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AGENDA

Pwyllgor	PWYLLGOR CRAFFU GWASANAETHAU OEDOLION A CHYMUNEDOL
Dyddiad ac amser y cyfarfod	DYDD MERCHER, 9 IONAWR 2019, 4.30 PM
Lleoliad	YSTAFELL BWYLLGORA 4 - NEUADD Y SIR
Aelodaeth	Cynghorydd McGarry (Cadeirydd) Y Cynghorwyr Ahmed, Carter, Ebrahim, Goddard, Jenkins, Kelloway, Lent a/ac Molik

Tua
Amser.

1 Ymddiheuriadau am Absenoldeb

Derbyn ymddiheuriadau am absenoldebau.

2 Datgan Buddiannau

I'w wneud ar ddechrau'r eitem agenda dan sylw, yn unol â'r Cod Ymddygiad Aelodau.

3 Cofnodion (*Tudalennau 3 - 10*)

Cymeradwyo cofnodion y cyfarfod blaenorol fel rhai cywir.

4 Adroddiad Swyddfa Archwilio Cymru – Adolygiad ar Safon Ansawdd Tai Cymru gan gynnwys barn tenantiaid (*Tudalennau 11 - 36*) 4.35 pm

Mae SAC wedi llunio adolygiad o Gyngor Caerdydd mewn perthynas â Safon Ansawdd Tai Cymru a Phersbectif Defnyddwyr Gwasanaeth Bydd y Pwyllgor yn derbyn ac yn ymgymryd ag Adolygiad Perfformiad o Adroddiad SAC.

5 Llety Cymorth i Bobl Ifanc: Anghenion Cymhleth - Eitem a Dynnwyd yn ôl 5.35 pm

6 Y Gwasanaeth Byw â Chymorth i Oedolion ag Anabledd Dysgu. 6.05 pm
(*Tudalennau 37 - 60*)

Ymgymryd â chraffu cyn-penderfyniad y Gwasanaeth Byw â Chymorth i Oedolion sydd ag Anableddau Dysgu cyn iddo gael ei ystyried gan y Cabinet.

7 Diogelu – Adroddiad ar Gynnydd ac Adolygiad Polisi (*Tudalennau 61 - 160*) 6.35 pm

Ymgymryd â chraffu cyn-penderfyniad ac Adolygiad Polisi Craffu cyn iddo gael ei ystyried gan y Cabinet.

8 Eitemau Brys (os oes rhai)

9 Y Ffordd Ymlaen 7.05 pm

Adolygu'r dystiolaeth a'r wybodaeth a gasglwyd yn ystod y gwaith o ystyried pob eitem ar yr agenda, cytuno y dylai'r Cadeirydd anfon sylwadau a phryderon Aelodau ymlaen at yr Aelod Cabinet perthnasol, a nodi eitemau i'w cynnwys ar Flaenraglen Waith y Pwyllgor.

10 Dyddiad y Cyfarfod Nesaf

21 Ionawr 2019 am 4.30p yn Ystafell Bwyllgor 1

Davina Fiore

Cyfarwyddwr Llywodraethu a Gwasanaethau Cyfreithiol

Dyddiad: Dydd Iau, 3 Ionawr 2019

Cyswllt: Andrea Redmond, 02920 872434, a.redmond@caerdydd.gov.uk

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

5 DECEMBER 2018

Present: Councillor McGarry(Chairperson)
Councillors Ahmed, Carter, Ebrahim, Jenkins, Kelloway, Lent
and Molik

35 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Goddard.

36 : DECLARATIONS OF INTEREST

Declarations of interest were received from Councillors Ahmed and Molik in relation to Item 4.

Councillor Molik declared a personal interest as a private landlord.
Councillor Ahmed declared a personal interest as a family member is a private landlord.

37 : MINUTES

The minutes of the meeting held on 7 November 2018 were agreed as a correct record and signed by the Chairperson.

38 : HOMELESSNESS AND HOUSING REVIEW STRATEGY 2018-22

The Chairperson welcomed Councillor Lynda Thorne Cabinet Member Housing and Communities, Sarah McGill Director People and Communities and Jane Thomas Assistant Director Housing and Communities to the meeting.

The Chairperson advised Members that this item enabled them to carry out pre-decision scrutiny of the Cardiff Homelessness Strategy 2018-22, and analyse the review of homelessness and an update to the Rough Sleepers Strategy, which are also contained in the Cabinet Proposal. This Item would be considered by Cabinet on the 13 December 2018.

The Chairperson invited the Cabinet Member to make a statement in which she said that the Strategy is based on a comprehensive review of homelessness in Cardiff. Pressures on services have increased significantly in recent years, both in terms of the numbers of clients and the growing complexity of their needs. While the Council and partners have a wealth of services for the homeless in Cardiff, there is a need to constantly review and improve these to meet new challenges. Therefore the Strategy sets out a significant number of commitments and actions to build on current service provision for all homeless households and also to meet the needs of the City's most vulnerable citizens.

Members were provided with a presentation on Homelessness and Housing Review Strategy 2018-22, after which the Chairperson invited questions and comments.

Members noted that homelessness was not always about housing and that there were many other complex issues involved. Members were concerned however that they had heard that rough sleepers were not happy with the services being offered to them and would rather not engage with them. Members noted that there was enough accommodation for all rough sleepers so sought clarification on whether it was the accommodation or the support services that rough sleepers were choosing not to take. Officers explained that people don't always want accommodation available such as in the Huggard Centre, Litchfield Court or the Wallich Night Shelter. Officers stated that the accommodation offered could sometimes be used as an excuse by those who do not want to engage, therefore it was essential to wait for the right time to engage with people, including offering support on the streets.

Members discussed the Huggard Centre further, noting that it had the lowest eviction rate, but also that there were occasions where the people there may be disruptive. They stated that these people were the most difficult to deal with and they were reluctant to evict them and put them back out on the streets. Officers added that the services around accommodation were complex and needed to be provided wherever people needed them, even if that was out on the street. Members agreed that a proactive multi-agency approach was needed and that there are services out there who do engage well so a collaboration was needed.

Members discussed Housing First and noted that there were 8 units. Officers explained that this number may seem low but that there was a lot of work needed to be undertaken on the street before people were ready to go into accommodation. Members further discussed how people can get services and for example, recover from addiction, if they are not in accommodation. Officers reiterated that it was much more about intervention at the right time rather than accommodation.

Members referred to links between mental health support and homelessness and noted that this had not been mentioned in the recently scrutinised Mental Health Strategy.

Members asked whether last resort services could be replicated across the city rather than have the most difficult and vulnerable people all in one place such as the Huggard Centre. Officers explained that other provision is available. Officers considered that more resources needed to be put into the Huggard centre, increase security at night time and make it more welcoming, increase activities for people, have partner services there to help and keep people usefully active.

Members asked how safe the Huggard Centre was and whether there was any specific accommodation for women. Officers stated that it is safe and there were no reports of people being hurt, any particularly vulnerable people/women can go into the pods/rooms; there was always space available and always alternatives available too.

Members considered that this was such a broad issue and given the complexity of it, asked whether officers thought the strategy should be broken down into smaller areas addressing the issues sooner before homelessness becomes the end result. Officers agreed and explained that there was lots of work going on with Early Help, Substance Misuse and Mental Health and all interrelated activity; it was important to

bring the services around the needs of the individual as efficiently and effectively as possible and also that the services all talk to each other.

Members noted the good work undertaken on data, prevention and services going out to Hubs.

Members wondered whether there was an argument for increasing the amount of temporary accommodation possibly by renting on mass from the private sector and asked what the strategy and approach was on this. Officers explained that this already happens through partners, adding that the Welsh Government are making a scheme available for longer term lets from private sector (up to 5 years) which would be an improvement as it was important to move people on to more permanent accommodation.

The Cabinet Member referred to container and timber frame accommodation and explained that it was taking longer than anticipated but the sites were being prepared. There were sites across the city that could be used, owned by the Council or Welsh Government and not identified for development for the next 5 or so years which was a semi-permanent length of time.

Members asked what incentives were offered to private landlords and how tenants fund the gap between benefits and high rents. Officers explained in terms of incentives, they find the tenants and do inventories and are piloting acting as a guarantor for rent for 5 months. There would be a dedicated team who would speak to landlords and provide advice on things such as fire alarms. With the gap in rents, Officers explained that lots of people have to top up and it was important when assessing not to place people if they cannot afford the rent going forward.

Members discussed paper bonds and were advised that landlords were reluctant to take these, which was unusual as bonds have to be placed into a bond security. Officers also stated that guarantors and agency fees were causing major issues with landlords. They added that there were successes though and people were getting placed into private rented sector properties.

Members discussed the cycle of Prison, Substance Misuse, Hostels and Prison and considered that if people are not equipped to cope they may be better in accommodation with fewer people and more support. Officers stated that they are trying to support people through the advocacy project where an individual's needs are identified and support tailored around them.

Members noted the public's perception that the hostels are run down, unwelcoming and unsafe and asked what could be done to remedy this. Officers agreed that there could be better communication with the public possibly through social media.

Members asked when mistakes are made are there processes for learning from the mistakes and making improvements when developing strategies and policies. The Cabinet Member stated that they identify things that work well and not so well, rather than mistakes; they do things with a purpose but sometimes do not get the desired outcomes. Officers added that an outcome for an individual may not work out for lots of reasons but all advice given would be the best in time effective and joined up advice; lessons could be learned from when the outcome doesn't happen but it is not through a mistake as people will make their own decisions.

Members asked when an Action Plan would be in place and implemented. Officers stated it was a long term strategy up to 2022, the Action Plan would be in place by the end of the financial year; some actions will require partner's involvement so there would need to be some alignment.

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.

39 : THE IMPACT OF UNIVERSAL CREDIT ON RENT ARREARS

The Chairperson welcomed Councillor Lynda Thorne Cabinet Member Housing and Communities, Sarah McGill Director People and Communities and Jane Thomas Assistant Director Housing and Communities to the meeting.

The Chairperson advised Members that this Item had been brought onto the Agenda, following the distribution of a briefing note on this issue to CASSC Members.

The Chairperson invited the Cabinet Member to make a statement in which she said that the Committee will be aware of the issues with Universal Credit from the national publicity and the pressures that this has put on individuals and those who are trying to support them. The presentation today will set out the impacts on Cardiff Council tenants and the increase in rent arrears that has resulted. The Cabinet Member added that sadly the situation is only likely to worsen as more tenants become affected.

Members were advised that the presentation sets out how Officers are adapting services to meet this new challenge and to prevent legal action and evictions where possible.

Members were provided with a presentation on the Impact of Universal Credit on Rent Arrears after which the Chairperson invited questions and comments.

Members asked if there would be an impact on the HRA if similar levels of default continued. Officers explained that if defaults continued on the current trajectory there would be, but that this is only in relation to debts written off and this was difficult to work out. Members sought clarification that Fresh Start was a form of writing off debts and was were advised that this was correct.

Members asked if consideration had been given to changing from a weekly to monthly rent model. Officers stated that they had thought about monthly rent and for Universal Credit they would accept payment at the end of the month when tenants are paid and their records could be programmed with that date. It was explained that all tenancy agreements have weekly rent runs but tenants can pay monthly if they want to. It was also explained that there are some tenants who prefer to pay weekly and by changing to monthly they wouldn't be able to continue doing so, but this would be kept under review.

Members sought clarification on the issues and asked if it was the method of payment or the amount received that was causing the problems. Officers explained that it was the payment method, tenants get paid a month later and have to budget

accordingly but they are in arrears from the start. The Cabinet Member stated that what was happening in Cardiff reflected the findings of the pilots undertaken by various local authorities yet the scheme was still rolled out.

A Member considered that Cardiff had had more time than other Local Authorities to prepare for the introduction of Universal Credit and asked if Cardiff had been prepared or was playing catch up. Officers stated that Cardiff was part of the pilot for payments directly paid; adding that Cardiff was fully set up for the scheme. Officers added that Cardiff is housing an increasing number of very vulnerable people and it needs to be anticipated that these people will struggle and pre-empt the decision to apply for direct payments, and there needs to be a change to the procedure on this. The Cabinet Member stated that Cardiff was better prepared than most and had identified all of the tenants to be affected by the first tranche; personal contact had been made with tenants, Hubs had been established, staff had been trained and support had been put in place, adding that the issue was with the way in which the scheme was rolled out and the impact it was having on families.

A Member considered that there was a very negative feel around the issue and that Cardiff should be embracing Universal Credit. The Cabinet Member stated that Cardiff had embraced it and were prepared to support people; Cardiff had taken part in the pilot and had identified issues such as rent arrears and these issues had come to light now the scheme was being rolled out; Cardiff was now working hard to find ways of mitigating these issues.

The Chairperson added that when she had read the briefing report on this issue she was very distressed and had asked for the issue to come before Committee; she stated that on average people were £1000 in arrears, and that there was potentially around £1million of debt to the Council and extra staff had needed to be employed. The Chairperson asked if there were any organisations who were lobbying for compensation for local authorities, Officers stated that they were not aware of any but if so there may be a case for claiming for the extra costs and resources reducing.

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.

40 : PREVENTING YOUNG PEOPLE'S INVOLVEMENT IN DRUG DEALING

Members were advised that this Item contained the draft report on the joint CASSC/CYPSC Inquiry into Preventing Young People's Involvement in Drug Dealing. Councillor Ebrahim was the Chair of the Inquiry, with Councillor McGarry and Councillor Kelloway also representing CASSC on the Task & Finish Group.

Members were requested to consider the report and endorse it, before it goes forward to Cabinet for consideration. The report would also be considered by Children & Young People Scrutiny Committee on the 11 December 2018.

The Chairperson invited Councillor Ebrahim to make a statement in which he said that in front of Members was a report from a joint Scrutiny Inquiry by the Community and Adult Services and Children and Young People Scrutiny Committees, following a

seven month investigation into the impact drug dealing can have on the life of a young person, their families and the wider community.

The Inquiry Team was made up of 7 Councillors from both Scrutiny Committees, and took place between October 2017 and May 2018. During this time, the Inquiry Team heard from approximately 30 witnesses face-to-face; studied a wide range of secondary evidence; and distributed a community survey, which resulted in 413 responses.

The report contains 46 Key findings and 19 recommendations, based around the key themes of:

The Impact of drug related crime activities on Communities

How the Council and its partners can safeguard young People and their Families

The Role of Agencies and how they work together and with the wider community

The importance of education & awareness raising

Issues relating to crime & enforcement in relation to drug-related activity

It was important to identify what would drive a young person to become involved in drug dealing. This resulted in a very complex number of reasons, ranging from poverty and lack of opportunities to seeing it as a quick way to earn money and gain material goods. However, what was imperative was to keep in mind that these were still (in the main) vulnerable young people preyed upon and groomed by older people.

Conversely, the Inquiry also uncovered the fears and frustrations felt by communities having to witness and deal with drug-related activity and crime. The Inquiry Team felt that all communities deserved to live in a safe and healthy environment where drug dealing, taking and other related nuisance such as discarded needles should not be blighting their lives. Children should not have to witness this type of behaviour and see it as the “norm” on their streets.

The Inquiry Team heard from a wide range of organisations who are dealing with this issue. We all acknowledged that they were all working hard to tackle this issue. Many witnesses praised the Police in their commitment in working within communities, but more needed to be done to support this.

Throughout the Inquiry, it was heartening to hear the real desire by individuals and organisations to step up and make a difference to the lives of all young people in their communities. Councillor Ebrahim believed that if communities, agencies and partners were able to work together to provide a range of local measures, we could all make a real impact in providing services, role models and options for young people to choose a more positive path.

He added that, through the recommendations set out in this report, the Council and its partners can take a significant leap forward in tackling this issue, and he therefore asked the Committee to endorse the report.

The Chairperson invited comments from Members;

Members considered it was a very comprehensive report and it was a nice change to have an Inquiry Team chaired by someone other than a Scrutiny Chair.

Members discussed the number of people, organisations and community teams involved in the Inquiry and noted that they all endorse the report, stating it was going to be hard work but it was achievable.

Members considered the report had a very good set of recommendations.

The Chairperson advised Members that pending approval by Children and Young People Scrutiny Committee, the report would now be put forward for consideration by Cabinet.

41 : COMMITTEE BUSINESS/FORWARD WORK PLAN

Members were advised that the report sets out a summary of the Committee's business since the last meeting, including; A response from Councillor Thorne re the Voids issue considered by CASSC in October 2018; A response from Geraint Rees, Equality & Human Rights Commissioners Office re the Housing Toolkit issue considered by CASSC in October 2018; An updated Work Programme 2018/19; CASSC Forward Work Programme January – April 2019; Inquiries/Task & Finish Groups and CASSC Performance Panel.

With regard to the work programme, Members were advised that the January 2019 meeting would now have two pre-decision items on the agenda, in addition to a WAO report. Members were asked for views on when they would like to scrutinise Homelessness and after consideration Members decided they would like an extra scrutiny meeting between the scheduled January and February meetings. The Principal Scrutiny Officer would obtain availability and organise a date for this meeting.

Members agreed to the publication of the amended work programme on the Council Website.

42 : URGENT ITEMS (IF ANY)

None

43 : DATE OF NEXT MEETING

9th January 2019 at 4.30pm.

The meeting terminated at 7.00 pm

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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

9 JANUARY 2019

**WALES AUDIT OFFICE - WELSH HOUSING QUALITY STANDARD REVIEW
INCLUDING TENANTS' VIEWS**

Reason for the Report

1. To provide an opportunity for the Committee to consider a report of the Wales Audit Office (WAO) published in October 2018, *Welsh Housing Quality Standard (WHQS) Review including Tenants' Views – Cardiff Council*.
2. Attached to this report at **Appendix A** is the WAO published report – **“Wales Housing Quality Standard Review including Tenants' Views – Cardiff Council”**.

Background

3. As a part of its statutory function, each year the WAO undertakes a number of inspections in delivering its work programme. The WHQS review was undertaken during 2017/18.

Issues

4. The review concludes that **“The Council met the Welsh Housing Quality Standard in 2012, and its arrangements to maintain compliance with the WHQS are effective and making a positive difference to residents' lives”**. A summary of findings is set out in paragraphs 1-9 in the WAO report.

5. The WAO concluded this because:

- The Council's approach to the WHQS is well-integrated into its strategic housing function (**paragraphs 10-17 of WAO Report**)
- The Council has comprehensive information on the condition of the whole of the housing stock to direct investment priorities (**paragraphs 18-26 of WAO Report**)
- The Council has a financed and deliverable programme for the repair and improvement of the housing stock including addressing acceptable fails (**paragraphs 27-38 of WAO Report**)
- The Council has effective arrangements to monitor and scrutinise its progress to maintain the WHQS and has learnt from its progress to date (**paragraphs 39-44 of WAO Report**)
- The Council has a strong customer care focus to the way it interacts with its tenants (**paragraphs 45-55 of WAO Report**)
- The Council's integrated approach to the WHQS is making a positive difference to the lives of its housing tenants (**paragraphs 56-70 of WAO Report**)

6. The report also contains (at **Appendix 1** to the WAO report) an infographic summarising the key findings from the telephone survey. This survey took place between the 23rd April and 1st May 2018 and contained a sample of 626 residents (around 5% of all Council tenants).

Way Forward

7. At this meeting, the following witnesses will be in attendance:
 - (i) Sara-Jane Byrne and Ron Price from the WAO, who will give a presentation to Members on the report; followed by a statement and presentation by:
 - (ii) Councilor Lynda Thorne, Cabinet Member for Communities & Housing;
 - (iii) Sarah McGill, Corporate Director for People and Communities;
 - (iv) Jane Thomas, Assistant Director, Housing & Communities; and
 - (v) Colin Blackmore, Operational Manager, Building Improvement & Safety

8. Following the presentations and Q&A session, Members will be able to decide if they wish to feed any comments, observations or recommendations to the appropriate Cabinet Member for their consideration.

Legal Implications

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

Financial Implications

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

RECOMMENDATIONS

The Committee is recommended to:

- i. consider the information set out in **Appendix A** to this report;
- ii. consider the information provided in the presentation to this meeting;
- iii. decide whether it wishes to relay any comments or observations to the Cabinet Members for Housing and Communities; and decide the way forward with regard to any further scrutiny of this issue.

Davina Fiore

Director of Governance & Legal Services

3 January 2019



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

Archwilydd Cyffredinol Cymru
Auditor General for Wales

Welsh Housing Quality Standard review including tenants' views – **Cardiff Council**

Audit year: 2017-18

Date issued: October 2018

Document reference: 807A2018-19

This document has been prepared as part of work performed in accordance with statutory functions.

In the event of receiving a request for information to which this document may be relevant, attention is drawn to the Code of Practice issued under section 45 of the Freedom of Information Act 2000.

The section 45 code sets out the practice in the handling of requests that is expected of public authorities, including consultation with relevant third parties. In relation to this document, the Auditor

General for Wales and the Wales Audit Office are relevant third parties. Any enquiries regarding disclosure or re-use of this document should be sent to the Wales Audit Office at

infoofficer@audit.wales.

We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

Mae'r ddogfen hon hefyd ar gael yn Gymraeg. This document is also available in Welsh.

The team who delivered the work comprised Sara-Jane Byrne, Sam Clements,
Lisa McCarthy and Ron Price.

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Summary report

The Council met the WHQS in 2012, and its arrangements to maintain compliance with the WHQS are effective and making a positive difference to residents' lives

Summary

- 1 As part of our 2017-18 performance audit programme at Cardiff Council (the Council), we reviewed the Council's arrangements to maintain the Welsh Housing Quality Standard (WHQS). We also considered the Council's engagement with Council tenants in delivering the WHQS and in planning the Council's forward work programme to maintain the standard.
- 2 In 2001, the Welsh Government set out its vision for housing in Wales, 'Better Homes for People in Wales' and in 2002, introduced the WHQS, with revised guidance issued in 2008, to provide a common target standard for all social housing in Wales. The Welsh Government expected all social housing landlords in Wales to adopt the standard and devise programmes for bringing their homes up to the standard as soon as possible, but by 2020 at the latest, and to maintain standards in the future.
- 3 The Wales Audit Office published its national report 'Progress in delivering the Welsh Housing Quality Standard' in January 2012. The report concluded that many residents have seen substantial improvements in the quality of their housing, although the original aim that all social housing would achieve the Welsh Housing Quality Standard by 2012 will not be met for some considerable time. Within our report, we stated that the Council had indicated that 40% of its housing stock met the standard by 31 March 2010. The Council estimated that 100% of its housing would meet the standard by 31 March 2013.
- 4 The Welsh Government considers homes fully compliant when they meet all individual elements of the standard. But, social landlords may record one or more element as an acceptable fail, where achieving the standard for an individual element is not possible. The Welsh Government defines what can be determined as an acceptable fail. Examples of acceptable fails include the cost or timing of the work, residents' choice not to have the work done or where there are physical constraints to the work. Where a dwelling contains one or more acceptable fails, but all other elements are compliant, the Welsh Government deems the dwelling compliant subject to acceptable fails.
- 5 The Council owns 13,422 homes of which 10,507 properties fully complied with the standard as at 31 March 2017. The remaining 2,915 properties were judged to be 'acceptable fails' as defined by the Welsh Government in its guidance.

- 6 Our review sought to determine whether the Council has effective arrangements in place to enable it to maintain the Welsh Housing Quality Standard (WHQS) and address the number of acceptable fails.
- 7 We carried out our fieldwork between March and May 2018. We undertook document reviews, interviewed a number of key officers and members, and ran focus groups with a sample of frontline staff and a sample of the Council's housing tenants. As part of our review, we also commissioned a research company to carry out a telephone survey of a sample of the Council's housing tenants. The survey was carried out during April 2018. The research company spoke to 626 Cardiff Council housing tenants. We have referenced the findings of the telephone survey, where relevant, in the body of this report and include an infographic page summarising our findings in [Appendix 1](#).
- 8 We also commissioned Tai Pawb, Diverse Cymru and Ethnic Minorities and Youth Engagement (EYST) Wales to undertake two focus groups: one with disabled Council tenants and one with BME council tenants. Despite considerable effort by all parties, including engaging with the Council's tenant participation team, the numbers of participants at the two focus groups was disappointing. Three tenants attended the BME focus group, but no one attended the disabled tenants focus group. We have included references to the findings from the BME focus group in the report, but given the levels of participation it is difficult to draw any representative findings from these additional focus groups. We have also provided the information from the BME focus group to Council officers separately.
- 9 We concluded that the Council met the WHQS in 2012, and its arrangements to maintain compliance with the WHQS are effective and making a positive difference to residents' lives. We came to this conclusion because:
- the Council's approach to the WHQS is well-integrated into its strategic housing function;
 - the Council has comprehensive information on the condition of the whole of the housing stock to direct investment priorities;
 - a financed and deliverable programme is in place for the repair and improvement of the housing stock, including addressing acceptable fails;
 - the Council has effective arrangements to monitor and scrutinise its progress to maintain the WHQS and has learnt from its progress to date;
 - the Council has a strong customer care focus to the way it interacts with its tenants; and
 - the Council's integrated approach to the WHQS is making a positive difference to the lives of its housing tenants.

The Council's approach to the WHQS is well-integrated into its strategic housing function

- 10 The Council achieved the WHQS in September 2012 – the first Council in Wales to do so. Sustained leadership at all levels has maintained a continued focus on the quality of council owned housing, and a continuing commitment to invest in the stock will maintain the WHQS into the future.
- 11 Historically, the Council has maintained its housing stock in a good condition, carrying out investment programmes of window and door replacements between 1990 and 2002. With the introduction of the WHQS, the Council put in place a 10-year programme (2002 to 2012) considering the whole future of the housing stock and how it could achieve the WHQS. The Council demolished unsuitable housing, where appropriate, if costs were too high to be feasible to meet the WHQS, such as some maisonettes and bedsit properties. The Council established plans, in 2002, to meet the WHQS within a ten-year period of investment including a further window and door programme. The Council's approach to meet the WHQS consisted of rolling programmes of roof and external improvements, kitchen and bathroom replacement programmes, window and door replacements and external improvements.
- 12 The Council has robust, comprehensive and wide-ranging plans in place to support its ambitions in maintaining its achievements against the WHQS. These include the Cardiff Housing Strategy 2016-2021, annual Housing Revenue Account (HRA) business plans, and annual WHQS Compliance Policies. There is clear evidence in these plans of the position and compliance against the Welsh Housing Quality Standard. There is also adequate and summarised financial information. The Business Plan contains a range of financial information, including clear sensitivity analysis of proposals. Plans link together in a systematic way to give clear guidance to stakeholders, tenants and the service itself on how the Council's ambitions will be realised.
- 13 The Council has an holistic approach to housing with clear links between the Council's plans for the WHQS and other aspects of housing plans and strategies. The Council's Cardiff Housing Strategy – 2016-2021, is an overarching and comprehensive 'whole service' strategy which embraces all aspects of the housing agenda, and how the service can shape the future of the City. The Cardiff Housing Strategy links well with other plans and strategies and gives clear guidance and direction to housing challenges across the City.
- 14 The Council's Service improvement and business plans link to its overarching strategic plans in a clear and systematic way. These include areas for improvement and delegated responsibility for delivering a total package of housing related improvements, including maintaining housing stock condition and the WHQS. The housing service also has plans for specific parts of the service, for example, an Asbestos Management plan, and responsive and planned maintenance plans.

