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## AGENDA

<b>Committee</b>	COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE
<b>Date and Time of Meeting</b>	WEDNESDAY, 3 APRIL 2019, 4.30 PM
<b>Venue</b>	COMMITTEE ROOM 4 - COUNTY HALL
<b>Membership</b>	Councillor McGarry (Chair) Councillors Ahmed, Carter, Ebrahim, Goddard, Jenkins, Lent and Molik

*Time  
approx.*

### 1 **Apologies for Absence**

To receive apologies for absence.

### 2 **Declarations of Interest**

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

### 3 **Minutes** (*Pages 3 - 10*)

To approve as a correct record the minutes of the meeting held on 6 March 2019.

### 4 **2018/19 Quarter 3 Performance - Performance Monitoring Scrutiny of Quarter Three Performance Report** (*Pages 11 - 56*) 4.35 pm

To present the Performance Reports for Quarter 3 (Oct - Dec) of 2018-19. Members will be able to decide what comments, observations or recommendations they wish to pass on to the Cabinet for their consideration.

### 5 **Adult Safeguarding Update** (*Pages 57 - 150*) 5.35 pm

To provide Members with an update on current Council performance and future plans.

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

By receiving this Agenda Pack electronically you have saved the Authority approx. £4.65 in printing costs

- 6 Council House Building Strategy (Pages 151 - 168)** 6.05 pm
- To provide Members with a progress update on the Strategy prior to it receiving pre-decision Scrutiny on 1 May 2019 and Cabinet approval on 16 May 2019.
- 7 Committee Business (Pages 169 - 176)** 6.30 pm
- To include updates on the Committee Work Programme 2018/19 and Correspondence.
- 8 Urgent Items (if any)** 6.40 pm
- 9 Way Forward** 6.45 pm
- To review the evidence and information gathered during consideration of each agenda item, agree Members comments, observations and concerns to be passed on to the relevant Cabinet Member by the Chair, and to note items for inclusion on the Committee's Forward Work Programme.
- 10 Date of next meeting**
- Wednesday 1st May 2019 at 4.30pm in Committee Room 4, County Hall.

**Davina Fiore**

**Director Governance & Legal Services**

Date: Thursday, 28 March 2019

Contact: Andrea Redmond, 02920 872434, a.redmond@cardiff.gov.uk

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

6 MARCH 2019

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

66 : APOLOGIES FOR ABSENCE

None received.

67 : DECLARATIONS OF INTEREST

None received.

68 : MINUTES

The minutes of the meetings held on 21 January 2019 and 18 February 2019 were agreed as a correct record and signed by the Chairperson.

69 : OLDER PERSONS ACCOMMODATION STRATEGY - PRE DECISION

The Chairperson advised Members that this item enabled them to carry out pre-decision scrutiny of the Older Persons Accommodation Strategy 2019 – 2023 which was expected to be considered by Cabinet on the 21 March 2019.

The Chairperson welcomed Councillor Lynda Thorne (Cabinet Member for Housing & Communities); Councillor Susan Elsmore (Cabinet Member Social Care, Health & Well Being) Sarah McGill (Corporate Director, People and Communities) and Claire Marchant (Director of Social Services) to the meeting.

The Chairperson invited Councillor Thorne to make a statement in which she said that she was pleased to be able to present the Older Persons Housing Strategy to Committee. She noted that there is an ageing population and meeting these needs in a sustainable way is a major challenge. Good quality housing can help older people to remain independent for longer, improve quality of life and also reduce pressure on budgets. The Strategy sets out how a range of housing options will be provided to meet both the needs and aspirations of the older population. There are exciting proposals for the development of new homes and for improving existing homes.

The strategy also sets out how the Council will support older people to live independently and, very importantly, stay linked to their community. Councillor Thorne added that she was particularly pleased with the new proposals set out in the strategy to improve advice and support for older people, to help them make the right housing choices at the right time.

The Chairperson invited Councillor Elsmore to make a statement in which she said that she wished to join Cllr Thorne in commending the strategy to Committee. If the Council are to meet the future challenges of its older population, especially those with Dementia, then it needs to take a whole council approach and work closely with its

partners in Health and the third sector. This Strategy sets out an excellent framework for taking this joint working forward.

Members were provided with a presentation on the Older Persons Accommodation Strategy, after which the Chairperson invited questions and comments from Members;

Members asked if there were any plans for Care Ready homes in the Cyncoed area and were advised that there is a lack of land in Cyncoed, if land was available then they would be built. There was more provision in the North of the City; most Council homes are built on land that the Council owns.

Members noted the community aspect and that older people need to be closer to shops and bus routes, noting that there needs to be cross departmental work to address such issues as shops closing down and bus routes being stopped. The Cabinet Member for Housing and Communities noted the issue with transport across the City and stated that although not in the Strategy work was being done to look into the issue. The Cabinet Member shared the concerns over cutting bus services as this directly affects older people, she added it would be good to include this in the recommendations to go to the Cabinet Member for Transport although the Council is somewhat limited on this issue. The Cabinet Member for Social Care, Health & Well Being added that they were already looking at how the Council meets the needs of individuals and different groups across the City; the way work is planned across portfolios to connect services so they are locality based around communities, making it easier for people to stay in their communities for longer.

Members noted the diverse communities' element and considered there needed to be a focus on this for the provision of care for the elderly across Cardiff. The Cabinet Member for Housing and Communities stated that they have included the need to address ethnicity groups especially for dementia sufferers and this would be looked into shortly as far more needed to be done.

Members considered the strategy was very positive in general, but noted the issue with regards to bungalows and how the market could be pump primed in terms of specific types of accommodation; noting that the Council could potentially build and sell bungalows if they believed there was a high enough demand for them. Officers said they would encourage partners to have older person's homes for sale; new communities were being built and there needed to be elements of affordable/social housing as well as older person's accommodation for sale; Officers added that bungalows are more expensive to build.

Members were concerned about the amount of care ready versus extra care homes and asked for the rationale around that decision. Officers explained what they mean by care ready and extra care; stating that the standards are exactly the same, what is different is the provision of facilities such as a restaurant, which actually hasn't worked very well in some models. Care Ready homes have all the aspects of Extra Care but it gives the opportunity of building them in blocks.

Members noted that adaptation for homeowners often take a long time and asked how this was being addressed since the loss of the contractor. Officers explained that they have employed a third contractor to help with getting them done more

quickly; the Tender Evaluation Process had been completed and the appointment was about to be made. The Cabinet Member for Housing and Communities added that it was frustrating that they had lost the contract and she had written to the Chair of Policy Review and Performance Scrutiny Committee (PRAP) to investigate why it takes so long to go through the procurement process; Members asked if this could once again be reinforced as a concern to PRAP.

Members considered that some older people who own their homes are unaware that they have the option to apply for older person accommodation and asked about the eligibility criteria. Officers explained that this was one of the points of setting up the unit, to provide the right advice and support for all older people; Older owner occupiers are eligible to apply for accommodation and are assessed on their need including their Health need; there are a myriad of complexities to consider and the unit could provide advice for the over 65s in good health to plan for the future too.

Members asked where the 45 Wales and West units were going to be built in Roath, Officers believed it to be the site next to the CRT but would confirm this.

Members considered that older person's religious needs including Christianity, should also be taken into account and Officers stated that Strategy would help how the Council gets to the point of meeting people's needs and the unit should also help to address this; needs to be met on an equitable basis.

Members reiterated the concern that there should be more houses built by the Council for sale. Officers stated that the key question in terms of houses for sale is how to incentivise the market; developers are nervous and assume there is no market but this has proved to be wrong as properties have sold off plan; this evidence will give confidence to developers that there is appetite across the City.

Members noted the engagement with Housing Associations but asked if there was any engagement with other organisations such as pension advisors or estate agents. Officers explained that they cannot give financial advice but if an older person wants to downsize they can provide help with showing them how to look at this digitally such as using Rightmove etc.

Members considered that the advice and support provided by Hubs should be communicated better as there seemed to be a misconception that these services are only for people who are Council tenants or are on benefits.

Members considered it was an excellent strategy but sought clarification on the split of housing types, asking if this split would be reflective of the consultation. Officers advised that bungalows were too expensive to build; there would be 1 bedroom flats but the flats are very generous in size and are in fact built on the same footprint of a 2 bedroom flat, so there is plenty of storage and larger bathrooms and kitchens. Officers further advised that there would be a show home available if Members wished to visit.

Members referred to the Allocations Policy, noting that Registered Social Landlords (RSL's) had been consulted on the proposals and asked if there was likely to be a change in the Policy. The Cabinet Member stated that it was difficult to specify what the Policy would be, it needs to take into account the individuals needs and

requirements and at the moment the policy doesn't allow that to happen; the intention is that older persons consideration is to be taken outside of the policy and each one taken on individual needs and requirements.

Members discussed adaptations and asked what happens when properties become vacant, asking if they are void for some time. Officers explained that they do try and allocate/match properties using the accessible homes register when they become available but it is not always possible. They look to recycle adaptation provisions and they work with Care and Repair on this.

Members noted that the Tai Pawb logo was not on the presentation; Officers said there was no specific reason for this but they are involved.

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.

## 70 : HRA BUSINESS PLAN - PRE-DECISION

The Chairperson advised Members that this item enabled them to carry out pre-decision scrutiny of the Housing Revenue Account (HRA) Business Plan 2019-2020 which was expected to be considered by Cabinet on the 21 March 2019.

The Chairperson welcomed Councillor Lynda Thorne (Cabinet Member for Housing & Communities); Sarah McGill (Corporate Director, People and Communities); Colin Blackmore (Operational Manager Building Improvement & Safety) and Gill Brown (Accountant) to the meeting.

The Chairperson invited Councillor Thorne to make a statement in which she said that this was an Annual Report; the restriction on the rent increase this year had had a major effect on the business plan and should it continue there would be major implications for building new accommodation in the City.

Members were provided with a presentation on the HRA Business Plan, after which the Chairperson invited questions and comments from Members;

Members were concerned about the interest on borrowing especially with the risks identified and discussed such as rent arrears, the rent cap and the unknown impact of Universal Credit. Members asked what planning and mapping had been done in respect of this. Officers stated that they had made a significant provision of £1billion in the 2019/20 budget for the arrears issue and this would be kept under review as Universal Credit is rolled out. It was noted that 30 years is a long time to plan for; with regard to Interest, the forecast is based on existing Capital Programme, some schemes are already committed to, others may slip or drop out if they become unaffordable, this would be constantly reviewed. Officers maintained that if CPI plus Inflation stays at 2.5% then it is affordable.

Members further discussed rent arrears and the issue of the delay in processing Universal Credit applications. The Cabinet Member added that the benefits within the Universal Credit payment have also reduced, as well as some applicants having to wait up to 8 weeks for their application to be processed, so they are indebted from

the start of the process; this has seen an increase with people using foodbanks to feed their families. The Cabinet Member added that it was important to help and support people and that was what the Hubs and Employment Services are about.

Members noted that some work was being done to have rent directly paid and they hoped that this would go some way to address the arrears issue.

Members were surprised that there had been an expectation placed on the rent increases and wondered if it was a rallying cry to be more innovative in how the Council meets the targets of building more Council homes. Officers explained that if income is not received then they will need to review what can be delivered, adding that housing needs to be affordable, the level of rent over the past 40 years has impacted on this. The Cabinet Member explained that the money for housing is ring-fenced and anything you need to do can only be done from the income – rent; adding that Cardiff rents are lower on the second band of rent levels and are relatively cheap for a Capital City. The reduced income will have an impact on building homes for the most vulnerable people on the housing waiting list; currently people are private renting, they are being kept out of work as they couldn't afford the rent if they were working, more council homes are needed. The Cabinet Member highlighted the Cardiff Living Programme as an innovative housing initiative.

Members asked why more detached properties were not built and Officers explained that they are expensive, one unit of accommodation and this would mean a set rent price.

Members asked if there were options for HRA debt restructuring on an annual basis. Officers explained that it was one general fund and the HRA would benefit from interest rates.

Members asked if the levels of acceptable fails affected the major repairs allowance and were advised that they would not.

Members discussed the issue of damp and that some tenants are saying since cladding has been removed from blocks of flats they are experiencing damp in their properties. Officers explained that there had been pressure to remove cladding when they found combustibility and there have been referrals for damp issues since the winter. Tenants have been compensated for any extra heating needed over the winter and insurance forms have been issued for damage to properties due to mould. A consultant had started to monitor the moisture using thermal imaging and a report was expected in May with recommendations for improvements, it is thought these will include improved ventilation and windows.

Members noted that of the 1000 homes, there would be 50 temporary units and were advised that these were Meanwhile Use homes, built from shipping containers, which in theory could be moved from location to location around 5 times and they meet current standards such as having sprinklers etc.

Members noted that the Cardiff Living Scheme had 40% affordable housing as average over the whole scheme.

Members discussed anti-social behaviour and noted that there had been 7 evictions; Members asked what happens to the people who are evicted, wondering if they then enter a cycle of being homeless and rehoused. Officers explained that it would depend on each individual circumstance, in the event of anti-social behaviour people would be regarded as making themselves intentionally homeless; more detail on specific cases could be provided to Members outside of the meeting if they wished.

Members sought assurance on the quality of the new homes being built so that they stand the test of time. The Cabinet Member gave assurances on the quality of the housing to Members.

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.

#### 71 : URGENT ITEMS (IF ANY)

None received.

#### 72 : COMMITTEE BUSINESS

Members were advised of the current Forward Work Programme (FWP) and the planned items for the meeting in April were outlined. Members noted that there were two other possible items for this meeting but that they would not be in their final form; Members agreed that these items could wait until a later committee meeting.

Members were advised that the Performance Panel (currently made up of Cllr McGarry and Cllr Lent) would meet soon and provide feedback to the next meeting.

Members noted that the Closer to Home Task & Finish group (made up of Cllrs McGarry, Lent, Ahmed, Molik and Goddard) would meet soon and provide feedback to a future meeting; Members noted that a session held recently was useful and information on this would be shared with Committee Members.

Members were asked how they would like to develop the ongoing FWP and they considered that all Members of the Council should be written to for ideas, these could then be pointed to the correct Scrutiny Committee and prioritised.

Members were advised that the Calendar of meetings was provisionally set until 3 July 2019; more dates and times would be confirmed in preparation for the Annual Meeting of Council. Members were keen to keep meetings on the first Wednesday of the month at 4.30 but noted that this would sometimes need to change to align with Cabinet meeting dates.

It was confirmed that Cllr Kelloway was no longer on the committee and a replacement was awaited. Members were advised that there would be a review of political balance and appointments would be progressed with Whips.

Members were updated on the position with regards to the Principal Scrutiny Officer post and were advised that the replacement would be in place for the next CASSC



meeting on a phased introduction; their role would be; Developing the FWP; Closer to Home T&F; Performance Panel and to Develop the Annual Report.

73 : DATE OF NEXT MEETING

Wednesday 3<sup>rd</sup> April 2019 at 4.30pm, Committee Room 4, County Hall, Cardiff.

The meeting terminated at 7.15 pm

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**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**3 APRIL 2019**

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**QUARTER THREE - PERFORMANCE REPORT FOR 2018/19**

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**Purpose of Report**

1. To present the Performance Reports for Quarter 3 (Oct - Dec) of 2018-19. The Performance Report for People & Communities is attached at **Appendix 1**; and the Performance Report for Adult Social Services is attached at **Appendix 2**.
2. At this Scrutiny Committee meeting, Members will be able to decide what comments, observations or recommendations they wish to pass on to the Cabinet for their consideration.

**Background to Performance Reports**

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

## Quarter 1 Delivery and Performance

5. The following Quarter 3 Directorate Performance reports are included as Appendices:

- **Appendix 1** – People & Communities
- **Appendix 2** – Adult Social Services

6. A Key part of performance management is the review of performance indicators. The performance indicators are included within the following reports:

- People & Communities – **Attached as Appendix 3**
- Adult Social Services – contained within the report attached at **Appendix 2**

7. The Quarter 3 performance reports are structured to reflect the following priorities:

### **People & Communities:**

- Corporate Plan – Lead Directorate
- Corporate Plan – Shared Responsibility
- Capital Ambition Commitments not published in the Corporate Plan
- Capital Ambition Delivery Programme
- Key Directorate Progress

### **Adult Social Services:**

- Executive Summary (pages 2 -3)
- Quarterly Performance – Q3 2018/19 (pages 4-5)
- KPIs – Corporate Plan (page 6)
- KPIs – Directorate Delivery Plan (pages 7-9)
- Prevention & Wellbeing (pages 10–13)
- Assessment & Outcome Focused Care Planning (pages 14-17)
- Commissioning & Service Provision (pages 18-21)
- Safeguarding (Adult) (pages 22-23)
- Managing People, Resources, Systems and Processes (pages 24-25)
- Quality of Practice (pages 26-27)

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

#### People & Communities

Councillor Lynda Thorne, Cabinet Member for Housing and Communities will be in attendance and may wish to make a statement on the scrutiny of People & Communities performance.

Sarah McGill Corporate Director - People & Communities will take Members through the results as set out in **Appendix 1 and 3** and will also answer Members' questions on People & Communities performance.

#### Adult Social Services

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

Claire Marchant, Director - Social Services, will take Members through the results as set out in **Appendix 2** and will also answer Members' questions on Adult Social Services performance.

### **Way Forward**

9. Members are invited to consider the information set out in the attached Appendices and to:
- Provide any comments and observations to the Cabinet.
  - Identify any issues that may require more detailed scrutiny or items for inclusion on the future work programme.

