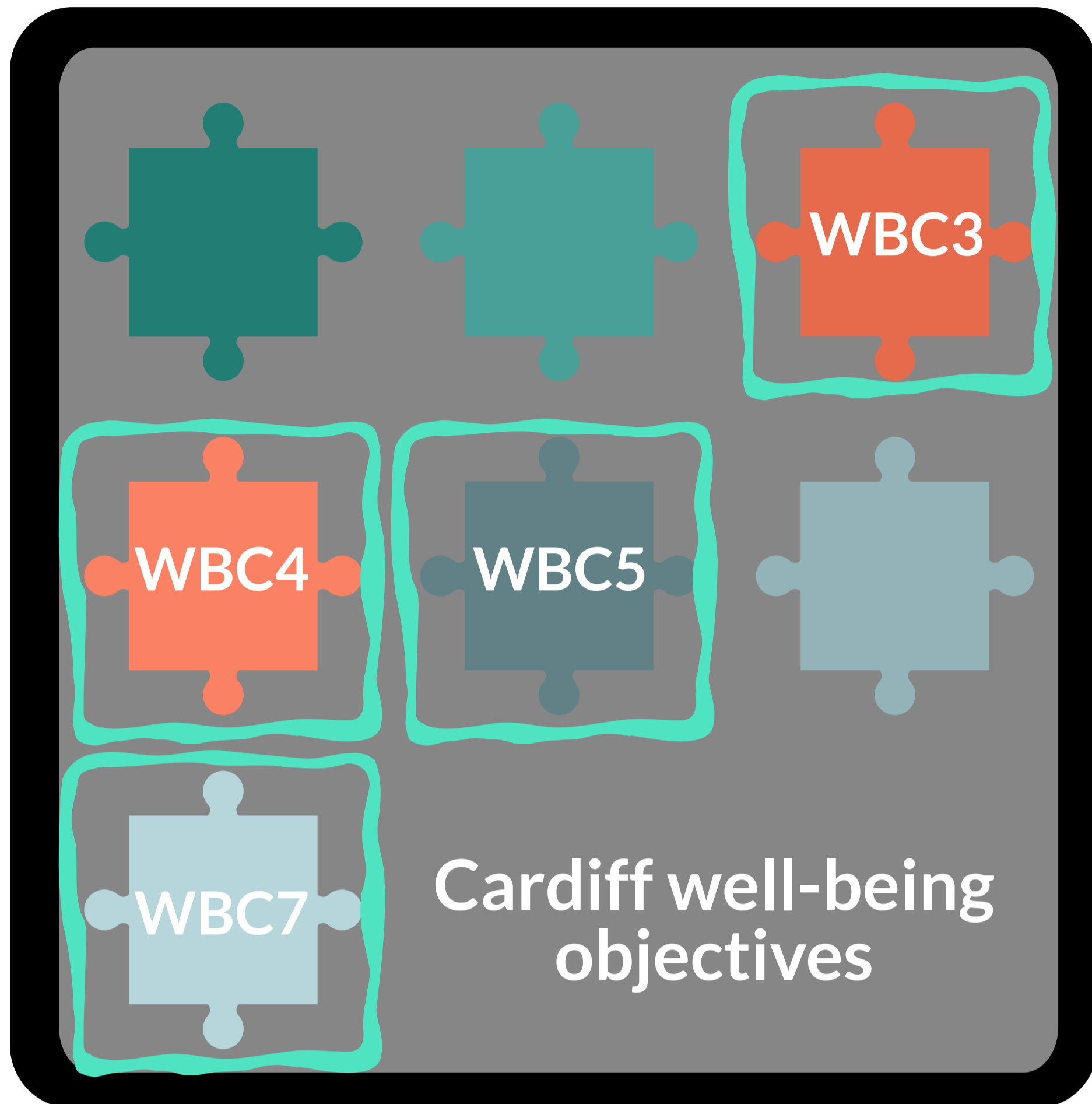


**6.** Develop a new Integrated Autism Service which all agencies working in integrated, multi-disciplinary ways will provide appropriate services for children, young people and adults with an autism spectrum disorder, addressing their education, health, employment, social interaction and emotional needs.

Please refer to the '[Cardiff and Vale of Glamorgan Area Action Plan 2018/23](#)' for details on how these key priorities will be achieved

# 3: Learning Disability and Autism

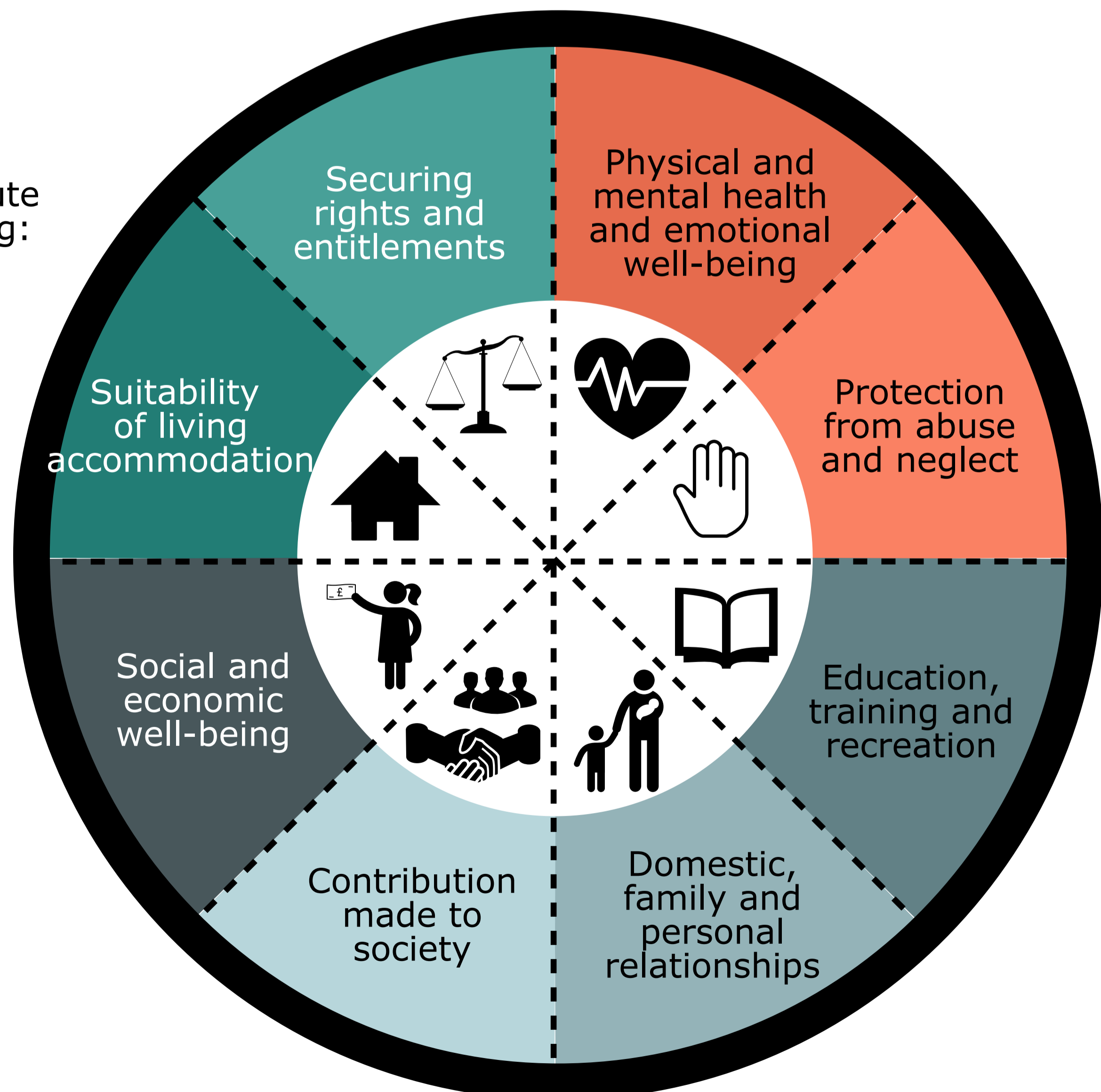
## Which Well-being Objectives do these Priorities Contribute Towards?



## Which National Outcomes do these Priorities Contribute Towards?

The key priorities are expected to contribute towards the following aspects of well-being:

- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Education, training and recreation
- Domestic, family and personal relationships
- Contribution made to society
- Social and economic well-being
- Suitability of living accommodation





# 4: Integrated Family Support Services

## What did the Population Needs Assessment Tell Us?

- The aim of the Integrated Family Support Team (IFST) is to provide an intensive intervention by a highly skilled, multi-disciplinary team to intervene with families referred by Children's Services from Cardiff Council and Vale of Glamorgan Council social workers, to reduce the level of risk and ensure positive outcomes for the most vulnerable children wherever possible.
- Referrals are made due to there being serious child protection concerns as a result of parental / carer substance misuse. In line with Part 9 of the SSWb Act, the referral criteria has been expanded to now also include families presenting with issues around domestic violence or abuse and mental disorder.
- Since 2012, a joint service has operated across Cardiff and Vale of Glamorgan, with a pooled budget and formal agreement in place between the City of Cardiff Council, Vale of Glamorgan Council and Cardiff & Vale UHB. Cardiff Council acts as the lead authority for the IFST hosted within the single team. Other partners including Cwm Taf Local Health Board (for CAMHS), South Wales Police, National Probation Service, Barnardo's and Action for Children are also signatories to the agreement.
- The Population Needs Assessment separately considered issues relating to families, substance misuse and domestic violence, which have been brought together to inform the RPB priorities for the IFST.

## What were the Key Care and Support Needs Identified?

1



### Need 1 (N1):

Improve support for children and young people affected by parental relationship breakdown and domestic violence

2



### Need 2 (N2):

Improve access to appropriate services in a timely fashion, including primary care and mental health services, and support for young people with ADHD and Autism

3



### Need 3 (N3):

Improve access to appropriate services for looked after children and children in need, recognising increased rates of emotional and mental health issues

4



### Need 4 (N4):

Provide appropriate and safe accommodation

5



### Need 5 (N5):

Increase involvement of people requiring services in decisions affecting them

6



### Need 6 (N6):

Increase timely access to low level mental health services (including counselling and family support)

7



### Need 7 (N7):

Improve support for the families of people with mental health issues

8



### Need 8 (N8):

Prevent and reduce the incidences of adverse childhood experiences (ACEs)

9



### Need 9 (N9):

Ensure approaches are both needs-led and risk-led

10



### Need 10 (N10):

Improve co-ordination between substance misuse services

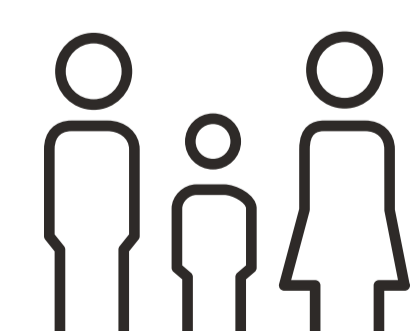
11



### Need 11 (N11):

Improve offender access to mental health and substance misuse services, and counselling post-release

12



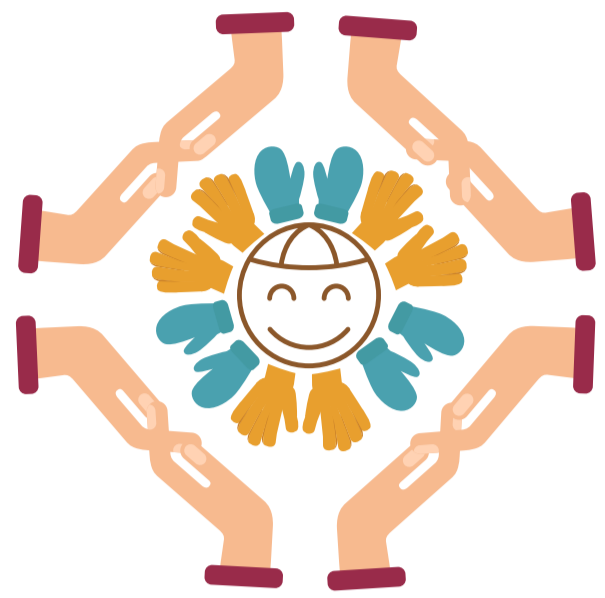
### Need 12 (N12):

Improve support to offenders and their families to enable family stability

## 4: Integrated Family Support Services

### What are our Key Priorities in Response?

The key priorities to be delivered by the Regional Partnership Board are:



1.

Continue to provide an intensive intervention with families referred by Children's Services where there are serious child protection concerns as a result of parental / carer substance misuse, domestic abuse or mental health.



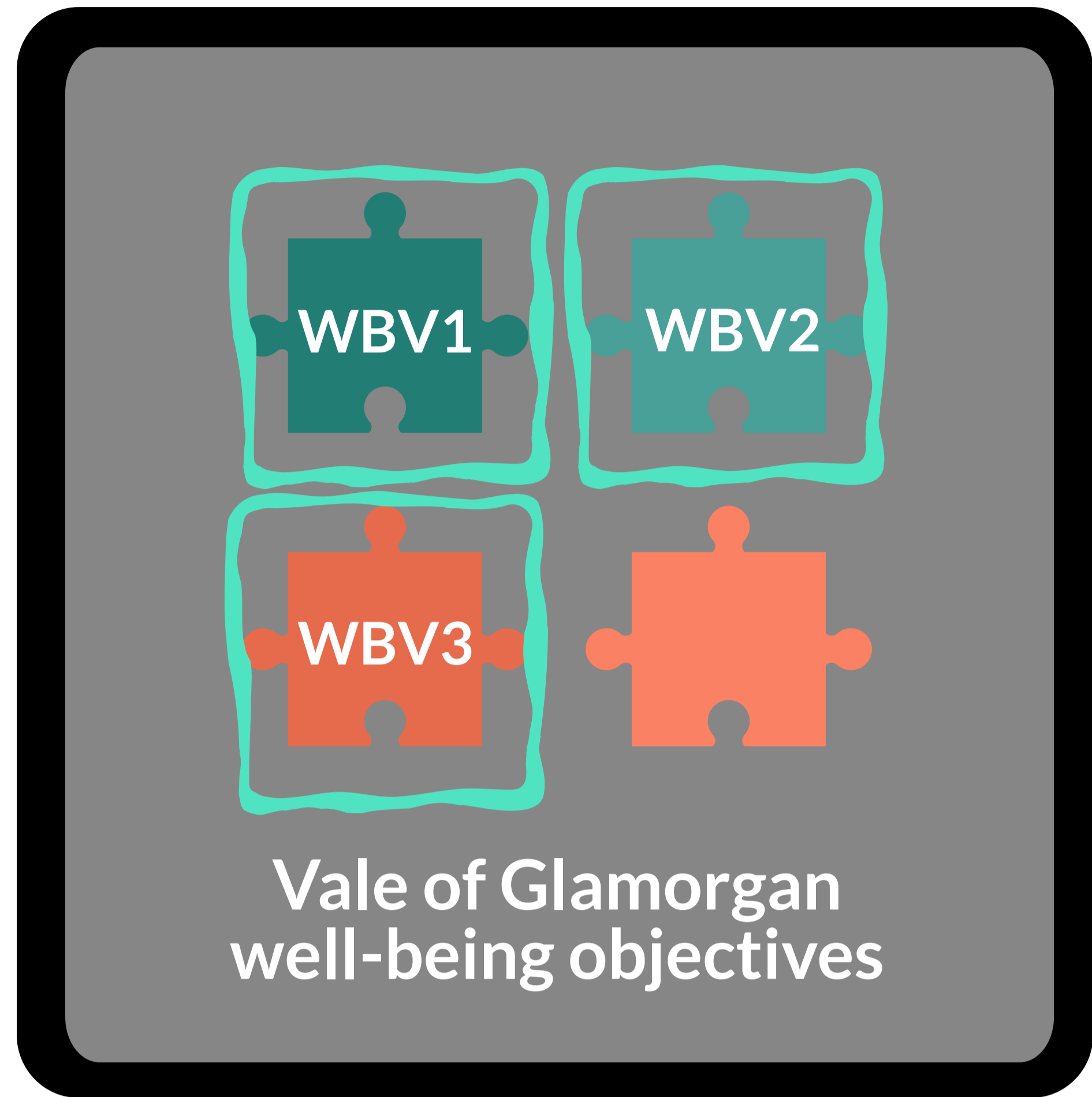
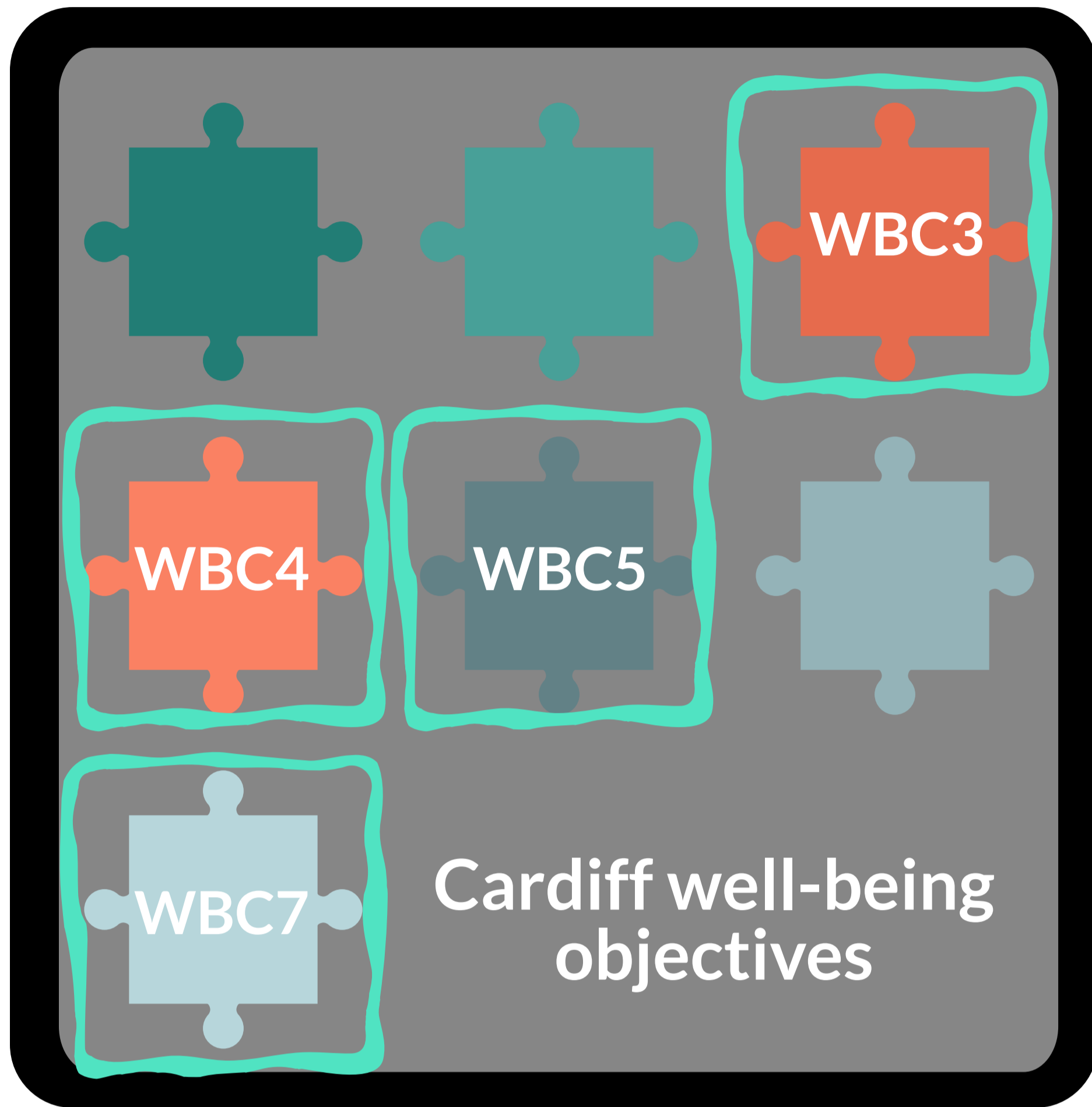
2.

Explore the extension of the Integrated Family Support Service model to include other parental additional needs (e.g. learning disability) and consider how it can help tackle adverse childhood experiences.

Please refer to the '[Cardiff and Vale of Glamorgan Area Action Plan 2018/23](#)' for details on how these key priorities will be achieved

# 4: Integrated Family Support Services

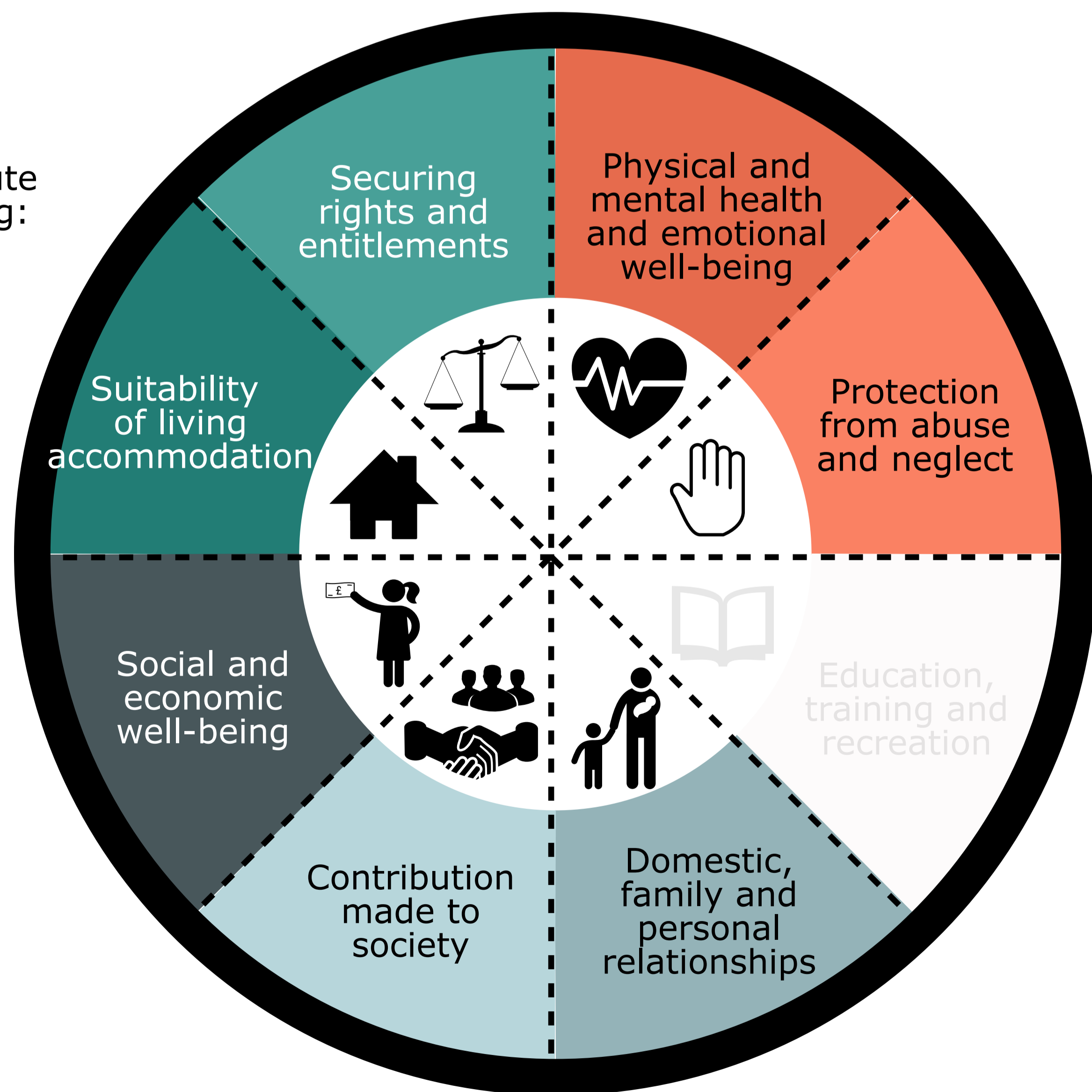
## Which Well-being Objectives do these Priorities Contribute Towards?



## Which National Outcomes do these Priorities Contribute Towards?

The key priorities are expected to contribute towards the following aspects of well-being:

- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Domestic, family and personal relationships
- Contribution made to society
- Social and economic well-being
- Suitability of living accommodation



# 5: Adult and Young Carers

## What did the Population Needs Assessment Tell Us?

- At the 2011 Census, 50,580 carers were recorded in Cardiff and the Vale of Glamorgan. This represented a 12% rise over the number in the previous Census 10 years earlier. The percentage of people in the population in each region who identify as carers is below the Wales average.
- A survey of adult carers in Cardiff and the Vale was undertaken in 2011, with 292 respondents. Of the respondents, the majority were female (72%) and caring full time (72%). Most people cared for one person (87%) although over one in ten (13%) cared for two or more people. Two thirds of carers (67%) had been caring for more than 5 years, including nearly half (46%) caring for over 10 years. Three quarters (77%) were aged 40 or over, including a quarter (24%) who were 75 or over.
- A young carer is someone aged 18 or under who helps look after a relative who has a condition, such as a disability, illness, mental health condition, or a drug or alcohol problem.
- At the 2011 Census, 1,579 young carers were identified in Cardiff and the Vale of Glamorgan, although the Census is recognised as underestimating the number of young carers when compared with surveys of school children across the UK in which they are asked if they have caring responsibilities. Young adult carers (aged 18-25) are particularly vulnerable to transition on leaving school, and are more likely to be not in education, employment or training (NEET).

## What were the Key Care and Support Needs Identified?

1



### Need 1 (N1):

Improve access to information (including financial support and services available)

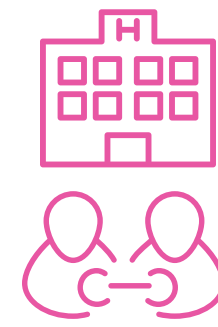
2



### Need 2 (N2):

Improve public transport services to enable access to health and well-being activities

3



### Need 3 (N3):

Ensure the discharge planning process involves consultation with carers

4



### Need 4 (N4):

Provide appropriate housing, to meet individual's needs and enable people to remain independent

5



### Need 5 (N5):

Provide accessible respite care (including emergency respite) for those in need

6



### Need 6 (N6):

Improve the availability of mental health support to carers

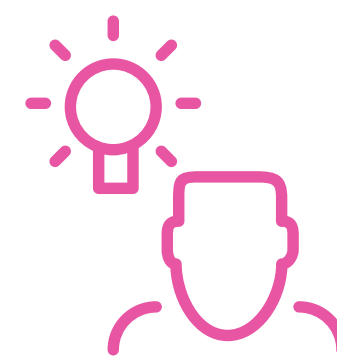
7



### Need 7 (N7):

Reduce loneliness and social isolation

8



### Need 8 (N8):

Identify carers and provide support to those in need

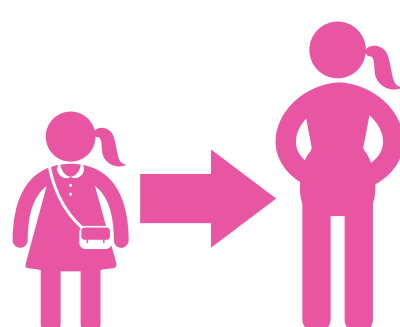
9



### Need 9 (N9):

Improve access to carers' assessments

10



### Need 10 (N10):

Enable smoother transitions between children's and adult's services

11

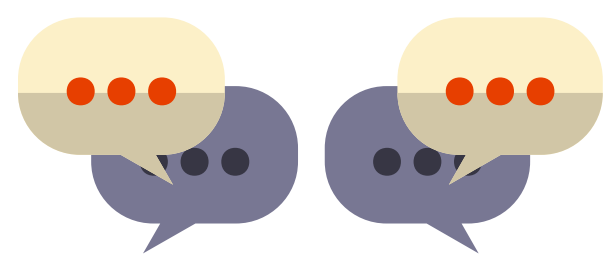


### Need 11 (N11):

Address perceptions of carers feeling judged by services

## What are our Key Priorities in Response?

The key priorities to be delivered by the Regional Partnership Board are:



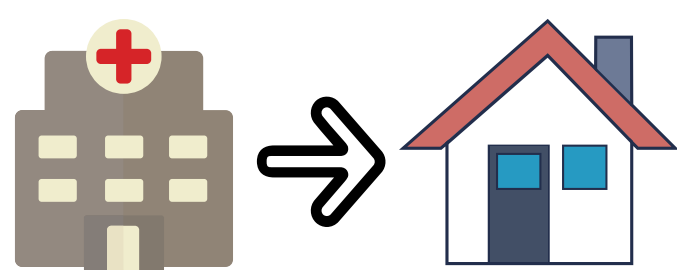
**1.** Identify and implement a carer engagement model based on best practice



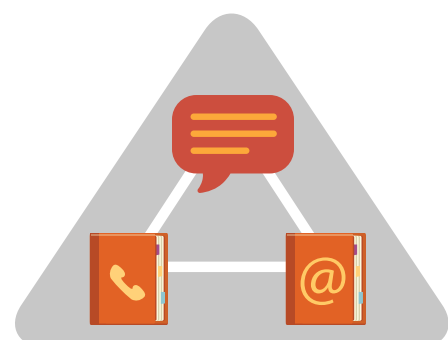
**2.** Improve physical and emotional support for young carers, including emergency and pre-planned respite and reducing the risk of adverse childhood experiences



**3.** Improve physical and emotional support for adult carers, including emergency and pre-planned respite



**4.** Involve carers, including young carers, in the planning of hospital admission and discharge if the person they care for is in hospital



**5.** Provide easily accessible information to carers and relatives in a range of formats and languages, through existing information points, such as primary care and libraries

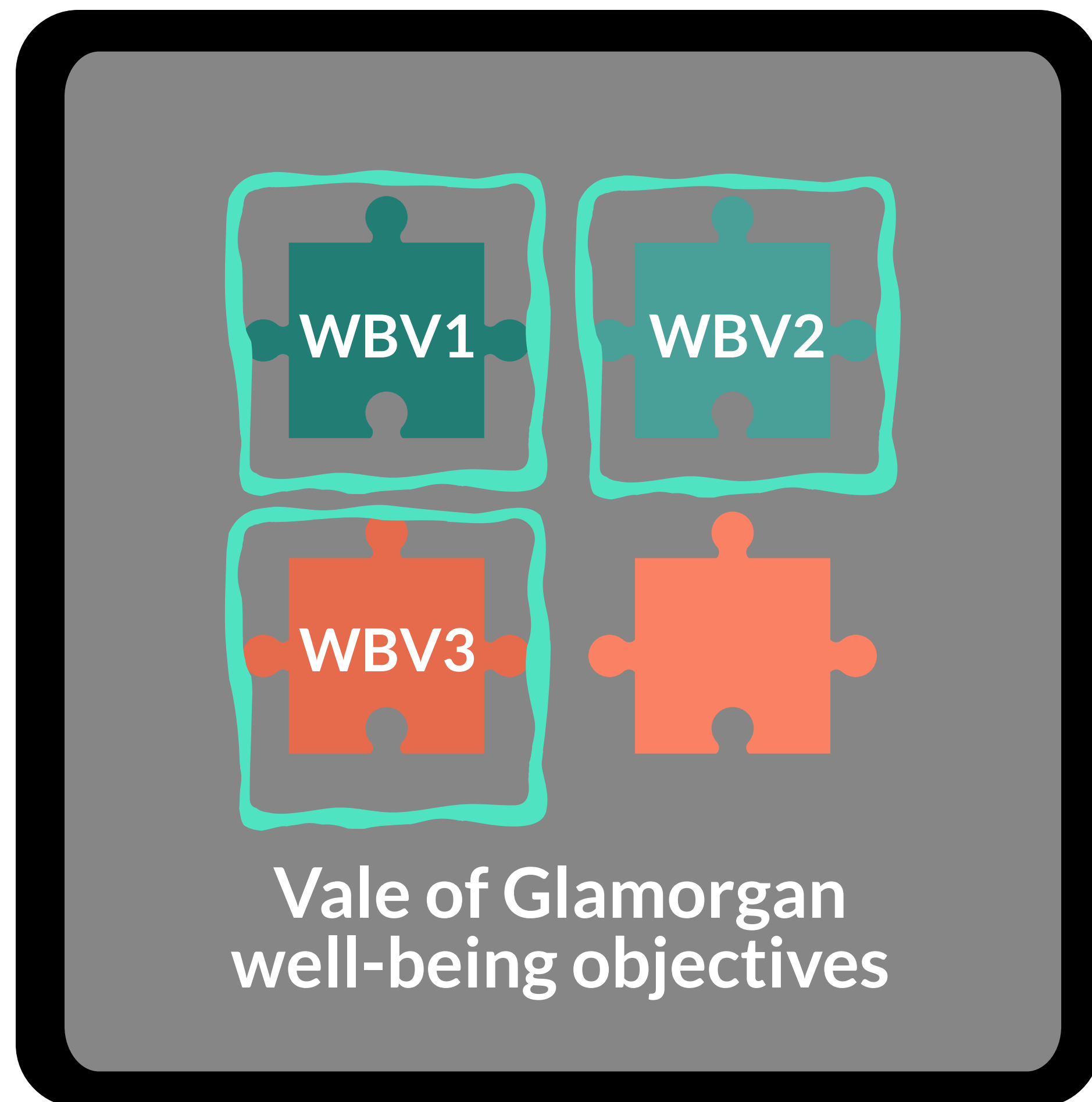
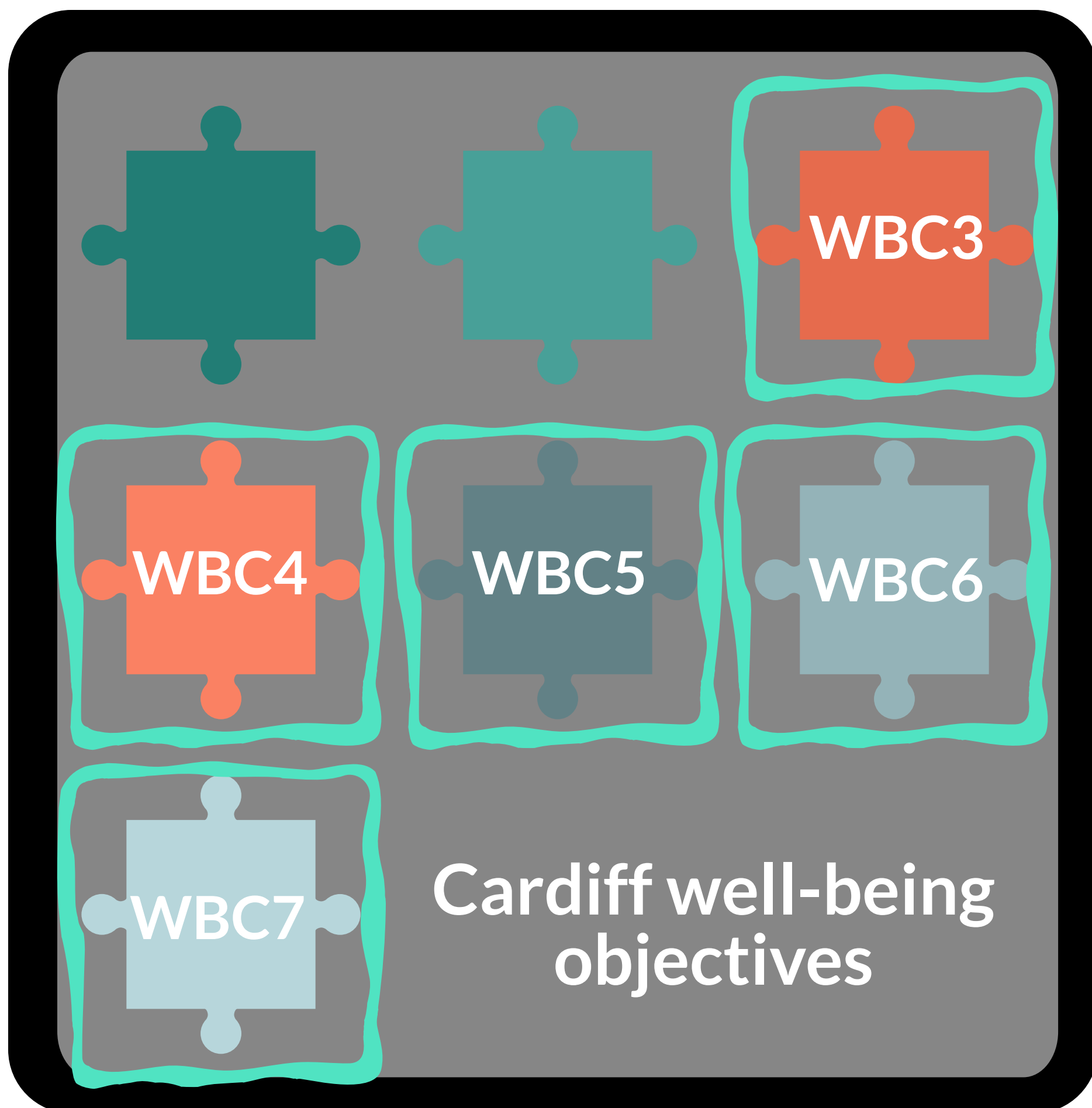


**6.** Raise awareness around caring and carers among the public and health and social care professionals, (e.g. adopting an approach similar to Making Every Contact Count), to ensure that carers are identified as early as possible and all involved are aware of their rights as a carer

Please refer to the '[Cardiff and Vale of Glamorgan Area Action Plan 2018/23](#)' for details on how these key priorities will be achieved

# 5: Adult and Young Carers

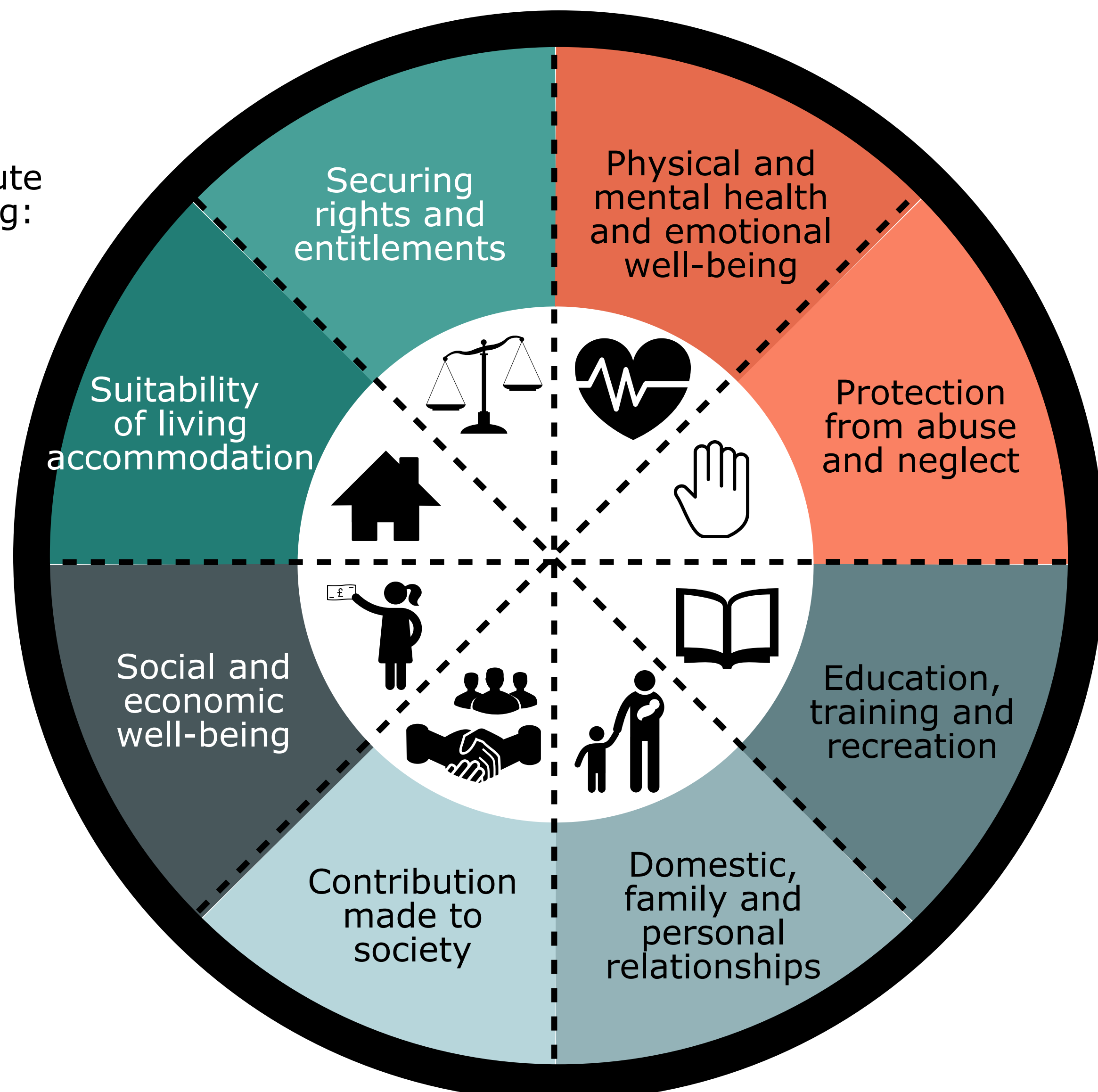
## Which Well-being Objectives do these Priorities Contribute Towards?



## Which National Outcomes do these Priorities Contribute Towards?

The key priorities are expected to contribute towards the following aspects of well-being:

- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Education, training and recreation
- Domestic, family and personal relationships
- Contribution made to society
- Social and economic well-being
- Suitability of living accommodation



# 6: Health and Physical Disabilities

## What did the Population Needs Assessment Tell Us?

- Over 30,000 people in Cardiff and the Vale of Glamorgan classified themselves in 'bad' or 'very bad' health, a rate of 6.4%. This compared to a Welsh average of 7.4%.
- 1 in 7 of the adult population (15%) considered that their day-to-day activities were limited a lot by a long-term health problem or disability.
- Unhealthy behaviours which increase the risk of disease are endemic among adults in Cardiff and the Vale, although tobacco and alcohol use are showing signs of improving. Many (but not all) of the most common chronic conditions and causes of death may be avoided by making changes in health-related behaviours, e.g. two fifths drink above alcohol guidelines (42% Cardiff, 42% Vale), around two thirds don't eat sufficient fruit and vegetables (64% Cardiff, 68% Vale), over half are overweight or obese (52% Cardiff, 53% Vale), and three quarters don't get enough physical activity (72% Cardiff, 71% Vale).

## What were the Key Care and Support Needs Identified?

1



### Need 1 (N1):

Improve access to information and services

2



### Need 2 (N2):

Maintain and improve the provision and sustainability of community services

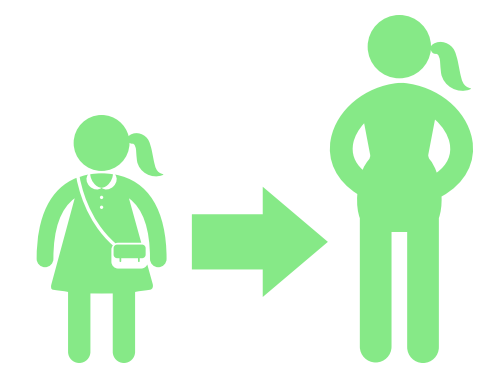
3



### Need 3 (N3):

Improve the flexibility of services, including offering provision closer to home

4



### Need 4 (N4):

Improve transitions between children's and adult's services

5



### Need 5 (N5):

Increase integration of health, housing and social care

6



### Need 6 (N6):

Promote and target services to meet the needs of vulnerable groups

7



### Need 7 (N7):

Improve public transport services to enable access to activities which promote health and well-being

8



### Need 8 (N8):

Improve the use of public buildings to join-up services and maximise resources

9



### Need 9 (N9):

Provide appropriate housing to meet individuals' needs and enable people to remain independent

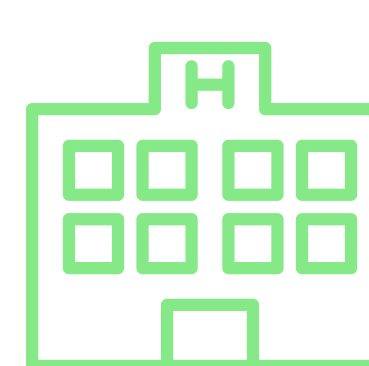
10



### Need 10 (N10):

Reduce the prevalence of unhealthy behaviours

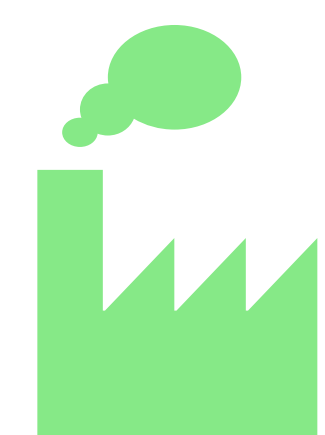
11



### Need 11 (N11):

Respond to the increasing prevalence of long-term conditions

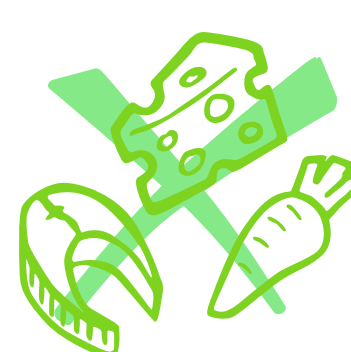
12



### Need 12 (N12):

Reduce the levels of air pollution

13



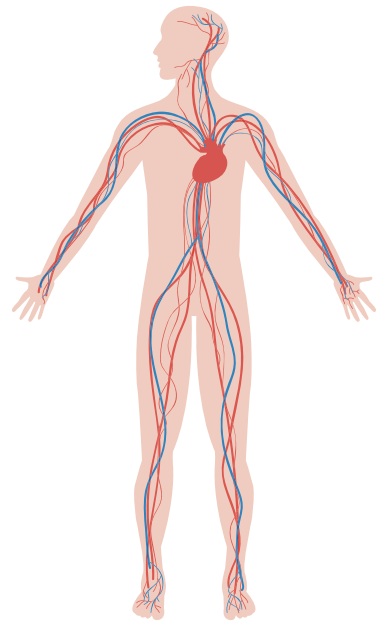
### Need 13 (N13):

Reduce the number of people living in food poverty

## 6: Health and Physical Disabilities

### What are our Key Priorities in Response?

The key priorities to be led by other Partnerships and planning arrangements across the region are:



**1.**

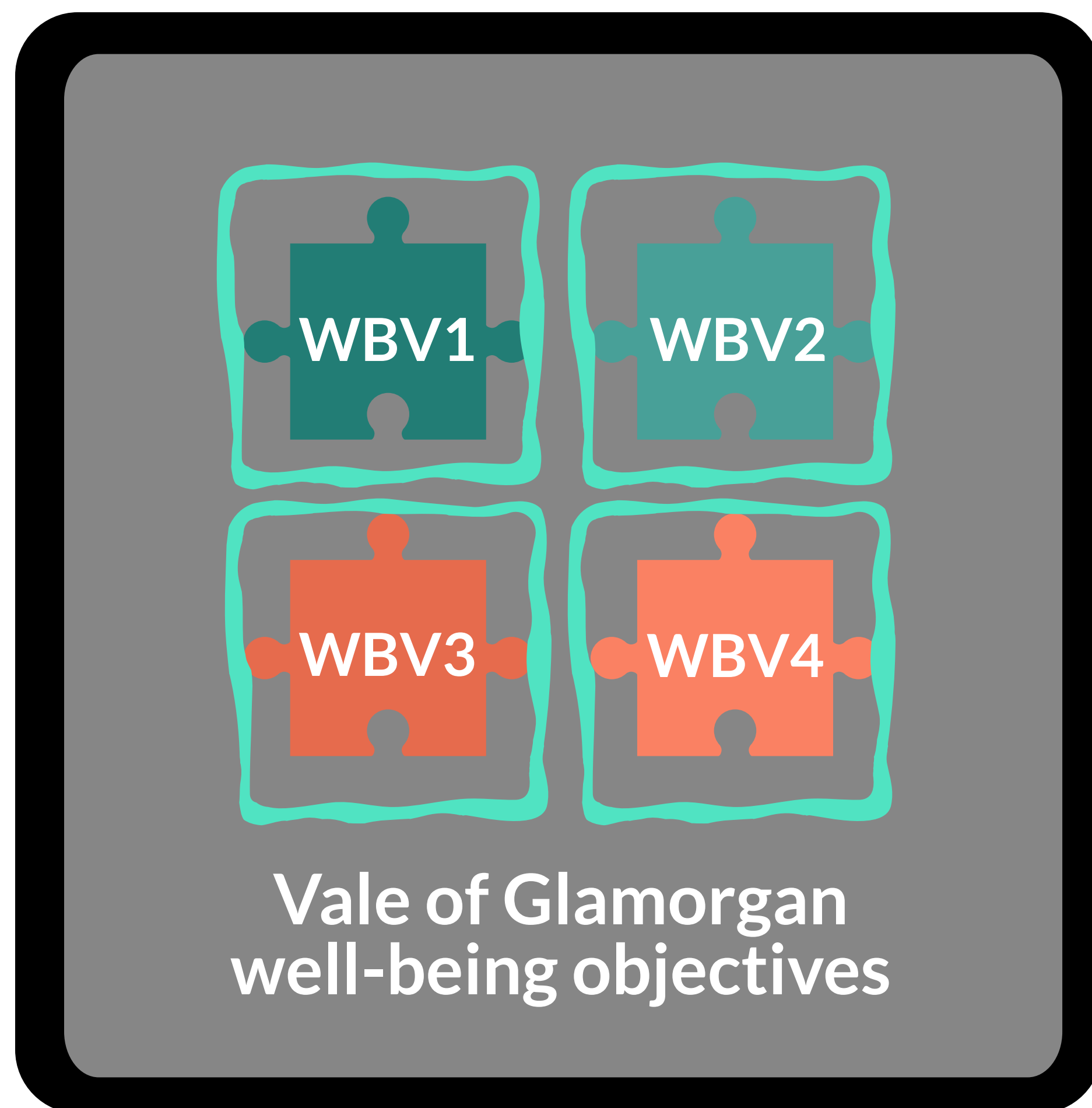
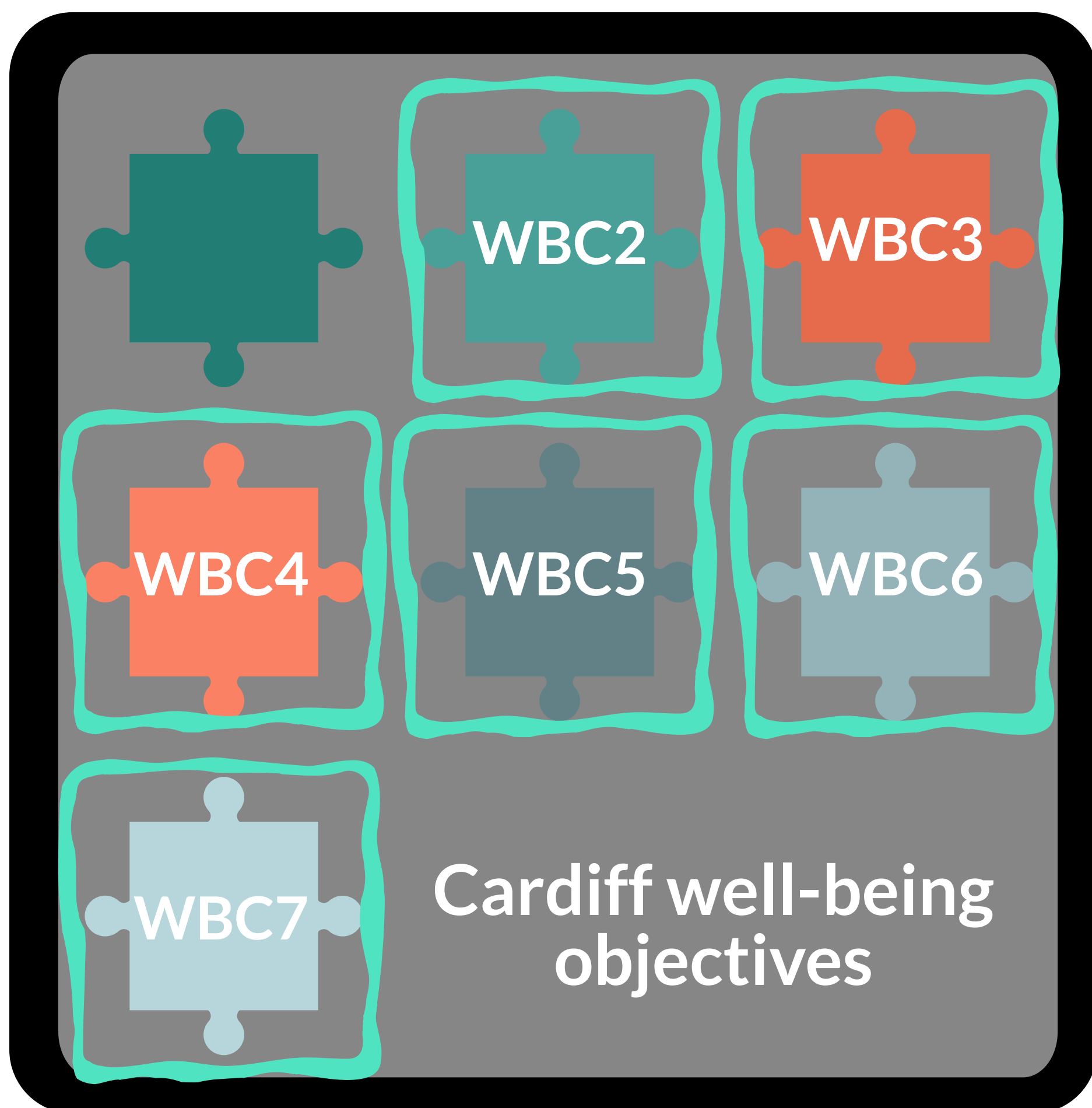
Promote healthy lifestyles and improve and protect the health and well-being of Cardiff and Vale of Glamorgan residents

Please refer to the '[Cardiff and Vale of Glamorgan Area Action Plan 2018/23](#)' for details on how these key priorities will be achieved



# 6: Health and Physical Disabilities

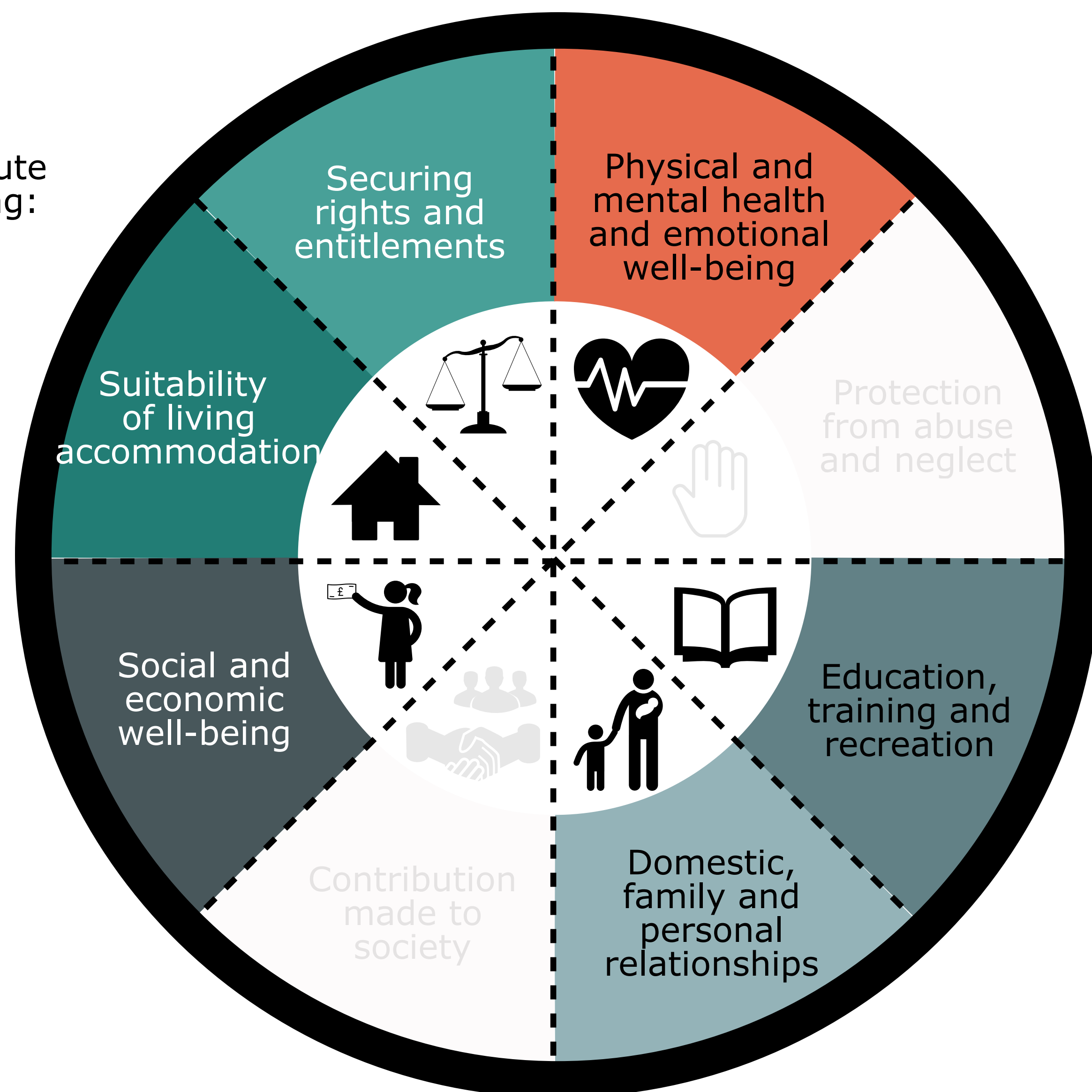
## Which Well-being Objectives do these Priorities Contribute Towards?