- 15 The Council has plans in place to undertake estate regeneration and refurbishment. This includes a major external refurbishment scheme at a high-rise block of flats at Maelfa House, Llanedeyrn, with redevelopment of the adjacent shopping centre and surrounding land. Remodelling of certain sheltered schemes is also in progress, and there is extensive modernisation of accommodation that is no longer fit for purpose.
- 16 To address concerns about the provision of additional affordable housing, the development of new Council housing is one of the Council's key priorities for the future. New Council housing development plans are well-formulated with 1,000 new homes to be built by May 2022, and a further 1,000 after that.
- 17 However, despite including sections on the Well-being of Future Generations (Wales) Act 2015 in strategic documents, we found little awareness or understanding among staff about the Act. There was little awareness among officers about responsibilities under the WFG Act and how sustainable development principles and the five ways of working would translate from a set of theoretical principles into reality in the housing service. The Council would benefit from addressing this so that it can be assured there is appropriate consideration of the five ways of working in shaping the work of the housing service.

The Council has comprehensive information on the condition of the whole of the housing stock to direct investment priorities

- 18 The Council has comprehensive and clear housing stock condition information to guide and support investment decisions. It has developed an in-house database to record and monitor progress on the WHQS and to maintain stock condition information. Council staff developed their own Windows based asset management and stock condition recording system, which contains a full range of property information. All the data in the asset management database is actual surveyed data, with no cloned data extrapolated from a percentage survey. This means the data is very specific to individual dwellings and can be used to shape investment decisions and procure investment contracts. The database also contains a significant volume of photographic evidence around property types, which the Council uses for planning purposes and in published information for tenants.
- 19 The Council supplements its stock condition information by using additional internal surveying capacity to regularly check the details of its information about Council owned properties. Whilst the Council has not commissioned an external stock condition survey for the whole of the stock since around 2005, it sees the control over its own data, verified through a number of defined validation checks and audits, as a benefit. Stock condition data is audited both internally through the Council's Compliance Team (who checked 900 properties in 2017-18), and the Planned and Vacant property team (who checked 1,600 in 2017-18) and externally by a property consultant.

- 20 Independent external validation of the housing stock condition information was carried out in 2015. This involved detailed examination of property records in relation to a stratified sample of 300 properties across the City. The validation exercise found that 98.7 percent of property elements were compliant with the WHQS. The Council also commissioned the same company to carry out a Local Housing Needs Assessment (LHNA) in 2015.
- 21 The Council has a separate database of the location of asbestos and related materials. It is positive that the Council has also used this data to create a website where tenants can check the type and location of asbestos in their homes and obtain advice. The Council currently has data about asbestos for around 80% of its housing stock and this percentage increases over time as more asbestos surveys and assessments are carried out. There is good collective knowledge about the condition of the housing stock within management staff.
- 22 In addition to conventional property condition surveys, the Council also undertakes a significant number of annual tenancy management visits. It completed 1,062 tenancy management visits from April to December 2017, inspecting property condition, compliance with tenancy agreements, and reviewing pet ownership. Housing management staff also completed 2,268 proactive visits inspecting the exterior of properties and gardens. This cumulative knowledge about the condition of properties feeds into the stock condition database and the tenancy management system, and helps to contribute to an effective housing management framework which interrelates to all aspects of the housing service.
- 23 The Council has a good understanding about its non-traditional property construction types and their condition. The Council reports regularly, for example through the HRA business plan and WHQS compliance policy, on the condition of these properties and has invested significantly in them over many years. The Council has agreed further financial investment of £1 million during 2018-19 to be spent on the BISF (Bristol Iron and Steel Federation) non-traditional properties that it owns.
- 24 Welsh Government housing staff have checked the Council's information about WHQS compliance, with the last check being undertaken in September 2017. Welsh Government did not raise any concerns with the Council about the WHQS compliance information.
- 25 The Council has a good understanding about the energy efficiency of its housing stock. Around 8,500 properties have a current Energy Performance Certificate (EPC) and the average SAP rating is 70.58. This is above the Welsh Government minimum target standard requirement for WHQS of 65. This means that average tenants' homes are easier to keep warm in cold weather, helping to reduce energy bills and protect the environment. A small number of properties do have SAP ratings of between 50 and 60, but these are the non-traditional property types which have significant longer term thermal efficiency weaknesses.

26 The Council has sound ongoing arrangements to inform decision making around maintaining the WHQS. The Council maintains a tracker of progress on elemental parts of the WHQS which is publicised in the HRA business plan and other strategy documents, giving a clear graphical representation of the up to date progress in meeting the various elements of the WHQS. This makes it easy for partners, tenants, and stakeholders to be clear about the current situation in terms of compliance with the WHQS.

The Council has a financed and deliverable programme for the repair and improvement of the housing stock including addressing acceptable fails

27 The Council has demonstrated a long-term commitment and programme to meet the WHQS. Incremental progress has been made year on year with a continued focus on achievement of the standard.

28 A continued and well-planned programme of work is set out in the HRA business plan for 2018-19, with a total financial commitment in 2018-19 of £15 million on external and internal improvement to dwellings. This includes:

- High rise upgrades – £3.8 million
- Front door upgrades flats – £1.7 million
- Kitchens and bathrooms – £1.5 million
- Roofs – £1.5 million
- Sheltered accommodation upgrades – £1.25 million
- Windows – £1 million
- Non-traditional house refurbishments – £1 million

29 The Council has a track record of effectively maintaining the condition of its Council owned dwellings. Shaped by the HRA business plan and the Council's housing strategy, it has an effective response and planned works programme, and completed over 12,300 emergency repairs in 2017-18 with 99% completed within a target time of 24 hours. About 90% of responsive repairs are done by the dedicated in-house workforce, and tenants that we spoke to were very positive about the way in which the Council's workforce carried out repairs and the presence of Council staff was an important factor to them.

30 The Council has made recent changes to work done by outside contractors to Council owned housing so that contractors are working on specific packages of work, rather than across all Council owned buildings. It had some contractor problems over the last two years which led to some dissatisfaction among tenants, due to one Council main repair contractor not performing effectively. The Council has now addressed this. The new procurement arrangements now have three contractors who will deal with elements of voids, responsive repairs and minor

planned works. This is in addition to the main input from the Council's in-house repairs service.

- 31 The Council has made improvements to non-WHQS elements of its housing stock on a regular and sustained basis. For example, the Council had a garage improvement programme during 2016-17 with significant improvements made to the conditions of garages, asbestos removal and improved security. Communal areas and courtyard improvements have all featured in recent improvement work programmes.
- 32 The Council has met its requirements in dealing with leaseholders. The legislation around leasehold responsibilities is complex, and the Council has around 1219 leaseholders. However, it has engaged with this group well and not experienced any significant delays to meeting the WHQS where communal or shared facilities or building elements are in place.
- 33 The Council's gas servicing arrangement is carried out by the its in-house repairs and housing maintenance team, and meets statutory landlord responsibilities. The Council has appropriate and well monitored arrangements to maintain an effective gas servicing regime and is proactive in taking action to gain access to properties, including taking prompt legal action to gain entry to properties where tenants refuse access. During the period 11 April 2017 to 9 May 2018 the Council completed 12,904 gas services out of a total stock of 13,435, with 220 void properties. There are a number of sheltered housing properties where no gas heating is installed as the complex will have a communal boiler. The remainder of outstanding gas services are at various stages of the Council's procedures to gain access, following Court proceedings and the Council will use forced access where appropriate to ensure the safety of tenants and the community.
- 34 Incremental progress has been made by the Council in reducing the number of acceptable fails. The number of acceptable fails with kitchens not meeting the WHQS has fallen from 2,479 in 2014 to 1,765 in 2017. The number of acceptable fails with bathrooms has fallen from 2,013 in 2014 to 1,369 in 2017. The number of acceptable fails in relation to energy efficiency has fallen from 1,505 in 2014, to 1,108 in 2017.
- 35 The Council has good up to date information on all aspects of WHQS compliance, and the reasons and factors leading to the numbers of acceptable fails. For example, it has data showing that 1,304 dwellings are acceptable fails due to residents' choice and refusal, and 1,646 are acceptable fails due to timing of remedy (packaging of works, updating of Energy Performance Certificates (EPCs).
- 36 Our telephone survey found that 6% of respondents said that they had refused to have improvement works done. Of those who declined improvement works, the main reason for refusing works was because they are happy with the existing state of their home (57%).
- 37 The Council has a microsite computer system which records the reasons and factors for acceptable fails and staff can access this system to engage with the respective tenant when contact is made for other housing related issues. This

enables staff to check on the status of the tenants' preferences. Most of the Council's acceptable fails relate to older tenants where improvements have been made by the tenants themselves and they don't want the disruption of further changes to their homes. There are no acceptable fails due to cost issues with the Council stock.

- 38 The Council has an effective approach to dealing with void and empty properties. It has a policy of bringing all void and empty properties up to the WHQS before they are re-let. However, this policy does lengthen void turnaround times, which were more than 70 days on average during 2017-18. The Council will provide decorating allowances to new tenants who are willing and able to undertake simple decorating tasks themselves, to speed up the letting process. However, the Council could consider how it could expedite bringing void properties up to the WHQS without compromising standards to reduce void times.

The Council has effective arrangements to monitor and scrutinise its progress to maintain the WHQS and has learnt from its progress to date

- 39 The Council achieved the WHQS in 2012, and the quality of the housing stock condition has been maintained since, with further improvements to housing conditions and reductions in the numbers of acceptable fails year on year. An independent survey of 208 properties was carried out in December 2015 to check WHQS compliance, and 98.7% of all elements were found to be compliant. This external validation of the quality of compliance against the WHQS is an important indication of the progress that the Council has been able to make in meeting the WHQS.
- 40 The Council carries out an annual review of WHQS compliance and reports on the findings in a clear and transparent way to scrutiny committees, Cabinet and to tenants. This analysis feeds into the Council's WHQS compliance policy which has been updated annually. Staff are confident in sharing the progress that has been made in meeting the WHQS with tenants based on clear and common information and performance figures.
- 41 Scrutiny arrangements for monitoring ongoing WHQS compliance are effective and challenging. The Community and Adult Services Scrutiny Committee has reviewed the contents of plans and strategies, most recently on 14 March 2018 when the Committee examined the HRA Business Plan 2018-19. Financial HRA information was presented to the Committee and there was a good level of questioning and challenge of details.
- 42 Performance information is provided to Welsh Government on an annual basis, giving the up to date position on the WHQS. Validation checks have recently been made by Welsh Government housing staff to verify the accuracy of the data provided with no adverse findings reported to the Council to date.

- 43 Meeting the WHQS within the Council's set target of 2012 was a considerable success. It has enabled the Council and its staff to have a common understanding of stock condition and priorities for the future. The Council has learned lessons through the process and staff display a common set of goals and understanding about what now needs to be delivered. For example, the Council has demonstrated that it has learned to use a variety of contact methods to engage fully with tenants and to manage tenants effectively. For instance, if a tenant is being contacted about a rent related issue, but has not allowed access for repair work, the Council's staff use this opportunity to make further enquiries and attempt to gain entry.
- 44 However, there is limited evidence of benchmarking across the Housing service to enable the Council to report on how well it is performing in comparison to other Welsh social landlords. In addition, there is little comparison taking place with other large city social landlords and councils. Therefore, the Council is uncertain about how well it performs in comparison with others.

The Council has a strong customer care focus to the way it interacts with its tenants

- 45 The Council has effective arrangements and actions to support sound tenant involvement and participation. During the main WHQS works prior to 2012, there was extensive involvement of tenants on the specifics of the WHQS. This included involving tenants in choosing specifications for bathroom and kitchen improvements, colour choices and the timing of programmes of work. At the time of the main WHQS programme work between 2002 and 2012, there was a structured series of tenants' representatives and tenants' panels deciding on colour choices, layouts and programme design.
- 46 Our telephone survey found that two thirds of respondents said that the Council involved them in the design or specification of improvement works. However, the tenants who attended our BME focus group said that the Council had not actively asked them for their view, other than for choices about colours and handles for kitchens. One tenant described that when asking for changes to the standard design, on behalf of a disabled family member, the tenant had to be very pro-active in getting the change agreed and felt that the contractors had limited understanding of people with additional needs. However, given that only three people attended our focus group and no tenants attended our disability focus group, it is difficult to determine whether this view is representative.
- 47 Our telephone survey also found that 83% of respondents said that they had not been told about the WHQS by the Council, with 12% saying that they had been told about the WHQS. However, 72% of respondents who had been in their home longer than 5 years remember, or were aware, of the WHQS works which were completed in 2012. The tenants who attended our BME tenants focus group recalled that they had all received letters about the planned works and had also seen further information in the tenant's newsletters (Tenant Times). However, they

felt the language used in the letters was not easily understandable, particularly for those who had English as a second language.

- 48 In our survey 62% of respondents were satisfied that the Council listens to their views and acts upon them, and 21% were dissatisfied. 88% of respondents said that they could easily and quickly contact the housing service at times that were convenient for them, whilst 11% were dissatisfied with this element of the housing service. Generally, the tenants who attended our BME tenant focus group were very negative about Cardiff Council as a landlord. Whilst they acknowledged that the Council was easy to contact, they expressed frustration at a perceived lack of action when they did contact the Council.
- 49 The Council has a small dedicated team of tenant participation staff who are based in the Council's central library building, with their own dedicated facilities for tenants to meet and engage with staff. The service maintains a database of tenants with a dedicated website and uses a specific Facebook account to interact with tenants. In our survey, 78% of respondents were satisfied with the housing service that they receive from the Council and 11% were dissatisfied.
- 50 There are substantial events and engagement with tenants annually. These include flower competitions, dog show days, engagement with schools and an annual Tenants conference. The last Tenants Conference was held in November 2017. The Council provides grants of up to £1000 to support community projects and other community led events. The Tenant participation team has organised several Community 'let us know' events during 2017, giving communities an opportunity to engage more informally with the Council's housing service.
- 51 The development of Community Hubs serving the whole of Cardiff is a key priority for the Council. The Hubs represent a substantial financial investment and are seen by tenants and residents as supportive and popular. The Hubs are proportionally funded by the Housing Revenue Account and General fund, depending on the population in each community, and 153,412 people visited Hubs during November 2017 alone. A network of 12 hubs exists in priority neighbourhoods, providing joined up customer services involving collaboration with South Wales Police and the Police and Crime Commissioner. There are service satisfaction forms for tenants at each Hub and users of the Hubs are invited to carry out exit interviews to get feedback on the quality of the service they received.
- 52 The Council carried out a substantial tenants' satisfaction survey in 2016, with a further survey underway in 2018, the results of which are due out shortly. The Council's 2016 tenants' satisfaction survey found that 81.6 % of tenants surveyed were satisfied with the general condition of their property, and 85% were satisfied with how their landlord deals with repairs and maintenance. This is relatively consistent with the findings from our telephone survey where, of those who recalled having improvement works undertaken, 73% confirmed they were satisfied with the completed works, and only 17% were dissatisfied.

- 53 The Council has committed substantial investment in facilitating appropriate feedback from tenants. The Council widely circulates information to tenants about progress on key issues and priorities including the WHQS, for example via the Council's quarterly housing magazine 'Tenants Times'. The BME tenants who attended our focus group were positive about Tenants Times stating that it contained useful information with pictures and illustrated plans.
- 54 The Council faces a major challenge with cladding fixed to the exterior of high rise blocks of flats. The tragedy that occurred at Grenfell Tower in London in June 2017 has exposed weaknesses in the fire protection capabilities of certain types of external cladding materials across the United Kingdom. Despite initially being given assurance by the Department for Communities and Local Government (DCLG) that the cladding was not the same as that on Grenfell (Aluminium Composite Material) the Council undertook its own independent tests of the material. The results were received by the Council on 6 March 2018, which indicated that some of the materials on the Council's high-rise blocks of flats were flammable. Therefore, there was an increased risk of the spread of fire in the six high rise blocks where the material was installed. The Council immediately took action to protect the residents of these blocks which included:
- making all tenants and residents aware of the findings of the independent testing of the external cladding;
 - meeting with representatives of South Wales Fire and Rescue Service to develop joint external risk assessments and plans, and evacuation arrangements at high rise blocks, particularly for Nelson House which has significant numbers of vulnerable tenants and residents;
 - putting in place plans to replace 30-minute fire doors, with 60-minute fire protection doors during 2018; and
 - establishing a 24-hour walking watch arrangement of fire wardens in each of the affected blocks of flats.
- 55 Representatives of South Wales Fire and Rescue Service confirm the positive way in which the Council has responded to these challenges. However, due to the recent receipt of the cladding material fire test information the Council has committed to the removal of all potentially hazardous cladding materials. The UK Government confirmed on the 16 May 2018 that it would cover the costs of removal for all social landlords.

The Council's integrated approach to the WHQS is making a positive difference to the lives of its housing tenants

- 56 In our telephone survey, 73% of respondents were satisfied with the improvement work carried out to their homes, with 17% dissatisfied. 73% of respondents were satisfied with the overall condition of their kitchen, 76% were satisfied with the overall condition of their bathroom and 74% were satisfied with the outside of their home.
- 57 The tenants who attended our BME focus group were generally positive about the WHQS works they had received, even though they had found the work itself quite disruptive and time consuming.
- 58 The Council has also effectively considered the wider benefits of achieving and maintaining the WHQS. This includes consideration of the diverse needs of tenants, estate improvements, fire safety and dealing with anti-social behaviour. The Council is using all elements of housing management to maintain the condition of tenants' homes and following sound housing management practices.
- 59 Continued investment in the housing stock has resulted in homes that have improved thermal efficiency. The average SAP¹ rating of the Council's housing stock is over 70, substantially above the WHQS target of 65. Warmer homes bring wider benefits to tenants in lower fuel bills, warmer homes improve health conditions and are good for the environment.
- 60 In our telephone survey, 64% of respondents did not find it difficult to heat their home to a comfortable level in winter but 36% of respondents said that they did. The main reasons given for this are varied and include an old or poor heating system (41%), lack of draught proofing (23%) or affordability of fuel (15%).
- 61 Our survey found that 65% of respondents said they did not have damp in their home whilst 35% of respondents said that they did. Out of those who suffer with damp, the most visible signs are visible mould (69%) and to a lesser extent visible wet patches (22%) and condensation on windows (19%). 74% of the same respondents had reported it to their landlord while the remainder had not (26%).
- 62 The Council has developed a WHQS Environmental Toolkit to provide a method of collating and scoring data on the local and wider environment. This toolkit uses a variety of information to give an environmental score at a post code level to inform planning and investment decisions, and to enable tenants to choose environmental priorities.
- 63 The Council has extensive programmes of regeneration and improvement to estates, which bring wider benefits to tenants and residents and the communities they live in. The regeneration of Edinburgh Court and South Morgan Place in the Riverside area of the City Centre are examples. Both estates have benefited from

¹ SAP rating definition

the delivery of sustainable building and infrastructure improvements to address poor historical estate design, improve access and tackle anti-social behaviour risks. In addition, projects like the 'Greener Grangetown' initiative has improved the environment and helped to alleviate urban flooding by the planting of trees and the creation of grassed areas.

- 64 In our survey, 79% of respondents said they were satisfied with their neighbourhood as a place to live and 11% were dissatisfied or very dissatisfied. However, the tenants who attended our BME focus group expressed particularly negative views about their local community but as only three tenants attended, it is difficult to conclude whether this reflects wider views in the area or whether it was limited to this group. The tenants we spoke to during our other focus groups highlighted some concerns with us about delays to specific estate challenges that they had raised with the Council. These are around road traffic calming measures in Butetown, and delays to 'alleygating' in the Riverside areas. Ensuring that tenants are aware of the specific progress of proposals or initiatives does not appear to have fully occurred in these specific examples.
- 65 The Council has made extensive plans and implements actions to make good use of the housing stock to meet needs, and to ensure effective tenancy management. For example, it has introduced 'sensitive lettings' schemes to comply with legislation and greatest housing need but is also aware of other considerations like intergenerational disputes and differing cultural norms. The Council's Accommodation Solutions Team also provides support and financial assistance for those tenants who wish to downsize from large family accommodation. Its approach to tenancy management enables the Council to make good use of the housing stock and to maximise occupancy.
- 66 The Council has made substantial improvements to sheltered schemes to make them more attractive, lettable and suitable to modern standards and requirements. In addition, the Council has also improved communal areas and access and worked with the Royal National Institute for the Blind (RNIB) on colour contrasts in kitchens to make them easier to use for those tenants with sight impairments.
- 67 Strong customer care principles underpin the Council's arrangements to undertake repairs and maintenance to its housing stock. The Council makes appointments for all repairs and it met 95% of appointments during 2017-18. Repairs work is issued to operatives with hand held electronic devices to reduce travelling time, and materials are collected from building suppliers, or delivered to kerbside. All Council vehicles have tracking devices fitted to ensure they are used effectively. The Council has a dedicated repair reporting telephone number and makes use of a diagnostic repair finder process to identify tenants' problems during the initial reporting of repairs.
- 68 The Council improves the security in homes of potentially vulnerable tenants. This includes doing additional 'target hardening' work to tenants' homes where domestic violence might exist, in support of the Violence against Women, Domestic Abuse and Sexual Violence Act (Wales) 2015 (VAWSDW) where items like additional

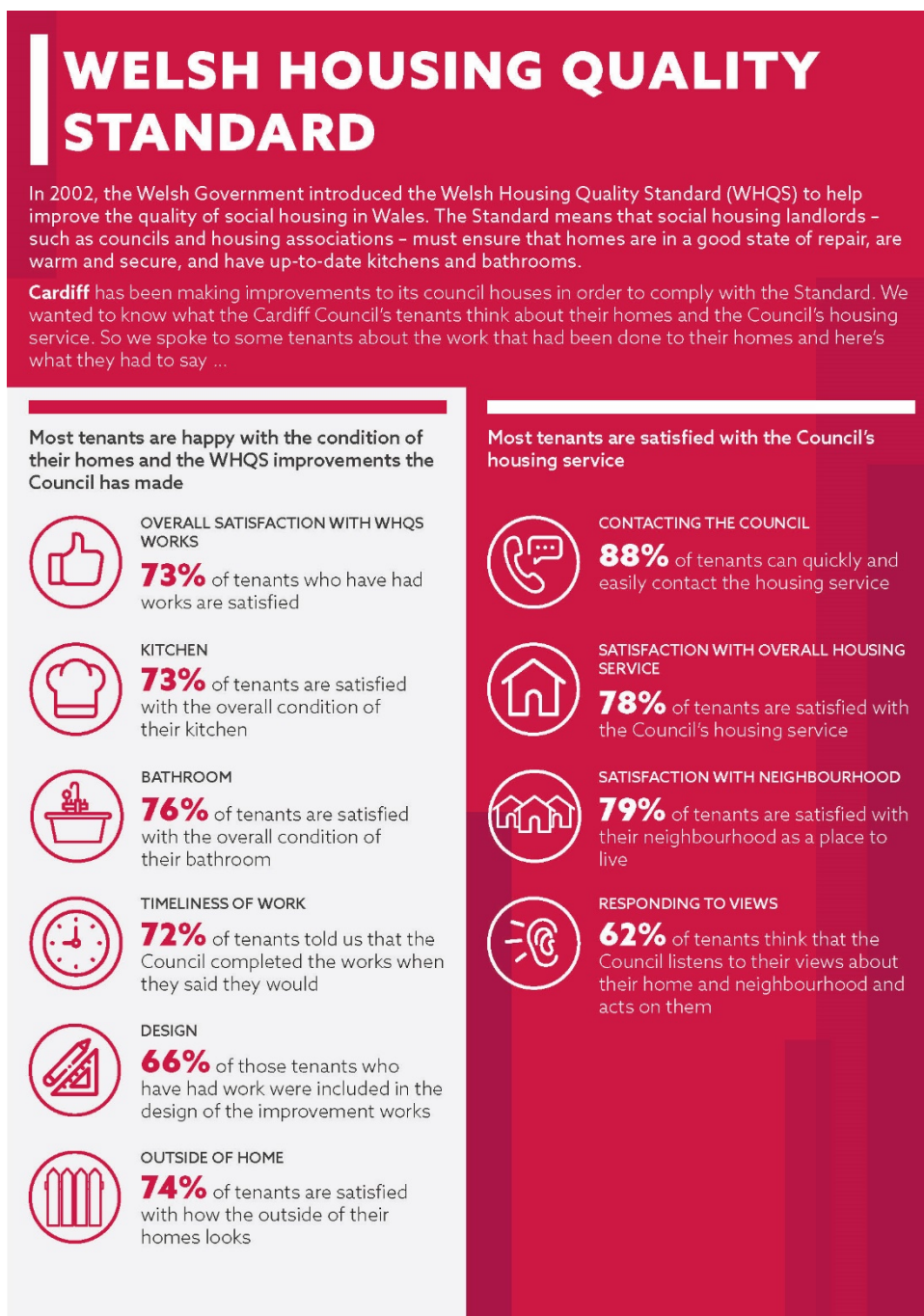
window and door locks can provide extra protection and reassurance. The Council also provides doors that are 'Secure by design' and it considers the need for door chains and additional security when appropriate. This enables vulnerable tenants to be better protected in their homes.

- 69 The Council has a focus on customer care with the use of its own multi skilled and specialist trades workforce. The Council has a focus on local labour initiatives and has recently recruited to trainee housing posts and apprenticeships. In developing local skills and the workforce, it is working with local colleges on local labour issues and skills enhancing.
- 70 The Council has arrangements are in place to maintain community cohesion. For example, the Council's Caretaking Services Team ensure that 100% of offensive graffiti is removed within 24 hours. During a recent case of racist graffiti in Grangetown, the Council ensured that it was removed immediately, and was working the local police to ensure that community cohesion was maintained.

Appendix 1

Infographic summarising the key findings from our telephone survey

Exhibit 1: infographic summarising the key findings from our telephone survey with a sample of the Council's housing tenants



Around a third of residents have problems heating their homes or experience damp



HEATING

66% of tenants do not find it difficult to heat their homes in the winter



DAMP

35% of tenants said they have damp in some parts of their homes

Few tenants know about the WHQS as the programme was completed in 2012



INFORMATION

17% of tenants told us that the Council has told them about WHQS



REFUSAL TO HAVE WORK DONE

6% of tenants refused improvements to their homes



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

The telephone interviews for **Cardiff County Council** ran from **23rd April** until **1st May** 2018.