### **Legal 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 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**

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

## **RECOMMENDATION**

The Committee is recommended to:

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

**DAVINA FIORE**

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

**28 March 2019**

## 2018/19 Quarter 3 Performance Reporting

### Section 1: Corporate Plan Steps – Lead directorate

Wellbeing Objective	Steps	RAG	Q3 Update
1.2	Deliver the older person’s strategy to support independent living, including fully understanding their housing needs and aligning work between People & Communities, Health and Social Services.		A first draft of the Older Persons Strategy has now been completed, incorporating the findings of the Housing Lin research and key partner input. A paper is currently being prepared for discussion at Full Council at the end of January 2019, which is pushing back the date the strategy will be brought to Cabinet. The action plan will then be developed as a result of the discussion.
1.2	Address social isolation and enhance quality of life of older people by developing inter-generational working within schools, community groups, leisure centres and private sector partners.		Work is underway to create further events to take place in March, this will focus on elder fit, walking football, and net ball, and will be in partnership with a local school.
Page 15	<p>Better support people into work by integrating employment support services. This will include:</p> <ul style="list-style-type: none"> <li>• Developing a new gateway into employment and mentoring services accessible across the city;</li> <li>• Ensuring that Into Work Advice Services and Adult Community Learning fully align with the new employability service;</li> <li>• Providing effective employer engagement and assistance into self-employment;</li> <li>• Promoting and extending volunteering opportunities.</li> </ul>		<p>The 2018 Cardiff Job Fair, hosted by Into Work Advice Service in partnership with Job Centre Plus, was held at St. David’s Hall during Autumn. The event attracted over 1,100 jobseekers. 40 employers held stands at the event offering thousands of employment opportunities across a wide range of sectors. Employers included Tesco, M&amp;S, Hilton and Deloitte. The event was regarded as a success by employers as illustrated by the quotes below:</p> <p>“We have seen over 30 customers today and 10 of those will be put forward for an interview” - <b>Subway</b></p> <p>“We found candidates really engaging and look forward to welcoming some of them to the team” - <b>Lidl</b></p> <p>“The event was really busy, staff were more than happy to help and we saw customers with varied skill levels.” - <b>SA Brains</b></p> <p>“We will be taking 10-12 people forward to the next stage. A very well organised event.” - <b>Boots</b></p> <p>“The event was great and candidates had a good understanding of employers’ needs.” - <b>Cardiff Bus</b></p> <p>“A good steady flow of suitable candidates. “ - <b>Sword Security</b></p> <p>“It was a great opportunity for us to be able to provide more information about how our company works.” – <b>Tesco</b></p>

			<p>“We saw at least 15 people that we hope will apply online and invite them to interview” - <b>Admiral</b></p>
<p>1.3</p>	<p>Ensure support is available to mitigate potentially negative consequences associated with the roll-out of Universal Credit by:</p> <ul style="list-style-type: none"> <li>• Providing digital access and assistance across the city;</li> <li>• Working with private landlords to identify how the Council can help them with the change;</li> <li>• Working with Jobcentre Plus, Registered Social Landlords and other partners to ensure that vulnerable individuals get the budgeting support they need;</li> <li>• Developing a telephone advice line for customers.</li> </ul>		<p>The numbers of people supported for Personal Budgeting Support and Assisted Digital Support has far exceeded the targets set by the Department of Work and Pensions. The team provide support directly from the job centres in Cardiff and job centre staff shadowed Hub staff so they are aware of what the teams can offer. The landlord team have also had a briefing session on what the teams can do to support people claiming Universal Credit. Venues have been amended to ensure maximum coverage across the city and to meet demand.</p>
<p>Page 16</p>	<p>Deliver the Rough Sleeper Strategy to address rough sleeping in the city by:</p> <ul style="list-style-type: none"> <li>• Implementing a ‘No First Night Out’ policy;</li> <li>• Piloting new approaches, including a ‘Housing First’ model which moves rough sleepers straight from the streets into a home;</li> <li>• Delivering the Give DIFFerently campaign.</li> </ul>	<p>A</p>	<p>The next phase of Give DIFFerently and the launch of the Homeless Charter now scheduled for February 2019.</p> <p>All additional pod spaces open in Ty Tresillian. Delay with Night Shelter refurbishment but now due to open 14th January 2019 and full use of Huggard pods also imminent. In total there are 216 frontline hostel spaces in the city, 45 emergency beds and 390 supported accommodation units. More cold weather provision is in place this year than ever before, a total of 86 extra spaces, and there has been availability every night for anyone who wants to come in.</p> <p>Welsh Government funding secured to expand existing Salvation Army Housing First pilot and begin an internal Private Rented Sector Housing First pilot. Housing First pilot aims to place the individual in accommodation, with wrap around support to help them maintain the tenancy, breaking the cycle of homelessness.</p> <p>Welsh Government Funding secured to develop a multi-disciplinary team to include drug &amp; alcohol (including fast track prescriptions), mental health and additional primary healthcare professionals in addition to a peer mentor scheme coordinator, advocate and counselling / therapeutic intervention workers (together with existing housing and social work staff). Recruitment process underway for expected start January 2019. The team will target identified service users with a history of multiple evictions and /or abandonments from</p>



PEOPLE & COMMUNITIES 2018/19 (CASSC APPENDIX 1)

			Gateway accommodation and those with prolonged or frequent periods of rough sleeping.
1.4	Help prevent violence against women, domestic abuse and sexual violence by developing a regional strategy, implementing the newly-commissioned services for female victims and exploring a regional service for male victims by summer 2018.	A	The opportunity to work with up to 11 other authorities, on the regional male service, is currently being explored. Needs assessment data and service user views currently being collected. Service to be commissioned during 2019, a slight delay to the original timeline. The Female victims service working well and being extended to support more children and young people affected by Violence Against Women, Domestic And Sexual Violence.
1.4	Invest in the regeneration of local communities by: <ul style="list-style-type: none"> <li>• Completing the further development of the Butetown Pavilion Scheme;</li> <li>• Completing a new retail parade of 9 shop units as part of the Maelfa redevelopment by Spring 2019;</li> <li>• Launching a further round of the Neighbourhood Renewal Schemes programme by Autumn 2018;</li> <li>• Exploring opportunities for further long-term investment through the Targeted Regeneration Investment Programme.</li> </ul>		<p>Welsh Government TRIP (Targeted Regeneration Investment Programme) regeneration grant approved for Butetown Youth Hub.</p> <p>3-year Neighbourhood Renewal Schemes programme approved.</p> <p>New Maelfa shops: fit-out works being undertaken in preparation for Spring opening.</p>
1.4	<p>Continue to develop the Community Hub and Well-being programme in collaboration with the University Health Board and other partners. Activities include:</p> <ul style="list-style-type: none"> <li>• Completing the extended St Mellons Community Hub by Summer 2018;</li> <li>• Working with partners to investigate other Hub projects such as: <ul style="list-style-type: none"> <li>- Developing additional library-based Hub facilities;</li> <li>- Developing a network of youth service Hubs.</li> </ul> </li> </ul>		<p>Construction programme for CRI Domestic Abuse facility due to start early 2019, subject to tender approvals.</p> <p>Initial development appraisals for alterations to Whitchurch and Rhydepennau libraries undertaken.</p> <p>Community Wellbeing Restructure is complete. Limited recruitment in progress for vacant positions. Both Capital transformation grants for Whitchurch and Rhydepennau successfully progressed to stage 2 of Welsh government grant processes. Work has commenced to prepare a Health and Wellbeing events programme to be delivered within the Hubs. Continued promotion of Reading Well – dementia has taken place with attendance at Health forums and communication with Health Board officers. Lead Library manager selected for national advisory group with Welsh Government (Health) to progress Reading Well – Books on prescription related to Mental Health - which will be launched within Cardiff's Hubs in 2019/20. Consultation with local communities to further develop health related services will be initiated within Qtr 4.</p>

			<p>Welsh Government grant funding approved for Butetown Youth Hub. Grant application for City Centre Youth Hub under discussion.</p>
<p>3.1</p>	<p>Deliver at least 2,000 new Council homes, of which at least 1,000 will be delivered by May 2022.</p>		<p>The high-level review of phases 2 &amp; 3 of the Cardiff Living scheme has been undertaken and discussions are now taking place regarding the overall project viability. The updated costs have been used to re-profile the 30 year Housing Revenue Account business plan. Phase 1 is progressing well with handovers of new properties having now taken place. The Cabinet Report providing an update on the Cardiff Living Programme will now go to Cabinet in March 2019.</p> <p>13 handovers have taken place by the end of December with some anticipated handovers having slipped into January/February. We are targeting 63 Cardiff Living handovers by year end.</p> <p>Work on the Highfields site is due to commence January 2019, this scheme having been awarded WG Innovative Housing Grant.</p> <p>All 10 phase 1 sites have planning consent, 1 site has completed and a further 5 are currently on site. 3 phase 2&amp; 3 sites have been submitted for planning.</p>

**Section 2: Corporate Plan Steps – shared responsibility**

Wellbeing Objective	Step	Shared with:	RAG	Q3 Update
1.1	Enhance Early Help by March 2022 to support children and families before their needs escalate to the point that they require statutory interventions by: <ul style="list-style-type: none"> <li>• Agreeing a refreshed Early Help / Preventative Strategy</li> <li>• Piloting a ‘Children First’ approach during 2018/19 to join up multi-agency preventative services and funding in order to improve early help to children and families in Ely and Caerau.</li> <li>• Identifying opportunities to deploy grant streams more effectively under new “Funding Flexibilities” arrangements.</li> </ul>	EDU, SOC		Service currently in transition/mobilisation phase with an initial integrated Cardiff Family Advice & Support Service offer available from 1st April 2019.
	Empower people to remain independent at home and reduce reliance on intensive interventions by preventing hospital admissions, accelerating safe hospital discharge and supporting assisted living. Key activities will include: <ul style="list-style-type: none"> <li>• Promoting the First Point of Contact Service to prevent unnecessary hospital admissions;</li> <li>• Developing a First Point of Contact (hospitals) to integrate more effectively hospital discharge;</li> </ul>	SOC		Regular meetings take place with Hub managers and sharing of information on events and local activities. In addition presentations have taken place with Hub staff on all service provided by Independent Living Services. The falls clinic has seen 66 patients since the launch in October.  Vanguard were employed to review the Community Resource Team. Comprehensive processes have been implemented in the Get Me Home Pilot, the role of Social Worker in the hospital is complete, as is that of the contact officer located in the hospital. Work is progressing with Social Care to enhance the current process.

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	<ul style="list-style-type: none"> <li>• Extending the scope of services to the Independent Living Services;</li> <li>• Extending Direct Payments to more people;</li> <li>• Establishing re-ablement as the unifying model for the provision of community based domiciliary care.</li> </ul>			The Transformation funding for an integrated referral system has been approved, and work is ongoing with partner organisations on referral mechanism and how Independent Living Services will be the conduit to preventative pathways.
1.3	Use the new opportunities provided by Funding Flexibilities to work across directorates and funding streams, reviewing and realigning services.	EDU		Work has continued this quarter on 2 particular priorities integrating family support services and Rough Sleeping/ Homelessness Welsh Government announced that from 1 April 2019, there will be two integrated grants. A Children and Communities Grant and a Housing Support Grant.
1.4	Respond to the Parliamentary Review of Health and Social Care in Wales, which makes the case for reforming Wales' health and care system, particularly the way care and support is provided.	SOC	A	A first draft of the Older Persons Strategy has now been completed, incorporating the findings of the Housing Lin research and key partner input. A paper is currently being prepared for discussion at Full Council at the end of January 2019, which is pushing back the date the strategy will be brought to Cabinet. The action plan will then be developed as a result of the discussion.
1.4	Deliver Phase 2 of the neighbourhood partnership scheme to: <ul style="list-style-type: none"> <li>• Give people a voice in shaping Council services;</li> <li>• Better connect people with local service providers and activities in their neighbourhoods.</li> </ul>			Recruitment has commenced with 1.5 FTE in post. Development of a Community Involvement Plan will be postponed until Q1/2 2019.
1.3	Consider emerging guidance on undertaking statutory Health Impact Assessments to inform the development of the Corporate Plan 2019/22.	ALL		This requirement will be scoped as part of the framework for the Directorate Delivery plan for 2019/2020.
1.4	Ensure that the Council's Corporate Safeguarding Strategy is implemented.	ALL		This requirement will be scoped as part of the framework for the Directorate Delivery plan for 2019/2020.

**Section 3: Capital Ambition Commitments not in Corporate Plan**

Capital Ambition Commitment	RAG	Update
<p>Work at the Community level to break down barriers between Council departments, between the Council and other public services and to forge stronger links with residents and communities.</p>		<p>The early help Service currently in transition/mobilisation phase with an initial integrated Cardiff Family Advice &amp; Support Service offer available from 1st April 2019.</p> <p>Work is underway to create further intergenerational events to take place in March, this will focus on elder fit, walking football, and net ball, and will be in partnership with a local school.</p> <p>The 2018 Cardiff Job Fair, hosted by Into Work Advice Service in partnership with Job Centre Plus, was held at St. David’s Hall on September 12th. The event attracted over 1,100 jobseekers. 40 employers held stands at the event offering thousands of employment opportunities across a wide range of sectors. Employers included Tesco, M&amp;S, Hilton and Deloitte.</p> <p>Welsh Government TRIP regeneration grant approved for Butetown Youth Hub.</p> <p>Construction programme for CRI Domestic Abuse facility due to start early 2019, subject to tender approvals.</p>
<p>Support the Credit Union to deliver “savers projects” within Cardiff Schools that encourages saving and promotes financial literacy.</p>		<p>Closer working and marketing campaigns with secondary schools have taken place and will continue over the remainder of this year and into next year to help build more school based saver projects.</p>

**Section 4: Capital Ambition Delivery Programme – Programme Board requirements**

Please identify:

- New risks and Issues – since last Programme Board
- Project Milestones Update
- Decisions to be escalated to Programme Board

<b>Wellbeing Objective</b>	<b>Q3 Update</b>
1.3	<b><u>Employment Support Services (Inclusive Growth)</u></b>
1.4	<b><u>Volunteering (Inclusive Growth)</u></b>
1.3	<b><u>Funding Flexibilities (Inclusive Growth)</u></b>

**Section 5: Key directorate progress / Key directorate challenges**

Key Progress / Good News	Key Challenges (Min x3)
<p><b>Cardiff Job Fair 2018</b> - The 2018 Cardiff Job Fair, hosted by Into Work Advice Service in partnership with Job Centre Plus, was held at St. David’s Hall during Autumn. Running from 10am – 2pm, the event attracted over 1,100 jobseekers. 40 employers held stands at the event offering thousands of employment opportunities across a wide range of sectors, these included Admiral, Hilton, Lidl, Marks and Spencer, the NHS, SA Brains and Subway. Lidl said “We found candidates really engaging and look forward to welcoming some of them to the team” and Subway said “We have seen over 30 customers today and 10 of those will be put forward for an interview”</p> <p>In addition, 22 partner organisations were in attendance including Foster Care Services, Careers Wales, Open University and Wates Construction, as well as the Into Work Advice Service which provided attendees with advice on getting the most from the event as well as information on the range of services offered by IWAS and the Council’s advice and support services as a whole.</p>	<p><b>Adult Community Learning (ACL) Funding</b> – Following the Welsh Government consultation on the delivery and funding of community-based adult learning and the redistribution of grants in Wales from 2019, which included a proposed reduction of over 50% of ACL funding in Cardiff. Welsh Government have now confirmed that the budget for 2019-2020 will remain the same as in 2018-2019, however funding cuts will take place the following year.</p>
<p><b>Letting new council homes</b> - The first new Council Homes delivered through the Cardiff Living programme will be let in November. A special letting policy was developed for the new properties which gives some local people a chance to move into the new homes. 13 homes will become available during November on the following sites; Captains View/Walk, Upper Llanrumney, Willowbrook, St Mellons and Ty To Maen, Old St Mellons.</p> <p>All will be allocated under the policy and suitable applicants have already been identified for the properties on Captains Walk and Ty To Mean. It is particularly pleasing that it has been possible to offer two of the homes to families with disabled children, as they can easily be converted to accessible homes with through floor lifts and another property has been allocated to a Council Tenant with a high need to move who lives locally and wishes to stay in the area. These applicants have accepted the properties and will view their new homes in the next few weeks.</p>	<p><b>Voids</b> - The new Building Maintenance Framework was put in place for Council residential properties from 2<sup>nd</sup> of January 2018. In August 2018 one contractor provided formal notice to quit, with strategic meetings put in place to ensure a smooth handover, one contractor agreed to take on some voids, however issues in completing works on vacant properties are anticipated. An invitation to tender will be issued on the 4<sup>th</sup> of January, with a closing date of January 29<sup>th</sup>, for a new contract for void works only and is anticipated to be appointed by April 2019. The new contract will also allow for a cascade, so that another suitable contractor can be appointed if required without tendering again. A new in house Voids Team is being further developed to deliver some void properties and this is proving to be successful and consideration is being given to expand the in house team further. Void performance is continues to be affected with reporting 90 days turnaround YTD at end of quarter, although this is a decrease from 92 days in Quarter 2.</p>

<p><b>Get Me Home</b> - Building on the demonstrable achievements of the First Point of Contact in Cardiff, the new Get Me Home Service is a single access point within the hospital. Working in partnership with Health, Social Care and 3rd Sector in the provision of community based services.</p> <p>The team will be on hand to meet patients using ‘What Matters’ conversations to provide holistic tailored support that meets the well-being needs of the individual, providing preventative interventions, supporting independent living, patient discharge and reducing the risk of readmission.</p> <p>The service will:</p> <ul style="list-style-type: none"> <li>• Provide a single point of contact for discharge and community needs, improving co-ordination, communication and information sharing.</li> <li>• Ensure rapid effective assessments mobilising the required services, looking at holistic needs, not just care.</li> </ul> <p>Ensure information moves with the person and all professionals kept informed Provide a dynamic system that continues to change and improve. Further enhancing working relationships between Health, Social Care and Housing sectors</p> <ul style="list-style-type: none"> <li>• Move from a reactive to a proactive approach to discharge, with an earlier link to community services enabling a speedier discharge.</li> <li>• Ensure early family engagement is secured to foster self-help belief.</li> <li>• Support improved population health and well-being through a focus on prevention.</li> <li>• Support an improved experience and quality of care for individuals and families.</li> </ul>	<p><b>Early Help</b> – The new service, Cardiff Family Advice and Support is currently in the transition and mobilisation phase, and is aiming to be up and running by the 1<sup>st</sup> of April 2019 with a phased implementation to deliver an integrated service. A large amount of work needs to take place before the service can launch, this is a key priority and will be very closely monitored.</p>
<p><b>Grand Avenue Older People’s Day Centre</b> - Grand Avenue Day Centre opened on 29th October and the impact of the new environment was clear immediately. The scheme was designed with the needs of dementia sufferers at its heart and everyone responded well to the calm and familiar surroundings, becoming more engaged in activities as a result. The working relationships between our now co-located social care workers and health staff is already developing positively. Councillor Elsmore, local ward members and Cabinet Members recently met with the staff at the Centre and Councillor Elsmore said ‘I would encourage all members to arrange a visit if they have the opportunity, as it is lovely to see the care and dignity with which the staff are caring for those suffering from advanced dementia.’</p>	



PEOPLE & COMMUNITIES 2018/19 (CASSC APPENDIX 1)

**Butetown Jobs Fair** - During October the Into Work Service hosted the Butetown Pavilion Jobs Fair, in partnership with Cardiff Youth Service, attended by over 80 young people from Butetown and the surrounding areas. 15 employers held stands at the event offering a wide variety of employment opportunities across a range of sectors, including the Army, Finsbury Food Group, Network Rail, and Cadwyn Housing Association. The event was also attended by partner organisations including Council Apprenticeships, Into Work Advice Services, Prince's Trust and Cardiff City Foundation. The event received really positive feedback with young people finding the event very helpful and interesting and partners pleased with the level of organisation at the event. So far there have been 10 confirmed employment outcomes as a result of the event.

**Street Football Award** - The football team at Ty Tresillian has been running for 2 years and has a really positive impact on the residents, as well as working to creating a sense of community within the Hostel, reducing feelings of isolation and providing the opportunity to build relationships. At the end of the season the Ty Tresillian Tigers were awarded the Fair Play Award, this is a special recognition award for determination, dedication, sportsmanship and all round attitude of the team. The award was presented by the Chairman of Street Football Wales. It has recently been announced that the Street Football World Cup will be held in Cardiff next year, officers will be working to see how we can be involved.

**Section 6: Emerging Directorate Performance Issues**

**Please identify any performance issues from Directorate level performance reporting (Not covered in sections above) which may benefit from discussion by or escalation to PSG / SMT**

# ADULT SERVICES

## PERFORMANCE REPORT

Quarter 3 2018-19



## Executive Summary

### What is working well?

- New model of Day Opportunities including the opening of Grand Avenue. Positive reports from Community Health Council received.
- Dementia friendly Cardiff relaunch.
- Adult Services reported a budget underspend of £976k at 31<sup>st</sup> December 2018, through the impact of prevention.
- Good examples of people's involvement in the commissioning process to drive up quality in provision, e.g. supported living tender.
- Increased the number of adults and children in need of care and support using Direct Payments during the year, 898 compared to 869 in 2017-18.
- Continued to increase in the number of carers assessments completed (220 in Quarter 3 compared to 187 in 2017-18).
- Improved result for the percentage of carers (of adults) aged 18 or over known to social services who were offered an assessment or review of their needs in their own rights during the year (73.4% in Quarter 3 compared to 66.3% last year).
- Expansion of Ty Canna due to pressure bid - 4 x new workers to undertake transition work with younger people. Recovery star / outcome focused work and the success of volunteering at Ty Canna is working very well.
- Weekly leadership group driving new ways of working through the Community Resource Team (CRT).
- Acknowledgement from Health Inspectorate Wales / Care Inspectorate Wales inspections that we have dedicated / committed staff who feel supported by their managers (Links Community Mental Health Team (CMHT) inspection).