## Which National Outcomes do these Priorities Contribute Towards?

The key priorities are expected to contribute towards the following aspects of well-being:

- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Education, training and recreation
- Domestic, family and personal relationships
- Social and economic well-being
- Suitability of living accommodation



# 7: Adult Mental Health and Cognitive Impairment

## What did the Population Needs Assessment Tell Us?

- Self-reported mental well-being in Cardiff and the Vale of Glamorgan is in line with the Wales average, although this masks a slightly lower score in Cardiff compared with the Vale of Glamorgan.
- A recent health needs assessment of people with dementia in Cardiff and the Vale of Glamorgan highlighted that dementia had overtaken heart disease as the leading cause of death among women in England and Wales.
- There are estimated to be 5,000 people with dementia in Cardiff and Vale of Glamorgan, nearly 6 in 10 (58%) of whom have a diagnosis.

## What were the Key Care and Support Needs Identified?



1

### Need 1 (N1):

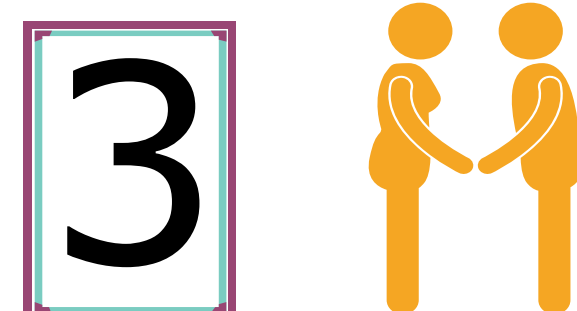
Increase timely access to low level mental health services (including counselling and family support)



2

### Need 2 (N2):

Improve the join up of information, advice and services



3

### Need 3 (N3):

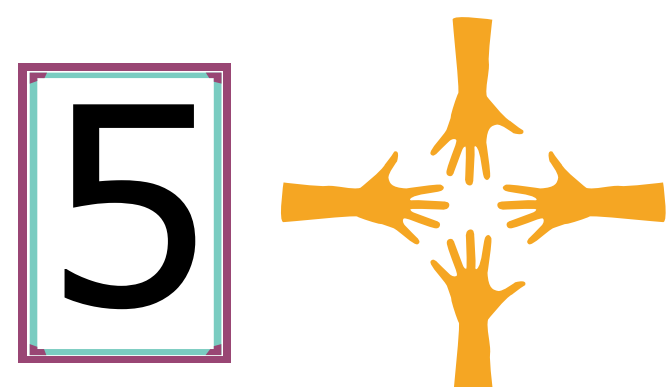
Reduce loneliness and isolation (especially among people with dementia, asylum seekers and refugees)



4

### Need 4 (N4):

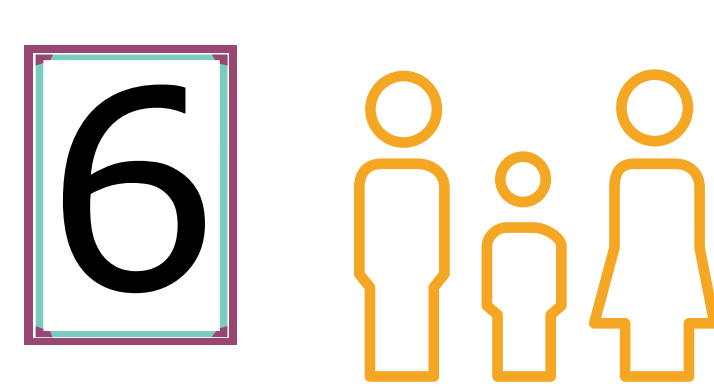
Provide appropriate housing, to meet individual's needs and enable people to remain independent



5

### Need 5 (N5):

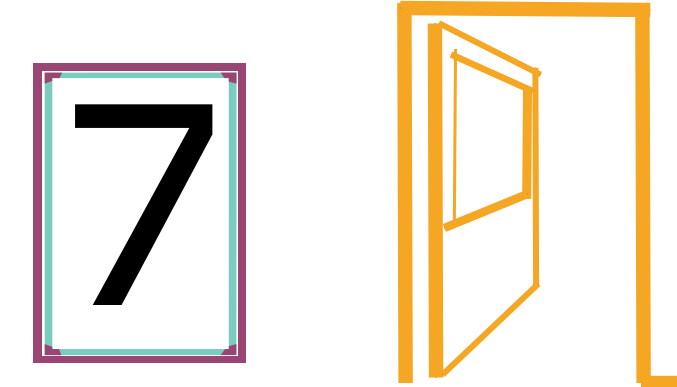
Continue partnership approach between statutory services and with the third sector



6

### Need 6 (N6):

Improve support for the families of people with mental health issues



7

### Need 7 (N7):

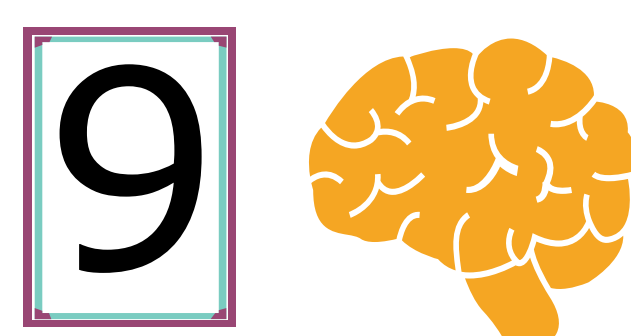
Improve access to services such as community hubs and one-stop shops



8

### Need 8 (N8):

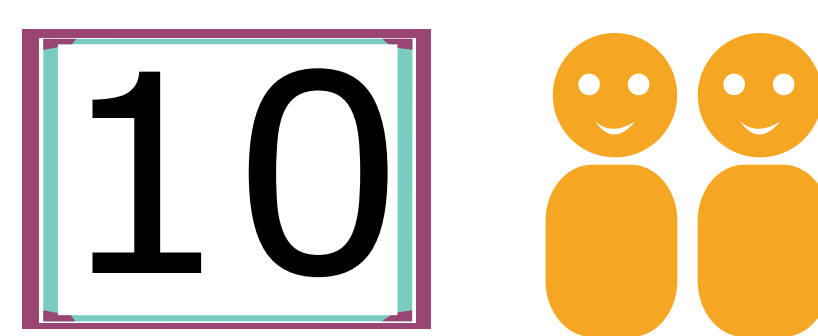
Improve information and support for GPs to inform decisions around referrals



9

### Need 9 (N9):

Improve support for people with dementia, their families and carers



10

### Need 10 (N10):

Improve peer support and mentoring to guide people through the system

# 7: Adult Mental Health and Cognitive Impairment

## What are our Key Priorities in Response?

The key priorities to be led by other Partnerships and planning arrangements across the region are to deliver the Cardiff and Vale of Glamorgan 'Together for Mental Health' Plan, which includes ensuring that:



**1.** People in Cardiff and Vale of Glamorgan are more resilient and better able to tackle poor mental well-being when it occurs



**2.** The quality of life for people is improved, particularly through addressing loneliness and unwanted isolation.



**3.** Services meet the needs of the diverse population of Cardiff and Vale of Glamorgan



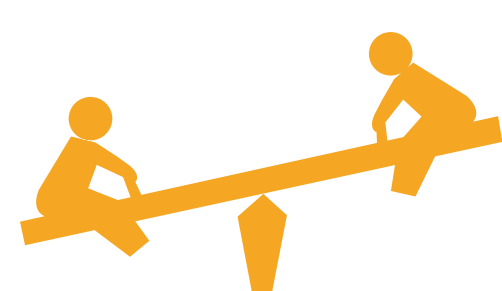
**4.** People with mental health problems, their families and carers are treated with dignity and respect



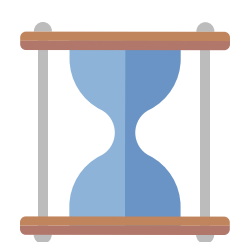
**5.** All children have the best possible start in life, which is enabled by giving parents / care givers the support needed



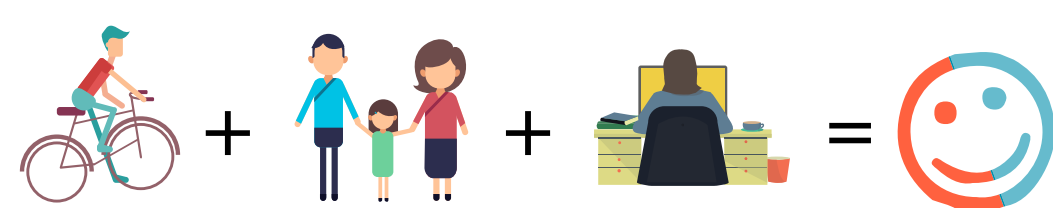
**6.** All children and young people are more resilient and better able to tackle poor mental well-being when it occurs



**7.** Children and young people experiencing mental health problems get better sooner



**8.** People with a mental health problem have access to appropriate and timely services



**9.** People of all ages experience sustained improvement to their mental health and well-being through access to positive life chances

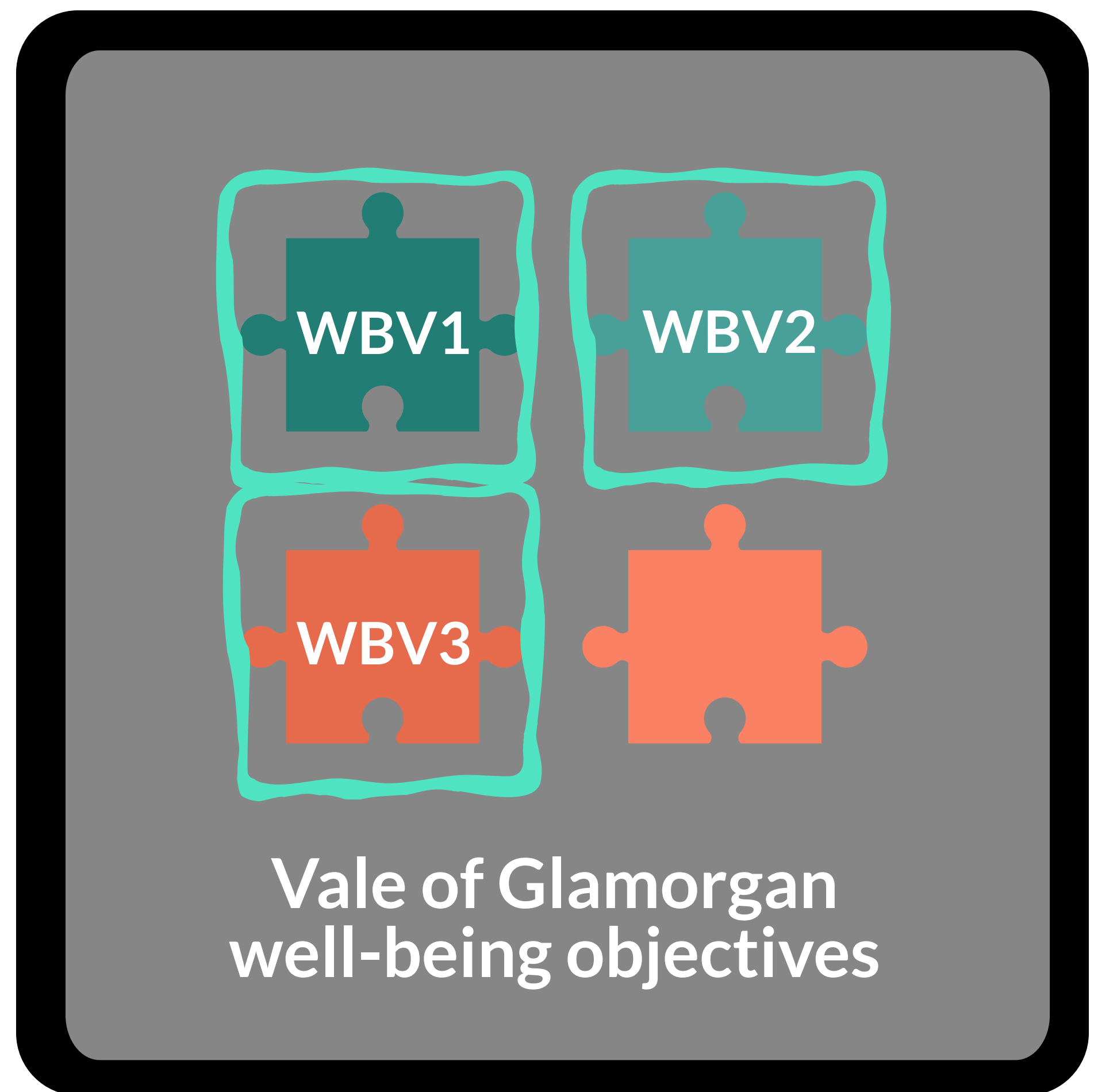
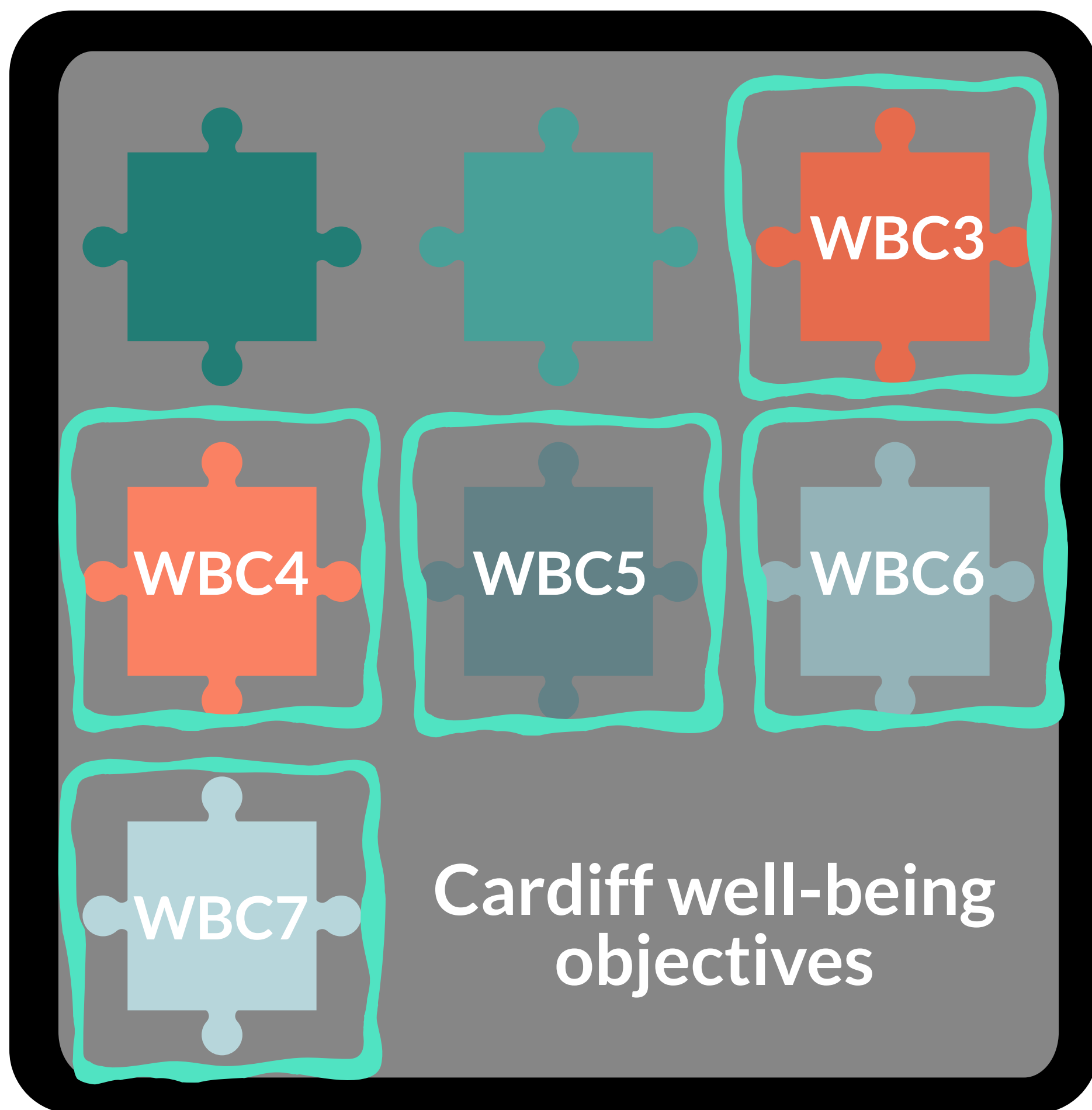


**10.** Cardiff & Vale of Glamorgan is a dementia-friendly region

Please refer to the '[Cardiff and Vale of Glamorgan Area Action Plan 2018/23](#)' for details on how these key priorities will be achieved

# 7: Adult Mental Health and Cognitive Impairment

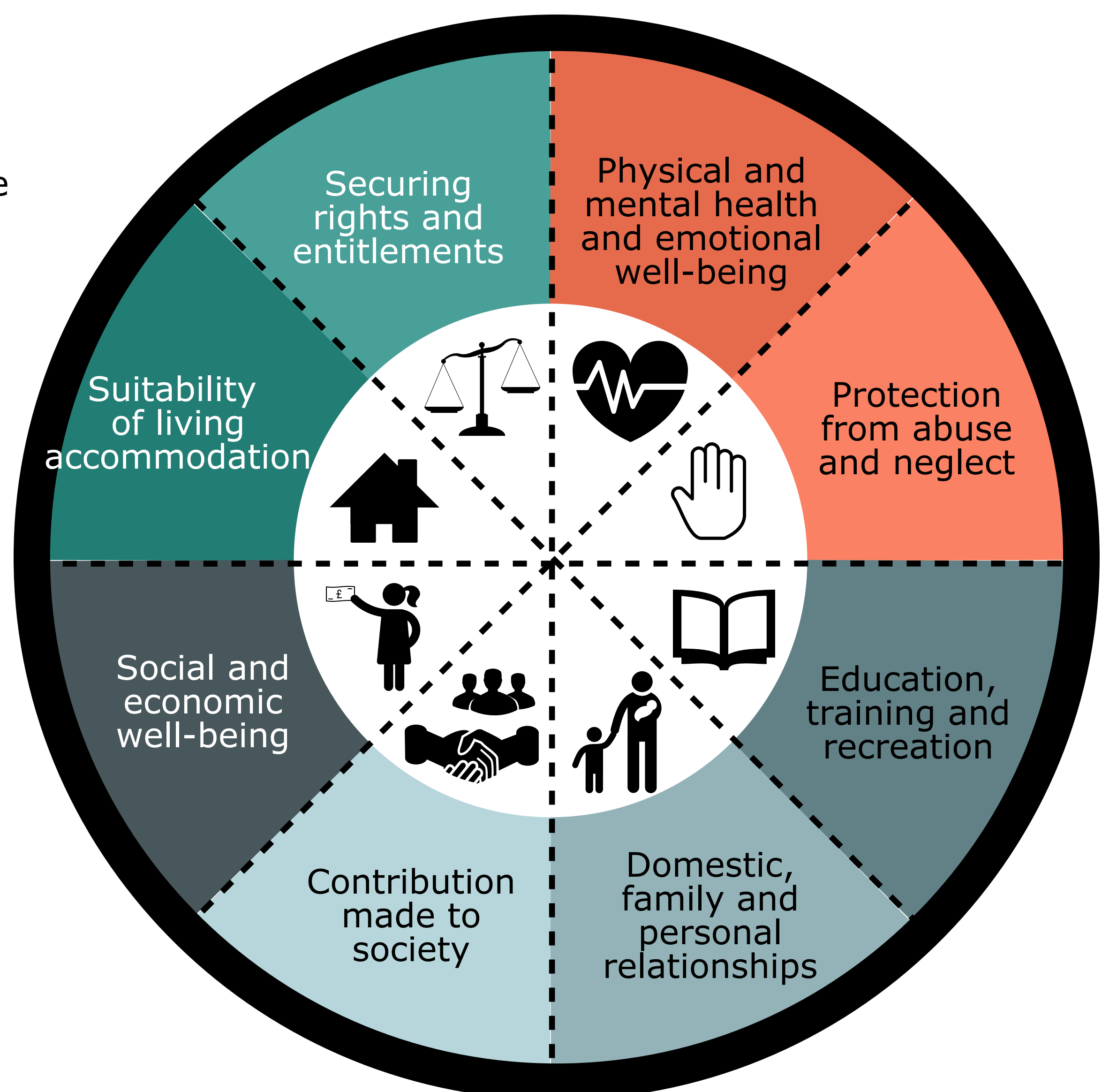
## Which Well-being Objectives do these Priorities Contribute Towards?



## Which National Outcomes do these Priorities Contribute Towards?

The key priorities are expected to contribute towards the following aspects of well-being:

- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Education, training and recreation
- Domestic, family and personal relationships
- Contribution made to society
- Social and economic well-being
- Suitability of living accommodation



# 8: Sensory Loss and Impairment

## What did the Population Needs Assessment Tell Us?

- There are an estimated 9,430 people living with some degree of sight loss in Cardiff and 4,560 people in the Vale of Glamorgan. Of these, 1,230 are living with severe sight loss in Cardiff and 610 in the Vale.
- In Cardiff, there are 11,980 people with early age-related macular degeneration (AMD) and 6,030 in the Vale. In addition, there are 2,870 people living with cataracts in Cardiff and 1,450 in the Vale, along with 7,230 people in Cardiff and 2,560 in Vale with diabetic retinopathy. Numbers of people with diabetic retinopathy are expected to rise significantly in Cardiff (17% compared to the Wales average of 6%), and 5% in the Vale.
- It is estimated that 28,900 people have moderate or severe hearing impairment in Cardiff, and 14,100 in the Vale.
- In Cardiff, it is estimated that 1,840 people are living with dual sensory loss (i.e. sight and hearing) of any severity, along with 860 people with the Vale.

## What were the Key Care and Support Needs Identified?

**1** 


**Need 1 (N1):**  
Improve accessible communication and provision of information on services available

**2** 

**Need 2 (N2):**  
Improve opportunities for increasing mobility and rehabilitation

**3** 

**Need 3 (N3):**  
Review purpose and use of registers for sensory impairment

**4** 

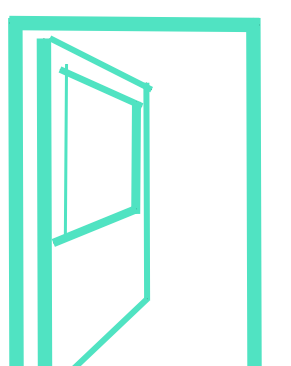
**Need 4 (N4):**  
Increase opportunities to improve social interaction, mental health and well-being

**5** 

**Need 5 (N5):**  
Improve the provision of person centred equipment and technology

**6** 

**Need 6 (N6):**  
Ensure appropriate housing to meet individual's needs and enable independent living

**7** 

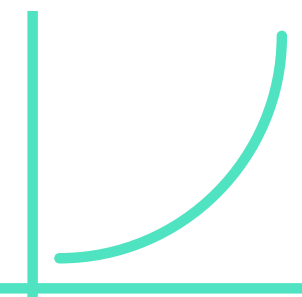
**Need 7 (N7):**  
Improve access to appropriate specialist services and assessments

**8** 

**Need 8 (N8):**  
Continue partnership approach between statutory services and with the third sector

**9** 

**Need 9 (N9):**  
Identify people with complex needs and sensory impairment who require additional support

**10** 

**Need 10 (N10):**  
Improve planning for increase in prevalence of people with sight loss

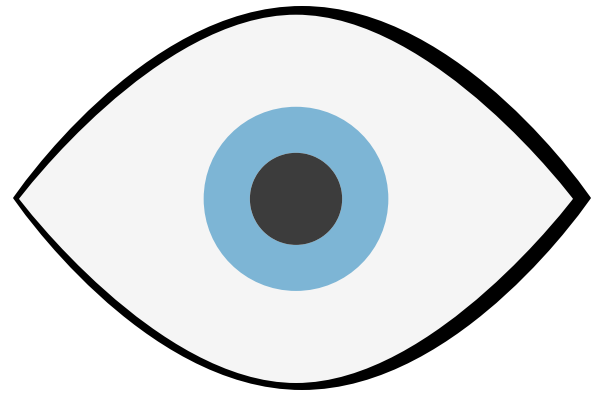
**11** 

**Need 11 (N11):**  
Recognise and address diagnosed hearing impairment among older people in care homes

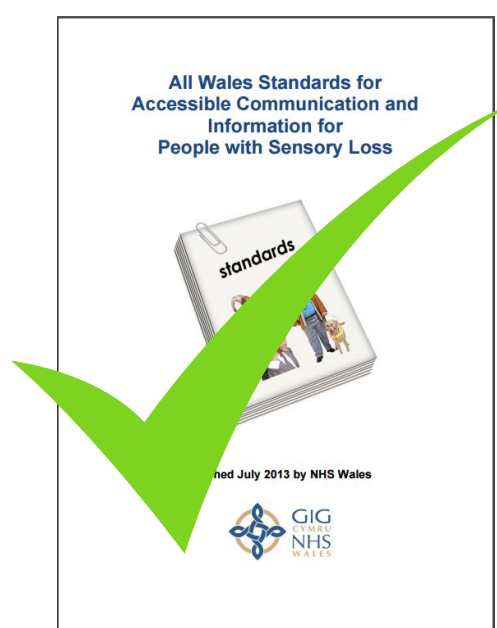
# 8: Sensory Loss and Impairment

## What are our Key Priorities in Response?

The key priorities to be led by other Partnerships and planning arrangements across the region are:



1. Deliver the Cardiff and Vale of Glamorgan Eye Care Plan in conjunction with Primary Care, Secondary Care, Cardiff and Vale of Glamorgan University Health Board and Welsh Government



2. Develop and implement a health board wide action plan to meet the All Wales Standards for Accessible Information and Communication for People with Sensory Loss, in order to improve provision across Primary Care, Secondary Care and Emergency and Unscheduled Care

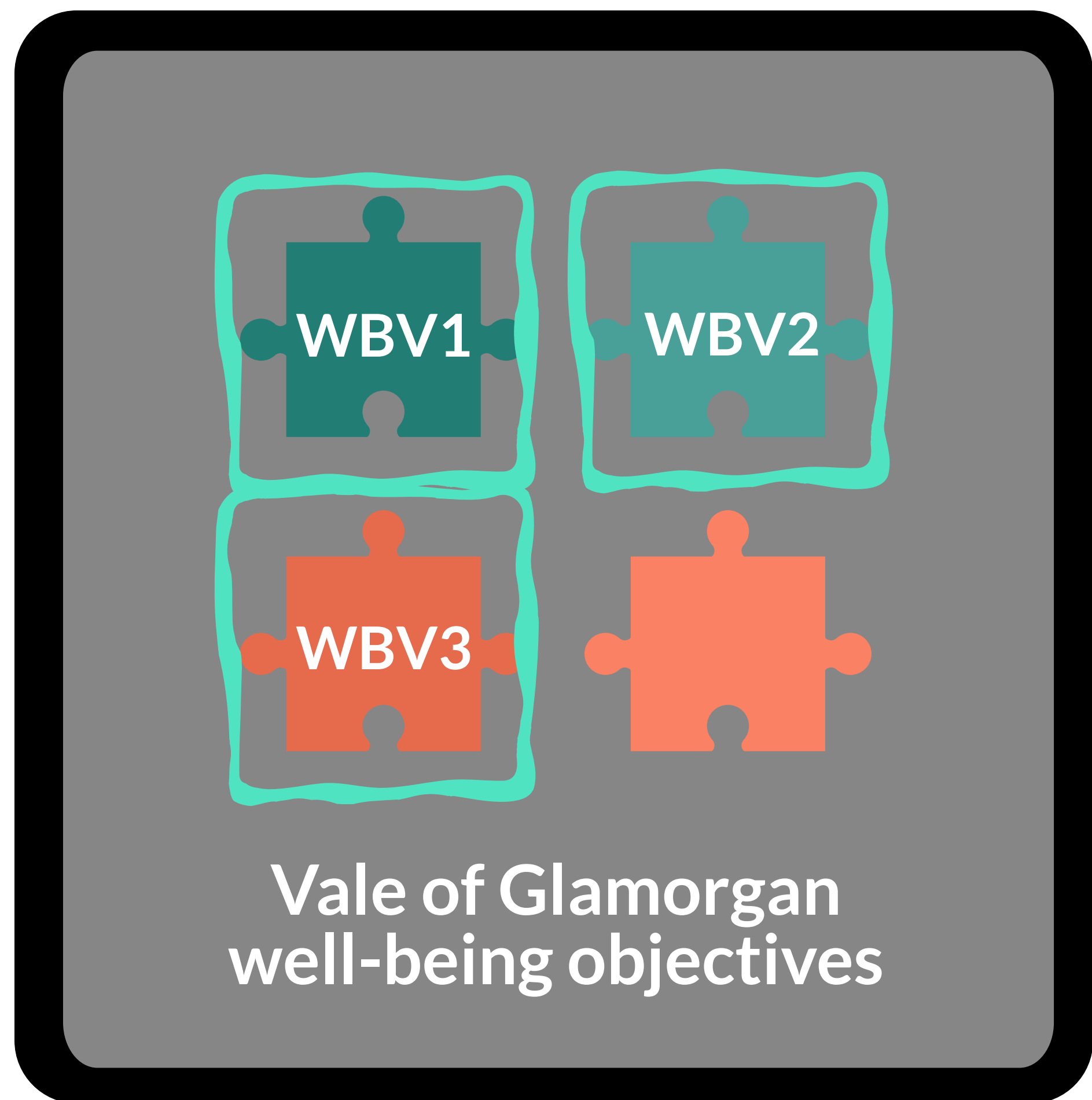
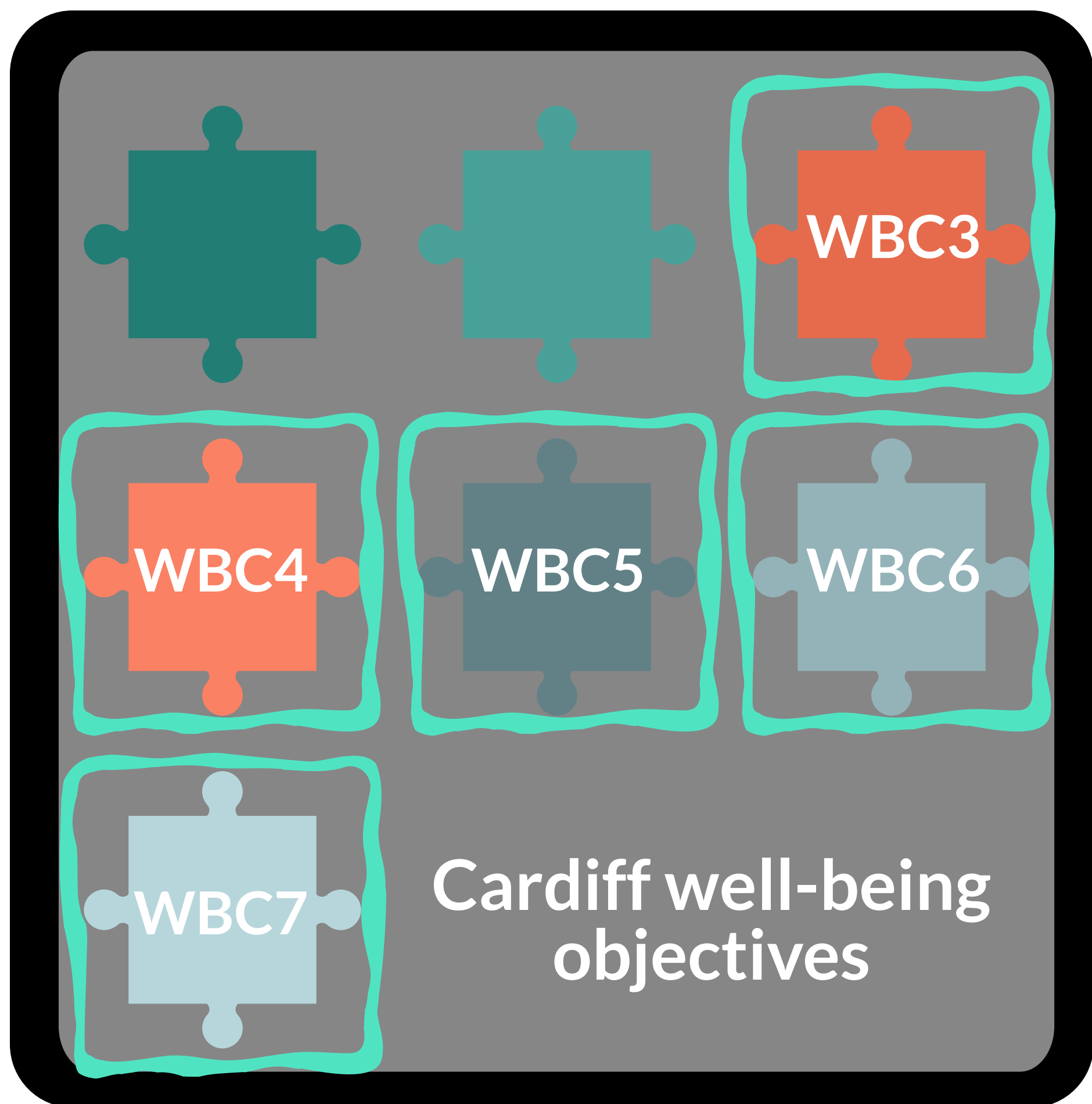


3. Explore the establishment of a partnership delivery mechanism to meet the wider needs of people with sensory loss and impairment

Please refer to the '[Cardiff and Vale of Glamorgan Area Action Plan 2018/23](#)' for details on how these key priorities will be achieved

# 8: Sensory Loss and Impairment

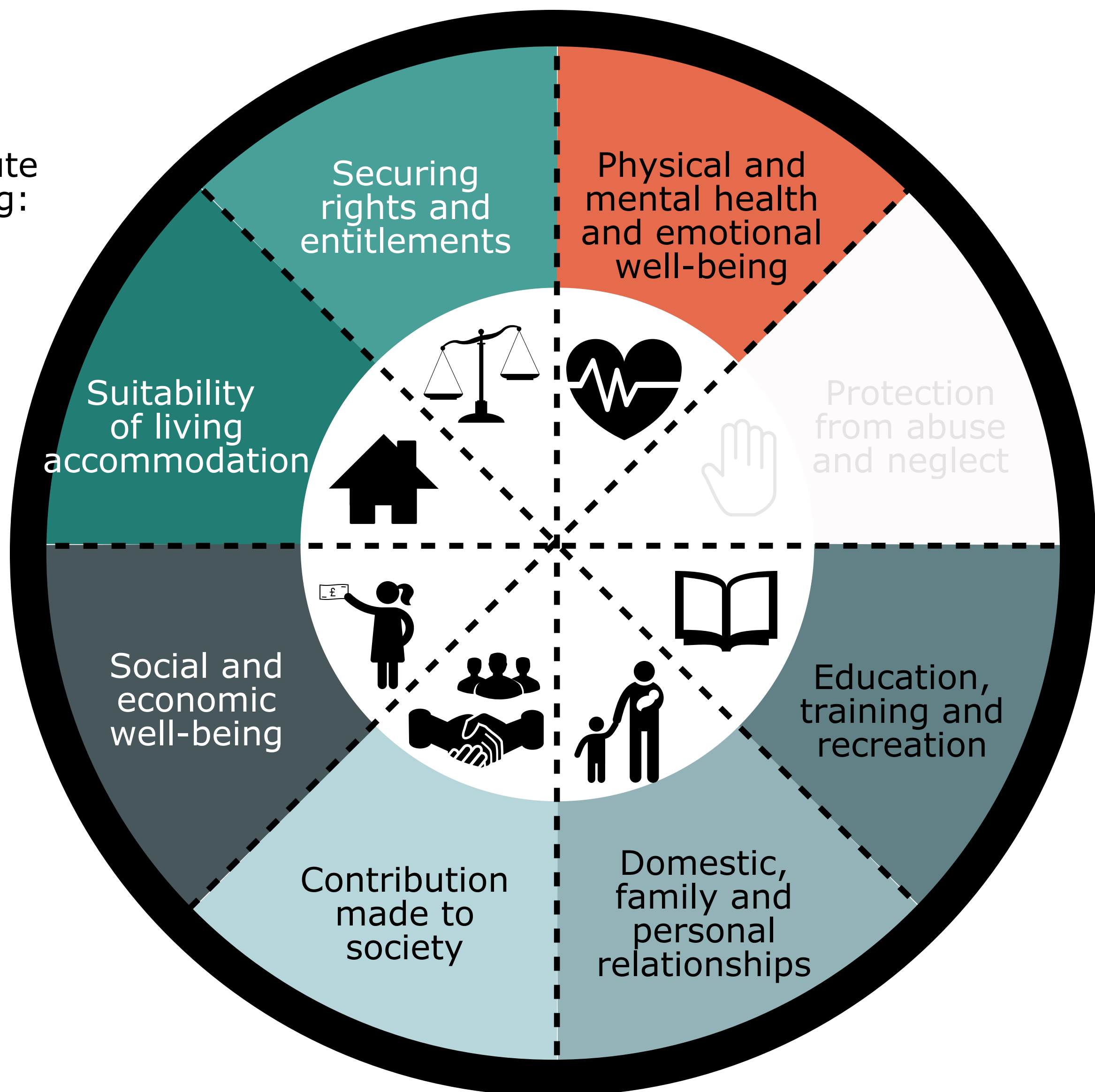
## Which Well-being Objectives do these Priorities Contribute Towards?



## Which National Outcomes do these Priorities Contribute Towards?

The key priorities are expected to contribute towards the following aspects of well-being:

- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Education, training and recreation
- Domestic, family and personal relationships
- Contribution made to society
- Social and economic well-being
- Suitability of living accommodation

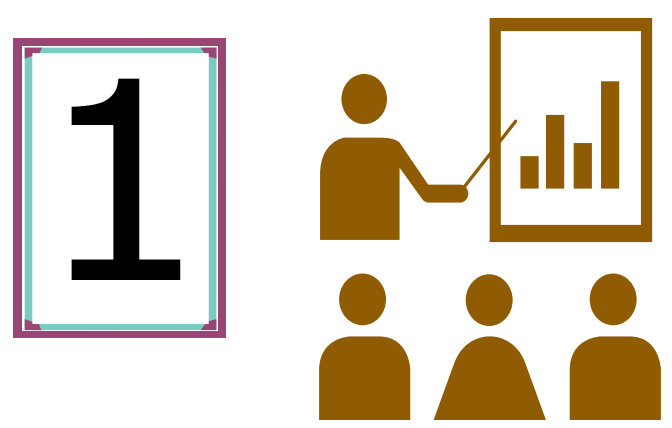


# 9: Violence Against Women, Domestic Abuse and Sexual Violence

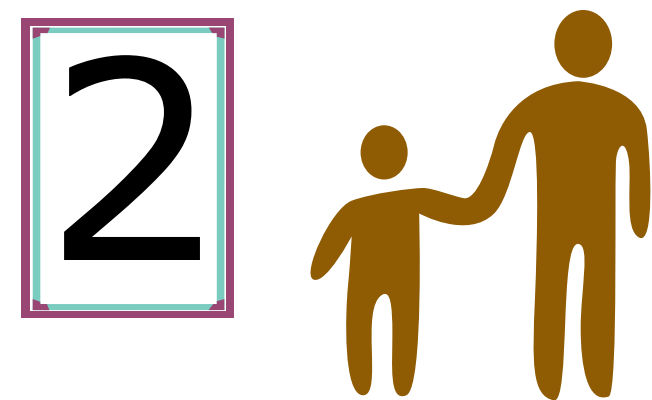
## What did the Population Needs Assessment Tell Us?

- In Cardiff, there were 2,362 incidents of violence against the person (either gender), 2,263 domestic incidents and 57 sexual offences reported to South Wales Police during 2015/16. In the Vale of Glamorgan, the corresponding figures were 2,279 incidents of violence against the person, 1,936 domestic incidents and 204 reported sexual offences.
- In Cardiff, 3,145 referrals relating to domestic abuse were made by the Police, including 1,060 high risk referrals. In the Vale, 1,936 referrals were made by the Police, including 63 high risk referrals.
- Of children in need and protection in Cardiff, 15% in 2015 had a record of domestic abuse being a factor. In the Vale, this was much higher at 51% compared to a Wales average of 23%.

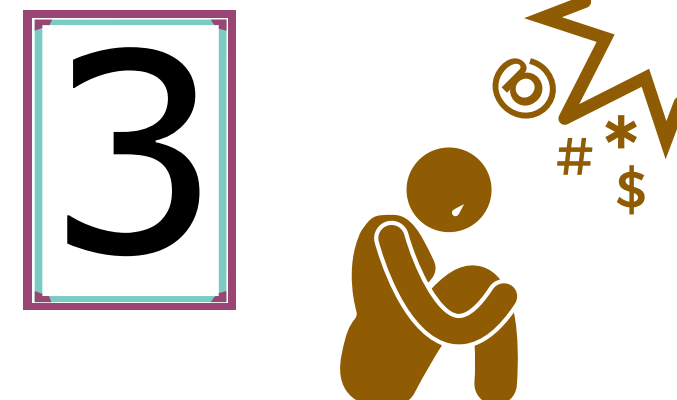
## What were the Key Care and Support Needs Identified?



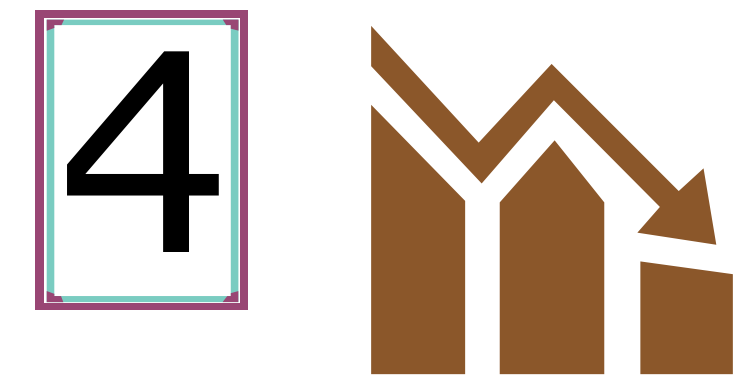
**Need 1 (N1):**  
Undertake awareness raising in schools to promote healthy relationships



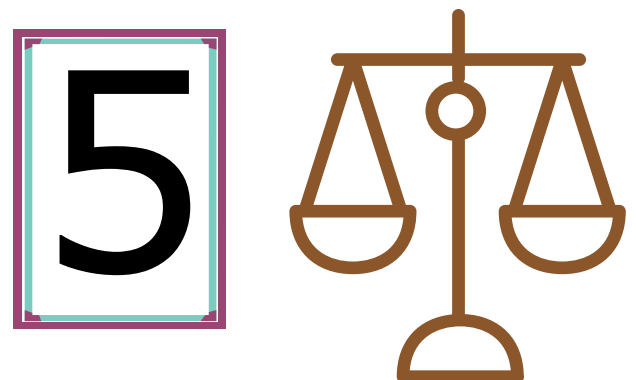
**Need 2 (N2):**  
Promote the use of positive male role models



**Need 3 (N3):**  
Provide support and safeguarding to children in households where there is domestic abuse



**Need 4 (N4):**  
Prevent and reduce adverse childhood experiences (ACEs)



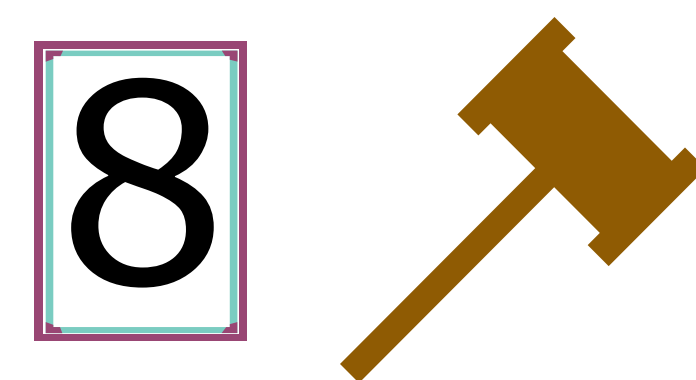
**Need 5 (N5):**  
Ensure approaches are both needs-led and risk-led



**Need 6 (N6):**  
Increase the accountability of perpetrators



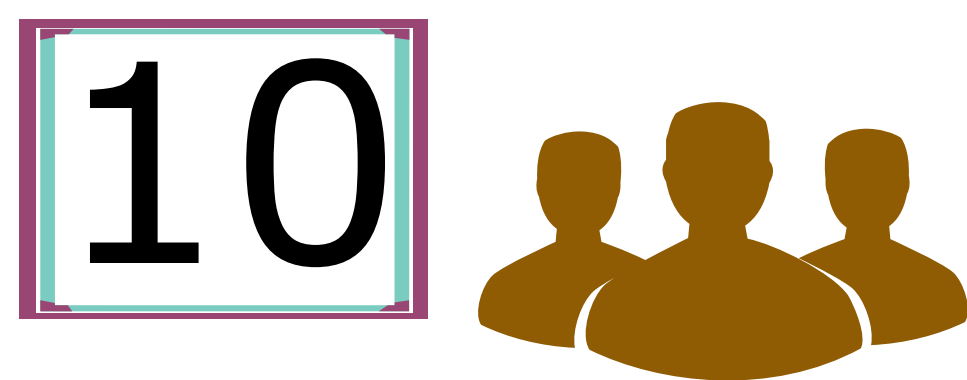
**Need 7 (N7):**  
Promote early reporting and the implementation of 'Ask and Act'



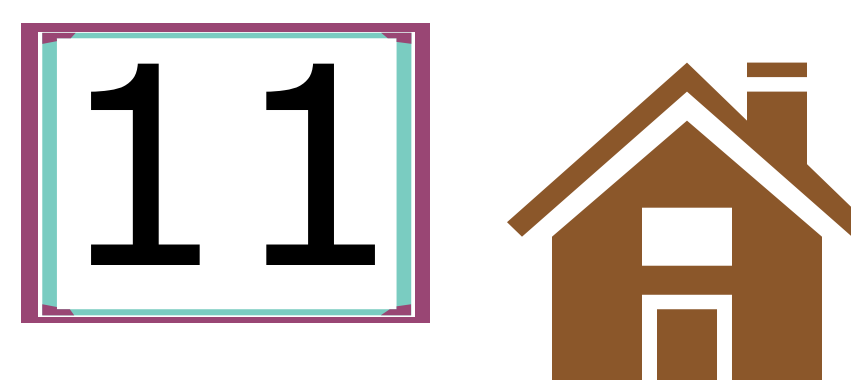
**Need 8 (N8):**  
Improve transparency in family courts



**Need 9 (N9):**  
Improve access to information on existing services and support



**Need 10 (N10):**  
Raise awareness in communities of how they can identify and support people experiencing domestic abuse and sexual violence



**Need 11 (N11):**  
Provide appropriate, safe and secure accommodation



**Need 12 (N12):**  
Improve the availability of age-appropriate counselling



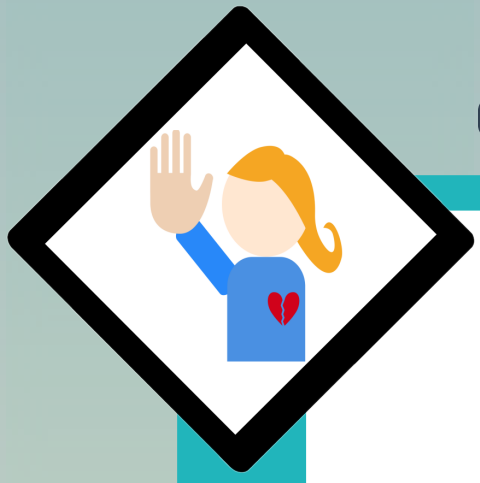
**Need 13 (N13):**  
Reduce incidences of child sexual exploitation



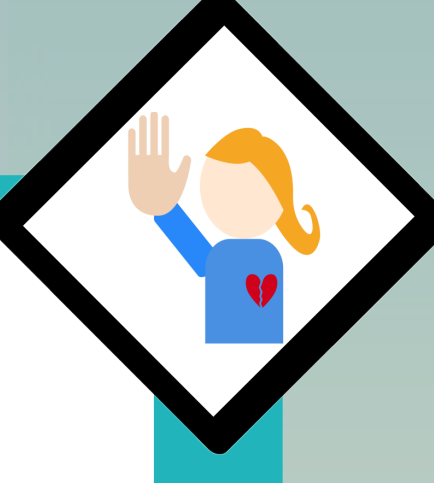
**Need 14 (N14):**  
Reduce incidents of 'honour'-based violence



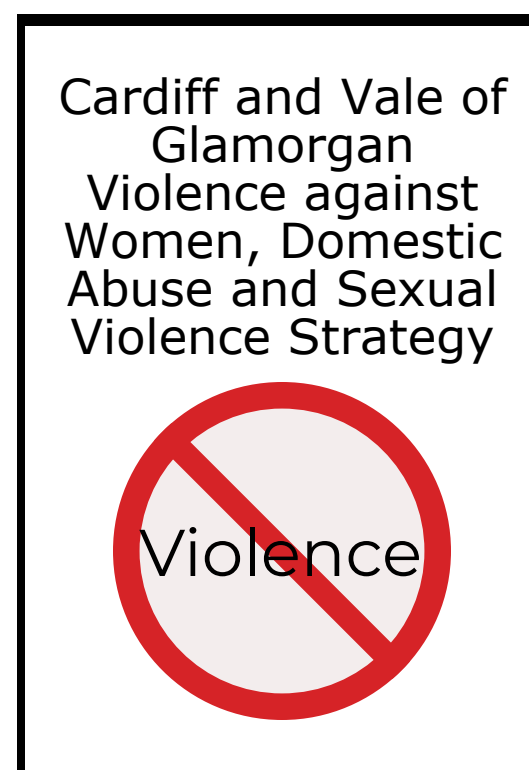
# 9: Violence Against Women, Domestic Abuse and Sexual Violence



## What are our Key Priorities in Response?



The key priorities to be led by other Partnerships and planning arrangements across the region are:

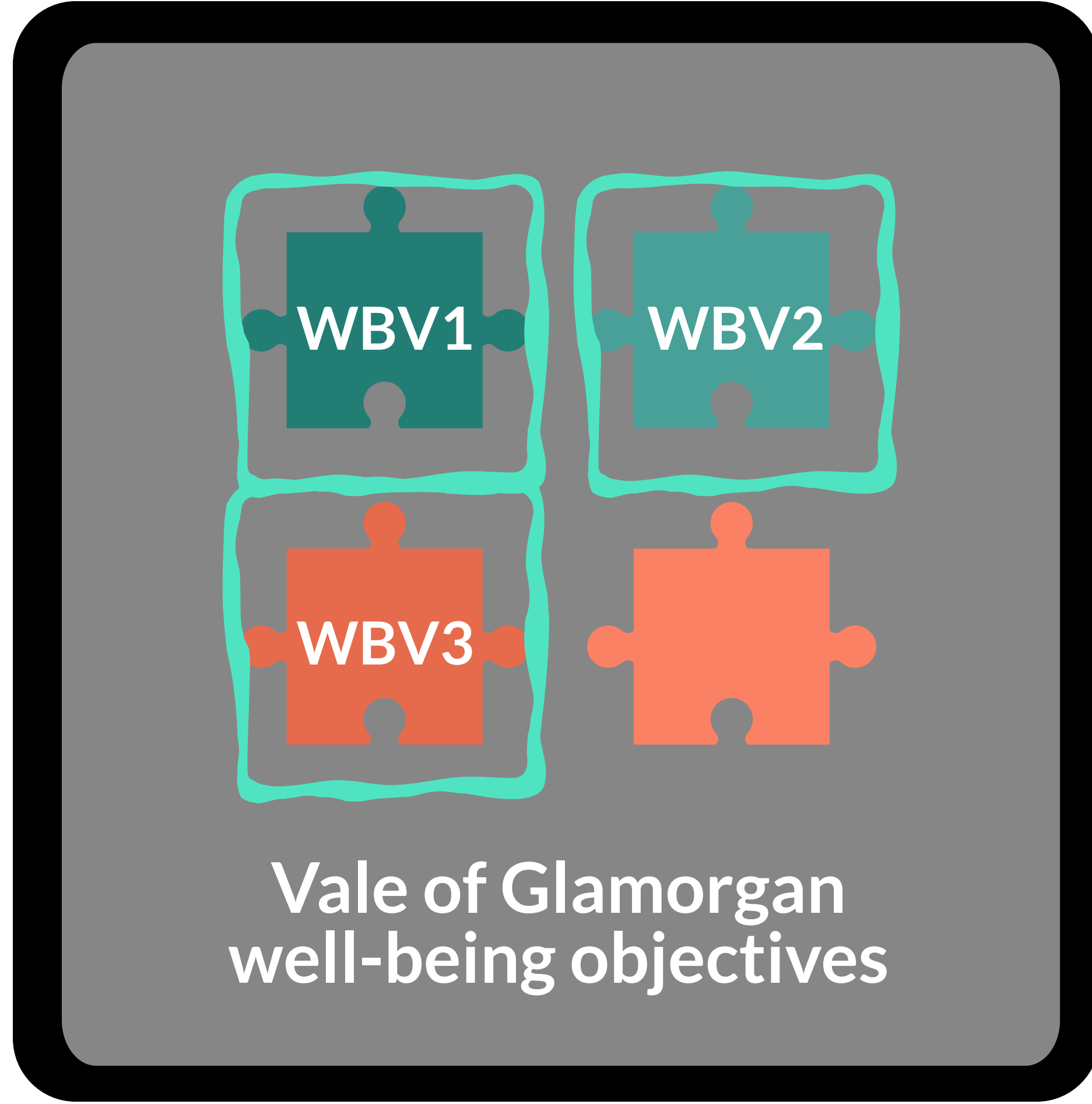
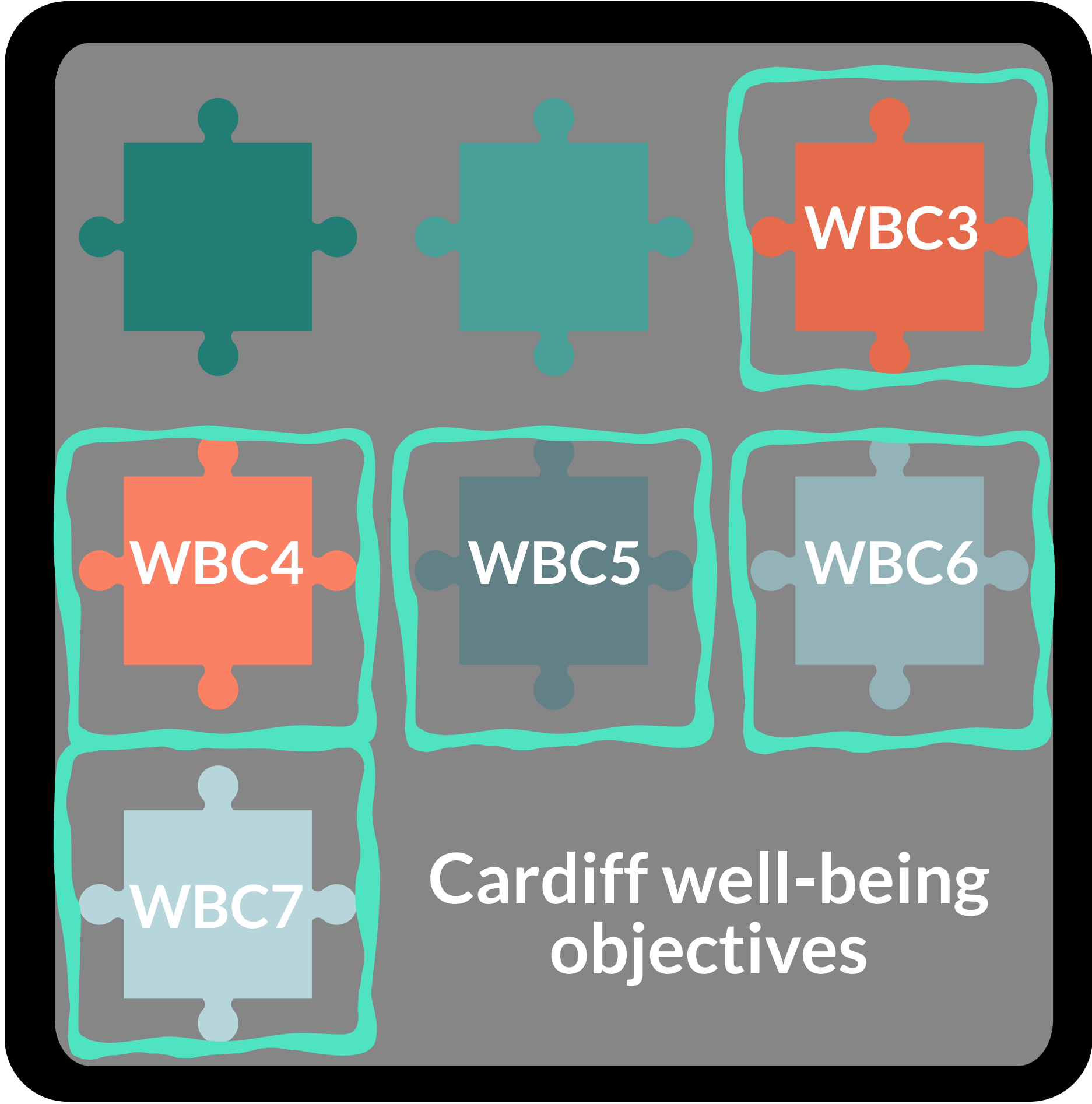


1. Deliver the Cardiff and Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy (*under development*)

Please refer to the '[Cardiff and Vale of Glamorgan Area Action Plan 2018/23](#)' for details on how these key priorities will be achieved

# 9: Violence Against Women, Domestic Abuse and Sexual Violence

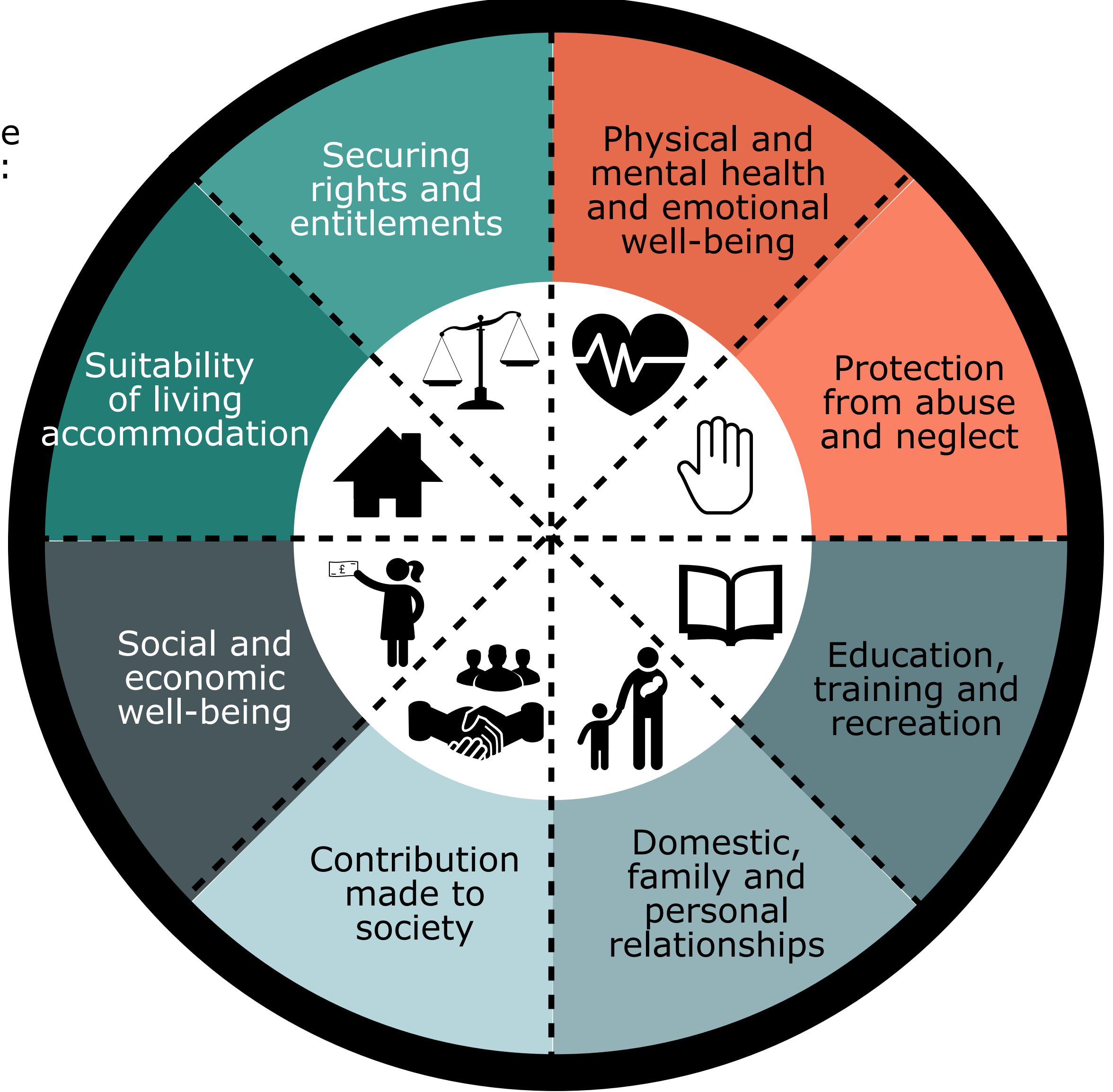
## Which Well-being Objectives do these Priorities Contribute Towards?



## Which National Outcomes do these Priorities Contribute Towards?

The key priorities are expected to contribute towards the following aspects of well-being:

- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
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- Domestic, family and personal relationships
- Contribution made to society
- Social and economic well-being
- Suitability of living accommodation

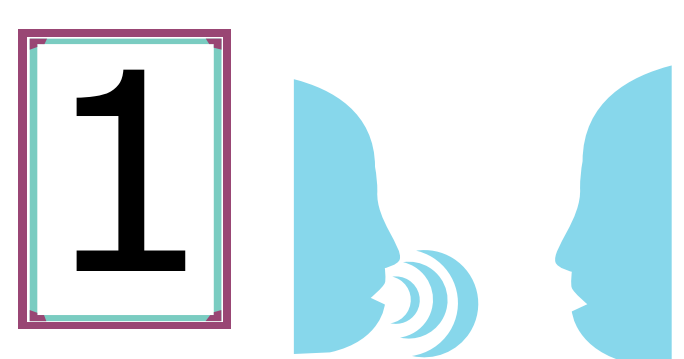


# 10: Asylum Seekers and Refugees

## What did the Population Needs Assessment Tell Us?

- Cardiff is both an initial accommodation centre and dispersal centre for UK asylum seekers. Asylum seekers are located across Cardiff, but with the highest concentration in South Cardiff. The Syrian Resettlement Programme operates in both Cardiff and the Vale of Glamorgan.
- At the time of the 2011 Census, 15% of people living in Cardiff were non-UK born, compared with 6% in the Vale and 7% in Wales as a whole. In 2015, Cardiff had the highest positive net level of immigration compared to the rest of Wales, with around 1,900 net international immigrants.

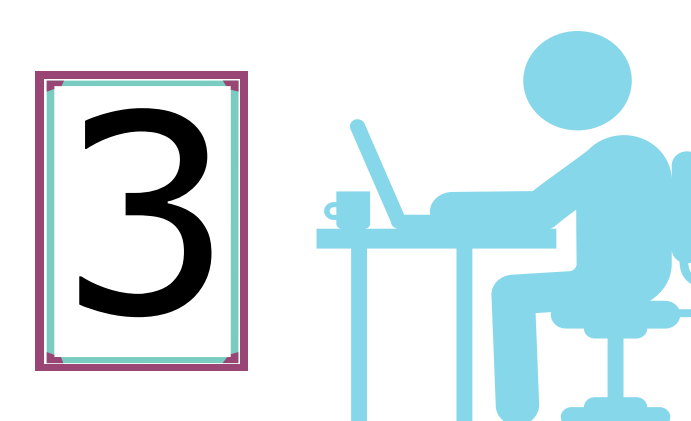
## What were the Key Care and Support Needs Identified?



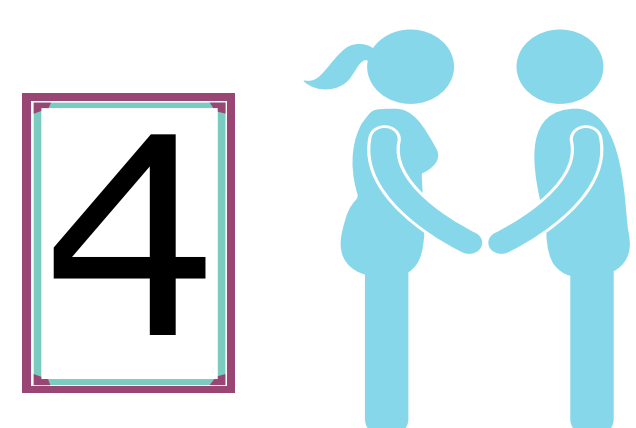
**Need 1 (N1):**  
Improve access to English for Speakers of Other Languages (ESOL) and interpretation for public services



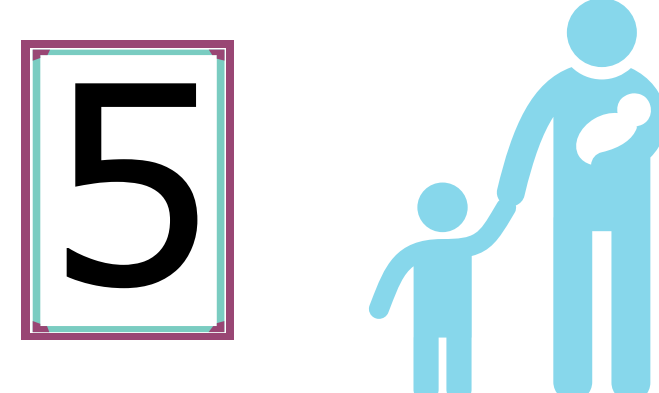
**Need 2 (N2):**  
Improve access to information on education, hate crime, health and service provision



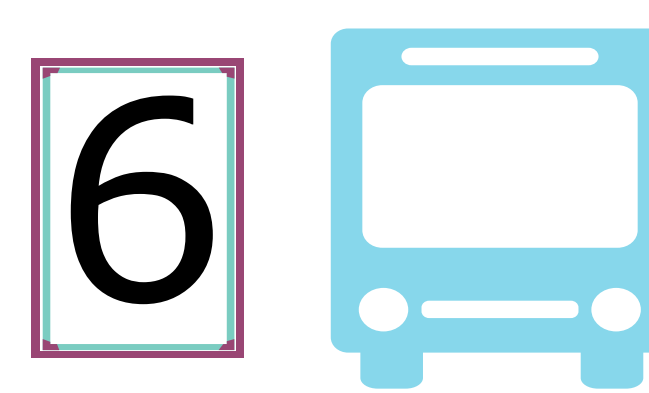
**Need 3 (N3):**  
Improve access to the labour market



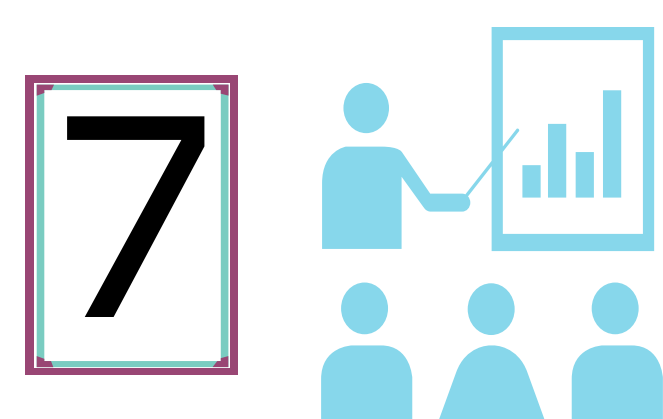
**Need 4 (N4):**  
Provide support to help establish links in the community



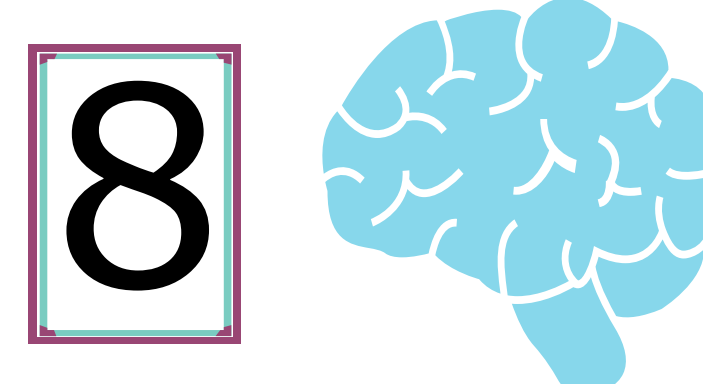
**Need 5 (N5):**  
Increase involvement of children and young people in decisions affecting them



**Need 6 (N6):**  
Improve public transport services, to enable access to health and social activities



**Need 7 (N7):**  
Improve engagement with schools



**Need 8 (N8):**  
Improve access to community mental health services

# 10: Asylum Seekers and Refugees

## What are our Key Priorities in Response?

The key priorities to be led by other Partnerships and planning arrangements across the region are:

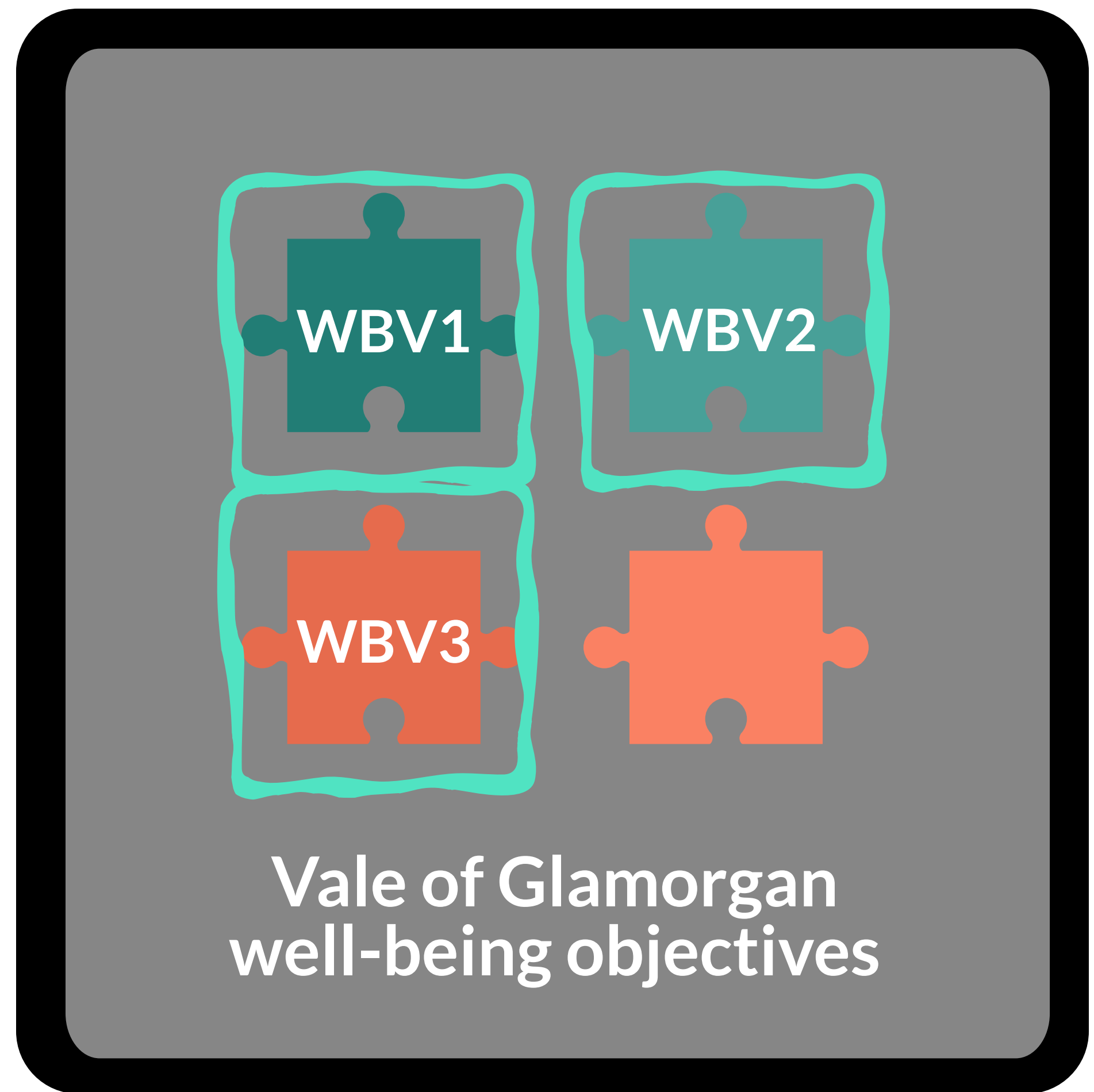
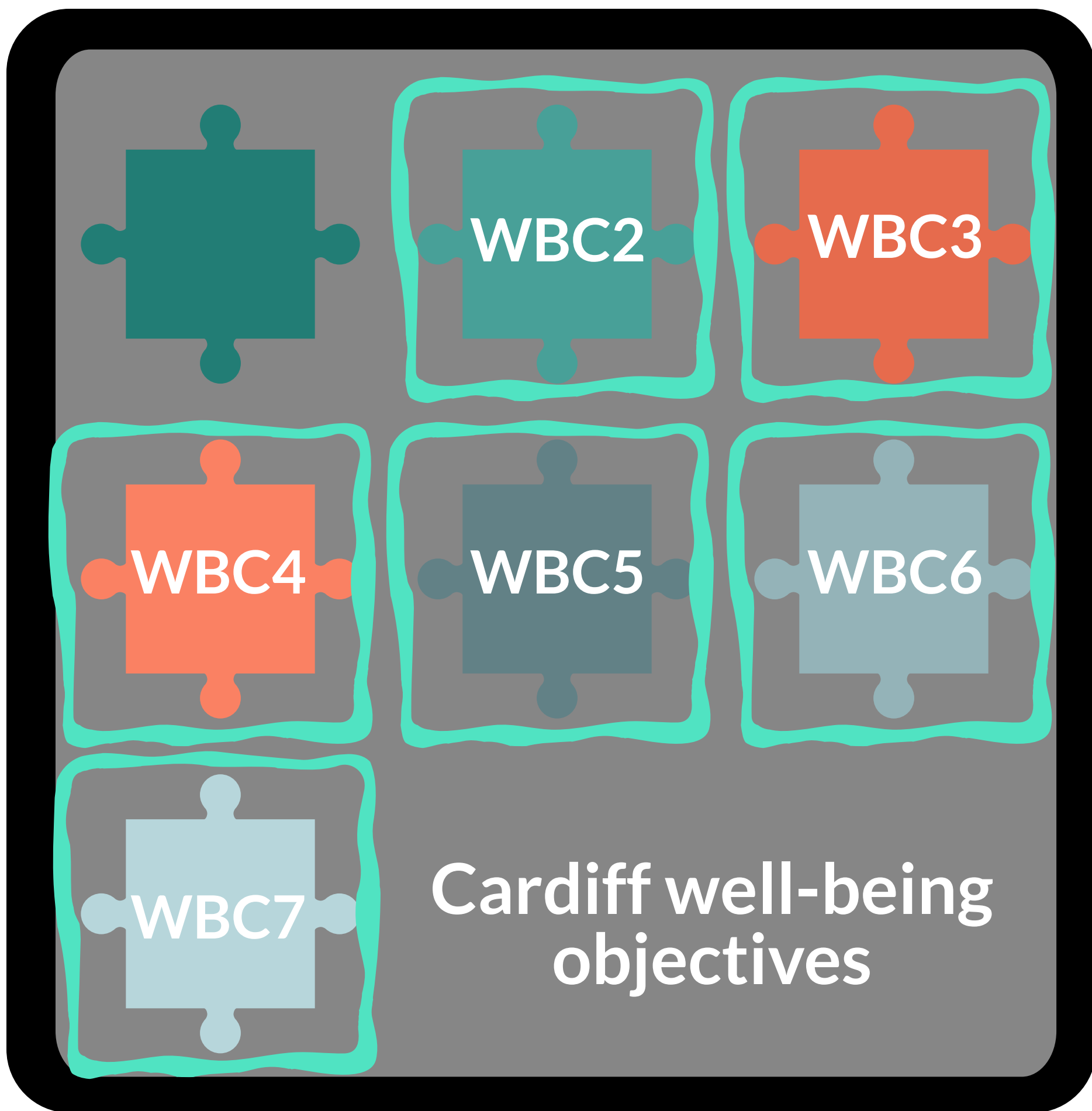


1. Deliver the Cardiff and Vale of Glamorgan Community Cohesion Delivery Plan 2017/2020 (*under development*)

Please refer to the '[Cardiff and Vale of Glamorgan Area Action Plan 2018/23](#)' for details on how these key priorities will be achieved

# 10: Asylum Seekers and Refugees

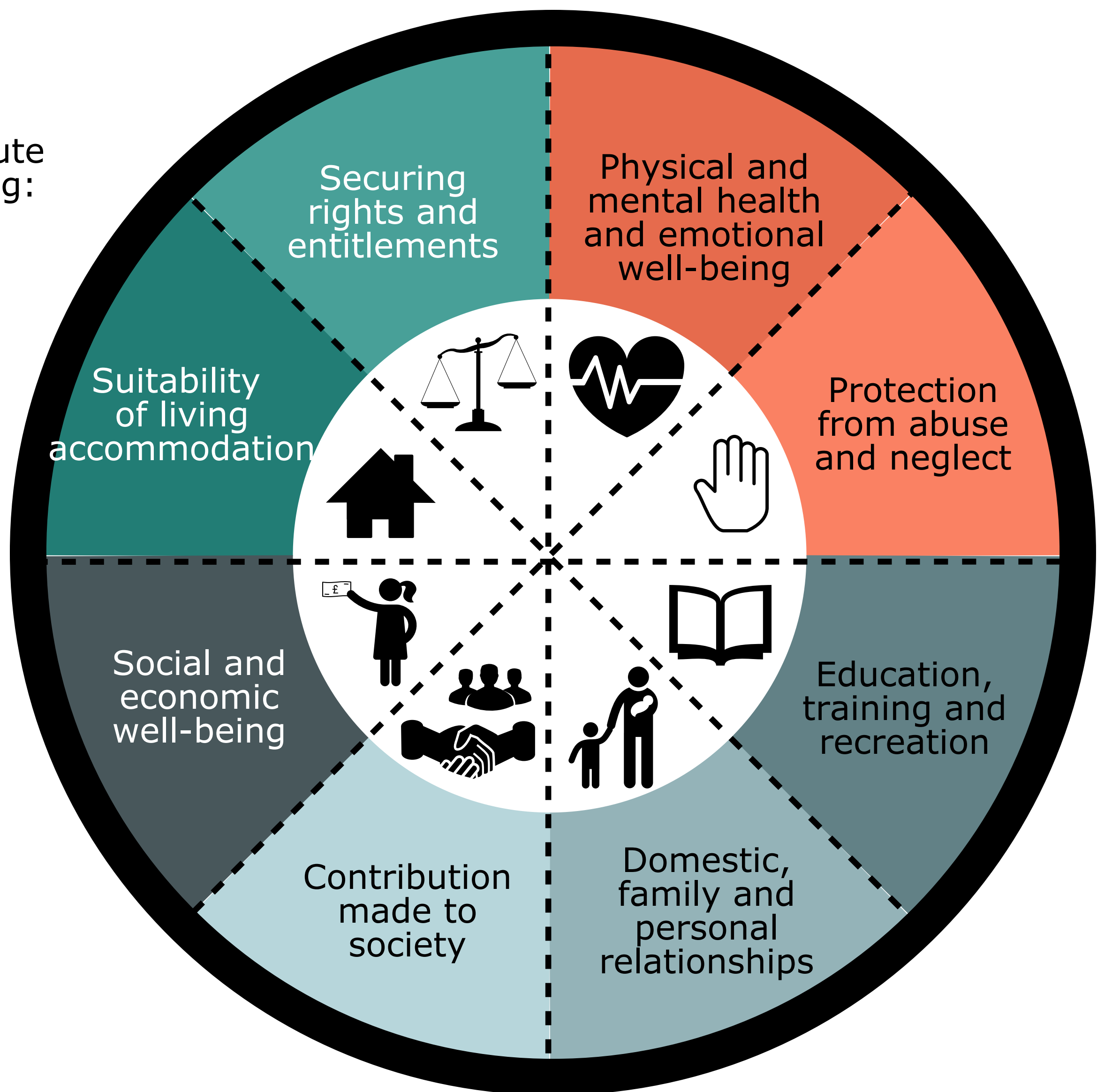
## Which Well-being Objectives do these Priorities Contribute Towards?



## Which National Outcomes do these Priorities Contribute Towards?

The key priorities are expected to contribute towards the following aspects of well-being:

- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Education, training and recreation
- Domestic, family and personal relationships
- Contribution made to society
- Social and economic well-being
- Suitability of living accommodation



## What did the Population Needs Assessment Tell Us?

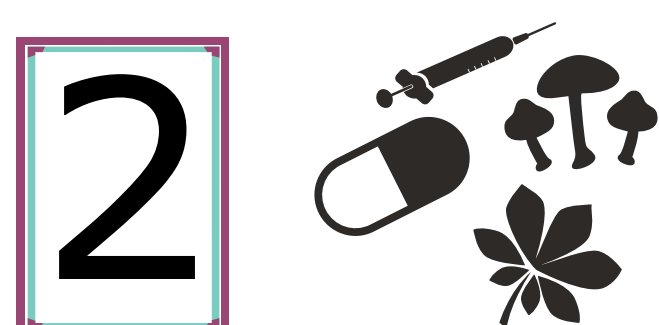
- HM Prison Cardiff is a local prison serving the courts and holding offenders serving sentences of up to 2 years. In December 2016, HM Prison Cardiff held 771 men and had an operational capacity of 820.
- The prison has an average of 384 new prisoners per month and an estimated 4,602 annually.
- Around half of all offenders at HMP Cardiff give a home address in the Cardiff area, with fewer than 5% from the Vale of Glamorgan.
- Over half the offenders are aged 21-39, and all are male. A small number of female offenders from Cardiff are held in HMP Eastwood Park, with a few from the Vale of Glamorgan.
- During 2015/16, 510 offences were committed by young people seen in the Youth Offending Service in Cardiff, compared to 164 offences in the Vale. In Cardiff, the most common offences were theft, violence against the person and motoring offences. In Vale, they were violence against the person, criminal damage and public order offences.

## What were the Key Care and Support Needs Identified?



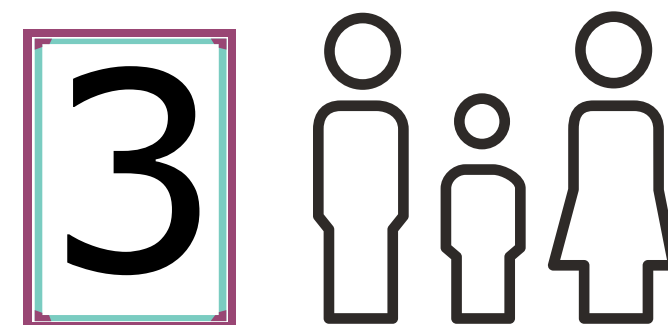
### Need 1 (N1):

Improve access to mental health and substance misuse services, and counselling post release



### Need 2 (N2):

Respond to the increase in use of new psychoactive substances



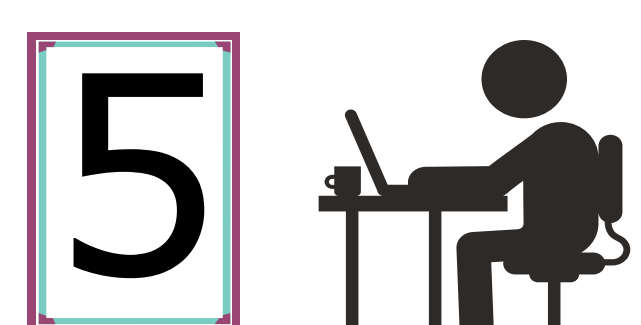
### Need 3 (N3):

Improve support to enable family support and stability



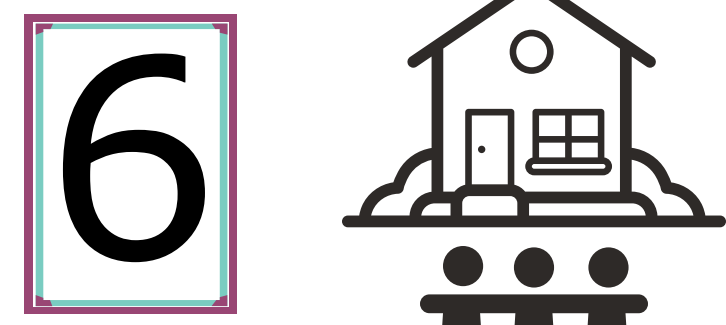
### Need 4 (N4):

Provide appropriate housing and support



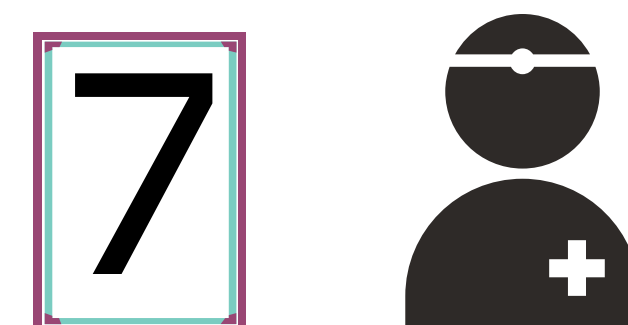
### Need 5 (N5):

Improve access to information on employment and welfare benefits support



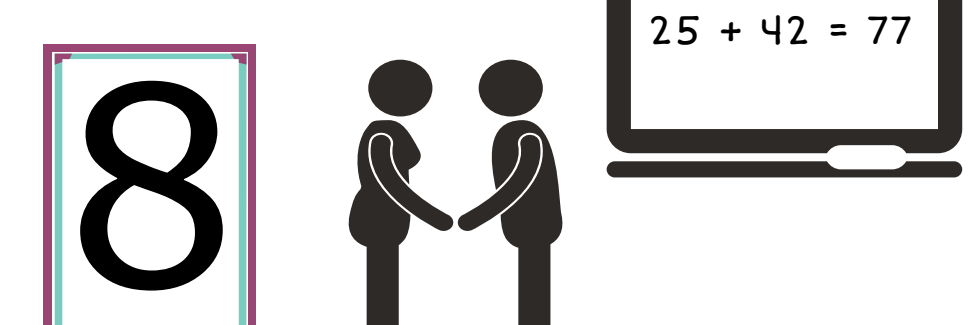
### Need 6 (N6):

Provide youth support services and activities and increase youth engagement



### Need 7 (N7):

Promote healthy lifestyles (including sexual health)



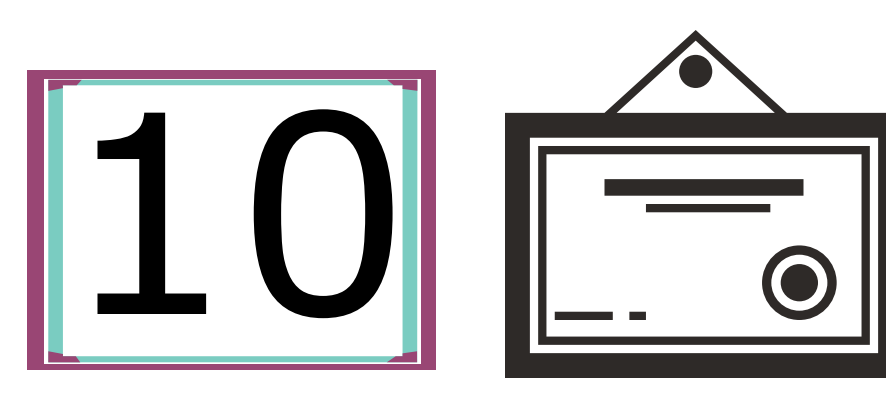
### Need 8 (N8):

Increase engagement in education and community activities



### Need 9 (N9):

Improve communication and partnership working between services

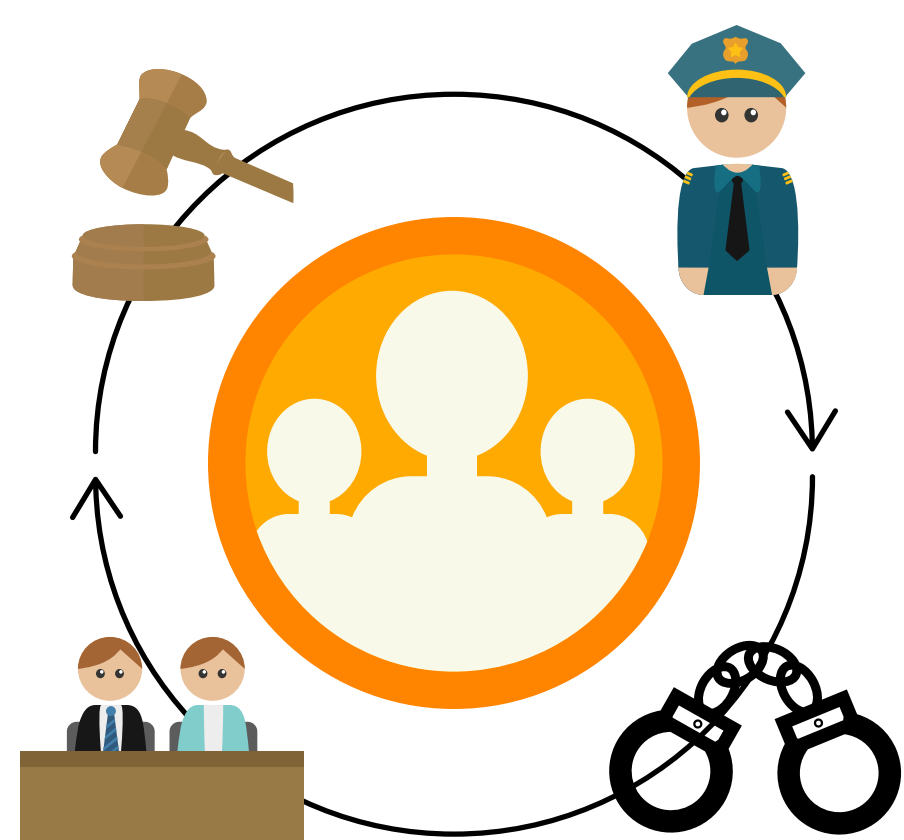


### Need 10 (N10):

Promote opportunities for continued adult learning and development of life skills

## What are our Key Priorities in Response?

The key priorities to be led by other Partnerships and planning arrangements across the region are:

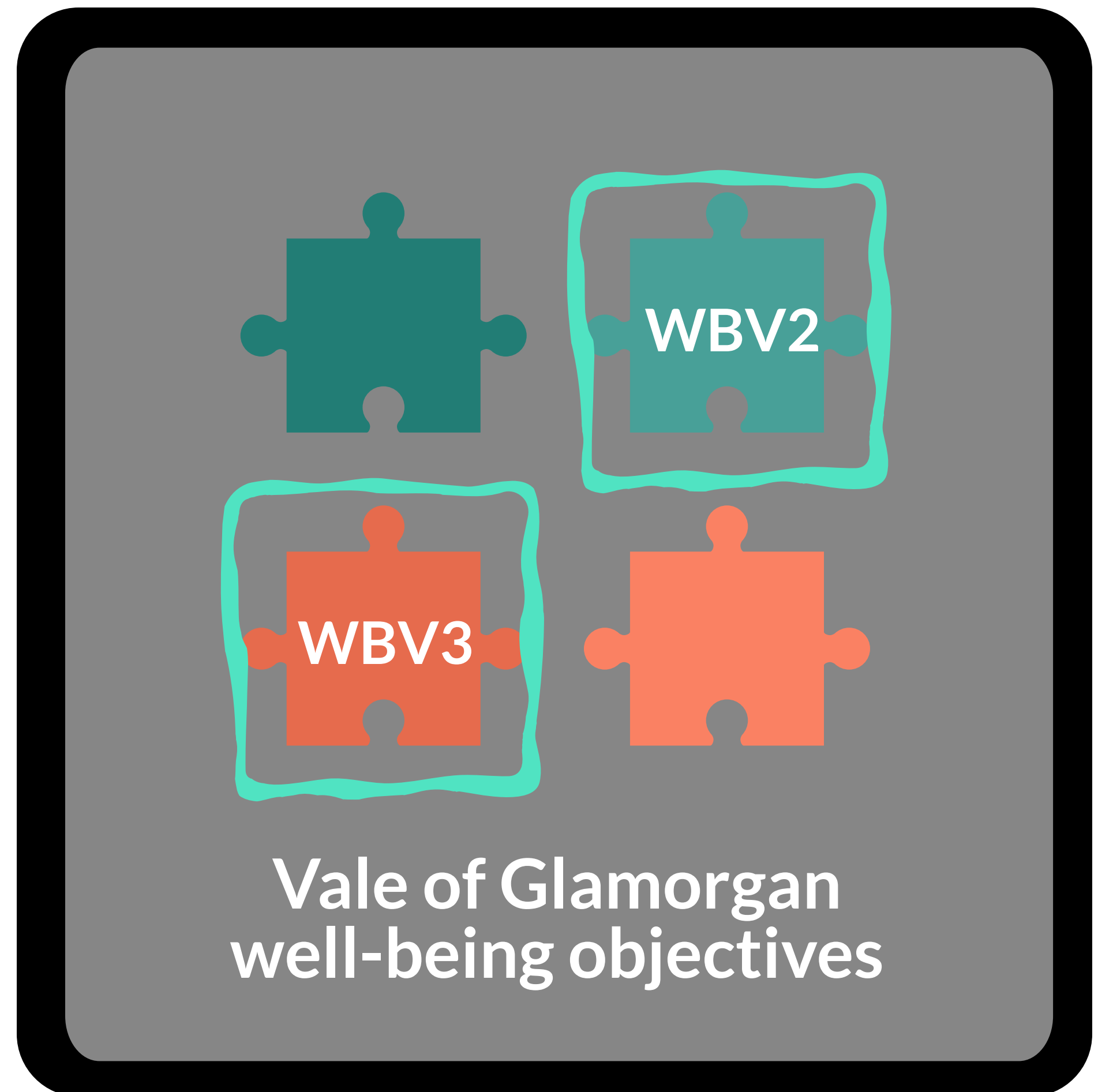
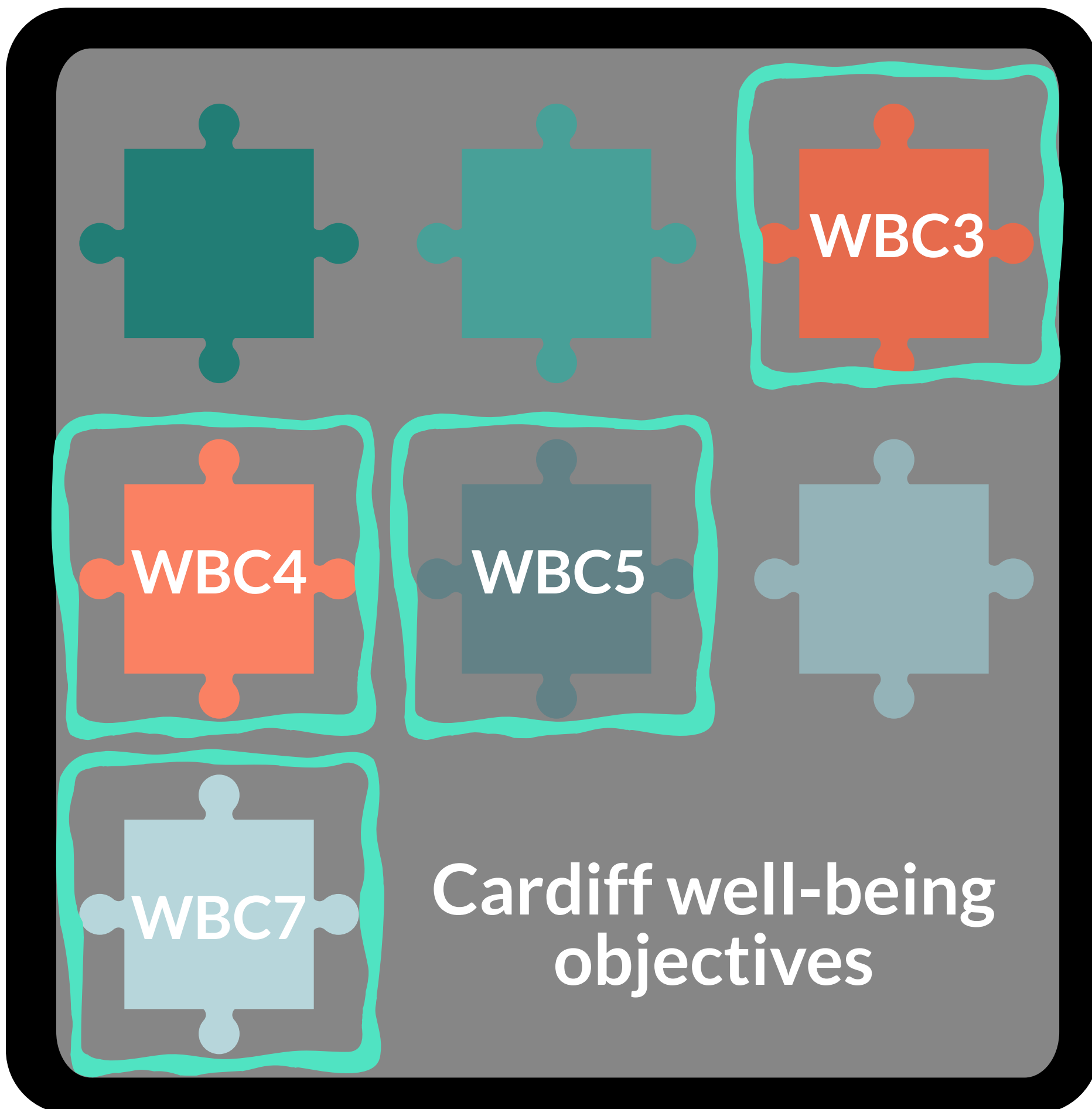


**1.**

Ensure that the local criminal justice system works effectively and efficiently, meeting the needs of victims and challenging offenders

Please refer to the '[Cardiff and Vale of Glamorgan Area Action Plan 2018/23](#)' for details on how these key priorities will be achieved

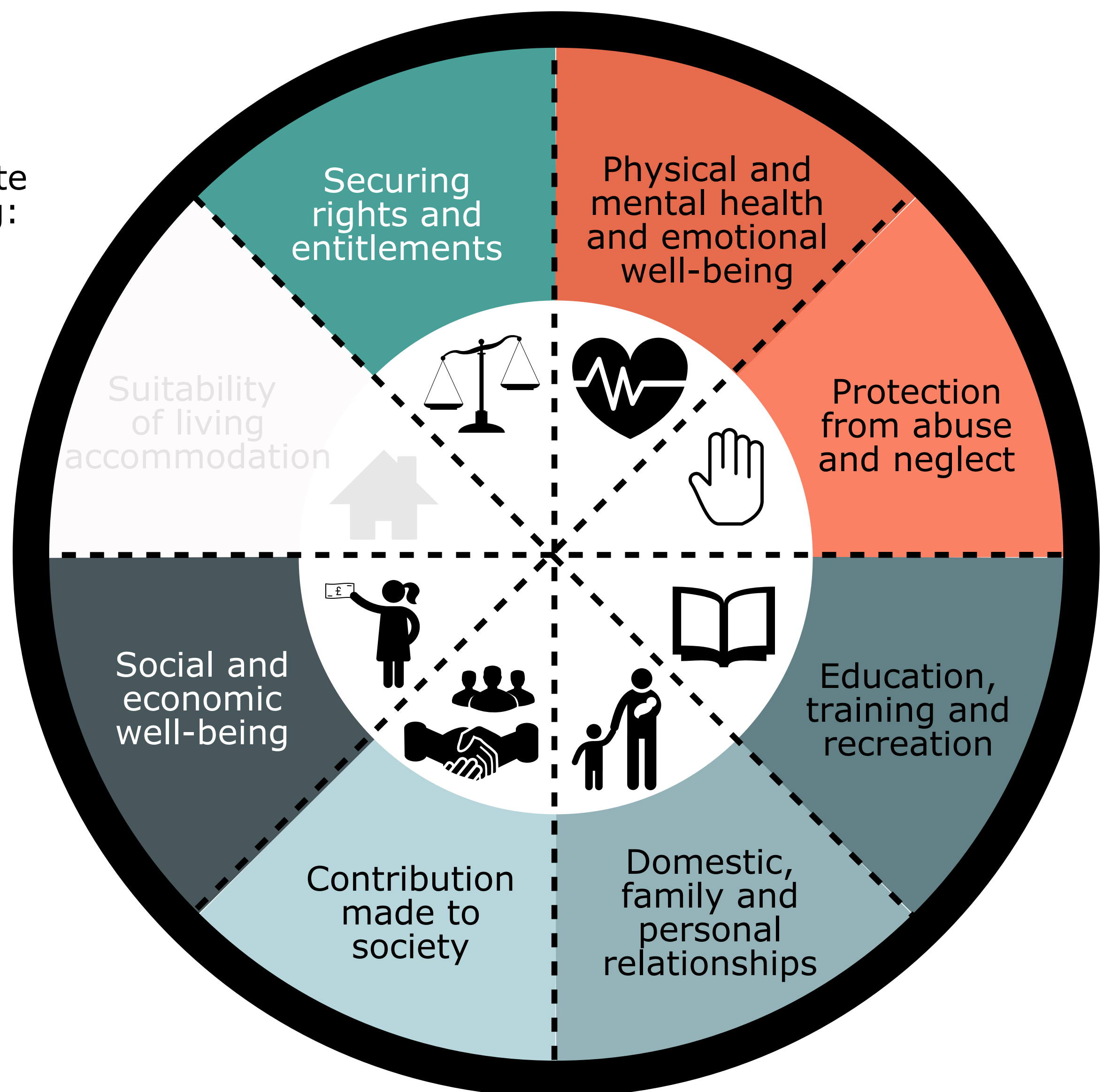
## Which Well-being Objectives do these Priorities Contribute Towards?



## Which National Outcomes do these Priorities Contribute Towards?

The key priorities are expected to contribute towards the following aspects of well-being:

- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Education, training and recreation
- Domestic, family and personal relationships
- Contribution made to society
- Social and economic well-being

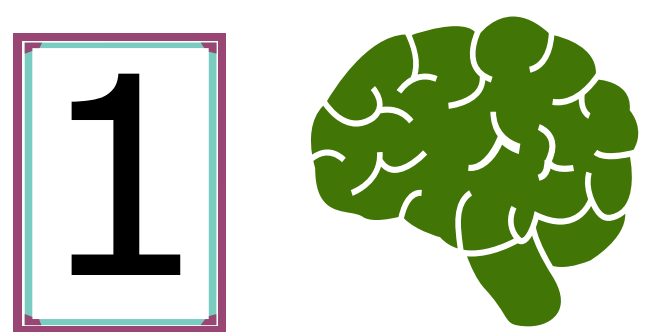




## What did the Population Needs Assessment Tell Us?

- There are around 5.61 veterans per 1,000 residents in Cardiff and Vale of Glamorgan, below the Wales average of 6.24 and the second lowest rate in Wales.
- This rate masks a very low rate in Cardiff (3.29) compared to 11.96 in the Vale of Glamorgan – the highest rate in Wales.