The Auditor General requested a sample of around 5% of all of the Council's tenants. The sample of **626** respondents was based on the WHQS compliance status of the **13,642** properties that the Council provided. Properties can be fully compliant, non-compliant or acceptable fails. The sample also reflects the WHQS status of properties across the area based on the data provided by the Council.



promoting equality in housing
hybu cydraddoldeb ym maes tai

Focus Groups with Council Housing Tenants – Swansea
and Cardiff Councils
for the Wales Audit Office

Tenant Focus Group Cardiff (BAME Group) Report and Recommendations

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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

9 January 2019

**THE SUPPORTED LIVING SERVICE FOR ADULTS WITH A LEARNING
DISABILITY**

Purpose of Report

1. This report provides the Committee with an opportunity to carry out pre-decision scrutiny of the draft proposals for **The Supported Living Service for Adults with a Learning Disability** prior to its consideration by the Cabinet at its meeting on the 24 January 2019.
2. The draft Cabinet Proposal is attached at **Appendix A**, which, in turn contains an Equality Impact Assessment at **Appendix 1**.

Background

3. On 2 April 2015, Cabinet authorised the award of the Personal Domiciliary Care Supported Living Services contracts and the Housing Related Support Supported Living Services contracts to the successful tenderers with contracts to commence on 1 August 2015.
4. The contracts were awarded for a fixed term of three years with the option to extend for a further period or periods equating to no more than two years provided that the contracts did not extend beyond 31 July 2020.

5. The Social Service Directorate reported on this matter to Cabinet on 18th May 2018¹. Cabinet approved the model for the provision of Supported Living for citizens with a learning disability and the extension of the Contract to 31st October 2019.
6. The Directorate has secured a sustainable supported living service model where the providers deliver services which meet the outcomes of individuals as set out in their support plans, offering individuals more choice, control and independence in their lives.
7. There has been full review of the service delivery and service user consultation and engagement to ensure they are satisfied with how their care and support needs are being met and a high quality provision is being delivered. The Supported living model of support is tailored to the needs, wishes and interests of people and in line with the requirements of the Social Services and Well Being (Wales) Act 2014.
8. The contract value for the domiciliary care element of the contract currently amounts to £16.3m per annum. Annual costs relating to the housing related support HRS element of the contract amount to £1.9m funded via the Supporting People Programme Grant.
9. The Domiciliary Care and Housing Related Support services are integral to the delivery of the Supported Living Services (SLS) to citizens. The Council has issued two contracts for these services which are co-dependent for the effective delivery of the service
10. The external Supported Living Service consists of 100 schemes providing shared and self-contained accommodation with support for 311 individuals across six localities within the City.

¹ Considered by CASSC – 18 April 2018. Link:
<http://cardiff.moderngov.co.uk/ieListDocuments.aspx?CId=141&MId=3166&Ver=4&LLL=0>

11. The contracts for the external supported living services for adults with a learning disability have an expiry date of 31 October 2019
12. The quality of delivered care is registered and monitored by Care Inspectorate Wales (CIW). Case Managers/ Social Workers review care & support plans in conjunction with the supported living team with the individual and all stakeholders.

Issues

13. The draft Cabinet Proposal, set out at **Appendix A** gives details of the following:

- Details of what “The Supported Living Model” is – **paragraphs 14 – 23**
- A set of proposals for the procurement and contractual arrangements – **paragraphs 24 – 31**
- Key Issues in relation to the Proposal – **paragraphs 32 - 34**
- Consultation and Equality & Diversity – **paragraphs 35 and 36**
- The reasons for the recommended decision – **paragraphs 37-39**
- Financial and Legal Implications – **paragraphs 40-46**
- Welsh Government Grant Conditions – **paragraph 47**
- Equality and other public duties – **paragraphs 48 -50**
- Best Value – **paragraphs 51 and 52.**
- The EIA is attached at **Appendix 1.**

14. The draft Cabinet Proposal calls on Cabinet to recommend to:

- agree the proposed overarching approach to the recommissioning of Supported Living Services for Adults with a learning disability; and
- delegate authority to the Director of Social Services in consultation with the Cabinet Member (Social Care, Health and Well-Being), the Council's Section 151 Officer, the County Solicitor and the Council's Monitoring Officer, to determine all aspects of the procurement process and the supported living model (including approving the evaluation criteria to be used, and authorising

the award of the contracts) and all ancillary matters pertaining to the procurement.

Previous Scrutiny

15. This Committee has carried out several scrutinies in relation to Supported Living Services for Adults with a Learning Disability, including:

- a) 18 April 2018 - pre-decision scrutiny of a draft report to Cabinet²
- b) 4 March 2015 - pre-decision scrutiny of a draft report to Cabinet³
- c) 1 October 2014 - pre-decision scrutiny of a draft report to Cabinet.⁴
- d) 4 June 2014 - Members received a progress report with regard to the commissioning of Supported Living Services⁵
- e) 4 December 2013 – Members held a special meeting to carry out pre-decision scrutiny of a report to Cabinet; ⁶

Way Forward

16. At this meeting, Councillor Susan Elsmore (Cabinet Member for Social Care, Health & Well-Being) will be invited to make a statement. Claire Marchant (Director of Social Services) has been invited to give a presentation and answer Members' questions.

² <http://cardiff.moderngov.co.uk/ieListDocuments.aspx?CId=141&MId=3166&Ver=4&LLL=0>

³ <http://cardiff.moderngov.co.uk/ieListDocuments.aspx?CId=141&MId=282&Ver=4&LLL=0>

⁴ <http://cardiff.moderngov.co.uk/CeListDocuments.aspx?Committeed=141&MeetingId=761&DF=01%2f10%2f2014&Ver=2&LLL=0>

⁵ <http://cardiff.moderngov.co.uk/CeListDocuments.aspx?Committeed=141&MeetingId=758&DF=04%2f06%2f2014&Ver=2&LLL=0>

⁶ <http://cardiff.moderngov.co.uk/CeListDocuments.aspx?Committeed=141&MeetingId=751&DF=04%2f12%2f2013&Ver=2&LLL=0>

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

- a. 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;
- b. check the financial implications section of the Cabinet report to be aware of the advice given;
- c. check the legal implications section of the Cabinet report to be aware of the advice given;
- d. check the recommendations to Cabinet to see if these are appropriate.

18. 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 24 January 2019.

Legal Implications

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

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

RECOMMENDATIONS

The Committee is recommended to:

- i. consider the information set out in **Appendix A** to this report;
- ii. consider the information provided in the presentation to this meeting; and
- iii. decide whether it wishes to relay any comments or observations to the Cabinet at its meeting on the 24 January 2019; and decide the way forward with regard to any further scrutiny of this issue.

DAVINA FIORE
Director of Governance and Legal Services
3 January 2019

CABINET MEETING: 24th January 2019

**THE SUPPORTED LIVING SERVICE FOR ADULTS WITH A LEARNING
DISABILITY**

**PORTFOLIO: SOCIAL CARE, HEALTH and WELL-BEING
(COUNCILLOR SUSAN ELSMORE)**

AGENDA ITEM:

DIRECTOR OF SOCIAL SERVICES

Reason for this Report

1. To ensure that formal and appropriate contract arrangements for the provision of Supported Living Services for Adults with a Learning Disability are in place for 1st November 2019.
2. To authorise the Personal Domiciliary Care and the Housing Related Support contractual arrangements for the provision of Supported Living Services for Adults with a Learning Disability as set out in the proposed recommendation.
3. To delegate authority to the Director of Social Services in consultation with the Cabinet Member (Social Care, Health and Well-Being), the Council's Section 151 Officer, the County Solicitor and the Council's Monitoring Officer, to determine all aspects of the procurement process and the supported living model (including approving the evaluation criteria to be used, and authorising the award of the contracts) and all ancillary matters pertaining to the procurement.

Background

4. On 2 April 2015 Cabinet authorised the award of the Personal Domiciliary Care Supported Living Services contracts and the Housing Related Support Supported Living Services contracts to the successful tenderers with contracts to commence on 1 August 2015.
5. The contracts were awarded for a fixed term of three years with the option to extend for a further period or periods equating to no more than two years provided that the contracts did not extend beyond 31 July 2020.
6. The Social Service Directorate reported on this matter to Cabinet on 18th May

2018. Cabinet approved the model for the provision of Supported Living for citizens with a learning disability and the extension of the Contract to 31st October 2019.

7. The Directorate has secured a sustainable supported living service model where the providers deliver services which meet the outcomes of individuals as set out in their support plans, offering individuals more choice, control and independence in their lives.
8. There has been full review of the service delivery and service user consultation and engagement to ensure they are satisfied with how their care and support needs are being met and a high quality provision is being delivered. The Supported living model of support is tailored to the needs, wishes and interests of people and in line with the requirements of the Social Services and Well Being (Wales) Act 2014.
9. The contract value for the domiciliary care element of the contract currently amounts to £16.3m per annum. Annual costs relating to the housing related support HRS element of the contract amount to £1.9m funded via the Supporting People Programme Grant.
10. The Domiciliary Care and Housing Related Support services are integral to the delivery of the Supported Living Services (SLS) to citizens. The Council has issued two contracts for these services which are co-dependent for the effective delivery of the service
11. The external Supported Living Service consists of 100 schemes providing shared and self-contained accommodation with support for 311 individuals across six localities within the City.
12. The contracts for the external supported living services for adults with a learning disability have an expiry date of 31 October 2019
13. The quality of delivered care is registered and monitored by Care Inspectorate Wales (CIW). Case Managers/ Social Workers review care & support plans in conjunction with the supported living team will the individual and all stakeholders.

The Supported Living Model

14. The term 'Supported Living' describes a broad range of housing and support options. Supported Living can be defined as:
 - When an adult with a Learning disability rents/buys somewhere to live and receives Personal Domiciliary Care and Support from a domiciliary support provider that is not the owner/landlord of the accommodation.

15. The model of service provision is rounded in the Learning Disability service principles of:
- The right to an ordinary pattern of life within the community
 - The right to be treated as an individual
 - The right to additional help and support in developing maximum potential.
16. Supported living is an approach that is based on the belief that people have a right to decide where, how and whom they live with, and who should provide them with the support they need to do this. The fundamental principle is that you live in your own home, shared, with a partner, or on your own and you get the sort of care and/or support that works for you.
17. Supported living services are often associated with small group homes with three or four people sharing accommodation, living in an ordinary house in the community and in Cardiff we have developed a model of Core & Cluster – where the core flat will receive a higher level of care and support and the surrounding flats will receive targeted support. The development of this model has facilitated the closure of large scale institutional care
18. The current model is divided into 6 geographical localities across the City to encourage identity and integration into Community facilities enabling a person to be a member of their community.
19. Supporting People Programme Grant funding is allocated to each person for housing related support. Currently the providers deliver domiciliary support and housing related support to the individuals.
20. Our statutory obligation is to meet eligible assessed need; how that need is met will be through a variety of means to be determined by the citizen, families and with the case manager. Throughout we will continue to enable an individual to remain as independent as possible utilising a mix of support from universal services in their community as well as dedicated packages of care.
21. The Council's value-based principles for supported living are from a desire to ensure that there is an appropriate balance of arrangements which offer greater choice and control of care and support for people; for their family networks and meet statutory guidance and offer the city best value.
22. The Council will work in partnership with stakeholders to identify creative solutions to promoting a sustainable future in communities for people with learning disabilities. Partners will ensure that opportunities across localities are offered to people to ensure inclusion, for example opportunities for people to volunteer in their local area.
23. The matter has been presented to Community & Adult Services Scrutiny Committee on 9th January 2019.

Proposal

24. To ensure that formal and appropriate contract arrangements for the provision of Supported Living Services for Adults with a Learning Disability are in place

for 1st November 2019. It is proposed that the contracts for SLS (including the community care service and housing related support) will be delivered as a whole package by issuing the opportunity to the market for organisations who are willing to tender for both elements of the service.

25. To authorise the Personal Domiciliary Care and the Housing Related Support contractual arrangements for the provision of Supported Living Services for Adults with a Learning Disability as set out in the proposed recommendation.
26. The Council's expenditure is significant, hence it is proposed to secure the future supported living service via a tender/ procurement process on the basis of the "most economically advantageous tender" (known as MEAT) using quality and price criteria.
27. It is proposed to issue a longer term contract to secure the outcomes for people as directed in the Social Services & Wellbeing Act (Wales) 2014. The benefits of a longer term contract will allow the market to be sustainable, to co-produce and be creative in delivering a strengths based practice approach, focusing on well-being, assessment, care and support planning and reviews.
28. A key aspect of the Social Services & Well-being Act 2014 is that services should be co-produced. This is defined as follows: Co-production refers to a way of working whereby practitioners and people work together as equal partners to plan and deliver care and support. It is fundamentally about doing things 'with' rather than to people.
29. The Directorate will continue to develop a sustainable supported living model with an outcome-based led service provision, offering people more choice, control and independence in their lives. A key element of the new service will be to ensure that people have greater choice and control over their lives through access to universal services as well as specialist care. The Directorate will work with care provider organisations to ensure this happens and to promote inclusion for people, their families and the market place. The Directorate consider the supported living model would be the most effective and efficient way of delivering the service.
30. The Social Services & Well-being (Wales) Act 2014 includes a National Well-being Statement (described in overarching guidance) which describes the well-being outcomes that people who need care and support, and carers who need support, should expect in order to lead fulfilled lives. The approach to commissioning good lives aims to support people with learning disabilities and their families to experience these outcomes including the suitability of living accommodation – 'I live in a home that best supports me to achieve my wellbeing'.
31. To authorise the delegation and authority to the Director of Social Services in consultation with the Cabinet Member (Social Care, Health and Well-Being), the Council's Section 151 Officer, the County Solicitor and the Council's Monitoring Officer, to determine all aspects of the procurement process and the supported living model (including approving the evaluation criteria to be

used, and authorising the award of the contracts) and all ancillary matters pertaining to the procurement and proposals above.

Issues

32. There have been Employment Appeal Tribunal rulings that have questioned the established practice sleep in provision within Supported Living services by which staff are paid a standard amount to provide sleep-over cover. The two rulings concerned are *Esperon t/a Middle West Residential Care Home v Slavikovska* and *Whittlestone v BJP Home Support Ltd*. This is a developing area in terms of case law and the issue is being referred to the Supreme Court. The Court of Appeal judgement on 13 July 2018 ruled in favour of Mencap's appeal (**Royal Mencap Society v Tomlinson-Blake and Shannon v Rampersad -t/a Clifton House Residential Home**) against paying sleep-in shifts at the National Minimum Wage. This ruling has led to uncertainty for the market.
33. In July 2015, the Chancellor of the Exchequer announced that from 1 April 2016, the UK Government would introduce a requirement for all employers to pay a mandatory National Living Wage (NLW) for workers aged 25 and above. The NLW increase has had a significant impact on the market and workforce. The Chancellor of the Exchequer has announced another increase of the NLW in 2019, it is anticipated the prices from the market will reflect this increase.
34. From April 2018 the law changed as part of the Regulation and Inspection of Social Care (Wales) Act 2016. This will have an impact on registration, training, qualifications for the workforce and increased costs. The market estimate a 1.5% increase in cost to meet the above regulations.

Consultation

35. Delivery against the communication plan will ensure that all partners are informed of decisions and progress to manage anxiety and distress for people, their families and stakeholders.

Equality and Diversity

36. A full Equality Impact Assessment and action plan has been developed for the Supported Living Services project and a further Equality Impact Assessment has been carried out on the Supported Living Model. This is attached at Appendix 1.

The reason for the recommended decision:

37. To obtain the necessary approval in order to commence the procurement process to invite bids from the market in relation to Supported Living Services referred to as SLS, and which can also be described as community care and housing related support, for people with a Learning Disability.

38. The Procurement process will run in line with the Councils standing orders and Procurement Rules, as a “Part B” service. Although the Contract Regulations themselves do not require prior advertising of Part B services or any form of competitive tendering to be carried out for Part B services, they are still caught by general obligations such as **transparency, equal treatment and non-discrimination** that derive directly from the Treaty on the Functioning of the European Union (TFEU).
39. To delegate authority to the Director of Social Services in consultation with the Cabinet Member (Social Care, Health and Well-Being), the Council's Section 151 Officer, the County Solicitor and the Council's Monitoring Officer, to determine all aspects of the procurement process and the supported living model (including approving the evaluation criteria to be used, and authorising the award of the contracts) and all ancillary matters pertaining to the procurement.

Financial Implications

40. The report seeks delegated authority for the Director of Social Services, in consultation with the Cabinet Member (Social Care, Health and Well-Being), the Council's Section 151 Officer, the County Solicitor and the Council's Monitoring Officer, to determine all aspects of the procurement process for the re-commissioning of an external supported living service for Adults with a learning disability. The report also seeks authorisation for the production of an options appraisal paper in relation to the internal supported living model.
41. The current external supported living contract is made up of two elements; a personal domiciliary care element, with a current value of £16.3m, funded from the Social Services budget and a housing related support element, with a current value of £1.9m, funded from Supporting People Programme grant.
42. The internal supported living service has a budget of £2.5m. Given that expenditure on supported living forms a significant element of the Social Services budget, it is essential that best value is achieved through any procurement process.
43. As the housing support element of the contract is funded via Supporting People grant, the terms and conditions associated with any new contract must reserve the right for the Council to vary payment levels should grant levels decrease.

Legal Implications

44. The first recommendation is, put simply, to authorise the proposed overarching approach to the procurement of Supported Living Services for Adults with a learning disability. The proposal is to carry out a competitive

tender in order to award the services contracts, such length of contract to be determined.

45. The Services concerned fall under Schedule 3 of the Public Contracts Regulations 2015 (“the Regulations”) and accordingly are subject to the so called Light Touch Regime. What this means is that when procuring these Services the Council should comply with the mandatory requirements set out in the Light Touch Regime (Regulations 74-77). In particular, advertise the contract notice in OJEU, conduct the procurement in conformance with the information provided in the OJEU advert, set procurement time limits which are reasonable and proportionate to the services/procurement in question, comply with the EC Treaty based principles of transparency and equal treatment, and publish a contract award notice. Detailed legal advice should be sought on the proposed procurement strategy and proposed procurement route.
46. The proposed recommendation number 2 is to approve delegating authority to the Director of Social Services to deal with all aspects of the recommissioning of the Supported Living Services for Adults with a learning disability. This is a substantial delegation and delegates such matters as determining the evaluation criteria and the award of contracts. Legal advice should be sought as the proposed procurement is worked up.

Welsh Government Grant conditions

47. It is noted that the services are funded via Welsh Government funding under the Supporting People Programme. Normally Welsh Government grant conditions contain a proviso that the services funded via the grant are commissioned in accordance with all relevant legislation and accordingly the directorate should satisfy itself that it can comply with the same before proceeding.

Equality and other public duties

48. In considering this matter the decision maker must have regard to the Council’s duties under the Equality Act 2010. Pursuant to these legal duties Councils must, in making decisions, have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics. Protected characteristics are: (a) Age, (b) Gender reassignment, (c) Sex, (d) Race – including ethnic or national origin, colour or nationality, (e) Disability, (f) Pregnancy and maternity, (g) Marriage and civil partnership, (h) Sexual orientation, (i) Religion or belief – including lack of belief.
49. The report identifies that an Equality Impact Assessment has been carried out and is appended at Appendix 1. The purpose of the Equality Impact Assessment is to ensure that the Council has understood the potential impacts of the proposal in terms of equality so that it can ensure that it is making proportionate and rational decisions having due regard to its public sector equality duty. The decision maker must have due regards to the Equality Impact Assessment in making its decision.

50. The decision maker should also have regard when making its decision to the Council's wider obligations under the Social Services and Wellbeing (Wales) Act 2014; the Wellbeing of Future Generations (Wales) Act 2015; the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards

Best Value

51. As well as the obligations as set out above, the Directorate must also be satisfied that the proposal represents best value.

52. The decision maker must be satisfied that the proposal is within the Policy and Budget Framework, if it is not then the matter must be referred to the Council. All decisions taken by or on behalf the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers of behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Council 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

HR Implications

53. There are no HR implications relating to this report.

RECOMMENDATIONS

Cabinet is recommended to:

54. agree the proposed overarching approach to the recommissioning of Supported Living Services for Adults with a learning disability; and

55. delegate authority to the Director of Social Services in consultation with the Cabinet Member (Social Care, Health and Well-Being), the Council's Section 151 Officer, the County Solicitor and the Council's Monitoring Officer, to determine all aspects of the procurement process and the supported living model (including approving the evaluation criteria to be used, and authorising the award of the contracts) and all ancillary matters pertaining to the procurement.

Claire Marchant
13th January 2019

The following appendices are attached:
Appendix 1 – Equality Impact Assessment



EQUALITY IMPACT ASSESSMENT

Project Title: Supported Living Services for Adults with Learning Disabilities

New.

Who is responsible for developing and implementing the Project?

Name: Angela Bourge

Job Title: Operational Manager -Strategy,
Performance and Resources

Central Business Support - Strategy,
Performance & Resources

Service Area: Social Services

Assessment Date: 12/12/2018

1. What are the objectives of the Policy / Strategy / Project / Procedure / Service / Function?

The Supported Living Services (SLS) service will:

- This service is provided by the independent sector to 311 adults with a learning disability. The service includes both Domiciliary Care and Housing Related Support services.
- The Supported Living Service and Housing Related Support contracts are to start on 1st November 2019.
- Continue to deliver a supported living model which is flexible and enables people in receipt of care and support to have choice and control over their own lives.
- Continue to have a supported living service which secures best value for money for the Council whilst providing a high quality of service for people in receipt of care and support.
- The service is in line with Social Service & Wellbeing Act (Wales) 2014 and the principles of Housing Related Support/ Supporting People.
- The service is in line with Well-Being of Future Generations (Wales) Act 2015:

2. Please provide background information on the Policy / Strategy / Project / Procedure / Service / Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]

Background

The aim of supported living is to achieve choice, control and community inclusion for adults with a learning disability to ensure their individual needs are met. The main principles of supported living are that people with learning disabilities own or rent their home and have control over the support they get, who they live with and how they live their lives through the support from domiciliary care and housing related support services.

Supported living assumes that all people with learning disabilities, regardless of the level or type of disability, are able to make choices about how to live their lives even if the person does not make choices in conventional ways. Supporting people to have their own home choice and control and a decent income are enabling factors offering people with a learning disability citizenship and social inclusion.

Supported living models in Cardiff include:

- living in a rented or owned property and getting an individual support package
- sharing with others in a rented property (Council Housing or Registered Social Landlord) and each person receiving an individual care and support package

A further consideration for the service area is the number of people presenting with needs such as autism, challenging behaviour and complex needs. The development of supported living will need to take into account these specialist requirements.

The development of a supported living model will have the following outcomes for people:

- A community based supported living model which supports a preventive and reablement agenda and the wellbeing initiatives as identified within Welsh Government policies and the Social Services and Wellbeing Act (Wales)2014
- People will be able to access a range of facilities which are based in and around their localities/neighbourhood communities
- There will be the opportunity for people to access facilities which reflect their particular interests and aspirations
- The model facilitates a strategically planned approach to the work on a city wide basis

3 Assess Impact on the Protected Characteristics

3.1 Age

Will this Project have a differential impact [positive / negative] on younger / older people?

	Yes	No	N/A
Up to 18 years			✓
18 - 65 years		✓	
Over 65 years		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The service will have a positive impact because it takes into account the following:

Adults with a learning disability are living longer and we are seeing a greater demand for suitable supported living provision from people over 65 years of age. With an increased life expectancy there is an increase in the number of adults with LD developing dementia. Suitability of specialist supported living provision for the ageing LD population will need to be considered.

Younger people coming into the service area are indicating that they require a range of supported living options and are looking for greater choice and flexibility from the service. Family/ carers are increasingly drawn from a higher age band and they may need their own support through supported living availability. Older carers tend to want their children to be accommodated in the same community in order to build on existing relationships and facilitate visits from older carers who may have their own challenges with travel.

What action(s) can you take to address the differential impact?
<p>Work with Housing Strategy to identify options to commission/de-commission supported living schemes based on the age needs of the service users e.g. location and ground floor bedrooms – use long term population forecasts to make sure the appropriate accommodation is available for the current and future population.</p> <p>Individualised service – secure a supported living service that enables flexibility and choice for people to access a range of opportunities that they believe would best meet their outcomes. People’s need specific to age would be identified in support plans.</p>

3.2 Disability

Will this Project have a differential impact [positive / negative] on disabled people?

	Yes	No	N/A
Hearing Impairment		✓	
Physical Impairment		✓	
Visual Impairment		✓	
Learning Disability		✓	
Long-Standing Illness or Health Condition		✓	
Mental Health		✓	
Substance Misuse		✓	
Other			

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
<p>The nature of the service will have a positive impact as evidenced below:</p> <p>Moving into supported living will enable people with a disability the opportunity to achieve what is most important to them. It will provide the opportunity to progress individual outcomes through learning and developing skills through a strengths based approach. Levels of support are matched to the needs of the tenants in a scheme and are flexible in order to meet changing needs.</p> <p>There are a range of housing options available, however the population demographics indicate that consideration will need to be given to provide future schemes which are suitable for needs such as: LD dementia, autism, challenging behaviours, complex needs and LD with a physical disability.</p> <p>Supported Living Schemes are adaptable and can give an opportunity for adults with complex needs to live more independently. Well designed supported living services can reduce behaviours that challenge from people who use the service.</p> <p>Person-centred care planning and outcomes-based assessments will focus on what matters to the individual. They will have a significant say how they want to achieve outcomes. This</p>

results in a move towards a more positive emphasis when planning, and move away from talking about the things that a person cannot achieve.

People with a learning disability who live in a supported living schemes will be enabled to access all the rights associated with their secured tenancy including access to welfare benefits. The Housing Related Support contract will support people to deal with matters relating to their tenancy agreements so as to ensure any risk of losing a tenancy is greatly reduced.

Supported living services can reduce social isolation that can be experienced by adults who live with a learning disability. Supported living schemes open up opportunities to social networks within the schemes and the wider local community.

What action(s) can you take to address the differential impact?

Use the LD Review and Monitoring process to undertake project reviews. This is to ensure that providers are fulfilling the terms of the contract by providing an individualised service and that outcomes for adults with a learning disability are being met.

Work with Housing Strategy to identify options to commission/de-commission supported living schemes based on the needs of the people who use the service e.g. specialist supported living accommodation for adults with autism – use long term population forecasts to make sure the appropriate accommodation is available for the current and future population.