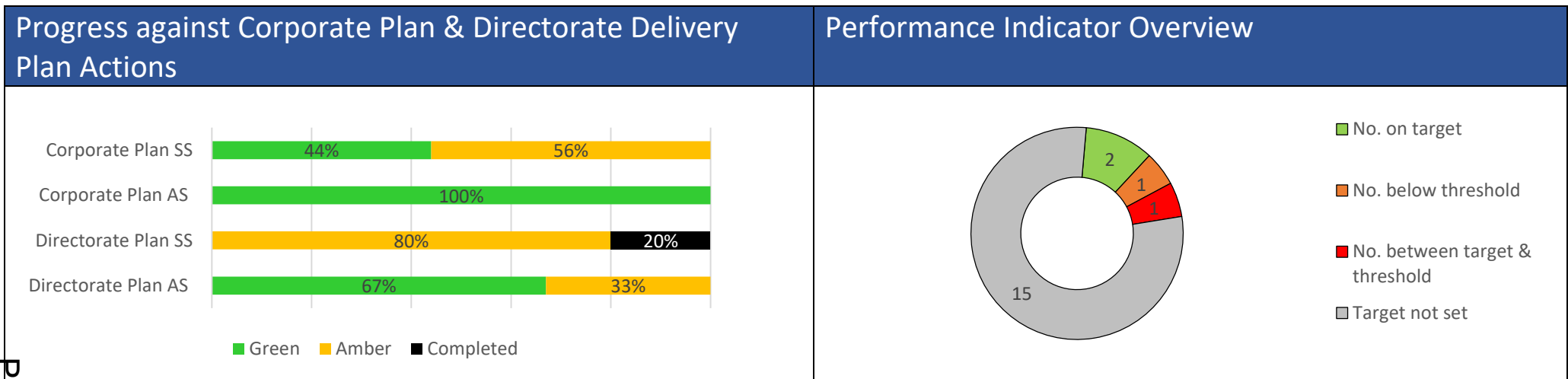
### What are we worried about?

- Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA) which requires all domiciliary care workers to be registered by 2020.
- Adult Safeguarding – timeliness of response to 7 day enquiries.
- Recruitment and retention of Approved Mental Health Practitioners (AMHPs).
- Poor condition of University Health Board (UHB) buildings where staff are based.
- Timeliness of Deprivation of Liberty Safeguards (DoLS) assessments.
- Delay in fee setting for domiciliary care and care home provision and risk of legal challenge.

## What do we need to do?

- Implement the requirements of the Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016 and ensure that all relevant professionals are appropriately qualified and registered by 2020.
- Continue to closely monitor timeliness of Adult Safeguarding enquiries and implement a new operating model for adult safeguarding.
- Implement Association of Directors of Adult Social Services (ADASS) recommendations relating to the recruitment and retention of AMHPs.
- Work closely with Health & Safety staff and University Health Board estates to identify alternative accommodation for the CRT and CMHT's.
- Action plan to improve timeliness of DoS Assessments.
- Explore a new way of delivering domiciliary care in the longer term that takes into account the full spectrum of local and community provision and the implementation of the Older Persons Accommodation Strategy.
- Cost of care exercise for care homes to understand the true cost of service provision and inform future fee setting exercises.
- Implement new finance system.
- Work with Health colleagues to put a Strategy and / or Action Plan in place to progress the Community Services Review of adult mental health services.

# Quarterly Performance – Q3 2018-19



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## What is working well?

**Improve engagement with communities re: safeguarding** - the Safeguarding team have been working in partnership with local churches, mosques, partners across the council and the Vale of Glamorgan Council to advise on safeguarding policies with regard to Community Sponsorship schemes for refugees. The re-settlement programmes for Syrian refugees and their families in Cardiff and the Vale of Glamorgan provides an opportunity for Community sponsors including local charities, community businesses and faith groups to help build a home and stable life in the UK.

**New model of Day Opportunities** - Grand Avenue Day Service has opened and has had a positive impact on people and carers. An award was received for the design of the service and initial inspection of the Community Health Council has been very positive.

The Directorate has been working closely with Health partners to develop a new way of working to facilitate safe and timely hospital discharge, returning individuals to their homes where possible. As a result the **First Point of Contact (FPoC) Hospitals 'Get Me Home' scheme** piloted from 26<sup>th</sup> November on two wards for Older People at the University Hospital Wales (UHW). 'Get Me Home' Contact Officers are now attending daily board rounds to help facilitate a more timely discharge back into the community for people who do not need social care support. The pilot is due to run until the end of March 2019 where the learning will be aligned with further learning from the Community Resource Team review and will support the development of new pathways.

Welsh Government (WG) approved the Cardiff and Vale Regional Partnership Board transformation proposals **'Me My Home, My Community'**, securing a £6 million investment into well-being, social care and health services in one region to deliver seamless services in line with 'Healthier Wales' (WG's health and social care plan). A second transformational proposal has been developed which includes additional proposals around children, young people and workforce. The regional partnership is on track to deliver the transformational change.

## What are we worried about?

**Adult Safeguarding - timeliness of 7 day enquiries:** A review of adult safeguarding has taken place following concerns regarding timeliness of decision making and has resulted in strengthened management. Performance is currently being closely monitored by the Operational Manager via weekly reports, performance has improved in Quarter 3.

**Community Services Review:** The success of the Community Mental Health Services locality model pilot in the Vale of Glamorgan was reviewed by the Community & Adult Services Scrutiny Committee (CASSC) on 7<sup>th</sup> November 2018. Whilst Members commend the work done to date, the lack of a strategic, planned approach to rolling out the programme in Cardiff and making vital links to communities and other agencies was noted as a concern. In light of this, Members wrote to the Director of Operations for the Mental Health Clinical Board Cardiff & Vale University Health Board. The Committee recommended that a strategy and/or action be developed and implemented to give focus to the programme and widen critical links that need to be made to ensure the long-term sustainable success of the programme.

**Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).** There are risks associated with the requirements placed on the social care providers and workforce in relation to the implementation of the new RISCA requirements requiring qualifications and registration by 2020. This is compounded by the potential restrictions on the free movement of labour arising from the UK leaving the European Union. The risk is a decrease in the social care workforce, despite best efforts to promote social care as a positive career choice.

**Fee setting process:** Needs to be based on a clear understanding of the cost of care and until this happens the Council is vulnerable to legal challenge.

## What do we need to do?

**Adult Safeguarding - timeliness of 7 day enquiries:** Continue to closely monitor timeliness of Adult Safeguarding enquiries and implement a new operating model.

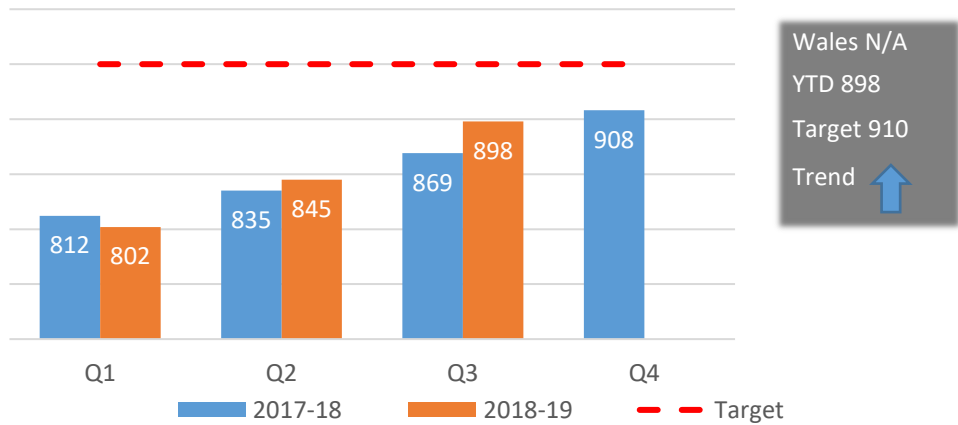
**Community Services Review:** Work with Health colleagues to develop a Strategy for adult mental health services.

**RISCA:** Implement the requirements of the RISCA and ensure that all relevant professionals are appropriately qualified and registered by 2020. A detailed programme of work supported by the Cardiff and Vale Workforce Development Partnership is underway.

Explore a new way of delivering domiciliary care in the longer term that takes into account the full spectrum of local and community provision and the implementation of the Older Persons Accommodation Strategy (due for consideration by Cabinet in March 2019). Cabinet approval to develop a new model of domiciliary care was provided in September 2018 – scoping and planning for the new model has begun. Detailed work will need to be undertaken with people with care and support needs, their carers, and the domiciliary care sector in general, to ensure future commissioning arrangements reflect what matters to them. The new model will be implemented in November 2020.

# Key Performance Indicators – Corporate Plan

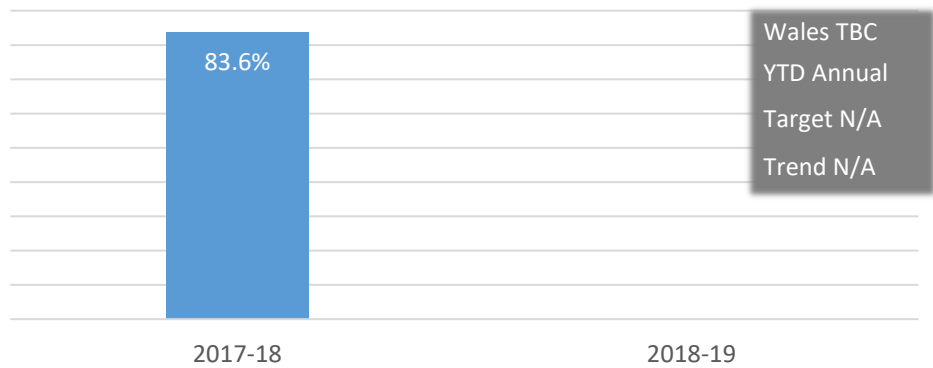
SCAL25a Total number of children and adults in need of care and support using the Direct Payments Scheme



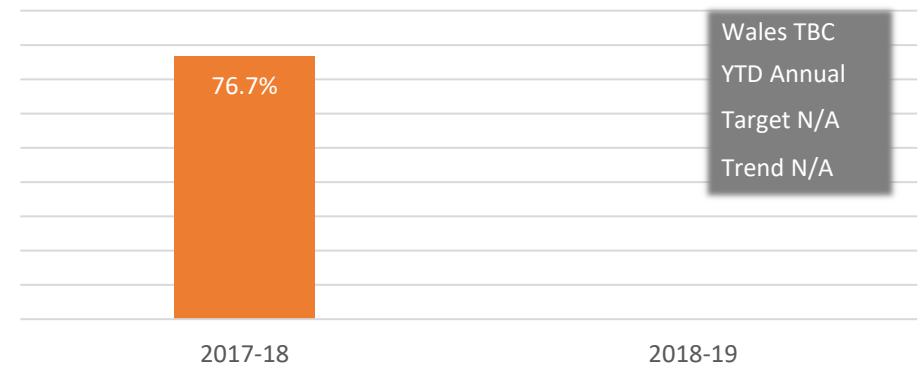
SSWB20a Percentage of adults who completed a period of reablement (a) and have a reduced package of care and support 6 months later



PAM024 Adult who are satisfied with the care and support they receive



TBC Adults reporting that they felt involved in any decisions made about their care and support

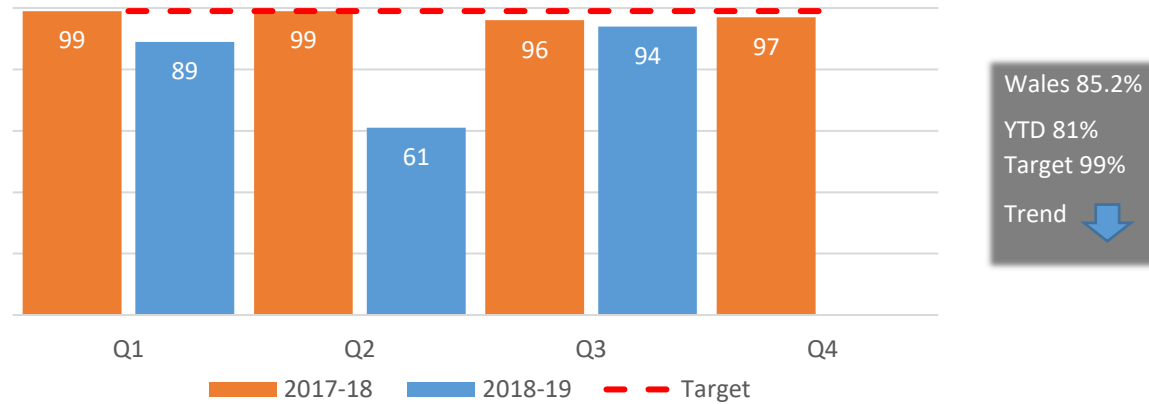




## Key Performance Indicators - Directorate Delivery Plan

### Strategic Directorate Priority 1 - Safeguarding

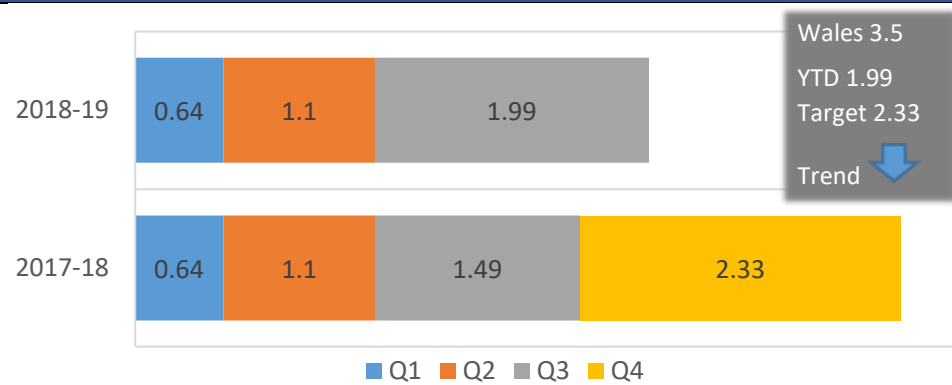
#### SSWB18 Percentage of adult protection enquiries completed within 7 days



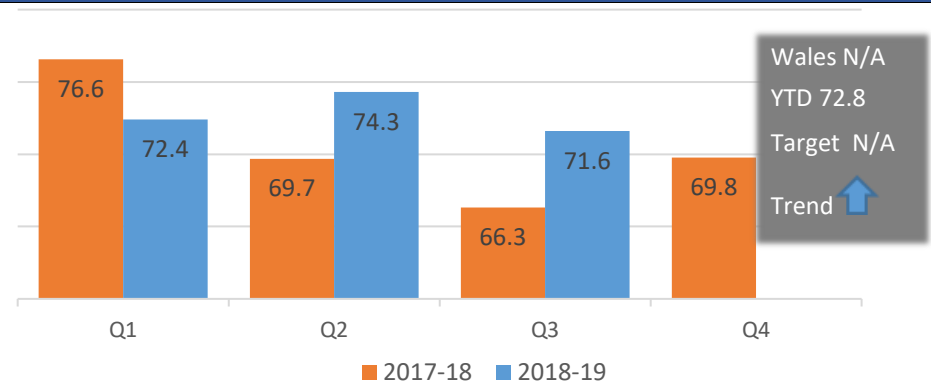
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### Strategic Directorate Priority 2 - Prevention & Independence

#### SSWB19 Rate of delayed transfers of care for social care reasons aged 75+



#### SCAL23 Percentage of people helped back to independence without ongoing care services, through short term intervention



SSWB20a Percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later

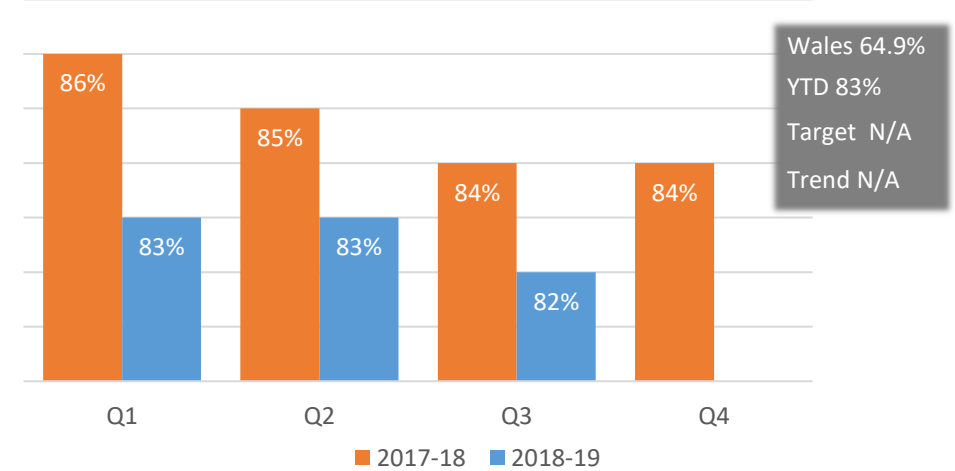
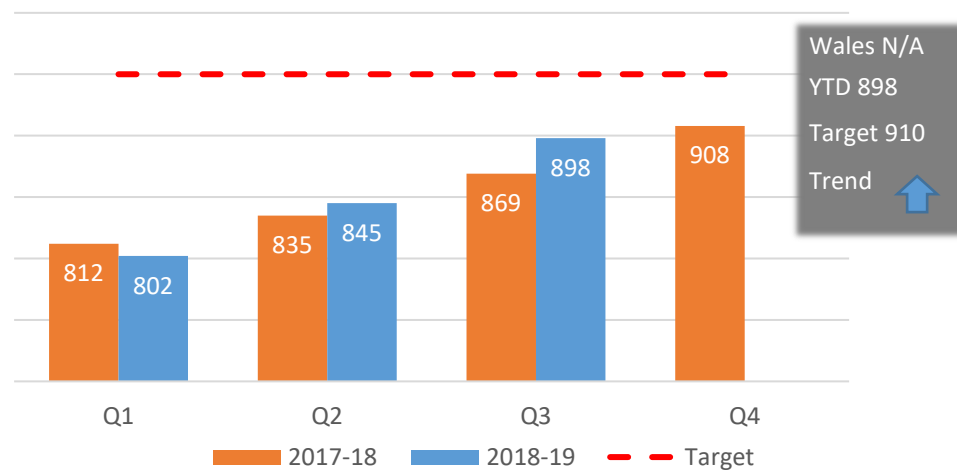
SSWB20b Percentage of adults who completed a period of reablement have no package of care and support 6 months later



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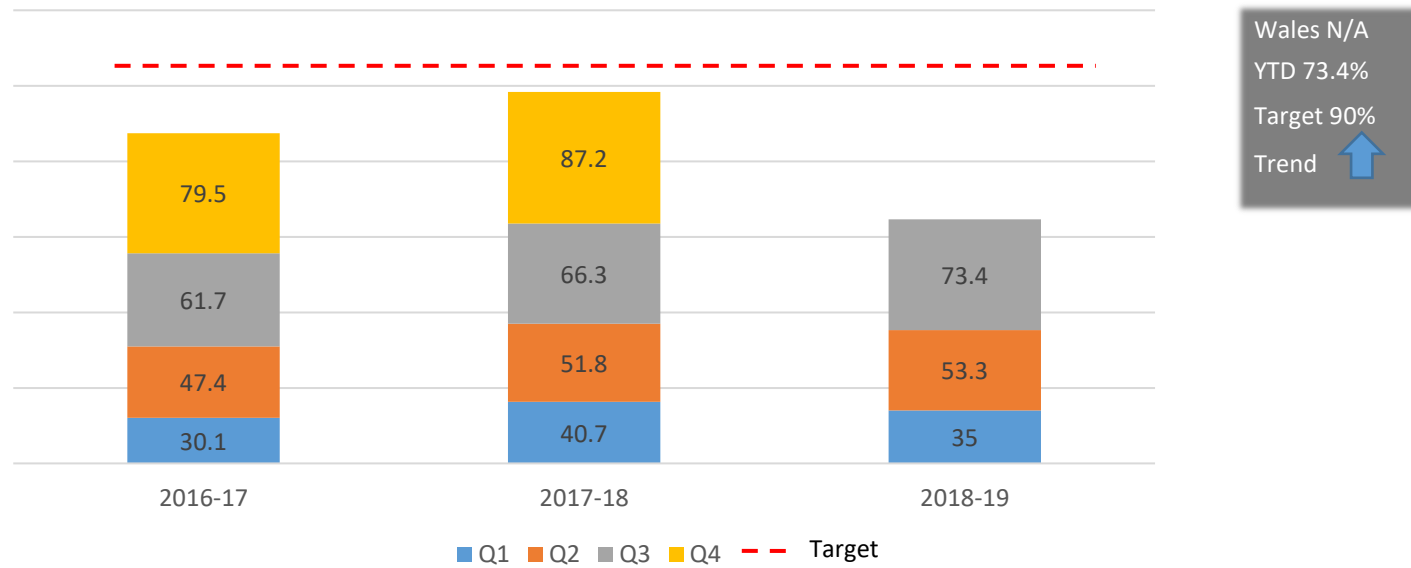
SCAL25a Total number of children and adults in need of care and support using the Direct Payments Scheme