## What were the Key Care and Support Needs Identified?



1

### Need 1 (N1):

Improve mental health diagnosis and care



2

### Need 2 (N2):

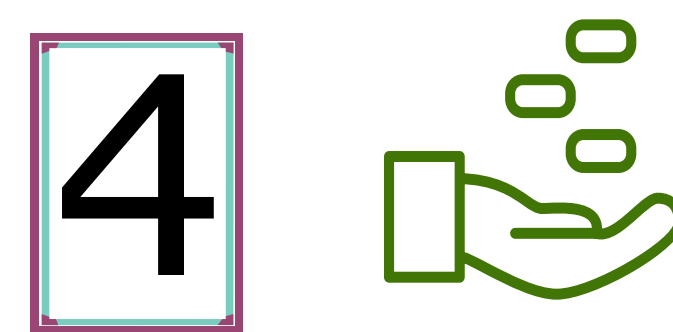
Reduce social isolation



3

### Need 3 (N3):

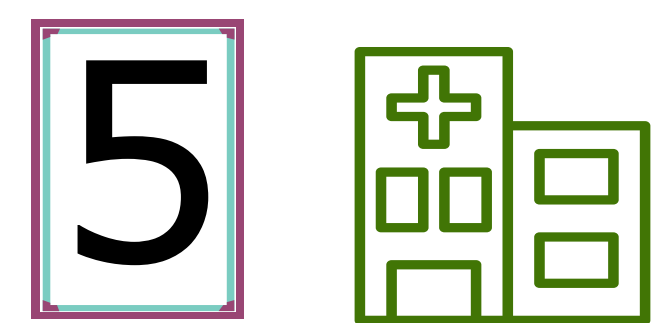
Improve access to housing



4

### Need 4 (N4):

Improve the availability of financial advice



5

### Need 5 (N5):

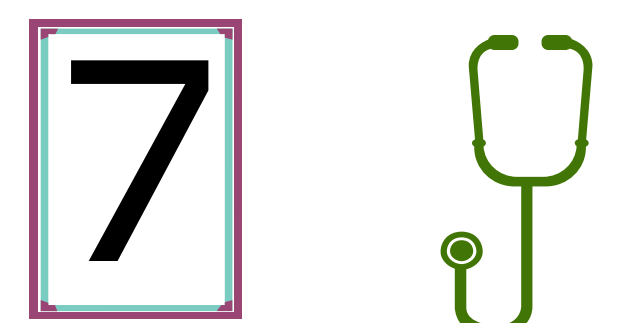
Improve the provision of services for all conditions affecting veterans, not just post-traumatic stress disorder



6

### Need 6 (N6):

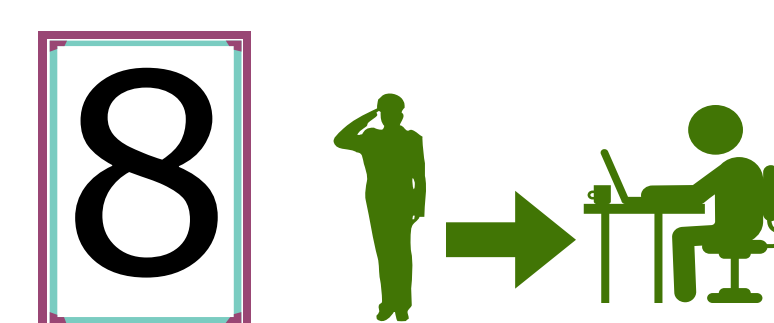
Reduce substance misuse and self medication



7

### Need 7 (N7):

Increase early diagnosis and preventative treatment to reduce long-term limiting illnesses



8

### Need 8 (N8):

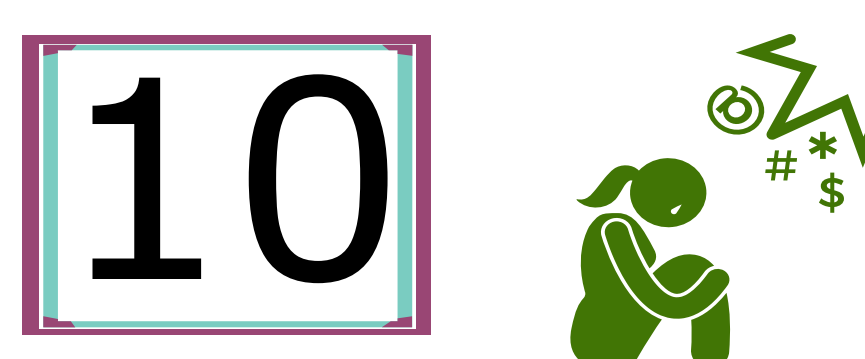
Improve transition between active service and civilian life



9

### Need 9 (N9):

Improve access to information and services



10

### Need 10 (N10):

Reduce safeguarding issues relating to domestic violence

## What are our Key Priorities in Response?

The key priorities to be led by other Partnerships and planning arrangements across the region are:

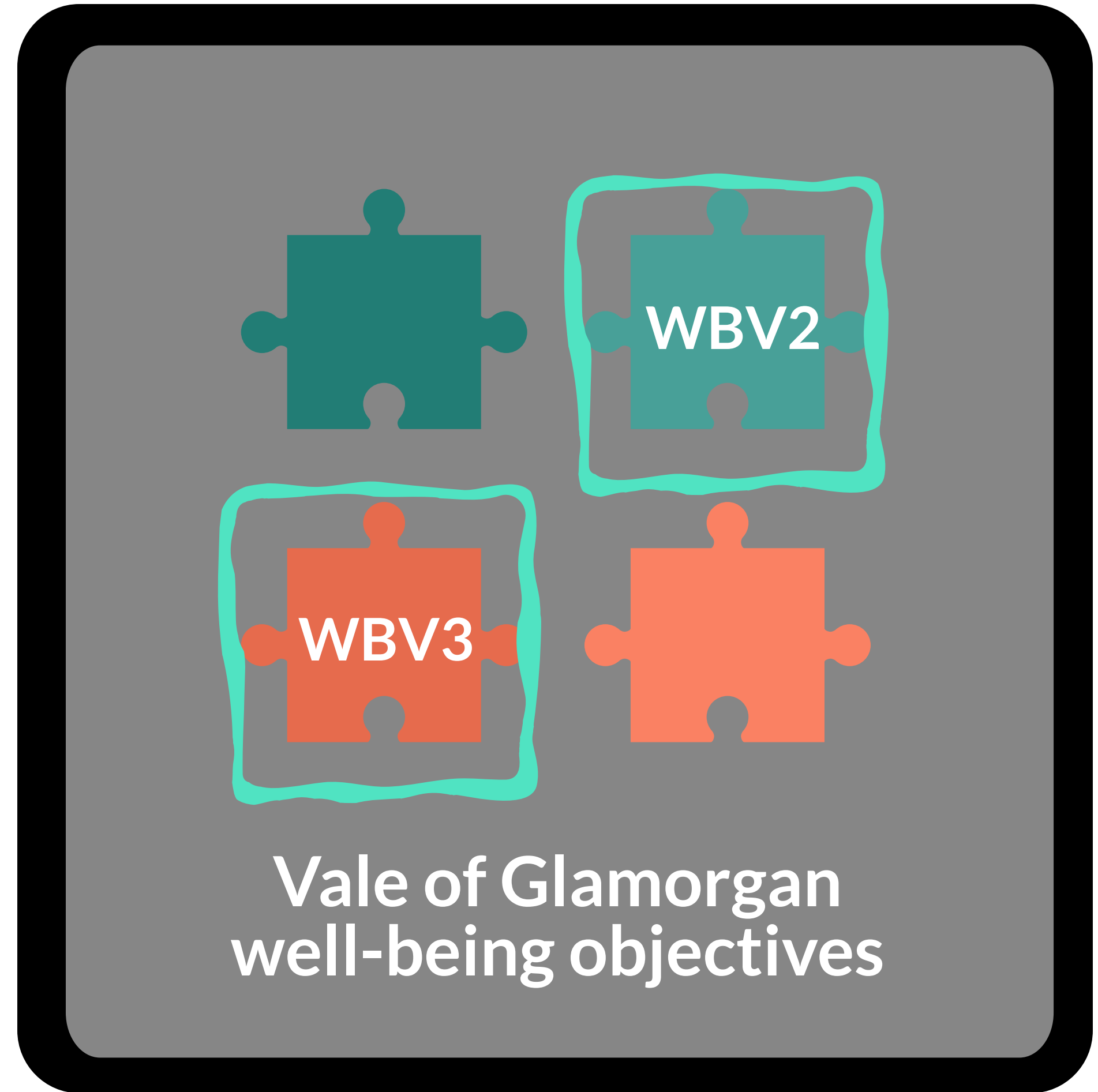
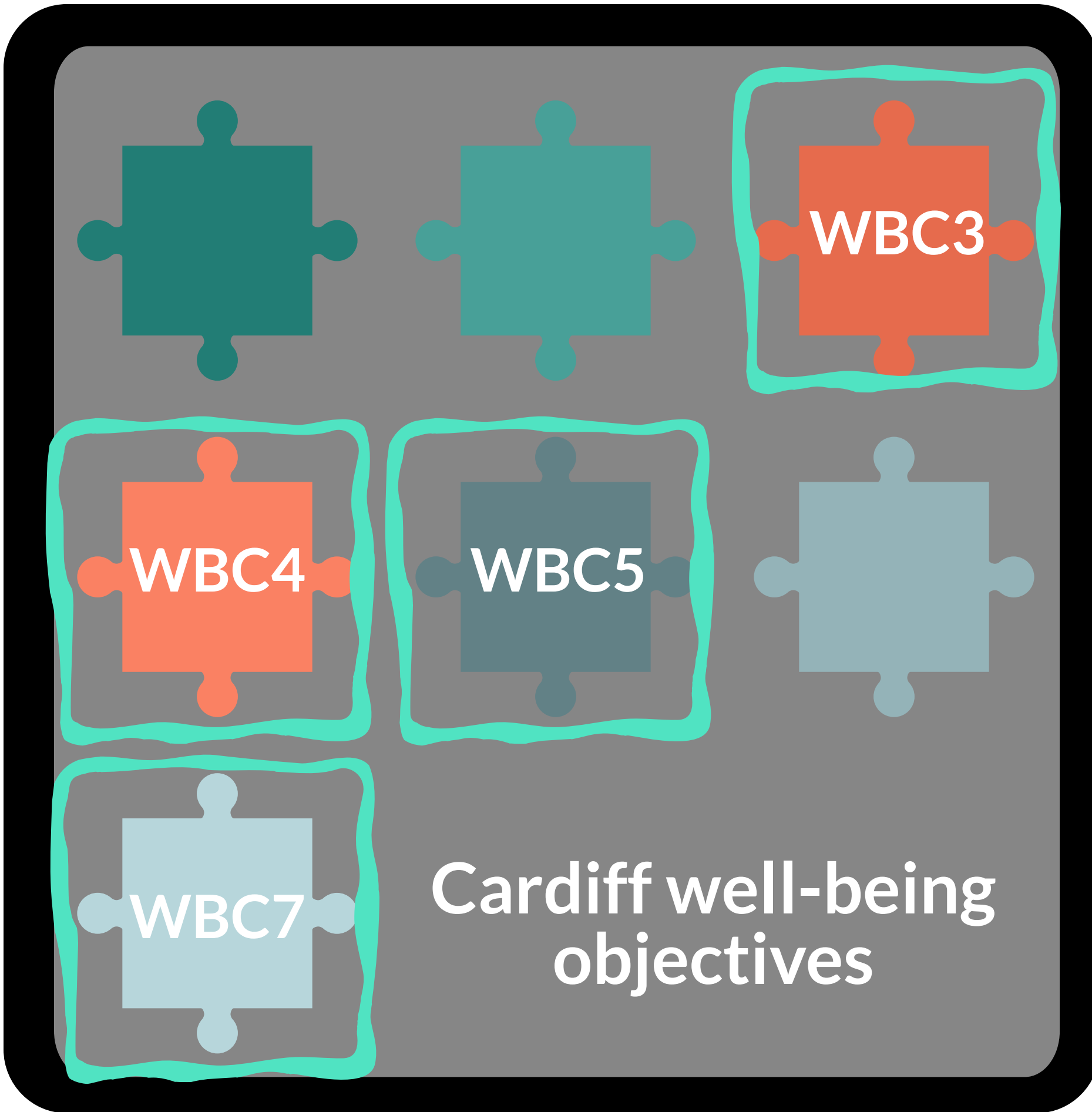


1.

Deliver the Cardiff and Vale of Glamorgan Armed Forces Community Action Plan 2017/2019

Please refer to the '[Cardiff and Vale of Glamorgan Area Action Plan 2018/23](#)' for details on how these key priorities will be achieved

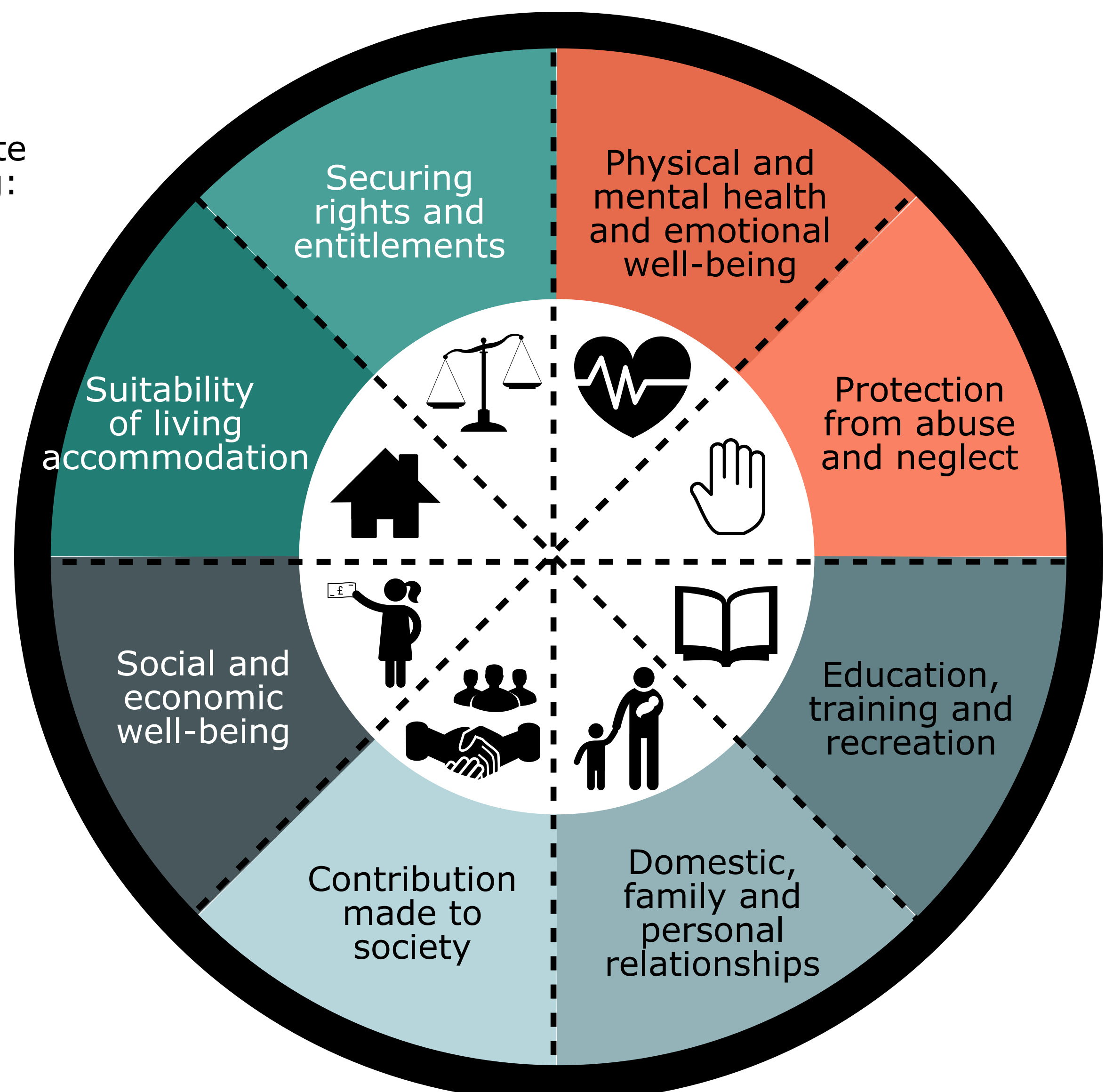
## Which Well-being Objectives do these Priorities Contribute Towards?



## Which National Outcomes do these Priorities Contribute Towards?

The key priorities are expected to contribute towards the following aspects of well-being:

- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Education, training and recreation
- Domestic, family and personal relationships
- Contribution made to society
- Social and economic well-being
- Suitability of living accommodation



# 13: Substance Misuse

## What did the Population Needs Assessment Tell Us?

- The number of males referred to substance misuse services in Cardiff and the Vale of Glamorgan is consistently higher than the number of females, despite there being slightly more women in the region than men.
- Alcohol is the most misused substance for which referrals are made to substance misuse services in Cardiff and the Vale, followed by heroin, cannabis and cocaine.

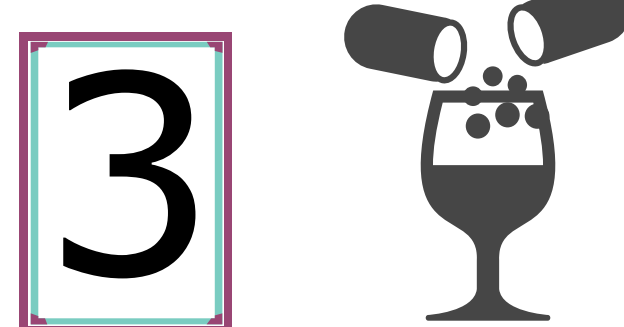
## What were the Key Care and Support Needs Identified?



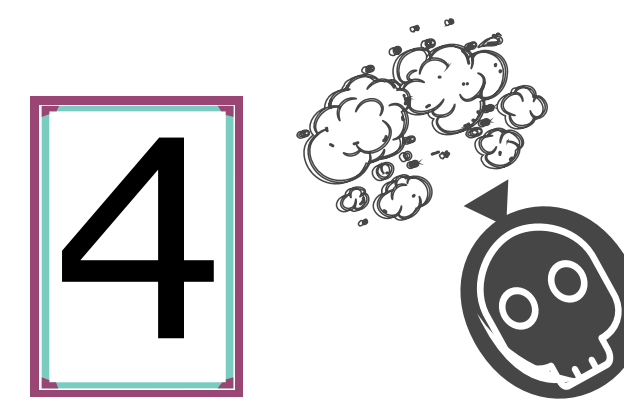
**Need 1 (N1):**  
Respond to the increased number of people buying illicit substances online



**Need 2 (N2):**  
Respond to the growing 'hidden population' misusing prescription and over the counter medication



**Need 3 (N3):**  
Reduce the misuse of neuropathic medications with alcohol and drugs



**Need 4 (N4):**  
Reduce the use of synthetic cannabinoids and nitrous oxide



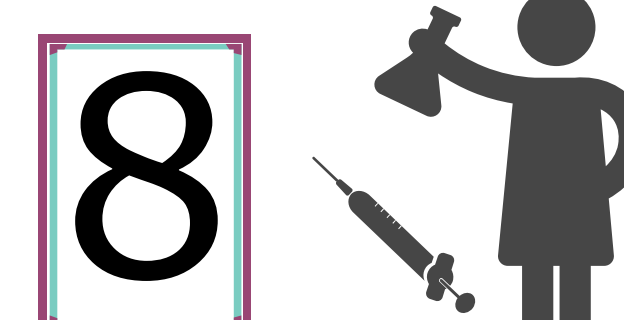
**Need 5 (N5):**  
Improve the identification, service co-ordination and delivery for individuals with a dual diagnosis (co-occurring substance misuse and mental health issues)



**Need 6 (N6):**  
Respond to the increasing prevalence of alcohol related brain damage (ARBD)



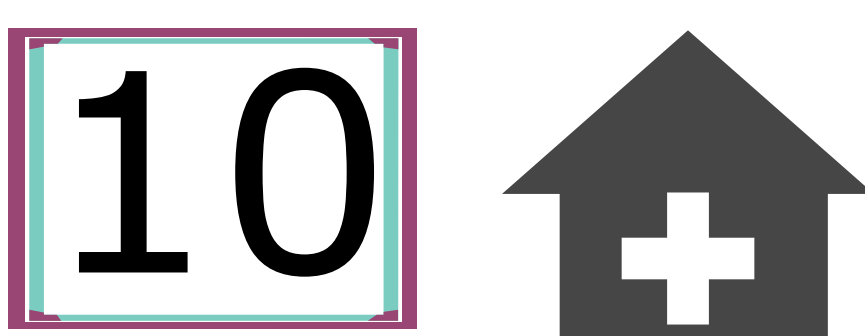
**Need 7 (N7):**  
Respond to the growing impact of 'legal highs' on emergency services



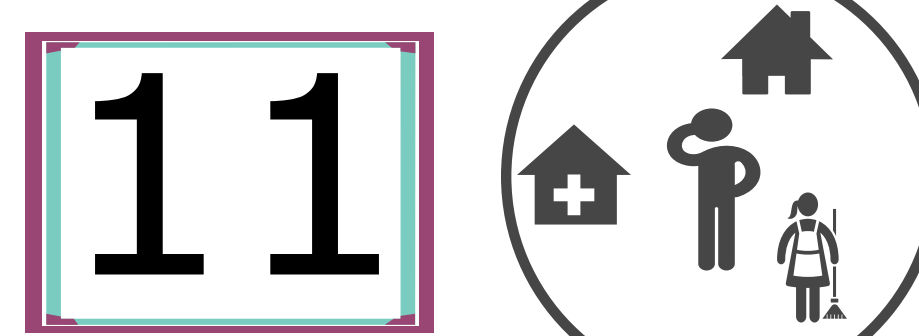
**Need 8 (N8):**  
Respond to the increased distribution of more potent heroin



**Need 9 (N9):**  
Reduce the number of older people (50+ years) misusing alcohol through loneliness and boredom



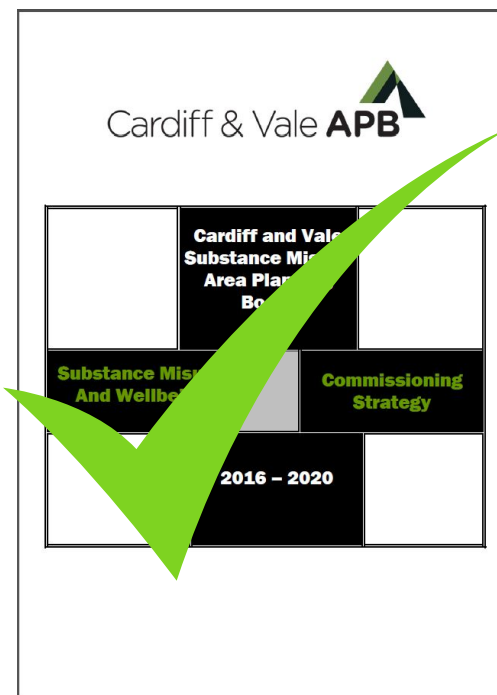
**Need 10 (N10):**  
Review access to substance misuse services (including opening hours)



**Need 11 (N11):**  
Improve co-ordination between services

## What are our Key Priorities in Response?

The key priorities to be led by other Partnerships and planning arrangements across the region are:



1.

Deliver the Cardiff and Vale of Glamorgan Substance Misuse and Wellbeing Commissioning Strategy



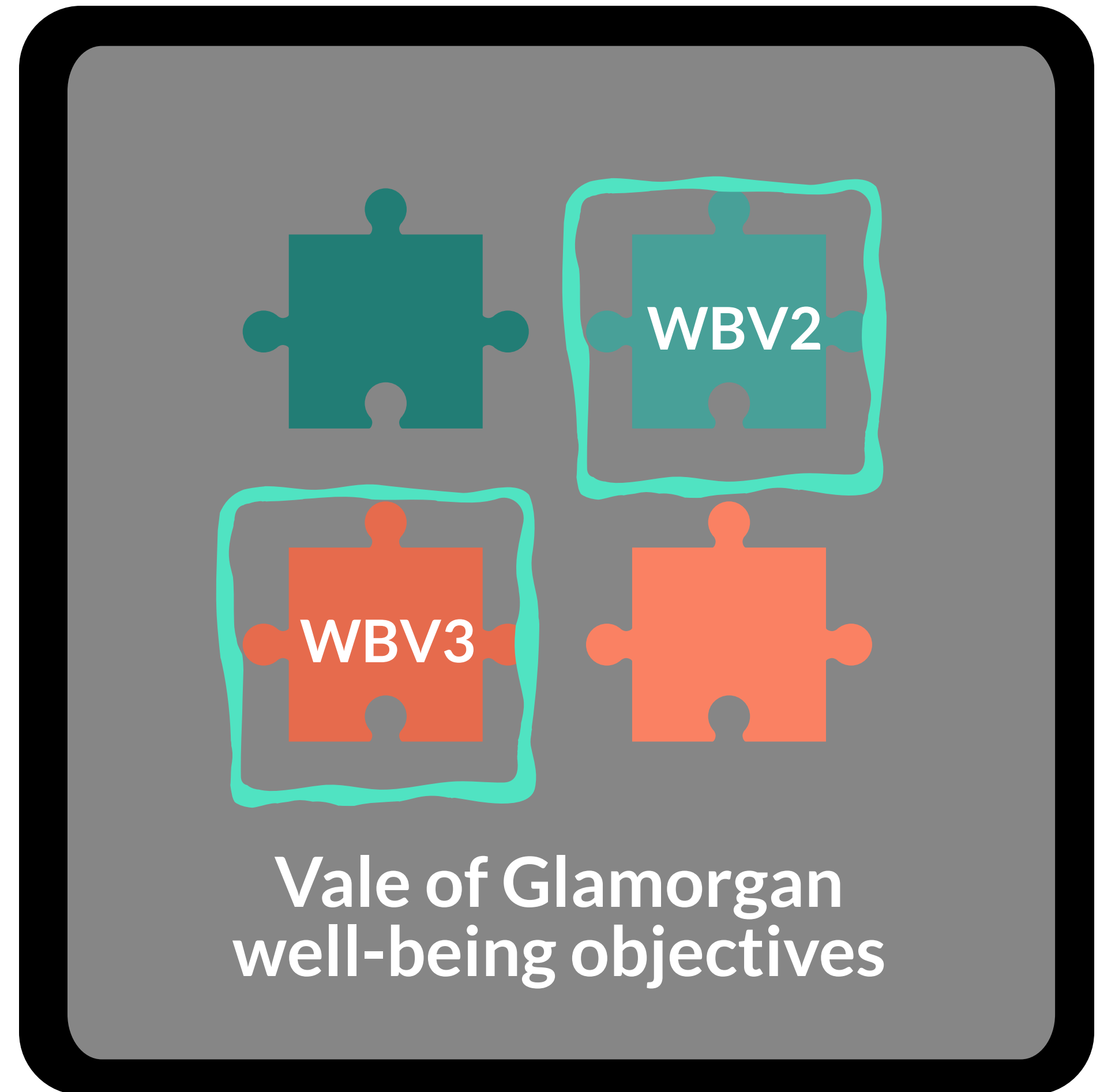
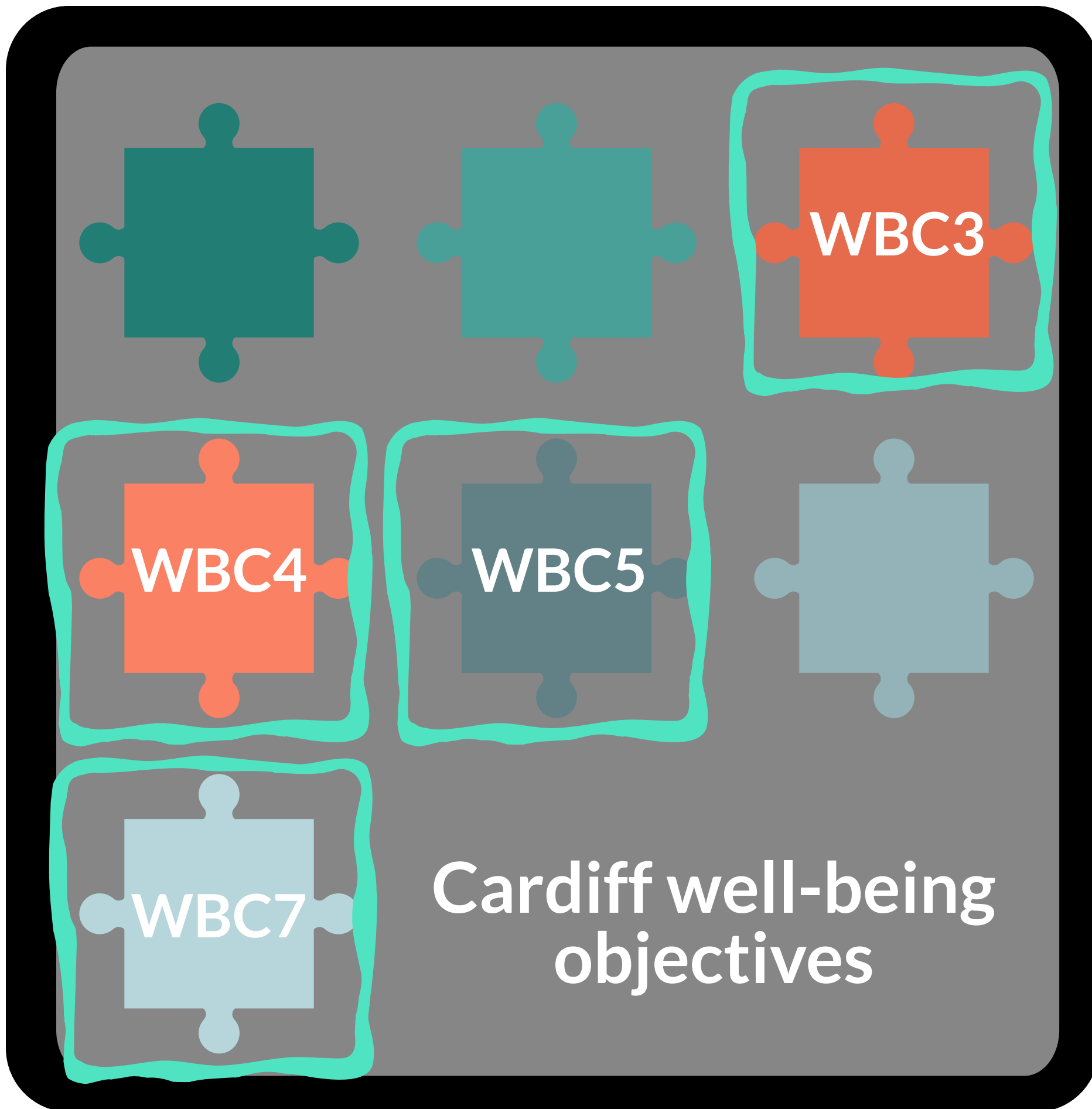
2.

Increase the safety of our communities by delivering multi-agency responses in locations where discarded injecting equipment and other drug paraphernalia is prevalent

Please refer to the '[Cardiff and Vale of Glamorgan Area Action Plan 2018/23](#)' for details on how these key priorities will be achieved

# 13: Substance Misuse

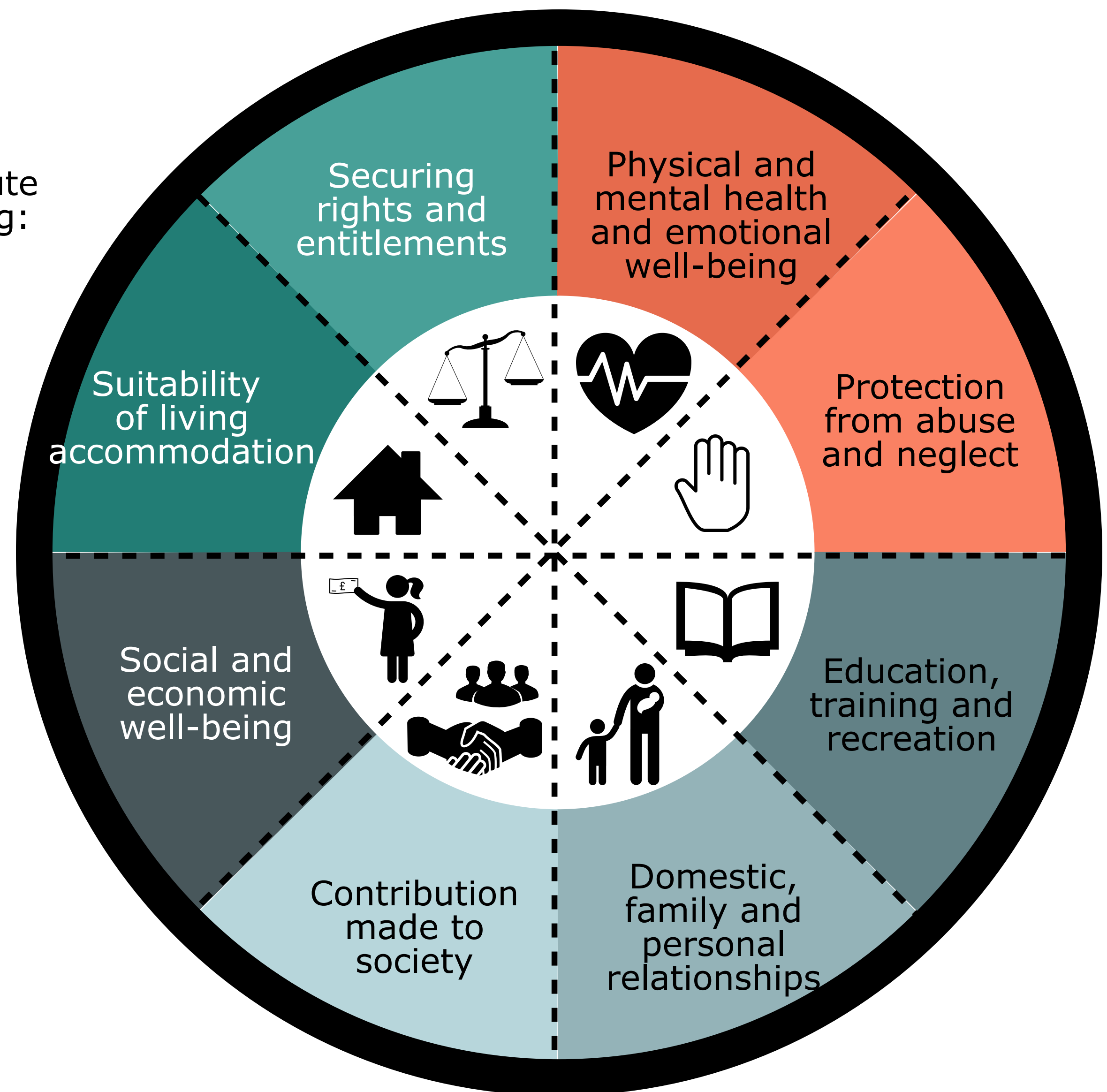
## Which Well-being Objectives do these Priorities Contribute Towards?



## Which National Outcomes do these Priorities Contribute Towards?

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- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Education, training and recreation
- Domestic, family and personal relationships
- Contribution made to society
- Social and economic well-being
- Suitability of living accommodation

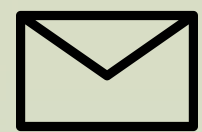


**For further information, please contact:**

Cardiff and Vale of Glamorgan Integrated Health and Social Care Partnership



02920 335 071



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[www.cvihsc.co.uk](http://www.cvihsc.co.uk)



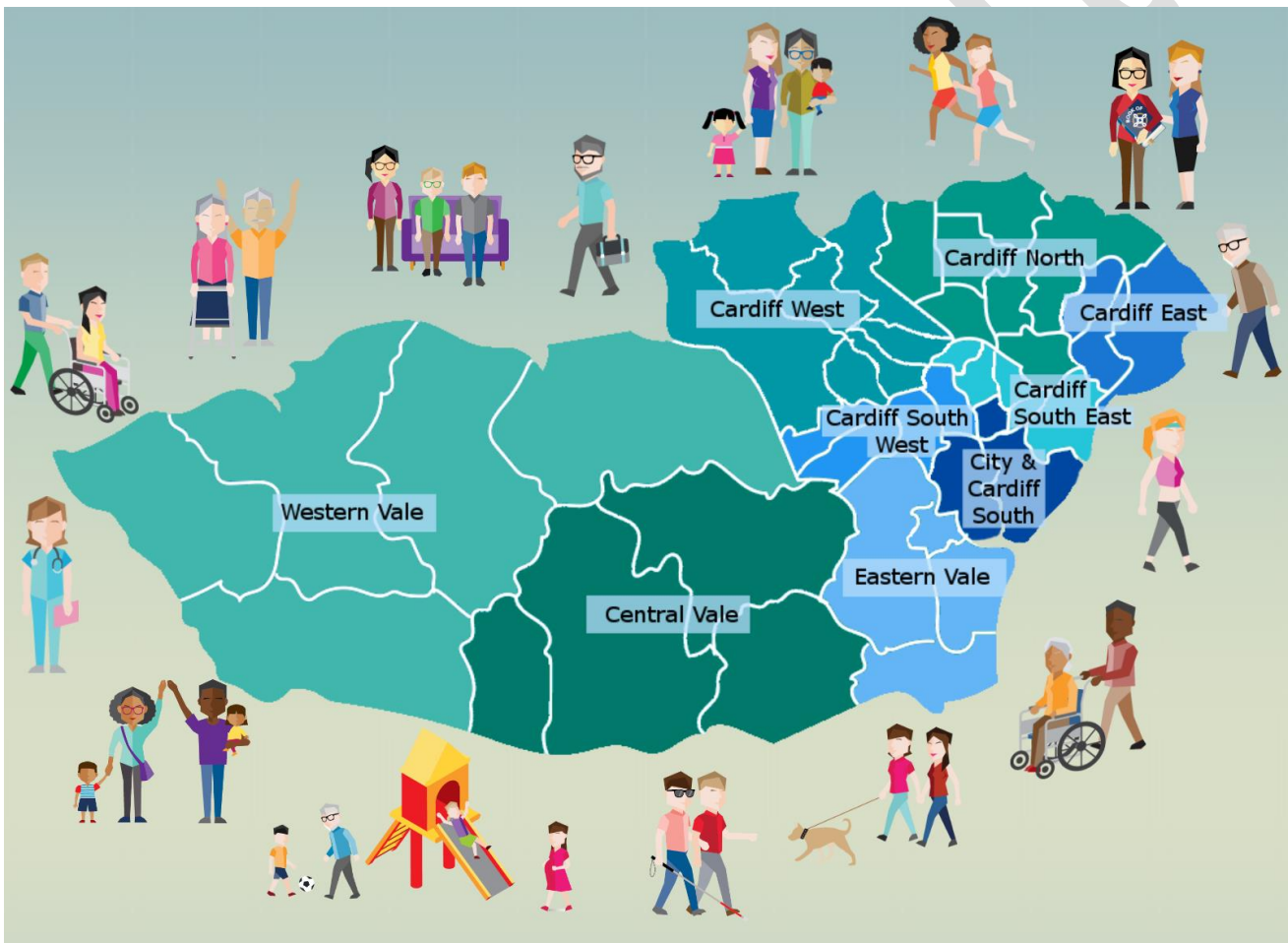
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@CV\_ihscpship

**FINAL DRAFT**

**Cardiff and Vale of Glamorgan  
Area Action Plan for  
Care and Support Needs 2018-2023**





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## Introduction

*This Action Plan should be read in conjunction with the ‘Cardiff and Vale of Glamorgan Area Plan for Care and Support Needs 2018-2023’ which sets out the Key Population Needs identified in the Population Assessment and the priorities developed in response by the Cardiff and Vale of Glamorgan Regional Partnership Board (RPB). This document can be found at <http://www.cvihsc.co.uk/about/what-we-do/cardiff-vale-glamorgan-area-plan/>*

### How was the Area Plan and Area Action Plan developed?

The development of the Area Plan and Area Action Plan have been informed by a number of sources including public surveys; focus group interviews with local residents; consultation at community events and venues; a survey of local professionals and organisations providing care or support; stakeholder workshops; service and population data; key documents, and current work being undertaken by partner organisations.

Two reports have been produced as a result of this review. The first is the [Area Plan](#), which sets out the key needs identified within the Population Assessment, along with the priority areas for action in response to the findings. In addition, this **Area Action Plan** has also been developed, which provides the detail of how these priorities will be delivered. Both reports also set out the contributions to Cardiff and Vale of Glamorgan's Well-being Objectives and the National Social Services Outcomes Framework.

The main focus of the Area Plan and Action Plan will be the Regional Partnership Board's responsibilities for the integration of services in relation to:



Where there are other care and support themes identified which are led by other Partnerships and planning arrangements across the region, both Plans will signpost to existing reporting mechanisms to enable progress to be monitored.

### Consultation and Engagement

Whilst there is no requirement to undertake formal consultation on the Area Plan, those people involved in the production of the Population Needs Assessment were invited to comment on the draft document and to provide input to the Action Plan.

In addition, an online public survey was developed to give people an opportunity to provide comments. Work also took place with Public Service Board colleagues to participate in the engagement on the Well-being Plans and to enable discussion to occur on care and support needs.

As part of the process to develop the Plan, the Partnership has undertaken an Equality and Health Impact Assessment. The Cardiff and Vale of Glamorgan Regional Partnership Board serves a very diverse population and takes into account the requirements of the Equality Act 2010 and Public Health (Wales) Act 2017 to progress equal opportunities for all. The Partnership is committed, through the delivery of this Plan, to promoting positive measures that address health inequalities and eliminate all forms of unlawful or unfair discrimination on the grounds of age, marriage and civil partnership, disability, race, gender, religion/belief, sexual orientation, gender reassignment or gender identity and pregnancy/maternity.

All feedback received as part of the development of the Plan and subsequent consultation has been considered and reflected in the final documents as appropriate.

### **Monitoring and Review**

The Action Plan will be reviewed and updated as required by the Cardiff and Vale of Glamorgan RPB, and progress will be reported within the Board's Annual Report.

***This Action Plan is available in Welsh upon request***

## Action Plan 2018-2023



### 1. Older People, including People with Dementia

How are we addressing the care and support needs of older people?

#### 1. Regional Partnership Board Priorities

**OP1.1: Building on the First Point of Contact and Single Point of Access services, further develop digital services along with easily accessible telephone, online and face-to-face access points for the region, for both professionals and the public.**

**Response to PNA Needs:** N1-N2, N4, N6-N7, N12-N13

**Contribution to Well-being Objectives:** WBC3, WBC6-WBC7, WBV1

**Contribution to National Outcomes:** 1.1-1.6, 2.1-2.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1, 7.2. 8.1

How will we Deliver?	Partner Agencies	Reporting Mechanism			
<ul style="list-style-type: none"> <li><a href="#">‘Me, My Home, My Community’ – Cardiff and Vale of Glamorgan Market Position Statement 2017-2022</a></li> <li><a href="#">Cardiff and Vale of Glamorgan Joint Regional Statement of Strategic Intent – Services for Older People</a></li> <li><a href="#">Draft Cardiff and Vale of Glamorgan Dementia Strategy 2017-2027</a></li> <li><a href="#">Care and support at home in Wales Five-year strategic plan 2017-2022</a></li> <li><a href="#">Cardiff Council Ageing Well in Wales Local Delivery Plan</a></li> <li><a href="#">Vale of Glamorgan Local Service Board Ageing Well Plan</a></li> <li><a href="#">Welsh Government Strategy for Older People in Wales 2013-2023</a></li> </ul>	Local Authorities, CVUHB, Third Sector, Dewis, GPs, Veteran Organisations, SWFRS, SWP, WAST, Public Health Wales, RSLs	<ul style="list-style-type: none"> <li>RPB Annual Report</li> <li>Director of Social Services’ Annual Reports</li> </ul>			
Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Ongoing development of Dewis Cymru’s content and functionality as an online care and support resource to ensure information is comprehensive, up-to-date and accessible</li> </ul>	Short-term	<ul style="list-style-type: none"> <li>ICF Written Agreement</li> <li>Core budgets</li> </ul>	√	√	√
<ul style="list-style-type: none"> <li>Build greater public and workforce awareness of information and advice services,</li> </ul>	Short-				

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
---------------------	-------------------------	----------------------

particularly for those who are not currently accessing services	term	<ul style="list-style-type: none"> <li>Community assets</li> <li>Volunteers</li> <li>Carers</li> <li>Third sector support</li> <li>Community groups</li> </ul>			
<ul style="list-style-type: none"> <li>Develop intelligence to understand the potential unmet demand for assessment and services. Considerations to include: <ul style="list-style-type: none"> <li>Where demand is currently being generated and/or diverted</li> <li>Development of an evidence base to measure the impact of preventative services</li> <li>Understanding the cost-benefits of investment in intermediate care and other services that help people return earlier to a better state of health and independence, e.g. Community Resource Team/Service</li> </ul> </li> </ul>	Medium-term				

**OP1.2: Develop resilient communities with local services, infrastructure and strong community networks to meet local needs where older people live.**

**Response to PNA Needs:** N1-N2, N4-N9, N11-N14

**Contribution to Well-being Objectives:** WBC3, WBC5-WBC7, WBV1-WBV2

**Contribution to National Outcomes:** 1.1-1.6, 2.1-2.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1, 7.2. 8.1

How will we Deliver?	Partner Agencies	Reporting Mechanism			
<ul style="list-style-type: none"> <li><a href="#">‘Me, My Home, My Community’ – Cardiff and Vale of Glamorgan Market Position Statement 2017-2022</a></li> <li><a href="#">Cardiff and Vale of Glamorgan Joint Regional Statement of Strategic Intent – Services for Older People</a></li> <li><a href="#">Shaping our Future Well-being Strategy</a></li> <li><a href="#">Draft Cardiff and Vale of Glamorgan Dementia Strategy 2017-2027</a></li> <li><a href="#">Care and support at home in Wales Five-year strategic plan 2017-2022</a></li> <li><a href="#">Cardiff Council Ageing Well in Wales Local Delivery Plan</a></li> <li><a href="#">Vale of Glamorgan Local Service Board Ageing Well Plan</a></li> <li><a href="#">Welsh Government Strategy for Older People in Wales 2013-2023</a></li> </ul>	Local Authorities, CVUHB, Third Sector, Dewis, GPs, Veteran Organisations, SWFRS, SWP, WAST, RSLs, Care Providers, Transport Providers, Community and Faith Groups, Sensory Loss organisations.	<ul style="list-style-type: none"> <li>RPB Annual Report</li> <li>Director of Social Services’ Annual Reports</li> </ul>			
Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Development of strategies for preventative services to support their long-term</li> </ul>	Medium	<ul style="list-style-type: none"> <li>ICF Written</li> </ul>			

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<p>sustainability, in the context of financial pressures on all agencies. Considerations to include:</p> <ul style="list-style-type: none"> <li>- Sustainable funding</li> <li>- The use of community assets to promote community resilience</li> <li>- Library and adult education provision</li> <li>- Promoting community engagement</li> <li>- Tackling social isolation and loneliness</li> <li>- Development of digital skills, potentially through skill exchanges with young people in college</li> <li>- Falls prevention</li> <li>- Day opportunities</li> <li>- Assistive technology</li> <li>- Rapid response adaptations</li> <li>- Healthy lifestyles, including knowledge and skills on healthy diet</li> <li>- Access to public transport</li> <li>- Dental services</li> <li>- Housing related support</li> <li>- Occupational health</li> </ul>	<p>- term</p>	<p>Agreement</p> <ul style="list-style-type: none"> <li>• Core budgets</li> <li>• Community assets</li> <li>• Volunteers</li> <li>• Carers</li> <li>• Third sector support</li> <li>• Community groups</li> </ul>	<p>✓</p>	<p>✓</p>	<p>✓</p>
<ul style="list-style-type: none"> <li>• Further develop the social value sector, including social enterprises, through greater delivery of community based services.</li> </ul>	<p>Short - medium term</p>				
<ul style="list-style-type: none"> <li>• Further develop locality working. Considerations to include:             <ul style="list-style-type: none"> <li>- Clarification on the definition and scope</li> <li>- Mapping of existing locality resources in each neighbourhood/cluster.</li> <li>- Development of future multi-disciplinary locality teams.</li> <li>- The active use of well-being and community hubs to tackle social isolation.</li> <li>- The use of 'Community Navigator/Connector' roles.</li> </ul> </li> </ul>	<p>Short - medium term</p>				

<p>Short-term = 1 year</p>	<p>Medium term = 2-3 years</p>	<p>Long-term = 4+ years</p>
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**OP1.3: Develop and provide a range of future accommodation options to meet demand and enable people to remain at home for as long as possible.**

**Response to PNA Needs:** N1-N2, N4-N6, N8-N11, N14

**Contribution to Well-being Objectives:** WBC2, WBC6, WBV1

**Contribution to National Outcomes:** 1.1-1.6, 7.2, 8.1

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How will we Deliver?	Partner Agencies	Reporting Mechanism			
<ul style="list-style-type: none"> <li><a href="#">‘Me, My Home, My Community’ – Cardiff and Vale of Glamorgan Market Position Statement 2017-2022</a></li> <li><a href="#">Cardiff and Vale of Glamorgan Joint Regional Statement of Strategic Intent – Services for Older People</a></li> <li><a href="#">Cardiff Housing Strategy 2016-2021</a></li> <li><a href="#">Vale of Glamorgan Local Housing Strategy 2015-2020</a></li> <li><a href="#">Shaping our Future Well-being Strategy</a></li> <li><a href="#">Draft Cardiff and Vale of Glamorgan Dementia Strategy 2017-2027</a></li> <li><a href="#">Care and support at home in Wales Five-year strategic plan 2017-2022</a></li> <li><a href="#">Cardiff Council Ageing Well in Wales Local Delivery Plan</a></li> <li><a href="#">Vale of Glamorgan Local Service Board Ageing Well Plan</a></li> <li><a href="#">Welsh Government Strategy for Older People in Wales 2013-2023</a></li> </ul>	Local Authorities, CVUHB, Third Sector, RSLs, Private Sector, Care Providers	<ul style="list-style-type: none"> <li>RPB Annual Report</li> <li>Local Authority Housing Strategies</li> </ul>			
Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Review local housing strategies in light of current provision and develop joint regional ‘accommodation with care and support’ strategies (where appropriate/feasible). Considerations to include:                             <ul style="list-style-type: none"> <li>Evaluation of the level of accommodation with care provision required now and in the future</li> <li>Conducting a pilot on intergenerational housing</li> <li>A joint agreement on the eligibility criteria for social housing</li> <li>A greater understanding of Local Development Plans and how to influence what housing gets built on development sites.</li> <li>New building developments are fit for a growing older population, including</li> </ul> </li> </ul>	Medium - term	<ul style="list-style-type: none"> <li>ICF Written Agreement</li> <li>Core budgets</li> <li>JES Pooled Fund</li> <li>Older People Care Accommodation Pooled Fund</li> <li>RSLs</li> </ul>	✓	✓	✓

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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accessibility requirements		<ul style="list-style-type: none"> <li>Supporting People</li> <li>Care Providers</li> <li>Community assets</li> <li>Volunteers</li> <li>Carers</li> <li>Third sector support</li> <li>Community groups</li> </ul>			
<ul style="list-style-type: none"> <li>Develop a regional approach for domiciliary care and residential and nursing home care, with the aim of stabilising the market. Considerations to include: <ul style="list-style-type: none"> <li>Opportunities for joint commissioning</li> <li>Sharing good commissioning practices across the region</li> <li>How to further develop good working relationships with providers</li> <li>Outcome based commissioning</li> <li>Joint forums/shared learning</li> <li>The use of care homes to tackle social isolation and loneliness</li> <li>How to converge costs</li> <li>How to improve quality and achieve consistency across the sector</li> <li>How to manage the growth (and decline) of the three markets</li> <li>Demands placed on the sectors by regulatory bodies</li> <li>Needs of self-funders</li> </ul> </li> </ul>	Medium – long term				
<ul style="list-style-type: none"> <li>Develop effective tools to enable older people to engage in the self-assessment of their own care and support requirements and health conditions. Considerations to include: <ul style="list-style-type: none"> <li>IT systems</li> <li>Development of Health ‘CVs’ for every older person across the region</li> <li>Training for older people on chronic condition self-management</li> <li>Balanced diet education, including cooking skills</li> </ul> </li> </ul>	Medium -term				
<ul style="list-style-type: none"> <li>Review effectiveness of Joint Equipment Store and explore commercial opportunities.</li> </ul>	Short-medium term				

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**OP1.4: Develop improved assessment, diagnosis and care planning practices which are built upon genuine collaboration with older people and their carers and families, so that their plans reflect what is important to them and achieves the outcomes they seek.**

<b>Response to PNA Needs:</b> N1-N4, N7-10, N12		
<b>Contribution to Well-being Objectives:</b> WBC6-WBC7, WBV1		
<b>Contribution to National Outcomes:</b> 1.1-1.6, 2.1- 2.3, 3.1-3.3, 4.2, 7.1, 8.1		
<b>How will we Deliver?</b>	<b>Partner Agencies</b>	<b>Reporting Mechanism</b>
<ul style="list-style-type: none"> <li><a href="#">‘Me, My Home, My Community’ – Cardiff and Vale of</a></li> </ul>	Local Authorities, CVUHB, GPs,	<ul style="list-style-type: none"> <li>RPB Annual Report</li> </ul>

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<ul style="list-style-type: none"> <li><a href="#">Glamorgan Market Position Statement 2017-2022</a></li> <li><a href="#">Cardiff and Vale of Glamorgan Joint Regional Statement of Strategic Intent – Services for Older People</a></li> <li><a href="#">Shaping our Future Well-being Strategy</a></li> <li><a href="#">Draft Cardiff and Vale of Glamorgan Dementia Strategy 2017-2027</a></li> <li><a href="#">Care and support at home in Wales Five-year strategic plan 2017-2022</a></li> <li><a href="#">Cardiff Council Ageing Well in Wales Local Delivery Plan</a></li> <li><a href="#">Vale of Glamorgan Local Service Board Ageing Well Plan</a></li> <li><a href="#">Welsh Government Strategy for Older People in Wales 2013-2023</a></li> </ul>	<p>Third Sector, Care Providers, WAST</p>				
Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Further explore opportunities to establish Discharge to Assess models of care.</li> </ul>	Short-medium term	<ul style="list-style-type: none"> <li>ICF Written Agreement</li> <li>Core budgets</li> <li>Carers</li> <li>JES Pooled Fund</li> <li>Older People Care Accommodation Pooled Fund</li> <li>Health and social care workforce</li> </ul>	√	√	√
<ul style="list-style-type: none"> <li>Rationalise, refine and unify assessment, diagnosis and planning pathway. Considerations to include: <ul style="list-style-type: none"> <li>The application of a strength- and not deficit-based approach.</li> <li>Outcomes based commissioning</li> <li>Issues negotiating the crossover points in the transition process.</li> <li>Undertaking integrated assessments in partnership with older people and their families and carers, and that the options available – including the consequences of those options such as financial commitments – are taken into account.</li> <li>The proportionate level of assessment required – i.e. what is the least we need to do to meet an individual’s needs – is undertaken in the most appropriate location, and clarity that proportionate assessments apply to all ages, not just older people.</li> <li>Practices similar to the successful ‘family conference’ model</li> <li>Mechanisms that enable providers to respond to sudden changes in circumstances and the different outcomes required</li> </ul> </li> </ul>	Medium – long term	<ul style="list-style-type: none"> <li>ICF Written Agreement</li> <li>Core budgets</li> <li>Carers</li> <li>JES Pooled Fund</li> <li>Older People Care Accommodation Pooled Fund</li> <li>Health and social care workforce</li> </ul>			
<ul style="list-style-type: none"> <li>Enable ongoing, systematic engagement as a way of understanding what matters to</li> </ul>	Short-				

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<p>older people. Considerations to include:</p> <ul style="list-style-type: none"> <li>- Engaging older people who are typically harder to reach, including home owners</li> </ul>	medium term				
<ul style="list-style-type: none"> <li>• In line with Part 10 Code of Practice, arrange provision of Independent Professional Advocacy, and ensure access to other forms of advocacy where required.</li> </ul>	Short-term				
<ul style="list-style-type: none"> <li>• Undertake collective workforce planning across health, housing and social care sectors to support integration. Considerations to include: <ul style="list-style-type: none"> <li>- Ageing workforce/succession planning</li> <li>- Supply of professional workforce, including GPs, nursing and therapy staff</li> <li>- Developing the quality and skills of workforce</li> <li>- Impact of domiciliary care registration (Regulation and Inspection of Social Care Act)</li> <li>- Joint recruitment campaigns to attract workforce in the care sector</li> <li>- Terms and conditions across health and social care</li> <li>- Development of integrated teams/joint posts/joint recruitment</li> <li>- Training in commissioning, procurement and performance management to support the development of effective services</li> </ul> </li> </ul>	Short-medium term				

**OP1.5: Develop Cardiff and Vale of Glamorgan as a dementia friendly region**

**Response to PNA Needs:** N1-N14  
**Contribution to Well-being Objectives:** WBC6-WBC7, WBV1  
**Contribution to National Outcomes:** 1.1-1.6, 2.3, 3.1-3.3, 4.2, 5.2, 6.1, 7.1, 8.1

How will we Deliver?	Partner Agencies	Reporting Mechanism
<ul style="list-style-type: none"> <li>• <a href="#">Draft Cardiff and Vale of Glamorgan Dementia Strategy 2017-2027</a></li> <li>• <a href="#">‘Me, My Home, My Community’ – Cardiff and Vale of Glamorgan Market Position Statement 2017-2022</a></li> <li>• <a href="#">Cardiff and Vale of Glamorgan Joint Regional Statement of Strategic Intent – Services for Older People</a></li> <li>• <a href="#">Shaping our Future Well-being Strategy</a></li> <li>• <a href="#">Care and support at home in Wales Five-year strategic plan 2017-2022</a></li> </ul>	<p>Local authorities, CVUHB, Third Sector, Alzheimer’s Society, Dementia friendly Groups, Community and faith groups, Care providers, Private Sector, SWP, SWFRS, Public Health Wales, WAST, Businesses</p>	<ul style="list-style-type: none"> <li>• RPB Annual Report</li> </ul>

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<ul style="list-style-type: none"> <li>• <a href="#">Cardiff Council Ageing Well in Wales Local Delivery Plan</a></li> <li>• <a href="#">Vale of Glamorgan Local Service Board Ageing Well Plan</a></li> <li>• <a href="#">Welsh Government Strategy for Older People in Wales 2013-2023</a></li> </ul>					
Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>• Further promote the development of ‘dementia friendly’ communities and achieve ‘dementia friendly’ status on a regional level. Considerations to include: <ul style="list-style-type: none"> <li>- Availability of support services for people with dementia, including early on-set dementia</li> <li>- Increasing the number of dementia friends</li> <li>- Workforce development</li> <li>- Awareness raising with children and young people</li> <li>- Development of dementia friendly accommodation</li> </ul> </li> </ul>	Short-medium term	<ul style="list-style-type: none"> <li>• ICF Written Agreement</li> <li>• Core budgets</li> <li>• Community assets</li> <li>• Dementia Friends</li> <li>• Volunteers</li> <li>• Carers</li> <li>• Third sector support</li> <li>• Community groups</li> <li>• Older People Care Accommodation Pooled Fund</li> </ul>	✓	✓	✓

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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## 2. Children and Young People (Including Children with Complex Needs)



Children with Complex Needs



Children and Young People

How are we addressing the care and support needs of children and young people?