Expectations set out in the competitive procurement tender process from provider organisations include training on the protected characteristics for their staff to ensure that Care and Support Plans and delivery of Care Support Plans are able to meet the needs of each person in relation to all forms of disability.

People’s needs specific to their disability would be identified in their Care and Support Plans.

3.3 Gender Reassignment

Will this Project have a differential impact [positive / negative] on transgender people?

	Yes	No	N/A
Transgender People (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex)		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The service will have a positive impact on transgender people because the service model is one which is flexible, enabling people to have choice and control over their own lives.

Transgendered people will not be affected differently from other groups by virtue of the gender nature.

What action(s) can you take to address the differential impact?

Organisations commissioned to deliver this service will be required to provide training to their

employees relating to the protected characteristics of 'gender reassignment' so as to ensure identified and agreed needs in an individual's Care and Support Plan is met.

3.4. Marriage and Civil Partnership

Will this Project have a differential impact [positive / negative] on marriage and civil partnership?

	Yes	No	N/A
Marriage		✓	
Civil Partnership		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The service will have a positive impact on married people and people in a civil partnership because the service model is one which is flexible, enabling people to have choice and control over their own lives.

People who use the service, whether married or in civil partnership, will not be affected any differently from other groups.

What action(s) can you take to address the differential impact?

N/A

3.5 Pregnancy and Maternity

Will this Project have a differential impact [positive/negative] on pregnancy and maternity?

	Yes	No	N/A
Pregnancy		✓	
Maternity		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Deliver care and support services to vulnerable adults through the provision of supported living scheme and housing related service will have no differential impact on pregnancy and maternity needs.

What action(s) can you take to address the differential impact?

N/A

3.6 Race

Will this Project have a differential impact [positive / negative] on the following groups?

	Yes	No	N/A
White		✓	
Mixed / Multiple Ethnic Groups		✓	
Asian / Asian British		✓	
Black / African / Caribbean / Black British		✓	
Other Ethnic Groups		✓	

Please give details/consequences of the differential impact, and provide supporting

evidence, if any.
<p>The service will have a positive impact on people from different ethnic groups because the service model is one which is flexible, enabling people to have choice and control over their own lives.</p> <p>Direct Payments is an option to citizens. The scheme will provide people with greater choice and control over their supported living services and who provides them. This will allow people to choose culturally sensitive services and ensure that their cultural needs are met. If employing a personal assistant, they will have the opportunity to explore attitudes at interview and have greater control over who supports them.</p> <p>Those who speak a language other than English will need additional assistance e.g. interpreter to ensure that they are able to communicate the outcomes they want to achieve from supported living.</p> <p>Faith/cultural needs must be appropriately handled where people from different backgrounds live together, for example, if people have different dietary requirements or where people need gender specific services.</p>
What action(s) can you take to address the differential impact?
<p>People with a care and support need associated with a learning disability will be individually assessed, any issues identified relating to this protected characteristic will be discussed with the individual. A clear and transparent communication plan for work with people and their families will be put in place to support this work.</p>

3.7 Religion, Belief or Non-Belief

Will this Project have a differential impact [positive / negative] on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist		✓	
Christian		✓	
Hindu		✓	
Humanist		✓	
Jewish		✓	
Muslim		✓	
Sikh		✓	
Other		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
<p>The service will have a positive impact on this group as it focuses on a person-centred plan through individualised support plans. This individualised approach takes into account the religion, belief or non-belief of each person.</p> <p>People will not be affected any differently from other groups by virtue of their religion, beliefs and non-beliefs.</p>

What action(s) can you take to address the differential impact?
N/A

3.8 Sex

Will this Project have a differential impact [positive / negative] on men and/or women?

	Yes	No	N/A
Men		✓	
Women		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The service will have a positive impact on gender. The move-on process for supported living placements looks at each individuals care and support needs and the schemes that would be best suited them and will take into account the gender mix.

People will not be affected any differently from other groups by virtue of their gender

What action(s) can you take to address the differential impact?
N/A

3.9 Sexual Orientation

Will this Policy / Strategy / Project / Procedure / Service / Function have a differential impact [positive / negative] on the following groups?

	Yes	No	N/A
Bisexual		✓	
Gay Men		✓	
Gay Women/Lesbians		✓	
Heterosexual/Straight		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The service will have a positive impact on this group because the move-on process for Supported Living placements look at each individuals needs and the scheme that would be best suited to their individual needs. It takes into account the mix of a scheme in terms of sexual orientation. Consideration to compatibility with other tenants and their lifestyles would need to be evaluated.

People will not be affected any differently from other groups by virtue of their sexual orientation.

What action(s) can you take to address the differential impact?
N/A

3.10 Welsh Language

Will this Project have a differential impact [positive / negative] on Welsh Language?

	Yes	No	N/A

Welsh Language		✓	
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Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Welsh speakers will not be affected any differently from other groups by virtue of their language.

What action(s) can you take to address the differential impact?

N/A

4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

The Supported Living Services model for the service from 1st November 2019 has evolved to meet the needs of citizens receiving the service:

- Joint Commissioning Strategy for Adults with Learning Disabilities (DRAFT)
- 2017 - People with learning disabilities via the Advocacy Services and Cardiff People First through feedback at the Learning Disabilities Planning Group.
- February 2018 the Institute for Public Care conducted 23 one hour interviews with people working within a range of learning disability services across Cardiff and the Vale, including staff working in education, the NHS, social services, the third sector and community groups
- Carers/families liaise with Cardiff & Vale the Parents Federation. The Federation represented on the Learning Disabilities Planning Group.
- Voluntary and Health organisations represented through the Learning Disability Forum representative on the Learning Disability Planning Group
- Consultation events with the Learning Disability Community Support Team and Regional Partnerships.
- Engagement with the social care market through a procurement process to secure the service, an independent panel, consisting of people who have a learning disability, with support from an advocacy provider ensures people had training, support and accessible information to provider feedback and the proposals for the Supported Living plans and had the opportunity for meaningful involvement in the competitive procurement tender process.
- Social Services have met with citizens and staff to discuss budget proposals and have entered into dialogue on the proposed change in the delivery and remodelling of services.
- Social Services have fully participated in the consultation events 'Change for Cardiff – Have Your Say' to obtain a whole picture of the impact and endorsement of change across the sector.

Social Services will continue to address citizens, constituents and stakeholders regarding the supported living service.

5. Summary of Actions [Listed in the Sections above]

Groups	Actions
Age	<p>Work with Housing Strategy to identify options to commission/de-commission Supported Living Schemes based on the age needs of the service users e.g. location and ground floor bedrooms – use long term population forecasts to make sure the appropriate accommodation is available for the current and future population.</p> <p>Individualised service – commission a supported living service that enables flexibility and choice for people to access a range of opportunities that they believe would best meet their outcomes. People’s need specific to age would be identified in Care and Support Plans.</p>
Disability	<p>Work with Housing Strategy to identify options to commission/de-commission Supported Living Schemes based on the needs of people who use the service e.g. specialist supported living accommodation for adults with autism – use long-term population forecasts to make sure the appropriate accommodation is available for the current and future population.</p>
Gender Reassignment	
Marriage & Civil Partnership	<p>May need to consider developing a specific scheme around civil partnership, if suitable supported living is not available currently.</p>
Pregnancy & Maternity	
Race	<p>Use the LD Review and Monitoring process to undertake project reviews to ensure that schemes are fulfilling the terms of the contract and providing an individualised service for each tenant so that outcomes for adults with a learning disability in terms of ethnicity are being met.</p>
Religion/Belief	
Sex	
Sexual Orientation	
Welsh Language	
Generic Over-Arching [applicable to all the above groups]	<p>New service developments will continue to involve consultation with all people and families their families who use the serve, ensuring that opportunities to be involved are available in different formats and with accessible communication - interpreters/translators/advocates/SALT to be available</p> <p>The contract monitoring, review and move-on procedures will</p>

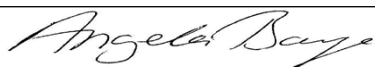
	<p>continue to take into account the protected characteristics as part of the process.</p> <p>Expectations set out in a competitive procurement tender process from provider organisations include training on the protected characteristics for their staff to ensure that Care Support Plans and delivery of the Care Support Plans are able to meet the needs of each person particularly in relation to age, disability, gender reassignment, race, religion/belief or non-belief, sex, sexual orientation or the Welsh Language.</p> <p>People's needs specific to the above characteristics would be identified in their support plans.</p>
--	---

6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

7. Authorisation

The Template should be completed by the Lead Officer of the identified Project and approved by the appropriate Manager in each Service Area.

Completed By : Denise Moriarty	12 th December 2018
Designation: Strategic Lead Planning Officer	
Approved By: Angela Bourge	
Designation: Operational Manager, Strategy, Performance & Resources	
Service Area: Social Services	

- 7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.

For further information or assistance, please contact the Citizen Focus Team on 029 2087 3059 or email citizenfocus@cardiff.gov.uk

**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

9 January 2019

**CORPORATE SAFEGUARDING BOARD - POLICY REVIEW AND PROGRESS
REPORT**

Purpose of Report

1. This report provides the Committee with an opportunity to carry out pre-decision scrutiny of two draft proposals for **Safeguarding**, namely:

- Corporate Safeguarding Policy (including a Modern Slavery Statement); and
- Corporate Safeguarding Board Progress Report

Both proposals will be considered by Cabinet at its meeting on the 24 January 2019.

2. The Safeguarding Policy Proposal is attached at **Appendix 1**, which in turn contains the Policy document at *Appendix A* and Modern Slavery Statement at *Appendix B*.

3. The Corporate Safeguarding Board Progress Report Proposal is attached at **Appendix 2**, which in turn has the Progress Report at *Appendix C*.

Background

4. Corporate Safeguarding is the activity required by all Council directorates to effectively protect the health, wellbeing and human rights of children and adults at risk so that they are able to live free from harm, abuse and neglect. In accordance with legislative requirements set out in the Social Services and Well-being (Wales) Act (2014) (SSWBA).
5. Safeguarding is everybody's business and the SSWBA imposes a duty on local authorities, all Members and employees, and other statutory partners to report all safeguarding concerns to relevant safeguarding departments. This is known as the duty to report. In order to effectively implement these duties and activities, the council must ensure that all staff are compliant with, and fully understand their duties under the SSWBA.

Corporate Safeguarding Board Policy

6. In November 2017, the Corporate Safeguarding Board (CSB) published its first Corporate Safeguarding Policy (CSP) – **attached at Appendix 1**. The policy covers the work of all Council services staff, members, volunteers, partners and contractors. The CSB action plan requires the CSP to be reviewed annually. The revised policy aims to strengthen and widen the scope and activity of the local authority to meet all of its safeguarding functions. It aims to make clear the roles and responsibilities of officers and Members, and establish governance arrangements to support effective discharge of safeguarding responsibilities.
7. The policy incorporates the council's statutory duties in respect of Modern Day Slavery as required by the Modern Day Slavery Act (2015). The Council was the first signatory to the Welsh Government's Code of Practice: Ethical Procurement in Supply Chain, which includes a commitment to produce an annual Modern Slavery Statement. The Council has incorporated its Modern Slavery Statement into its Corporate Safeguarding Policy in recognition of the interconnections between safeguarding and modern day slavery. There is also operational alignment.

8. The CSP is a 3 year policy but will be reviewed annually, and revised as required.

Corporate Safeguarding Board Progress Report

9. In line with the expectations of the Corporate Safeguarding Board a report should be submitted to Cabinet, at least annually, informing them of progress to date and emerging actions and themes across the authority.

10. The progress report **attached at Appendix 2** provides an overview of Safeguarding within Cardiff for the last 18 months. In future, all reports will be on an annual basis, or more frequent if particular issues arise. Future reports will be based on a performance data set which allows reporting of progress and impact against a suite of measures which together allow a meaningful analysis to be made of the effectiveness of Corporate Safeguarding.

Issues

Corporate Safeguarding Board Policy

11. The Corporate Safeguarding Board Policy is attached at *Appendix A*. The Policy contains the following:

- Scope of the Policy (**Section 2**)
- Objectives of the Policy (**Section 3**)
- Principles of the Policy (**Section 4**)
- Legislative Context (**Section 5**)
- Governance Arrangements (**Section 6**) – *Regional Safeguarding Boards (a); Director of Social Services (b); Chief Executive (c); Leader (d); Cabinet Members (e); Directors (f); Assistant Directors in Social Services (g); OM, Safeguarding (h).*
- Roles and Responsibilities (**Section 7**) – *elected Members (a) CASSC and CYPSC (b); all staff (c); Safeguarding Unit (d); Assistant Directors (e); Directorate Lead Safeguarding Officers (f); Line Managers and supervisors*

(g); Contractors, sub-contractors or organisations funded by the Council (h); Agency workers (i).

- Quality Assurance (**Section 8**) – Reporting and monitoring (a); Safeguarding self-evaluation audit framework (b); Internal Audit/External Regulators (c)
- Safe Workforce (**Section 9**) – recruitment, selection and management of the workforce (a); Whistleblowing (b); allegations against adults working with children young people or adults at risk (c); training (d); volunteering (e).
- Preventative Approach (**Section 10**) – counter terrorism/radicalisation; CSE; Self-harm/ Suicide; Modern slavery/ Trafficking; violence against women, domestic abuse and sexual violence.
- Robust Protection (**Section 11**) – Adult Protection (b); Allegations or concerns against adults (c)
- Safe Services (**Section 12**) – Commissioning Arrangements (a); Lettings and Hiring (b); Licensing (c); Education Establishments Roles and Responsibilities of Schools (d)
- **Appendices 1-7**

12. The Cabinet Proposal also contains a **Modern Slavery Statement**, attached as *Appendix B*, which sets out the Council's commitment to tackling modern slavery. In March 2017, the Council became the first public body to sign the Welsh Government's Code of Practice: Ethical Employment in Supply Chains. The Statement covers the financial year 1 April 2019 to 31 March 2020.

Corporate Safeguarding Board Progress Report

13. Attached at **Appendix 2** is the Corporate Safeguarding Board's Progress Report and provides an overview of safeguarding within Cardiff during the period April 2017 to December 2018.

14. Sections 4 – 8 of the Progress Report set out "Key Achievements" against the seven headings developed by the Wales Audit Office, namely;

- Corporate Leadership (**Section 4.1**)
- Corporate Policy (**Section 4.2**)
- Safer Recruitment of Staff (**Section 4.3**)
- Training and Development (**Section 5**)
- Partners, Volunteers and Commissioned Services (**Section 6**)
- Systems (**Section 7**)
- Scrutiny and Assurance (**Section 8**)

15. **Section 9** of the Report details an evaluation of the Corporate Safeguarding Board itself; and **Section 10** summarises the CSB's future work programme. The Progress Report also contains progress against the 2017/18 Action Plan and Terms of Reference for the CSB.

16. Both Cabinet Proposals recommend that the Cabinet approve both the Policy and Progress Report, as appropriate.

Way Forward

17. At this meeting, Councillor Graham Hinchey (Cabinet Member for Children & Families) and Councillor Susan Elsmore (Cabinet Member for Social Care, Health & Well-Being) will be invited to make a statement. Claire Marchant (Director of Social Services) and Alys Jones (Operational Manager, Safeguarding) have been invited to give a presentation and answer Members' questions.

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

- a. 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;
- b. check the financial implications section of the Cabinet report to be aware of the advice given;
- c. check the legal implications section of the Cabinet report to be aware of the advice given;
- d. check the recommendations to Cabinet to see if these are appropriate.

19. 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 24 January 2019.

Legal Implications

20. 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

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

RECOMMENDATIONS

The Committee is recommended to:

- i. consider the information set out in the Safeguarding Policy Proposal attached at **Appendix 1**; and the Corporate Safeguarding Board Progress Report Proposal is attached at **Appendix 2**;
- ii. consider the information provided in the presentation to this meeting; and
- iii. decide whether it wishes to relay any comments or observations to the Cabinet at its meeting on the 24 January 2019; and decide the way forward with regard to any further scrutiny of this issue.

DAVINA FIORE

Director of Governance and Legal Services

3 January 2019

Mae'r dudalen hon yn wag yn fwriadol

**THIS REPORT MUST BE ACCOMPANIED BY THE
REPORT AUTHORISATION FORM 4.C.214**

Appendix 1

**CITY OF CARDIFF COUNCIL
CYNGOR DINAS CAERDYDD**

CABINET MEETING: 24 January 2019

CORPORATE SAFEGUARDING BOARD POLICY

REPORT OF DIRECTOR OF SOCIAL SERVICES

AGENDA ITEM:

PORTFOLIO: CHILDREN & FAMILIES

Reason for this Report

1. The purpose of this report is to recommend Cabinet approval of Cardiff Council's Corporate Safeguarding Policy "Safeguarding People in Cardiff".

Background

2. Corporate Safeguarding is the activity required by all Council directorates to effectively protect the health, wellbeing and human rights of children and adults at risk so that they are able to live free from harm, abuse and neglect. In accordance with legislative requirements set out in the Social Services and Well-being (Wales) Act (2014) (SSWBA).
3. Safeguarding is everybody's business and the SSWBA imposes a duty on local authorities, all Members and employees, and other statutory partners to report all safeguarding concerns to relevant safeguarding departments. This is known as the duty to report. In order to effectively implement these duties and activities, the council must ensure that all staff are compliant with, and fully understand their duties under the SSWBA.
4. In November 2017, the Corporate Safeguarding Board (CSB) published its first Corporate Safeguarding Policy (CSP). The policy covers the work of all Council services staff, members, volunteers, partners and contractors. The CSB action plan requires, the CSP to be reviewed annually, and in line with this, a new and revised policy is attached. The revised policy aims to strengthen and widen the scope and activity of the local authority to meet all of its safeguarding functions. It aims to make clear the roles and responsibilities of officers and Members, and establish governance arrangements to support effective discharge of safeguarding responsibilities.

5. The policy incorporates the council's statutory duties in respect of Modern Day Slavery as required by the Modern Day Slavery Act (2015). The Council was the first signatory to the Welsh Government's Code of Practice: Ethical Procurement in Supply Chain, which includes a commitment to produce an annual Modern Slavery Statement. The Council has incorporated its Modern Slavery Statement into its Corporate Safeguarding Policy in recognition of the interconnections between safeguarding and modern day slavery. There is also operational alignment.
6. The CSP is a 3 year policy but will be reviewed annually, and revised as required.

Issues

7. The inaugural CSP required strengthening and further development to fully set out all aspects of corporate safeguarding and clarify roles and responsibilities.

Reason for Recommendations

8. To comply with the action stated in the CSB 2017/18 plan which requires the CSP to be reviewed annually.
9. To strengthen and widen the scope of the policy and activity of the Council directorate's to meet all of its safeguarding functions.
10. To comply fully with the requirements of the Social Services and Well-being (Wales) Act 2014.

Financial Implications

11. The CSP covers the whole Council workforce (including Elected Members). The costs associated with the workforce carrying out their duties in conformance to this policy will be contained within the respective directorate budgets. In the event of identifying any unbudgeted costs to carry out any action that is needed in order to conform with the policy then the funding budget needs to be identified before committing to the spend.

Legal Implications

12. There are no legal implications arising directly from this report.

HR Implications

13. There are a number of requirements of employees outlined in the progress report and there will need to be clear communication of what those requirements are. In addition, it is identified that a review is to take place

with regards to safer recruitment practices and this will need to be done in conjunction with HR.

RECOMMENDATIONS

Cabinet is recommended to:-

- Approve the Cardiff Council Corporate Safeguarding Policy (2018-2021), including the Council's Modern Slavery Statement.

Claire Marchant
Director of Social Services
15 November 2018

The following appendices are attached:

Appendix A – Cardiff Council Corporate Safeguarding Policy (2018-2021)

Appendix B – Modern Slavery Statement (1 April 2019 to 31 March 2020)

DRAFT

Mae'r dudalen hon yn wag yn fwriadol



Safeguarding People in Cardiff

CARDIFF COUNCIL
CORPORATE SAFEGUARDING POLICY
2018-2021

DRAFT

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1. INTRODUCTION

Safeguarding children and adults at risk from abuse is everybody's responsibility.

Safeguarding is the process of ensuring that across Cardiff:

- Every child and adult, regardless of their background, culture, age, disability, gender, ethnicity or religious belief, has a right to participate in a safe society without any actual or threatened violence, fear, abuse, bullying or discrimination.
- Every child and adult has the right to be protected from harm, exploitation and abuse.

Cardiff Council (the Council) is committed to ensuring that people living in Cardiff are safe and protected and that its statutory duties to safeguard and protect children, young people and adults at risk are discharged effectively.

For the purposes of this policy, children and young people are defined as anyone who has not yet reached their 18th birthday. This does not exclude a young person who is 16 years of age in Further Education, or a member of the Armed Forces, in hospital, in a young offender's institution, or in prison. This policy applies to all children.

An adult at risk is defined as an adult who is experiencing, or who is at risk of, abuse or neglect, has needs for care and support (whether or not the Council is meeting any of those needs), and as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

The Council's workforce shares a responsibility, both collectively and individually, to ensure that children and adults at risk are protected from harm. Council employees, Elected Members, volunteers and contractors who come into contact with children or adults at risk in the course of their duties are expected to understand their responsibility and where necessary take action to safeguard and promote the welfare of vulnerable people.

2. SCOPE

For the purposes of this policy 'workforce' is defined as those engaged by the Council, including permanent and temporary employees, students, volunteers, workers employed by employment agencies, contractors and consultants.

The policy covers the whole workforce and Elected Members, and whilst all have varied levels of contact with children, young people and adults at risk everybody should be aware of potential indicators of neglect and abuse and be clear about what to do if they have concerns.

3. OBJECTIVES

The policy provides a framework which ensures that the who Council workforce are clear on their obligations to safeguard children and adults at risk, and ensures that all policies and practices within the Council are consistent and in line with stated values, which must underpin all work with children, young people and adults at risk.

The intention of this policy is to support good governance, promote good practice and enables services to be delivered in a way that ensures children, young people and adults at risk are safe from harm and are able to fulfil their potential and live the lives they want to live.

This policy is intended to be enabling; to ensure that all parts of the Council understand how to put effective safeguards in place. This is a policy for a positive, preventative and proactive approach to safeguarding. To be effective, the policy must be owned and implemented across the Council and promoted in wider communities. The policy is intended as an enabler of a positive culture of proactively identifying, mitigating, managing and removing risks to safety, whilst ensuing decisive and timely action to address serious concerns.

The policy will be underpinned by the self-assessment process and tool as the core control for overseeing the safeguarding processes. It will be applied across all Directorates to ensure that all safeguarding matters and concerns are reported on, and monitored, to ensure effective action planning and improvements are put in place.

4. PRINCIPLES OF THE POLICY

This policy is underpinned by the Council's vision to build sustainable and resilient communities and the 7 wellbeing objectives:

- Cardiff is a great place to grow up
- Cardiff is a great place to grow older
- Supporting people out of poverty
- Safe, Confident and Empowered Communities
- A Capital City that Works for Wales
- Cardiff Grows in a Resilient Way
- Modernising and Integrating Our Public Service

There is an expectation that all of the workforce, Elected Members and partners share an objective to help keep children, young people and adults at risk safe by contributing to:

- Creating and maintaining a safe environment
- Identifying where there are concerns and taking action to address them in partnership with other agencies
- Prevent unsuitable people from working with children, young people and adults at risk
- Ensure the whole workforce understands safeguarding and their accountabilities and responsibilities
- Promote safe practice and challenge poor and unsafe practice

The policy sets out a preventive approach which ensures safeguards are proactively

put in place to prevent abuse and neglect occurring

The Council requires a competent workforce who are able to identify instances in which there are grounds for concern about the welfare of a child or adult at risk and initiate or take appropriate action to keep them safe.

The policy requires effective partnership working between all those involved with children, young people and adults at risk.

5. LEGISLATIVE CONTEXT

The Council is committed to the 1945 Declaration of Human Rights, the UN Convention on the Rights of a Child, as well as the United Nation's Principals for Older People.

The Care Quality Commission (2014) defined Safeguarding as "protecting individual's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect."

The Social Services and Well-being (Wales) Act (2014) (SSWBA) built on safeguarding practice in Wales to ensure that people are able to live their lives to the full. The act contains an overarching duty to promote the well-being of people who need care and support together with an emphasis on shared responsibility and partnership working.

"Whilst the Council is the organisation in making enquiries to identify whether an individual is at risk of harm, or abuse, and co-ordinating a response it should be clear that safeguarding is everyone's business and to this end this responsibility cannot be achieved in isolation and without clear and accountable leadership." (Social Services and Wellbeing Act (Wales) 2014 (SSWBA))

In the SSWBA, well-being is defined through eight aspects, one of which is protection from abuse and neglect. In relation to a child, well-being also includes their physical, intellectual, emotional, social and behavioural development; and their welfare (ensuring they are kept safe from harm).

Appendix 1 gives further related legislation, policy and guidance and key contacts within the Council.

6. GOVERNANCE ARRANGEMENTS

(a) Regional Safeguarding Boards

The **Cardiff and Vale Regional Safeguarding Adults Board (C&VRSAB)** has the statutory responsibility to provide the strategic leadership of safeguarding adults at risk and the promotion of their well-being, as enshrined in the SSWBA and accompanying guidance, 'Working Together to Safeguard People Volume 1'. The **C&VRSAB** purpose is to lead, co-ordinate and ensure the effectiveness of multi-

agency safeguarding adult practice in the region. Cardiff Council is accountable to the **C&VRSAB** as a key statutory partner and as such must contribute fully to the work streams of the Board, and ensure good alignment with the Council's work programmes.

The **Cardiff and Vale Regional Safeguarding Children Board (C&VRSCB)** has the statutory responsibility to provide the strategic lead in the region in relation to the safeguarding of children and promotion of their welfare, as enshrined in the Children Act (2004) and the SSWBA and accompanying guidance, 'Working Together to Safeguard People Volume 1. The **C&VRSCB** purpose is to lead, co-ordinate and ensure the effectiveness of multi-agency safeguarding children practice in the region. Cardiff Council is accountable to the **C&VRSCB** as a key statutory partner and as such must contribute fully to the work streams of the Board, and ensure good alignment with the Council's work programmes.

The **Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Regional Board** was established as a statutory requirement of the VAWDASV Act 2015 in order to strategically lead the implementation of the Act in the region.

Cardiff Council is a key statutory partner on the Board and contributes fully to its work streams and ensures good alignment between the Board and the Council's work programmes.

(b) Statutory Director of Social Services

The Statutory Director of Social Services has legal accountability for ensuring the Council has appropriate safeguarding measures in place to protect children, young people and adults at risk. The Director is responsible for reporting the effectiveness of these arrangements on a corporate level to the Chief Executive, Senior Management Team, Cabinet, Council and the Corporate Safeguarding Board (CSB).