SSWB 23 Percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months



## Strategic Directorate Priority 3 - Care & Support (including transitions)

SCA018a Percentage of carers (of adults) aged 18 or over known to social services who were offered an assessment or review of their needs in their own right during the year



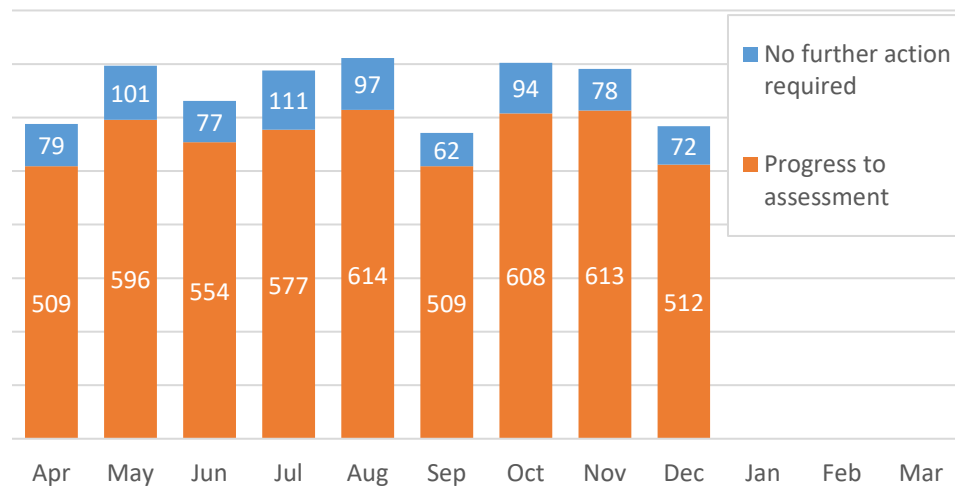
## Prevention and Well-Being

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>• Positive progress of Dementia Friendly Cardiff.</li> <li>• Services offered ensure that 62% of people with Learning Disabilities that we support are able to remain living in their communities with their families.</li> <li>• Focus on use of mainstream and inclusive services to meet occupation outcomes leads to improved skills, networks and community status for people with Learning Disabilities that we support; this also leads to a reduction in funded services.</li> <li>• Expansion of Ty Canna to support more people with mental health problems in the community.</li> <li>• Provision of timely support to service users / carers in the management of complex situations to prevent admission to care home / carer breakdown.</li> </ul>	<ul style="list-style-type: none"> <li>• Increase in court of protection work.</li> <li>• Design of services to change - proactively seek to keep people well rather than respond in a crisis.</li> </ul>	<ul style="list-style-type: none"> <li>• Commission training for key staff in undertaking court work, including report writing and recording.</li> <li>• Crisis Team and Primary Mental Health Support Service need to be based together with the Community Mental Health Teams for a collaborative approach.</li> </ul>

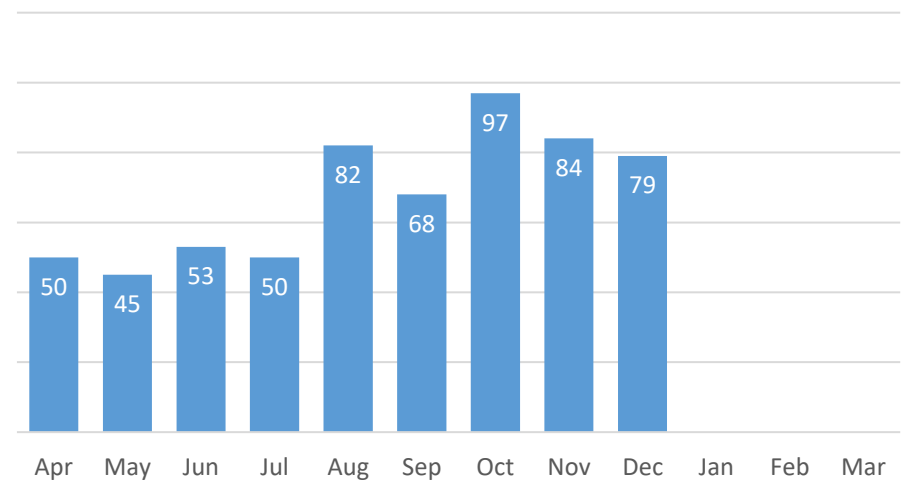
## Key Statistics

- Number of Well-being Referrals:  
Mental Health Services for Older People: year to date 145 (December: 12)  
Learning Disabilities: year to date 31 (December: 5)  
Community Alcohol & Drug Team and City Centre Team: year to date 74 (December: 3)  
Hospital UHW & UHL: year to date 500 (December: 52) – of which, 17 were taken by UHW Contact Team (Get Me Home team commenced December 2018)
- Well-being Referrals pending as at 31<sup>st</sup> December 2018: 13 Well-being Referrals outcome progress to safeguarding: year to date: 2
- Referrals into Adult Assessment: year to date 599 (December: 57)
- Referrals into Adult Assessment Team relating to capital limit threshold for care home placements (dropped funds in self-funding care home placements): year to date 56 (December: 1)
- Referrals into Adult Assessment Team relating to visual impairment: year to date 44 (December: 7)
- Referrals into Adult Assessment Team relating to hearing impairment: year to date 13 (December: 3)

### 1. Well-being Referrals received by outcome

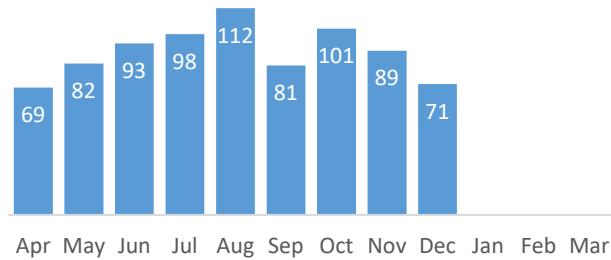


### 2. Well-being Referrals marked immediate assessment from First Point of Contact to Adult Social Services

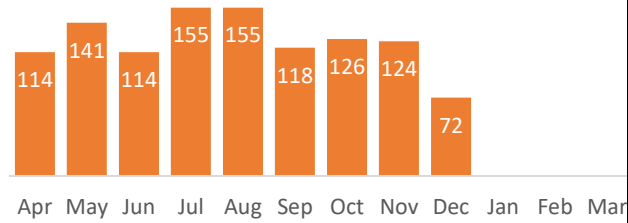


### 3. Source of referral

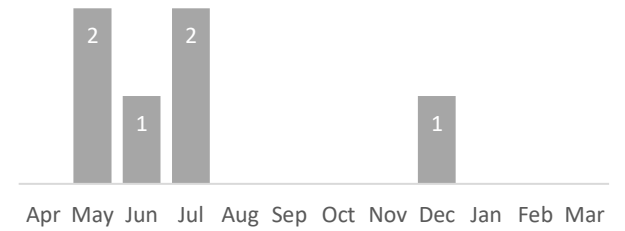
#### Self



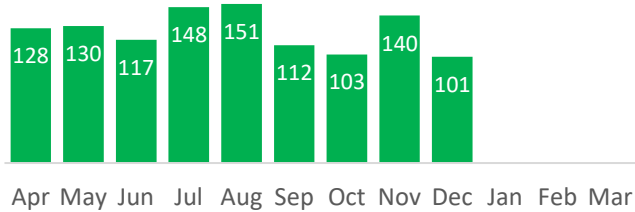
#### Family



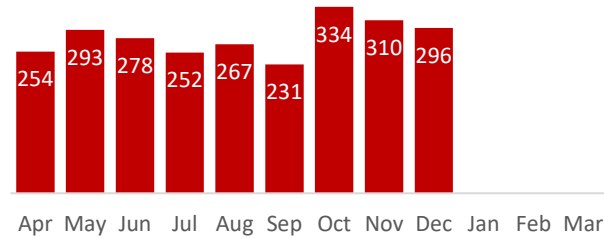
#### Carer



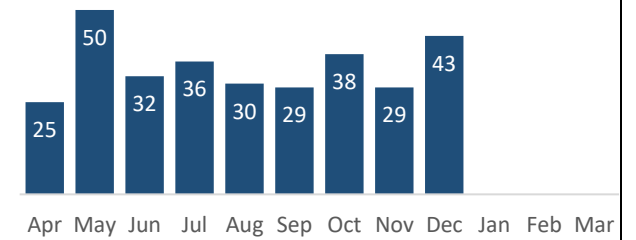
#### Professional



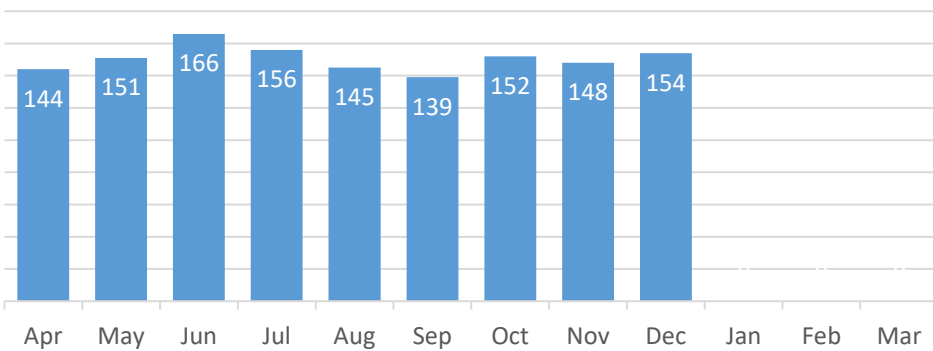
#### Health Professional



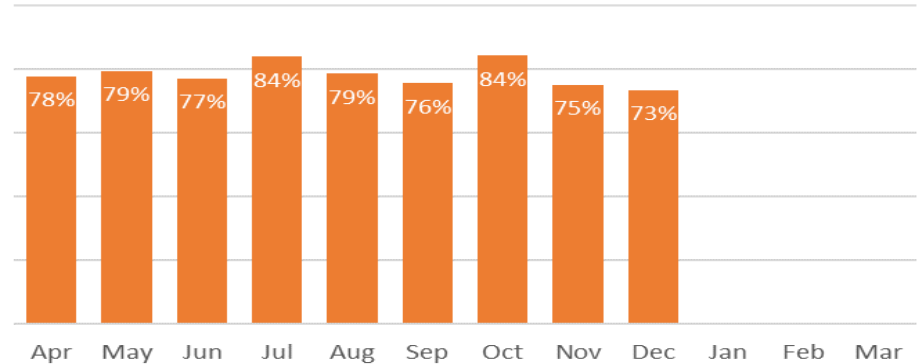
#### Other Organisation



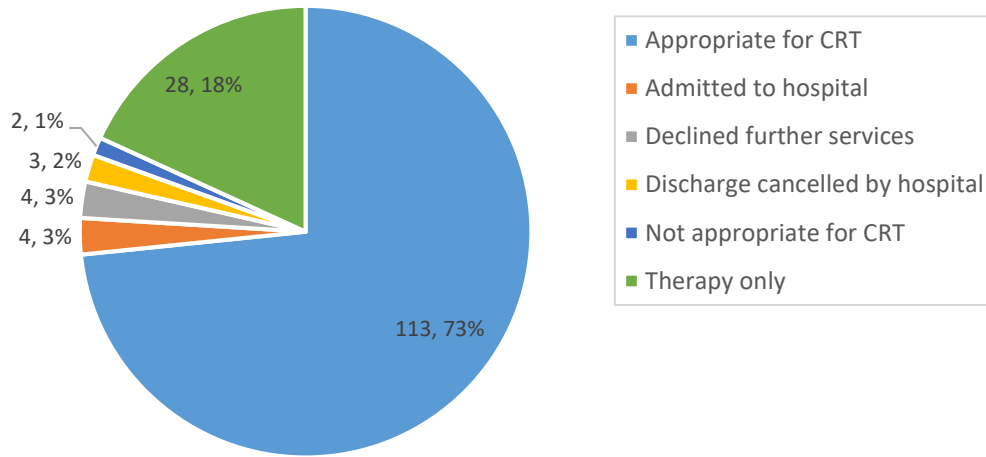
### 4. Number of Community Resource Team (CRT) assessments undertaken following a referral



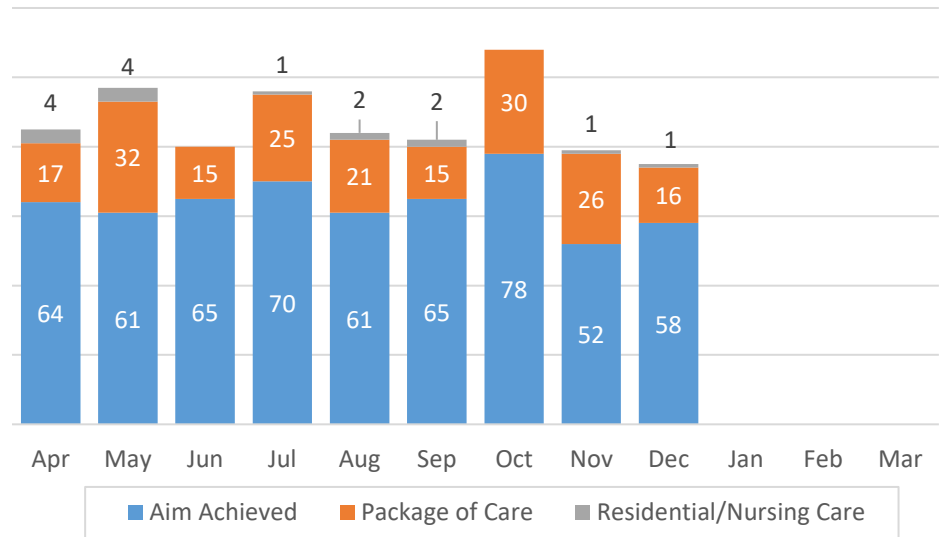
### 5. Percentage of CRT Home Care Assessments where outcome is Appropriate for CRT



### 6. Outcome of CRT assessments undertaken following a referral December 2018



### 7. CRT packages ended by outcome



## Assessment and Outcome Focussed Care Planning

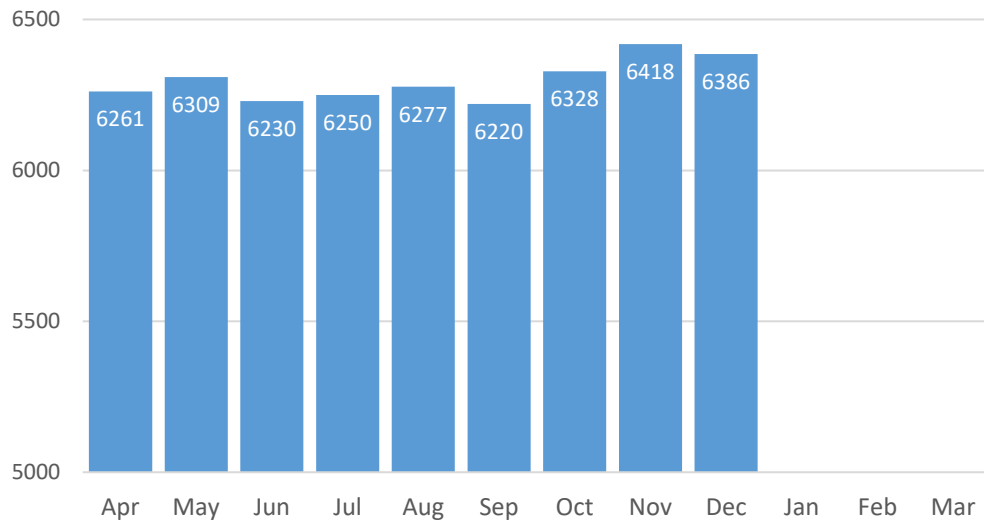
What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>Provision of timely support to service users / carers in the management of complex situations to prevent admission to care home / carer breakdown.</li> </ul>	<ul style="list-style-type: none"> <li>Level of collaboration between agencies.</li> </ul>	<ul style="list-style-type: none"> <li>Work on processes to ensure improved feedback links regarding work on outcomes between agencies.</li> </ul>

### Key Statistics

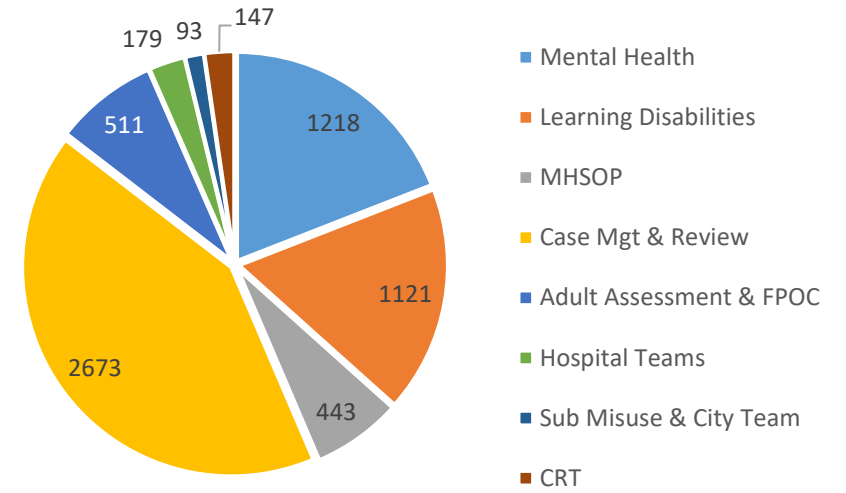
- Number of completed Well-being Assessments in secure estate: year to date is 4 (1 in July, August, November & December)
- Number of people who had review: year to date 2,719, number of reviews completed 3,293
- Advocacy Offer - Number of people who reported they were not able to participate fully in the assessment at the latest Well-being Referral or Well-being Assessment: 20% (1,186 / 5,906). Of those, 90% (1,068 / 1,186) reported they had an appropriate person to assist them, 3% (36 / 1,186) reported they did not have an appropriate person to assist them and 7% (82 / 1,186) the answer was not recorded.
- Number of Care & Support Plans outcome No Longer Required: year to date 43 (December: 2)