### 1. Regional Partnership Board Priorities – Children with Complex Needs

*\*Nb Actions relating to young carers can be found in the 'Adult and Young Carers' section of the Plan\**

CYP1.1: Improve provision for children and young people with Additional Learning Needs					
Response to PNA Needs: N2-N3, N5-N9					
Contribution to Well-being Objectives: WBC3-WBC5, WBV1-WBV3					
Contribution to National Outcomes: 1.1-1.6, 2.1-2.3, 3.1-3.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1-7.5, 8.1					
How will we Deliver?	Partner Agencies	Reporting Mechanism			
<ul style="list-style-type: none"> <li><a href="#">ALN and Education Tribunal (Wales) Bill and Transformation programme</a></li> <li><a href="#">WG Autism Spectrum Disorder Strategic Action Plan</a></li> <li><a href="#">Integrated Autism Service</a></li> <li><a href="#">Cardiff and Vale of Glamorgan Index of children and young people with disabilities or additional needs</a></li> <li><a href="#">Disabilities Futures Programme</a></li> </ul>	WG, Local Authorities, Schools, CVUHB, Third Sector, WLGA	<ul style="list-style-type: none"> <li>Disability Futures Programme</li> <li>Quarterly reporting to WG/WLGA on IAS implementation</li> </ul>			
Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Increase collaboration between health, social services and education to ensure a joined up approach to support and care.</li> </ul>	Short-medium term	<ul style="list-style-type: none"> <li>Education budgets</li> <li>WG/WLGA/Public Health Wales – IAS</li> </ul>	√	√	
<ul style="list-style-type: none"> <li>Increase the emphasis on early intervention support in schools through closer working with Welfare services and provision of additional training for all staff in primary schools</li> </ul>	Medium-term	<ul style="list-style-type: none"> <li>ICF – IAS Funding</li> <li>Central South Consortium Joint Education Service</li> </ul>			
<ul style="list-style-type: none"> <li>Improve transition between early years education providers, schools and post-16 education for children and young people with complex needs</li> </ul>	Medium-term	<ul style="list-style-type: none"> <li>Cardiff and Vale of Glamorgan's Index of children and young people</li> </ul>			
<ul style="list-style-type: none"> <li>Increase participation of children and young people with complex needs in</li> </ul>	Short-				

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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the planning and assessment process	term	with disabilities or additional needs			
		<ul style="list-style-type: none"> <li>Families First</li> </ul>			

**CYP1.2: Improve integrated provision for children with complex needs, including the transition between children and adult services**

**Response to PNA Needs:** N2-N3, N5-N8

**Contribution to Well-being Objectives:** WBC3-WBC5, WBV1-WBV3

**Contribution to National Outcomes:** 1.1-1.6, 2.1-2.3, 3.1-3.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1-7.5, 8.1

How will we Deliver?	Partner Agencies	Reporting Mechanism
<ul style="list-style-type: none"> <li><a href="#">Disabilities Futures Programme</a></li> <li><a href="#">National Integrated Autism Service</a></li> <li><a href="#">Cardiff and Vale of Glamorgan Index of children and young people with disabilities or additional needs</a></li> <li><a href="#">Shaping our Future Well-being Strategy</a></li> <li><a href="#">Additional Learning Needs and Education Tribunal (Wales) Bill</a></li> </ul>	Local Authorities, CVUHB, Third Sector, WLGA, WG, Schools	<ul style="list-style-type: none"> <li>Disability Futures Programme</li> <li>Quarterly Reporting to WG/WLGA on IAS implementation</li> </ul>

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Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
Implement the Disabilities Futures Programme to include: <ul style="list-style-type: none"> <li><b>Regional joint commissioning of services for disabled children</b> – to include a focus on Families First and regional opportunities to commission within the Disability Focus element of services.</li> </ul>	Short-medium term	<ul style="list-style-type: none"> <li>ICF – part of a Written Partnership Agreement</li> <li>Local authority/CVUHB core budgets</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li><b>Integrating services for children with complex needs</b> – to include development of pilot projects to demonstrate integrated practice and inform future delivery methods</li> </ul>	Medium-term	<ul style="list-style-type: none"> <li>National Integrated Autism Service</li> <li>Cardiff and Vale of Glamorgan's Index of children and young people with disabilities or additional needs</li> </ul>			
<ul style="list-style-type: none"> <li><b>Development of a regional transition protocol for disabled young people</b> to improve the experience of young people transitioning to adult services from children's services and early identification of needs to support planning into adulthood.</li> </ul>	Medium-term				

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<ul style="list-style-type: none"> <li>• <b>Arrange provision of Independent Professional Advocacy</b> and ensure access to other forms of advocacy for everyone who requires it (in line with Part 10 Code of Practice).</li> </ul>	Short-term				
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## 2. Other Partnership Activity

A number of care and support needs for **children and young people** were raised in the PNA, whereby responsibilities for addressing these lie with other Partnerships than the Regional Partnership Board. This Plan provides links to other delivery mechanisms and strategies in place to address the care and support needs identified:

### CYP2.1: Increase the role of children and young people in decision making and service delivery

Response to PNA Need: N5

Contribution to Well-being Objectives: WBC4, WBC7, WBV1, WBV3

Contribution to National Outcomes; 1.1-1.6, 3.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1

How will we Deliver?	Partner Agencies	Reporting Mechanism	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>• <a href="#">Cardiff Youth Council</a></li> <li>• <a href="#">Cardiff Sprout</a></li> <li>• <a href="#">Vale of Glamorgan Youth Cabinet</a></li> <li>• <a href="#">Vale Youth Forum</a></li> <li>• <a href="#">Cardiff Child Rights Partner Programme</a> and <a href="#">UNICEF 'Child Friendly City'</a></li> <li>• <a href="#">UN Convention on the Rights of the Child</a></li> </ul>	Public Service Boards Local Authorities, CVUHB, Schools, Third Sector, Youth Councils, SWP	<ul style="list-style-type: none"> <li>• PSB Annual Reports</li> </ul>	<ul style="list-style-type: none"> <li>• Local authorities</li> <li>• Schools</li> <li>• CVUHB</li> <li>• Third Sector</li> <li>• Youth Councils</li> <li>• Families First</li> <li>• Meic</li> <li>• Young Commissioners (Families First)</li> <li>• SNAP</li> </ul>	✓	✓	✓

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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CYP2.2: Improve educational outcomes						
<b>Contribution to PNA Priorities:</b> N8 <b>Contribution to Well-being Objectives:</b> WBC4-WBC5, WBV2-WBV3 <b>Contribution to National Outcomes:</b> 4.1- 4.2, 6.1, 7.3-7.4						
How will we Deliver?	Partner Agencies	Reporting Mechanism	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li><a href="#">Cardiff 2020 – A renewed vision for education and learning in Cardiff</a></li> <li><a href="#">Cardiff Commitment Youth Engagement and Progression Strategy</a></li> <li><a href="#">Vale of Glamorgan Achievement for All Service Plan 2017-2021</a></li> <li><a href="#">Vale of Glamorgan Children and Young People Service Plan 2017-2021</a></li> <li><a href="#">Central South Consortium Business Plan 2017-2020</a></li> </ul>	Local Authorities, Schools, Central South Education Consortium (CSC), Flying Start, Families First, Third Sector	<ul style="list-style-type: none"> <li>Examination results</li> <li>WG/Local authority Key Stage Performance Reports</li> <li>Local authority Corporate/Improvement Plan Quarterly Reports</li> </ul>	<ul style="list-style-type: none"> <li>Education budgets</li> <li>Central South Consortium Joint Education Service</li> <li>Youth Support Services</li> <li>Flying Start</li> <li>Families First</li> <li>Third Sector Support</li> </ul>	√	√	

CYP2.3: Increase the successful transition into employment, education or training of children and young people						
<b>Contribution to PNA Priorities:</b> N8 <b>Contribution to Well-being Objectives:</b> WBC4-WBC5, WBV2-WBV3 <b>Contribution to National Outcomes:</b> 4.1- 4.2, 6.1, 7.3-7.4						
How will we Deliver?	Partner Agencies	Reporting Mechanism	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li><a href="#">Cardiff 2020 – A renewed vision for education and learning in Cardiff</a></li> <li><a href="#">Cardiff Commitment Youth Engagement and Progression Strategy</a></li> </ul>	Local authorities, Schools, Central South Education	<ul style="list-style-type: none"> <li>Examination results</li> <li>Local authority Corporate/Improvement Plan Quarterly Reports</li> </ul>	<ul style="list-style-type: none"> <li>Education budgets</li> <li>Central South Consortium Joint Education Service</li> </ul>	√	√	√

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<ul style="list-style-type: none"> <li>• <a href="#">Strategy</a></li> <li>• <a href="#">Vale of Glamorgan Achievement for All Service Plan 2017-2021</a></li> <li>• <a href="#">Vale of Glamorgan Children and Young People Service Plan 2017-2021</a></li> <li>• <a href="#">Central South Consortium Business Plan 2017-2020</a></li> <li>• <a href="#">Vale of Glamorgan Aspire to Achieve and Inspire to Work Programmes</a></li> </ul>	<p>Consortium (CSC), Careers Wales, Third Sector, Training Organisations, CAVC</p>	<ul style="list-style-type: none"> <li>• Public Service Boards</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Youth Support Services</li> <li>• Flying Start</li> <li>• Families First</li> <li>• Third Sector Support</li> </ul>			
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**CYP2.4: Increase access to appropriate services to children in need of care and support, recognising increased rates of emotional and mental health**

Issues

Contribution to PNA Priorities: N1-N3, N5-N9

Contribution to Well-being Objectives: WBC3-WBC5, WBV1-WBCV3

Contribution to National Outcomes: 1.1-1.6, 2.1-2.3, 3.1-3.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1-7.5, 8.1

How will we Deliver?	Partner Agencies	Reporting Mechanism	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>• <a href="#">Cardiff and Vale LSCB Business Plan</a></li> <li>• <a href="#">Cardiff Early Help Strategy</a></li> <li>• <a href="#">Cardiff and Vale Integrated Family Support Service</a></li> <li>• <a href="#">Vale of Glamorgan Corporate Strategy for Children in Need of Care and Support</a></li> <li>• <a href="#">Cardiff Housing Strategy 2016-2021</a></li> <li>• <a href="#">Vale of Glamorgan Local Housing Strategy 2015-2020</a></li> </ul>	<p>Local Authorities, CVUHB, Third Sector, Schools</p>	<ul style="list-style-type: none"> <li>• Cardiff and Vale Local Safeguarding Board</li> <li>• Public Service Boards</li> </ul>	<ul style="list-style-type: none"> <li>• Cardiff and Vale of Glamorgan Integrated Family Support Services (Partnership Agreement)</li> <li>• Cardiff and Vale of Glamorgan Regional Safeguarding Children Board</li> <li>• Families First Team around the Family</li> </ul>	<p>✓</p>	<p>✓</p>	<p>✓</p>

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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			<ul style="list-style-type: none"> <li>• Cardiff and Vale of Glamorgan Information, Advice and Assistance</li> <li>• Cardiff Multi-agency Safeguarding Hub</li> <li>• CAMHS/Emotional Well-being Services</li> <li>• Cardiff Council LAC Traineeship Scheme</li> </ul>			
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**CYP2.5: Increase support for children and young people affected directly or indirectly by parental relationship breakdown and domestic violence**

**Contribution to PNA Priorities:** N1-N3, N5, N7

**Contribution to Well-being Objectives:**, WBC3-WBC5, WBV1-WBCV3

**Contribution to National Outcomes:** 1.1-1.6, 2.1-2.3, 3.1-3.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1-7.5, 8.1

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How will we Deliver?	Partner Agencies	Reporting Mechanism	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>• <a href="#">Welsh Government VAWDASV Strategy 2016-2021</a></li> <li>• Cardiff Child Sexual Exploitation Strategy</li> <li>• Vale of Glamorgan Child Sexual Exploitation Strategy</li> <li>• <a href="#">The National Training Framework on violence against women, domestic abuse and sexual violence</a></li> <li>• Cardiff and Vale of Glamorgan VAWDASV Strategy - <i>under development</i></li> </ul>	Local Authorities, CVUHB, SWP, Probation, Third Sector, Schools, WG	<ul style="list-style-type: none"> <li>• Cardiff and Vale of Glamorgan VAWDASV Strategy – reporting to PSBs, Cardiff Safer and Cohesive Communities Programme Board and Safer Vale</li> </ul>	<ul style="list-style-type: none"> <li>• Core budgets</li> <li>• IFSS</li> <li>• Supporting People</li> </ul>	<b>√</b>	<b>√</b>	

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<ul style="list-style-type: none"> <li>• <a href="#">Roll out of IRIS</a></li> <li>• <a href="#">South Wales Police and Crime Reduction Plan 2017-21</a></li> <li>• <a href="#">Cardiff Housing Strategy 2016-2021</a></li> <li>• <a href="#">Vale of Glamorgan Local Housing Strategy 2015-2020</a></li> </ul>						
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**CYP2.6: Prevent child sexual exploitation**

**Contribution to PNA Priorities:** N1-N3, N5, N7

**Contribution to Well-being Objectives:** WBC3-WBC5, WBV1-WBCV3

**Contribution to National Outcomes:** 1.1-1.2, 2.3, 3.1-3.3, 4.1-4.2, 5.1-5.2, 8.1

How will we Deliver?	Partner Agencies	Reporting Mechanism	Resources	IAA	Preventative	Alternative models
Page 88 <ul style="list-style-type: none"> <li>• <a href="#">National Action Plan to Tackle Child Sexual Exploitation (Wales)</a></li> <li>• <a href="#">Cardiff and Vale LSCB Business Plan</a></li> <li>• <a href="#">CSE Prevention Strategy for the NHS 2016-2019</a></li> <li>• <a href="#">South Wales Police and Crime Reduction Plan 2017-21</a></li> </ul>	Local Authorities, CVUHB, SWP, Probation, Third Sector	<ul style="list-style-type: none"> <li>• Cardiff and Vale Local Safeguarding Board</li> </ul>	<ul style="list-style-type: none"> <li>• LSCB</li> <li>• Third Sector</li> <li>• WG</li> </ul>	✓	✓	

**CYP2.7: Enable children and young people to be happy and healthy**

**Contribution to PNA Priorities and Well-being Objectives:** N2, WBC2, WBC4, WBC7, WBV2, WBV3

**Contribution to National Outcomes:** 1.1-1.2, 2.3, 3.1-3.3, 4.1-4.2, 5.1-5.2, 8.1

How will we Deliver?	Partner Agencies	Reporting Mechanism	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>• <a href="#">Cardiff Families First</a> and <a href="#">Vale of Glamorgan Families First</a></li> </ul>	Local Authorities,	<ul style="list-style-type: none"> <li>• PSB Well-being Plans</li> <li>• Local Authority Corporate</li> </ul>	<ul style="list-style-type: none"> <li>• Local authority – play/leisure</li> </ul>	✓	✓	

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<ul style="list-style-type: none"> <li>• <a href="#">Cardiff Childcare Sufficiency Assessment 2017</a></li> <li>• <a href="#">Vale of Glamorgan Childcare Sufficiency Assessment 2016/17</a></li> <li>• <a href="#">Vale of Glamorgan Family Information Service</a></li> <li>• <a href="#">Cardiff and Vale Local Public Health Plan 2016/17-2018/19</a></li> <li>• <a href="#">Cardiff Housing Strategy 2016-2021</a></li> <li>• <a href="#">Vale of Glamorgan Local Housing Strategy 2015-2020</a></li> </ul>	CVUHB, Public Health Wales, Third Sector, Schools	Plans <ul style="list-style-type: none"> <li>• Annual Report of the Director of Public Health</li> </ul>	<ul style="list-style-type: none"> <li>• Third Sector</li> <li>• Families First</li> <li>• Schools</li> <li>• Family Information Service</li> <li>• Dewis Cymru</li> <li>• Flying Start</li> </ul>			
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**CYP2.8: Develop the Welsh skills of children and create new Welsh speakers, to support the Welsh Government’s vision of having a million Welsh speakers by 2050**

Contribution to PNA Priorities: N2, N6  
 Contribution to Well-being Objectives: WBC1, WBC4, WBV3  
 Contribution to National Outcomes: 1.1-1.2, 2.3, 3.1-3.3, 4.1-4.2, 5.1-5.2, 8.1

How will we Deliver?	Partner Agencies	Reporting Mechanism	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>• <a href="#">Cardiff Welsh in Education Strategic Plan 2017-2020</a></li> <li>• <a href="#">Vale of Glamorgan Welsh in Education Strategic Plan 2017-2020</a></li> </ul>	Local Authorities, Schools, WG, Central South Education Consortium, CVUHB, Third Sector	<ul style="list-style-type: none"> <li>• Local authority corporate reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Education and early years budgets</li> <li>• Third Sector</li> <li>• Flying Start</li> <li>• Families First</li> </ul>	<b>v</b>		

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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### 3. Learning Disability and Autism



#### How are we addressing care and support needs?

#### 1. Regional Partnership Board Priorities

##### LDA.1.1 People with learning disabilities are supported to maximise their independence

Response to PNA Needs: N1-N6

Contribution to Well-being Objectives: WBC3-WBC5, WBC7, WBV1-WBV3

Contribution to National Outcomes: 1.1-1.6, 2.1-2.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1-7.5, 8.1

How will we Deliver?	Partner Agencies	Reporting Mechanism			
<ul style="list-style-type: none"> <li><a href="#">Cardiff Council Learning Disability Strategy 2012-2017</a></li> <li><a href="#">Vale of Glamorgan Council Learning Disability Strategy 2014-2017</a></li> <li><a href="#">Shaping our Future Well-being Strategy</a></li> <li><a href="#">Cardiff and Vale UHB IMTP</a></li> <li>Cardiff and Vale UHB Health Inspectorate Wales Learning Disability Action Plan</li> <li><a href="#">Disabilities Future Programme</a></li> <li><a href="#">Cardiff Housing Strategy 2016-2021</a></li> <li><a href="#">Vale of Glamorgan Local Housing Strategy 2015-2020</a></li> </ul>	Local Authorities, CVUHB, Third Sector, Colleges, RSLs, Care Providers, Cardiff People First, Vale of Glamorgan People First, ABMU Health Board, Learning Disability Wales, SWP	<ul style="list-style-type: none"> <li>RPB Annual Report</li> <li>Director of Social Services' Annual Report</li> <li>Corporate Plans/CVUHB IMTP</li> </ul>			
Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Develop a Cardiff and Vale of Glamorgan Learning Disability Commissioning Strategy. Considerations to include:                             <ul style="list-style-type: none"> <li>- Domiciliary care</li> <li>- Access to information and advice</li> <li>- The uptake of Direct Payments</li> <li>- Range of respite opportunities</li> </ul> </li> </ul>	Short-medium	<ul style="list-style-type: none"> <li>Core budgets</li> <li>ICF</li> </ul>	√	√	√

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<ul style="list-style-type: none"> <li>- Remodelling of specialist learning disability services</li> <li>- Housing needs over next 5-10 years</li> <li>- Commissioning new Supported Living schemes</li> <li>- Transition commissioning of services for young people moving to adult services</li> <li>- Provision of Independent Professional Advocacy and access to other forms of advocacy for everyone who requires it (in line with Part 10 Code of Practice)</li> <li>- Development of regional services for adults with learning disabilities (as part of the Disabilities Futures Programme) to enable those with more complex needs to access services closer to home</li> <li>- Implementation of the Orange Wallet Scheme and development of support networks for independent travel</li> </ul>				
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**DLDA.1.2 People with learning disabilities are supported to play an active role in society and engage in meaningful day time activities and employment or volunteering.**

<b>Response to PNA Need: N1-6</b>		
<b>Contribution to Well-being Objectives: WBC3, WBC4, WBC5, WBC7, WBV1, WBV2, WBV3</b>		
<b>Contribution to National Outcomes: 1.1-1.6, 2.1-2.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1-7.5, 8.1</b>		
How will we Deliver?	Partner Agencies	Reporting Mechanism
<ul style="list-style-type: none"> <li>• Cardiff Council and Vale of Glamorgan Council Adult Learning Disability Day Opportunity Strategy 2014-2017</li> <li>• <a href="#">Disabilities Future Programme</a></li> <li>• <a href="#">Cardiff Council Learning Disability Strategy 2012-2017</a></li> <li>• <a href="#">Vale of Glamorgan Council Learning Disability Strategy 2014-2017</a></li> <li>• <a href="#">Shaping our Future Well-being Strategy</a></li> </ul>	Local Authorities, CVUHB, Third Sector, Colleges, RSLs, Care Providers, Cardiff People First, Vale of Glamorgan People First, ABMU Health Board, Learning Disability Wales, Shaw Trust, Private Sector	<ul style="list-style-type: none"> <li>• RPB Annual Report</li> <li>• Corporate Plans</li> <li>• Director of Social Services' Annual Report</li> </ul>

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<ul style="list-style-type: none"> <li><a href="#">Cardiff and Vale UHB IMTP</a></li> <li>Cardiff and Vale UHB Health Inspectorate Wales Learning Disability Action Plan</li> </ul>					
Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Develop a Cardiff and Vale of Glamorgan Learning Disability Commissioning Strategy. Considerations to include: <ul style="list-style-type: none"> <li>- Training staff to respond to changing service user needs, aspirations and priorities.</li> <li>- Provision of Independent Professional Advocacy and access to other forms of advocacy for everyone who requires it (in line with Part 10 Code of Practice)</li> <li>- Implementation of the Orange Wallet Scheme and development of support networks for independent travel</li> </ul> </li> </ul>	Short-medium term	<ul style="list-style-type: none"> <li>Core budgets</li> <li>ICF</li> </ul>	√	√	√

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**DA.1.3 People with learning disabilities are valued and included, supported to have a voice, and able to exercise choice and control over all aspects of their lives**

<p><b>Response to PNA Need:</b> N1-N2, N4-N5  <b>Contribution to Well-being Objectives:</b> WBC3-WBC5, WBC7, WBV1-WBV3  <b>Contribution to National Outcomes:</b> 1.1-1.6, 2.1-2.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1-7.5, 8.1</p>		
How will we Deliver?	Partner Agencies	Reporting Mechanism
<ul style="list-style-type: none"> <li><a href="#">Cardiff Council Learning Disability Strategy 2012-2017</a></li> <li><a href="#">Vale of Glamorgan Council Learning Disability Strategy 2014-2017</a></li> <li><a href="#">Shaping our Future Well-being Strategy</a></li> <li><a href="#">Cardiff and Vale UHB IMTP</a></li> <li>Cardiff and Vale UHB Health Inspectorate Wales Learning Disability Action Plan</li> </ul>	Local Authorities, CVUHB, Third Sector, Colleges, RSLs, Care Providers, Cardiff People First, Vale of Glamorgan People First, ABMU Health Board, Learning Disability Wales, Public Transport Providers	<ul style="list-style-type: none"> <li>RPB Annual Report</li> <li>Corporate Plans/IMTP</li> <li>Director of Social Services Annual Report</li> </ul>

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<ul style="list-style-type: none"> <li><a href="#">Disabilities Future Programme</a></li> </ul>						
Key Actions		Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Develop a Cardiff and Vale of Glamorgan Learning Disability Commissioning Strategy. Considerations to include:               <ul style="list-style-type: none"> <li>The uptake of Direct Payments</li> <li>Provision of Independent Professional Advocacy and access to other forms of advocacy for everyone who requires it (in line with Part 10 Code of Practice)</li> <li>Implementation of the Orange Wallet Scheme and development of support networks for independent travel</li> <li>Raising awareness and development of opportunities for service users to form social networks within the community and peer groups</li> <li>The development of peer mentoring and volunteering opportunities for people with learning disabilities</li> </ul> </li> </ul>		Short-medium term	<ul style="list-style-type: none"> <li>Core budgets</li> <li>ICF</li> </ul>	✓	✓	✓

**QDA.1.4 People with learning disabilities are enabled to stay healthy and feel safe.**

<b>Response to PNA Need:</b> N1-N6 <b>Contribution to Well-being Objectives:</b> WBC3-WBC5, WBC7, WBV1-WBV3 <b>Contribution to National Outcomes:</b> 1.1-1.6, 2.1-2.3, 3.1-3.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1-7.5, 8.1		
How will we Deliver?	Partner Agencies	Reporting Mechanism
<ul style="list-style-type: none"> <li><a href="#">Cardiff and Vale Local Public Health Plan 2016/17-2018/19</a></li> <li><a href="#">Cardiff Council Learning Disability Strategy 2012-2017</a></li> <li><a href="#">Vale of Glamorgan Council Learning Disability Strategy 2014-2017</a></li> <li><a href="#">Draft Cardiff and Vale of Glamorgan Dementia Strategy 2017-2027</a></li> </ul>	Local Authorities, CVUHB, Third Sector, Schools/Colleges, RSLs, Care Providers, Cardiff People First, Vale of Glamorgan People First, ABMU Health Board, Learning Disability	<ul style="list-style-type: none"> <li>RPB Annual Report</li> <li>Corporate Plans/IMTP</li> <li>Director of Social Services Annual Report</li> <li>Annual Report of the Director of Public Health</li> </ul>

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<ul style="list-style-type: none"> <li>• <a href="#">Shaping our Future Well-being Strategy</a></li> <li>• <a href="#">Cardiff and Vale UHB IMTP</a></li> <li>• Cardiff and Vale UHB Health Inspectorate Wales Learning Disability Action Plan</li> <li>• <a href="#">Disabilities Future Programme</a></li> <li>• <a href="#">Care and support at home in Wales Five-year strategic plan 2017-2022</a></li> <li>• <a href="#">Cardiff Housing Strategy 2016-2021</a></li> <li>• <a href="#">Vale of Glamorgan Local Housing Strategy 2015-2020</a></li> </ul>	<p>Wales, Public Health Wales, SWP, SWFRS, Public Transport Providers</p>				
Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>• Develop a Cardiff and Vale of Glamorgan Learning Disability Commissioning Strategy. Considerations to include: <ul style="list-style-type: none"> <li>- Commissioning of specialist LD residential and dementia services</li> <li>- Housing needs over next 5-10 years</li> <li>- Remodelling of specialist learning disability services</li> <li>- Range of respite opportunities</li> <li>- Improving pathways into primary and secondary healthcare</li> <li>- Provision of Independent Professional Advocacy and access to other forms of advocacy for everyone who requires it (in line with Part 10 Code of Practice)</li> <li>- Training and support in safety when using technology</li> <li>- Ensuring that commissioned services have appropriate regard to safeguarding</li> </ul> </li> </ul>	<p>Short-medium term</p>	<ul style="list-style-type: none"> <li>• Core budgets</li> <li>• ICF</li> </ul>	<p>✓</p>	<p>✓</p>	<p>✓</p>
<ul style="list-style-type: none"> <li>• Raise awareness of personal safety and work with the Neighbourhood Police and PACT meetings to raise awareness of hate crime directed at service users</li> </ul>	<p>Short-medium term</p>				

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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**LDA.1.5 People with learning disabilities are supported to become lifelong learners.**

**Response to PNA Need:** N1-N2, N4-N5

**Contribution to Well-being Objectives:** WBC3-WBC5, WBC7, WBV1-WBV3

**Contribution to National Outcomes:** 1.1-1.6, 2.1-2.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.2-7.5

How will we Deliver?	Partner Agencies	Reporting Mechanism
<ul style="list-style-type: none"> <li><a href="#">Cardiff Council Learning Disability Strategy 2012-2017</a></li> <li><a href="#">Vale of Glamorgan Council Learning Disability Strategy 2014-2017</a></li> <li>Cardiff Council and Vale of Glamorgan Council Adult Learning Disability Day Opportunity Strategy 2014-2017</li> <li><a href="#">Disabilities Future Programme</a></li> </ul>	Local Authorities, CVUHB, Third Sector, Colleges, Care Providers, RSLs, Cardiff People First, Vale of Glamorgan People First, Libraries	<ul style="list-style-type: none"> <li>RPB Annual Report</li> <li>Corporate Plans</li> <li>Director of Social Services Annual Report</li> </ul>

Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
<p>2020 2021</p> <ul style="list-style-type: none"> <li>Develop a Cardiff and Vale of Glamorgan Learning Disability Commissioning Strategy. Considerations to include:                             <ul style="list-style-type: none"> <li>- Commissioning of college placements for post 16 education</li> <li>- Ensuring community education classes are accessible to people with learning disabilities in terms of cost</li> </ul> </li> </ul>	Short – medium term	<ul style="list-style-type: none"> <li>Core budgets</li> </ul>	√	√	√

**LDA.1.6 Develop a new Integrated Autism Service which all agencies working in integrated, multi-disciplinary ways will provide appropriate services for children, young people and adults with an autism spectrum disorder, addressing their education, health, employment, social interaction and emotional needs**

**Response to PNA Need:** N1-N6

**Contribution to Well-being Objectives:** WBC3-WBC5, WBC7, WBV1-WBV3

**Contribution to National Outcomes:** 1.1-1.6, 2.1-2.3, 3.1, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1-7.5, 8.1

How will we Deliver?	Partner Agencies	Reporting Mechanism
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Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<ul style="list-style-type: none"> <li>Cardiff and Vale of Glamorgan Council ASD Strategy 2016-2020</li> <li><a href="#">Shaping our Future Well-being Strategy</a></li> </ul>	CVUHB, Local Authorities, Schools, WG, WLGA, Third Sector	<ul style="list-style-type: none"> <li>RPB Annual Report</li> <li>Quarterly reporting to WG</li> </ul>			
Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Increase awareness of the pathway to diagnosis</li> </ul>	Short – medium term	<ul style="list-style-type: none"> <li>Integrated Autism Service</li> <li>Core services</li> <li>ICF</li> <li>Third Sector</li> <li>Diagnostic Toolkits</li> <li>Together for Children and Young People Framework: Neurodevelopmental Work stream</li> <li>Education Training Programmes</li> <li>Parenting Programmes</li> </ul>	√	√	
<ul style="list-style-type: none"> <li>Improve support and interventions including support for:               <ul style="list-style-type: none"> <li>- emotional and behavioural issues</li> <li>- issues relating to core symptoms of Autism and daily living skills</li> <li>- access to leisure and social opportunities</li> </ul> </li> </ul>	Short – medium term				
<ul style="list-style-type: none"> <li>Improve support to individuals and businesses to enable access employment opportunities</li> </ul>	Short – medium term				
<ul style="list-style-type: none"> <li>Enable family and carers to access information and training in understanding Autism and how to support the individuals that they care for</li> </ul>	Short – medium term				
<ul style="list-style-type: none"> <li>Implement a new Integrated Autism Service</li> </ul>	Short-term				

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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## 4. Integrated Family Support Services

### How are we addressing care and support needs?

#### 1. Regional Partnership Board Priorities

**IFSS1.1 Continue to provide an intensive intervention with families referred by Children's Services where there are serious child protection concerns as a result of parental / carer substance misuse, domestic abuse or mental health.**

**IFSS1.2 Explore the extension of the Integrated Family Support Service model to include other parental additional needs (e.g. learning disability) and consider how it can help tackle adverse childhood experiences.**

**Response to PNA Need: N1-N12**

**Contribution to Well-being Objectives: WBC3-WBC5, WBC7, WBV1-WBV3**

**Contribution to National Outcomes: 1.1-1.6, 2.1-2.3, 3.1-3.3, 5.1-5.2, 6.1-6.2, 7.1-7.3, 8.1**

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How will we Deliver?	Partner Agencies	Reporting Mechanism			
<ul style="list-style-type: none"> <li><a href="#">Cardiff and Vale of Glamorgan Integrated Family Support Service</a></li> <li><a href="#">Cardiff and Vale LSCB Business Plan</a></li> <li><a href="#">Cardiff Early Help Strategy</a></li> <li><a href="#">Vale of Glamorgan Children and Young People Service Plan 2017-2021</a></li> <li><a href="#">Substance Misuse and Well-being Commissioning Strategy 2016-2020</a></li> <li><a href="#">Cardiff Housing Strategy 2016-2021</a></li> <li><a href="#">Vale of Glamorgan Local Housing Strategy 2015-2020</a></li> </ul>	Local Authorities, CVUHB, SWP, Probation, Third Sector, Family members and community	<ul style="list-style-type: none"> <li>IFSS Annual Report</li> <li>RPB Annual Report</li> </ul>			
Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Provide a volunteer programme that helps parents to practice the skills they learn from social services intervention, within a supportive community</li> </ul>	Medium-term	<ul style="list-style-type: none"> <li>IFSS Core Budget (Pooled Fund)</li> </ul>	√	√	

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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setting. This may involve helping with bedtime routine, playing with the children while the parent makes a meal or being on the end of a phone if a crisis hits. Support at this level can keep families together, improve parenting outcomes, safeguard children and ultimately reduce substance misuse.		<ul style="list-style-type: none"> <li>• Families First</li> <li>• Flying Start</li> <li>• Core Budgets</li> <li>• Area Planning Board</li> <li>• VAWDASV funding</li> </ul>			
<ul style="list-style-type: none"> <li>• Offer parents training and support in leading healthy lifestyles, including accredited 'Get Cooking' courses</li> </ul>	Short-medium term				
<ul style="list-style-type: none"> <li>• Explore greater collaborative working in relation to the work on Adverse Childhood Experiences via the National Ace Hub.</li> </ul>	Short-term				
<ul style="list-style-type: none"> <li>• IFST training development - to deliver IFST training to social work students who are in the second year of the Masters program.</li> </ul>	Short-medium term				
<ul style="list-style-type: none"> <li>• Ongoing work regarding the delivering of IFST Safety Planning training to social work practitioners in the Vale of Glamorgan.</li> </ul>	Short-medium term				

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Final Draft

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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## 5. Adult and Young Carers



### How are we addressing care and support needs?

#### 1. Regional Partnership Board Priorities

##### AYC1.1: Identify and implement a carer engagement model based on best practice

**Response to PNA Need:** N1, N8-N10

**Contribution to Well-being Objectives:** WBC3, WBC5, WBV1, WBV2

**Contribution to National Outcomes:** 1.1-1.6, 2.1-2.3, 3.1-3.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1-7.5, 8.1

How will we Deliver?	Partner Agencies	Reporting Mechanism			
<ul style="list-style-type: none"> <li>Cardiff and Vale of Glamorgan Local Authority Carers Workstream</li> <li><a href="#">Carers Information and Consultation Strategy</a></li> <li><a href="#">Cardiff and the Vale Carers Support and Information Network Group (CSING)</a></li> <li><a href="#">Shaping our Future Well-being Strategy</a></li> <li><a href="#">Carers Strategy for Wales</a></li> </ul>	CVUHB, Local Authorities, Carers, CS3C, GVS, Carers Trust Wales/SE Wales	<ul style="list-style-type: none"> <li>Carers Information and Consultation Strategy – Annual Report</li> <li>RPB Annual Report</li> </ul>			
Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Support and monitor the delivery of Phase 2 of the Carers Engagement Project to build on Phase 1 findings which considered potential carer forum models and barriers to engagement.</li> </ul>	Short-term	<ul style="list-style-type: none"> <li>Core budgets</li> <li>Third Sector</li> </ul>	√	√	

**AYC1.2 Improve physical and emotional support for young carers, including emergency and pre-planned respite and reducing the risk of Adverse Childhood Experiences (ACEs)**

**Response to PNA Need:** N1-N2, N4-N9

**Contribution to Well-being Objectives:** WBC3-WBC7, WBV1-WBCV3

**Contribution to National Outcomes:** 1.1-1.6, 2.1-2.3, 3.1-3.3, 4.1-4.2, 5.2, 6.1-6.2, 7.1-7.5, 8.1

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How will we Deliver?	Partner Agencies	Reporting Mechanism			
<ul style="list-style-type: none"> <li>Young Carers Action Plan</li> <li><a href="#">Carers Information and Consultation Strategy</a></li> <li>Cardiff and Vale of Glamorgan Local Authority Carers Workstream</li> <li><a href="#">Cardiff and the Vale Carers Support and Information Network Group (CSING)</a></li> <li><a href="#">Shaping our Future Well-being Strategy</a></li> <li><a href="#">Carers Strategy for Wales</a></li> </ul>	CVUHB, Local Authorities, YMCA, Carers, Schools, CS3C, GVS, Carers Trust Wales/SE Wales	<ul style="list-style-type: none"> <li>Carers Information and Consultation Strategy – Annual Report</li> <li>RPB Annual Report</li> </ul>			
Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Improve information sharing and recording concerning known/identified Young Carers</li> </ul>	Short-term	<ul style="list-style-type: none"> <li>Core budgets</li> <li>Cardiff East Young Carers Project</li> </ul>	√	√	
<ul style="list-style-type: none"> <li>Improve the Identification of “hidden” Young Carers</li> </ul>	Short-medium term	<ul style="list-style-type: none"> <li>Cardiff West Young Carers Project</li> </ul>			
<ul style="list-style-type: none"> <li>Work with Wellbeing and Mental Health Services to ensure appropriate identification of Young Carers and referrals to support</li> </ul>	Medium-term	<ul style="list-style-type: none"> <li>Vale of Glamorgan Young Carers Project</li> </ul>			
<ul style="list-style-type: none"> <li>Identify and support Young Carers Champions in secondary schools as good practice</li> </ul>	Short-term	<ul style="list-style-type: none"> <li>Cardiff and Vale Young Carers Club</li> </ul>			
<ul style="list-style-type: none"> <li>Develop a Young Carers ID card</li> </ul>	Medium-term	<ul style="list-style-type: none"> <li>Carers Trust South East Wales</li> </ul>			
<ul style="list-style-type: none"> <li>Develop GP Carer Accreditation Scheme</li> </ul>	Short-	<ul style="list-style-type: none"> <li>Young Carers Toolkit</li> </ul>			

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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	term	<ul style="list-style-type: none"> <li>• Young Carers Network</li> <li>• Families First</li> <li>• WG Carer Respite Funding</li> </ul>			
• Support the development of a Pharmacy Carer Accreditation Scheme	Short-term				
• Plan and deliver actions to provide additional respite in response to WG Carers Respite Funding	Short-term				
• Explore greater collaborative working in relation to the work on Adverse Childhood Experiences via the National Ace Hub	Short-term				
• Develop accredited programmes for Young Carers to recognise their skills and experience	Medium-term				
• Review Carers Pathway	Short-term				
<ul style="list-style-type: none"> <li>• Other actions to be considered by Cardiff and Vale of Glamorgan Local Authority Carers Workstream. Considerations to include: <ul style="list-style-type: none"> <li>- Support for young carers who work</li> <li>- Advocacy that is proactively offered, explained and independent from the advocacy for the person they care for</li> </ul> </li> </ul>	Short-medium term				

**AYC1.3: Improve physical and emotional support for adult carers, including emergency and pre-planned respite**

**Response to PNA Need:** N1, N5, N8-N9

**Contribution to Well-being Objectives:** WBC4, WBC6-WBC7, WBV1, WBV3

**Contribution to National Outcomes:** 1.1-1.6, 2.1-2.3, 5.2, 6.1-6.2

How will we Deliver?	Partner Agencies	Reporting Mechanism
<ul style="list-style-type: none"> <li>• Cardiff and Vale of Glamorgan Local Authority Carers Workstream</li> <li>• <a href="#">Carers Information and Consultation Strategy</a></li> <li>• <a href="#">Cardiff and the Vale Carers Support and Information Network Group (CSING)</a></li> <li>• <a href="#">Shaping our Future Well-being Strategy</a></li> </ul>	CVUHB, Local Authorities, Carers, CS3C, GVS, CAVAMH	<ul style="list-style-type: none"> <li>• Carers Information and Consultation Strategy – Annual Report</li> <li>• RPB Annual Report</li> </ul>

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<ul style="list-style-type: none"> <li><a href="#">Nexus</a></li> <li><a href="#">Carers Strategy for Wales</a></li> </ul>					
Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Cardiff and Vale of Glamorgan Carers Workstream to identify required physical and emotional support needs. Considerations to include: <ul style="list-style-type: none"> <li>Support for adult carers who work</li> <li>Counselling, other talking therapies and mental health support</li> <li>Provision of training to carers to help them undertake their caring role</li> <li>Intergenerational and mixed support groups</li> <li>Advocacy that is proactively offered, explained and independent from the advocacy for the person they care for</li> </ul> </li> </ul>	Medium-term	<ul style="list-style-type: none"> <li>Core budgets</li> <li>WG Carer Respite Funding</li> <li>ICF</li> <li><a href="#">Cardiff and Vale of Glamorgan Carers Directory</a></li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>Plan and deliver actions to provide additional respite in response to WG Carers Respite Funding</li> </ul>	Short-term				

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**AYC1.4: Involve carers, including young carers, in the planning of hospital admission and discharge if the person they care for is in hospital**

<p><b>Response to PNA Need:</b> N1, N3, N8-N9, N11  <b>Contribution to Well-being Objectives:</b> WBC3-WBC4, WBC6, WBV1, WBV3  <b>Contribution to National Outcomes:</b> 1.1-1.6, 8.1</p>		
How will we Deliver?	Partner Agencies	Reporting Mechanism
<ul style="list-style-type: none"> <li>Cardiff and Vale of Glamorgan Local Authority Carers Workstream</li> <li><a href="#">Carers Information and Consultation Strategy</a></li> <li><a href="#">Cardiff and the Vale Carers Support and Information Network Group (CSING)</a></li> <li><a href="#">Shaping our Future Well-being Strategy</a></li> <li>Cardiff and Vale Unscheduled Care Transformation</li> </ul>	<p>CVUHB, Local Authorities, Carers, CS3C, GVS, Age Connects, Carers Trust Wales/SE Wales</p>	<ul style="list-style-type: none"> <li>Carers Information and Consultation Strategy – Annual Report</li> <li>RPB Annual Report</li> </ul>

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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Programme <ul style="list-style-type: none"> <li><a href="#">Carers Strategy for Wales</a></li> </ul>						
Key Actions		Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Ensure the inclusion of Carers within hospital admission and discharge planning as part of the Cardiff and Vale UHB Unscheduled Care Transformation Programme. Considerations to include:               <ul style="list-style-type: none"> <li>Provision of training/showing carers what needs to be done to support the person being cared for at home</li> <li>Provide carers information to take home in a language and format which is accessible to them</li> <li>Provide follow up support to carers after the person they care for has returned home</li> <li>Ensure the availability of medication from the pharmacy to enable discharge, and support for carers to understand the medication and that it is taken appropriately</li> </ul> </li> </ul>		Short-medium term	<ul style="list-style-type: none"> <li>Core budgets</li> <li>ICF</li> <li><a href="#">Cardiff and Vale of Glamorgan Carers Directory</a></li> </ul>	√	√	

**AYC1.5: Provide easily accessible information to carers and relatives in a range of formats and languages, through existing information points, such as primary care and libraries.**

**Response to PNA Need:** N1, N8-N9

**Contribution to Well-being Objectives:** WBC4, WBC6-WBC7, WBV1, WBV3

**Contribution to National Outcomes:** 1.1-1.6

How will we Deliver?	Partner Agencies	Reporting Mechanism
<ul style="list-style-type: none"> <li>Cardiff and Vale of Glamorgan Local Authority Carers Workstream</li> <li><a href="#">Carers Information and Consultation Strategy</a></li> <li><a href="#">Cardiff and the Vale Carers Support and Information Network Group (CSING)</a></li> </ul>	CVUHB, Local Authorities, Carers, CS3C, GVS, YMCA, Carers Trust Wales/SE Wales	<ul style="list-style-type: none"> <li>Carers Information and Consultation Strategy – Annual Report</li> <li>RPB Annual Report</li> </ul>

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<ul style="list-style-type: none"> <li>• <a href="#">Shaping our Future Well-being Strategy</a></li> <li>• <a href="#">Carers Strategy for Wales</a></li> </ul>						
Key Actions		Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>• Actions to be considered by Cardiff and Vale of Glamorgan Local Authority Carers Workstream. Considerations to include:               <ul style="list-style-type: none"> <li>- Culturally appropriate information in a variety of formats and languages aimed specifically at carers and family members on what they need to know about an individual’s health condition, as well as meeting their own care and support needs</li> <li>- Available on- and off-line in a variety of formats and easily accessible in such places as GPs, clinics, hospitals, community centres, libraries and a wide-range of community services</li> </ul> </li> </ul>		Short-term	<ul style="list-style-type: none"> <li>• Core budgets</li> <li>• WG Carer Transitional Funding</li> <li>• Families First</li> <li>• ICF</li> <li>• <a href="#">Cardiff and Vale of Glamorgan Carers Directory</a></li> <li>• Dewis</li> </ul>	✓	✓	

**AYC1.6: Raise awareness around caring and carers among public and health and social care professionals, (e.g. adopting an approach similar to Making Every Contact Count), to ensure that carers are identified as early as possible and all involved are aware of their rights as a carer**

<b>Response to PNA Need:</b> N8-N9, N11 <b>Contribution to Well-being Objectives:</b> WBC4, WBC6-WBC7, WBV1, WBV3 <b>Contribution to National Outcomes:</b> 1.1-1.6		
How will we Deliver?	Partner Agencies	Reporting Mechanism
<ul style="list-style-type: none"> <li>• Young Carers Action Plan</li> <li>• Cardiff and Vale of Glamorgan Local Authority Carers Workstream</li> <li>• <a href="#">Carers Information and Consultation Strategy</a></li> <li>• <a href="#">Cardiff and the Vale Carers Support and Information Network Group (CSING)</a></li> <li>• <a href="#">Shaping our Future Well-being Strategy</a></li> <li>• <a href="#">Carers Strategy for Wales</a></li> </ul>	CVUHB, Local Authorities, Carers, CS3C, GVS	<ul style="list-style-type: none"> <li>• Carers Information and Consultation Strategy – Annual Report</li> <li>• RPB Annual Report</li> </ul>

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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Key Actions	Time frame	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Development of a generic Young Carers training package, including e-learning, involving young carers in the process</li> </ul>	Short-medium term	<ul style="list-style-type: none"> <li>Core budgets</li> <li>Families First</li> <li><a href="#">Cardiff and Vale of Glamorgan Carers Directory</a></li> <li>Dewis Wales</li> </ul>	✓	✓	
<ul style="list-style-type: none"> <li>Other actions to be considered by Cardiff and Vale of Glamorgan Local Authority Carers Workstream. Considerations to include:                             <ul style="list-style-type: none"> <li>- More awareness amongst professionals of the different needs and experiences of carers from diverse communities</li> <li>- More awareness in diverse communities of what being a carers is and the support available</li> <li>- Easier access to carers' assessments</li> <li>- Greater awareness that all carers are entitled to a carer's assessment</li> <li>- Asking adult and young carers whether they are willing and able to care</li> </ul> </li> </ul>	Short-medium term				

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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## 6. Health and Physical Disabilities



### How are we addressing health and physical disability care and support needs?

#### 1. Other Partnership Activity

A number of care and support needs in relation to **health and physical disabilities** were raised in the PNA, whereby responsibilities for addressing these lie with other Partnerships than the Regional Partnership Board. This Plan provides links to other delivery mechanisms and strategies in place to address the care and support needs identified:

#### HPD1.1: Promote healthy lifestyles and improve and protect the health and well-being of Cardiff and Vale of Glamorgan residents.