The Director of Social Services is the point of contact for all other Directors to report serious safeguarding concerns which may occur in their service area. The Director of Social Services is responsible for ensuring appropriate action is taken including reporting to the Chief Executive and Lead Cabinet Member as necessary.

(c) The Chief Executive

The Chief Executive has overall responsibility for ensuring arrangements for safeguarding of children and adults at risk are effective across the Council. The Chief Executive is responsible for developing effective governance arrangements and ensuring there is a safeguarding policy in place.

Through one to one meetings with the Director of Social Services, the Chief Executive is kept informed of relevant safeguarding issues.

(d) The Leader

The Leader of the Council is overall responsible for providing political leadership to ensure the Council fulfils its duties and responsibilities for safeguarding.

(e) Cabinet Members

Cabinet Member for Finance, Modernisation and Consultation is Chair of the Corporate Safeguarding Board and the cabinet member with overall responsibility for the effectiveness of Corporate Safeguarding.

The Cabinet Member for Finance, Modernisation and Consultation will have regular one to one meetings with the Director of Social Services and be kept informed and updated on progress with regard Corporate Safeguarding.

The Cabinet Member for Social Care, Health and Well-being is the cabinet member responsible for the protection of adults at risk. The Cabinet Member for Children and Families is the cabinet member responsible for child protection.

The Director of Social Services will brief these cabinet members on the effectiveness of adult protection/child protection arrangements and sensitive cases which may become the subject of an adult practice or child practice review, or may otherwise become a matter of public interest.

(f) Directors

Directors are responsible for ensuring and assuring the effectiveness of safeguarding arrangements within their service area.

Directors are responsible for reporting any serious safeguarding concerns that may arise in their service area to the Director of Social Services. Directors will brief their respective Cabinet Members on any safeguarding issues and on the general effectiveness of safeguarding arrangements.

Directors are responsible for ensuring the workforce within their Directorates are appropriately trained to identify and respond to safeguarding concerns.

Directors are responsible for ensuring that they have safeguarding operational procedures in place and Safeguarding Self Evaluation Audits are undertaken for the relevant service areas within their Directorate.

Directors are required to report to the Corporate Safeguarding Board on safeguarding risks in their service area and the effectiveness of their directorate safeguarding arrangements.

(g) Assistant Director of Children's Services and Assistant Director of Adult Services

The Assistant Directors ensure the Director of Social Services is informed of any safeguarding issues in their one to one meetings and ensure that any serious

concerns are raised immediately.

The Director of Social Services and Assistant Directors of Services represent the Council on the Cardiff and Vale of Glamorgan Regional Safeguarding Children Board (C&VRSCB) and the Cardiff and Vale of Glamorgan Regional Safeguarding Adult Board (C&VRSAB) and are responsible for ensuring appropriate representation on any respective Sub Groups. The Assistant Directors will brief the Director of Social Services, the Senior Management Team, Scrutiny Committees, Cabinet, Council and Corporate Safeguarding Board on Child or Adult Practice Reviews and the resultant action plans.

(h) Operational Manager Safeguarding

The Operational Manager Safeguarding has operational and strategic management responsibility for the Safeguarding and Quality Assurance Unit which works across the Council to provide assurance and support to corporate safeguarding and operationally leads child protection and adult safeguarding processes.

7. ROLES AND RESPONSIBILITIES

(a) Elected Members

All Elected Members must familiarise themselves with this Policy, access training on their responsibilities and seek advice from the Director of Social Services if they are unclear about their responsibility for safeguarding. The Corporate Safeguarding Policy will be communicated as part of the mandatory induction programme for all new Elected Members. Elected Members duties will be keep children, young people and adults who are at risk, safe by:

- Ensuring that everyone understands their safeguarding accountabilities and responsibilities;
- Contributing to the creation and maintenance of a safe environment;
- Promoting safe practice and challenging poor or unsafe practice;
- Identifying where there are concerns and taking appropriate action to address them

(b) The Community & Adult Services Scrutiny Committee, and the Children & Young People Scrutiny Committee

The role of the Scrutiny Committees is to review and scrutinise decisions and make reports or recommendations in connection with the discharge of any of the Council's functions whether by the Cabinet or another part of the Council. The role is to provide

constructive challenge to the Council about its safeguarding activity in an impartial and independent manner.

(c) All Staff

Every service area of the Council has a role to play and must take full ownership of their safeguarding responsibilities. The Council expects every member of the workforce to take all reasonable steps to ensure the safety of any child or adult at risk involved in Council activity.

Managers must proactively analyse where risks to safeguarding are most likely to arise in their particular service(s) and ensure they have appropriate operational procedures and supporting systems in place to manage these well. They are accountable for understanding the training needs of their workforce and ensuring there are appropriate operational arrangements for people to access the right training.

Any person responsible for, or working with, children or adults at risk in any capacity, whether paid or unpaid, has a duty of care towards them both legally and contractually and as a responsible moral citizen. This includes a duty to behave in a manner that does not threaten, harm or put people at risk of harm from others.

All parts of the workforce have a responsibility to conduct themselves in their private lives in a manner that does not compromise their position in the workplace or call into question their suitability to work with children or adults at risk.

All members of the workforce should:

- Be alert to the possibility of harm, abuse and neglect whether this is in the workplace during working hours or in areas of their private and public lives.
- Participate in relevant safeguarding training and multi-agency working to safeguard children and adults at risk.
- Be familiar with local procedures and protocols for safeguarding and follow the Council's Code of Conduct and other professional codes.
- Report any concerns about the safety or welfare of a child or adult at risk.

Everybody working for or on behalf of the Council has a duty to report any concerns they may have for the welfare and/or protection of children and adults at risk. The duty to report is a legal requirement and failure to report appropriately will be considered a serious matter under the Council's personnel policies. (See Appendix 2 for how to make a referral and Appendix 1 for contact information).

Each Directorate will have Directorate Safeguarding Lead Officers (DSLO) responsible for safeguarding. Appendix 3 sets out the roles and responsibilities of DSLOs. The DSLOs will work and liaise with the Safeguarding and Quality Assurance Unit to deal with any safeguarding concerns about a child or adult at risk including allegations against members of staff. The DSLOs will be expected to

attend quarterly safeguarding forums with the Director of Social Services to support them in the discharge of their responsibilities.

(d) Safeguarding Unit

The Council's Safeguarding Unit provides safeguarding support to all service areas and settings in Cardiff covered by this policy. This is alongside the unit's operational role in respect of statutory adult and child protection.

The Unit will support, challenge and hold to account all directorates, schools, service areas and partner agencies in respect of their safeguarding practices in the following ways:

- Facilitate directorates, service areas, schools and partner agencies to undertake an annual audit of safeguarding arrangements.
- Undertake regular review meetings / visits to Directorate Management Teams and other settings to discuss safeguarding procedures and practices
- Provide support and challenge to directorates regarding their safeguarding arrangements
- Provide professional advice and consultation regarding safeguarding or child / adult protection issues
- Support the Corporate Safeguarding Board in delivering its activity programme
- Support the Corporate Safeguarding Board in implementing a quality assurance framework for safeguarding
- Support the development of a Corporate Safeguarding Forum for all DSLOs to support them in the effective discharge of their duties
- Work with HR People Services in relation to safe recruitment and HR Practices and the development of a training plan
- Provide safeguarding training across the Council to support services in meeting their training requirements
- Follow up any allegations against professionals in partnership with others.

(e) Assistant Directors

All Assistant Directors are responsible, through their Departmental Management Teams (DMTs) for ensuring that the workforce is aware of the Corporate

Safeguarding Policy and that the annual self-evaluation is undertaken and actions addressed.

All Assistant Directors must ensure that safe recruitment practices are adopted particularly in relation to reference checks and where relevant, checks through the Disclosure and Barring Service (DBS). They should ensure the workforce are trained to the appropriate level.

All Assistant Directors must report any safeguarding concerns.

(f) Directorate Lead Safeguarding Officers (Operational Managers)

All Operational Managers (1 & 2 level) are mandatory 'Directorate Lead Safeguarding Officers' (DLSO) and will deal with all children and adult safeguarding issues that arise in their service area. Each service must ensure that all staff within their departments are notified of all DLSOs across the service and how to contact them. The DLSOs are responsible for:

- acting as an overarching and key source of advice and support for other staff in their Service regarding safeguarding concerns; this will support and guide staff to make onward referrals where appropriate or to deal with any urgent or immediate issues they encounter in the course of their work;
- being familiar with the Council's Corporate Safeguarding Policy ensuring that there are effective internal procedures to deal with concerns within the service by working closely with Social Services to achieve this;
- representing their service on the Council's Corporate Safeguarding Forum;
- attending the relevant training for 'Directorate Lead Safeguarding Officers';
- ensuring staff within their area have had the relevant information/training;
- reminding staff via team meetings, circulars etc. that any member of staff with concerns regarding the behaviour of a colleague towards children or an adult should contact the DLSO within the service immediately;
- ensuring the safeguarding responsibilities are highlighted during the induction process, team meetings, supervision sessions, PPDR process and staff briefings.
- delegating their Safeguarding duties and responsibilities to an appropriate officer within their department to undertake the role on their behalf

(g) Line Managers and Supervisors

Every line manager / supervisor is responsible for ensuring that the workforce for whom they are responsible (including agency, consultants and volunteers) receive

the training they need, proportionate to their role and responsibilities.

(h) Contractors, Sub Contractors or organisations funded by the Council

All contractors, sub-contractors or other organisations funded by the Council are responsible for arranging checks through the safe recruitment process and for ensuring that staff comply with regulatory and contractual arrangements relating to their safeguarding responsibilities. All contractors, sub-contractors and other organisations are responsible for informing relevant Managers within the Council of any safeguarding concerns they may have.

(i) Agency Workers

The Council requires all Employment Agencies to undertake the relevant safe recruitment checks and references on any staff members offered employment / placements within the Council. However, it is the responsibility of the Directorate/ line manager to draw the Agency Workers attention to the Corporate Safeguarding Policy as part of their induction process.

8. QUALITY ASSURANCE

a) Reporting and Monitoring

The Council has an effective governance framework supported by a performance reporting system that is transparent, on line and capable of providing information for challenging scrutiny by Officers, Elected Members and Regulators.

At a corporate level, the responsibility for monitoring the effectiveness of safeguarding arrangements across the Council is delegated to the Corporate Safeguarding Board. Terms of Reference for the Corporate Safeguarding Board can be found at **Appendix 4**.

The Corporate Safeguarding Board will produce a report at least annually for Senior Management Team, Cabinet and Scrutiny. This report will provide an overview of the Council's safeguarding performance. This will provide an opportunity for Elected Members to scrutinise and challenge the work of the Corporate Safeguarding Board.

A clear line of sight on reporting of safeguarding performance is also available through Directorate Improvement Plans (DIPs) which are subject to scrutiny by the Leader of the Council, Cabinet Member, Chief Executive, Senior Management Team and the Policy and Performance Unit. Safeguarding information pertinent to the service area must be included in all DIPs.

Observations of Cabinet, Scrutiny, Internal Audit and external regulators will steer and influence the priorities of the Corporate Safeguarding Board.

All reports prepared for Members will include a section and explanation to any safeguarding implications in the same way as Finance and Legal.

The Director of Social Services will ensure the activities of the regional boards will

be reported to Cabinet on a formal, regular basis.

The Senior Management Team (SMT) Meetings will have safeguarding as a regular agenda item and will be a forum to raise awareness about safeguarding and to cascade information.

Departmental Management Team meetings (DMT) will have safeguarding as a regular item on their agenda and will escalate risks, issues and training needs to the relevant DSLOs.

Every Service in the Council will report on their safeguarding guidelines to the Corporate Safeguarding Board through their Directors.

b) Safeguarding Self- Evaluation Audit Framework

The Self- Evaluation audit tool (See Appendix 5) will be used to review and analyse compliance with the Safeguarding Policy by all DMTs, schools and other settings working with children, young people and adults at risk. The audit will be undertaken on an annual basis and information gathered will be used to improve safeguarding for children, young people and adults at risk.

The audit tool is based on legislation and is set out in sections which require service areas to critically consider their own practice, procedures, systems and culture. The tool includes a safeguarding action plan which enables the service area to establish a programme of activity to address any improvements indicated through the self-evaluation. Different Directorates, dependent on the service they deliver will have greater or lesser detail within specific self-evaluation documents. The Safeguarding Unit will provide support and follow up review, to services in completing and delivering their self-evaluations.

The tool is an important mechanism in the safeguarding of children, young people and adults at risk.

c) Internal Audit / External Regulators

Internal Audit will consider reviewing safeguarding on a cyclical basis in accordance with their normal planning and risk assessment process along with all other services of the Council which could be subject to an audit review.

9. SAFE WORKFORCE

a) Recruitment, selection and management of the workforce

The Council will implement safe recruitment and employment standards in accordance with Safeguarding Children Board and Adult Safeguarding Board regional guidance and as set out in the Cardiff Recruitment and Selection Policy and Guidance.

The Council's Disciplinary Procedures set out what action will be taken against any member of the workforce who does not comply with the Council's policies and procedures, including those in place to safeguard and promote the well-being of children and adults at risk.

To promote safe recruitment and HR practices the Council will:

- Ensure that the safe recruitment policy is applied equally to the volunteer and our payroll workforce
- Review its recruitment and selection procedures regularly and will carry out regular auditing on safe recruitment practices for the whole workforce
- Ensure that managers responsible for recruitment receive safe recruitment training which is updated on a regular basis
- Ensure that safe recruitment procedures are made accessible to and used by all managers
- Ensure that safe recruitment standards are applied and monitored within the contractual arrangements in services that are commissioned by the Council or supported through grants.
- Monitor staff compliance with its policies for safeguarding and promoting the welfare of children, young people and adults at risk through training and auditing of HR processes

b) Whistleblowing

Whistleblowing is defined as:

'The disclosure by a member of staff or professional of confidential information which relates to some danger, fraud or other illegal or unethical conduct connected with the work place, be it of the employer or his/her fellow employees' (Public Concern at Work Guidelines 1997).

The Council has an agreed [Whistleblowing Policy \(1.C.015\)](#) which refers to the reporting, by any member of the workforce, of suspected misconduct, illegal acts or failure to act within the Council. The whistleblowing policy can be used for confidential reporting of any abusive, inappropriate or unprofessional behaviour against any children, young people or adults at risk, or any conduct that breaches criminal law or statute; compromise health and safety, breaches accepted professional code of conduct, or otherwise falls below established standards of practice in relation to children, young people or adults at risk.

The Council expects the highest standards of conduct from the workforce, and encourages the workforce and others with serious concerns about any aspect of the Council's work to come forward and voice those concerns in a safe environment. The Whistleblowing policy enables members of the workforce to raise concerns at

an early stage and in the correct way.

The Policy explains:

- The types of issues/disclosures that can be raised
- How the person raising a concern will be protected from victimisation and harassment
- How to raise a concern
- What the Council will do.

c) Allegations against Adults who work with Children, Young People or Adults at Risk

It is essential that all allegations of abuse are dealt with fairly, quickly and consistently, providing effective protection for the child or adult at risk while supporting the person who is the subject of the allegation. Allegations should be dealt with in line with the All Wales Child Protection Procedures 2008, Regional Safeguarding Board Guidelines and All Wales Interim Policy and Procedures for the Protection of Vulnerable Adults.

Referral forms can be found for Adults and Children at:

www.cardiffandvalersb.co.uk

Child/ Adult Protection enquiries take priority over disciplinary investigations and determine whether investigations can be carried out concurrently.

The sharing of information about an allegation must be handled sensitively and must be restricted to those who have a need to know in order to:

- Protect children/ adults at risk
- Facilitate enquiries, or
- Manage disciplinary / complaints aspects

Information about the child / adult at risk must not be shared with an individual against whom the allegation was made or anyone representing them.

On the completion of Police and Social Services investigations, if formal disciplinary action is not required, appropriate action should be taken as soon as practicable.

Any member of the Cardiff Council workforce or employee of a contractor or sub-contractor who believes that allegations or suspicions are not being investigated properly has a responsibility to escalate their concern to a higher level within the Council or via the Council Whistleblowing Policy – See above.

d) Training

All members of the workforce, whether permanent or temporary, Elected Members

and volunteers who work with children and adults at risk in Cardiff will be given access to this policy and the name and contact details of the DSLO as part of their induction when they commence work.

All of the workforce will be expected to undertake the e-learning safeguarding training module and any other training relevant to the position that they hold and to renew their qualifications to the highest level. Workers without access to electronic systems will receive face to face training within team meetings and other appropriate venues.

All members of the workforce are responsible for their own Continuous Professional Development and to ensure that their safeguarding training is current and up to date. The Council's Safeguarding Unit will be responsible for informing Directorates of the Training Programmes. Attendance at training courses will be monitored through self-evaluation audits and reported back by each Directorate to the Corporate Safeguarding Board.

e) Volunteering

This Policy applies to all volunteers who engage with adults at risk, children and young people in their volunteering role and will be covered within the initial induction.

Disclosure and Barring Service (DBS) checks must be obtained by all those volunteering with or around children, young people or adults at risk. Measures will be taken to monitor volunteers' relationship with the clients throughout their involvement in any project.

If required for the role and prior to a volunteer starting they must complete an Occupational Health questionnaire. This is to ensure the volunteer is fit to carry out their duties.

References are an essential tool when assessing potential volunteers' suitability as it gives current and qualitative feedback.

10. PREVENTATIVE APPROACH

One of the Council's corporate priorities is to support Cardiff residents to be safe, stay well and to live independently within their community. With regard to this the Council is committed to the development and commissioning of early intervention and preventative approaches to enhance the well-being of children and adults at risk.

Services operating within the Council will be expected to respond to the needs of children and adults at risk, understand how to establish a positive culture of safeguarding and adhere to the principles of partnership working in promoting prevention and early intervention. Critical to these approaches is understanding the potential safeguarding risks and addressing these proactively in the design of the service.

Counter Terrorism and the Risk of Radicalisation

The PREVENT Public Sector Duty came into place in July 2015. The Counter Terrorism and Securities Act (2015) places an expectation on the Council when exercising its functions, to have due regard to the need to prevent people from being drawn into terrorism. PREVENT covers all forms of extremism including religious extremism, extreme far-right, militant, animal rights etc. The aim of PREVENT is to safeguard those who may be vulnerable to extremist influence and provide support to those who are at risk. If anybody has PREVENT concerns, they should raise with the PREVENT Lead for the Council.

Initial referrals are made via the Multi Agency Safeguarding Hub (MASH) before a PREVENT referral is submitted. Once it is ascertained that the referral is not subject to any other police investigations, a multi-agency panel known as the Channel Panel is held and a support plan is developed for the individual.

Child Sexual Exploitation

Child sexual exploitation is the coercion or manipulation of children and young people into taking part in sexual activities. It is a form of sexual abuse involving an exchange of some form of payment which can include money, mobile phones and other items, drugs, alcohol, a place to stay, 'protection' or affection. The vulnerability of the young person, and grooming process employed by perpetrators, renders them highly vulnerable to the exploitative nature of relationships and unable to give informed consent.

The Council strives to create a hostile environment to child sexual exploitation and actively works with partners to identify and protect children at risk and prevent this form of abuse.

Self-Harm / Suicide

Self-harm is the name given to any deliberate act of self-injury or behaviour intended to cause harm to someone's own body.

The Suicide and Self Harm Prevention Strategy and associated action plan sets out the strategic aims and objectives to prevent and reduce suicide and self-harm in Wales over the period 2015-2020. It identifies priority care providers to deliver action and confirms the national and local action required.

Modern Slavery / Trafficking

Modern Day Slavery encompasses slavery, sexual exploitation, human trafficking, forced labour, and domestic servitude. Traffickers and slave masters use whatever means they have to coerce, deceive, and force the individual into a life of abuse, servitude and inhumane treatment. The Modern Slavery Act came into law in 2015

and allows the courts to pass down severe sentences on the perpetrators, and to place restrictions on people from harm. The Council has a Duty under S 52 of the Act to advise the Secretary of State of any individual who may be identified as a victim of Slavery, or Trafficking. In March 2017, Cardiff Council became the first public body to sign the Welsh Government's Code of Practice: Ethical Employment in Supply Chains.

The Council acts in accordance with the relevant Modern Slavery and Trafficking legislation and guidance, and promotes practices to identify and safeguard victims of these crimes, and ensure transparency of supply chains. To this end the council is working in partnership with Welsh Government, the wider public sector, suppliers, service providers and others to address Modern Slavery challenges and drive collaborative action with a view to reducing risks and incidence of modern slavery.

Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)

Domestic Abuse is recognised to impact both adults and children and can have life changing effects. The VAWDASV Act (Wales) 2015 aim's to improve arrangements for the prevention of gender based violence, abuse, and sexual violence. The Act requires the Council to train all staff in a principle based approach to targeted enquiry for these issues across the Public Service known as "Ask and Act" in order to signpost victims and potential victims to support services.

11. ROBUST PROTECTION

a) Child Protection

Child Protection is an essential part of safeguarding and promoting welfare. It refers to the activity which is undertaken to protect children who are suffering, or at risk of suffering significant harm, as a result of abuse or neglect.

The categories of abuse recognised within Child Protection are

- Physical Abuse
- Sexual Abuse
- Emotional Abuse
- Neglect
- Financial Abuse

The definitions of categories of abuse are outlined in **Appendix 6**

The primary legislation and guidance which shape's Child Protection Practice and Procedures is:

- Children Act 1989
- Children Act 2004
- All Wales Child Protection Procedures 2008
- Social Services and Wellbeing Act (Wales) 2014 (SSWBA)

Whilst Statutory Social Service's Departments are the Lead Agency in Child Protection matters, there is a wider duty on all agency's to work together to protect and safeguard children. All members of the workforce have a duty to report child protection concerns.

b) Adult Protection

Adult Safeguarding is on a statutory basis under the SSWBA. Adult protection duties are undertaken in accordance with the "All Wales Interim Policy and Procedures for the Protection of Vulnerable Adult's".

The SSWBA refers to an 'adult at risk from abuse or neglect' which is defined as an adult who:

- Is experiencing or is at risk of abuse or neglect,
- Has needs for care and support (whether or not the authority is meeting any of those needs), and
- As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Adult safeguarding takes into account the capacity of adults to make decisions in accordance with the Mental Capacity Act (2005). If an adult is deemed to have capacity, then consent must be sought for the safeguarding process. The exception to this are when an alleged abuser is a potential risk to other vulnerable people or there is a wider public interest or a criminal offence is suspected.

The SSWBA also places a 'duty to report' on all staff to report actual or suspected abuse or neglect of adults at risk. It provides for the use of Adult Protection Safeguarding Orders (APSO) to allow Designated Officers to enter a premises where it is suspected an adult is at risk and speak to them alone to establish if they are safe

Appendix 7 sets out a flowchart outlining adult protection referral process.

c) Allegations or Concerns against adults who work with children and adults at risk

Allegations or concerns in regard to adults working with children and/ or adults at risk must be referred and investigated in a fair, timely and consistent manner in order to effectively protect those at risk.

Policy and guidance which clarifies Council staff members duty to report concerns relating to other staff members, professional, and volunteers, and offers support in this process includes:

- All Wales Child Protection Procedures;
- Wales Interim Policy and Procedures for the Protection of Vulnerable Adults from Abuse;
- The Council's Whistle Blowing Policy (See Section 8)

The sharing of information must be sensitively handled and be restricted to those agencies who have a need to know in order to:

- Protect adults and children;
- Facilitate enquiries:
- Manage disciplinary and/ or complaint's aspects.

On the completion of the investigation, should an individual be dismissed or removed from working with children or adults at risk (in a Regulated Activity) the Council has a duty to refer the individual to the DBS (Safeguarding Vulnerable Group's Act 2006).

The Council has an obligation to refer certain information about an employee's conduct and matter's relating to safeguarding to professional regulatory bodies if the employee is a registered professional.

d) Professional Strategy Meetings

All Professional Strategy Meetings for children and adults at risk will be convened and chaired by the Safeguarding Unit in accordance with regional guidance.

12. SAFE SERVICES

a) Commissioning Arrangements

Any new service provider commissioned to provide services to children or adults at risk will be required to undergo an accreditation process. The accreditation process is designed to ensure that the service is fit for purpose and has the necessary arrangements in place to safeguard those it is supporting and deliver a quality service. As part of the accreditation process checks will be made with other local authorities, regulating bodies and financial enquires. Providers will be required to provide information confirming their safeguarding policy and procedures.

Contract monitoring activity, either planned or unplanned, will include satisfying the Council that the provider is managing their responsibilities in regard to safeguarding and are operating in line with legislation, policy and procedures. Where required, confirmation will be sought of the services performance regarding safe recruitment practices, DBS checking and safeguarding referrals.

From April 2019, the Council will annually publish a Modern Slavery statement. The statement will be signed off by the Chief Executive and Lead Cabinet Member and will:

- Set out the action taken in the previous year, and the actions to be taken, to ensure that there is no Modern Slavery and Human Trafficking in its own business or supply chains
- Include details of the targeted Modern Slavery training that will be available to Council employees.

- Include a commitment that, where appropriate, the Council's tender and contract documentation will include clauses to ensure compliance with the Council's Safeguarding Policy and wider legislation

A targeted training programme will be developed for roll out across Directorates from April 2019.

b) Lettings and Hiring

With almost all casual lettings the Council will not be contracting the services of hirers. The Council nonetheless will allow its premises to be used for activities that may involve children, young people or adults at risk.

Therefore Managers have a duty to ensure, as far as is reasonable, that these activities also comply with safeguarding responsibilities. Members of the public may reasonably assume that because an activity is taking place within a Council setting, the Council has had due regard to safeguarding in entering into the arrangement.

In allowing use of Council premises, the onus must remain upon the hirer to ensure that safeguarding measures are maintained throughout. This is something that organisations are made aware of under safeguarding legislation and through their own organisational governing body, if applicable.

Managers should request to see and retain copies of relevant safeguarding documentation as proof that hirers and their staff comply with such measures on receipt of applications.

Managers must also consider reporting any concerns about an individual's suitability to work with children, young people and adults at risk.

In the case of 'one off' children's events, for example, a private birthday party, safeguarding legislation exempts such uses from the processes mentioned above but nonetheless this policy requires managers to be able to properly demonstrate due regard to safeguarding risks in agreeing any hiring arrangements.

c) Licensing

The Cardiff Council statement of Licensing Policy (2016-2021) includes "the protection of children from harm" as one of its four licensing objectives.

The current licensing arrangement in Cardiff is under review and the policy will be revised and updated to strengthen requirements around children and adults at risk.

All staff within the Licensing Section should undertake safeguarding training to enable them to work with the taxi trade to gather information to safeguard children young people and adults at risk and be able to share relevant information with Police and Social Services.