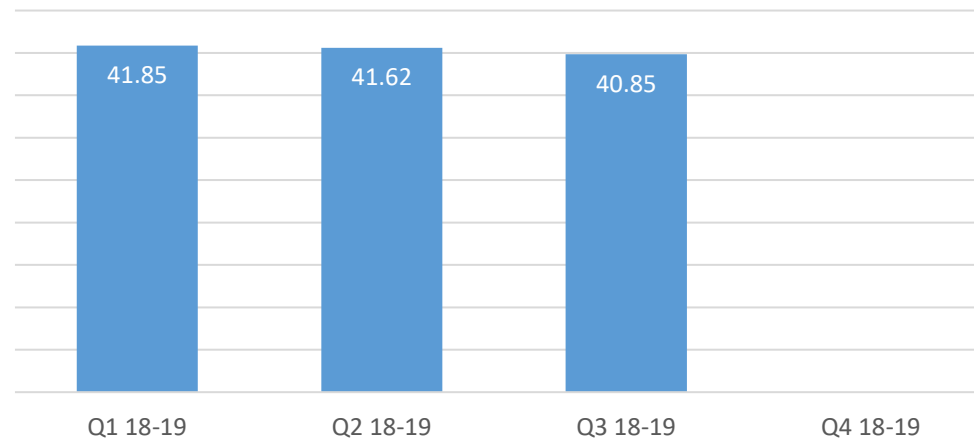
### 1. Number of open cases



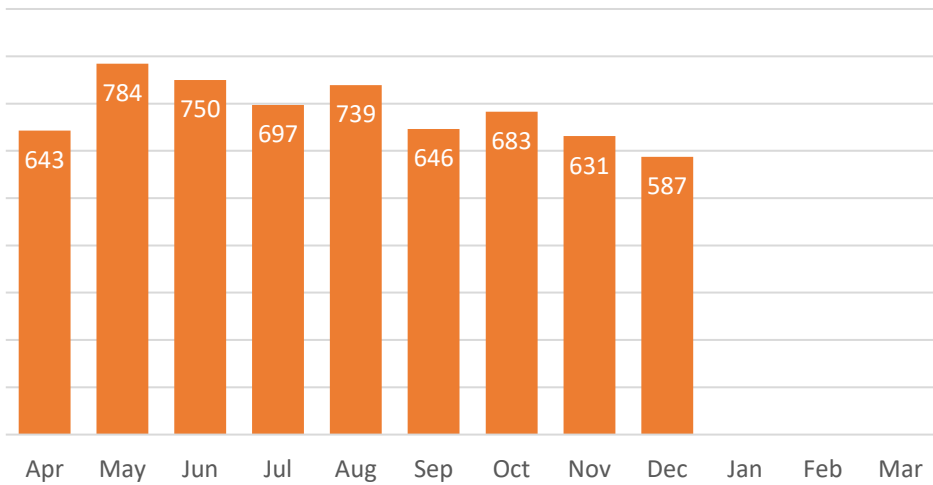
### 2. Number of open cases per team December 2018



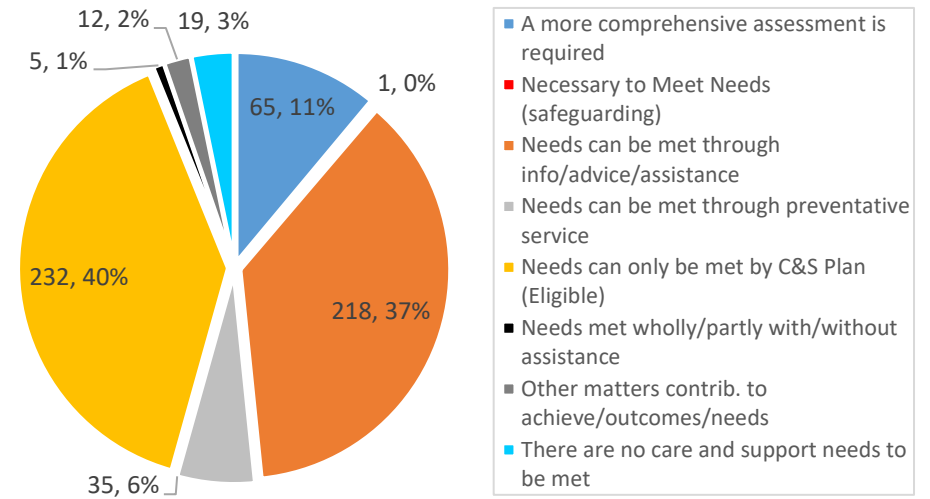
### 3. Average caseload (FTE)



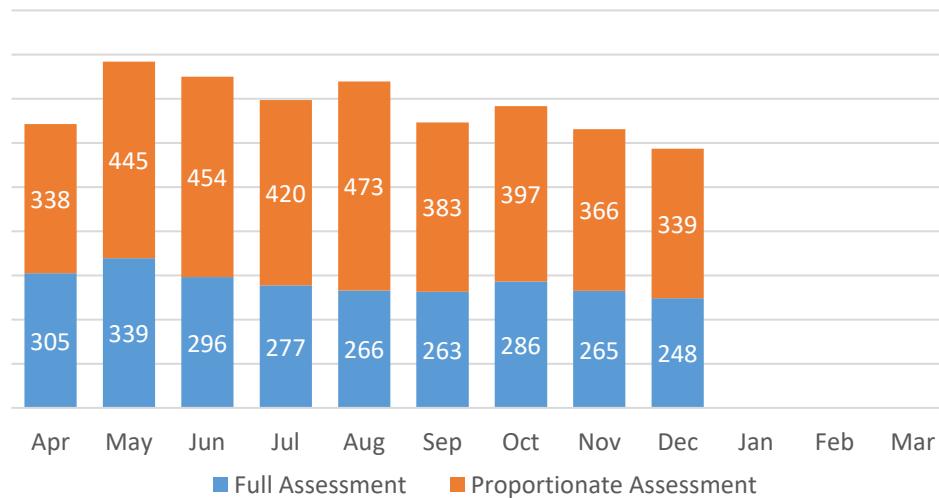
#### 4. Number Well-being Assessments completed by month



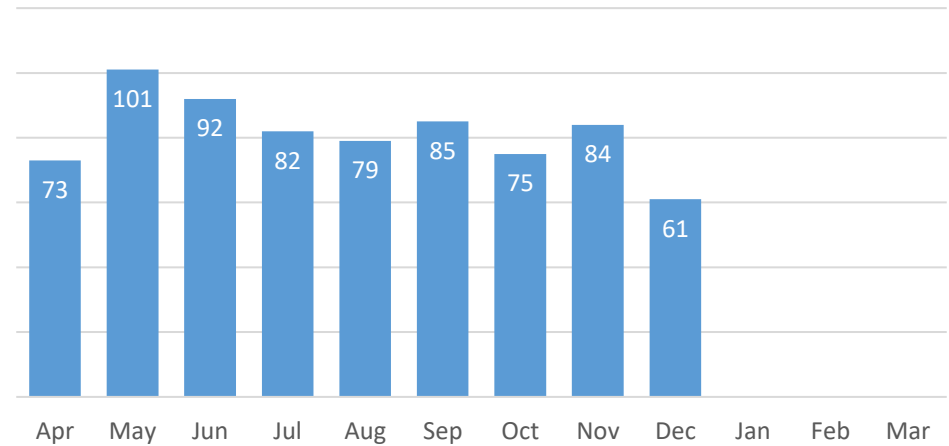
#### 5. Number of Well-being Assessments completed by outcome December 2018



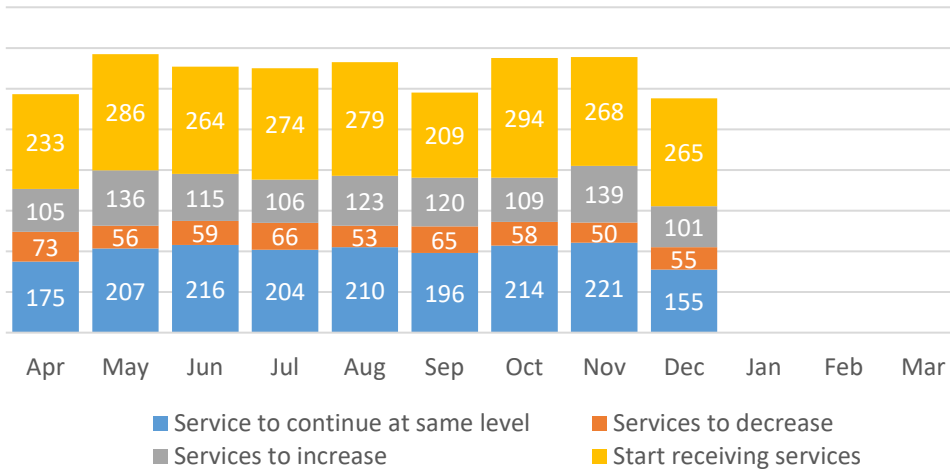
#### 6. Number of Well-being Assessments - Proportionate and Full Assessments completed by month



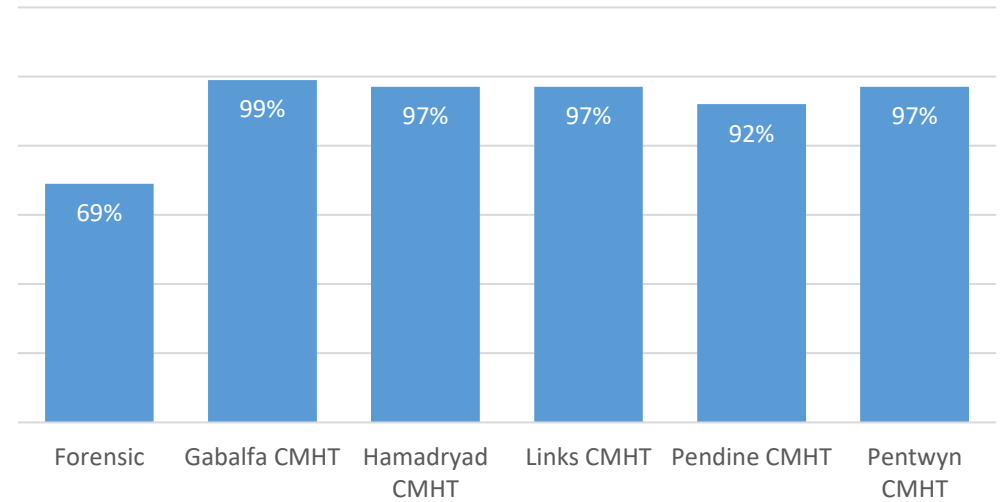
#### 7. Number of Well-being Carers Assessments completed by month



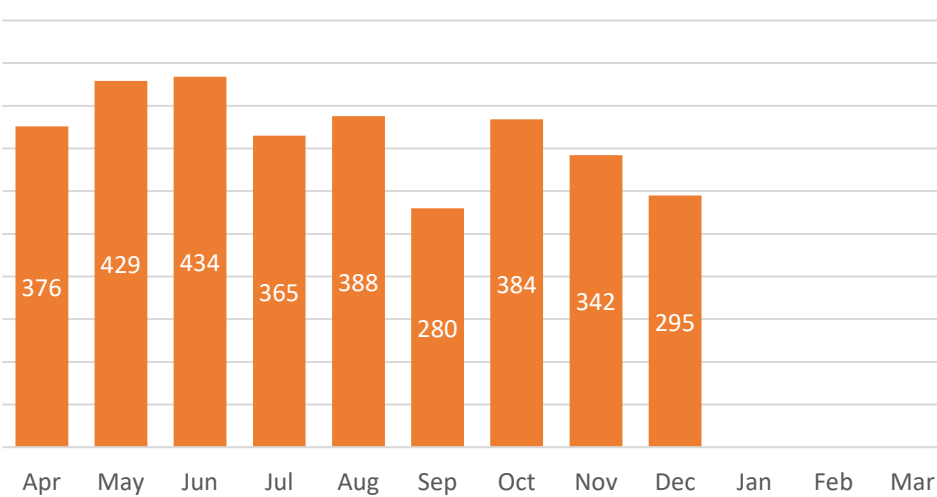
### 8. Number of Care & Support Plans completed by outcome



### 9. Mental Health – Percentage of people with and Care and Treatment Plan



### 10. Number of Care & Support Plan reviews completed



### 11. Number of pending reviews

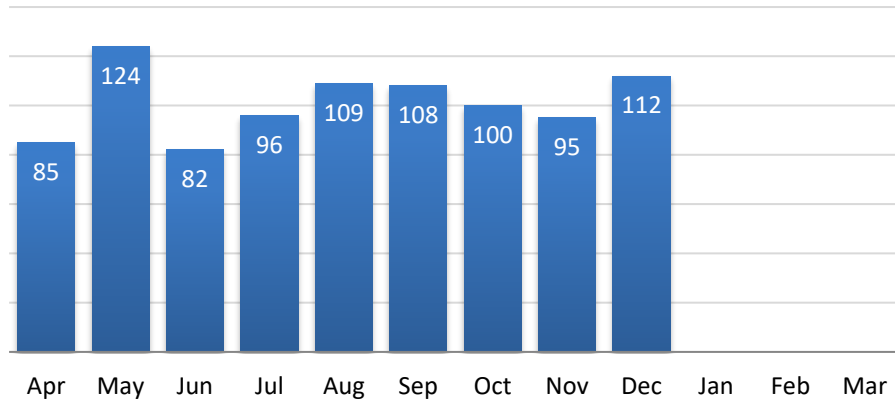
Team	Total Pending
Adult Assessment	22
Cardiff Alcohol And Drugs Team	2
Case Management Team	16
City Centre Team	0
FPOC - Social Work Team	1
Hospital - UHL	9
Hospital - UHW	6
Learning Disabilities Team East	67
Learning Disabilities Team West	100
MHSOP	38
Review Team	421
<b>Total</b>	<b>682</b>

## Commissioning & Service Provision

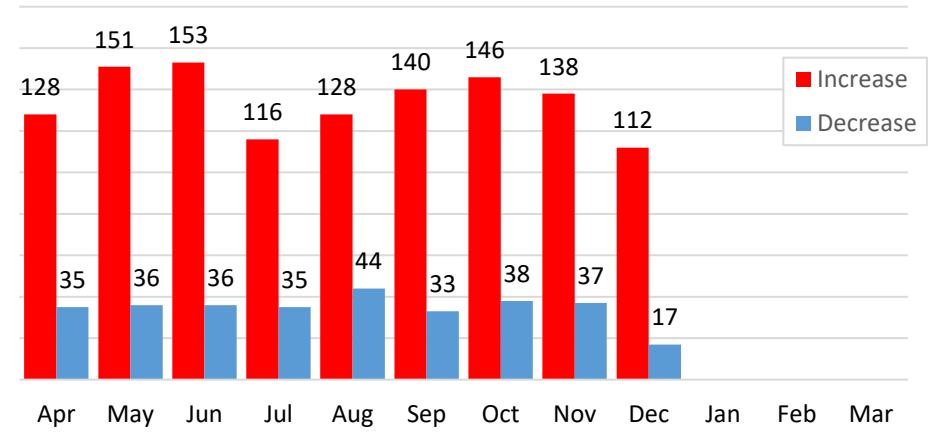
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What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>A number of contracts with Voluntary Organisations have a strong prevention focus; these provide good value for money and achieve good outcomes.</li> <li>We have some good examples of including people in the commissioning process to drive up quality in provision, e.g. supported living tender.</li> </ul> <p>We have a commissioning framework and contract management framework that clearly sets out our key commissioning priorities and our approach.</p> <ul style="list-style-type: none"> <li>Positive examples of regional commissioning activities, e.g. development of joint escalating concerns process, Advocacy Gateway for adults, Learning Disability Strategy.</li> <li>Significant work with Supported Living team to remove £500k overspend over last year. Closure of inappropriate and old stock. Improved management of vacancies.</li> </ul>	<ul style="list-style-type: none"> <li>Delays in the setting of 2018/19 fees for providers and the risk of legal challenge.</li> <li>Number of care homes and domiciliary providers in escalated concerns reduces the opportunity for preventative work to improve quality.</li> </ul>	<ul style="list-style-type: none"> <li>A new approach that focuses on planned visits that prevent the need to instigate the Escalating Concern process is required.</li> <li>Recommissioning of Domiciliary Care will provide an opportunity to introduce an outcome-focused approach to measuring quality.</li> <li>Cost of care exercise to establish openness and transparency in the cost of care home provision</li> <li>Continue to implement new model of day opportunities.</li> </ul>
<h3>Key Statistics</h3>		
<ul style="list-style-type: none"> <li>Average age of people in entering of residential care is 84 (median age is 82) during Q3 2018-19</li> <li>Average length of time adults (aged 65 or over) are supported in residential care homes is 966 days – Q3 2018-19</li> </ul>		

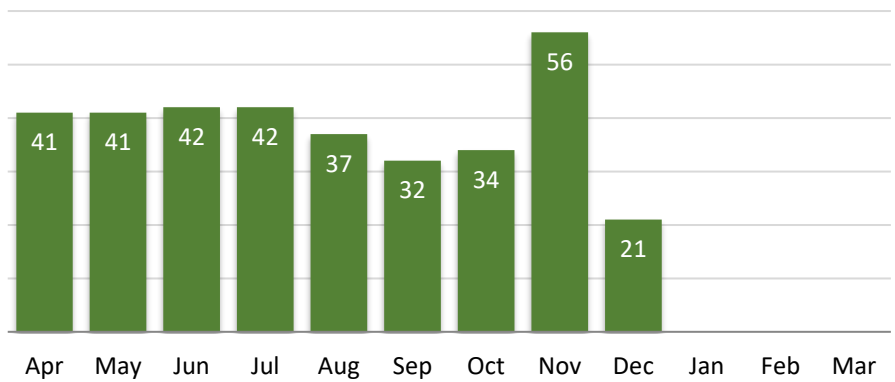
### 1. Domiciliary - New Contracts Agreed



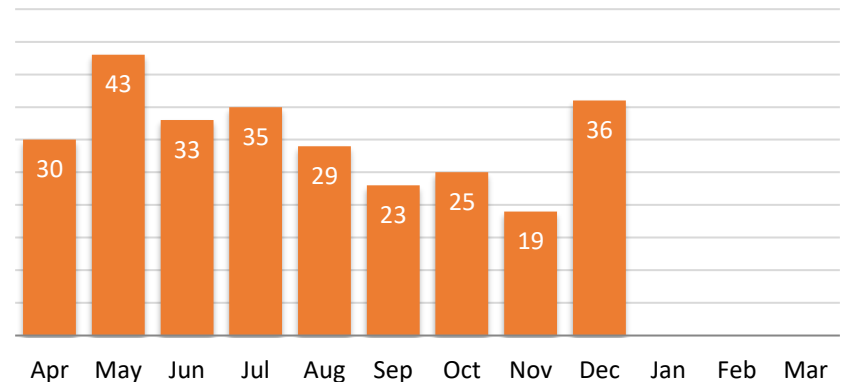
### 2. Domiciliary Care – contract variations



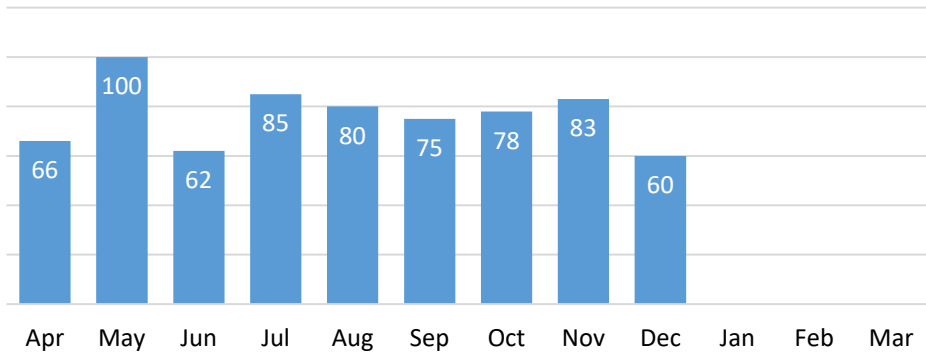
### 3. Residential Care Home - New Contracts Agreed