Contribution to PNA Priorities: N1-N13

Contribution to Well-being Objectives: WBC2-WBC7, WBV1-WBV4

Contribution to National Outcomes: 1.1-1.2, 2.1-2.3, 4.1-4.2, 5.2, 7.2-7.4, 8.1

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How will we Deliver?	Partner Agencies	Reporting Mechanism	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li><a href="#">Shaping our Future Well-being Plan 2015-2025</a></li> <li><a href="#">Cardiff and Vale Integrated Medium Term Plan</a></li> <li><a href="#">Cardiff and Vale Local Public Health plan 2016/17-2018/19</a></li> <li><a href="#">Cardiff Well-being Plan</a> and <a href="#">Vale of Glamorgan Well-being Plan</a></li> <li><a href="#">Primary Care Plan/GP Cluster Plans</a></li> <li><a href="#">Wellbeing 4U Service</a></li> <li><a href="#">Cardiff Independent Living Service</a></li> <li><a href="#">Strategic Equality Plans</a></li> <li><a href="#">Cardiff Housing Strategy 2016-</a></li> </ul>	CVUHB, GPs, Public Health Wales, Local Authorities, Third Sector, Food Cardiff, Summer Holiday Enrichment Programme (SHEP), RSLs, Transport Providers	<ul style="list-style-type: none"> <li>CVUHB IMTP</li> <li>Annual Report of the Director of Public Health</li> <li>Well-being Plan Annual Reports</li> </ul>	<ul style="list-style-type: none"> <li>Core budgets</li> <li>Primary Care Fund</li> <li>ICF</li> <li>Dewis</li> <li>Public health</li> <li>Housing</li> <li>Transport</li> </ul>	√	√	√

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<p><u>2021</u></p> <ul style="list-style-type: none"> <li>• <a href="#">Vale of Glamorgan Local Housing Strategy 2015-2020</a></li> <li>• <a href="#">Cardiff Local Development Plan 2006-2026</a></li> <li>• <a href="#">Vale of Glamorgan Local Development Plan 2011-2016</a></li> <li>• <a href="#">Cardiff Transport Strategy – Keep Cardiff Moving</a></li> <li>• <a href="#">Vale of Glamorgan Local Transport Strategy</a></li> </ul>						
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Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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## 7. Adult Mental Health and Cognitive Impairment



### How are we addressing care and support needs?

#### 1. Other Partnership Activity

A number of care and support needs in relation to **adult mental health and cognitive impairment** were raised in the PNA, whereby responsibilities for addressing these lie with other Partnerships than the Regional Partnership Board. This Plan provides links to other delivery mechanisms and strategies in place to address the care and support needs identified:

#### **AMHCI 1.1: Deliver the Cardiff and Vale of Glamorgan 'Together for Mental Health' Plan, which includes ensuring that:**

- People in Cardiff and Vale of Glamorgan are more resilient and better able to tackle poor mental well-being when it occurs
- The quality of life for people is improved, particularly through addressing loneliness and unwanted isolation
- Services meet the needs of the diverse population of Cardiff and Vale of Glamorgan
- People with mental health problems, their families and carers are treated with dignity and respect
- All children have the best possible start in life, which is enabled by giving parents / care givers the support needed
- All children and young people are more resilient and better able to tackle poor mental well-being when it occurs
- Children and young people experiencing mental health problems get better sooner
- People with a mental health problem have access to appropriate and timely services
- People of all ages experience sustained improvement to their mental health and well-being through access to positive life chances
- Cardiff and Vale of Glamorgan is a dementia friendly region

**Contribution to PNA Priorities:** N1-N11

**Contribution to Well-being Objectives:** WBC3-WBC7, WBV1-WBV3

**Contribution to National Outcomes:** 1.1-1.6, 2.1-2.3, 3.1-3.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1-7.5, 8.1

How will we Deliver?	Partner Agencies	Reporting Mechanism	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Cardiff and Vale Local Mental Health Partnership Board</li> <li><a href="#">Draft Cardiff and Vale of Glamorgan Dementia Strategy 2017-2027</a></li> <li><a href="#">WG Together for Mental Health Delivery Plan 2016-2019</a></li> <li><a href="#">Shaping our Future Well-being Strategy</a></li> <li><a href="#">Cardiff Housing Strategy 2016-2021</a></li> <li><a href="#">Vale of Glamorgan Local Housing Strategy 2015-2020</a></li> </ul>	CVUHB, Local Authorities, SWP, GPs, WAST, CAVAMH, Third Sector	<ul style="list-style-type: none"> <li>Cardiff and Vale Local Mental Health Partnership Board Annual Report</li> </ul>	<ul style="list-style-type: none"> <li>Core Budgets</li> <li>ICF Capital</li> </ul>	✓	✓	✓

## 8. Sensory Loss and impairment



### How are we addressing care and support needs?

#### 1. Other Partnership Activity

A number of care and support needs in relation to **sensory loss and impairment** were raised in the PNA, whereby responsibilities for addressing these lie with other Partnerships than the Regional Partnership Board. This Plan provides links to other delivery mechanisms and strategies in place to address the care and support needs identified:

**SLI 1.1: Deliver the Cardiff and Vale of Glamorgan Eye Care Plan in conjunction with Primary Care, Secondary Care, Cardiff and Vale of Glamorgan University Health Board and Welsh Government**

**SLI 1.2 Develop and implement a health board wide action plan to meet the All Wales Standards for Accessible Information and Communication for People with Sensory Loss, in order to improve provision across Primary Care, Secondary Care and Emergency and Unscheduled Care**

**SLI 1.3 Explore the establishment of a partnership delivery mechanism to meet the wider needs of people with sensory loss and impairment**

**Contribution to PNA Priorities:** N1-N11

**Contribution to Well-being Objectives:** WBC3-WBC4, WBC5-WBC7, WBV1-WBV3

**Contribution to National Outcomes:** 1.1-1.6, 2.1-2.3, 4.2, 5.1-5.2, 6.1-6.2, 7.1-7.5, 8.1

How will we Deliver?	Partner Agencies	Reporting Mechanism	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Cardiff and Vale of Glamorgan Eye Care Plan</li> <li><a href="#">CVUHB Strategic Equality Plan</a></li> <li><a href="#">All Wales Standards for Accessible Communication and Information for People with Sensory Loss</a></li> <li>CVUHB 'Standards for Accessible</li> </ul>	CVUHB, GP Clusters, Health board Eye Care Collaborative Groups and public health	<ul style="list-style-type: none"> <li>Eye Care Steering Board</li> <li>CVUHB IMTP</li> <li>CVUHB Strategic Equality Plan</li> <li>Sensory Loss Steering Group</li> </ul>	<ul style="list-style-type: none"> <li>Core Resources</li> <li>Eye Care Wales</li> <li>Low Vision Service Wales</li> <li>Dewis</li> </ul>	✓	✓	✓

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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<p>Information and Communication for People with Sensory Loss' Action Plan</p> <ul style="list-style-type: none"> <li>• <a href="#">Deaf and Hard of Hearing Mental Health Network</a></li> <li>• <a href="#">Cardiff Council Sensory Service</a></li> <li>• <a href="#">Vale of Glamorgan Council Sensory Service</a></li> </ul>	<p>lead, School Nurses, Orthoptists, Optometrists, Optometry Wales, Third Sector, Local authorities, Older Person's Commissioner</p>					
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Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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## 9. Violence Against Women, Domestic Abuse and Sexual Violence



### How are we addressing care and support needs?

#### 1. Other Partnership Activity

A number of care and support needs in relation to **violence against women and men, domestic abuse and sexual violence** were raised in the PNA, whereby responsibilities for addressing these lie with other Partnerships than the Regional Partnership Board. This Plan provides links to other delivery mechanisms and strategies in place to address the care and support needs identified:

#### VAWDASV 1.1 Deliver the Cardiff and Vale of Glamorgan Violence Against Women, Domestic Abuse and Sexual Violence Strategy

Contribution to PNA Priorities: N1-N14

Contribution to Well-being Objectives: WBC3-WBC7, WBV1-WBV3

Contribution to National Outcomes: 1.1-1.6, 2.1-2.3, 3.1-3.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1-7.5, 8.1

How will we Deliver?	Partner Agencies	Reporting Mechanism	Resources	IAA	Preventative	Alternative models
Cardiff and Vale of Glamorgan VAWDASV Strategy – <i>under development</i> <ul style="list-style-type: none"> <li><a href="#">WG National Strategy on Violence Against Women, Domestic Abuse and Sexual Violence – 2016-2021</a></li> <li><a href="#">The National Training Framework on violence against women, domestic abuse and sexual violence</a></li> <li><a href="#">South Wales Police and Crime Reduction Plan 2017-21</a></li> <li><a href="#">IRIS (Identification and Referral to Improve Safety) Project</a></li> </ul>	Local Authorities, CVUHB, GPs, SWP, National Probation Service, PCC, Wales Community Rehabilitation Company, LSCB, Cardiff Women’s Aid, Atal Y Fro, Safer Wales, BAWSO,	<ul style="list-style-type: none"> <li><a href="#">Public Service Boards</a></li> <li>Cardiff and Vale VAWDASV Board (from April 18)</li> <li><a href="#">Cardiff Safer and Cohesive Communities Programme Board</a></li> <li><a href="#">Safer Vale Partnership</a></li> <li><a href="#">Local Safeguarding Children Board</a></li> </ul>	<ul style="list-style-type: none"> <li>Core Budgets</li> <li>Welsh Government/PCC VAWDASV funding</li> <li>Supporting People</li> <li>IFSS</li> <li>Cardiff Multi-Agency Safeguarding Hub (MASH)</li> <li>Families First</li> <li>Flying Start</li> <li>Area Planning Board</li> </ul>	✓	✓	✓

<ul style="list-style-type: none"> <li>• <a href="#">White Ribbon Campaign</a></li> <li>• <a href="#">Local Safeguarding Children’s Board</a></li> <li>• <a href="#">Child Sexual Exploitation (CSE) Prevention Strategy for the NHS in Wales 2016 – 2019</a></li> <li>• <a href="#">Cardiff Housing Strategy 2016-2021</a></li> <li>• <a href="#">Vale of Glamorgan Local Housing Strategy 2015-2020</a></li> </ul>	Third Sector		<ul style="list-style-type: none"> <li>• Cardiff Signs of Safety</li> </ul>			
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Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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## 10. Asylum Seekers and Refugees



Asylum Seekers and Refugees

### How are we addressing care and support needs?

#### 1. Other Partnership Activity

A number of care and support needs in relation to **asylum seekers and refugees** were raised in the PNA, whereby responsibilities for addressing these lie with other Partnerships than the Regional Partnership Board. This Plan provides links to other delivery mechanisms and strategies in place to address the care and support needs identified:

#### ASR1.1 Deliver the Cardiff and Vale of Glamorgan Community Cohesion Delivery Plan 2017-2020

**Contribution to PNA Priorities:** N1-N8,

**Contribution to Well-being Objectives:** WBC2-WBC7, WBV1-WBV3

**Contribution to National Outcomes:** 1.1-1.6, 2.1-2.3, 3.1-3.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1-7.5, 8.1

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How will we Deliver?	Partner Agencies	Reporting Mechanism	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li><a href="#">Welsh Government National Community Cohesion Delivery Plan 2017-2020</a></li> <li>Cardiff and Vale of Glamorgan Community Cohesion Delivery Plan 2017-2010 (<i>under development</i>)</li> <li><a href="#">Welsh Government Refugee &amp; Asylum Seeker Delivery Plan 2016-2019</a></li> <li><a href="#">Cardiff Well-being Plan</a> and <a href="#">Vale of Glamorgan Well-being Plan</a></li> <li><a href="#">Cardiff City of Sanctuary</a></li> <li>Inclusive Cardiff Network: Inclusive Cities Project (<i>under development</i>)</li> <li>Local Strategic Framework on New and</li> </ul>	Local authorities, CVUHB, GPs, Public health Wales, Welsh Refugee Coalition, Third Sector, RSLs, Displaced People in Action	<ul style="list-style-type: none"> <li>Public Service Boards</li> <li><a href="#">Cardiff Safer &amp; Cohesive Communities Programme Board</a></li> <li>Syrian Resettlement Leadership &amp; Operational Groups</li> </ul>	<ul style="list-style-type: none"> <li>Core budgets</li> <li>WG Community Cohesion Funding</li> <li>Home Office Syrian Resettlement Programme Funding</li> <li>CVUHB Cardiff Health Access Practice (CHAP) Service</li> </ul>	√	√	√

<p>Emerging Communities</p> <ul style="list-style-type: none"> <li>• <a href="#">Cardiff Housing Strategy 2016-2021</a></li> <li>• <a href="#">Vale of Glamorgan Local Housing Strategy 2015-2020</a></li> </ul>						
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Final Draft

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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## 11. Offenders



### How are we addressing care and support needs?

#### 1. Other Partnership Activity

A number of care and support needs in relation to **offenders** were raised in the PNA, whereby responsibilities for addressing these lie with other Partnerships than the Regional Partnership Board. This Plan provides links to other delivery mechanisms and strategies in place to address the care and support needs identified:

#### O1.1 Ensure that the local criminal justice system works effectively and efficiently, meeting the needs of victims and challenging offenders

**Contribution to PNA Priorities:** N1-N10

**Contribution to Well-being Objectives:** WBC3-WBC5, WBC7, WBV2-WBV3

**Contribution to National Outcomes:** 1.1-1.6, 2.1, 2.3, 3.1, 3.3, 4.1, 5.2, 6.1-6.2, 7.3

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How will we Deliver?	Partner Agencies	Reporting Mechanism	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>• <a href="#">South Wales Police and Crime Reduction Plan 2017-21</a></li> <li>• <a href="#">Transforming Summary Justice Programme</a></li> <li>• <a href="#">Cardiff and Vale Substance Misuse and Wellbeing Commissioning Strategy 2016-2020</a></li> <li>• <a href="#">Cardiff Housing Strategy 2016-2021</a></li> <li>• <a href="#">Vale of Glamorgan Local Housing Strategy 2015-2020</a></li> </ul>	SWP, SWP PCC, National Probation Service, HMP Cardiff, Wales Community Rehabilitation Company, Local Authorities, CVUHB, Third Sector, Ministry of Justice, Welsh Government, Housing, RSLs	<ul style="list-style-type: none"> <li>• <a href="#">Public Service Boards</a></li> <li>• <a href="#">Cardiff Safer and Cohesive Communities Programme Board</a></li> <li>• <a href="#">Safer Vale Partnership</a></li> </ul>	<ul style="list-style-type: none"> <li>• Core Budgets</li> <li>• Police and Crime Commissioner / National Offender Management Service budget for the Offender Intervention Service (Cardiff and Vale component)</li> <li>• IFSS</li> <li>• Cardiff Multi-Agency Safeguarding Hub (MASH)</li> <li>• Families First</li> <li>• Area Planning Board</li> </ul>	√	√	√

Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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## 12. Veterans



### How are we addressing care and support needs?

#### 1. Other Partnership Activity

A number of care and support needs in relation to **veterans** were raised in the PNA, whereby responsibilities for addressing these lie with other Partnerships than the Regional Partnership Board. This Plan provides links to other delivery mechanisms and strategies in place to address the care and support needs identified:

#### V1.1 Deliver the Cardiff and Vale of Glamorgan Armed Forces Community Action Plan 2017/2019

**Contribution to PNA Priorities:** N1-N10

**Contribution to Well-being Objectives:** WBC3-WBC5, WBC7, WBV2-WBV3

**Contribution to National Outcomes:** 1.1-1.6, 2.1, 2.3, 3.1-3.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1-7.5, 8.1

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How will we Deliver?	Partner Agencies	Reporting Mechanism	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li>Cardiff and Vale Armed Force Community Covenant Action Plan 2017/2019</li> <li><a href="#">Veterans Mental Health Support Group</a></li> <li><a href="#">Cardiff Armed Forces Community Covenant</a></li> <li><a href="#">Vale of Glamorgan Armed Forces Community Covenant</a></li> <li><a href="#">Cardiff Housing Strategy 2016-2021</a></li> <li><a href="#">Vale of Glamorgan Local Housing Strategy 2015-2020</a></li> </ul>	CVUHB, Local authorities, GPs, Public Health, Veterans' NHS Wales, Royal British Legion 160 Brigade Serving Personnel & Veterans' Agency, Third Sector, Housing, RSL	<ul style="list-style-type: none"> <li>Cardiff and Vale Armed Forces Forum</li> <li>CVUHB IMPTP</li> </ul>	<ul style="list-style-type: none"> <li>Veterans' NHS Wales Hub</li> <li>Veterans Population Needs Assessment</li> <li><a href="#">Call to Mind : Wales</a></li> </ul>	✓	✓	✓

## 13. Substance Misuse



### How are we addressing care and support needs?

#### 1. Other Partnership Activity

A number of care and support needs in relation to **substance misuse** were raised in the PNA, whereby responsibilities for addressing these lie with other Partnerships than the Regional Partnership Board. This Plan provides links to other delivery mechanisms and strategies in place to address the care and support needs identified:

**SM1.1 Deliver the Cardiff and Vale of Glamorgan Substance Misuse and Wellbeing Commissioning Strategy with a focus on prevention, education, treatment, support and sustainable long –term recovery.**

**SM1.2 Increase the safety of our communities by delivering multi-agency responses in locations where discarded injecting equipment and other drug paraphernalia is prevalent**

**Contribution to PNA Priorities:** N1-N11

**Contribution to Well-being Objectives:** WBC3-WBC5, WBC7, WBV2-WBV3

**Contribution to National Outcomes:** 1.1-1.6, 2.1-2.3, 3.1-3.3, 4.1-4.2, 5.1-5.2, 6.1-6.2, 7.1-7.5, 8.1

How will we Deliver?	Partner Agencies	Reporting Mechanism	Resources	IAA	Preventative	Alternative models
<ul style="list-style-type: none"> <li><a href="#">Cardiff and Vale Substance Misuse and Wellbeing Commissioning Strategy</a></li> <li><a href="#">Cardiff Housing Strategy 2016-2021</a></li> <li><a href="#">Vale of Glamorgan Local Housing Strategy 2015-2020</a></li> </ul>	CVUHB, Local Authorities, SWP, Third Sector, NOMS, Wales Community Rehabilitation Company, National Probation Service	<ul style="list-style-type: none"> <li>Cardiff and Vale Substance Misuse Area Planning Board (APB)</li> <li>APB Annual Report</li> <li>APB Quarterly Welsh Government Dashboard</li> </ul>	<ul style="list-style-type: none"> <li>£3.46m Substance Misuse Grant Funding</li> <li>£2.52m NHS ring-fenced allocation for substance Misuse</li> <li>Cardiff and Vale local authorities social services substance misuse teams</li> <li>Cardiff and Vale local authorities community</li> </ul>	✓	✓	✓






			care budgets for residential rehabilitation placements <ul style="list-style-type: none"> <li>• Police and Crime Commissioner / National Offender Management Service budget for the Offender Intervention Service (Cardiff and Vale component)</li> </ul>			
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Final Draft



Short-term = 1 year	Medium term = 2-3 years	Long-term = 4+ years
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Overview of Population Needs – by Population Group

<p><b>1. Older People</b></p>  <p>Older People, Including People with Dementia</p>	N1 – Maintain sustainability of key services supporting older people	N2 – Improve access to information and advice (e.g. one stop shop model)
	N3 – Improve integrated management of mental health and physical issues	N4 – Increase integration of health, housing and social care
	N5 – Reduce social isolation and loneliness while maintaining independence	N6 – Increase support to access practical help with day-to-day tasks such as shopping and gardening
	N7 – Improve support and information for people with dementia, their family and carers	N8 – Provide appropriate housing to meet individuals’ needs and enable people to remain independent
	N9 – Promote accessible built environments (including good lighting and toilets)	N10 – Improve the commissioning of care home places to enable consistent and high quality care
	N11 – Improve public transport services to enable access to activities promoting health and well-being	N12 – Improve access to different types of advocacy
	N13 Increase digital inclusion to enable access to information and services	N14 Promote inter-generational opportunities in communities
<p><b>2. Children and Young People</b></p>  <p>Children and Young People</p>	N1 – Improve support for children and young people affected by parental relationship breakdown and domestic violence	N2 – Improve access to appropriate services in a timely fashion, including primary care and mental health services, and support for young people with ADHD and Autism
	N3 – Improve access to appropriate services for looked after children and children in need, recognising increased rates of emotional and mental health issues	N4 – Increase support for young carers, including respite, and raise awareness of what they do
	N5 – Increase involvement of children and young people in decisions affecting them	N6 Enable smoother transitions between children’s and adult’s services
	N7 – Provide appropriate and safe accommodation	N8 – Further develop vocational educational opportunities and apprenticeships
	N9 – Respond to the increasing numbers and complexity of needs of children and young people with a disability	

<b>3. Learning Disability and Autism</b>  Learning Disability and Autism	N1 – Increase the availability of information and services	N2 – Improve public transport services to enable access to activities promoting health and well-being
	N3 – Provide respite to those in need	N4 – Improve access to day opportunities
	N5 – Increase involvement of people requiring services in decisions affecting them	N6 – Recognise and support people who fall between learning disability and mental health service provision
<b>4. Integrated Family Support Services</b>  Integrated Family Support Services	N1 – Improve support for children and young people affected by parental relationship breakdown and domestic violence	N2 – Improve access to appropriate services in a timely fashion, including primary care and mental health services, and support for young people with ADHD and Autism
	N3 – Improve access to appropriate services for looked after children and children in need, recognising increased rates of emotional and mental health issues	N4 – Provide appropriate and safe accommodation
	N5 – Increase involvement of people requiring services in decisions affecting them	N6 – Increase timely access to low level mental health services (including counselling and family support)
	N7 – Improve support for the families of people with mental health issues	N8 - Prevent and reduce the incidences of adverse childhood experiences (ACEs)
	N9 – Ensure approached are both needs-led and risk-led	N10 – Improve co-ordination between substance misuse services
	N11 – Improve offender access to mental health and substance misuse services, and counselling post-release	N12 – Improve support to offenders and their families to enable family stability
<b>5. Adult and Young Carers</b>  Adult and Young Carers	N1 – Improve access to information (including financial support and services available)	N2 – Improve public transport services to enable access to health and well-being activities
	N3 – Ensure the discharge planning process involves consultation with carers	N4 – Provide appropriate housing to meet individuals' needs and enable people to remain independent
	N5 Provide accessible respite care (including emergency respite) for those in need	N6 – Improve the availability of mental health support to carers
	N7 – Reduce loneliness and social isolation	N8 – Identify carers and provide support to those in need
	N9 – Improve access to carers' assessments	N10 – Enable smoother transitions between children's and adult's services

	N11 – Address perceptions of carers feeling judged by services	
<b>6. Health and Physical Disabilities</b>  Health and Physical Disabilities	N1 – Improve access to information and services	N2 – Maintain and improve the provision and sustainability of community services
	N3 – Improve the flexibility of services, including offering provision closer to home	N4 – Improve transitions between children’s and adult’s services
	N5 – Increase integration of health, housing and social care	N6 – Promote and target service to meet the needs of vulnerable groups
	N7 – Improve public transport services to enable access to activities which promote health and well-being	N8 – Improve the use of public buildings to join-up services and maximise resources
	N9 – Provide appropriate housing to meet individuals’ needs and enable people to remain independent	N10 – Reduce the prevalence of unhealthy behaviours
	N11 – Respond to the increasing prevalence of long-term conditions	N12 – Reduce the levels of air pollution
	N13 – Reduce the number of people living in food poverty	
<b>7. Adult Mental Health and Cognitive Impairment</b>  Adult Mental Health and Cognitive Impairment	N1 – Increase timely access to low level mental health services (including counselling and family support)	N2- Improve the join-up of information, advice and services
	N3 – Reduce loneliness and isolation (especially among people with dementia, asylum seekers and refugees)	N4 – Provide appropriate housing to meet individuals’ needs and enable people to remain independent
	N5 – Continue partnership approach between statutory services and with the third sector	N6 – Improve support for the families of people with mental health issues
	N7 – Improve access to services such as community hubs and one-stop-shops	N8 – Improve information and support for GPs to inform decisions around referrals
	N9 – Improve support for people with dementia, their families and carers	N10 – Improve peer support and mentoring to guide people through the system
<b>8. Sensory Loss and Impairment</b>	N1 – Improve accessible communication and provision of information on services available	N2 – Improve opportunities for increasing mobility and rehabilitation
	N3 – Review purpose and use of registers for sensory impairment	N4 – Increase opportunities to improve social interaction, mental health and well-being
	N5 – Improve the provision of person centred equipment and technology	N6 – Ensure appropriate housing to meet individuals’ needs and enable independent living

 <p>Sensory Loss and Impairment</p>	N7 – Improve access to appropriate specialist services and assessments	N8 – Continue partnership approach between statutory services and with the third sector
	N9 – Identify people with complex needs and sensory impairment who require additional support	N10 – Improve planning for increase in prevalence of people with sight loss
	N11 – Recognise and address diagnosed hearing impairment among older people in care homes	
<b>9. Violence Against Women, Domestic Abuse and Sexual Violence</b>  <p>Violence Against Women, Domestic Abuse and Sexual Violence</p>	N1 – Undertake awareness raising in schools to promote healthy relationships	N2 – Promote the use of positive male role models
	N3 – Provide support and safeguarding to children in households where there is domestic abuse	N4 – Prevent and reduce the incidences of adverse childhood experiences (ACEs)
	N5 – Ensure approaches are both needs-led and risk-led	N6 – Increase the accountability of perpetrators
	N7 – Promote early reporting and the implementation of “Ask and Act”	N8 – Improve transparency in family courts
	N9 – Improve access to information on services and support that is available	N10 – Raise awareness in communities of how they can identify and support people experiencing domestic abuse and sexual violence
	N11 – Provide appropriate, safe and secure accommodation	N12 – Improve the availability of age-appropriate counselling
	N13- Reduce incidences of child sexual exploitation	N14 – Reduce incidences of ‘honour’-based violence
<b>10. Asylum Seekers and Refugees</b>  <p>Asylum Seekers and Refugees</p>	N1 – Improve access to ESOL and interpretation for public services	N2 – Improve access to information on education, hate crime, health and service provision.
	N3 – Improve access to the labour market	N4 – Provide support to help establish links in the community
	N5 – Increase the availability of childcare	N6 – Improve public transport services to enable access to health and social activities
	N7 – Improve engagement with schools	N8 – Improve access to community mental health services
<b>11. Offenders</b>	N1 –Improve access to mental health and substance misuse services, and counselling post release	N2 – Respond to the increase in use of new psychoactive substances
	N3 – Improve support to enable family stability	N4 – Provide appropriate housing and support
	N5 – Improve access to information on employment and welfare	N6 – Provide youth support services and activities

 <p>Offenders</p>	benefits support	
	N7 – Promote healthy lifestyles (including sexual health)	N8 – Increase engagement in education and community activities
	N9 – Improve partnership working and communication between services	N10 – Promote opportunities for continued adult learning and development of life skills
<b>12. Veterans</b>  <p>Veterans</p>	N1 – Improve mental health diagnosis and care	N2 – Reduce social isolation
	N3 – Improve access to housing	N4 – Improve the availability of financial advice
	N5 – Improve the provision of services for all conditions affecting veterans, not just post-traumatic stress disorder	N6 – Reduce substance misuse and self-medication
	N7 – Increase early diagnosis and preventative treatment to reduce long-term limiting illnesses	N8 – Improve transition between active service and civilian life
	N9 – Improve access to information and services	N10 – Reduce safeguarding issues relating to domestic violence
<b>13. Substance Misuse</b>  <p>Substance Misuse</p>	N1 – Respond to the increased number of people buying illicit substances online	N2 – Respond to the growing 'hidden population' misusing prescription and over the counter medication
	N3 – Reduce the misuse of neurophatic medications with alcohol and drugs	N4 – Reduce the use of synthetic cannabinoids and nitrous oxide
	N5 – Increase awareness of dual diagnosis (substance misuse and mental health issues in one individual)	N6 – Respond to the increasing prevalence of alcohol related brain damage (ARBD)
	N7 – Respond to the growing impact of 'legal highs' on emergency services	N8 – Respond to the increased distribution of more potent heroin
	N9 – Reduce the number of older people (50+ years) misusing alcohol through loneliness and boredom	N10 – Review access to substance misuse services (including opening hours)
	N11 – Improve co-ordination between services	

## Cardiff and Vale of Glamorgan Well-being Objectives

Cardiff Well-being Objectives	Vale of Glamorgan Well-being Objectives
<b>WBC1</b> - A Capital City that works for Wales	<b>WBV1</b> - Enable people to get involved, participate in their communities and shape local services
<b>WBC2</b> - Cardiff's population growth is managed in a resilient way	<b>WBV2</b> - Reduce poverty and tackle inequalities linked to deprivation
<b>WBC3</b> - Safe, confident and empowered communities	<b>WBV3</b> - Give children the best start in life
<b>WBC4</b> - Cardiff is a great place to grow up	<b>WBV4</b> - Protect, enhance and value our environment
<b>WBC5</b> - Supporting people out of poverty	
<b>WBC6</b> - Cardiff is a great place to grow old	
<b>WBC7</b> - Modernising and integrating our public services	

## Social Services: The National Outcomes Framework for People who Need Care and Support, and Carers who need Support

<http://gov.wales/topics/health/socialcare/well-being/?lang=en>

What well-being means	National well-being outcomes
1. Securing rights and entitlements. Also for adults: control over day-to-day life.	1.1 I know and understand what care, support and opportunities are available and use these to help me achieve my well-being 1.2 I can access the right information, when I need it, in the way I want it and use this to manage and improve my well-being 1.3 I am treated with dignity and respect and treat others the same 1.4 My voice is heard and listened to 1.5 My individual circumstances are considered 1.6 I speak for myself and contribute to the decisions that affect my life, or have someone who can do it for me
2. Physical and mental health and emotional well-being Also for children: physical, intellectual, emotional, social and behavioural development.	2.1 I am healthy and active and do things to keep myself healthy 2.2 I am happy and do the things that make me happy 2.3 I get the right care and support, as early as possible.
3. Protection from abuse and neglect.	3.1 I am safe and protected from abuse and neglect 3.2 I am supported to protect the people that matter to me from abuse and neglect 3.3 I am informed about how to make my concerns known.
4. Education, training and recreation.	4.1 I can learn and develop to my full potential 4.2 I do the things that matter to me.
5. Domestic, family and personal relationships.	5.1 I belong 5.2 I contribute to and enjoy safe and healthy relationships.
6. Contribution made to society.	6.1 I engage and make a contribution to my community 6.2 I feel valued in society.
7. Social and economic well-being. Also for adults: participation in work.	7.1 I contribute towards my social life and can be with the people that I choose 7.2 I do not live in poverty 7.3 I am supported to work 7.4 I get the help I need to grow up and be independent 7.5 I get care and support through the Welsh language if I want it.
8. Suitability of living accommodation.	8.1 I live in a home that best supports me to achieve my well-being.



## Glossary

A	
ABMU	Abertawe Bro Morgannwg University Health Board
ACEs	Adverse Childhood Experiences
ACEs Hub	National Hub set up by Cymru Well Wales to tackle the negative impact of Adverse Childhood Experiences
ADHD	Attention Deficit Hyperactivity Disorder
ALN	Additional Learning Needs
AMD	Age-related Macular Degeneration
AMHCI	Adult Mental Health and Cognitive Impairment
APB	Area Planning Board
ARBD	Alcohol Related Brain Damage
ASD	Autism Spectrum Disorder
ASR	Asylum Seekers and Refugees
AYC	Adult and Young Carers
B	
BAWSO	Black Association of Women Step Out
C	
C3SC	Cardiff Third Sector Council
CAMHS	Child and Adolescent Mental Health Services
CAVAMH	Cardiff and Vale Action for Mental Health
CAVC	Cardiff and Vale College
CHAP	Cardiff Health Access Practice - Healthcare Services operating from Cardiff Royal Infirmary for people who find it difficult to visit mainstream GP services
CSC	Central South Education Consortium
CSE	Child Sexual Exploitation

CSING	Cardiff and the Vale Carers Support and Information Network Group
CVIHSC	Cardiff and Vale of Glamorgan Integrated Health and Social Care Partnership
CVUHB	Cardiff and Vale University Health Board
CYP	Children and Young People
<b>E</b>	
ESOL	English for Speakers of Other Languages
<b>G</b>	
GCSE	General Certificate of Secondary Education
GPs	General Practitioners
GVS	Glamorgan Voluntary Service
<b>H</b>	
HMP	Her Majesty's Prison
HPD	Health and Physical Disabilities
<b>I</b>	
IAA	Information, Advice and Assistance
IAS	Integrated Autism Service
ICF	Integrated Care Fund
ID	Identification
IFSS	Integrated Family Support Service
IFST	Integrated Family Support Team
IMTP	(Cardiff and Vale UHB) Integrated Medium Term Plan
IT	Information Technology
<b>J</b>	
JES	Joint Equipment Service
<b>K</b>	
KF	Key Finding
<b>L</b>	
LAC	Looked After Children

LD	Learning Disabilities
LDA	Learning Disabilities and Autism
LSCB	Local Safeguarding Children's Board
<b>N</b>	
NEET	Not in Education, Employment or Training
NEXUS	Nexus is delivered via CAVAMH and involves those who use older people's mental health services and their carers to have say in the way that those services are planned, run and developed
NOMS	National Offender Management Service
<b>O</b>	
O	Offenders
OP	Older People
<b>P</b>	
PACT	Police and Communities Together
PCC	Police and Crime Commissioner
PNA	Population Needs Assessment
PSB	Public Service Board
<b>R</b>	
RPB	Regional Partnership Board
RSL	Registered Social Landlord
<b>S</b>	
SE Wales	South East Wales
SLI	Sensory Loss and Impairment
SM	Substance Misuse
SSWb	Social Services and Wellbeing
SWFRS	South Wales Fire and Rescue Service
SWP	South Wales Police
<b>T</b>	
TBC	To be confirmed

The Vale	The Vale of Glamorgan
<b>V</b>	
V	Veterans
VAWDASV	Violence Against Women, Domestic Abuse & Sexual Violence
<b>W</b>	
WAST	Welsh Ambulance Services NHS Trust
WBC	Well-being Cardiff
WBV	Well-being Vale
WG	Welsh Government
WLGA	Welsh Local Government Association



Cardiff & Vale of Glamorgan  
**INTEGRATED HEALTH  
& SOCIAL CARE PARTNERSHIP**

**PARTNERIAETH IECHYD  
& GOFAL CYMDEITHASOL INTEGREDIG**  
*Caerdydd & Bro Morgannwg*

### **For further information, please contact:**

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Mae'r dudalen hon yn wag yn fwriadol

**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**14 MARCH 2018**

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**HOUSING REVENUE ACCOUNT (HRA) BUSINESS PLAN – PRE-  
DECISION SCRUTINY**

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**Purpose of Report**

1. This report provides the Committee with background information to enable Members to carry out pre-decision scrutiny of the Housing Revenue Account (HRA) Business Plan 2018-19 prior to its consideration by the Cabinet at its meeting on the 15<sup>th</sup> March 2018.
2. A copy of the draft Cabinet Report is attached at **Appendix A**, which in turn contains, at **Appendix 1**, the HRA Business Plan 2018/19.

**Background**

3. All Local Authorities in Wales have the responsibility to plan for the housing needs of their population in their role as Strategic Housing Authority. However only 11 of the of the 22 authorities in Wales have retained their council housing stock and consequently a role in the direct delivery of affordable, good quality homes as a social housing landlord.
4. The Council's landlord functions are managed within a ring-fenced Housing Revenue Account. Since 2015 stock retaining authorities have operated on a self-financing basis following a "buy-out" from the previous HRA subsidy system. A borrowing cap was imposed by UK Treasury as part of the buy-out arrangements but Cardiff was successful in obtaining borrowing capacity for new

build homes having already achieved the Welsh Housing Quality Standard (WHQS) for its existing properties.

5. The 11 stock remaining authorities in Wales are required to present an “acceptable” Housing Revenue Account (HRA) Business Plan (including a 30 year financial model) to the Welsh Government each year in order that the Welsh Government can assess the progress of local authorities towards meeting and/or maintaining the WHQS and be eligible for the Major Repairs Allowance (MRA) Grant (currently £9.5m).

## **Issues**

6. The Cabinet Report attached at **Appendix A** gives an overview of what is contained in the HRA Business Plan 2018/19. This includes:
  - Maintenance of the Wales Housing Quality Standard (WHQS)
  - New Build Housing Programme, including the Cardiff Living Partnership
  - Delivering Energy Efficiency
  - Remodelling and Refurbishment of existing homes
  - Estate Regeneration
  - Fire Safety Works
  - Neighbourhood Regeneration and Area Improvements
  - Community Hubs
  - Support for tenants, including participation, consultation and supporting vulnerable tenants
  - Community Hubs



7. The HRA Business Plan 2018/19 attached as **Appendix 1** aims to;
- set out Cardiff's purpose and vision as a social housing landlord;
  - set out it's objectives and standards for the service;
  - plan how the service aims to achieve the objectives and standards set out (the strategies);
  - plan resource and financial requirements;
  - provide a framework for monitoring and evaluating the progress of the housing 'business';
  - communicate Cardiff's plans to its tenants, members, the Welsh Government, other key stakeholders, partners and the wider community.
8. Members are required to reflect on the content of the HRA Business Plan, and can refer to the following sections for details. Please note that the page numbers listed below **refer to the pages of the original document in Appendix 1**.

Section of HRA Business Plan	Page(s) in Appendix 1
<b>Welsh Housing Quality Standard</b> <i>(including links with Capital Ambition, LDP and Typology of the Housing Stock)</i>	6-13
<b>New Homes Ambition</b> <i>(including Cardiff Living Partnership)</i>	14-19
<b>Managing Our Homes</b> <i>(PIs, Maintenance, workforce development, ASB, Tenancy Management and Caretaker Services)</i>	20-27
<b>Advice &amp; Information</b> <i>(Hubs, Money Advice, Volunteering, Into Work Service, Welfare Reform)</i>	28 -39
<b>Homelessness and Housing Need</b> <i>(Scale of Rough Sleeping, Common Housing Waiting List, Number of properties and availability)</i>	40-45
<b>Tenant Participation</b>	46-51
<b>Independent Living Services</b>	52-53
<b>Land and Asset Improvement</b> <i>(including Land and Asset Schemes, Programmes of Work, Planned Maintenance)</i>	54-71
<b>Financial Planning</b>	72-79

## **Way Forward**

9. At this meeting, the following witnesses will be in attendance:

- (i) Councillor Lynda Thorne, Cabinet Member, Housing & Communities
- (ii) Sarah McGill, Corporate Director for People and Communities
- (iii) Jane Thomas, Assistant Director Housing & Communities
- (iv) Colin Blackmore, Estates Improvement Manager

10. Pre-decision scrutiny aims to inform the Cabinet's decisions by making evidence based recommendations. Scrutiny Members are advised to:

- i) look at the information provided in the report to Cabinet to see if this is sufficient to enable the Cabinet to make an informed decision;
- ii) check the financial implications section of the Cabinet report to be aware of the advice given;
- iii) check the legal implications section of the Cabinet report to be aware of the advice given;
- iv) check the recommendations to Cabinet to see if these are appropriate.

11. Members will then be able to decide what comments, observations or recommendations they wish to pass on to the Cabinet for their consideration prior to making their decisions.

## **Legal Implications**

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

requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

### **Financial Implications**

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

### **RECOMMENDATIONS**

It is recommended that the Committee:

- i. Consider the proposed draft report attached and decide whether it wishes to relay any comments or observations to the Cabinet at its meeting on the 15 March 2018; and
- ii. Decide the way forward with regard to any further scrutiny of this issue.

**DAVINA FIORE**

**Director of Governance and Legal Services**

**8 March 2018**

Mae'r dudalen hon yn wag yn fwriadol

**CABINET MEETING:**

**15<sup>th</sup> March 2018**

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**HOUSING REVENUE ACCOUNT (HRA) BUSINESS PLAN**

**REPORT OF CORPORATE DIRECTOR**

**AGENDA ITEM:**

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**PORTFOLIO: HOUSING AND COMMUNITIES (Councillor Lynda Thorne)**

**Reason for this Report**

1. To present the Housing Revenue Account (HRA) Business Plan 2018-2019 for Cabinet approval.

**Background**

2. All Local Authorities in Wales have the responsibility to plan for the housing needs of their population in their role as Strategic Housing Authority. However only 11 of the of the 22 authorities in Wales have retained their council housing stock and consequently a role in the direct delivery of affordable, good quality homes as a social housing landlord.
3. The Council's landlord functions are managed within a ring-fenced Housing Revenue Account. Since 2015 stock retaining authorities have operated on a self-financing basis following a "buy-out" from the previous HRA subsidy system. A borrowing cap was imposed by UK Treasury as part of the buy-out arrangements but Cardiff was successful in obtaining borrowing capacity for new build homes having already achieved the Welsh Quality Housing Standard (WHQS) for its existing properties.
4. The 11 stock remaining authorities in Wales are required to present an "acceptable" Housing Revenue Account (HRA) Business Plan (including a 30 year financial model) to the Welsh Government each year in order that the Welsh Government can assess the progress of local authorities towards meeting and/or maintaining the WHQS and be eligible for the Major Repairs Allowance (MRA) Grant (currently £9.5m).
5. The Plan must conform to a structure and include business plan parameters set out by the Welsh Government.
6. This plan also provides the link with the Communities, Housing and Customer Services Delivery Plan.

## Issues

### Housing Revenue Account Business Plan

7. The HRA Business Plan attached in appendix 1 aims to;
  - set out Cardiff's purpose and vision as a social housing landlord;
  - set out it's objectives and standards for the service;
  - plan how the service aims to achieve the objectives and standards set out (the strategies);
  - plan resource and financial requirements;
  - provide a framework for monitoring and evaluating the progress of the housing 'business';
  - communicate Cardiff's plans to its tenants, members, the Welsh Government, other key stakeholders, partners and the wider community.
8. The Business Plan ensures;
  - efficient use of housing assets;
  - increased transparency of the HRA;
  - precise planning of our housing management strategy;
9. The Welsh Government set a recommended rent increase for 2018/19 of 4.5%, with the option to add an additional £2 per week to raise further rental income to invest in new build council housing and improving existing council housing and neighbourhoods. Cardiff will apply the full increase to all tenants for 2018/19 and this was agreed at Budget Council on 22<sup>nd</sup> February 2018.
10. Cardiff Council was the first authority in Wales to declare achievement of the Welsh Housing Quality Standard (WHQS), almost two months ahead of the Welsh Government deadline date of December 2012.
11. Following the completion of the WHQS for existing council housing, the Business Plan ensures the **maintenance of the WHQS** and sets out the Council's objective to deliver high quality and sustainable housing. The individual component details of every council property is held on a stock condition database which includes date it was installed or upgraded with an associated component lifespan e.g. kitchen lifespan 15 years. This enables planned programmes of work to be developed for future works and the setting aside of sufficient financial budgets.
12. A **new build housing** programme is being undertaken which will deliver 2,000 new council housing units, of which 1,000 will be completed by

2022. It is anticipated that the first phase will be structured as per the table below over the next four years.

Year	New units
2018/19	200
2019/20	400
2020/21	700
2021/22	1000

13. The speed of delivery for the second phase of the programme to complete the 2,000 unit total is subject to increasing the flexibility around the management of the current All Wales cap on borrowing. Discussions are underway with the Welsh Government regarding this issue.
14. A partnership with a national housing developer is already in place via the **Cardiff Living** innovative building partnership. 3 schemes are already on site and the first handovers are planned for autumn 2018. This 10 year development programme will deliver around 1,500 new homes in total with a minimum of 40% being affordable housing. These homes will be built over 40 sites across Cardiff split into 3 phases of development.
15. Other **new build housing projects** (outside of Cardiff Living) are being developed in order to achieve the overall target of building 1,000 new council homes by 2022. A number of delivery methods are being used including:
  - Buying property from the open market.
  - Conversion of buildings for housing – (both general needs and supported housing schemes).
  - Innovative housing solutions such off-site modular systems.
  - Package deals (where the Council buys new properties straight from a developer).
16. As part of the overall strategy to build 2,000 new homes work is underway to identify suitable council owned land or property for council house development. In the case where council land or property is identified as being suitable for development consideration will be given to the appropriation of this land/property from the General Fund into the Housing Revenue Account. Each case will be considered on its merits and if approved an assessed price representing a market value will be transferred.
17. The Council's buy-back policy sets out the criteria for the purchase of properties (both flats and houses) from the market. Often these properties will be ex-council properties, although this will not always be the case. In determining which properties to purchase there is a focus on those in high demand and where the new build programme is unlikely to meet the need, such as larger 3 or 4 bedrooomed family homes, which would be costly to build, as well as adapted properties and ground floor flats suitable for tenants who are less mobile. It is planned that

approximately 20 properties will be bought each financial year subject to affordability. Properties will also be purchased where necessary to deliver redevelopment or improvement schemes and to meet social care needs. The properties are all surveyed and valued by an independent surveyor before purchase to ensure value for money.

18. The application to suspend the Right to Buy in Cardiff was approved by the Welsh Government in July 2017 which means that any properties purchased or built will remain available for those in housing need in Cardiff.
19. Delivering **energy efficiency** has been a key part of the HRA Business Plan in recent years with the upgrading of boilers in the housing stock being a key focus. 98.4% of all council homes have “A” rated energy efficient boilers delivering energy cost savings for tenants. The energy efficiency of a property is assessed using a government approved Standard Assessment Rating (SAP). Cardiff’s average SAP rating is 70.7 which is well above the Welsh Government good practice level of 65.
20. The Business Plan also sets out plans for:
  - The **Remodelling and Refurbishment** of existing homes over the life of the plan. Following a review of the suitability of the Council’s sheltered housing accommodation a phased plan to upgrade the schemes has been agreed. One sheltered block (Sandown Court) was refurbished and rebranded as the Council’s first Community Living Scheme. The official opening was in June 2017, and the scheme offers a modern and welcoming environment which allows older persons living outside of the scheme to access the health care and social activities on site. Improvements to individual flats included removal of bedsits, wheelchair accessibility and upgraded kitchen and bathrooms which are more flexible for residents. Similar works are programmed in three further sheltered blocks; Brentwood Court, Nelson House and Clos Y Nant.
  - Major **Estate Regeneration**, works are underway at Anderson Place, Belmont Walk & Alice Street. Other smaller scale projects are planned throughout the city and include garage sites, courtyard improvements, gullies and alley gating schemes.
  - Large scale **Capital Improvement Works**, including the upgrading of communal heating systems in sheltered accommodation and high-rise blocks; the re-commencement of the fire door installation programme and the remaining lift upgrades in the last 4 high-rise blocks in the city. The biggest single capital investment in 2018/19 is the high-rise upgrade work at the Maelfa high-rise flats which fundamentally improve the block through major ground floor modernisation works combined with window and balcony upgrades which will dovetail with the surrounding neighbourhood redevelopment.
  - **Fire Safety works** following the recent tragic events in London all high rise blocks in Cardiff will be fitted with sprinklers and 60 minute fire doors will also be installed in all blocks.



- The current and future investment in **Neighbourhood Regeneration** and **Area Improvement Strategies** included garage site & courtyard improvement projects.
  - The continued delivery of **Community Benefits** in partnership with our external building contractors, delivery apprenticeships for people living in Cardiff communities and the volunteering of staff time.
21. The Business Plan also sets out how the Council manages its homes as effective housing management is a key part of WHQS. This includes:
- Using key **Performance Indicators** and **Tenant Satisfaction Surveys** to measure the success of services.
  - Focusing on improving **Tenant Participation and Consultation** including examples of community projects and information on grants available and advice on how to make a difference in a community.
  - **Supporting vulnerable tenants**, assisting the elderly with independent living services or housing vulnerable homeless people through hostels and rough sleeping projects.
22. **Providing advice and information to tenants is a key focus of the Business Plan. Community Hubs** are designed to bring together services, share resources and enable integrated investment in better quality facilities. Services delivered through the community hubs are responsive to the needs and priorities of individual neighbourhoods with housing services being a key component. During 2017/18 the following Hubs were delivered:
- **Powerhouse Hub (Llanedeyrn)**
  - **Llanishen Hub**
- Building on this success, during 2018 we will further rollout the Hub Programme through the development of:
- **St Mellons (Phase 2 Hub).**
23. The impact of Welfare Reform has been taken into account in developing the business plan. Financial modelling has been carried out to account for potential increases in rent arrears and the additional costs of collection. The service has put in place various measures to minimise this impact: tenants have been provided with detailed information about the changes that may affect them and their options have been set out including home swapping and property transfers for those tenants who need to downsize. Assistance has been made available to tenants who transfer to Universal Credit and there has been an increase in staffing to assist and advise tenants with debt management and budgeting, minimising the impact of the change as far as possible.

## **Scrutiny**

24. The draft HRA Business Plan was presented at Communities and Adult Services Scrutiny Committee on 14th March 2018. The letter from Scrutiny is tabled and considered as part of the Cabinet meeting.

## **Reasons for Recommendations**

25. To comply with the requirement to forward the HRA Business Plan to the Welsh Government.

## **Legal Implications**

26. There are no direct legal implications but the requirement for a plan is set out in the body of the report. The approval of the business plan is an executive function which does not have to be referred to Council.

## **Financial Implications**

27. The financial model includes many assumptions, particularly in respect of expenditure forecasts, capital financing, projected income levels and inflation rates. Due to the long term nature of the forecasts within the Business Plan, the uncertainty of the economic climate and the demands on the housing environment generally, these assumptions are extremely sensitive to change.

28. A number of crucial assumptions are, as follows:

- Rent increases of 3% are forecast for the financial years 2019/20 through to 2021/22 and at 2.5% thereafter.
- Service charges are increased for future years in line with inflation for full cost recovery.
- Void rent loss projections vary within a range of 1.46% to 2.96%.
- Bad debts vary within a range of 1.06% and 3% over the life of the plan. This takes into account the potential impact of Welfare Reform and the transfer to Universal Credit on rent arrears and void properties, particularly as a result of the continuing reductions in Housing Benefit due to property rent/size restrictions. Any increase above this level is likely to impact on available revenue resources and may necessitate further offsetting operational savings.
- CPI is estimated to be at 2% and RPI at 2.9% throughout the model.
- The Welsh Government Major Repairs Allowance receivable is assumed to remain at previous levels of £9.5 per annum over the course of the Business Plan. Any allowance less than this will have an impact on the sustainability of the plan and the ability to maintain investment already incurred in the housing stock. The allocation of Major Repairs Allowance to Cardiff in 2018/19 will be communicated by WG following submission of this business plan.

29. The Business Plan details the capital and revenue funding implications of the proposed Capital Programme. The Programme assumes additional

borrowing to be undertaken in order to build new housing and support investment in the existing stock. This will result in additional revenue implications in terms of interest payments and provision of repayment for borrowing. Viability or payback assessments should be undertaken before approval of new developments or acquisitions. This should be against set benchmarks to ensure value for money for rent payers and to ensure investment is repaid over a prudent period.

30. Any financial deficit and liabilities of the HRA are ultimately liabilities of the Council. As part of the agreement to exit from the subsidy system, the Council must adhere to a debt cap of £316 million based on its Capital Financing Requirement. Discussions are taking place with WG to determine how the cap can be increased in the medium term to allow further development of new council houses.
31. Subject to remaining within any approved Cap over the life of the plan, consideration will be given to bringing budgets forward for dwellings construction as well as for the acquisition or appropriation of other suitable Council owned sites. This would only be after consideration of viability and affordability. Any increase in costs of capital schemes must be managed within the medium term HRA Capital Programme approved by Council in February 2018.
32. The 30 year business plan should be subject to regular review to ensure new expenditure to be paid for by borrowing is for essential improvements or for schemes that have an element of pay back so that there are no long term issues of affordability and sustainability in respect of borrowing. Any plans for additional borrowing should also consider the impact that future regulation changes can have on income levels and therefore the proposals included in the plan.

## **RECOMMENDATIONS**

It is recommended that:-

- (1) The Cabinet approve the HRA Business Plan 2018-2019.
- (2) The Cabinet note that the approved Plan will be submitted to the Welsh Government.

### **Sarah McGill**

Corporate Director for People and Communities

*The following Appendix is attached:-*

*Appendix 1 - HRA Business Plan 2018-2019*

*The following Background Papers have been taken into account:-*

- *Communities, Housing and Customer Services Directorate Delivery Plan*
- *30 Year Business Plan for Welsh Housing Revenue Accounts - Financial Model*

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# Housing Revenue Account (HRA) Business Plan 2018-19



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# Foreword

I understand that having a good-quality home, in a community where people feel safe and connected, is important to each and every one of our citizens. I know that, for many people, finding and securing the right home is a real cause of concern.

Cardiff Council is one of only a handful of local authorities who have committed to building new Council homes, and as your member for Housing and Communities I have set a target to build 1,000 new Council homes by 2022.

## *Cardiff Council is committed to building new Council homes*

I also want to make sure that our housing waiting list is fair, that people understand why we have to prioritise some people over others, and that we act quickly to help the homeless.

A focus on job creation must go hand in hand with effectively removing the barriers to work – whatever they may be - helping people into good jobs and good careers. I will work with partners to help remove the barriers people face to getting and keeping a job, joining up our into-work services, whilst also supporting every person and family affected by Welfare Reform and the roll-out of Universal Credit.

**Councillor Lynda Thorne**  
Cabinet Member for Housing and Communities



How we support vulnerable people is important to me and is one of the Council's key priorities.

We have invested heavily in developing integrated service provision particularly to older persons through our sheltered housing redevelopment strategy.

## *Helping People to Live Independently*

I will be implementing additional strategies to enable potentially vulnerable people to develop the skills they need to live on their own where they are supported and have access to the services they need.

**Sarah McGill**  
Corporate Director People and Communities



# Housing and Communities Notice Board

**Tenancy Management officers** completed over 2,200 proactive visits to assess property conditions in 2016/17.

As at October 2017 the Council **housing stock** consisted of 13,449 properties.

**Applying for housing**, the Cardiff Housing website [www.cardiffhousing.co.uk](http://www.cardiffhousing.co.uk) has been developed to help applicants look at all the options available.

## Hub Contact Details:

**Central Library** Tel: 029 2087 1000

**The Hub at Butetown** Tel: 029 2053 7060

**The Hub at St Mellons** Tel: 029 2078 0992

**The Hub at Llanrumney** Tel: 029 2078 0994

**Rumney Partnership Hub** Tel: 029 2233 0661

**Ely and Caerau Hub** Tel: 029 2087 3800

**Grangetown Hub** Tel: 029 2078 0966

**The Powerhouse** Tel: 029 2233 0201

**Fairwater Hub** Tel: 029 2078 5583

**Llandaff North and Gabalfa Hub** Tel: 029 2078 5588

**STAR Hub** Tel: 029 2078 8505

**Llanishen Hub** Tel: 029 2078 1000

**The Independent Living Team** implemented over £160k in savings on Packages of Care.







The **Antisocial Behaviour Team**

received over 2,800 referrals.

Cardiff has two **Homeless Hostels**, Greenfarm and Ty Tresillian



**Responsive Repairs Unit** completed over 12,300 emergency repairs.

**Into Work Advice Services**

have given career related advice to over 40,000 people.



The **Caretaking Services Team**

100% of offensive graffiti is removed within 24 hours.



The **Allocations Team** manages the common waiting list of over 7,800 households for both the Council and its partner Housing Associations.

The **Welfare Liaison Team** dealt with over 3,600 cases in 2017 helping gain access to £1.8m in benefits

The **Tenant Participation website** [www.cardifftenants.co.uk](http://www.cardifftenants.co.uk) provides lots of information about events in communities.

# The Welsh Housing Quality Standard and Beyond

## Introduction to the Welsh Housing Quality Standard (WHQS)

The WHQS arose from the National Housing Strategy for Wales 'Better Homes for People in Wales'. The Standard was developed by the Welsh Government to provide a common target standard for the condition of all housing in Wales.

The Welsh Housing Quality Standard states that all households should have the opportunity to live in good quality homes that are:

- In a good state of repair.
- Safe and secure.
- Adequately heated, fuel efficient and well insulated.
- Contain up-to-date kitchens and bathrooms.
- Well managed.
- Located in attractive and safe environments.
- As far as possible suit the specific requirements of the household, (e.g. specific disabilities).

In September 2012 Cardiff was the first Council in Wales to achieve full 100% WHQS accreditation.

The Welsh Government has recognised that the standard cannot always be reached because of issues outside of the control of the Council. It has therefore introduced the concept of "Acceptable Fails" into the Welsh Housing Quality Standard revised guidance in order to recognise legitimate areas which would restrict a Council from reaching the required standard. We have a number of acceptable fails, (largely due to Resident's Choice) and have implemented measures in order to re-visit and maximise achievement of the Standard.

There are four elements:

• Cost of remedy 	• Timing of remedy 
• Resident's choice 	• Physical constraint 

We review the standard when properties become vacant and are working closely with the Tenants Participation Team to enable tenants that have not received WHQS works or have changed their minds to contact us.

The Council have engaged independent surveying consultants to carry out WHQS audit checks, 98.7% of properties inspected were found to be compliant.

# Welsh Housing Quality Standard Attainment Tracker

WHQS Standard achieved	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Roofs										
Windows	97%	99%	99%	100%						
External Doors	93%	98%	100%							
Door Entry Systems	99%	100%								
Kitchens	23%	26%	43%	71%	100%					
Bathrooms	24%	28%	44%	72%	100%					
Energy Efficiency Pass	0%	0%	48%	52%	100%					
Central Heating	100%									
Electrical Systems	0%	0%	50%	73%	100%					
Smoke Detectors	99%	99%	98%	100%						
Environmental Works	51%	52%	67%	79%	100%					

# Capital Ambition

Cardiff Council's 'Capital Ambition' sets out a programme of action to continue to drive Cardiff forward whilst ensuring that the benefits of success are felt by all residents.

In delivering its Capital Ambition, the administration propose to focus on four main areas:

- **Working for Cardiff** – Making sure that everyone who lives here can contribute to and benefit from, the city's success.
- **Working for Wales** – A successful Wales needs a successful capital city.
- **Working for the Future** – Managing the city's growth in a sustainable way.
- **Working for Public Services** – Making sure public services are delivered efficiently, effectively and sustainably in the face of rising demand and reducing budgets.



# Capital Ambition—Housing and Communities

## CAPITAL AMBITION

Start by **building 1,000 new Council homes** through the Cardiff Living Scheme and taking forward other innovative housing initiatives.

## CAPITAL AMBITION

Work with developers to deliver over **6,500 affordable homes by 2026** through the **Local Development Plan** and strengthen our approach to housing development, considering strategic investment that addresses all types of demand for housing, such as social housing, affordable housing and housing that supports extra care and independent living.

## CAPITAL AMBITION

Reduce the number of problem and vacant houses through the **Empty Homes Policy**.

## CAPITAL AMBITION

**Drive up standards in the private rented housing sector by:**

- Ensuring private landlords comply with their legal obligations under the Housing (Wales) Act 2014.
- Hosting the Welsh Government's Rent Smart Wales scheme- an all-Wales registration and licensing scheme which works to prevent rogue agents and landlords letting and managing properties.

## CAPITAL AMBITION

**Address rough sleeping in the city** through delivering, with partners, the Rough Sleeper Strategy, including:

- Adopting a 'No First Night Out' policy.
- Piloting new approaches, including a 'Housing First' model which moves rough sleepers straight from the streets into a home.

## CAPITAL AMBITION

**Support those affected by Welfare Reform and help more people find jobs that give them dignity and pride** by working with partners to further develop into-work services and by providing a network of volunteering opportunities.

## CAPITAL AMBITION

**Invest in local communities** by completing the Maelfa Shopping Centre regeneration and delivering new Community Hubs in Llanedeyrn and Llanishen, extending the St Mellons Hub and further developing the Ely and Caerau Hub with our partners.

# Cardiff Local Development Plan 2006-2026

Cardiff experiences some significant social needs, with particularly high housing demand projected to continue over the Local Development Plan period 2006-2026.

## The Cardiff Context:

- Largest urban area in Wales with a population of 345,400.
- Key driver of city-region economy in South East Wales.
- 1.4 million live within a 45 minute drive time of the city.
- Capital city of Wales, seat of Welsh Government.
- Cardiff's population has risen steadily over the past 20 years - 3,500+ each year since 2001.
- Official projections indicate continued population growth over the Plan period.
- Significant need for affordable housing— over 8,000 people currently on combined housing waiting list.
- A need for 108 permanent Gypsy and Traveller pitches and a regional need for a 10 pitch transit site have been identified over the Plan period to 2026.
- Cardiff Council commissioned DCA in January 2015 to carry out a Local Housing Market Assessment (LHMA) including a Housing Needs Survey.
- The Local Housing Market Assessment (2015) indicates a need for 5,637 affordable dwellings over the next 3 years to address need.

When required	Affordable Housing %	N <sup>os.</sup> implied	% All Tenures
Within 1 year	52.8	2,977	47.5
1 - 2 years	30.5	1,719	28.9
2 - 3 years	16.7	941	23.6
<b>Total</b>	<b>100.0</b>	<b>5,637</b>	<b>100.0</b>

\* Source Local Housing Market Assessment (2015)

Type	One bedroom		Two bedrooms		Three bedrooms		Four bedrooms		Total
	%	N <sup>os.</sup>	%	N <sup>os.</sup>	%	N <sup>os.</sup>	%	N <sup>os.</sup>	
Detached house	0.0	0	8.0	109	18.5	326	0.0	0	435
Semi-detached	0.0	0	17.1	232	31.0	547	77.2	561	1,340
Terraced house	0.0	0	18.6	253	29.8	526	13.8	100	879
Bungalow	25.1	449	35.1	477	10.9	192	9.0	66	1,184
Flat/Maisonette	54.3	970	18.7	254	5.4	95	0.0	0	1,319
Bedsit	11.5	205	0.0	0	0.0	0	0.0	0	205
Supported housing	9.1	163	2.5	34	4.4	78	0.0	0	275
	<b>100.0</b>	<b>1,787</b>	<b>100.0</b>	<b>1,359</b>	<b>100.0</b>	<b>1,764</b>	<b>100.0</b>	<b>727</b>	<b>5,637</b>

\* Source Local Housing Market Assessment (2015)



# Typology of the Housing Stock

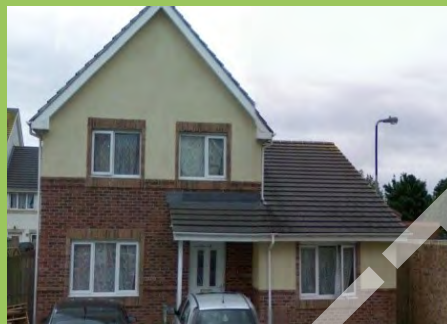
Building Type	1900-1944 (3,146)	1945-1964 (4,931)
<b>Detached House</b> (20)		
<b>Semi-Detached House</b> (3,342)		
<b>Terraced</b> (4,506)		
<b>Flats and Maisonettes</b> (5,581)		



**1965-1989  
(5,237)**

**1990-Date  
(135)**

**Date-2022  
( Target of 1,000)**





# Housing Development, New Homes

Cardiff Council has set a target of building at least 1,000 new Council homes by 2022 to meet the increasing demand for good quality, affordable social housing. The need for housing is increasing year on year and the Council is committed to delivering new Council housing schemes and finding new and innovative ways of doing this. Of the 1,000 new homes that we will build at least 150 of these will be from innovative solutions which will enable new homes to be built quicker.