Whilst the Council is unable to insist on safeguarding training as part of the condition of a licence with the alcohol and entertainment industry, the licensing department will continue to work with the Police to provide free training to those

working in the industry and continue to improve information sharing.

The Council will continue to work with traders who require licenses e.g. takeaway outlets to provide assistance on how to recognise possible safeguarding issues.

d) Education Establishments Roles and Responsibilities in Schools

(i) The role of the Governing Body in Maintained Schools in Cardiff

Governing bodies of maintained schools, governing bodies (Corporations) of FE institutions, and proprietors of independent schools in Cardiff should ensure that their respective organisations: (See in Keeping learners safe - The role of local authorities, governing bodies and proprietors of independent schools under the Education Act 2002 2.21)

- Have effective child protection policies and procedures in place that are:
 - In accordance with local authority guidance and locally agreed interagency procedures
 - Inclusive of services that extend beyond the school day (e.g. boarding accommodation, community activities on school premises, etc.)
 - Reviewed at least annually
 - Made available to parents or carers on request
 - Provided in a format appropriate to the understanding of children, particularly where schools cater for children with additional needs
- Operate safe recruitment procedures that take account of the need to safeguard children and young people, including arrangements to ensure that all appropriate checks are carried out on new staff and unsupervised volunteers who will work with children, including relevant DBS checks
- Ensure that the head teacher/principal and all other permanent staff and volunteers who work with children undertake appropriate training to equip them with the knowledge and skills that are necessary to carry out their responsibilities for child protection effectively, which is kept up-to date by refresher training
- Give clear guidance to temporary staff and volunteers providing cover during short-term absences and who will be working with children and young people on the organisation's arrangements for child protection and their responsibilities
- Ensure that the governing body/proprietor remedies without delay any deficiencies or weaknesses in regard to child protection arrangements that are brought to its attention
- Ensure that the designated senior person (DSP) for child protection, the designated governor and the chair of governors undertakes training in inter-

agency working that is provided by, or to standards agreed by, the Safeguarding Children Board and refresher training to keep their knowledge and skills up to date, in addition to basic child protection training.

(ii) Additional responsibilities of community Focussed Schools, Pre and Post School Learning and Out of Hours Learning Providers in Cardiff.

The governing body of a school controls the use of the school premises both during and outside school hours, except where a trust deed allows a person other than the governing body to control the use of the premises, or a transfer of control agreement has been made. Governing bodies can enter into transfer of control agreements in order to share control of the school premises with another body, or transfer control to it. The other body, known as the “controlling body”, will control the occupation and use of the premises during the times specified in the agreement.

Transferring control of the premises to local community groups, sports associations and service providers can enable school facilities to be used without needing ongoing management or administrative time from school staff.

Where the governing body provides services or activities directly under the supervision or management of school staff, the school’s arrangements for child protection will apply. Where services or activities are provided separately by another body, the governing body must confirm that the body concerned has appropriate policies and procedures in place in regard to safeguarding children and child protection and there are arrangements to liaise with the school on these matters where appropriate.

(iii) Responsibilities of Head teachers

Head teachers and principals of all schools should ensure that all staff (including supply teachers and volunteers):

- Are aware of child protection policies and procedures adopted by the governing body or proprietor are fully implemented and followed by all staff
- Can access sufficient resources and time to enable them to discharge their responsibilities, including taking part in strategy discussions and other inter-agency meetings, and contributing to the assessment of children
- Understand the procedures for safeguarding children, and feel able to, raise concerns about poor or unsafe practice and that such concerns are addressed sensitively and effectively in a timely manner in accordance with agreed Welsh Government Procedures for Whistleblowing in Schools and Model Policy
- As part of their induction, are given a written statement about the school’s policy and procedures, and the name and contact details of the DSP for child protection when they start work in a new establishment

(iv) Role of the Designated Person in Schools

The designated senior person for safeguarding in Cardiff fulfils an essential role in developing and implementing policies that help to safeguard adults and children from all forms of abuse and create a safe environment.

(For schools please also refer to Keeping Learners Safe 2:6)

Each setting should identify a Designated Senior Person (DSP) with lead responsibility for managing adult and child protection and safeguarding issues and cases.

The DSP should know how to recognise and identify the signs of abuse and neglect and know when it is appropriate to make a referral to the relevant investigating agencies.

The role involves providing advice and support to other staff, making referrals to and liaising and working with other agencies as necessary. The DSP role is not to investigate allegations, but they must keep the head teacher informed of all adult/child protection issues in the establishment.

The DSP must be a senior officer at the setting or part of the senior leadership team with the status and authority within the organisation to carry out the duties of the post, including committing resources to child protection matters, and where appropriate directing other staff. Dealing with individual cases may be a responsibility of other staff members, but it is important that a senior member of staff takes responsibility for this area of work.

In many schools and settings a single designated person will be sufficient, but a deputy should be available to act in their absence. In establishments which are organised on different sites or with separate management structures, there should be a designated person for each part or site. In large organisations, or those with a large number of adult/child protection concerns, it may be necessary to have a number of deputies to deal with the responsibilities.

The establishment must also make arrangements to cover the role of the DSP when that person is unavailable. In many cases, there will be a deputy DSP in place and larger schools may have a team of staff working together.

The DSP does not have to be an expert in the area of adult/child protection but will take responsibility for the establishment's adult/child protection practice, policy, procedures and professional development working with other agencies as necessary. The head teacher should ensure that the DSP:

- is given sufficient time and resources to carry out the role effectively, which should be explicitly defined in the post holder's job description
- has access to required levels of training and support to undertake the role, has time to attend and provide reports and advice to case conferences and other interagency meetings as required.

(v) Referrals

The DSP should act as a point of contact and a source of support, advice and expertise within the setting establishment when deciding whether to make a referral by liaising with relevant agencies.

The DSP is responsible for making referrals about allegations of suspected abuse to the relevant investigating agencies. Where these relate to cases of suspected abuse or allegations of abuse against staff or volunteers, the process for referral and enquiries is set out in the relevant procedures

DSPs have a responsibility to ensure that:

- The children's social care contact details for the originating authorities of all service users are sourced and displayed in an area which is accessible to all staff;
- In the event of a safeguarding concern a referral is made both to the duty officer in the person's home authority and to the Cardiff Multi Agency Safeguarding Hub (MASH).
- In the event of an allegation against a professional the Safeguarding and Quality assurance Unit is informed at the same time as the above referral/s.

(vi) Role of Independent Settings and Residential Establishments

Proprietors of residential and/or independent settings should ensure that:

- They comply with the requirements of their regulatory body
- They fulfil all responsibilities for safeguarding adults and children (including those at risk).

(vii) The Role of the Manager of Early Years Settings/ Nurseries/ Playgroups/ Before & After School Care Settings

Managers of Early Years Settings and all partner agencies in Cardiff providing services for children should:

- Act as or appoint a DSP to take the lead role in safeguarding and protecting the children in their care.
- Ensure that they have an up to date Safeguarding/child protection policy and procedures which have been adopted by the proprietor/managing body and are fully implemented and followed by all staff;
- Ensure that sufficient resources and time are allocated to enable the designated person and other staff to discharge their responsibilities including taking part in strategy discussions and other inter-agency meetings, and contributing to the assessment of children; and

- All staff and volunteers understand the procedures for and are supported in raising concerns with regard to children in their care

Record of Appendices

Appendix 1	Relevant Legislation and Council Contacts
Appendix 2	Referral Process – Children
Appendix 3	Roles and Responsibilities Directorate Safeguarding Leads
Appendix 4	Terms of Reference Whole Authority Safeguarding Group
Appendix 5	SAFE Auditing Tool
Appendix 6	Categories of abuse - Definition
Appendix 7	Flow chart adult referrals

Appendix 1

Relevant Legislation and Contact Details

- Social Services and Wellbeing Act (Wales) 2014
- Children Act 1989, 2004
- Carers Act 2004
- Human Rights Act 1998
- Equalities Act 2010
- Modern Slavery Act 2015
- Code of Practice: Ethical Employment in Supply Chains
- Framework for Assessing Children and their Need (2001)
- Stronger Partnership's for Better Outcomes (2006)
- Wales Interim Policy & Procedures for the Protection of Vulnerable Adults from Abuse (2010)
- Mental Capacity Act 2005
- All Wales Child Protection Procedures (2008)
- NSF for Children, Young People and Maternity Services
- Direct Payment's Guidance
- Violence against Women, Domestic Abuse and Sexual Violence Act 2015
- Data Protection Act
- United Nations Convention on the Rights of the Child 1989
- VAWDASV Regional Service
- PREVENT
[www.gov.uk/government/uploads/system/uploads/attachment_data/file/445977/3 799 Revised Prevent Duty Guidance England Wales V2-Interactive.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/445977/3_799_Revised_Prevent_Duty_Guidance_England_Wales_V2-Interactive.pdf).

Relevant Contacts

Multi-Agency Safeguarding Hub (MASH)	029 2053 6490
Adult Protection – Adult Services Multi-Agency Safeguarding Hub (MASH)	029 22330888 02920536490
Children and Adults Social Care Emergency Duty Team – Out of Hours	029 2078 8570
PREVENT Multi-Agency Safeguarding Hub (MASH)	prevent@south-wales.pnn.police.uk Referrals: 02920536490
Cardiff and Vale of Glamorgan Regional Children's Safeguarding Board	https://www.cardiffandvalersb.co.uk/Children/
Cardiff and Vale of Glamorgan Regional Adult Safeguarding Board	www.cardiffandvalersb.co.uk/adults/
Modern Slavery /Trafficking Referrals Modern day slavery helpline Online reporting	02920536490 (MASH) 0800121700 www.moderndaylaveryhelpline.org/report

Training and Victim Support	BAWSO www.bawso.org.uk .
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Appendix 3

Role Description for Directorate Safeguarding Lead Officer (DSLO)

Every Directorate within the Council is required to nominate a Directorate Safeguarding Lead (DSL) for dealing with safeguarding children and adult's issues. The DSL is responsible for:

- Acting as an overarching and key source of advice and support for other staff in their Service on all safeguarding issues
- Ensuring robust arrangements are in place for staff to access day to day practice advice and support for safeguarding from their line managers
- Support staff or take the lead in referring safeguarding concerns to Social Care and Health as appropriate
- Being familiar with the Councils Corporate Safeguarding Policy and the All Wales Procedures as they relate to Children's and Adult's safeguarding
- Ensuring the Operational Procedures for safeguarding within the directorate are compliant with legislation and statutory guidance and are issued to all staff
- Representing their Directorate on the Corporate Safeguarding Board
- Ensuring compliance with policies and guidance within their directorate services areas and reporting this to the Corporate Safeguarding Board
- Attending relevant training
- Ensuring members of the workforce within their Services attend training at levels appropriate to their roles and functions and maintain management information in relation to attendance on training
- Ensuring safeguarding responsibilities are highlighted through staff induction processes, team meetings, supervision and staff briefings

Appendix 4

Terms of Reference for Corporate Safeguarding Board

The Corporate Safeguarding Board will:

1. Ensure the compliance of all Council Directorates with key safeguarding requirements in relation to children and adults.
2. Ensure that all directorates within the Council are aware of their contribution to keeping children, young people and adults at risk safe and free from harm or abuse.
3. Agree, implement and review clear actions for the group within a ratified annual action plan.
4. Support the Statutory Director of Social Services in the discharge of his/her wider safeguarding duties.
5. Review and develop relevant corporate safeguarding standards and policy.
6. Support HR in the delivery of a robust Safer Recruitment process (including volunteer workforce) to include key vetting and barring requirements and workforce development.
7. Provide an Annual Corporate Safeguarding Report, setting out the performance of all Directorates, in relation to vetting and barring, staff safeguarding training, and the operation of front-line services in terms of their effectiveness in identifying and referring safeguarding concerns.
8. To identify clear areas of safeguarding risk, and agree how the risks will be managed within the authority and by whom.
9. Review, develop and monitor appropriate corporate safeguarding performance measures.
10. Ensure that Safeguarding training is promoted and mandated across all Directorates within the authority.
11. Advise the Head of the Paid Service and recommend relevant action in relation to corporate safeguarding standards and policy.
12. Promote effective cross Directorate safeguarding practice particularly in terms of information sharing and data collection, front-line operational awareness, staff training and wider partnership engagement.
13. Receive and consider recommendations and learning from Child / Adult Practice / Domestic Homicide Reviews.

MEMBERSHIP

Membership of the Corporate Safeguarding Board is all Council Directors.

CHAIRING

The Board will be chaired by the relevant nominated Cabinet member.

FREQUENCY OF MEETINGS

The Board will meet quarterly.

CARDIFF COUNCIL CORPORATE SAFEGUARDING

Appendix 5

CARDIFF SAFEGUARDING SELF-EVALUATION TOOL

In accordance with Cardiff's Safeguarding Policy, all organisations that provide services for or work with adults at risk, children, young people and families are expected to carry out an audit of their safeguarding practices, based on a process of self-evaluation.

The following audit framework is set out in sections related to different standards and requires you to think about your own practices and procedures within your setting. It is designed to give you an understanding of safeguarding in your own service area/ establishment and how these might be developed. In addition the audits provide Cardiff Council with an overview of safeguarding practices across the county.

The audit tool is based on Social Services and Wellbeing Act 2014.

Please undertake the following audit and return it to the named officer below for your Directorate:

Please think carefully about your own practices and procedures in your setting; complete the audit to the best of your knowledge and think about how you will evidence your responses. Please complete the RAG System (Red, Amber or Green – see below) and produce an action plan with any actions that are required to improve safeguarding in your school. See page 11.

We review the information you give us and will provide follow up advice and support where appropriate. Our review of the information helps to inform Cardiff Council in developing safeguarding practices at a wider level.

We aim to undertake a follow up audit every year. Please try to be as realistic and honest as you can be and use this document to help you to identify your current position regarding safeguarding and set targets/actions to improve.

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ORGANISATION / SERVICE AREA / SCHOOL / ESTABLISHMENT NAME.....

PERSON COMPLETING THIS AUDIT..... ROLE/POSITION.....

DATE COMPLETED..... DATE RETURNED TO LA.....

Please list below ALL the individual services / organisations / establishments that you are responsible for and reporting on in this audit. Where relevant be specific in your audit regarding which service is being commented upon. (for e.g. Leisure Centre, Day Service, Care Home, Social Work Team Primary School, Comprehensive School, Nursery, Breakfast Club, After School Club, Sports Activities, etc.)

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STANDARD	EVIDENCE	RAG RATING	FURTHER ACTIONS REQ'D
<p>STANDARD 1. Designated Safeguarding Lead Officers Designated Safeguarding Lead Officers fulfil an essential role in developing and implementing policies that help to protect children and adults at risk from all forms of abuse and create a safe environment. Designated Safeguarding Leads take responsibility in their setting for managing issues and concerns about adults and children at risk.</p>			
<p>1.1 All OM 1&2 in each directorate undertake the DSLO role and all staff know who those persons are.</p>			
<p>1.2 DSLOs in each Directorate will act in the absence of colleagues in their Directorates, and staff will know who these persons are.</p>			

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1.3 The role of the Designated Safeguarding Lead Officer is clearly defined in a job description which sets out their responsibilities in safeguarding.			
1.4 The DSLO and deputy DSLOs are adequately trained and supported to fulfil their roles.	Provide details of safeguarding courses attended with dates:		
STANDARD 2. Policies and Procedures			
2.1 Your setting has adopted the Cardiff Safeguarding Policy (formally via governing body/trustee / management body if appropriate).	Give Date when adopted:		

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<p>2.2 The LA policy has been communicated to all staff members and is implemented in your setting/organisation.</p>			
<p>2.3 Your setting has its own written safeguarding policies and procedures which are reviewed regularly (at least every 3 years)</p>	<p>List any relevant policies with dates including date of reviews and of next review:</p>		
<p>2.4 All staff and volunteers are made aware of all safeguarding policies and procedures and how these are applied within the setting</p>			
<p>2.5 Everyone using your service are made aware of all safeguarding policies and procedures and how these are applied within the setting</p>			

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<p>2.6 We are confident that every service we commission delivers a safeguarding standard consistent with our service.</p>			
<p>STANDARD 3. Accountability</p>			
<p>3.1 All staff understand to whom they are directly accountable with regards to the well-being of adults at risk and children, and the level of accountability they have.</p>	<p>Is this discussed at team meetings and staff appraisals? How is this recorded?</p>		
<p>3.2 All Job descriptions are explicit and recognise responsibilities regarding safeguarding and promoting the well-being of children and adults at risk.</p>			
<p>STANDARD 4: LISTENING AND RESPONDING</p>			
<p>4.1 Children and adults at risk are</p>			

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<p>encouraged to express their wishes and feelings including any concerns they might have over harm and abuse</p>			
<p>4.2 Appropriate decisions are made in order to protect children, young people and adults at risk from harm</p>			
<p>4.3 Children, young people and adults at risk feel safe in your setting and that their well-being is promoted.</p>			
<p>4.4 We reflect on what has gone well and areas for improvement, and ensure that new learning is embedded.</p>	<p>How is this achieved?</p>		

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STANDARD 5: Effective inter-agency working to safeguard and promote the welfare of children and adults at risk

<p>5.1 Staff participate in multi-agency meetings and fora to consider the needs of and provide support for individual children and their families and adults at risk.</p>	<p>List the relevant meetings your setting is involved:</p>		
<p>5.2 Staff are able to recognise when children and adults at risk need additional support and are able to make the appropriate referral</p>	<p>Provide numbers of referrals made to e.g. adult/children's services</p>		
<p>5.3 Any decisions made or actions taken in relation to the protection or safeguarding of individuals are recorded appropriately and maintained confidentially.</p>			

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<p>5.4 Arrangements are in place to ensure that personal and confidential information is appropriately shared across settings / services.</p>	<p>Is information securely available across varying levels of need? How do you know this is being complied with?</p>		
<p>STANDARD 6: Staff and Volunteer Training</p>			
<p>6.1. All staff and volunteers receive appropriate training (at the relevant levels) to enable them to discharge their safeguarding duties.</p>	<p>Describe your record keeping arrangements and how this is monitored by your setting. What arrangements are in place for updates and renewals</p>		
<p>6.2 All staff and Volunteers are assessed in relation to safeguarding training needs.</p>	<p>How is this achieved?</p>		

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6.3 There is a record kept of all adult/child protection and safeguarding training and this is updated as appropriate.	Provide a copy of your training record		
6.4 Arrangements are in place to evaluate the impact and effectiveness of training and the identification of adult/child protection and safeguarding training.			
STANDARD 7: Safe Recruitment			
7.1. All staff and volunteers have DBS checks prior to employment if they are engaged in regulated activity.	Describe how you monitor DBS arrangements:		
7.2. All staff who have contact with children, young people and	Provide information about any DBS		

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<p>adults at risk are selected in accordance with the Safe Recruitment Policy and have appropriate checks in line with current legislation and guidance:</p> <ul style="list-style-type: none"> - References are always taken up prior to appointment. - Identity and qualifications are verified. - Professional registration is in place - Face to face interviews are carried out. - Previous employment history is checked. - Any anomalies or discrepancies are followed up. 	<p>risk assessments that you have undertaken since the last audit: how can you be confident that sound decisions are made?</p>		
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<p>- Necessary checks are carried out before the employee takes up the post (e.g. DBS if they are engaged in regulated activity).</p>			
<p>7.3 There is a Safe Recruitment policy in place.</p>			
<p>7.4 Those people involved in recruitment within your setting have undertaken Safe Recruitment Training</p>	<p>Provide details of any training undertaken:</p>		
<p>STANDARD 8: Handling Allegations Against Workers and Volunteers</p>			
<p>8.1 There is a named senior officer with responsibility in respect of allegations against staff andvolunteers. All staff</p>			

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know who this person is.			
8.2 There is a written procedure for handling allegations against staff and volunteers in place.			
8.3 Incidents and allegations of professional abuse are recorded appropriately and maintained confidentially.	Provide numbers of professional concerns and any issues referred:		
STANDARD 9: Safeguarding in the Building			
9.1 Do you know and monitor public access points in the building(s) so that you know if people are entering or leaving the building?			
9.2 Are Parents / Carers / Visitors monitored whilst they are in the building			

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<p>including signing in and out procedures if appropriate? Are badges issued to visitors?</p>			
<p>9.3 Do you have policies and procedures in place to maintain safeguarding when other people/vehicles not involved with your organisation use/visit the premises at the same time as your organisation?</p>			
<p>9.4 Are safeguarding issues reported to the relevant lead officer and the building's management, as appropriate?</p>			
<p>9.5 Do you risk assess for safeguarding and general safety when using premises other than your own and have a reporting system in place for issues identified?</p>			

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STANDARD 10: E-Safety			
10.1 Children, young people or adult at risk who have access to the internet via any means in your setting can do so safely.	Provide details of any e-safety awareness activity that is undertaken within your setting:		
10.2 Do you have and implement a policy for the safe use of internet access by service users, staff and volunteers?	Tell us where this policy is available:		
STANDARD 11: Commissioning			
11.1 Contractual arrangements reflect safeguarding obligations of contractors	Provide details of model contract		
11.2 Contract monitoring arrangements include monitoring the effectiveness of contractors safeguarding arrangements	Contract monitoring template		

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Designated Safeguarding Lead Officer's Summary Report

Describe any key challenges and successes that you have experienced over the last year. Relate this both to your individual role and to the wider setting.

Please identify what support might be helpful to you in your role as Designated Safeguarding Lead Officer or to assist with the development of safeguarding within your setting.

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RAG RATING



Green

Means everything is in place, up to date, and meets the required minimum standard



Amber

Means that something requires review or improvement



Red

Means something needs to be developed as a matter of urgency

Part 2: Action Plan

INSERT YOUR COMPLETED / UPDATED ACTION PLAN FROM YOUR PREVIOUS AUDIT

Ensure that any actions from your previous action plan that have not been completed are incorporated into your current plan as below.

No	Standard Identified	RAG Rating	Action Needed / Evidence of Completion	Timescale / Date of completion	Lead Officer and Contact Details

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Appendix 6

Definitions of Abuse

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child.

Physical harm may also be caused when a parent or caregiver fabricates or induces illness in a child whom they are looking after.

Emotional abuse

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate or valued only in so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. It may involve causing children frequently to feel frightened or in danger, for example by witnessing domestic abuse within the home or being bullied, or, the exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.

Sexual abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non- contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent or caregiver failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

In addition, neglect may occur during pregnancy as a result of maternal substance misuse.

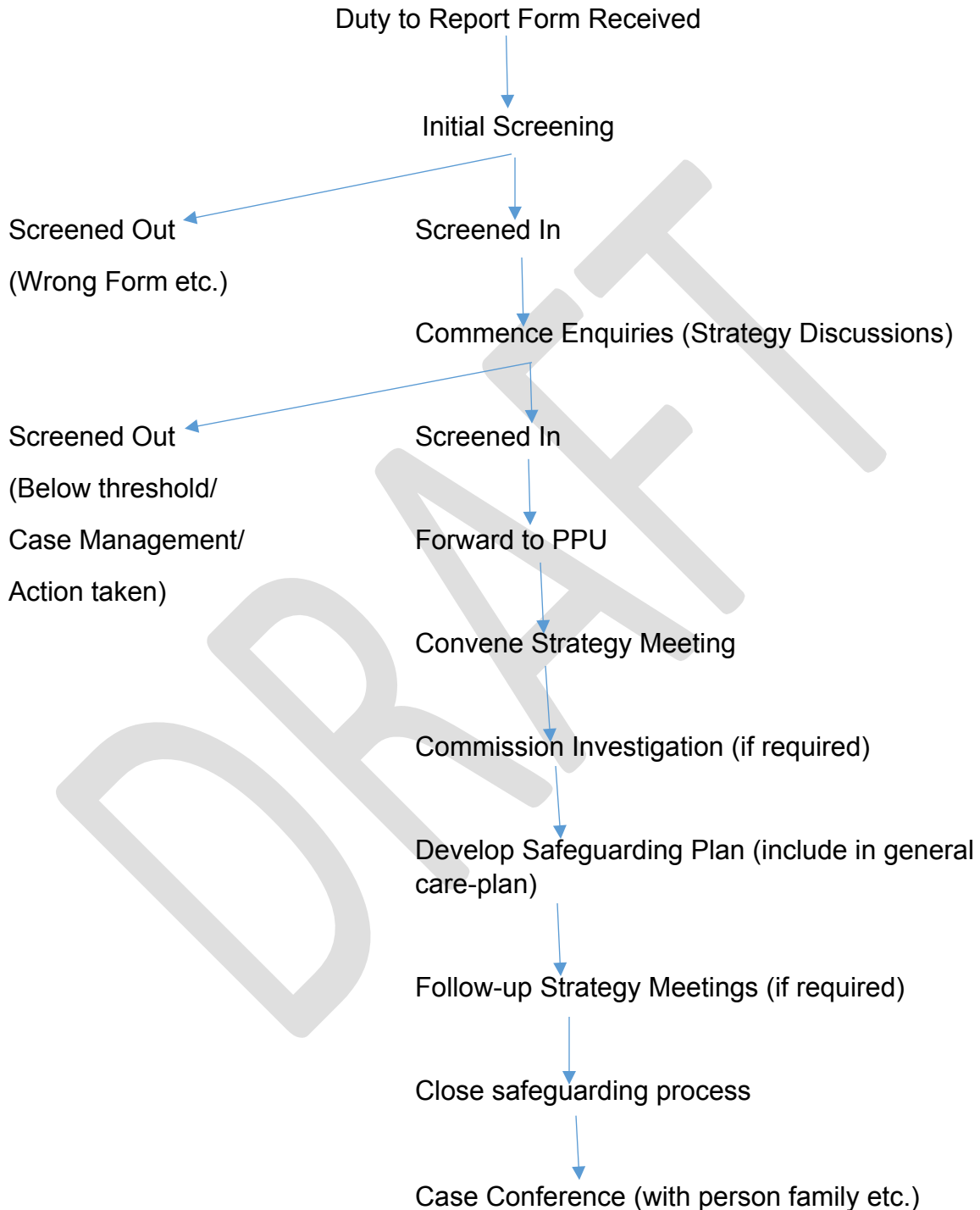
Financial Abuse

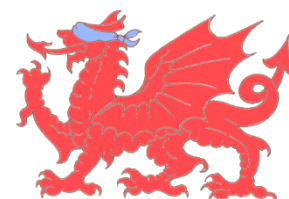
Financial or material abuse is any theft or misuse of a person's money, property or resources by a person in a position of, or expectation of, trust to a vulnerable person. Common forms of financial abuse are misuse by others of a vulnerable adult's state benefits or undue pressure to change wills. Financial/material abuse may also be perpetrated by one vulnerable adult upon another.