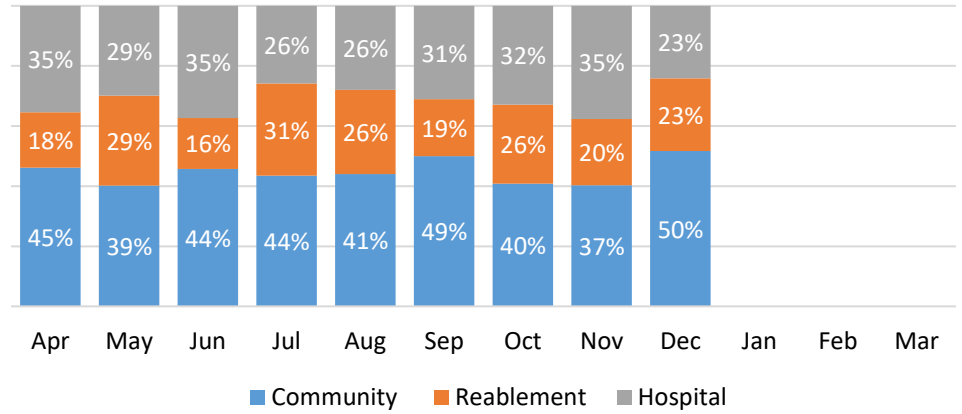
### 4. Nursing Care Home - New Contracts Agreed



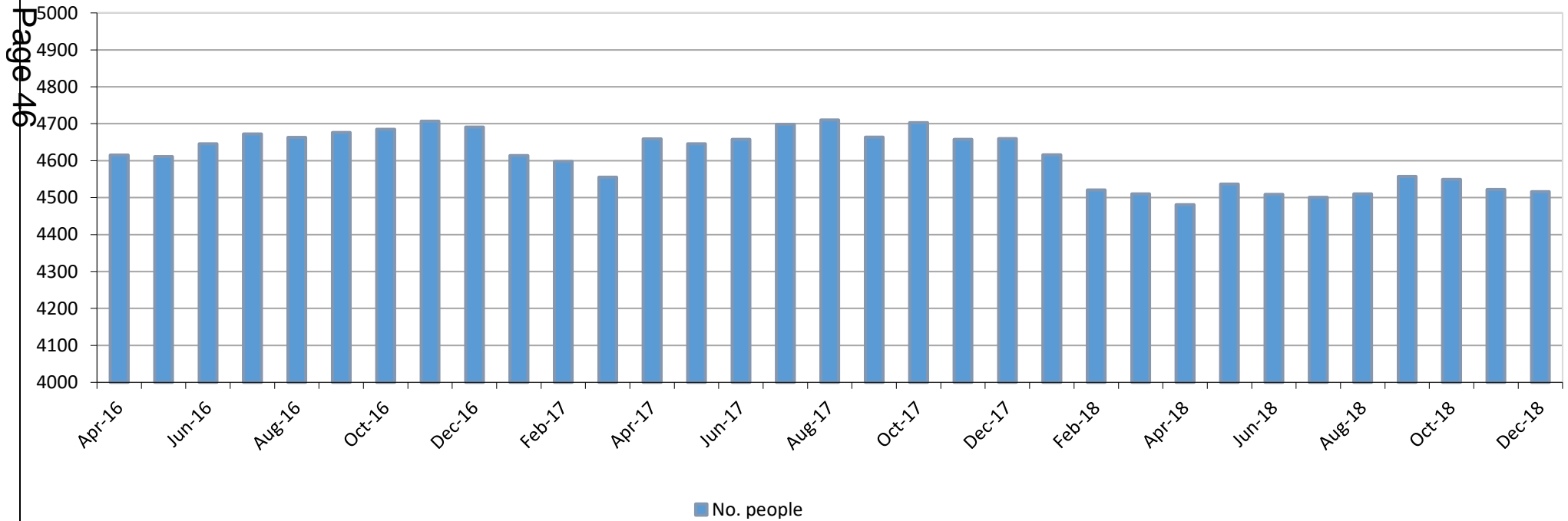
### 5. Number of referrals into Brokerage



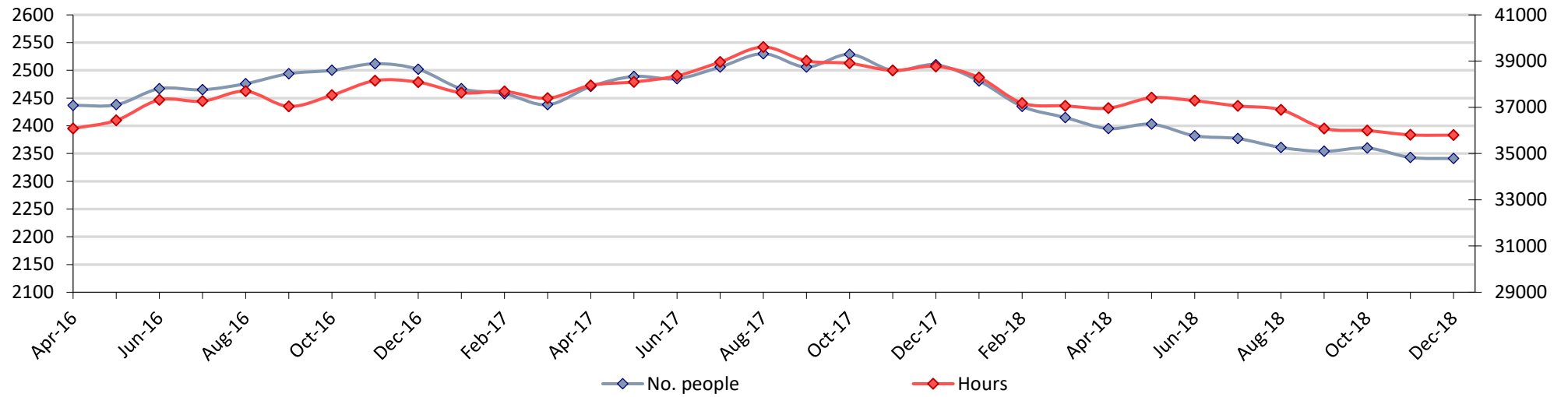
### 6. Referrals into Brokerage by source



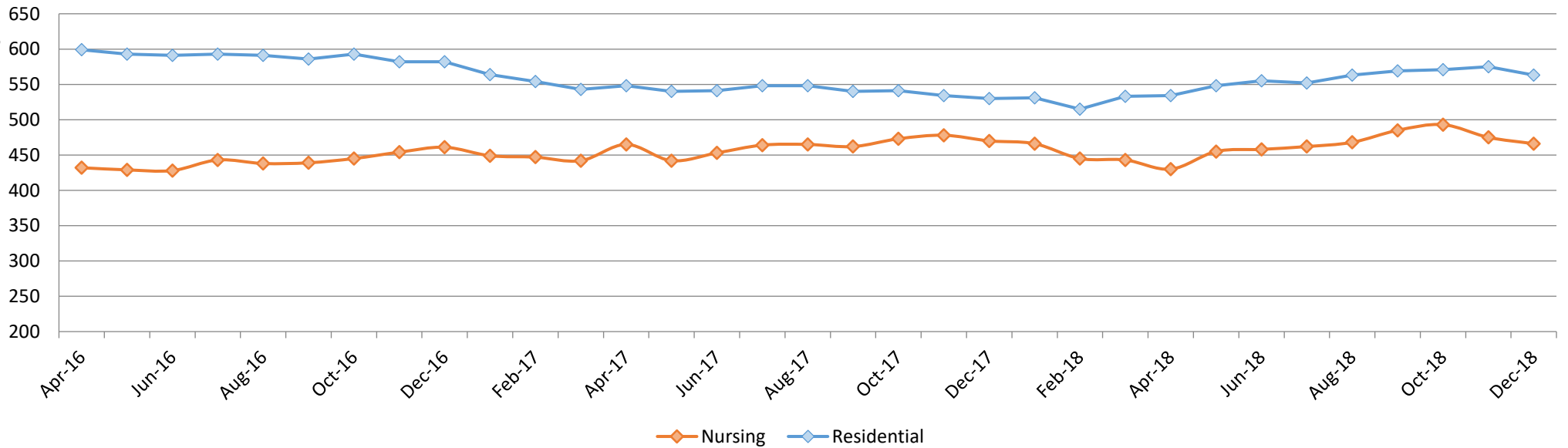
### 7. Number of Care and Support Packages



## 8. Number of people and hours - Domiciliary Care



## 9. Number of people - Residential & Nursing Care



## Safeguarding (Adult)

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>An action plan has been developed to work on a number of areas ahead of the implementation of the new operating model. Q3 performance against the 7 day enquiry target has improved.</li> </ul>	<ul style="list-style-type: none"> <li>Training around an 'adult at risk' is required.</li> <li>Management of investigations.</li> </ul>	<ul style="list-style-type: none"> <li>Delivery of an 'adult at risk' training.</li> <li>Work with the team and partners to scope out capacity and realign to reduce this.</li> </ul>

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### Key Statistics

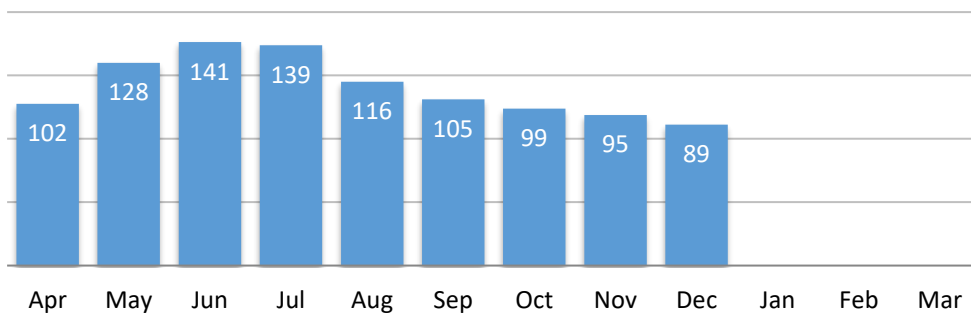
- Information & Advice form added to CareFirst in September 2018
- Number of information & advice forms received: year to date 183 (December: 37)

#### Contracts & Service Development Team Escalating concerns – December 2018

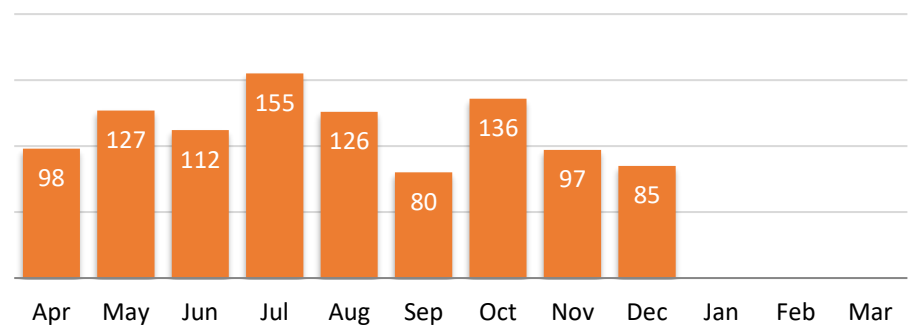
Domiciliary		Residential/Nursing Care Homes	
Provider Performance Meetings	3	Provider Performance Meeting	3
Joint Interagency Monitoring Panel	0	Joint Interagency Monitoring Panel	2
Closure Procedure (HOSG)	0	Closure Procedure (HOSG)	0
Number of issues reported	28	Number of issues reported	10



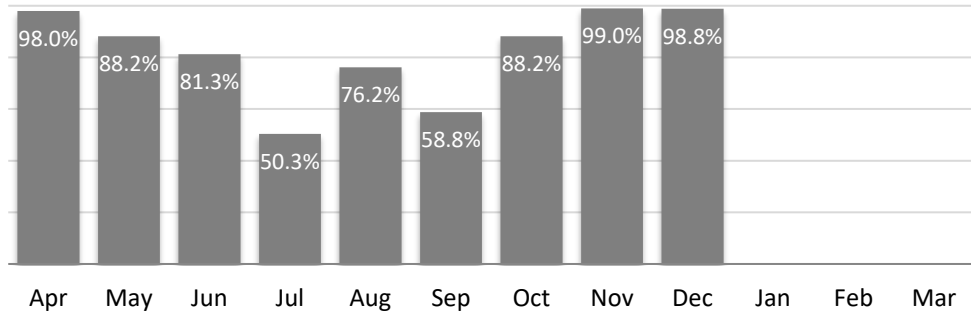
### 1. Number of contacts received



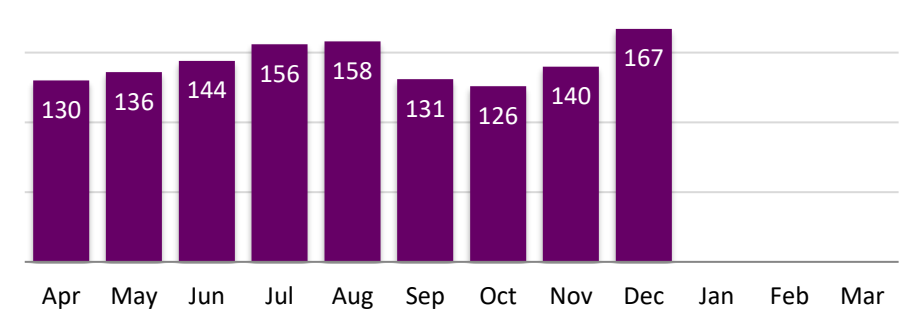
### 2. Number of contact records completed



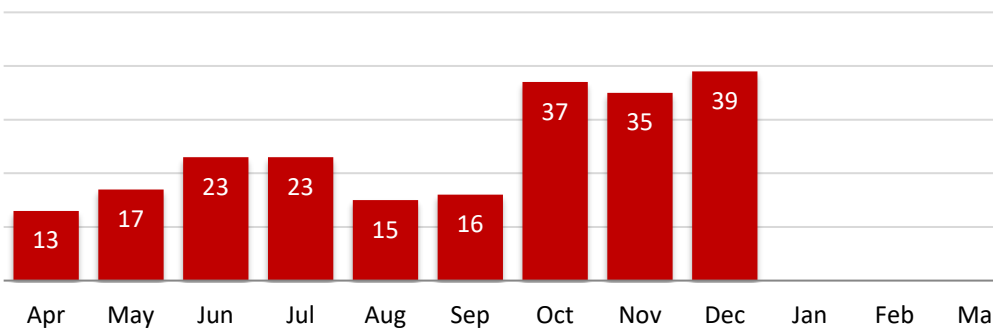
### 3. Percentage of contacts completed within 7 days



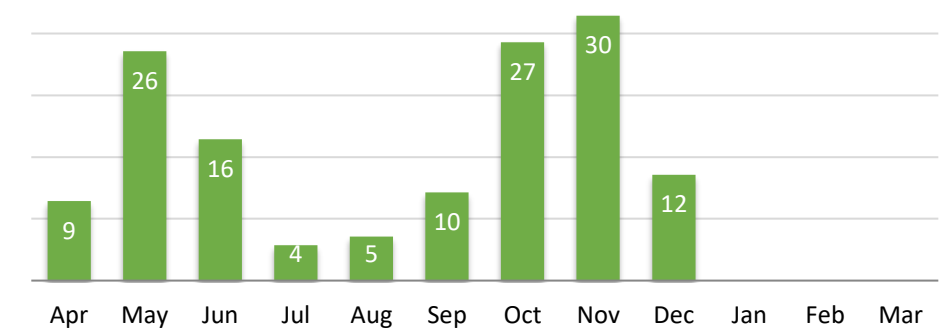
### 4. Number of pending investigations



### 5. Number of investigations started



### 6. Number of investigations completed



# Managing People, Resources, Systems and Processes

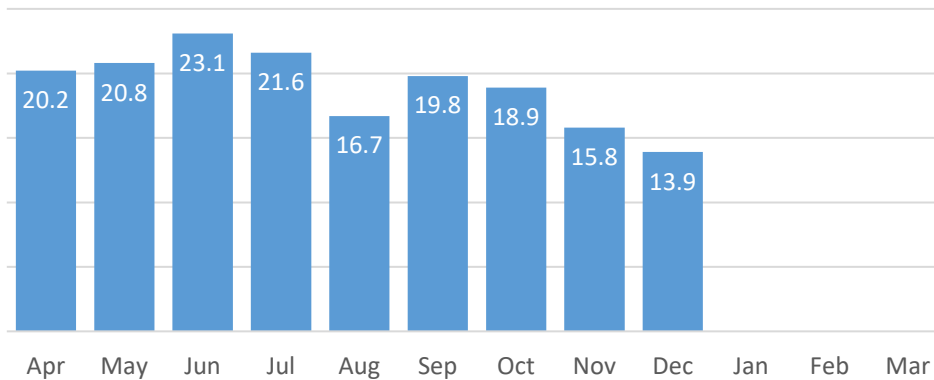
What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>• Good staff retention across Adult Services, low levels of agency workforce.</li> </ul>	<ul style="list-style-type: none"> <li>• Impact of sickness levels in key service areas</li> <li>• Recruitment specifically into Grade 8 and Approved Mental Health Practitioner (AMHP) vacancies is difficult.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved use of Matrix to fill vacancies.</li> <li>• Workforce planning for AMHPs.</li> <li>• Develop training matrix to set out mandatory training by role.</li> </ul>

## Key Statistics

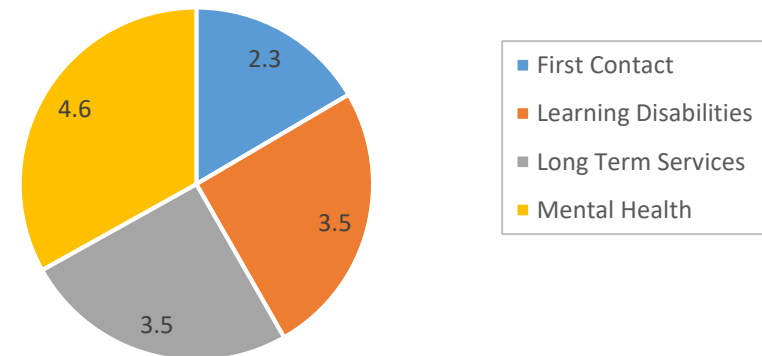
- Sickness rate (FTE) target for 18-19 is 16.5
- Top 4 reasons for sickness (Quarter 3 2018-19):
  1. Chest-respiratory
  2. Stomach-liver-kidney
  3. Stress
  4. Infection

- Return to work interviews Q3 – 94.3% (157 total, 9 pending)
- Trigger interviews completed Q3 – 79.5% (44 total, 4 pending, 5 not conducted)

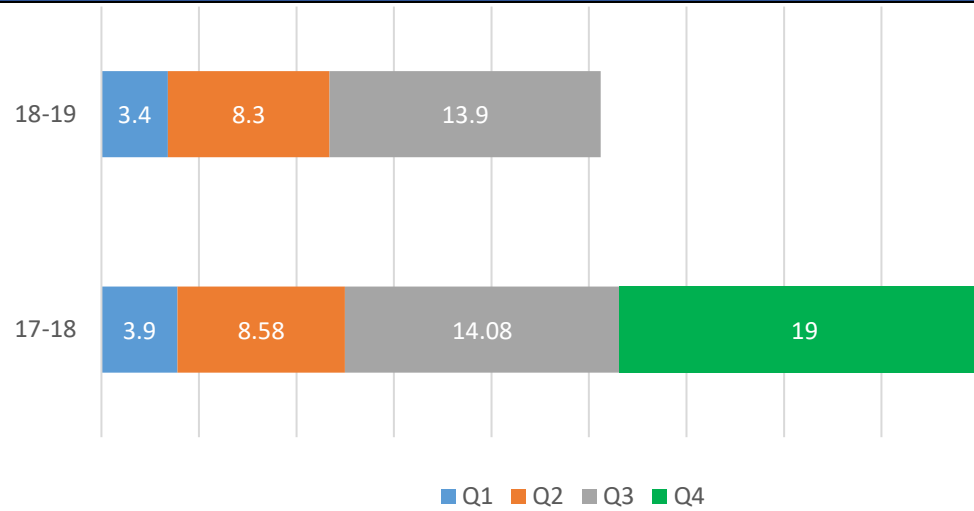
### 1. Number of social work vacancies



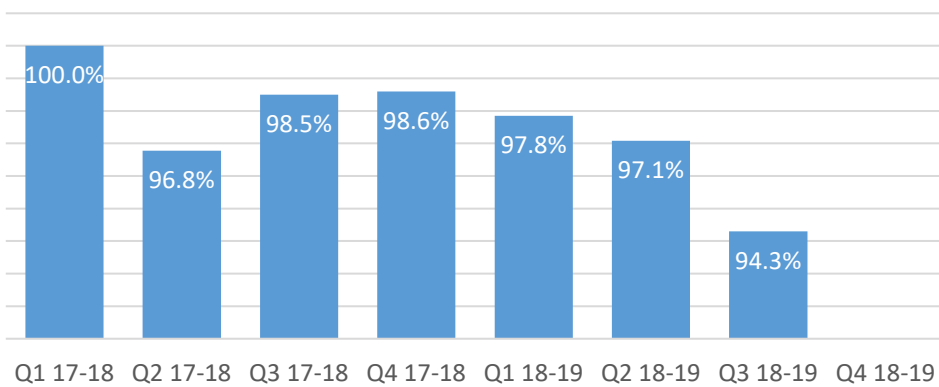
### 2. Social work vacancies by service area December 2018