Our aspiration to build Council homes directly complements the Welsh Government's target of delivering 20,000 affordable homes throughout Wales over this term of government. Furthermore, the Welsh Government has recently launched an Innovative Housing Programme (providing £20 million over the next 2 years) to help fund innovative building solutions. We want to be part of this and have successfully been awarded funding for 2 innovative housing schemes using shipping containers to help provide temporary accommodation for homeless families.

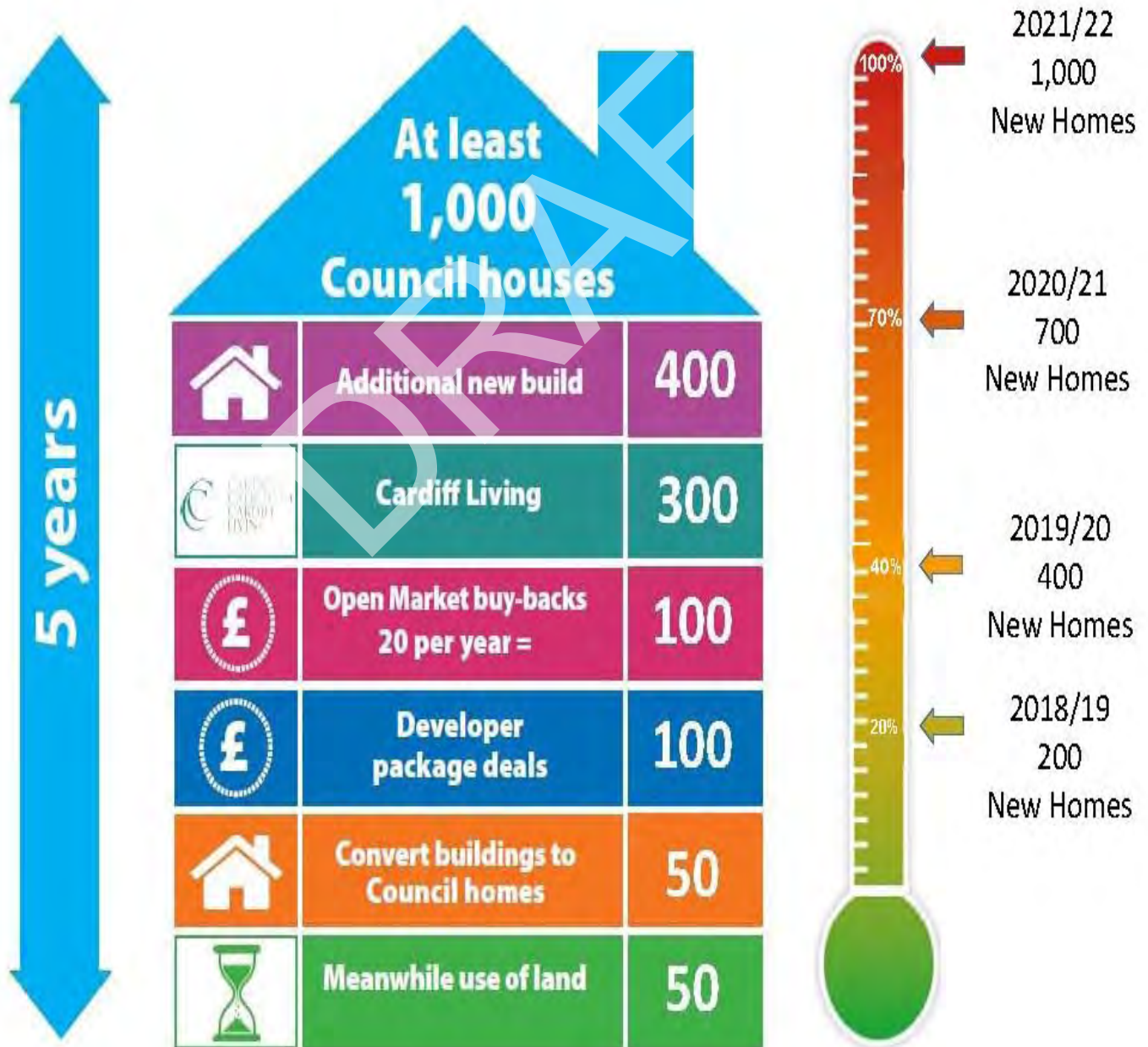


*Proposed shipping container scheme at Greenfarm Hostel, Ely.*

In addition to building 1,000 homes by 2022 we are developing further plans with the aim of delivering a further 1,000 homes over the longer term.

Our ambitious plans for building new homes will require an increase in the borrowing cap. Discussions are underway with the Welsh Government about this.

The diagram below identifies the different routes we intend to use to meet our target:



Cardiff Living is an innovative partnership with national developer Wates Residential. The 10 year development programme will deliver around 1500 new homes in total (of which at least 600 will be Council homes) across 40 mixed tenure sites. All properties will be built to high sustainability and energy efficiency standards, helping to tackle fuel poverty and creating places where people want to live.

The programme is split into three phases of development with work on phase 1 having commenced earlier this year. There are three Development schemes actively on site at Willowbrook West, Braunton Crescent and on our former depot at Mount Pleasant Lane Llanrumney. These 3 schemes alone will deliver 130 new Council homes with the first handovers planned for Autumn 2018. Not only will Cardiff Living deliver high quality, much needed new homes, it will also provide a wide ranging community benefits package providing training opportunities, apprenticeships, local jobs and promoting the use of local supply chains.





*Image of proposed flats at Courtney Road (Package Deal)*

Cardiff Council's Cabinet recently approved a proposal to enter into a 'package deal' arrangement with Cadwyn Housing Association for the delivery of 30 flats at Courtney Road – it is anticipated this scheme will be on site in Spring 2018.

'Package deals' are a way of generating new affordable housing developments where the scheme proposal, site layout and unit designs are led by the developer or landowner who then agree to sell the completed units directly to us.

Remodelling of the former children's home at Thornhill Road, Llanishen, creating 8 'Independent Living' flats for older people is complete, we are looking for other refurbishments opportunities.

Finally, we are buying homes from the market – targeting larger family homes and former Council properties. We aim to complete 20 buy-backs each year until 2022.

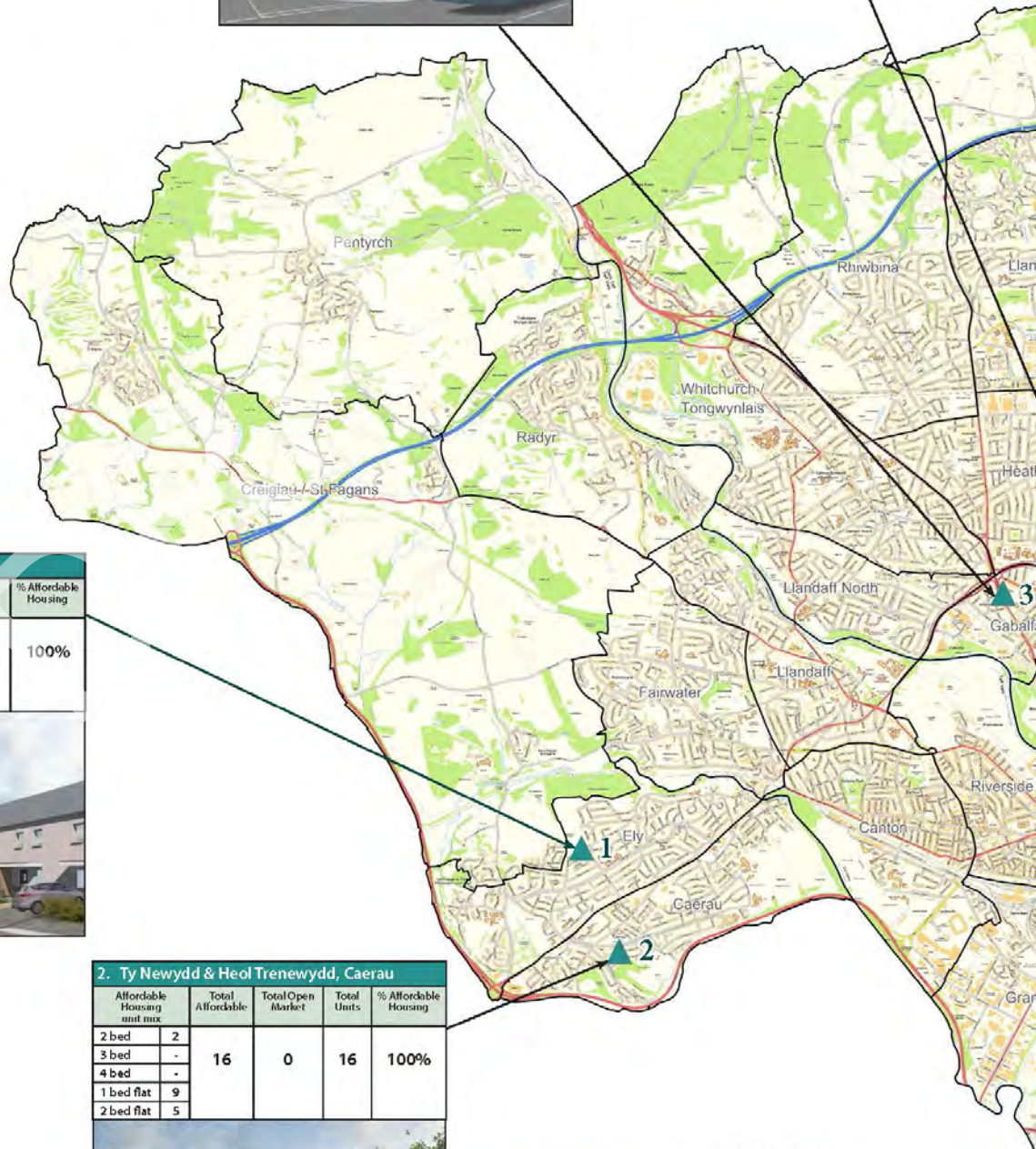
# Cardiff Living - Phase 1 List of Sites

Total					
Affordable Housing unit mix	Total Affordable	Total Open Market	Total Units	% Affordable Housing	
2 bed house	66	195	291	486	40.12%
2 bed bungalow	2				
3 bed house	21				
4 bed house	0				
1 bed flat	63				
2 bed flat	43				

3. Briardene, Gabalfa					
Affordable Housing unit mix	Total Affordable	Total Open Market	Total Units	% Affordable Housing	
2 bed	-	30	39	23%	
3 bed	-				
4 bed	-				
1 bed flat	6				
2 bed flat	3				



4. Highfields, Heath					
Affordable Housing unit mix	Total Affordable	Total Open Market	Total Units	% Affordable Housing	
2 bed	-	32	42	24%	
3 bed	-				
4 bed	-				
1 bed flat	5				
2 bed flat	5				



1. Snowden and Wilson Road, Ely					
Affordable Housing unit mix	Total Affordable	Total Open Market	Total Units	% Affordable Housing	
2 bed	6	0	20	100%	
3 bed	2				
4 bed	-				
1 bed flat	12				
2 bed flat	-				



2. Ty Newydd & Heol Trenewydd, Caerau					
Affordable Housing unit mix	Total Affordable	Total Open Market	Total Units	% Affordable Housing	
2 bed	2	0	16	100%	
3 bed	-				
4 bed	-				
1 bed flat	9				
2 bed flat	5				





5. Walker House, Llanishen				
Affordable Housing unit mix	Total Affordable	Total Open Market	Total Units	% Affordable Housing
2 bed	2			
3 bed	2			
4 bed	-			
1 bed flat	-			
2 bed flat	-			
	4	12	16	25%



10. 11-22 Ty To Maen, Old St. Mellons				
Affordable Housing unit mix	Total Affordable	Total Open Market	Total Units	% Affordable Housing
2 bed	2			
3 bed	-			
4 bed	-			
1 bed flat	-			
2 bed flat	-			
	2	6	8	25%



9. Willowbrook West, St Mellons				
Affordable Housing unit mix	Total Affordable	Total Open Market	Total Units	% Affordable Housing
2 bed	14			
3 bed	11			
4 bed	-			
1 bed flat	18			
2 bed flat	15			
	58	134	192	30%



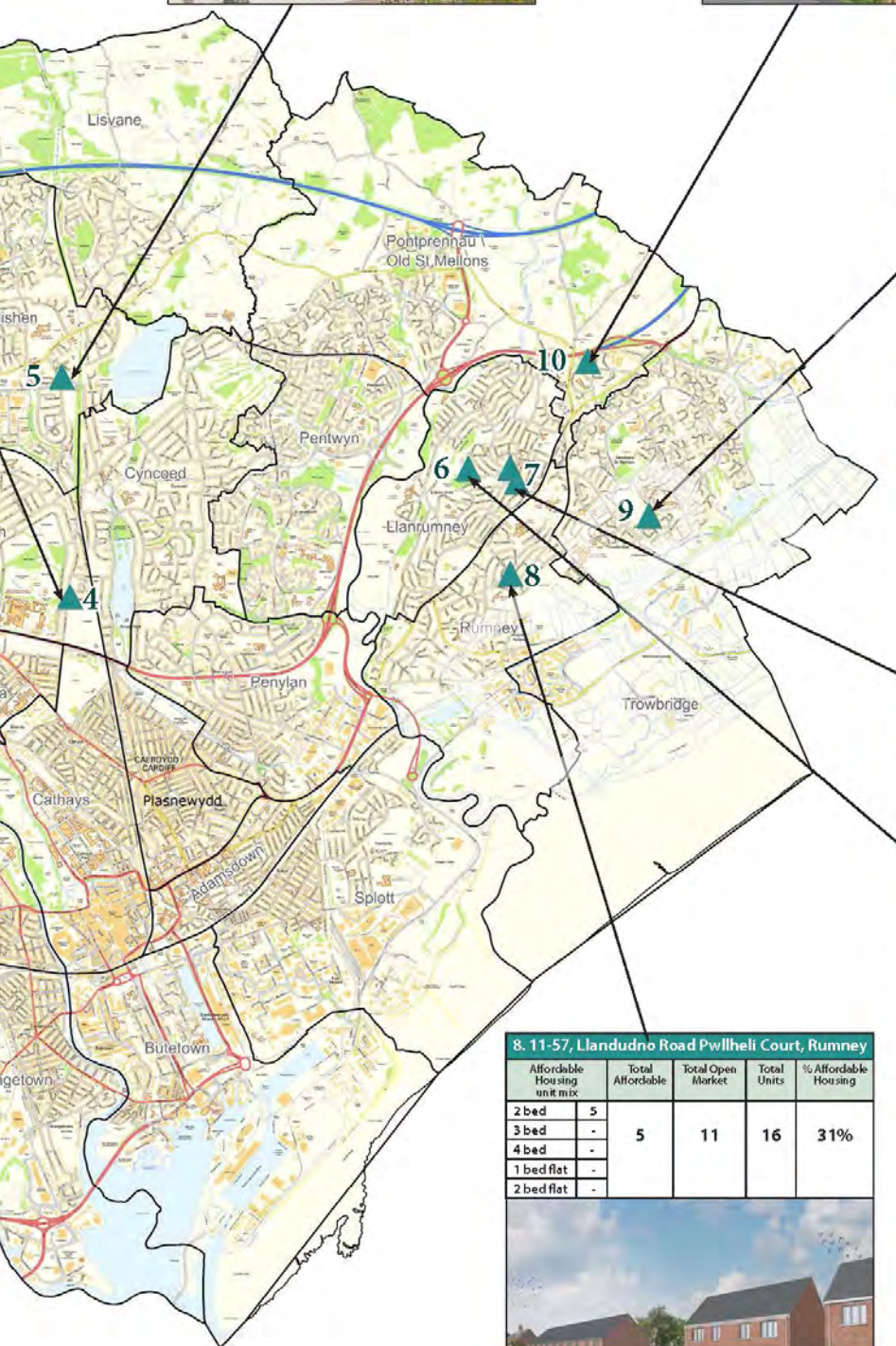
7. Llanrumney Depot, Mount Pleasant Lane				
Affordable Housing unit mix	Total Affordable	Total Open Market	Total Units	% Affordable Housing
2 bed	21			
3 bed	-			
4 bed	-			
1 bed flat	4			
2 bed flat	6			
	31	0	31	100%



6. Braunton Crescent and Clevedon Road, Llanrumney				
Affordable Housing unit mix	Total Affordable	Total Open Market	Total Units	% Affordable Housing
2 bed	16			
3 bed	6			
4 bed	9			
1 bed flat	9			
2 bed flat	-			
	40	66	106	38%



8. 11-57, Llandudno Road Pwllheli Court, Rumney				
Affordable Housing unit mix	Total Affordable	Total Open Market	Total Units	% Affordable Housing
2 bed	5			
3 bed	-			
4 bed	-			
1 bed flat	-			
2 bed flat	-			
	5	11	16	31%



Date : July 2017

# Capital Ambition – New Homes

In addition to the Cardiff Living Project we are taking forward a second ambitious build programme. We have been assembling land for this project and are actively working on a further 12 sites capable of delivering at least 400 additional Council homes.

Work is well underway to take forward new development schemes in order to meet our overall target of additional new build. Schemes vary in density from 16 units to 60 units and through this programme we are able to deliver a complete mix of council properties, targeting the specific housing needs that we have.

Working as a traditional development team, The Housing Development Team based in county hall identifies suitable development sites, runs viability options to determine the best mix of units for the site, manages the planning process and then appoints a contractor to develop the scheme out.





# Managing Our Homes

## Performance Indicators

The performance of the Housing Management Service is monitored through a range of performance indicators. Results for December 2017 in a range of key areas are shown below:

Indicator	Target	Result
Percentage of general clean and clears completed within 10 working days.	95%	99%
The percentage of emergency repairs completed within target time (24 hrs).	90%	99%
Vacant Council stock as a percentage of overall stock.	1.5%	1.3%
% of Into Work Service users who complete an accredited course who gain a qualification.	85%	92%

*Residents visiting the recycling centre in Lamby Way*



# Maintaining Our Homes

The Responsive Repairs Unit have arranged for more repairs to be undertaken by in-house operatives instead of external contractors. This means the service is able to retain more oversight of the jobs reported and take ownership of reported issues. These changes have reduced costs and improved the service to our tenants, which is clearly demonstrated by a significantly reduced number of complaints.

- 95% of appointments kept (94% March 16) - Target 95%
- 99% of emergency repairs completed in 24hrs - Target 95%
- 86% of planned Gas servicing completed ahead of year target
- Customer Satisfaction 98% April-December 2017.

*The whole process from reporting an issue with the seal to the front door right up to the finish of the works went ahead smoothly.*

*Very happy the operative worked all day in the rain to complete the work.*

*The operative was on time, did a great job and cleaned up afterwards, it was excellent, great job, 10/10!*

**Responsive Repairs Unit operative Andy using the mobile working solution**





*Mentor Paul with apprentice Owain*

## Developing the Workforce

Cardiff Council is committed to developing its workforce. The Responsive Repairs Unit currently has 5 apprentices. The Council work closely with the Cardiff and Vale College in Dumballs Road to give learners opportunities to work for the unit. The Responsive Repairs Unit has a long history of apprenticeships going back almost 30 years, both RRU managers and a lot of the team were former Cardiff Council apprentices.

***The work is really good, very enjoyable***

Owain is 16 and started his apprenticeship with the Council straight from school. Owain is a full time apprentice and is able to have one day in college to complete his NVQ level 2 course in plumbing. Owain has been placed with experienced plumber and mentor Paul to receive full on the job training. Owain's work mainly consists of fitting taps, repairing broken guttering and working in kitchens and bathrooms.

*"The work is really good, very enjoyable, Paul shows me how to do the job and then lets me get on with it. If I get stuck he gives me a hand. Its really practical work, very hands on, and there are no two jobs the same."*

After 2 years apprenticeship Owain will be fully qualified as a plumber and will be offered the opportunity to train up as a gas engineer.

# Managing Anti-Social Behaviour (ASB)

As a landlord we will take firm action to eliminate ASB. We have a dedicated Antisocial Behaviour Team. Our response will be:

- To provide support to victims.
- To be proportionate.
- To work with perpetrators to help them change their behaviour.
- To act against perpetrators who continue to be anti-social.
- To work with the police to share and gather evidence.
- To take the most appropriate action to solve the problem.

Council action from April to September 2017:

- 8 injunctions for abusive behaviour, domestic violence and threats to life.
- 39 target Notices seeking possession for ASB offenders.
- 1 prison sentence.

Between July and December 2017, in 100% of urgent cases tenants were contacted within 24 hours. (Target 95%).

In this coming year we will be reviewing our ASB Service to ensure it is meeting the needs of our tenants, particularly those with complex needs. We will take a psychologically informed approach recognising the impact of Adverse Childhood Experiences (ACES).

*Officers enjoying a smoothie at St Mellons community day*





*Tenants at the Tenants Conference*

## Tenancy Management

We aim to ensure that our tenants and leaseholders have the advice and information they need to maintain their tenancy or lease conditions, ensuring that properties are kept in good condition; preventing tenancy fraud and ensuring any pets are appropriate and well controlled. The team carry out proactive visits to provide advice and remind tenants of their obligations. Where necessary the team gather evidence and take appropriate action including obtaining orders and carrying out evictions where necessary.

Action from April to December 2017:

- 1,062 Tenancy Audit visits were carried out - inspecting all the flats for property condition, checking identity to the tenant to prevent tenancy fraud, reviewing pets, and identifying any general issues.
- 2,268 Proactive visits were carried out - inspecting houses for property and garden condition.
- 347 Abandoned Properties were reported and investigated
- 816 overdue gas service cases dealt with and access obtained
- 686 property and garden condition problems were addressed

The tenancy team also provide additional help to vulnerable people such as hoarders and young people leaving care and others who need more help to maintain their tenancies.

# Caretaking Services

Caretaking Services provides cleaning and caretaking services for tenants and leaseholders. This includes:

- Cleaning and safety inspections for the communal areas of 852 low-rise blocks and 9 High-rise blocks. All blocks are cleaned fortnightly
- Clearances of empty properties, garden and overgrowth clearance, including tree cutting.
- Cleaning of courtyards by high pressure water to provide a deep clean once a year.
- Graffiti removal over the whole of Cardiff. Abusive or offensive graffiti is removed within 24 hrs and other graffiti in 10 working days. In 2017 the team dealt with over 800 cases of graffiti.



*Graffiti Team removing graffiti in an underpass*





# Hubs: Working For You

Snapshot of the Hubs working for you in November 2017

*Staff are always helpful and pleasant*

**98%**  
of customers agreed that  
"overall the Hub met my requirements"

**Monthly Highlights**

- Opening of Llanishen Hub on 27th November
- 330 children attended homework clubs
- 434 people attended ESOL Classes

**3,445**  
people received  
Into Work Advice

**9,734**  
people received  
Advice at Hubs

**1,611**  
People attended  
Money Advice

**153,412**  
people visited  
Hubs during  
November

**223**  
people attended  
Into Work  
Training sessions

**£1,368,837**  
in weekly benefit  
claimed, and  
**£55,157**  
saved

**57,562**  
books  
were issued

*Good effort by all library staff keeping library open for public whilst new hub refurbishment. Well done all.*

*Hubs are so more pleasing than going to town. Staff are fabulous*

*Advisor who dealt with me was very pleasant, polite and kind. Very rarely seen these days but greatly appreciated.*





*Newly opened Powerhouse Hub*

## Hub Development Programme

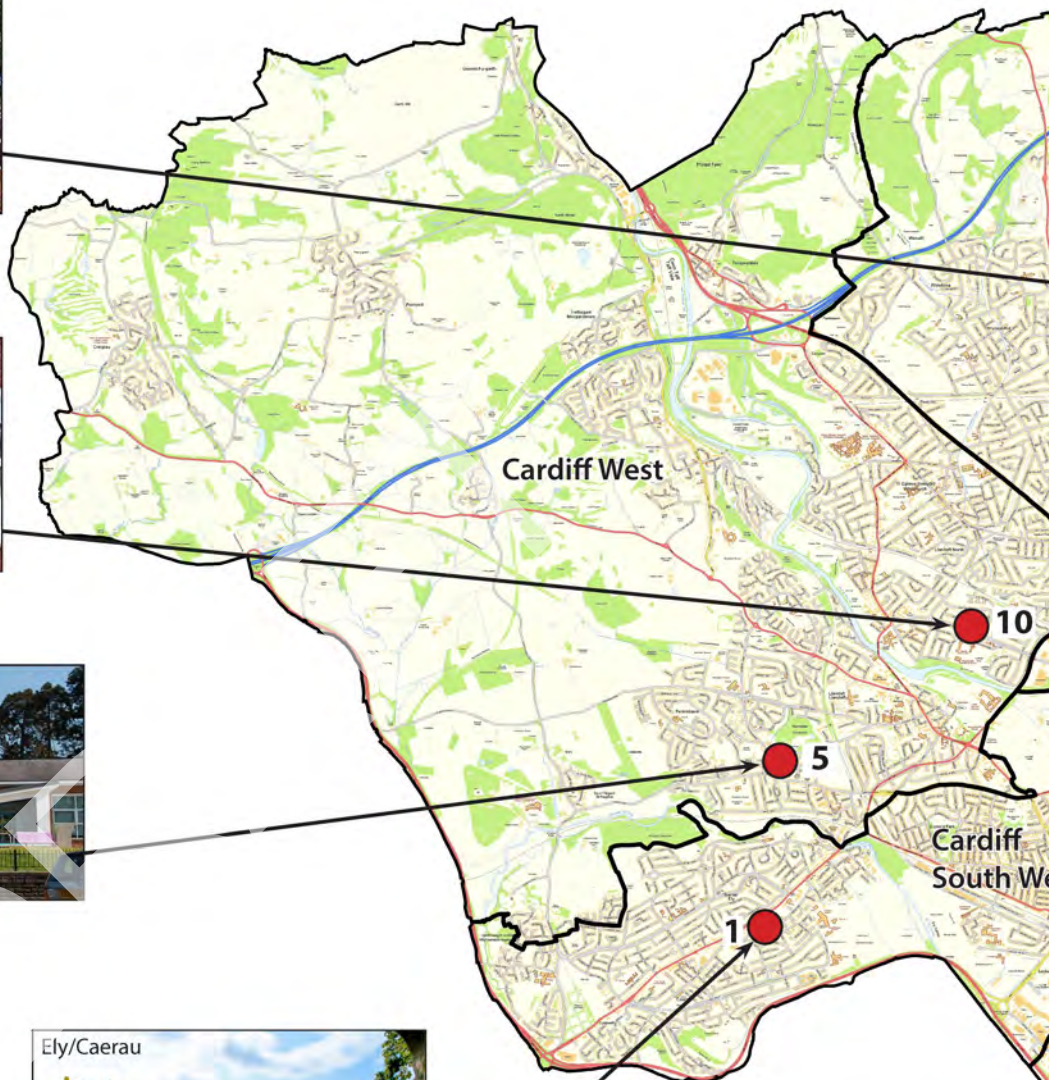
A network of 12 Hubs in priority neighbourhoods has been established through the Community Hubs programme, providing joined-up customer services by investing in high quality community buildings. In 2017/18, two Hub projects were completed both of which involved partnership working with South Wales Police and the Police and Crime Commissioner.

**Powerhouse Hub, Llanedeyrn:** A 2-storey extension was added to the existing Powerhouse building, providing accommodation for South Wales Police on the first-floor and a Community Hub on the ground-floor. The bright, colourful Hub includes a modern library with a children's corner, drop-in PC's, an IT training room, advice desks, a community café, private interview rooms and new reception area. The Hub opened in July, 2017 and has received positive feedback from customers.

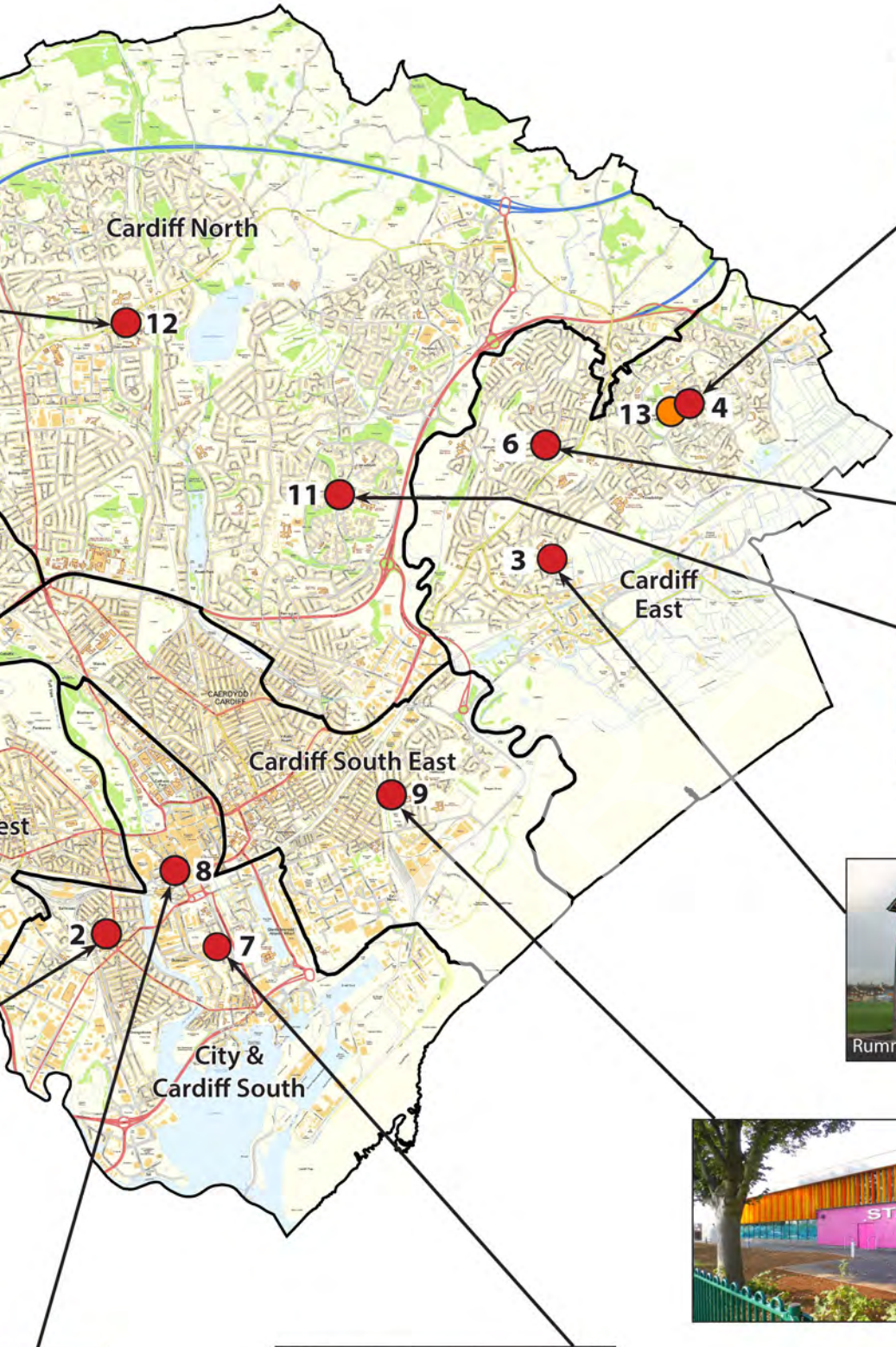
**Llanishen Hub:** The ground-floor of Llanishen police station has been converted into a Community Hub, through an extensive refurbishment programme. The new facility includes a library space, IT suite, community room and interview rooms. Located in the heart of Llanishen village, the Hub has proved popular with the local community since it opened in November, 2017.

A major extension to the **St Mellons Hub** is currently under construction. This will bring all neighbourhood services together in an integrated facility, providing a multi-purpose community hall, activity rooms, youth den, community café and child-care provision, in addition to the advice, information and library facilities on offer in the existing Hub. The extended Hub is due to open in summer, 2018.

# Community Hub Development Programme



- **Completed**
- 1 Ely/Caerau
- 2 Grangetown
- 3 Rumney
- 4 St Mellons - Phase 1
- 5 Fairwater
- 6 Llanrumney
- 7 Butetown
- 8 Central Library
- 9 STAR
- 10 Llandaff North & Gabalfa
- 11 Llanedeyrn
- 12 Llanishen
  
- **Under Construction**
- 13 St Mellons - Phase 2



St Mellons



Llanrumney



Llanedeyrn



Rumney



STAR



Derbynfa Reception Central Library



Butetown

Date : January 2018

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# Community Hubs

The Powerhouse in Llanedeyrn is Cardiff's latest Hub bringing services and facilities to the heart of the community, it opened its doors in July 2017. The building has been extended and underwent major refurbishment to provide a wide range of services and improved facilities to local people.

*It's going to be a real asset for local people*

Cllr Lynda Thorne said, "Another new hub for the city is great news, especially for the communities of Llanedeyrn and Pentwyn. Our other hubs have proved very popular and have helped us increase the take up of services. I'm sure this new hub will be no different – it's going to be a real asset for local people."

The opening of the new Powerhouse is part of the wider development of the Maelfa estate in Llanedeyrn and work is well underway on the project that will deliver new modern shops, community facilities and a mix of social rented and private housing on the current site.

South Wales Police, who previously had a local station in the Maelfa Centre, have now relocated to the Powerhouse and will have self-contained offices on the first floor.

**Powerhouse Hub free internet access points**



Info work  
advice service  
Budd-Daliadau  
Y Dreth Gyngor  
Gwastraff y cartref ac ailgylchu  
Internet access and online services  
Tai Gwasanaeth cyngori I mewn I waith  
Council Tax  
Household waste and recycling  
Library  
Cynnydd 21 ac 4 gwasanaethau ar 444  
Hyb Cymunedol  
Community Hub  
Benefit  
lyfrge



### **Friendship Club coffee morning at the Powerhouse Hub**

*“The Maelfa regeneration will breathe new life into this part of the city and the Powerhouse is an important part of the redevelopment, bringing services people need into the heart of the community.”*

Trained staff are on hand to help access a wide range of facilities and services including:

- Library service including quiet area and space for children’s events
- Housing, benefit and advice services
- Free internet and Wi-Fi access
- Free phones to contact council and other services
- Into Work Advice and training courses
- IT Training Suite/ Private interview rooms
- Rooms for community meetings and events
- Modern Community Café
- Partner organisations providing specialist help and advice
- Community Hall
- Job Club
- Wellbeing Tuesday services for over 50’s
- Dementia Friendly Archives
- Youth Activities
- Fitness Classes



All the Hubs activities are on their Facebook pages—[@StarcommHub](#), [@GrangetownHub](#), [@RumneyHub](#), [@StMellonsHub](#), [@LlanrumneyHub](#), [@CentralLibraryHub](#), [@ElyandCaerauHub](#), [@LlanedeyrnHubPowerhouse](#), [@FairwaterHub](#), [@LlandaffNorthHub](#) Page 179



DRAFT

WARNING  
CCTV

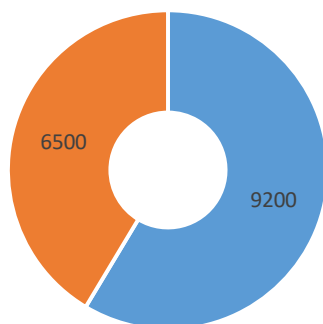
## Money Advice Team

The Money Advice Team are based in Central Library Hub and also provide outreach services from Hubs across the city. The team can help with budgeting and debt, completing welfare benefit forms and can help clients to claim all the grants and discounts they are entitled to. They can also assist clients to open a basic bank account.

The Money Advice Team are experts in giving advice to those who have been affected by the Welfare Reform changes. Including helping those who have been affected by the Benefit Cap or need support as they are now claiming Universal Credit. For clients that have had a negative decision about their benefit claims, the team can also help with mandatory reconsiderations, which is the first stage in the appeal process.

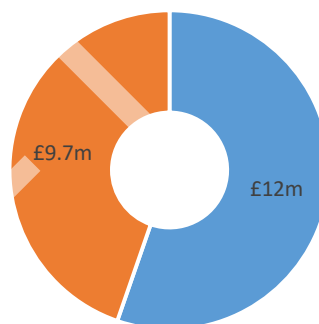
Central Library Hub also offers services from partner organisations including, Cardiff Advice Service (made up of Citizens Advice and the Speakeasy Advice Centre), Cardiff and Vale Credit Union, Shelter, and NEST.

Number of Clients



■ 2017 ■ 2016

£ Previously unclaimed benefits claimed



■ 2017 ■ 2016



Central Library Hub staff

# Volunteering Scheme

Working with Into Work Advice Services, the Volunteer Coordinator with the support of the Volunteer Mentor have grown the volunteering opportunities in the Hubs throughout the city. There are approximately 65 volunteers at any one time.

There are many volunteering roles– these include;

- Digital Champion volunteers
- Money Advice volunteers
- Administration volunteers
- Reception volunteers
- Library volunteers

People volunteer for a variety of reasons but the main reason is that they are looking to return to work and volunteering significantly improves the chances of getting a job. The Council will provide the volunteers with job references too – which sometimes is the biggest barrier to finding work for inexperienced job seekers. In fact 5 former volunteers are now paid members of staff working in various teams in the Council.

Last year 68 volunteers who left volunteering did so because they returned to work.

*HUB's provide a multitude of activity opportunities for the community and have attracted Royal approval*







*Hub welcome desk*

## **Into Work Advice Service**

The Into Work Advice Service can help anyone living in Cardiff who is unemployed or looking to upskill from their current job. Job Club and digital sessions are held at 14 different locations across the city with a 5 day presence in Central Library Hub, Ely / Caerau Community Hub, St Mellons Hub and Grangetown Hub.

The job club is a drop in service where an advisor is available to help the individual with CV's, job applications, job searching, Universal Job Match, helping to claim Universal Credit, and also helping to write cover letters. An advisor will provide a detailed bespoke action plan to return to work, ensuring they are tailored to meet the individual needs of the client.

The Digital Inclusion officers can also support people to get on-line, create social media accounts, use the internet and set up e-mails. On average the job clubs see over 3,600 clients a month.

The Into Work Advice scheme also delivers a range of accredited and non accredited training courses. A range of 1 or 2 day training courses including Emergency First Aid, Food Safety, Manual Handling and Health and Safety training courses can be accessed across the city in various Hubs. On average over 270 individuals complete work skills training per month with Into Work Advice Service and the service helps to support over 390 clients into employment annually.

# Impact of Welfare Reform

The Business Plan has given consideration to the impact of Welfare Reform. Financial modelling was carried out in an attempt to consider likely scenarios, particularly in respect of potential increases to rent. In addition, the modelling considered the potential additional costs of collection and arrears recovery.

Universal Credit Full Service is due to arrive in Cardiff in early 2018. Universal Credit is a working age benefit that is replacing 6 means tested benefits and tax credits now termed “legacy” benefits. Once Universal Credit Full Service arrives, if a new claim would need to be made for one of the benefits listed below and the household has less than three children, a claim for Universal Credit will be required instead.

Changes to circumstances could also mean that a claim for Universal Credit will need to be made. These include (but are not limited to):

- Move into or out of work
- Becoming sick
- Becoming fit for work
- Gaining or losing a partner
- Becoming a carer
- Having a first child
- Youngest child turning 5
- Child leaving school / household

## Universal Credit

Housing Benefit

Income Support

Jobseekers  
Allowance Income  
Based

Employment &  
Support Allowance  
Income Related

Working Tax  
Credit

Child Tax Credit

To help with these challenges we are rolling out online access across the city, giving budget advice in all the Hubs and we have enhanced our Welfare Liaison Team.

## Universal Credit Key Changes

Universal Credit key changes	How can Cardiff Council Help?
Universal Credit will be claimed and maintained online	New self-service section in Central Library Hub – scan stations and increased phone lines to promote self-service customers.
Universal Credit will be paid in arrears	Money Advice Team can assist with accessing emergency local welfare provision such as issuing foodbank vouchers and making claims from Discretionary Assistance Fund.
Universal Credit will be paid into a bank account	Support available across the city to open a transactional bank account.
Universal Credit will include any help towards rent	Trained staff can assist with setting up direct debits and standing orders to pay rent and can liaise with landlords to agree rent payments whilst waiting for first Universal Credit payment .
Universal Credit will be paid monthly and as a single payment to the household	Money Advice Team can help with monthly budgeting and basic debt advice.
Universal Credit payments may be reduced or stopped through a sanction	Into work advisors can help create Universal Job match accounts, update CV's, arrange training and volunteering to help claimants prepare for work or

## Benefit Cap

The Benefit Cap is a limit placed on the total amount of benefits a working age household can receive.



**866** children in affected households.

Average of **3.47** children per household

**192 (77%)** of the affected households are Lone Parents

Example of Financial Support: Mr John was affected by the benefit cap. He attended a local Hub and was given financial help towards his rent while he engaged with the Into Work Advice Service. This meant the shortfall in his rent was paid by a Discretionary Housing Payment.

He is now in work and is over £130 a week better off and no longer affected by the benefit cap.

# Homelessness and Housing Need

## **The Scale of Rough Sleeping in Cardiff**

The amount of people sleeping rough in Cardiff has approximately doubled since 2014.

Figures for the last 3 single night counts show an upward trend in the number of rough sleepers actually observed, with 26 individuals recorded in 2014, 30 in 2015 and 53 in 2016.

## **Ty Tresillian Pods**

Ty Tresillain is a council run hostel for single people. The hostel has 24 hostel beds for some of the most vulnerable homeless people. In addition the hostel has 8 internal pods (emergency rooms).

An additional 3 pods were added in 2017 and there are plans to develop more in the coming year.





*Early morning breakfast run*

## **Frontline Services**

Cardiff has a comprehensive range of frontline services working with its rough sleepers: The Council's Homeless Outreach Team undertakes day-time and evening outreach 7 days a week, engaging with people sleeping rough or who are at risk of sleeping rough.

The team has recently been expanded and trained to undertake statutory homelessness assessments on the streets.

## **Rough Sleeper Project**

Cardiff Council's Rough Sleeper Project offers an alternative accommodation model based on Housing First principles. Direct referrals are made into self-contained accommodation, without preconditions or the need to move through a staged approach to independent living. Since its establishment, 26 clients who had previously failed to engage or maintain other homeless provision have been positively resettled.

The project uses council flats and the number of properties made available been expanded from August 2017 to help address the growing issue of rough sleeping.



# Common Housing Waiting List

There is a high demand for social housing in Cardiff and a limited number of properties become available to let each year. Cardiff Council, Cadwyn, Cardiff Community, Hafod, Linc Cymru, Newydd, Taff, United Welsh and Wales & West Housing Associations operate a Common Housing Waiting List for social housing, from which suitable applicants are identified to be offered available properties.

In order to offer applicants the widest choice of accommodation applicants are considered for suitable properties regardless of landlord. All applicants are given the opportunity to express preferences about the areas of the city in which they want to live and will be offered up to date information about likely waiting times for social housing in their preferred areas. Applicants who choose to join the Housing Waiting List based on the information they have been given will be able to register for as many preferred areas as they wish.

The partners aim to assist applicants who are in housing need before those without identified need. The level of housing need is used as one of the measures to determine an applicant's position on the Waiting List :

- Immediate, urgent, high and medium levels of housing need are recognised and used to inform applicants' position on the Waiting List.
- Applicants with no identified housing need may be admitted to the Housing Waiting List, but will be registered in a lower Band than those with identified housing need.

Where it becomes apparent during the application / assessment process that the applicant may be homeless / threatened with homelessness a referral is made to the Housing Options Service.

- No of applicants on Common Housing waiting List: **7856** (Jan 2018)
- No of applicants identified as homeless: **584** (Jan 2018)
- Number of properties let in 2017: **1405**, (711 Council and 714 partner).

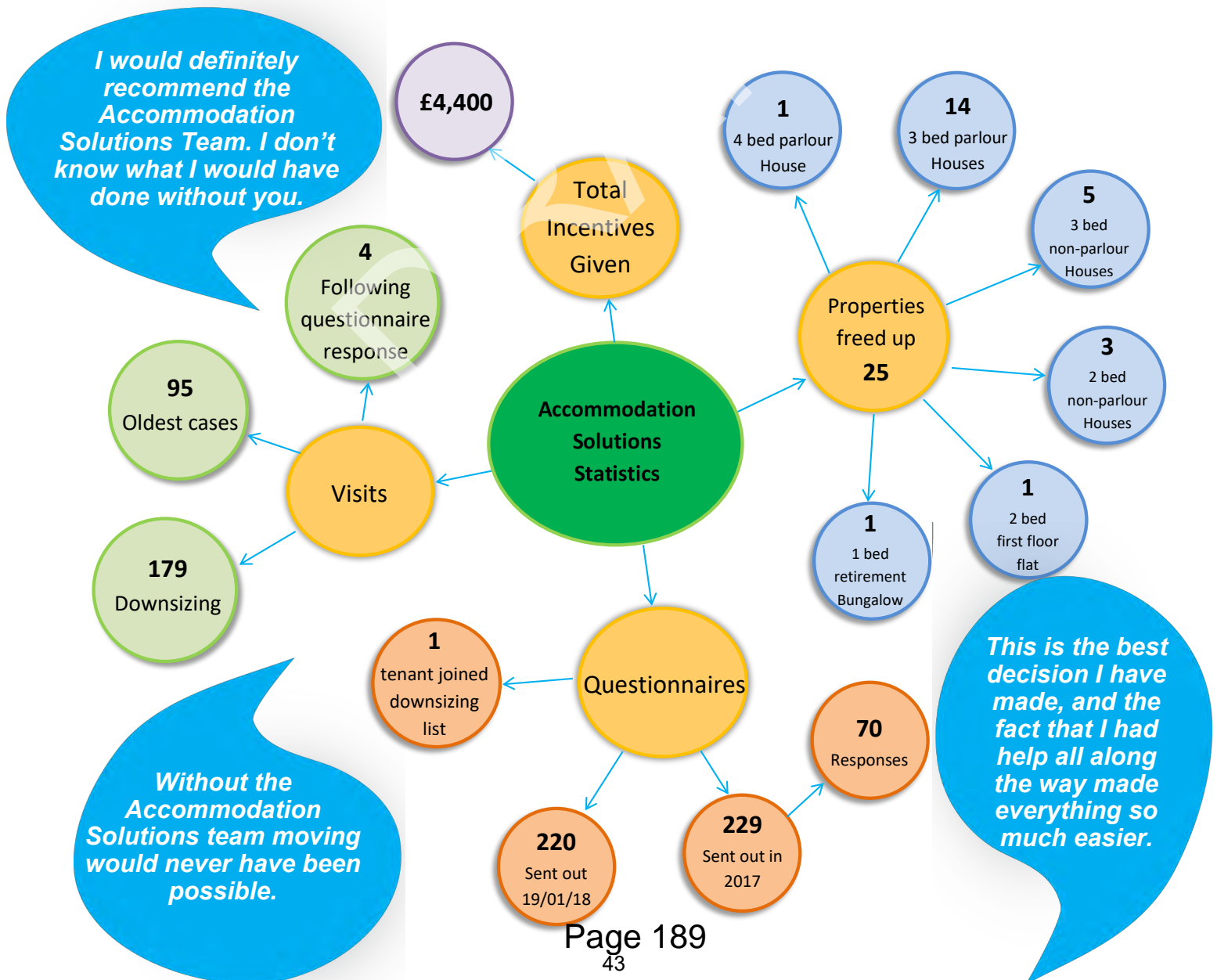
## Accommodation Solutions Team

The Accommodation Solutions team was set up to provide assistance for those who are looking to downsize from large family accommodation. Particularly those who wish to move to more appropriate accommodation for their needs and who may find the whole process a bit daunting.

The Team are available to assist from the time a tenant joins the waiting list until after they have moved in, ensuring they have settled in comfortably. The aim is to give people the peace of mind of having one single contact and a face they know when taking on the task of moving from their current accommodation.

Accommodation Solutions officers understand that moving can be a big decision for tenants, especially if this has been their long term family home. The aim is to make the process as easy as possible.

The Accommodation Solutions team can help tenants think about how they will move, what to do with any unwanted items and give the support the tenant may need following the move. They can also offer financial assistance to help towards moving costs or to decorate their new home.

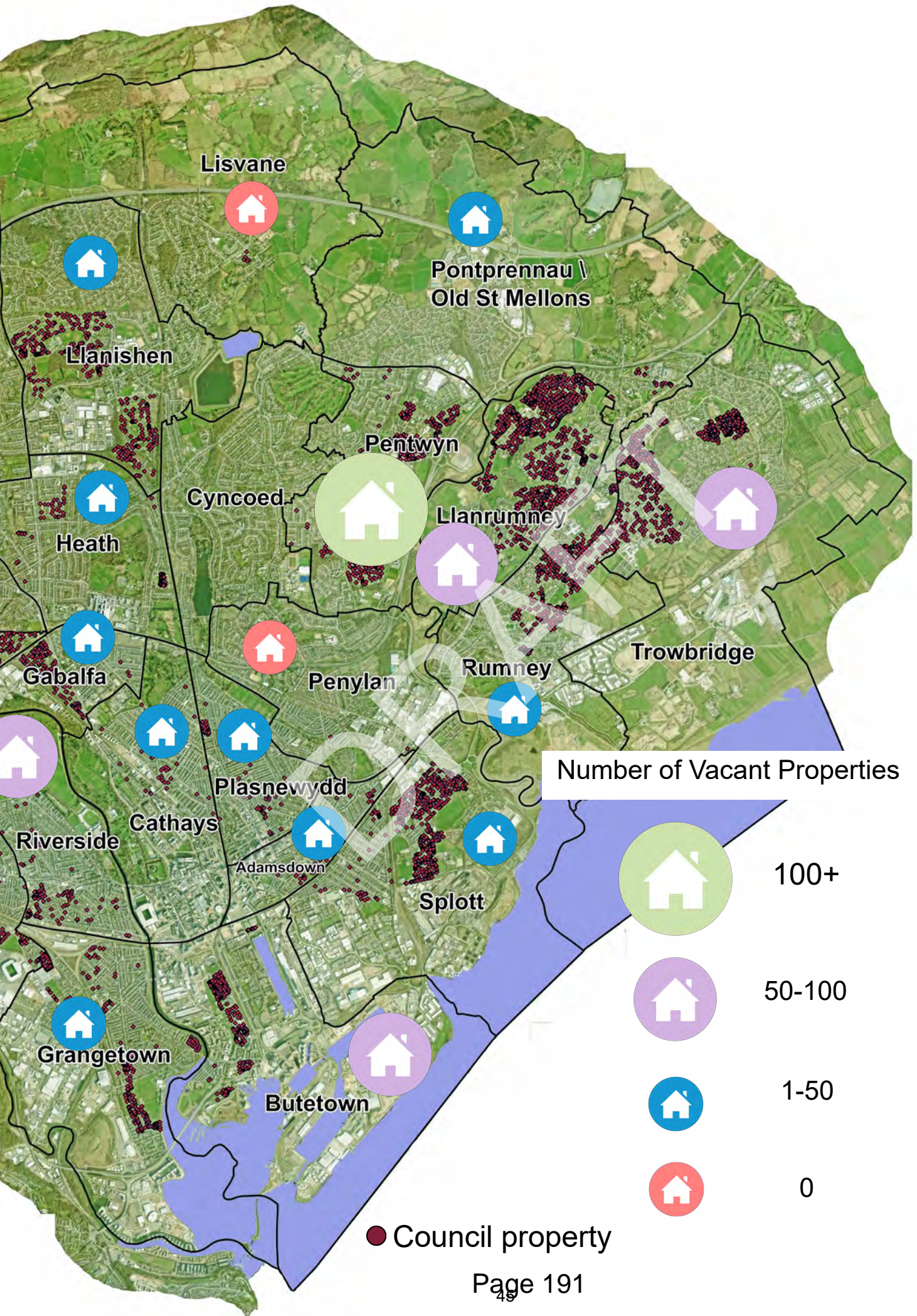


# Number of Properties and Availability During 2017 - 2018



Ward	Number of properties	Vacants 2017/2018
Adamsdown	134	13
Butetown	620	52
Caerau	1005	69
Canton	176	15
Cathays	70	6
Creigiau and St. Fagans	11	0
Ely	2548	196
Fairwater	1131	109
Gabalfa	174	5
Grangetown	501	40
Heath	80	5
Lisvane	8	0
Llandaff	1	0
Llandaff North	634	33
Llanishen	623	44
Llanrumney	1261	75
Pentwyn	1147	100
Pentyrch	104	8
Penylan	2	0
Plasnewydd	129	10
Pontprennau and Old St. Mellons	26	3
Radyr and Morganstown	20	2
Rhiwbina	20	3
Riverside	322	64
Rumney	482	31
Sploitt	686	41
Trowbridge	1022	82
Whitchurch and Tongwynlais	512	32
<b>Grand Total</b>	<b>13449</b>	<b>1038</b>







# Tenant Participation

## **Growing Together and Blooming Marvellous**

The Tenant Participation Team's city-wide gardening project 'Growing Together' encourages tenants and residents to start community gardens. Tenants are given expert advice, access to tools and equipment through our special project grant.

Gardens have now been set up in different areas across the city to be used by council tenants and leaseholders including in residential areas, sheltered living complexes and schools.

As part of the Growing Together theme we also ran our largest ever Blooming Marvellous competition, a gardening competition open to all tenants and leaseholders of Cardiff Council. This competition has proved very popular and has encouraged our tenants to look after their gardens and add colour to their communities.

The winners are announced at our annual tenant's conference where different teams in the Council and other council tenants get to hear about each garden's background and story.

## **Special Project Grants**

The Tenant Participation Team offer a grant of up to £1000 for constituted groups of council tenants and leaseholders to support community projects or activities such as street parties, crafting groups and other community led events.

## **Working with Schools**

The Tenant Participation Team recognises that parents can be pressed for time due to childcare commitments so has started to run outreach sessions and community gardens in schools such as Hywell Dda in Ely to encourage council tenants and leaseholders to get involved within their communities. Examples of courses include First Aid, Food Safety and Customer Service. The community garden at Hywell Dda was also used for a gardening action day where council tenants and leaseholders got to speak to experts about bees, fruit and veg and ways to improve their own gardening spaces.



*Community garden in Shelly Walk Plasnwydd*

### **Let us know**

The Tenant Participation Team have organised several Community Let Us Know events in 2017, and more are planned for 2018. With lots of fun events for families and children, an opportunity to speak with council officers and external partner organisations, these events have been a big success.

A Community Action Day was held in Whitchurch at the Hollybush estate in June. It was an opportunity for residents to address any issues with council officers as well as an opportunity to plant a herb garden within the estate with the help of Tenant Participation Team.

The team works with different departments such as Land and Assets and Antisocial Behaviour, (ASB) to hold workshops and surgeries related to issues that communities are facing city wide.

### **Passport to work**

The Tenant Participation Team work alongside Into Work Services, Job Centre, the Hub and the Money Advice Team to provide and fund courses for council tenants to find work. The Tenant Participation Team places emphasis on the importance of the tenant sourcing the course themselves so they can pick a career path which suits them in the future. The council tenant only needs to attend a week long course with Into Work Services to prove their commitment to the training.

Tenants have gone onto courses for forklift licences, HGV Licences, Asbestos Removal, Carpet fitting courses and many more.

# Effective Consultation and Communication

## Tenant Participation

2017 has been a busy, productive and successful year for Tenant Participation. The team now has five members of staff dedicated to engaging with the tenants and leaseholders of Cardiff Council, on all the issues affecting them.