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Appendix 7

Adult Safeguarding Process





Modern Slavery Statement

Financial Year: 1 April 2019 to 31 March 2020

1. Overview

Cardiff Council delivers a wide range of statutory and discretionary public services, provided directly through our own workforce, and through over 8,000 private and third sector organisations.

In March 2017, Cardiff Council became the first public body to sign the Welsh Government's [Code of Practice: Ethical Employment in Supply Chains](#). The Code's 12 commitments include tackling Modern Slavery and Human Trafficking. This Statement sets out the action that the Council has taken, and will take, to ensure that there is no Modern Slavery and Human Trafficking in its own business or supply chains.

Cardiff Council is fully committed to providing visibility to its Modern Slavery Statement and ensuring 'Transparency in Supply Chains'. To this end the Council is working in partnership with Welsh Government, the wider public sector, suppliers, service providers and other to address Modern Slavery challenges and drive collaborative action with a view to reducing risks and incidence of modern slavery.

2. What is Modern Slavery?

In the UK, the Modern Slavery Act 2015 defines criminal offences of slavery, servitude and forced or compulsory labour and of human trafficking, and includes measures for the protection of potential victims.

Slavery is any system in which principles of property law are applied to people, allowing individuals to own, buy and sell other individuals.

Victims are trafficked all over the world for little or no money – including to and within the UK. They can be forced to work in the sex trade, domestic servitude, forced labour, criminal activity or have their organs removed to be sold.

In 2017, the National Crime Agency recorded 193 potential victims of trafficking in Wales, an increase of 57% on 2016 (National Referral Mechanism statistics). The numbers continue to rise with 182 potential victims identified in Wales in the first 9 months of 2018.

There is no typical victim and some victims do not understand they have been exploited and that they are entitled to help and support. Victims are often trafficked to a foreign country where they are unable to speak the language, have their travel and identity documents removed and are told that if they try to escape, they or their families will be harmed.

3. Our Policies

Cardiff Council's five-year plan [Capital Ambition](#) puts tackling poverty and inequality at the heart of the Administration's priorities. The Council is an accredited Living Wage employer and we encourage our suppliers and contractors to pay the 'real' Living Wage.

The Council's over-arching [Corporate Safeguarding Policy](#) (which incorporates this Modern Slavery Statement) sets out the Council's duty and commitment to safeguard and promote the wellbeing of children, young people and adults at risk and to ensure that effective practices are in place throughout the Council and its commissioned services. The policy covers all functions and services of the Council and applies to all Council employees, elected members, foster carers, individuals undertaking work placements and volunteers working within the Council.

The other key strategies and policies include:

- The Council's [Procurement Strategy 2017-2020](#) sets a clear vision and the key organisational outcomes that implementation of the Strategy is looking to deliver. This includes delivery of the [Welsh Government's Code of Practice on Ethical Employment in Supply Chains](#) and the elimination of Modern Slavery, so that Cardiff Council plays a leading role in making Wales hostile to modern slavery. The Council's other key Policies in this area include:
- The Council's [Socially Responsible Procurement Policy](#) which sets out the Council's commitment to Ethical Employment, the Opening Doors Charter and the delivery of Community Benefits. The Council wants to work with organisations that share its values.
- The [Whistleblowing Policy](#) enables Council staff and employees of the Council's contractors / suppliers to report unethical employment practices to the Council.
- **Employee Code of Conduct** makes it clear to employees the actions and behaviour expected of them when representing the Council. In performing their duties, they must act with integrity, honesty, impartiality and objectivity. The organisation strives to maintain the highest standards of employee conduct and ethical behaviour in all its operations and when managing our supply chain.
- **Recruitment policy** - the Council aims at all times to recruit the person who is most suited to the particular job. The Council has robust recruitment processes, which includes document checks to ensure that candidates are allowed to work in the UK.

- **Agency workers** – the Council sources all agency workers and temporary staff either through Cardiff Works (Council owned agency) or via Matrix SCM who are a managed service provider whose Modern Slavery Statement sets out their zero tolerance approach to modern slavery.

4. **Our supply chains**

The Council spends over £430 million annually with over 8,000 suppliers who provide a broad range of goods and services. Over 99% of our spend is with UK based companies. However, the Council recognises that our supply chains spread across the world, and that parts of the supply chain could be engaged in modern slavery. The Council has limited resources to monitor and manage our supply chains and so will focus on our direct suppliers and will require our suppliers to ensure that their supply chain is free from modern slavery.

The high-risk sectors for Modern Slavery include agriculture, leisure, hospitality, catering, cleaning, clothing, construction and manufacturing. A review of Council spend has shown that for the majority of the high-risk areas the Council provides the service in-house, utilises national frameworks and/or local suppliers. The risk of modern slavery and human trafficking by our direct suppliers is considered low.

The Council will ensure that our direct suppliers are aware of our commitment to tackle modern slavery and human trafficking and that they also understand their obligations as a supplier or contractor of the Council.

The Council undertakes due diligence when considering taking on new suppliers and regularly reviews its existing suppliers through its contract management arrangements. The due diligence and reviews include:

- Mapping the supply chain in high risk areas to assess risks (geographical and product) of modern slavery and human trafficking.
- Evaluating the modern slavery and human trafficking risks of each new supplier.
- Conducting supplier assessments on an annual basis to create a risk profile focussing on financial stability and also covering insurance and compliance with various employment policies including the Welsh Government's Code of Practice: Ethical Employment in Supply Chains.
- Taking steps to improve sub-standard supplier practices, including the provision of advice to suppliers and requiring them to implement Action Plans; for example to demonstrate compliance with safer recruitment guidelines.
- Participating in collaborative initiatives focused on human rights and socially responsible procurement policies in general and modern slavery and human trafficking in particular.
- Invoking sanctions in respect of suppliers who fail to meet our expectations or to improve their performance in line with an Action Plan, which includes a provision to terminate the business relationship.

- With all invitations to tender for business with Cardiff Council over £1 million there will be an expectation for the supplier to be signed up to the Welsh Government's Code of Practice: Ethical Employment in Supply Chains. This will also be encouraged in all other tenders.

5. Employee training

Cardiff Council is committed to developing and delivering tailored training to our employees, including the Commissioning and Procurement Team, in order to raise awareness of modern slavery, human rights abuses and blacklisting. Corporate training will be included as part of the rolling programme of training on the Contract Standing Orders and Procurement Rules.

A generic **Safeguarding Children and Adults Awareness Raising** online training module already exists and all Council employees are expected to complete it.

We will publicise what the Council is doing to tackle Modern Slavery to all staff and highlight the <https://www.gov.uk/government/collections/modern-slavery> site to all our employees.

The Modern Slavery Training addresses:

- The Council's purchasing practices, which influence supply chain conditions and which should therefore be designed to prevent purchases at unrealistically low prices, the use of labour engaged on unrealistically low wages or wages below a country's national minimum wage or the provision of products by an unrealistic deadline.
- How to assess the risk of slavery and human trafficking in relation to various other aspects of the business, including resources and available support.
- How to identify the signs of slavery and human trafficking and action to be taken to report concerns and/or suspicions.
- The initial steps to be taken if slavery or human trafficking is suspected.
- How to escalate potential slavery or human trafficking issues to relevant parties within the Council (Multi-Agency Safeguarding Hub).
- The external help that is available, including the [Modern Slavery Helpline](#), [Gangmasters and Labour Abuse Authority \(GLAA\)](#) and the Labour Market Enforcement Unit.
- The messages, business incentives or guidance that can be provided to suppliers and other business partners and contractors to implement anti-slavery policies.
- The steps the Council should take if suppliers or contractors do not implement anti-slavery policies in high-risk scenarios or to implement changes in business practices arising from an Action Plan, including the termination of the business relationship.

6. What the Council has done

We have:

- Become the first public body in Wales to sign the Code of Practice: Ethical Employment in Supply Chains.
- Appointed Anti-Slavery and Ethical Employment Champion – Councillor Chris Weaver.
- Established a Social Responsibility Board, one of who's tasks is to oversee the implementation of the Code of Practice.
- Started the process of reviewing our supply chains to identify high risk areas.
- Commenced a review of contract and tender clauses.
- Developed a Socially Responsible Procurement Policy.
- Undertaken a corporate review of the Modern Slavery Training being delivered across the Council and developed a Training Programme for 2019/2020
- All Category Management Teams have undertaken Welsh Government's Code of Practice: Ethical Employment Training.
- Cardiff is the only Partnership in Wales (and the UK) that has a lead officer to address human exploitation, including Modern Slavery which has led to Cardiff leading the way in Wales in terms of effective multi-agency response to the management of victims and the development of systems and processes to support the agenda.
- Supported Welsh Government to Promote the Code of Practice

7. What the Council will do

Cardiff Council will take the following action in our efforts to ensure that there is no Modern Slavery or Human Trafficking.

Ref	Action	Lead
1	Complete a review and update the Council's tender documentation to ensure Modern Slavery and Human Trafficking issues are fully addressed. This will include clauses to: <ul style="list-style-type: none">• Check that contractors who have a turnover above £36million have a Modern Slavery Statement• Include the Code of Practice: Ethical Employment in Supply Chains as a part of our tender documents.	C&P
2	Complete a review and update the Council's standard T&Cs to ensure employment practices are considered as part of the procurement process:	C&P

	<ul style="list-style-type: none"> • Review supplier contracts and map supply chains through due diligence – with an option to include sanctions or a termination clause if Modern Slavery is suspected. • Ensure absence of undue time and cost pressures which could result in unethical treatment of staff. • Embed a zero-tolerance approach to Modern Slavery. 	
3	<p>In line with clause 7 of the Code of Practice ensure that the Council carries out a regular review of expenditure and undertakes a risk assessment. We will:</p> <ul style="list-style-type: none"> • Identify any high risk suppliers and monitor for human rights abuses and unethical employment practices which will become a standard agenda item in contract meetings and reviews. • Investigate any supplier identified as high-risk through direct engagement with staff. • Work with our Tier 1 suppliers to raise awareness of Modern Slavery to prevent it from occurring. 	C&P
4	<p>Utilising the Code of Practice – Ethical Employment in Supply Chains - develop a Modern Slavery Communication Strategy to ensure awareness is raised across the Council and with partners.</p> <ul style="list-style-type: none"> • Share learning and best practice across the Council, with other public sector bodies, partners and look to learn from their experiences. 	C&P
5	<p>Training</p> <ul style="list-style-type: none"> • The Council already provides formal training to social care staff through the Cardiff & Vale Safeguarding Hub. • We shall continue to keep records of who has undertaken training across the various directorates. • We shall continue to identify staff requiring training in ethical employment practices – and seek to build capacity - including those in Human Resources, Housing, Waste Management and other front-facing members of staff working in the Community. 	TBA
6	<p>Review and update where necessary the Modern Slavery Statement annually and report progress on this Action Plan.</p>	C&P

7	Publish our Modern Slavery statement annually on our website and on TISC.	C&P
8	Develop measures to identify Key Performance Indicators which will include: <ul style="list-style-type: none"> • The number of staff trained. • A review of the system for supply chain verification. • Development of the process for the evaluation of existing suppliers. 	SRPB
9	We shall seek to 'go the extra mile' and participate in campaigning and collaborative Human Rights initiatives aimed specifically at Modern Slavery and Human Trafficking. Consideration will be given to participation in proactive initiatives – supporting victims of Modern Slavery and encouraging others to do so – and lobbying for better victim support.	TBA
10	Consider the commissioning of an independent review and scrutiny of the progress made in the development of the Council's Modern Slavery Statement.	TBA
11	Update our Whistleblowing Policy.	Legal

8. Supporting Material / Resources

<https://www.gov.uk/government/publications/modern-slavery-training-resource-page/modern-slavery-training-resource-page>

This Statement has been approved by Cardiff Council's Senior Management Team and will be reviewed and updated annually.

Signed by.....

Name.....

Position within Organisation.....

Date signed off.....

DRAFT

**THIS REPORT MUST BE ACCOMPANIED BY THE
REPORT AUTHORISATION FORM 4.C.214**

Appendix 2

**CITY OF CARDIFF COUNCIL
CYNGOR DINAS CAERDYDD**

CABINET MEETING: 13 January 2019

**CORPORATE SAFEGUARDING BOARD PROGRESS REPORT
REPORT OF DIRECTOR OF SOCIAL SERVICES**

AGENDA ITEM:

PORTFOLIO: CHILDREN & FAMILIES

Reason for this Report

1. For Cabinet to formally accept the Corporate Safeguarding Board Progress Report.

Background

2. Corporate Safeguarding is the activity required by all Council Directorates to effectively protect the health, wellbeing and human rights of children and adults so that they are able to live free from harm, abuse and neglect. In accordance with the legislative requirements of the Social Services and Well-being (Wales) Act (2014) (SSWBA).
3. Safeguarding is everybody's business and the SSWBA now imposes a duty on local authorities and other statutory partners to report all safeguarding concerns to relevant safeguarding departments. This means the whole workforce must understand their duty to report. In order to effectively implement these duties and activities, the Board must seek to ensure that all staff are compliant and fully understand their duties under the Act.
4. In line with the expectations of the Corporate Safeguarding Board a report should be submitted to Cabinet, at least annually, informing them of progress to date and emerging actions and themes across the authority.

Issues

5. The progress report provides an overview of Safeguarding within Cardiff for the last 18 months. In future all reports will be on an annual basis, or more frequent if particular issues arise. Future reports will be based on a performance data set which allows reporting of progress and impact against

a suite of measures which together allow a meaningful analysis to be made of the effectiveness of Corporate Safeguarding.

Reason for Recommendations

6. To accept the progress report and its contents.
7. To guide and promote the work of the Corporate Safeguarding Board.

Financial Implications

8. The progress report set out in Appendix A contains an update on the 2018/19 action plan which forms the work programme for the Corporate Safeguarding Board for 2018/19. The costs associated with the delivery of the action plan can be contained within the overall directorate budget. However, in the event of any costs arising from the delivery of these outcomes, then funding sources will need to be identified before those actions can be progressed.

Legal Implications

9. There are no legal implications arising directly from this report.

HR Implications

10. There are a number of requirements of employees outlined in the progress report and there will need to be clear communication of what those requirements are. In addition, it is identified that a review is to take place with regards to safer recruitment practices and this will need to be done in conjunction with HR.

RECOMMENDATIONS

Cabinet is recommended to:-

- Approve the Corporate Safeguarding Board, Corporate Safeguarding Progress Report.

Claire Marchant
Director of Social Services
06 December 2018

The following appendices are attached:

Appendix C – Cardiff Council Corporate Safeguarding Progress Report
(November 2018)

The City of Cardiff Council

Corporate Safeguarding Board

Corporate Safeguarding Progress Report

January 2019

Chair's Foreword

"I am pleased to have taken on the role of chairing the Council's Corporate Safeguarding Board, as part of my overall portfolio. Effective Corporate Safeguarding arrangements are a fundamental aspect of good corporate governance. I recognise the challenges that officers have encountered in bringing forward effectively developed tools to demonstrate good safeguarding practice across the entire Council. Clearly this requires culture and practice change which will require time to develop and embed. Safeguarding practice has changed fundamentally as a result of the new Social Services & Well-Being Act (2014). There are areas of the Council where safeguarding practice is really well developed – in social services and education. This is evidenced by regular and meaningful contributions to the work of the Corporate Safeguarding Board. Alignment with HR and Risk Management processes is also improving. Other parts of the council need further support in understanding and acting upon their safeguarding responsibilities. I have been pleased to see the development of a new e-learning module that is central to awareness raising amongst all staff and managers, and combined with a newly revised policy framework, this should now be ready to make progress and sustain improvements on this critical area of responsibility".

Councillor Chris Weaver

Chair, Corporate Safeguarding Board

Executive Summary

As Director of Social Services one of my most important statutory responsibilities is leadership of safeguarding children and adults at risk in Cardiff. This is a considerable accountability which I can only start to fulfil effectively if the responsibility that everybody has for safeguarding adults at risk and children is understood in real terms as colleagues across the council undertake their duties. Underpinning good safeguarding practice at a corporate level are the following cornerstones:

- Good governance
- Safe workforce
- Robust protection
- Safe services
- A preventative approach

Corporate safeguarding has obviously developed considerably in recent years through the work of the leadership of the Corporate Safeguarding Board and the development of a Corporate Safeguarding Policy. It is clear in the priorities set by the Council to support the well-being of vulnerable people and prevent escalation of need that safeguarding is at the heart of many services and service developments. Building on this progress, it is

also important to recognise where we need to strengthen the understanding and embedding of safeguarding practice and culture further. A safe workforce means that people have been safely recruited but also trained to the right level to support them to understand their individual responsibilities to report concerns regarding children and adults at risk. Managers who are Designated Lead Managers for safeguarding need to understand fully their role and be supported to fulfil it within their directorate. Each directorate needs to evaluate its safeguarding strengths and areas for development, understand its safeguarding risks, and ensure that safeguarding is properly reflected in commissioning and partnership arrangements. These are the priorities for the next reporting period, and a refreshed policy provides the basis to sustain and accelerate progress to safeguard our most vulnerable citizens and will be presented to Cabinet alongside this progress report. The commitment that colleagues across the Council have shown to embedding preventative approaches which keep people – adults and children – safe and well means I can have confidence that we can embed safeguarding across all service areas – through leadership and clarity in the next reporting period. The right measures to demonstrate progress, linked to an evaluate approach based on evidence, will be important and a priority for the next year’s action plan. This demonstrates the impact of Corporate Safeguarding on outcomes for adults at risk and children will make it meaningful for all directorates.

Claire Marchant
Director of Social Services

1. Introduction

The Corporate Safeguarding Board (CSB) was established in March 2015 in response to specific recommendations from the Wales Audit Office (WAO). This is the second report of the Board and is structured to provide an overview of the Boards’ actions and activities over the past 18 months and to reflect on the progress made to date. The initial part of the report relates to background information that is helpful in understanding the Board’s function and purpose. This is then followed by the main body of the report that summarises the key activity and achievements of the Board during the period April 2017 to December 2018 in line with the recommended actions identified by the Wales Audit Office. The final part notes conclusions from the Board and priority actions for the coming year.

2. Background

2.1 Corporate Safeguarding

Corporate Safeguarding is the activity required by all Council Directorates to effectively protect the health, wellbeing and human rights of children and adults so that they are able

to live free from harm, abuse and neglect. Under the SSWBA, safeguarding is everybody's business and the Act imposes a duty on local authorities and other statutory partners to report all safeguarding concerns to relevant safeguarding departments. In order to effectively implement these duties and activities, the Corporate Safeguarding Board must seek to ensure that all staff are compliant and fully understand their duties under the Act.

2.2 The corporate safeguarding objective

Cardiff Council's 'Capital Ambition Our Commitments for Cardiff' lays out a five-year plan for the City of Cardiff. It is evident that the goals within the plan aim to ensure that individuals and communities across the city are supported to be as independent, active and as safe as possible. The Leader's foreword to the plan notes:

Tackling poverty and inequality will therefore be at the heart of this Administration. We will hold a relentless focus on education and jobs, resolute in our belief that securing an equality of opportunity can help people lift themselves out of poverty. And we will also ensure we get the basics right in how we care for the vulnerable and elderly in our city.

In that vein, it should be clear that safeguarding remains a thread that runs throughout the Capital Ambition and guides all staff, elected members and commissioned services. This reinforces the principle that safeguarding must be considered throughout all aspects of the work of the Council.

2.3 Wales Audit Office – Corporate Safeguarding Standards

The Corporate Safeguarding Board action plan (Appendix 1) has been developed to incorporate the recommendations made under seven key headings within the thematic Wales Audit Office Review of Corporate Safeguarding Arrangements in Welsh Councils, (2015). Whilst the Wales Audit Office (WAO) review concentrated specifically on children, the work of the Cardiff Corporate Safeguarding Board and agreed action plans have widened to include both adults at risk and children consistently. Over recent months, further actions for the local authority have now been added to the plan to strengthen safeguarding priorities across the council.

The seven headings developed by WAO to explain Corporate Safeguarding are:

- Corporate Leadership
- Corporate Policy
- Safer Recruitment of Staff
- Training and Development
- Partners, Volunteers and Commissioned Services

- Systems
- Scrutiny and Assurance

This report will discuss the key achievements and activity of the Corporate Safeguarding Board to date under the above seven key headings.

3. Governance

Improving the work of the Council's scrutiny committees to ensure they are providing assurance on the effectiveness of the Council's corporate safeguarding arrangements was an improvement proposed by the WAO for Cardiff. The Corporate Safeguarding Board was established to strengthen governance across the Council. The Board has operated according to the Terms of Reference attached (Appendix 2).

Recent discussions with the WAO have highlighted that a review of corporate safeguarding arrangements in Cardiff is planned. To prepare for the follow up review, a self-assessment exercise is being undertaken which will analyse the effectiveness of arrangements across the Council and highlight priorities for improvement.

3.1 Risk Management Arrangements:

The Council has in place a Risk Management Policy that establishes a dynamic approach to risk management and based on risk identification, risk mitigation, risk monitoring and reporting and a process of escalating the most significant risks through Directorate Risk Registers to the Corporate Risk Register. A key outcome of the Council's approach to Risk Management is that there is ownership and accountability within directorates with the Directors and Senior Management Team having a clear picture of the risks identified, and how they are being managed across the Council.

The Corporate Risk Register identifies the strategic risk relating to safeguarding. It is important that safeguarding risks are also identified across the Council, managed and controlled at other levels within the overall risk management system, including directorate risk registers and through individual risk assessments.

In light of this, the Corporate Safeguarding Board meeting agreed that the Corporate Safeguarding Board will establish and maintain a Safeguarding Risk Register that brings together the Safeguarding risks from individual service delivery plans, projects and directorate risk registers linked to the Corporate Safeguarding Policy. It is also proposed that specific processes and arrangements to support directorates to identify and manage risks are put in place including:

- SBARs (Situation Background Analysis Review) - these enable service areas to

identify risks, oversee mitigating action plans arising from significant event analyses in respect of compliance with the Council's safeguarding policy.

- A system of self-evaluation to be introduced in all directorates on their safeguarding performance from 2019/20. Self-evaluation to be triangulated in a number of ways including via an internal audit programme.
- At a regional level, the Cardiff and Vale Safeguarding Children Board and Safeguarding Adults Boards fulfil the statutory responsibilities set out in the Social Services and Wellbeing (Wales) Act. A local operational group is being established for Cardiff to enable multi-agency leadership of safeguarding to be actively undertaken and report to the Regional Boards.
- External regulatory reports from Estyn, Care Inspectorate Wales and Wales Audit Office, along with quality assurance and internal audit reports.

4. Key Achievements

4.1 Corporate Leadership

During the period of this report, the Corporate Safeguarding Board has met quarterly with the objective of ensuring that all Council directorates comply with key safeguarding requirements.

The current Terms of Reference and supporting action plan require the Board to identify and support a named person at senior level to promote the importance of safeguarding. In Cardiff, this named person is the statutory Director of Social Services. The Chair of the Board is the Cabinet Member for Finance, Modernisation and Consultation, Councillor Chris Weaver. The main objective of the Chair is to raise the profile of the Board and Safeguarding awareness across the Council including amongst elected members.

The Terms of Reference further require the Board to ensure that all Council Directorates comply with key safeguarding requirements and promote effective cross directorate through information sharing, data collection, front-line operational awareness, staff training and wider partnership engagement. The revised Safeguarding Policy recommends revision of the Board's membership to reflect the roles and responsibilities set out in the policy. Assurance will be sought from all Directors regarding their directorates understanding and engagement in safeguarding policies, procedures and training.

The Corporate Safeguarding Policy states, the Council should identify designated officers with responsibility for safeguarding within each directorate. Within the Corporate

Safeguarding Policy, Operational Managers, or equivalent roles across all directorates of the Council, undertake the role of the Directorate Lead Safeguarding Officer (DLSO). This is identified as the most effective option given that the previous model of identifying named individuals in each area, with repeated key changes in departmental structures and staff, proved to be one that required constant review and updating. By agreeing that all Operational Managers undertake the role ensures, a continued and consistent approach across the Council is promoted.

The role of the DLSO has been clarified as:

- To promote Safeguarding within their Directorate.
- To act as the key point of contact for advice and support relating to Safeguarding matters and issues within their Directorate.
- To collect and collate relevant information to support their Director in discharging their safeguarding responsibilities.

In order to support the key officers in their role, train, develop their understanding and knowledge of safeguarding matters, and promote good safeguarding practice across the authority, a Designated Lead Safeguarding Officers forum has been created and the inaugural meeting took place in November 2018. The meeting presented initial Safeguarding training and awareness for attendees, and also engaged in a positive discussion around staffing and safe recruitment issues within individual directorates. Attendees were also asked to comment on the revised Safeguarding Policy. Future agenda items will concentrate on self-evaluation, safeguarding risks across all areas, specific case scenario discussions and ensuring that the Safeguarding policy is embedded across all Directorates.

4.2 Corporate Policy

In November 2017, as part of the National Safeguarding Week events, the Board published and shared its first formal Corporate Safeguarding Policy across the council for all staff. The policy covers the work of all relevant Council services including workforce, Members, volunteers, partners and contractors. Whilst internal arrangements emanating from the policy are in the process of implementation, wider work to ensure that all external volunteers and commissioned services are supported to comply with the policy duties and objectives is needed.

To this end, and as agreed within the Corporate Safeguarding Board action plan, the Corporate Safeguarding Policy will be reviewed annually, and a new and revised policy is presented to Cabinet as a separate agenda item alongside this progress report. The revised policy aims to strengthen and widen the scope and activity of the Council to meet all of its safeguarding functions and set out more clearly roles and responsibilities across the Council.

4.3 Safer recruitment of Staff

Sourcing, recruiting and training the right people to work with children and adults at risk can be difficult. The WAO review found that most councils, including Cardiff, have established systems for the safe recruitment of staff that will come into contact with children, adults at risk and their families. Whilst examples of good practice exist, it was also found that there were some common weaknesses such as these arrangements not being consistently applied across all relevant Council services.

Cardiff Council has current policies in place for (i) Recruitment and Selection and (ii) Disclosure and Barring Service (DBS); although both policies are currently under review. The council ensures that Disclosure and Barring Service checks and compliance with safe recruitment policies cover all services that come into contact with children and adults at risk. Paragraph 2.8 the Council's Recruitment & Selection Policy states:

All appointments to jobs within the Council will be subject to the receipt of satisfactory written references together with medical checks and any other vetting checks deemed necessary for the role. Cardiff Council is committed to safeguarding and promoting the welfare of children and young people and expects all employees and volunteers to share this commitment.