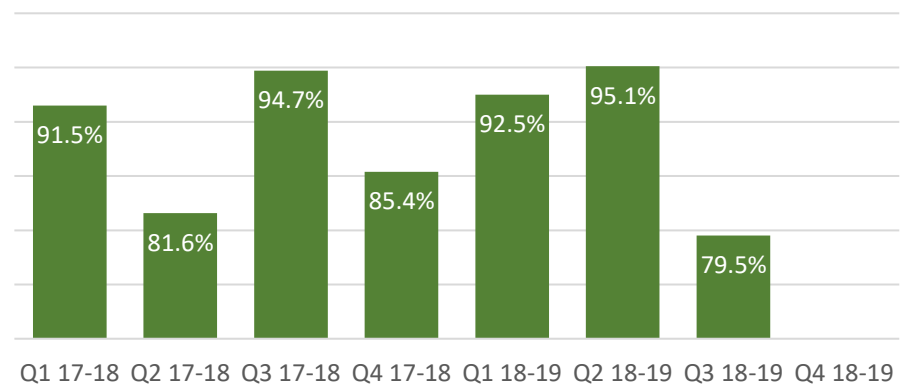
### 3. Sickness Rate (FTE)



### 4. Percentage of return to work interviews completed



### 5. Percentage of trigger interviews completed



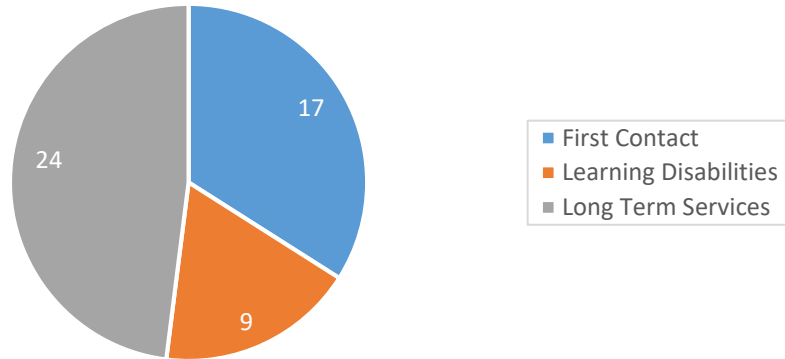
## Quality of Practice

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>• Listening to people, giving them choice and control</li> <li>• Wide range supported living accommodation with good monitoring practices.</li> <li>• Engagement exercises undertaken in adult mental health services leading up to the Community Services Review. People wanted to be listened to and treated with respect. They didn't want to repeat their story a number of times - numerous assessments by different services. The strong emphasis on co-production and service user involvement in mental health can be harnessed as a powerful asset in quality improvement work.</li> </ul>	<ul style="list-style-type: none"> <li>• Consistency of practice across all teams.</li> <li>• There is a need to ensure consistency of quality assurance processes to support practice improvement.</li> </ul>	<ul style="list-style-type: none"> <li>• Introduction of strength based practices. A major programme of work to embed strength based approaches in partnership with social care wales is to be launched in April 2019.</li> <li>• Implement a Quality Assurance Panel to work on ensuring consistency of quality assurance process and embed learning from audits and celebrate success.</li> </ul>

## Key Statistics

- 2017-18 Survey for Adults sent to 1,825 (1,232 deemed inappropriate to send. Response rate 35% (711 surveys)
- 2017-18 Survey for Carers sent to 348 (19 deemed inappropriate to send. Response rate 35% (122 surveys)
- 2018-19 Survey for Adults & Carers January & February 2019.

### 1. Case file audits completed during the year



### 2. Compliments & Complaints Q3 2018-19

#### Compliments & Complaints

Stage 2 complaints	No.
Open	2
Initiated during Q3	1
Closed during Q3	1
Open at 31.12.18	2

Q3 Compliments
5

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WBO	Key Performance Measure	Lead Directorate	Full Year Target	Corporate Plan KPI?	Frequency	Smaller is better?	2018/19 Quarter 1					2018/19 Quarter 2					2018/19 Quarter 3				
							Q1 Target	Q1 Result	% Variance to Target	RAG Rating	Comment	Q2 Target	Q2 Result	% Variance to Target	RAG Rating	Comment	Q3 Target	Q3 Result	% Variance to Target	RAG Rating	Comment
1.2	The percentage of clients who felt able to live independently in their homes following support from the Independent Living Services	People & Communities	95%	Y	Quarterly	N	95%	100%	5.26%	Green	of 244 people who responded to the question	95%	100%	5.26%	Green	136 out of 137 respondents. Q2 result is 99.27%.	95%	99%	4.21%	Green	Q3 - 179 out of 182 respondents. Q3 Result - 98%
1.2	The percentage of new cases dealt with directly at First Point of Contact (FPOC) with no onward referral to Adult Services	People & Communities	72%	Y	Quarterly	N	72%	74.96%	4.11%	Green	of 727 cases dealt with 543 were dealt with directly at FPOC	72%	75.00%	4.17%	Green	Q2 - 828 cases dealt with, 623 were dealt with directly at FPOC. Q2 Result is 75%	72%	75.51%	4.88%	Green	Q3 - 744 cases dealt with, 570 were dealt with directly at FPOC. Q3 Result is 76.61%
1.2	The average number of calendar days taken to deliver a Disabled Facilities Grant (from first contact to payment date)	People & Communities	190	Y	Quarterly	Y	190	187	-1.58%	Yellow		190	183	-3.68%	Yellow	Q2 result - 177	190	183	-3.68%	Yellow	Q3 Result - 184
1.2	The percentage of people who feel reconnected into their community through intervention from day opportunities	People & Communities	70%	Y	Quarterly	N	70%	88%	25.71%	Green	56 people were surveyed, 49 people felt reconnected	70%	91%	30.00%	Green	Final figure TBC	70%	86%	22.86%	Green	Q3 - 80 people surveyed, 67 people felt reconnected. Q3 figure 84%
1.3	The number of people receiving into work advice through the Gateway	People & Communities	43,000	Y	Quarterly	N	10,500	10,331	-1.61%	Yellow	updated figure	21500	21726	1.05%	Green	Q2 Result - 11,395	32,250	32,907	2.04%	Green	Q3 Result - 11,181
1.3	The number of clients that have been supported into employment having received tailored support through the Gateway	People & Communities	623	Y	Quarterly	N	156	199	27.56%	Green	re-updated figure	312	367	17.63%	Green	Q2 figure 168	467	597	27.84%	Green	Q3 Result - 230
1.3	The number of employers that have been assisted by the Council's employment support service.	People & Communities	80	Y	Quarterly	N	20	87	335.00%	Green		63	174	176.19%	Green	Q2 Result - 87	80	193	141.25%	Green	Q3 Result - 19
1.3	The number of customers supported and assisted with their claims for Universal Credit	People & Communities	1,500	Y	Quarterly	N	375	767	104.53%	Green		750	2,170	189.33%	Green	Q2 Result - 1,403	1125	3644	223.91%	Green	Q3 Result - 1474
1.3	Additional weekly benefit identified for clients of the City Centre Advice Team	People & Communities	£13m	Y	Quarterly	N	3,250,000	3,714,767	14.30%	Green		6,500,000	£7,368,383	13.36%	Green	Q2 Result £3,653,616	9,750,000	10,827,781	11.05%	Green	Q3 Result - £3,459,398
1.3	The number of rough sleepers assisted into accommodation	People & Communities	168	Y	Quarterly	N	42	55	30.95%	Green		84	83	-1.19%	Yellow		126	115	-8.73%	Yellow	Q3 result 32. Relatively mild weather and more service users residing in tents again our outreach team's advice has made rough sleepers more comfortable, enabling them to stay on the street rather than engaging with the support provision available.
1.3	The percentage of households threatened with homelessness successfully prevented from becoming homeless	People & Communities	60%	Y	Quarterly	N	60%	70%	16.67%	Green	380 households, 266 prevented from becoming homeless	60%	72%	20.00%	Green	478 households, 345 prevented from being homeless.	60%	72%	20.00%	Green	534 households, 386 prevented from being homeless. Q3 Result 72%
1.3	The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service	People & Communities	70%	Y	Quarterly	N	70%	85%	20.71%	Green	28 people have been successfully reconnected during Q1	70%	76.50%	9.29%	Green	Q2 Result is 67.74% 21 people have been successfully reconnected during Q2.	70%	77.17%	10.24%	Green	Q3 result is 78.5%, 71 people have been successfully reconnected so far this year.
1.3	The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	People & Communities	50%	Y	Quarterly	N	50%	100%	100.00%	Green	All 5 clients are successfully maintaining their tenancies	50%	100%	100.00%	Green	All 5 clients are successfully maintaining their tenancies	50%	100%	100.00%	Green	All 8 clients are successfully maintaining their tenancies. Q3 result is 100%
1.4	The percentage of Council staff completing the Level 1 online module of the National Training Framework on violence against women, domestic abuse and sexual violence as a percentage of all staff	People & Communities	100%	Y	Quarterly	N	100%	16%	-84.00%	Red	2,091 against a headcount (including schools) of 13,332	100%	27.00%	-73.00%	Red	1,475 in Q2, making a total of 3,566 against a headcount of 13,332.	100%	33%	-67.00%	Red	697 in Q3 making a total of 4,263 against a headcount of 13,093.
1.4	The percentage of customers satisfied with completed regeneration projects	People & Communities	70%	Y	Quarterly	N	70%	83%	18.57%	Green	24 surveyed, 20 Satisfied 4 unsure or unsatisfied	70%	91%	30.00%	Green	From 2 feedback surveys, 54 surveyed, 5 unsure or not satisfied	70%	100%	42.86%	Green	35 Responses, 35 Satisfied
1.4	The number of visitors to libraries and Hubs across the city	People & Communities	3,300,000	Y	Quarterly	N	660,000	634,282	-3.90%	Yellow	Exceeds the Q1 result last year (633,806)	1,320,000	1,321,762	0.13%	Green	Q2 Result - 691,407	1,980,000	1,955,011	-1.26%	Yellow	Q3 Result - 632,168, currently slightly below target, this is a result of a number of minor issues which are being resolved and expected to pick up during quarter 4 and meet the annual target.
1.4	The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/ got what I needed'	People & Communities	95%	Y	Quarterly	N	95%	97%	2.11%	Green	AMENDED in Q2 1,378 people agreed with the statement, 1,418 people answered the question	95%	98.00%	3.16%	Green	Q2 result 99% During Q2 1,644 people agreed with the statement, 1,668 people answered the question	95%	98%	3.16%	Green	Q3 Result 98%, 1,784 people agree with the statement , 1816 people answered the question
1.4	The number of visits (hits) to the volunteer portal	People & Communities	50,000	Y	Quarterly	N	12,500	13,363	6.90%	Green	(Page views)	25000	31,330	25.32%	Green	Q2 Result - 17,967 (page views)	37,500	49,459	31.89%	Green	Q3 Result - 18,129
3.1	Total number of new Council homes completed and provided	People & Communities	200	Y	Quarterly	N	20	23	15.00%	Green		50	36	-28.00%	Red	The current handover projections indicate that 140 new homes will be delivered by 31st March 2019, although the 6 development schemes on site will deliver 165 new council homes once complete. (Q1 - 13)	60	53	-11.67%	Red	The handover of a 9 flat block has been delayed due to fire door regulations which is an industry wide issue and is now due to take place in early Q4.

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**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**3 April 2019**

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**ADULT SAFEGUARDING UPDATE**

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**Reason for the Report**

1. To provide Members with an update on the Council's approach to Adult Safeguarding with particular reference to:
  - Current Council Performance
  - Future Plans

**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. The SSWBA sets out the duties and responsibilities for local authorities and relevant partner organisations<sup>1</sup> with regard to safeguarding. Part 7 of the Act details the specific duties and requirements, other parts of the Act also apply to safeguarding cases, such as the overarching duty to promote well-being, to have regard to people's individuality, dignity and views, and support them to participate including considering whether advocacy support is necessary. Practitioners must also have regard to the United Nations Principles for Older Persons, the United Nations Convention on the Rights of Disabled People, as well as the European Convention of Human Rights.
4. Safeguarding is everybody's business and the SSWBA imposes a duty on local authorities, all Members and employees, and other statutory partners to

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<sup>1</sup> The Act defines relevant partners as the police, other local authorities, probation, local health boards and NHS trusts.

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.

5. The Community & Adult Services Scrutiny Committee received background information to inform their scrutiny of adult safeguarding at their committee meeting on 18 January 2017. The report received provided: an overview of the duties regarding adult safeguarding, as set out by the Social Services and Wellbeing (Wales) Act 2014; an overview of the Local Safeguarding Adults Board; metrics available re: adult safeguarding in Cardiff; and a copy of the SSIA1 Safeguarding Adults: Councillors Workbook. The full report and subsequent appendices can be found [here](#).

6. On January 9, 2019 CASSC carried out pre-decision scrutiny of two draft proposals for Safeguarding namely;

- Corporate Safeguarding Policy - **Attached at Appendix 1**;
- Corporate Safeguarding Board Progress Report – **Attached at Appendix 2**.

Following the meeting, issues raised by the Members were fed back in a letter to the Cabinet Member for Finance & Modernisation and the Chair of the Corporate Safeguarding Board - **attached at Appendix 3**.

7. The Cardiff Council Corporate Safeguarding Policy (2018-2021) was approved at Cabinet on, 24 January 2019.

8. Attached at **Appendix 4** is a copy of the presentation to be delivered at the meeting.

### **Way Forward**

9. Councillor Susan Elsmore, Cabinet Member for Health, Social Care and Wellbeing has been invited to attend for this item. Cllr Elsmore will be supported by officers from Adult Social Services.

## **Legal 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 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 Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

## **Financial 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 financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

## **RECOMMENDATION**

The Committee is recommended to:

- i. Note the contents of the report and presentation,
- ii. To consider future actions in relation to future scrutiny of this item.

**DAVINA FIORE**

**Director of Governance & Legal Services**

**28 March 2019**



# 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](http://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)	<a href="mailto:prevent@south-wales.pnn.police.uk">prevent@south-wales.pnn.police.uk</a> Referrals: 02920536490
Cardiff and Vale of Glamorgan Regional Children's Safeguarding Board	<a href="https://www.cardiffandvalersb.co.uk/Children/">https://www.cardiffandvalersb.co.uk/Children/</a>
Cardiff and Vale of Glamorgan Regional Adult Safeguarding Board	<a href="http://www.cardiffandvalersb.co.uk/adults/">www.cardiffandvalersb.co.uk/adults/</a>
Modern Slavery /Trafficking Referrals Modern day slavery helpline Online reporting	02920536490 (MASH) 0800121700 <a href="http://www.moderndaylaveryhelpline.org/report">www.moderndaylaveryhelpline.org/report</a>

Training and Victim Support	BAWSO <a href="http://www.bawso.org.uk">www.bawso.org.uk</a> .
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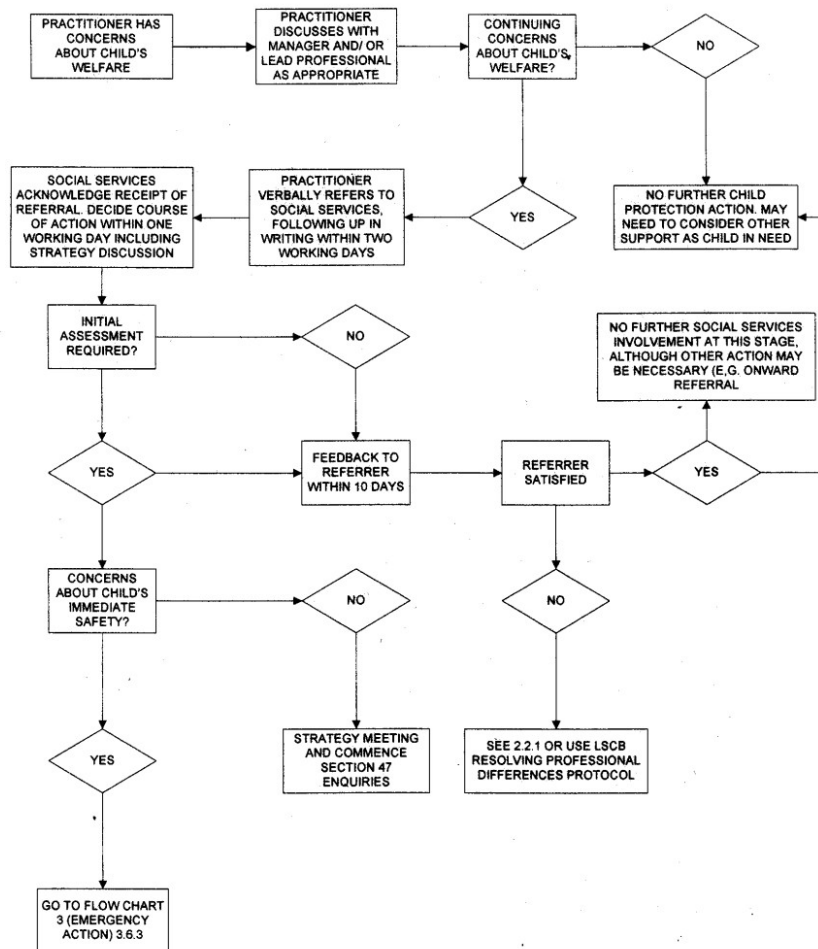


## Appendix 2

### Referral Process - Children

All Wales Child Protection Procedures 2008

#### 3.2.5 Flowchart 1: referral



### **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**  
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**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><b>STANDARD 1.</b>  <b>Designated Safeguarding Lead Officers</b>  <b>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.</b></p>			
<p>1.1 All OM 1&amp;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:		
<b>STANDARD 2. Policies and Procedures</b>			
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><b>STANDARD 3. Accountability</b></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><b>STANDARD 4: LISTENING AND RESPONDING</b></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>		
<b>STANDARD 6: Staff and Volunteer Training</b>			
<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.			
<b>STANDARD 7: Safe Recruitment</b>			
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"><li>- References are always taken up prior to appointment.</li><li>- Identity and qualifications are verified.</li><li>- Professional registration is in place</li><li>- Face to face interviews are carried out.</li><li>- Previous employment history is checked.</li><li>- Any anomalies or discrepancies are followed up.</li></ul>	<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><b>STANDARD 8: Handling Allegations Against Workers and Volunteers</b></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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**CORPORATE SAFEGUARDING**

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:		
<b>STANDARD 9: Safeguarding in the Building</b>			
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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including signing in and out procedures if appropriate? Are badges issued to visitors?			
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?			
9.4 Are safeguarding issues reported to the relevant lead officer and the building's management, as appropriate?			
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?			