## Bus Tour

The team organised the annual Tenants' Bus Tour during which tenants and leaseholders were taken around the city to be shown examples of capital investment projects. Examples of these were the Llandaff North and Gabalfa Hub and the regeneration of Trenchard Drive before residents of the community living complexes were shown the newly renovated Sandown Court community living complex.

## Aging Well in community living

Officers from the Tenant Participation Team have been attending sheltered housing complexes across Cardiff in order to hold different types of community led events. These include Christmas card crafting, coffee mornings, lunch clubs and choir sessions which offer the tenants and leaseholders an opportunity to socialise and get together. The Tenant Participation Team has also facilitated healthy living days in schemes such as Sandown court, with stalls from Independent Living, Telecare and other organisations such as Specsavers to give tenants and leaseholders advice and answer any queries.

*The annual Tenants' Bus Tour*





*2017 Tenants Conference*

## **Tenants Conference**

A very successful Tenants Conference was held in November 2017. The theme of this year's conference was 'Tenants Together' and focused on working with tenants and leaseholders to find ways to improve communities across Cardiff. Tenants and leaseholders were also shown presentations on recycling, Independent Living Services as well as a presentation by a council tenant on our mystery shopping programme. Over 20 organisations came from within the Council and outside to take questions and inform council tenants of the services available as well as hosting workshops throughout on a variety of subjects including; First Aid, volunteering, tips from waste management and upcycle garden crafts.

## **Tenants' Voice**

A series of Tenants' Voice meetings were held, which allow tenants and leaseholders the opportunity to meet with cabinet members, senior officers and managers.

Tenants and leaseholders are kept up to date with the work being carried out by the Housing Service, and also ask questions and put forward their own concerns. At the latest meeting, a brief presentation was given on the major housing improvements planned in the next financial year.

# Keeping in Touch

We aim to keep our residents informed of all issues and campaigns that may affect them by making use of different methods of communication in the most effective way possible.

Tenants' Times is produced and delivered to all council tenants on a quarterly basis. It is used to provide tenants with information about community services, campaigns and initiatives. Tenants' Times is also the main way that we inform our tenants about major works and general improvements to housing stock. A reading group made up of tenants and council officers makes sure that the articles are relevant to our customers.

The Cardiff Tenants website, ([www.cardifftenants.co.uk](http://www.cardifftenants.co.uk)) and Facebook pages, ([www.facebook.com/TPCardiff](http://www.facebook.com/TPCardiff)) are continually evolving and developing to reflect information that is up-to-date and relevant. They are aimed at all communities within Cardiff.

*Cardiff Tenants Reading Group with Winter 2017 Tenants Times*





**Prize winner at Tenants Conference**

# Independent Living

Mr Omar had lived in Sandown court for 15 years, when he moved into the complex he was living in a bedsit, he has now moved to a flat and since the recent refurbishment the size of his flat has increased. *“I was over the moon, I now have a flat and a half! “I can’t fault the finish, It’s gone from the dark ages to the 21st century.”*

Mr Omar said that there have been new people moving in, they are welcomed into the community *“we have breakfast club, the afternoon movie club it helps people gel, I’m hoping we do some bingo as well.”*

Each flat is connected to the CCTV cameras and Tunstall Care-line intercom system, the system is also connected to smoke and heat detectors. *“If someone knocks my door I can quickly check on the CCTV who they are. If I don’t know them I’m not letting them in!”*

There is a community spirit in the complex and Mr Omar is very well known , *“I painted the benches in the gardens for when the “royalty” arrived, (when the complex refurbishment was officially opened) and if someone needs help with a flat pack building or change a lightbulb I’m always happy to help.”*



**Mr Omar in his newly refurbished flat**



## Independent Living Services

Focusing on the elderly and disabled people, our Independent Living Services can help residents to access a wide range of support to help them live as independently as possible.

Independent Living Services has a team of multi-skilled visiting officers who complete holistic assessments in the client's home. They provide help and advice on benefits to maximise the client's income. The team also help reduce outgoings by advising on how to make homes more energy-efficient and informing about any grants or discounts residents may be entitled to. The offices can also advise about equipment and adaptations and provide options to help prevent social isolation.

Adaptations to the home can help the tenant improve their movement in and around your home. The types of adaptations provided include:

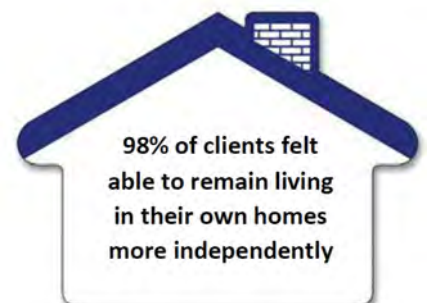
- Better heating and lighting system and controls
- Additional bathing facilities, e.g. a level access showers
- Easier cooking facilities, e.g. Providing low level units
- Improved movement around the house and access to rooms and facilities, e.g. widening doors, installing ramps or stair lift

In 2016/17 - 416 preventative works and 250 disabled adaptations were carried out to Council homes to help our tenants stay independent at home.

### Performance Figures 2017:

- 2,469 visits undertaken.
- £2.2 million of unclaimed benefits identified.
- 150 clients referred for assistive technology.
- 144 clients provided with Fire Safety support.
- 293 Clients received general Life improvements.

Through Day Opportunities intervention 71% of people feel reconnected with their





# Asset and Regeneration Schemes

The Land and Asset Team develops strategies and delivers effective management of housing land, assets and sustainable housing solutions for mainstream and specialist accommodation. These include:

- Sheltered housing refurbishment schemes
- Garage site improvement projects
- Courtyards and defensible space improvement projects

## Future Schemes

As part of the Council's commitment to improving all of the Sheltered Accommodation. Brentwood Court, Clos-y-Nant and Nelson House will have large scale refurbishments to the communal areas. The refurbishments to these schemes will encompass the same principles that we have used in the communal areas of Sandown Court.

*Nelson House proposed design*





*Sandown Court community room*

## **Sandown Court, Community Living**

The refurbishment and rebranding of Sandown Court was completed and officially opened in June 2017 and is the first Community Living Scheme in Cardiff.

The scheme has undergone a complete internal refurbishment and has allowed us to remove bedsits and use the space to create more fully wheelchair accessible flats and more two bedroom flats. All flats have also benefitted from updated kitchens and all now have wet rooms which are more flexible for residents.

The communal facilities have also been upgraded to provide a modern and welcoming environment that enhances the resident experience and improves the community living feeling. Activities have been arranged to allow older persons living outside of the scheme to share these activities and the improvements have allowed us to do this in a safe and welcoming environment for all. To allow us to arrange these varied activities the communal rooms have been upgraded and improved and wellness suites have been created.

We have also completed the scheme to RNIB Visibly Better standards which ensures that the scheme is refurbished in a way that is suitable for people with sight loss and dementia. We will soon be receiving accreditation that the scheme is of a RNIB Platinum standard.

## Edinburgh Court and South Morgan Place Regeneration

The regeneration of Edinburgh Court and South Morgan Place housing estate was completed in November 2017.

Both estates have benefited from the delivery of sustainable building and associated infrastructure improvements to address poor estate design, improve accessibility and combat anti-social behaviour.

Increased vehicle and bicycle parking provision and improved pedestrian routes, improved lighting, resurfacing, landscaping and wayfinding have enhanced accessibility and safety.

New bin stores have been created to meet the requirements of the Councils future waste management strategy.

The creation of new boundary walls, defensible space, secure shared amenity spaces, together with a community garden has reduced anti-social behaviour and engendered a new community spirit amongst residents.





**Edinburgh Court Mural**

## Powering Pollination

As part of the Edinburgh Court regeneration residents had a desire to brighten up the natural and built environment.

The Mural is part of a wider 'Powering Pollination' community scheme that has been inspired and delivered by volunteers in Riverside and Canton, alongside artists from Peaceful Progress, with an aim to enhance the quality of the built and natural environment and improve school walking routes by providing colour and interest to the neighbourhood in a public space, with this site having the highest footfall of school bound groups in the area.

The project has included community clean up events and installed numerous planters, trees and bushes across the area, with over 1000 participants involved

## Sycamore Place Courtyard Improvement

As this courtyard was in poor condition, it was on the courtyard improvement scheme for this year. The courtyard surface was improved, and facilities improved including rotary lines, a bin store, new shed doors and handrails.

The improvements provided the residents with additional privacy and security.

## Defensible Space

The aim of these schemes is to create defensible space to a number of properties that do not benefit from adequate front boundaries between the public and private space.

One such scheme was for 22 designated elderly bungalows in Llangranog Road and Llangranog Place that had no defensible space to the front gardens.

All bungalows had new railing and gates, while some were provided with new driveways to create off street parking. Another property was given level access by having the steps up to the front door removed. The scheme was very successful and the residents living in the bungalows now have privacy and security





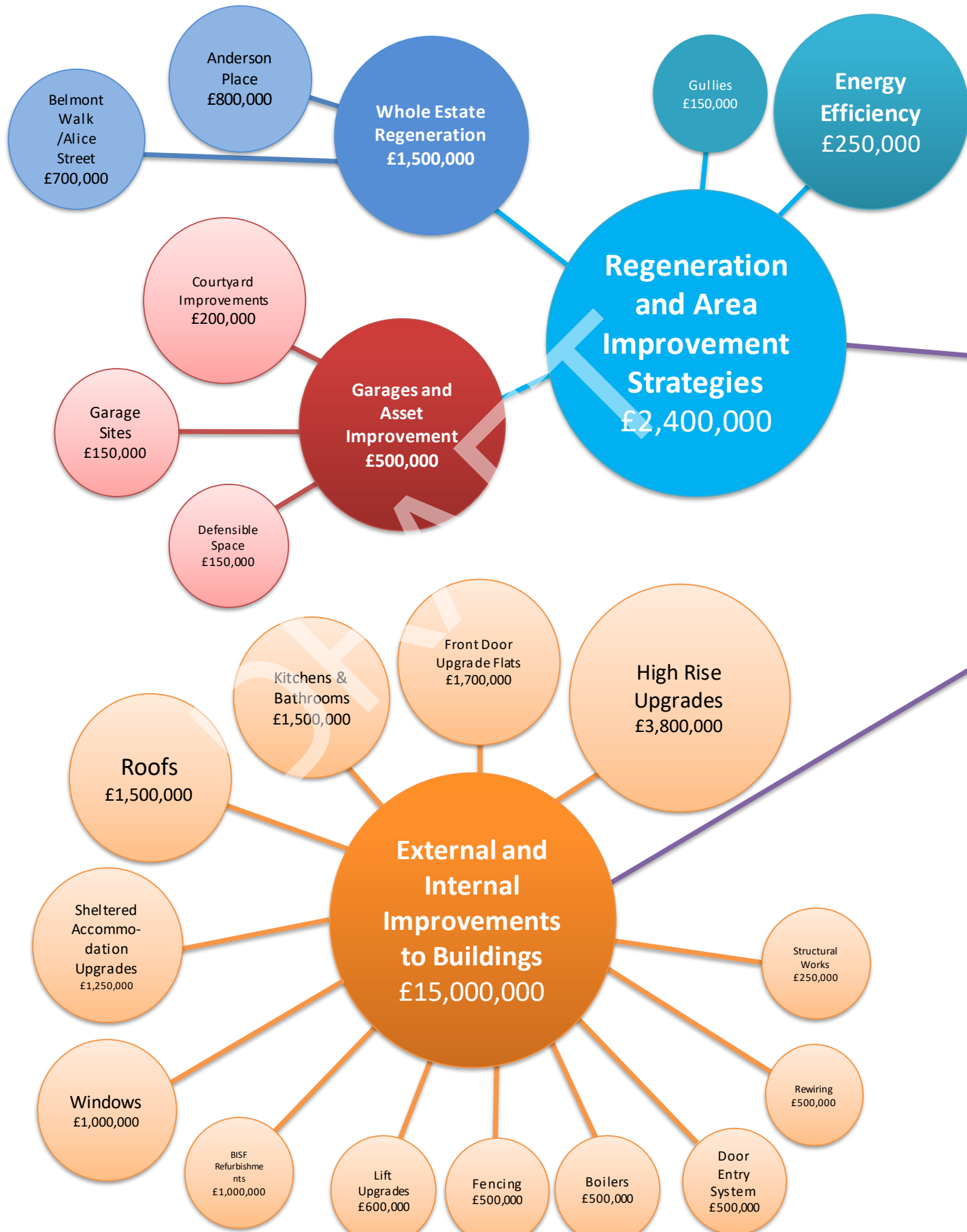
*Proposed refurbishment to Maelfa High Rise*

## Neighbourhood Redevelopment

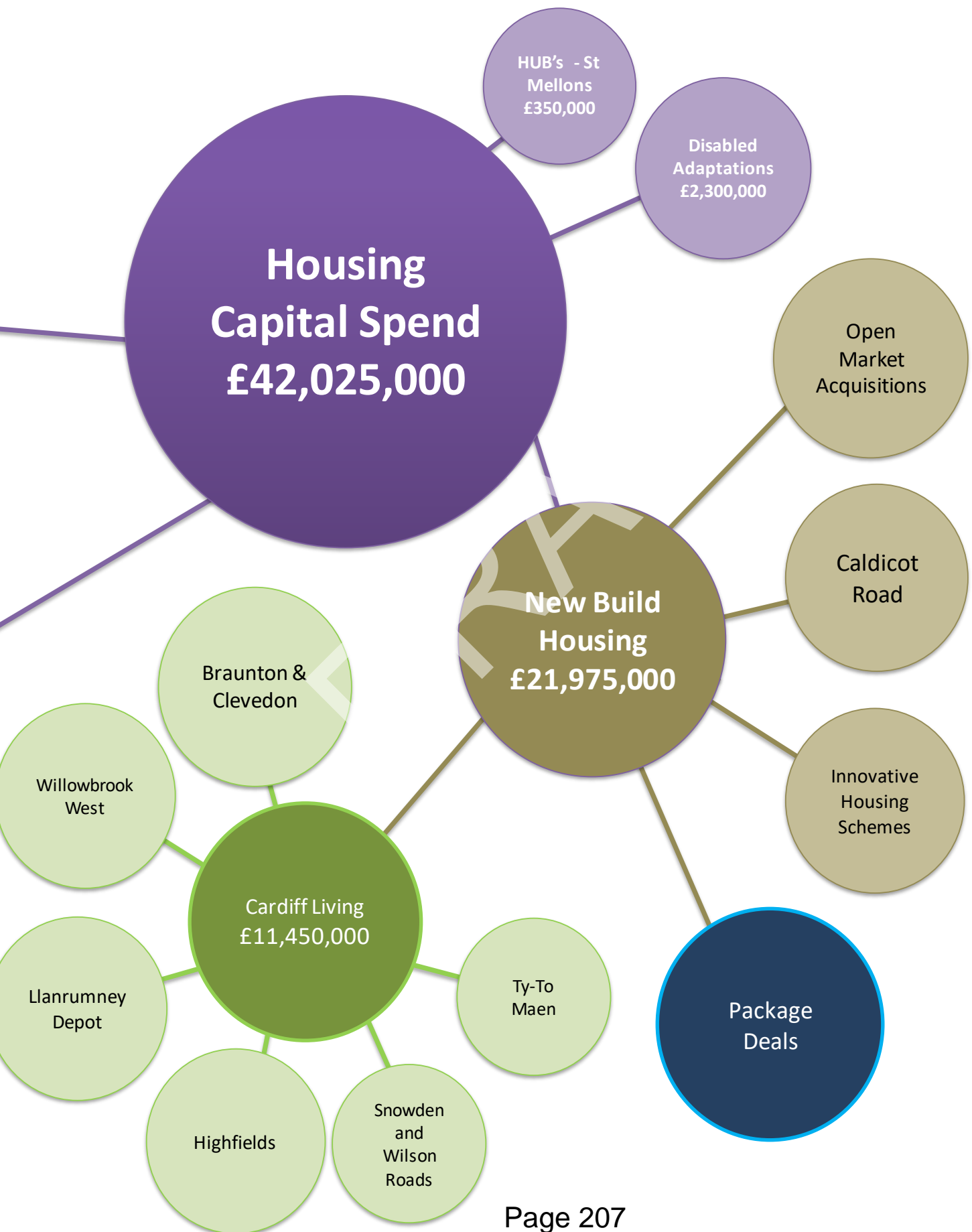
An external refurbishment scheme is also in progress at Maelfa House, Llanedeyrn to enhance the quality of this high-rise block and to complement the surrounding redevelopment.

Further redevelopment of the Maelfa shopping centre and surrounding land in Llanedeyrn is a key regeneration priority for the Council and phase 1 of the redevelopment is now under construction. This includes a new shopping parade with 9 new retail units on the ground-floor and 38 one and two-bed apartments above, together with off-street parking and attractive public realm. It is anticipated that the new shops will open late 2018. New private homes have also been completed as part of the redevelopment.

# Programmes of Work Spend 2018/19







# Planned Maintenance Works 2018/19

High Rise Upgrades: £3.8m

Front Door to Flats: £1.7m

Kitchens & Bathrooms:  
£1.5m

Roofs: £1.5m

Sheltered  
Accommodation:  
£1.25m

Windows:  
£1m

BISF: £1m

Lift Upgrades:  
£1m

Fencing:  
£0.5m

Boilers:  
£0.5m

Door Entry  
Systems:  
£0.5m

Rewiring:  
£0.5m

Structural  
Works:  
£0.25m

**Braunton Crescent construction site**





*Marilyn with her pet cat Asia*

## Capital work: Delivering Warmer Homes

Broadlands House is a sheltered housing complex in St Mellons with 33 flats. The complex has a communal central heating system providing heating and hot water to all the flats.

The old system was ineffective with poor circulation throughout the complex. The boilers became unreliable and at one point stopped working for 5 days.

It was decided to upgrade the central heating system with work beginning in 2017. The new boiler system was installed with workers being sensitive to keep disruption down to a minimum. The whole installation took 12 weeks to complete.

Regarding the central heating Marilyn said, *“Before it was really bad, I didn’t need to put the heating on at all because the pipes were always so hot, sometimes it reached 25c in my flat without the radiators on, in the communal areas it was reaching 30c. Now everything is on a thermostat and I can set the room to a comfortable temperature. The workers could not have been more helpful, they were friendly and they even moved my radiator for me, it was a bit of upheaval but worth it.”*

Marilyn said about the complex, *“It’s a lovely place in a good location, there are bus stops around the corner and Tesco over the road, the warden Chantelle is great, she’s a real pocket rocket, very helpful, fair and accommodating.”*



# New Domestic Building Maintenance Framework

A new Domestic Building Maintenance Framework was put in place in 2017. The city has been divided into 3 geographical districts, with a different contractor in each district. Each contractor will be delivering a similar mix of work, to include responsive repairs, vacant repairs and minor planned works. The estimated annual value is £9.5m (£3.16m per Lot / District).

## Desired Outcomes:

- Deliver a high quality service that focuses on the customer.
- Deliver a Building Maintenance Service that works alongside the in-house workforce to improve and maintain flexibility of provision.
- Deliver value for money.
- Reduce costs for the Council and Contractors alike, through electronic ordering, confirmation and payment processing.
- Improve the quality of management and performance information in relation to the provision of Building Maintenance Services.
- Improve our demand management for Building Maintenance Services.
- Take a partnership working approach to delivering and improving services.
- Support the Council’s Open Doors Charter and Sustainable Policy. (Maximising access to opportunities to Small and Medium-sized Enterprises, (SME’s) and local supply chain.)
- Support the Council’s Sustainable Development Agenda by maximising the tender opportunities to local providers and opportunities to provide training and skill development to the local work-force.

**Lot 1 - District 1 (West Cardiff)**  
**Contractor for this Lot is R & M Williams Limited**

**Estimated annual spend £3,166,666**

Responsive Repairs - £900,000  
 Minor Planned Works - £1,300,000  
 Vacant Repairs - £1,166,666

**Lot 2 – District 2 (North Cardiff)**  
**Contractor for this Lot is Wates Construction**

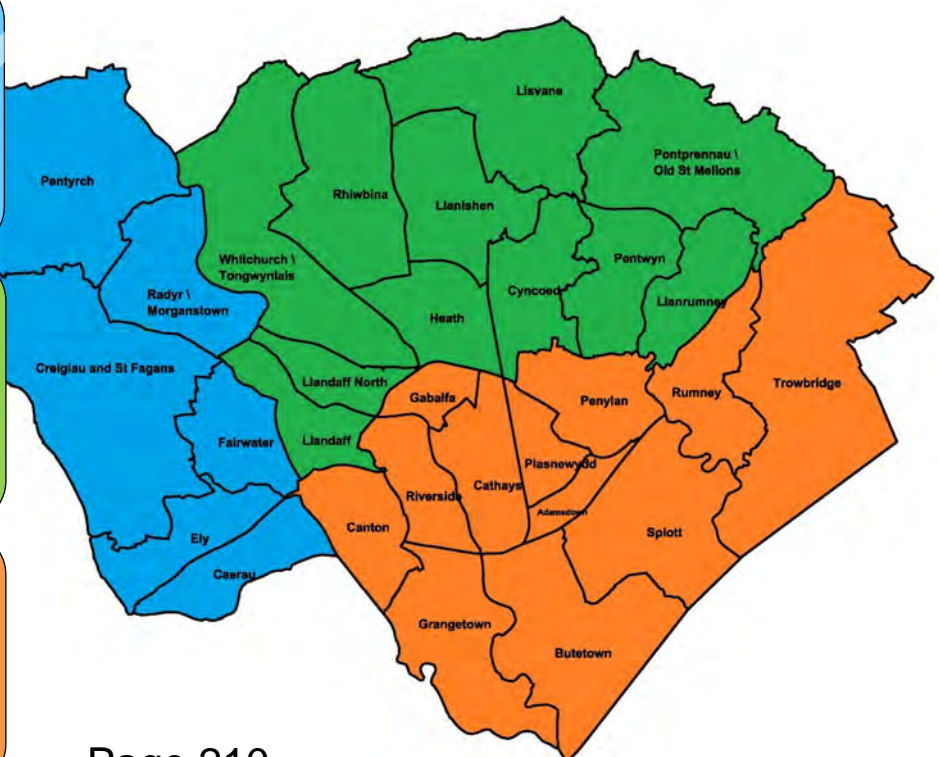
**Estimated annual spend £3,166,666**

Responsive Repairs - £900,000  
 Minor Planned Works - £1,300,000  
 Vacant Repairs - £1,166,666

**Lot 3 – District 3 (South Cardiff)**  
**Contractor for this Lot is LCB Construction**

**Estimated annual spend £3,166,666**

Responsive Repairs - £900,000  
 Minor Planned Works - £1,300,000  
 Vacant Repairs - £1,166,666



**RESPONSIVE REPAIRS** -This work will generally comprise of:

- Work in occupied properties, communal areas, garage sites, traveller sites and hostels.
- Work is generally instigated at the request of the tenant / occupier.
- Predominantly this will be singular activity work (for example – renew ceiling including painting on completion) but may involve associated works (for example – removal or replacement of a radiator for plastering a wall).
- This work could also comprise of annual gas service or periodic electrical testing on request.

There are three main priorities of work:

- Emergency: Response within 2 hours and completion within 24 hours
- Urgent: Response and completion within 5 working days.
- Routine: Response and completion within 25 working days.

**VOID PROPERTIES** -This work will generally comprise of:


- Work in un-occupied properties and occasionally garage sites, traveler sites and hostels.
- Work is generally instigated at the request of the Council, (Void Management Unit).
- Predominantly this will be multiple activity work. However, on occasion it may be singular activity work such as electrical / gas checks or changing of locks for example.

There are five main priorities of work:

- Urgent Quick Turnaround (Urgent QT): Completion within 2 working days.
- Minor Works Quick Turnaround (QT Minor Works): Completion within 5 working days.
- Pre-works: Completion within 5 working days.
- Minor Works Vacant: Completion within 10 working days.
- Major Works Vacant: Completion within 20 working days.

**PLANNED WORKS** - This work will generally comprise of:

- Work in occupied properties, communal areas, courtyards, Traveler sites and Hostels.
- Work is generally instigated at the request of council officers.
- Predominantly this work will be programmed and scheduled and will be multiple activity work (for example including, but not limited to – Kitchen and bathroom upgrades, painting, electrical upgrades, fencing).
- The timescales for completion will be dependent on the scale and complexity of the work, but will be 1 month, 2 months, 3 months, 6 months, 9 months, 12 months or 12 months+.



# Equalities

In June 2017 Cardiff Council and the RNIB signed a partnership agreement which aims to provide a structured approach to the achievement of Visibly Better Standards in Cardiff's Community Living Schemes (former Sheltered Schemes) and in doing so closing the gap between policy and practice to promote independence and safety for the tenants.

## Sandown Court

All flats have had a kitchen and bathroom upgrade that achieves the RNIB colour contrast standards. In addition to this wide colour pad switches and sockets which provide colour contrast will be installed.

The internal doors have a colour contrasted strip that stands out from the surrounding walls and lever style handles.

In communal areas, accent walls have been colour contrasted to the main walls in the communal areas. This visibly indicates changes of direction and supports hallway depths, wayfinding, turns and zonal recognition by the use of its colour. In addition the following changes have been made:

- RNIB Compliant signage
- Appropriate daylight controls (vertical blinds as one example) in south and west facing windows as a minimum
- Communal rooms have contrasted light and socket switches.
- Lighting – whether sensor or switch activated will reach optimum lighting level immediately and have sufficient range so that tenants will approach a lit environment before they are within the respective area. Lighting will be fully diffused and provide an even spread of light.



*Kitchen with colour and tonal contrast*

## Central Library Hub Translations 2017

Officers working with the Hubs can speak a wide range of languages, ensuring all customers get the help they need.

Language	Number of Translations
Arabic	3633
Czech	815
Polish	716
Somali	444
Other	413
Italian	370
Portuguese	294
Chinese Mandarin	185
Farsi	176
Spanish	168
French	148
Urdu	80
Welsh	77





# Compliments and Complaints

Customer feedback is important to us, it helps provide valuable information about how we are performing and what our customers, Cardiff citizens and communities think about our services. We use this information to improve our services, strengthen our relationships with other customers and make better use of our resources.

We are pleased to report that our complaints and compliment figures are showing a healthy improvement. We deliver a number of different services and during the period from April 2016 to the end of March 2017, the Housing and Communities section received a total of 404 complaints, which is a decrease of 5% on the previous year. Housing and Communities also received 508 compliments in 2017 for staff and services provided.

All the feedback received does make a difference, helping us improve our services. Any lessons that can be learned from a complaint are used to deliver service improvements.

A customer sent a card to thank Finance Officer, Tracy. She wrote, "thank you very much for your care and concern... your time is precious and you are very helpful."

A tenant wanted to thank the housing department for moving them into above disabled adapted address sooner than expected. He advises it's improved his and his partners life massively and they cannot thank us enough for sorting this. They are very appreciative and they wanted their gratitude to be passed along.

Compliment received for Chris the gas engineer who attended the commission test at property on Harlech Road on Monday morning. "He was very patient with customer who was a new tenant in a bungalow after living in the same house for the last 40 years." He walked her through how the boiler worked, told her how it would function differently from the boiler in her old property and was very comfortable and confident which I felt put her at ease. I'm very grateful for all the help he provided.

Following his visit to the Central Library Hub, the customer wrote "Thank you for the safe receipt of my bus pass. Your understanding of and attention given to my problem was outstanding."

A customer complimented CMS on the "excellent service" the team always provides. She added that the CMS Operatives who recently carried out work at her home were very polite and efficient.

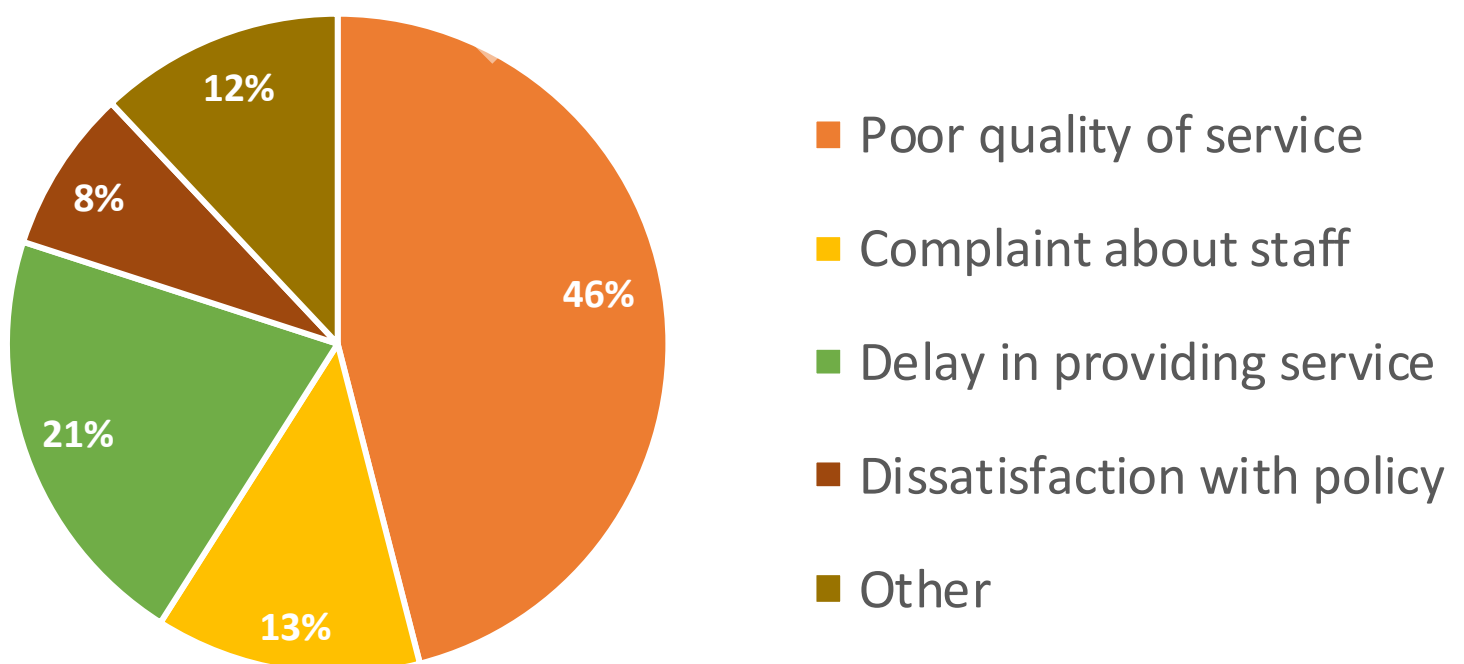






Housing & Communities continue to adopt a positive, constructive approach to complaints. Each case is investigated thoroughly to establish exactly what has gone wrong; the primary aim being to resolve the matter for the individual and improve future service delivery.

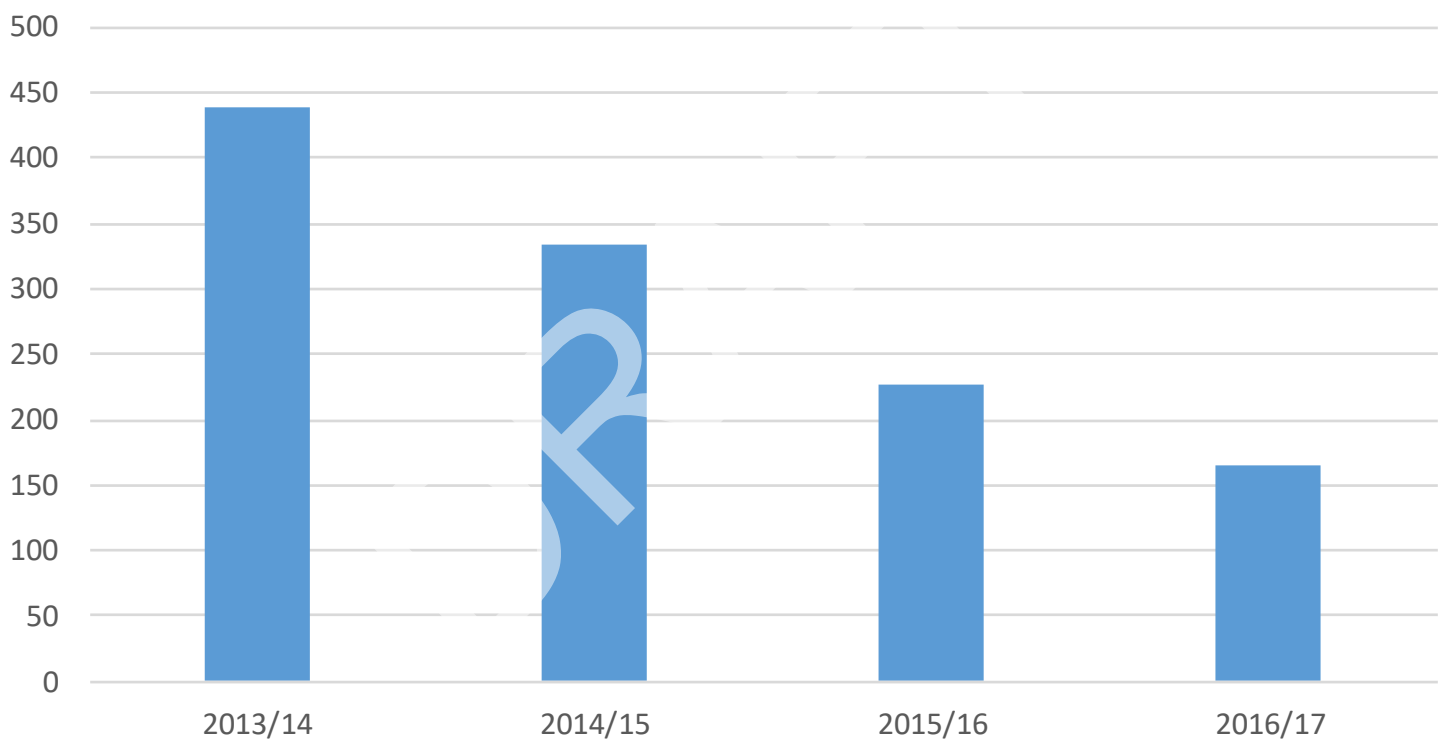
### **Categories of Complaints for Housing & Communities**



# Learning from complaints – Responsive Repairs Unit

One of the Council’s main success stories with regards to complaints is the repeated annual decrease in complaints received by the Responsive Repairs Unit. It is of great importance that the Council attempts to get repairs ‘right first time’ and the service has conducted regular reviews on the number and type of complaints received. The improvements implemented speak for themselves as the service has received a consecutive decrease in the number of complaints for four years in a row.

RRU Complaints



A common theme amongst complaints received has been about delays to the work taking place. The Responsive Repair Unit are now able to keep our customers informed about potential delays as customers will now receive a text message notifying them of their appointment and a reminder text 24 hours before the appointment and a further reminder when the operative is on his way. All Responsive Repairs Unit operatives have also been issued with smart phones to enable mobile working and scheduling. This change has allowed the Responsive Repairs Unit to start offering morning or afternoon appointments to customers, or a slot to avoid the school run.

# Community Benefits



economic, environmental and social value generated



hours invested in supporting training by Wates staff



735 students supported by our engagement programmes



468 training and employment weeks created for local people



spent with local social enterprises during the project

The Wates Team and partners from Glamorgan-Gwent Archaeological Trust (GGAT) were delighted to welcome pupils from Oakfield and Meadowlane Primary Schools for an archaeology workshop. Following a safety talk from the team they showed pupils through how they work to uncover and preserve archaeological finds. The children were given the opportunity to handle and clean example finds and learn about the history and original purpose of each object.

Pupils from these two schools also took part in our hoarding design competition, creating character-driven posters inspired by Roald Dahl's stories. The winning entries are now on display and the site name is derived from one of Dahl's books. Winners were announced and awarded with prizes at a school assembly.

The Wates Team also undertook a summer programme of school engagement with 6 primary schools around Cardiff, including competitions and safety talks. *Roald Dahl competition winners with their entries:*





# Resource Planning

## Financial Resources

Now that Cardiff has met the Welsh Housing Quality Standard it is important to ensure the standard is maintained and investment is planned accordingly. The level of actual investment required will vary year on year and consequently detailed programmes of work require adjustment on a yearly basis. A detailed draft programme of works for the next five financial years is included on the Five Year Capital and Revenue Budgets pages.

The Business Plan includes a provision for kitchens and bathrooms that are deemed as acceptable fails, e.g. tenant refusal. These will be improved as properties become vacant or tenants change their minds. Despite publishing articles in the local press there has been limited take up in respect of acceptable fails.

A 30-year financial Business Plan model has been produced for the Housing Revenue Account. Most of the day-to-day income and expenditure estimates within the Business Plan model are based on historic trends and/or reflect current HRA budgets.

Estimated data has been incorporated from 2018/19 onwards with the key assumptions as set out in the Housing Revenue Account Business Plan parameters and as advised by the Welsh Government.

Therefore, for 2018/19, the model assumes that rent increases will be 4.5% per annum plus the maximum £2 per week. For the financial years 2019/20 through to 2021/22, the model assumes rent increases of 3% per annum and 2.5% for future years. With respect to service charges, these are increased for future years in line with inflation for full cost recovery. Voids and bad debts are currently 1.46% and 1.06% respectively. These have been increased to 2.96% and 3.00% by year 7 of the plan, and are fixed at this level over the remainder 30 year period. Consumer and retail prices indexes are estimated to be within a range of 2% and 2.9% throughout the model.

The Council's stock condition database provides details of the improvements carried out to each individual property, block of flats or maisonette within the Council. This will provide more accurate forecasts and will allow for the programmed works to be planned and costed accordingly. The Council will seek to achieve value for money in all respects by the most efficient, effective and economic use of resources.

## People

The Council recognises that its employees are the single most important part of its capability to successfully deliver its aims and aspirations, and to deliver the best services possible for the citizens and communities of Cardiff. The Personal Performance and Development Reviews (PPDR) are a crucial aspect in developing, maintaining and motivating the workforce. As such the Directorate is committed to ensuring that, where possible, all employees receive a PPDR and know exactly how they are doing in their jobs and how their role relates to the overall objectives and vision of the Council.

## Capital Resources

The capital resources assumed for future years and the planned expenditure using those resources are identified in this section. The Business Plan assumes that the Council continues to receive the Major Repairs Allowance (MRA) Grant from the Welsh Government at existing levels of £9.5m per year for the term of the Plan. Any reductions to this will have an impact on affordability and the level of borrowing required if the improvements made in achieving WHQS are to be maintained. No provision for Council house sales has been included in the financial plan post 2019/20. A prudent provision of £500k pa has been made for land receipts within the financial model from 2020/21 onwards.

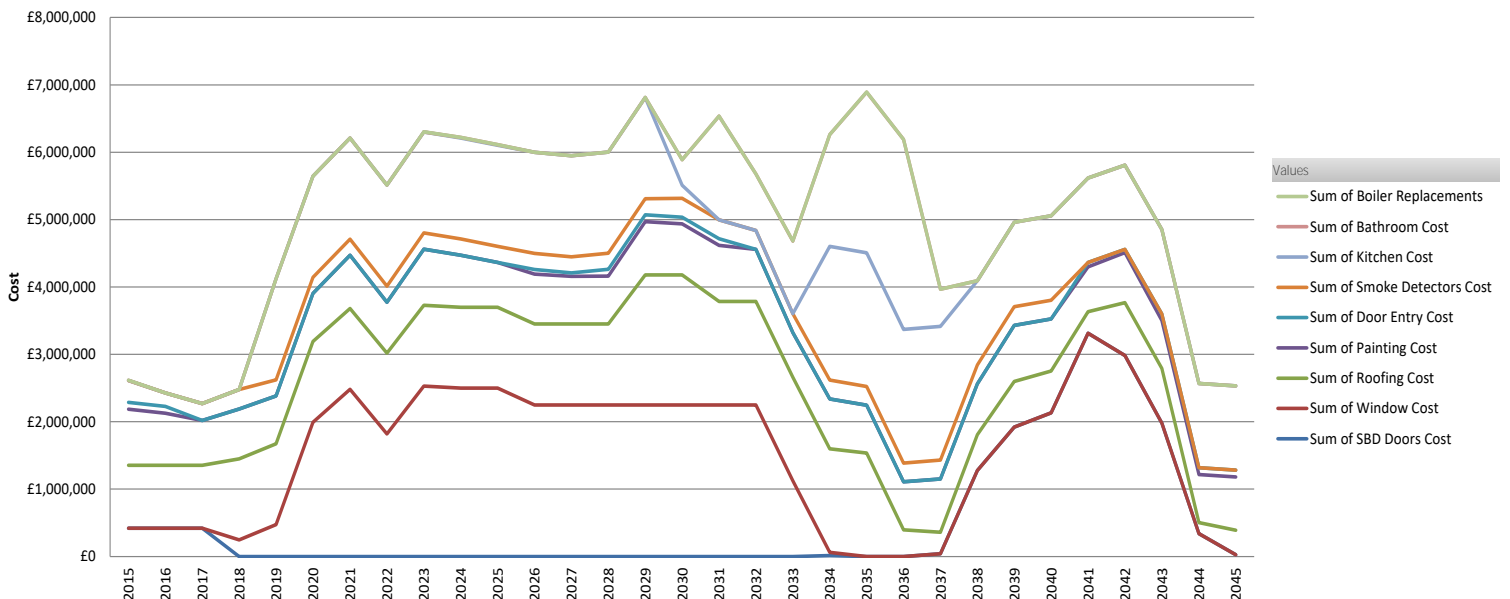
## Component Lifespan

Typical Components	Roof	Wiring systems	Bathroom	Windows	Boiler	Doors	Door entry systems	Kitchen	Smoke alarms	Painting
Average Lifespan (Years)	40	30	25	25	20	20	15	15	10	8
Average cost of replacement	£7,000	£1,300	£1,000	£2,500	£3,000	£1,500	£5,000	£1,500	£250	£400

## 30 Year Plan

The 30 year plan incorporates life cycles of property elements and budgetary commitments. Due to the high amount of work completed on properties in the run up becoming WHQS compliant a large number of elements become due for renewal in a short space of time. To ease budget constraints and improve efficiency of renewal the 30 year plan goes through a smoothing process.

30 Year Programme Smoothed



## Sustainability

The Council works in partnership with suppliers and contractors to acquire the best quality materials for the best value. We ensure that environmental criteria are used in the award of contracts, when assessing value we consider the whole life cycle of a material, including installation, maintenance and final disposal. The Council will source green energy wherever possible and consider suppliers environmental credentials. This means that the cheapest product does not necessarily deliver the best value.

## HRA Limit of Indebtedness

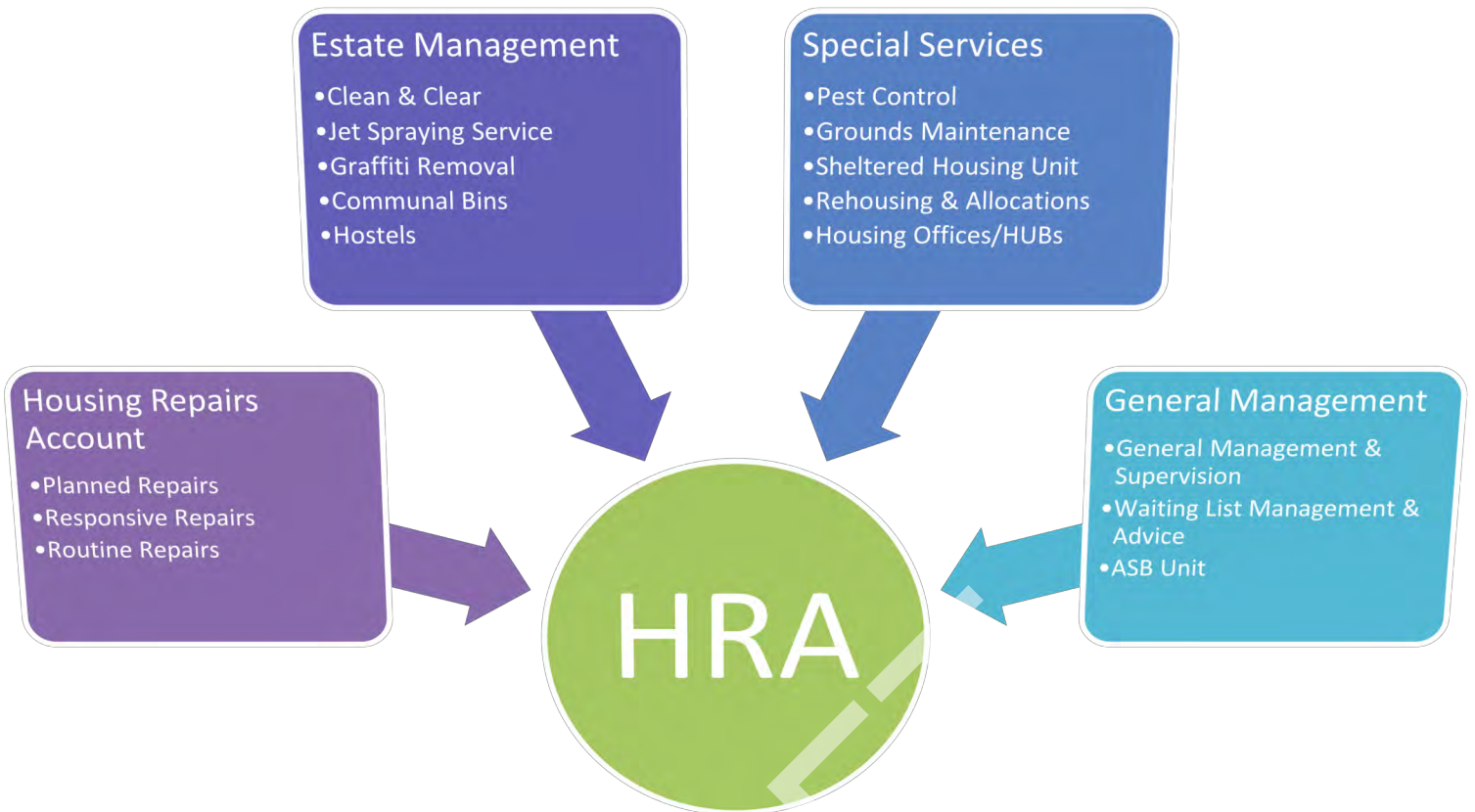
The Housing Revenue Account Capital Finance Requirement, (£273.9m at 31 March 2017) remains within the Councils borrowing cap, (£316.5m set by Welsh Government) over the period of the business plan and is compliant with the minimum annual interest payments.

## Sensitivity Analysis

The projections within the financial model are extremely sensitive to changes in forecast expenditure levels, capital financing assumptions, and the projected income levels and inflation rate changes. The table below shows the impact of changes to cost/income assumptions.

<b>Sensitivity Analysis of the Business Plan 2018-19</b>			
	<b>Operating Account / HRA Balance</b>		<b>Change to 30 yr model compared to base model</b>
	<b>Year 10</b>	<b>Year 30</b>	
	<b>£m</b>	<b>£m</b>	<b>£m</b>
<b>Base Model</b>	25.217	67.967	-
<b>Additional 1% revenue repairs expenditure from year 5</b>	20.104	(75.000)	(142.967)
<b>Additional 1% management expenditure from year 5</b>	21.363	(59.080)	(127.047)
<b>Additional 1% void rent loss and additional 1% bad debts from year 5</b>	13.370	(3.860)	(71.827)
<b>CPI 1% from year 5</b>	7.139	(354.370)	(422.337)
<b>Reduction in new build programme</b>	40.846	87.721	19.754

## Analysis of Items Included in the HRA



The items above are in accordance with relevant legislation and other guidance including the Welsh Office Circular 33/95.

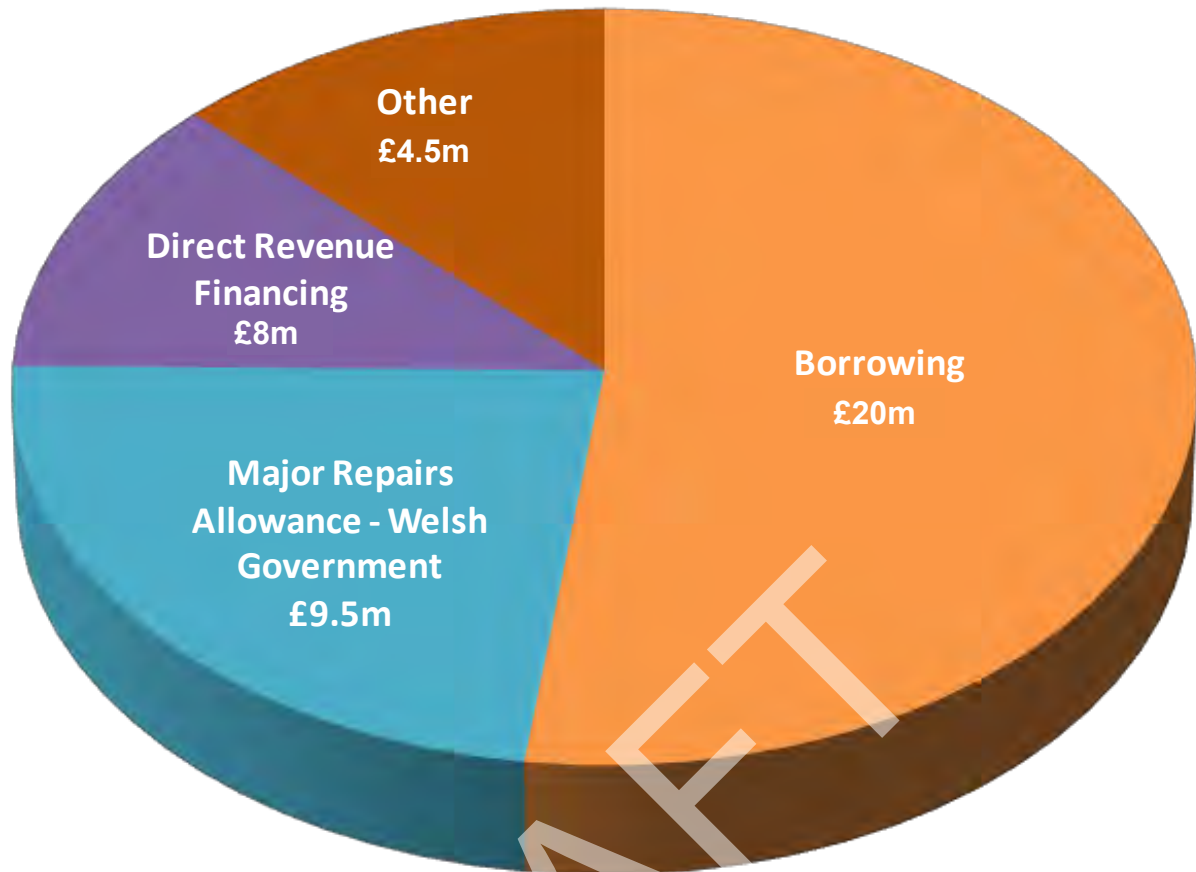




*Branton Crescent construction site*



## How do we fund our Capital improvements programme 2018/19?



# Cyngor Caerdydd Cardiff Council

Gweithio mewn partneriaeth gyda  
**Llywodraeth Cymru**

Working in partnership with  
**Welsh Government**



**Llywodraeth Cymru**  
**Welsh Government**

# Capital and Revenue Budgets

## Capital Spend

Scheme Title	2018/19	2019/20	2020/21	2021/22	2022/23
	Budget	Budget	Budget	Budget	Budget
	£,000	£,000	£,000	£,000	£,000
<b>PUBLIC SECTOR HOUSING -</b>					
Regeneration and Area Improvement Strategies	2,400	2,000	2,000	2,000	900
External and Internal Improvements to Buildings					
Central Heating Boilers	500	500	500	500	1,150
Roofs	1,500	1,500	1,500	1,500	1,500
Rewiring & Emergency Lighting	500	500	500	500	500
Fencing & Defensible Space	500	500	500	500	500
Door Entry Systems	500	500	500	200	200
Front Door Upgrades to Flats	1,700	0	0	0	0
Lift Upgrades & Renewals	1,000	0	0	500	0
Windows & Door Upgrades	1,000	1,000	1,500	1,500	1,500
Highrise Upgrades - (inc. fire safety works)	3,800	750	300	0	0
Kitchens & Bathrooms	1,500	1,500	2,500	2,500	2,750
B.I.S.F. Refurbishments	1,000	0	0	0	0
C.C.T.V.	0	0	250	0	
Structured Works Underpinning	250	100	100	0	0
Sheltered Accommodation Improvement Strategy	1,250	750	500	250	0
HUBs	350	0	0	0	0
New Build	21,975	17,622	26,250	30,280	23,500
Disabled Facility Works	2,300	2,300	2,300	2,300	2,300
<b>Total Programme</b>	<b>42,025</b>	<b>29,522</b>	<b>39,200</b>	<b>42,530</b>	<b>34,800</b>
<b>Funded</b>					
Prudential Borrowing - New Build	(20,490)	(16,322)	(25,250)	(24,980)	(21,500)
Additional Borrowing	707	5,682	3,182	3,932	4,882
Major Repairs Allowance	(9,532)	(9,532)	(9,532)	(9,532)	(9,532)
Direct Revenue Financing	(4,650)	(3,650)	(2,700)	(2,750)	(2,750)
Direct Revenue Financing - (HRAS Reform)	(3,400)	(3,400)	(3,400)	(3,400)	(3,400)
Earmarked Revenue Reserves	(725)	0	0	0	0
Known External Grants	(450)	0	0	0	0
S106 and other Conts	(1,485)	(1,300)	(1,000)	(5,300)	(2,000)
Capital Receipts - Right To Buy	(2,000)	(1,000)	0	0	0
Capital Receipts - Other Land	0	0	(500)	(500)	(500)
<b>Total Funding</b>	<b>(42,025)</b>	<b>(29,522)</b>	<b>(39,200)</b>	<b>(42,530)</b>	<b>(34,800)</b>

Subject to inflation and timing of spend

## Revenue Spend

HOUSING REVENUE ACCOUNT	2018/19	2019/20	2020/21	2021/22
	Budget	Budget	Budget	Budget
	£,000	£,000	£,000	£,000
Employees	15,502	15,967	16,446	16,939
Premises - Council House Repairs	17,600	18,227	18,864	19,557
Premises - Other Repairs and Maintenance	1,064	1,096	1,129	1,163
Premises - Other Premises Costs	2,643	2,722	2,804	2,888
Transport	148	152	157	162
Supplies & Services	3,193	3,289	3,388	3,490
Support Services	6,461	6,675	6,891	7,105
Interest on Borrowing & other Capital Charges	23,534	25,977	26,390	27,266
Funding for Capital Schemes	8,050	7,050	6,100	6,150
Contribution to Reserves	0	0	1,400	1,900
<b>Gross Expenditure</b>	<b>78,195</b>	<b>81,155</b>	<b>83,569</b>	<b>86,620</b>
Rents	(75,768)	(78,707)	(81,101)	(84,135)
Interest	(41)	(41)	(41)	(41)
Other Income	(2,386)	(2,407)	(2,427)	(2,444)
<b>Total Income</b>	<b>(78,195)</b>	<b>(81,155)</b>	<b>(83,569)</b>	<b>(86,620)</b>
Revenue (Surplus)/Deficit	0	0	0	0
Balance Brought Forward	(8,874)	(8,874)	(8,874)	(8,874)
Revenue (Surplus)/Deficit	(8,874)	(8,874)	(8,874)	(8,874)

Mae'r dudalen hon yn wag yn fwriadol