The Council's application form also contains a self-declaration question for all applicants about previous convictions. The WAO review stressed the need for the consequences of not complying with the councils safeguarding policy being made clear to staff and members and linked to the council's disciplinary process. The Council's Disciplinary Policy states the following as examples of potential gross misconduct:

- Being an accessory to, condoning or failing to report a serious, potentially criminal disciplinary offence, e.g. an incident of abuse/suspected abuse of a child or vulnerable adult;
- Failing to report that a colleague was obtaining financial or other reward from Council clients
- Behaved in a way that has harmed a child / vulnerable adult, or may have harmed a child / vulnerable adult
- Behaved towards a child / vulnerable adult in a way that indicates that they are unsuitable to work with children / vulnerable adults

The aim, however, is to strengthen the need for compliance with the Safeguarding Policy further as part of the imminent review of the Safer Recruitment policies.

New guidance on improved online DBS processes were shared with all departments in August 2017. Within the Council, all staff registered with the Social Care Wales (SCW) are required to update their DBS checks every three years. No other roles within the authority require routine timely renewals.

As part of the work of the Corporate Safeguarding Board, it was identified that current DBS guidance does not request Councils to ensure that School Governors have current DBS checks. In order to raise this matter nationally, the Chair of the Regional Board has written to the National Independent Safeguarding Board expressing their dismay at this lack of vetting and scrutiny and requesting they take the matter on board nationally. To date, the National Board's response has not clarified the position further.

DBS Compliance:

Between 1st April 2017 and 31st March 2018 there were a total of 947 completed DBS checks applications completed. The following table highlights the time scales for completion of the checks across the authority:

DBS Applications completed on RCT online application between 1st April 2017 and 31st March 2018

Time Taken	Applications	Percentage
Less than a week	445	47%
One to two weeks	374	39%
More than two weeks	128	14%
Total	947	

Of the above 115 applications were done within a day, 3 applications took more than 40 days and these took 77,80 and 101 days respectively. Specific issues were highlighted in the three cases that explain the delays in completing the checks appropriately. The DigiGOV system prompts managers when the three-year checks are required. This requirement, as noted above, is only for posts where the post holders are subject to registration with the Social Care Wales.

4.4 Communication and Engagement:

During recent months, key officers across the authority have been developing a Communication Project Plan to promote Safeguarding and to encourage staff to undertake the Safeguarding E-learning Training Module. The aim of the plan is to deepen all employees understanding of what to look for when children or adults may be experiencing or at risk of harm or abuse, and how to report concerns. The campaign will

link in with the Corporate Safeguarding Policy and promote the Directorate Lead Safeguarding Officers (DLSO) role within each department. A strong campaign identity will be vital in engaging staff and will utilise on static collateral, intranet pages, training booklets, pop-up banners, posters, and the Council staff app.

There will be four key audiences we must target successfully:

- Internal – staff
- Schools- teaching community including cleaners, ground keepers etc.
- Management- to communicate and engage with staff
- Front facing staff- hard to reach, frequently engage with the public

A roll out of the Communication will commence in January 2019 with the main objectives of the plan being as follows:

- Encourage all staff to complete the Safeguarding E-learning Training Module
- Ensure all staff know how to report a safeguarding concern (process)
- Ensure all staff know their Directorate Lead Safeguarding Officer
- Ensure all staff know the role of their Directorate Lead Safeguarding Officer
- Increase awareness of the Safeguarding Policy
- Ensure all staff are aware that they have a statutory duty to report concerns about abuse and neglect.
- Highlight that all services within the Council have a key role to play and have to take full ownership of their safeguarding responsibilities.

5. Training and Development

5.1 The WAO proposed that the Council should ensure that all elected Members and staff who encounter children on a regular basis receive training on safeguarding, child protection issues and the Council's corporate policy on safeguarding. As noted previously, in Cardiff, this now incorporates adults, and training which is relevant for staff who encounter adults and children similarly.

Training was offered in the period 2016 to April 2017, but in light of the low take-up, it was agreed that other forms of training should be explored. As a result a programme for 2017-18 was developed including e-learning and Members training.

As part of the activities of National Safeguarding Week 2017, a council wide Safeguarding e-learning module was launched. The Corporate Safeguarding Policy mandates that all staff and elected Members within the Council should undertake the training. It is also identified that the training should be included as standard into the Council's staff induction programme. Further work has been identified by the Board to gather an accurate picture of all staff within departments who have successfully completed the training.

As at December 2018 1709 members of staff across the authority had completed the training. Renewed promotion of the training, wider communication and engagement and agreement from the Corporate Safeguarding Board that the training is mandatory across all directorates should ensure increased staff trained across the authority. A power-point based presentation is also developed so that the training session can be provided to staff who do not have access to e-learning resources.

Safeguarding training for elected Members was also reviewed during the year, and a new training programme was presented to elected members on the 9th of October 2017. 15 members attended, and arrangements are in hand to present the training as part of an annual rolling programme with additional dates agreed for 2018-19.

As part of a wider review of the Education Safeguarding Action Plan, Education Safeguarding Officers (ESOs) will be providing maintained schools with direct safeguarding training and a suite of documents from which the Schools can develop safeguarding policies relevant to their establishments. The suite of documents include

- Estyn pre-inspection framework document
- Safeguarding Education Group toolkit
- Child Protection guidance document

These documents have been shared with all schools with a view to being adopted and utilised.

5.2 Education:

Developments within the Education Directorate over that last 18 months have evidenced a greater understanding and strengthening of safeguarding measures across all schools. Developments have been made in the following areas:

- a. Education Safeguarding Officers are available for consultation with all schools on a case by case basis when required
 - Schools' safeguarding arrangements are reviewed and audited by the Education Safeguarding Officers in partnership with the school's
 - Pro-active offer to schools who are going into an inspection period, to review its safeguarding procedures
 - Engagement and support provided to the school's when safeguarding concerns or issues arise.

b. Operation Encompass:

Operation Encompass is a Police and Education early intervention safeguarding partnership, which supports children and young people exposed to domestic abuse. The intervention has already been implemented across many Police Forces and Local Authorities nationally and was rolled out in Cardiff in September 2018. The process

involves reporting to schools, before the start of the next school day, when a child or young person has been involved or exposed to a domestic abuse incident the previous day/evening.

The Police send through the information each school-day morning to the Education Welfare Service (EWS) who then contact the schools that the child or young person attends before the start of the school day if they are named in the police information. The contact phone call will only share very basic information, and merely advise the school of the incident. The information is given in strict confidence to a school's Designated Safeguarding Person (DSP) in the first instance; if they are unavailable, then it is shared with their deputy or a member of Senior Management Team.

The purpose of the call is to ensure that the school can support the pupil appropriately, whether this is overt/covert; to enable staff to understand the pupil's behaviour/emotion/presentation on that day; and to ensure that the school is able to make provision for possible difficulties. Initial feedback from schools has been positive and potential long-term benefits for the child have been highlighted in the process.

6. Partners, Volunteers and Commissioned Services

6.1 The Corporate Safeguarding Board's action plan notes the following expectations as regards partners, volunteers and commissioned services:

- There is a process of engagement, where appropriate, with partners on safeguarding issues to ensure common agreements, mutual learning and development of good practice
- The Council has written minimum standards for safeguarding for working with partners, volunteers and contractors
- The Council requires safe recruitment practices by partners, volunteers and contractors who provide services commissioned and/or used by the Council
- The Council requires relevant staff in partner organisations who are commissioned to work for the council in delivering services to children, young people and adults to undertake safeguarding training

To date, work in this area has been limited primarily to Social Services, Education and Housing Services by virtue of the services they provide directly to adults at risk and children. Where appropriate, however, tender and contract documentation for other directorate areas do include clauses to ensure compliance with the Council's Safeguarding Policy and wider legislation.

6.2 To promote wider directorate activity in these areas, initial discussions have commenced with the Shared Regulatory Services and Neighbourhood Services to align the current Taxi and Private Licensing Policy with the Corporate Safeguarding Policy.

This was highlighted as a necessity when safeguarding issues had been raised regarding a number of separate taxi drivers across the city.

To strengthen arrangements, the following have been agreed:

- Operational Manager Safeguarding ssit on the Licensing appeal panel.
- Members training to include reference concerning taxi licensing and safeguarding
- All documents, contracts and policies concerning taxi licensing process etc. to be reviewed by the Operational Manager Safeguarding to ensure that safeguarding is adequately covered in all documentation
- Agreement that the Education Safeguarding Officers ensure that safeguarding training with schools reminds attendees to ask to check taxi drivers' badges etc. and report immediately any omissions or concerns.

6.3 In March 2017, Cardiff Council became the first public body to sign the Welsh Government's Code of Practice: Ethical Employment in Supply Chains. The Code's 12 commitments include tackling Modern Slavery and Human Trafficking. The Council has developed a Modern Slavery Statement to be adopted from the 1st of April 2019, which sets out the action that the council has taken, and will take, to ensure that there is no Modern Slavery and Human trafficking in its own business or supply chains. To this end the Council is working in partnership with Welsh Government, the wider public sector, suppliers, service providers and others to address Modern Slavery challenges and drive collaborative action with a view to reducing risks and incidence of modern slavery. In order to achieve compliance with the Modern Slavery Act Section 54 it is acknowledged that there should be agreement on the following:

- (i) A clear mandate from Senior Management around the need for all Council employees to receive appropriate Modern Slavery training relevant to their role within the organisation.
- (ii) That the Chief Executive and Lead Cabinet Member sign-off the Modern Slavery statement both now and in the future.

7. Systems

The WAO proposed that the Council should improve the range, quality and coverage of safeguarding performance reporting to provide adequate assurance that corporate arrangements are working effectively. In response to this, the Board's Terms of Reference require the Board to review and develop appropriate corporate safeguarding performance measures.

The WAO review requires that the Council has systems in place to record and monitor compliance levels on Disclosure and Barring Service checks, and the ability to track and monitor the attendance figures for staff attendance at Safeguarding training. As

discussed above, current systems within the authority including Digigov and supporting HR systems are in place to gather the relevant DBS data. In addition, as noted above, attendance figures for the newly launched e-learning module are now also being gathered. These training figures will be shared with the Board on a quarterly basis to ensure that all relevant staff have undertaken the training.

Current arrangements across the authority as regards what performance data is required for safeguarding is underdeveloped, and previous arrangements to gather some data directly from directorates proved ineffective. The following performance data provides examples that can be provided, but it is envisaged that future progress and annual reports will contain an agreed Performance Dataset across the whole authority:

Source of Contact/Referral between Q1 2017/18 and Q3 2018/19

Source/Quarter	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19
Emergency Duty Team	0	0	101	140	217	265	184
LA Housing Dept. or Housing Association	82	117	81	59	69	74	75
Legal	0	0	11	3	19	5	34
Local Authority's own Social Services Dept.	539	424	268	151	144	121	129
Other Departments of own or other LA	176	297	261	171	181	148	142
School	601	404	768	668	707	430	858
Grand Total	1398	1242	1490	1192	1627	1043	1422

The above figures highlight the source of referrals that have been received from directorates within the authority over the last 15 months. Current figures demonstrate that the majority of the referrals continue to come from what are seen as traditional sources i.e. housing, education/schools and other social services areas. The reasons for this can be noted as primarily twofold; firstly, other directorates remain unaware or unclear of the need to refer, and increased awareness of safeguarding requires action to ensure that all directorates are clear of the need to report cases appropriately, and; secondly, data gathering is currently limited to only capturing the data from specific directorates. This requires changing so that we are able to capture the full range of referral sources. The latter will ensure correct analysis of the referrals and the need to escalate any directorate concerns where required. It is, however, encouraging to note that there are clear referring mechanisms embedded across the authority in the directorates highlighted above.

Adult Protection and Child Protection Performance:

Adult Protection Performance Data Q1 2018-19

Number of Contacts and Referrals - Adults	
Total number of adult protection enquiries completed in the year	337
The number of adult protection enquiries completed in the year that were completed within seven days	299
Result	89%

All initial enquiries to the Adult Safeguarding Team should be completed within statutory 7 working days of the receipt of a safeguarding concern. Figures for Q1 onwards have evidenced a drop in the figures and below the 99% target set for the year. As a result, an in depth review has been undertaken and remedial actions undertaken.

Child Protection Performance Data Q1 2018-19:

Children on the Child Protection Register:

Category of abuse	Under 1	1 - 4	5 - 9	10 - 15	16 - 18	Total
Neglect	6	32	32	42	2	114
Physical abuse	2	3	11	14	2	32
Sexual abuse	1	4	2	3	0	10
Financial abuse	0	0	0	0	0	0
Emotional / psychological abuse	7	28	39	26	1	101
Total	16	67	84	85	5	257

In line with All Wales procedures all children on the Child Protection Register must have one or more category/categories of abuse clearly identified from the list above. The numbers of different categories of abuse above have highlighted the small number of cases which are identified as suffering sexual abuse in comparison to other categories of abuse. National research and wider work within the authority clearly demonstrates that this category is often under-reported, with professionals wary of using the category, or insufficient confirmed evidence to endorse the use of the category. This is an issue that has been highlighted by the Regional Safeguarding Children Board for wider audit of the issue.

Childrens Services Assessments for Q1 2018-19:

1	Number of children and families who received advice or assistance from the information advice and assistance service during the quarter	167
2	Number of assessments of need for care and support undertaken during the quarter	762
	2.1 Of those, the number that led to a care and support plan	60
3	Number of assessments of need for support for young carers undertaken during the quarter	2
	3.1 Of those, the number that led to a support plan	0
4	Number of assessments of need for care and support for children undertaken during the quarter whilst in the secure estate	2
	4.1 Of those, the number that led to a care and support plan	2

The high number of assessments undertaken during one quarter clearly demonstrates the increasing demand on social service resources to ensure children are safe and supported within the city. As highlighted within Welsh Government legislation and the Council's capital ambition, safeguarding must encompass wider well-being needs of children and adults at risk, in addition to child and adult protection investigations.

8. Scrutiny and Assurance

Safeguarding works closely with Internal Audit to agree an appropriate internal audit work programme. In the last year there have been audits of the Regional Safeguarding Board business unit and Corporate Safeguarding. The Corporate Safeguarding Board action plan (Appendix 1) identifies the work required in identifying and undertaking a rolling programme of internal audit systems testing and compliance reviews on the councils safeguarding practices.

In accordance with the Internal Audit Plan, an audit of the corporate safeguarding arrangements was undertaken with the fieldwork commencing in October 2018. The overall purpose of the audit is to provide assurances to senior management that there is a sound system of internal control within the area under review. The objectives of the audit will be to assess the levels to which:

- a) There is effective corporate oversight of safeguarding arrangements.
- b) Directorates have assessed their services for safeguarding risks and opportunities where safeguarding issues may be identified by their services.

c) Directorates have defined measures and reporting mechanisms in place to contribute to the corporate oversight of safeguarding.

The areas highlighted in the Internal Audit report around systematic policy implementation are addressed in the revised policy and action plan presented alongside this report to Cabinet.

9. Evaluation

To date Corporate Safeguarding Board members have reflected on the Board's operation during the previous years. The following themes have emerged from the discussion.

Members of the Board reflect that, in their opinion, the new Current Corporate Safeguarding Board is significantly more effective than a predecessor Board that was disbanded several years previously. This has been attributed to greater focus and structure in the Board's operation and the appointment of a Cabinet Member as Chair. This leadership is felt to provide a sense of gravitas and raised the profile of the Board significantly.

The key challenge is a perception that some directorates initially found it difficult to understand their role in safeguarding, and this ultimately influenced participation in the safeguarding process. The Board empathises that this has in part been heightened by a context of considerable corporate change and modernisation across the Council, but also highlighted that Corporate Safeguarding needs to be fundamental to those wider changes.

There is now a strong and committed response by the Chair and Directors to address any gaps in these Directorate commitment to the Board and this has resulted in improved engagement. Members of the Board believe that key to the success of the Board will be that when the training, monitoring and governance arrangements are embedded, all employees of the Council will understand their responsibility and what is required of them. The Chair and Board members are more confident that there is now a good platform for ensuring the effective implementation of the improvement Action Plan.

The agreed action plan and a newly formed Directorate Lead Safeguarding Officers forum will provide a firm base for systematically guiding and implementing the work of the Corporate Safeguarding Board.

The 2017/18 work programme concentrated on the continued implementation of a full action plan which met all actions identified in the Wales Audit Office review of Corporate Safeguarding 2015. As noted previously, the action plan covered the 7 key areas identified in the review:

- Corporate leadership
- Corporate policy
- Safer recruitment of staff
- Training and development
- Partners, volunteers and commissioned services
- Systems
- Scrutiny and assurance

10. Future work programme

The 2018-19 work programme will include the following:

1. The Corporate Safeguarding Board will establish and maintain a safeguarding risk register which brings together the safeguarding risks from individual service delivery plans, projects and directorate risk registers
2. Develop a revised Corporate Safeguarding Learning and Development Strategy and accompanying training plan.
3. Tracking, monitoring and reviewing staff uptake of the e-learning Safeguarding training module across all departments within the Council.
4. Implement a performance framework which enables progress and impact to be measured effectively and will inform the Corporate Safeguarding Board and the Council.
5. Implement safeguarding self-evaluation across every directorate to understand fully the effectiveness of Corporate Safeguarding arrangements in every part of the Council.
6. Implement a Communication and Engagement Strategy to ensure that all council staff and elected members have a clear awareness, understanding of, and compliance with the Corporate Safeguarding Policy
7. Review all current safer recruitment policies and protocols within the council, to ensure that all posts recruited to by the authority comply with and adopt a safe and effective recruitment process.
8. The Board to implement and regularly review a revised action plan in line with the DLSO Forum priorities.

11. Appendices:

1. Action Plan
2. Terms of Reference

CARDIFF COUNCIL
CORPORATE SAFEGUARDING ACTION PLAN
2017-18

★ Numbers in brackets denote the WAO Review recommendation number

	Action	CCC Action Plan 2016-17	Lead Officer	Timescale	Update
1.	Corporate Leadership				
1.1 (1.3)	The council regularly disseminates and updates information to all staff and stakeholders concerning the appointments of the named person at senior management level who promotes the importance of safeguarding and the welfare of children and adults throughout the organisation		Senior Communications Officer CS sub-group	On-going	Sub –group and Communications team to agree programme of updates on these appointments and CSP and training
1.2. (1.4)	The council regularly tests awareness and understanding of the corporate leadership roles i.e. Lead member for safeguarding and senior manager lead.		Head of Service	On-going	Corporate Safeguarding Policy notes all Heads of Service to ensure this action is undertaken.

1.3	The Council undertakes a communication and engagement plan across the authority for all staff		DLSO Communications Officer	January 2019	Project plan in place to guide and support the process. Overarching logo and poster agreed.
1.4	A council wide Designated Lead Safeguarding Officers (DLSO) Group to be convened to take forward all operational safeguarding actions across the Directorate		Director of Social Services OM Safeguarding	November 2018	Inaugural meeting arranged for the 25 th November 2018.
2.	Corporate Policy				
2.1	The Schools Safeguarding Policies is checked to ensure consistency with the council wide policy on safeguarding		Education Safeguarding Officers	May 2018	Education Safeguarding Officers will provide maintained schools with a suite of documents from which Schools will be able to develop their bespoke safeguarding policies. The suite of documents will be sent to maintained schools by 23 rd April 2018 and include <ul style="list-style-type: none"> • Estyn pre-inspection framework document • Safeguarding Education Group toolkit • Child Protection guidance document updated April 2018
2.2	The policy is publicised, promoted and distributed widely	2.2 Develop a communications plan as in 1.3	Sub-group & Senior Communications Officer	January 2019	Operational Managers and sub-group to agree plan in line with Communications team in 1.3 and 1.4

2.3	The policy is reviewed annually or whenever there is a significant change in the organisation or in relevant legislation		Corporate Safeguarding Board	October 2018	Draft updated policy now available and to be taken to full Council in December 2018
2.4 (2.5)	The policy is approved and signed by the Cardiff and Vale Regional Safeguarding Boards		OM Safeguarding Business Manager RSBs	March 2019	CSP to be presented to the Regional Boards on the 21 st of March 2019
2.5 (2.7)	All staff, members, volunteers, partners and contractors are required to comply with the policy – there are no exceptions		Operational Manager Procurement and Supplies	On-going	Procurement to ensure that all future contractual arrangements state compliance with the Council's CSP
2.6 (2.8)	The council regularly tests awareness and understanding of the policy		CSB Sub-group	On-going	DLSO group to be convened to identify key auditing, training and review actions required to support the Corporate Safeguarding Board's duties. First meeting of the group in November 2018.
2.7	A corporate Volunteer Policy to be developed to ensure that all volunteer organisations utilised by the council meet agreed council requirements as regards safeguarding issues.		HR	March 2019	
3.	Safer Recruitment of Staff				
3.1 (3.3)	The council ensures that Disclosure and Barring Service checks and compliance with safe recruitment policies cover all services that come into contact with children and adults	1.3 Review effectiveness of DBS arrangements for school governors.	Operational Manager (HR People Partner)	On-going	As in 3.1 & 3.2 above. All staff registered with Social Care Wales require updated DBS check every three years.

					Letter sent by Director of Social Services concerning DBS checks for school governors to the Chair of the National Safeguarding Board. Further letter sent by the Chair of the CSB December 2017.
4.	Training and Development				
4.1 (4.2)	Safeguarding is included as standard on council wide induction programmes		Academi Training	March 2019	DLSO group to ensure that mandatory Safeguarding awareness to be undertaken by all new staff
4.2 (4.3)	Safeguarding training is mandated and coverage extended to all relevant council service areas	2.2 (ii) Implement agreed training and awareness programme for elected members throughout the year.	Operational Manager Safeguarding Training and Development Officer	On-going annual programme	Elected members training undertaken on the 9 th of October 2017 . Additional dates for 2018-19 to be agreed.
4.3 (4.4)	The consequences of not complying with the councils safeguarding policy are made clear to staff and members and linked to the council's disciplinary processes		Operational Manager (HR People Partner)		The Council's Disciplinary Policy contains examples of gross misconduct which may cover this action, but requires improvement to ensure that a specific reference is included in the policy as regards safeguarding concerns.
5.	Partners, Volunteers and commissioned Services				
5.1	There is a process of engagement, where appropriate, with partners on safeguarding issues to ensure common		Corporate Safeguarding Board	January 2019	DLSO group to identify and agree the process and to also identify the key partners this action refers to.

	agreements, mutual learning and development of good practice				
5.2	The council has written minimum standards for safeguarding for working with partners, volunteers and contractors		Strategy and Development Manager Commissioning and Procurement Services	March 2019	
5.3	The council requires safe recruitment practices by partners, volunteers and contractors who provide services commissioned and/or used by the council		Strategy and Development Manager Commissioning and Procurement Services	March 2019	
5.4	The council requires relevant staff in partner organisations who are commissioned to work for the council in delivering services to children, young people and adults to undertake safeguarding training		Strategy and Development Manager Commissioning and Procurement Services	March 2019	
6.	Systems				
6.1	There is an integrated council wide system to record and monitor compliance levels on Disclosure and Barring Service checks		Operational Manager (HR People Partner)	On-going	Digigov and supporting HR systems in place to gather this data
6.2	The council can identify, track and monitor compliance with attendance safeguarding training in all council	1.2 Finalise the corporate safeguarding	Operational Manager Improvement and Information	On-going	Data to be gathered ¼erly and fed back to the CSB

	departments, elected members, schools, governors and volunteers	performance monitoring framework			
7.	Scrutiny and assurance				
7.1	<p>The council regularly reports safeguarding issues and assurances to Scrutiny Committee(s) against a balanced and council wide set of performance information. This covers:</p> <ul style="list-style-type: none"> • benchmarking and comparisons with others • conclusions of internal and external audit/inspection reviews • relevant service based performance data • key personnel data such as safeguarding training, and DBS recruitment checks • the performance of contractors, partners, volunteers and commissioned services on compliance with council safeguarding responsibilities 	3.2 Collect data to report against the new corporate safeguarding indicators.	Operational Manager Improvement and Information	On-going	
7.2	Risks associated with safeguarding are considered at both a corporate and service level in developing and agreeing		Director Social Services OM Safeguarding	On-going	Agreed at CSB October 2018 that Safeguarding Risk Register is adopted across all Directorates.

	risk management plans across the council. The Corporate Safeguarding Board establishes and maintains a safeguarding risk register that brings together the safeguarding risks from individual service delivery plans, projects and directorate risk registers				
7.3	A rolling programme of internal audit systems testing and compliance reviews are undertaken on the councils safeguarding practices	<p>3.1 Roll out of the Directorates' Safeguarding Information Return.</p> <p>3.3. Agree corporate safeguarding audit programme.</p> <p>3.4 Audit compliance with the new Directorates' Safeguarding Information Return.</p>	<p>Operational Manager Improvement and Information</p> <p>Principal Auditor</p> <p>Principal Auditor</p>	January 2019	In accordance with the Internal Audit Plan, an audit of the corporate safeguarding arrangements is being undertaken with the fieldwork commencing in October 2018.

CORPORATE SAFEGUARDING BOARD - TERMS OF REFERENCE JULY 2018

OVERALL PURPOSE

The Corporate Safeguarding Board (CSB) will:

1. Ensure the compliance of all Council Directorates with key safeguarding requirements in relation to children and adults.
2. Ensure that all directorates within the council are aware of their contribution to keeping children, young people and adults at risk safe and free from harm or abuse.
3. Agree, implement and review clear actions for the group within a ratified annual action plan.
4. Support the Statutory Director of Social Services in the discharge of his/her wider safeguarding duties.
5. Review and develop relevant corporate safeguarding standards and policy.
6. Support HR in the delivery of a robust Safer Recruitment process to include key vetting and barring requirements and workforce development.
7. Provide an Annual Corporate Safeguarding Report, setting out the performance of all Directorates, in relation to vetting and barring, staff safeguarding training, and the operation of front-line services in terms of their effectiveness in identifying and referring safeguarding concerns.
8. To identify clear areas of safeguarding risk, and agree how the risks will be managed within the authority and by whom.
9. Review and develop appropriate corporate safeguarding performance measures.
10. Ensure that Safeguarding training is promoted and mandated across all Directorates within the authority.
11. Advise the Head of the Paid Service and recommend relevant action in relation to corporate safeguarding standards and policy.
12. Promote effective cross Directorate safeguarding practice particularly in terms of information sharing and data collection, front-line operational awareness, staff training and wider partnership engagement. Receive and consider recommendations and learning from Child / Adult Practice / Domestic Homicide Reviews.

MEMBERSHIP

Members will include the Director of Social Services; the Monitoring Officer, or senior nominee; the Operational Manager for Safeguarding and Independent Review; a relevant Operational Manager for each Directorate; Operational Manager for Improvement and Information who will also represent the SIRO; a lead officer from ICT; a Senior Auditor.

CHAIRING

The Board will be chaired by the relevant nominated Cabinet member.

FREQUENCY OF MEETINGS

The Board will meet quarterly.

Mae'r dudalen hon yn wag yn fwriadol