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<b>STANDARD 10: E-Safety</b>			
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:		
<b>STANDARD 11: Commissioning</b>			
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

# **CARDIFF COUNCIL**

## **CORPORATE SAFEGUARDING**

### **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.

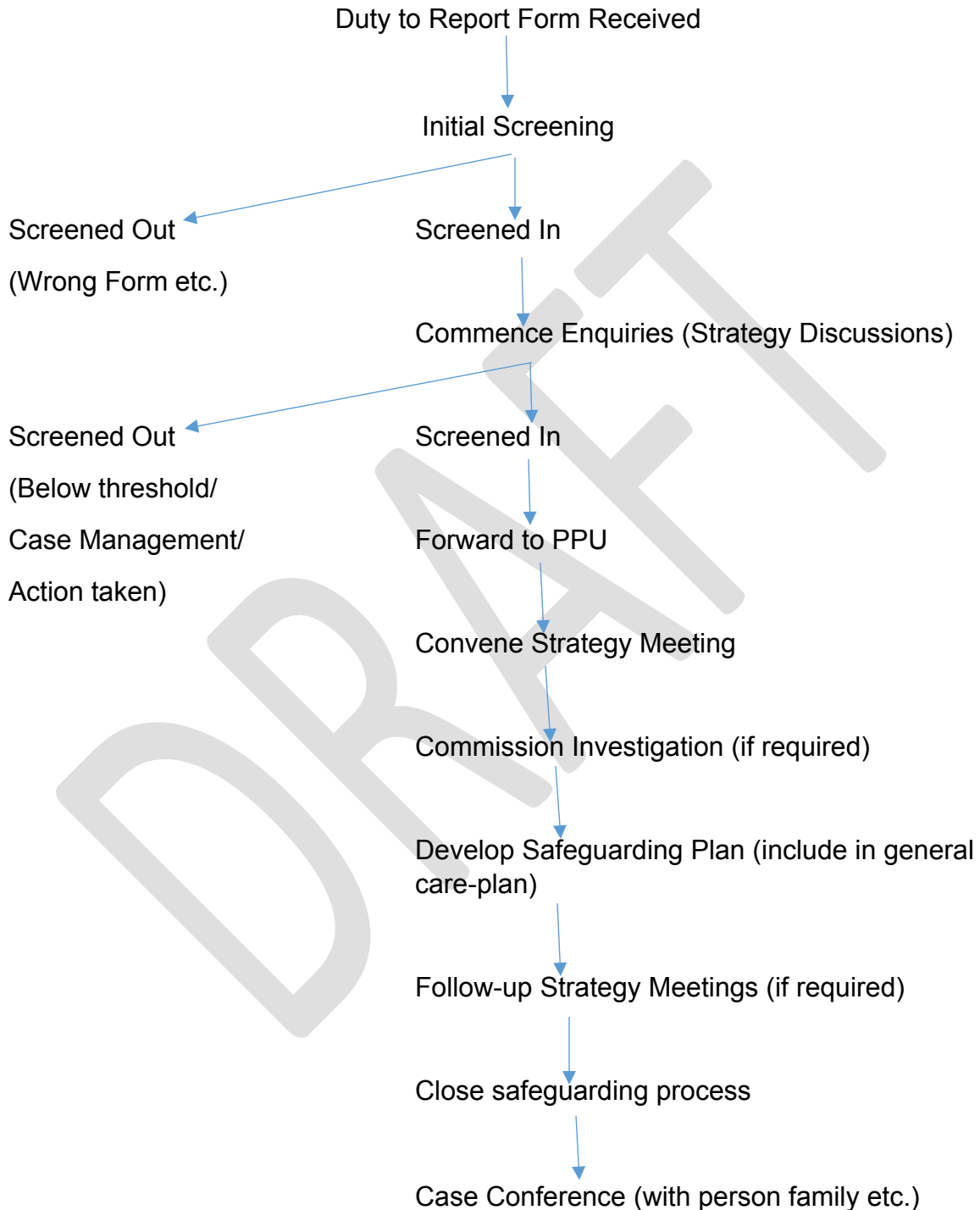
##### **Financial Abuse**

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.

**CARDIFF COUNCIL**  
**CORPORATE SAFEGUARDING**

**Appendix 7**

**Adult Safeguarding Process**



**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 council's 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 1<sup>st</sup> April 2017 and 31<sup>st</sup> 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%
<b>Total</b>	<b>947</b>	

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 9<sup>th</sup> 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 1<sup>st</sup> 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
<b>Grand Total</b>	<b>1398</b>	<b>1242</b>	<b>1490</b>	<b>1192</b>	<b>1627</b>	<b>1043</b>	<b>1422</b>

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
<b>Total</b>	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

	<b>Action</b>	<b>CCC Action Plan 2016-17</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Update</b>
<b>1.</b>	<b>Corporate Leadership</b>				
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 <sup>th</sup> November 2018.
<b>2.</b>	<b>Corporate Policy</b>				
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 <sup>rd</sup> April 2018 and include <ul style="list-style-type: none"> <li>• Estyn pre-inspection framework document</li> <li>• Safeguarding Education Group toolkit</li> <li>• Child Protection guidance document updated April 2018</li> </ul>
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 <sup>st</sup> 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	
<b>3.</b>	<b>Safer Recruitment of Staff</b>				
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.
<b>4.</b>	<b>Training and Development</b>				
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 <sup>th</sup> 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.
<b>5.</b>	<b>Partners, Volunteers and commissioned Services</b>				
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	
<b>6.</b>	<b>Systems</b>				
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			
<b>7.</b>	<b>Scrutiny and assurance</b>				
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"> <li>• benchmarking and comparisons with others</li> <li>• conclusions of internal and external audit/inspection reviews</li> <li>• relevant service based performance data</li> <li>• key personnel data such as safeguarding training, and DBS recruitment checks</li> <li>• the performance of contractors, partners, volunteers and commissioned services on compliance with council safeguarding responsibilities</li> </ul>	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.

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My Ref: Scrutiny/Correspondence/Cllr McGarry

15 January 2019

Councillor Chris Weaver  
Cabinet Member for Finance & Modernisation and Chair of the  
Corporate Safeguarding Board  
County Hall  
Cardiff  
CF10 4UW



Dear Chris,

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 9 JANUARY 2019  
– SAFEGUARING POLICY REVIEW AND PROGRESS REPORT**

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee and providing Members with an opportunity to consider the draft proposals in relation to Safeguarding Policy Review and Progress Report, prior to its consideration by Cabinet on the 24<sup>th</sup> January 2019. Members of the Committee have requested that I feed back the following comments and observations to you.

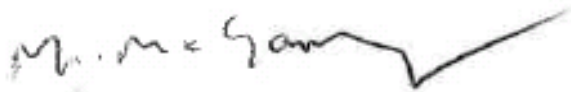
The Committee considered the Cabinet Proposal and concluded that it supports the proposals and commends the report to Cabinet. Other issues raised by Members included:

- Members noted that the Social Services and Well-being Act had brought about significant changes in legislative terms, including strengthening the position regarding vulnerable adults and the duty to report. Members acknowledged that there had been increased recognition that Safeguarding needed to be strengthened; there had been serious incidents that had occurred nationally and incremental escalation over many years; and the Act consolidated all previous legislation and made the position regarding Safeguarding clear.
- Members were assured, by responses from yourself and officers, that Safeguarding has been given the recognition and priority required and that you had stated that you are committed to ensuring that this remains the case, particularly in terms of ensuring the sustainability and effective operation of the Corporate Safeguarding Board.

- Members were concerned with issues relating to ensuring that incidents were reported and recorded centrally within the Council as this had not been the information provided to them previously. Members noted, from the report, that there was a recognition for everyone to fully understand their duty to report, so would recommend, as a matter of priority, an audit of sources of referrals and also work with Communications to generate further publicity, across the Council and schools, about it being everyone's duty to report, and who they should report to.
- At the meeting, Members asked whether there was a central database where all referrals were recorded and, if so, how this was managed. Members noted that, currently, a spreadsheet of referrals is in operation, but would recommend that a system that is fit for purpose is introduced as a matter of priority.
- At the meeting, Members were advised that Audit Committee had proved very useful in this area and would strongly urge that you and officers continue to work with Scrutiny on this issue to assist you in your work.

Thank you again to you and officers for attending. I hope you find the Committee's comments useful. I do not require a response to this letter.

Yours sincerely,



**COUNTY COUNCILLOR MARY M<sup>C</sup>GARRY**  
**Chairperson - Community & Adult Services Scrutiny Committee**

Cc: Claire Marchant (Director of Social Services)  
Alys Jones (Operational Manager, Safeguarding)  
Cabinet Support Office

# Adult Safeguarding Performance and Priorities

Page 141



1 Background/Assessment

2 Performance/Review

3 Plan

4 Moving Forward

Page 142



January 2019



2



# Background

- Social Services and Well being Act (Wales) 2014, part 7, puts adult safeguarding on the same legislative footing as children.
- Cardiff and Vale have a Regional Safeguarding Board which comprises of a number of multi-agency partners in order to oversee the strategic delivery of safeguarding across the region.
- Current adult safeguarding arrangements require designated lead managers (DLM) to work within a Multi- Agency Safeguarding Hub (MASH) framework. They rotate their time between the safeguarding unit in County Hall and the multi-agency unit within the Police Station.
- The evaluation of the current operating model has highlighted significant areas for improvement, in order to give assurance that Part 7 has been successfully implemented.
- A detailed review has been undertaken to provide a baseline position and support the development of an improvement plan which will form part of this presentation.



# Management Summary: What We Found

- The number of referrals into the adult safeguarding team is increasing year on year. In 2017/18, Cardiff received 1,330 referrals which is a **25%** increase when compared with the previous year.
- Cardiff screen an average 333 referrals per DLM per year, which is the **highest** of any local authority sampled.
- From the 1,330 referrals received over **50%** were deemed **inappropriate** and not progressed further.
- **74%** of all referrals are received from **providers**, which is significantly higher than the Welsh average of 26%.
- The review highlighted that there were lower levels of referrals from professionals compared to elsewhere.
- The percentage of adult protection enquiries completed within 7 days in quarter Q1 2018 was 89% ; quarter 2 saw a dramatic decline to 61% , the PI has recovered in Q3 to 94% against a target of 99%. This signalled initial concerns in the service area.
- Immediate safeguarding is now undertaken in a timely way, however, high levels of outstanding investigations remain.





# Analysis

- The service experiences high levels of referrals.
- A high proportion of these referrals are screened out of the safeguarding process.
- Systemic/process issues regarding the timeliness of the 7 day enquiry performance measure have been addressed, however, questions remain about the quality and consistency of decision making and outcomes.
- The current model does not make best use of resources and DLMs maintain high caseloads.



# Analysis of current adult safeguarding practice

- **Training** on SSWBA adult safeguarding responsibilities has been basic and both Designated Lead Managers and adult services staff have struggled to understand and implement new legislation.
- **Culture and practice** – adult safeguarding has become disconnected from Adult Services operational teams.
- **Capacity** – has been stretched and backlogs grown as the resourcing of the MASH has taken precedence.
- **Wider duties** – adult service staff have struggled to interpret new legislative requirements such as ‘duty to report’ and ‘adult at risk’ resulting in under reporting in some areas.
- **Consistency of practice** has been difficult to achieve as a result of the factors above.

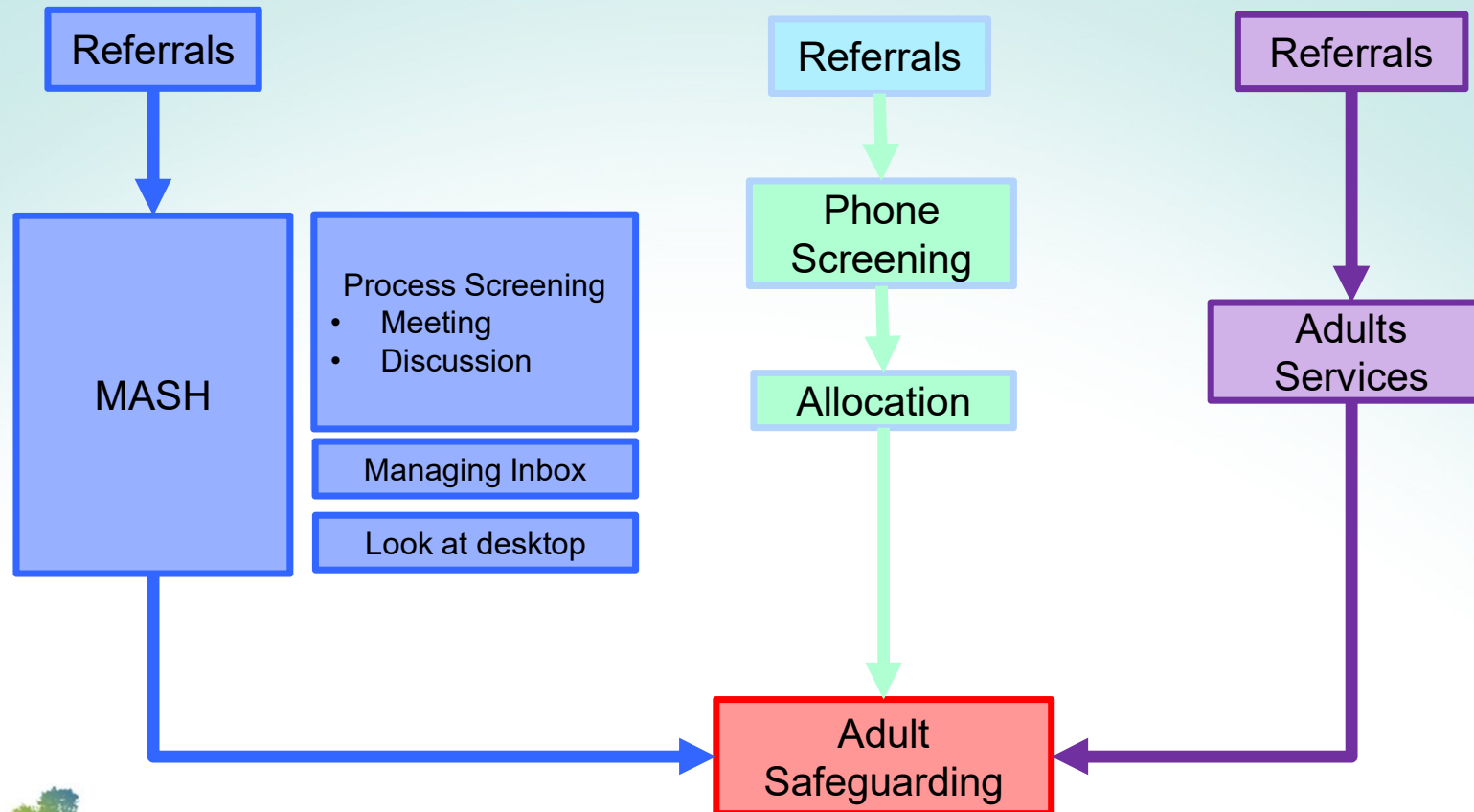


# Adult Safeguarding Improvement Plan

- Additional DLM capacity is currently being sourced to address outstanding investigations.
- An interim thresh-holding document is currently in use.
- External auditing capacity has been commissioned to undertake a full audit of all cases within the last 12 months.
- A practice note will be disseminated to all staff and further training materials to support activity.
- Refresher training has been commissioned to address issues regarding 'duty to report' in the wider workforce this will commence in June.
- Bespoke training on legal framework, thresh -holding, mental capacity and cultural issues will commence for the safeguarding team and all Adult Operational Managers in May/June with clear plans to cascade to workforce.
- A retrospective exercise to determine referrals to the APR sub group is underway.
- The Assistant Director for Adult Services will now take over chairing of the management group for the Regional Safeguarding board.
- Enhanced Cardiff governance arrangements through Local Operational Group for Safeguarding (chaired by the Chief Executive) and Corporate Safeguarding Board (chaired by Cabinet Member) resources now at SMT level.

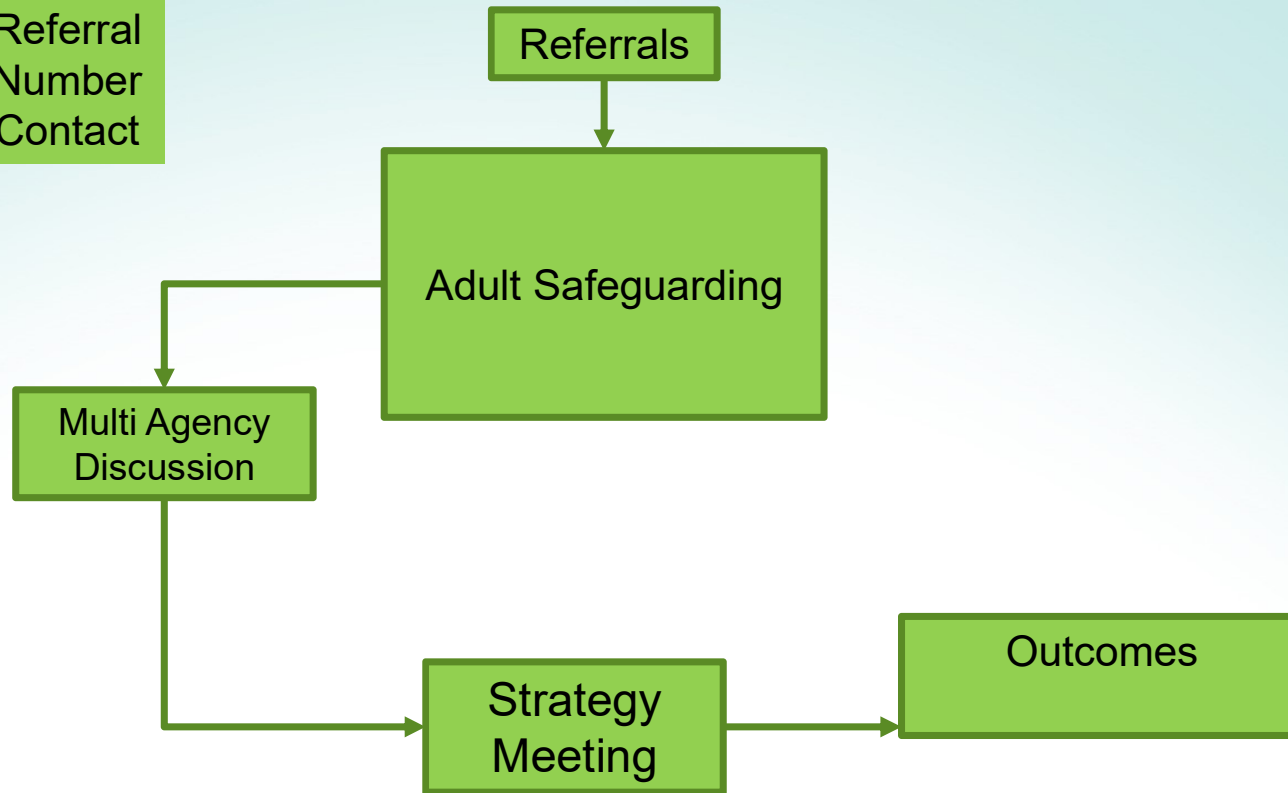


# Current Operating Model- As Is



# Adult Safeguarding Process To Be:

1 Referral  
1 Number  
1 Contact



# Moving Forward

- An improvement plan is addressing capacity, leadership and training.
- The configuration of the team will change in order to meet the increase in demand.
- Work is underway to develop a suite of local performance measures, both quantitative and qualitative, monitoring quality assurance of decision making and practice.
- Communication and culture is improving within adult services and across the wider corporate directorates.



**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**3 April 2019**

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**COUNCIL HOUSE BUILDING STRATEGY UPDATE**

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**Reason for the Report**

1. To provide Members with background information to aid their scrutiny of Council House build Strategy which is tabled for pre-decision Scrutiny at the Community & Adults Services Scrutiny Committee, 1 May 2019.

**Background**

2. In line with Capital Ambition, the Council's Housing Development team are aiming to build 1,000 new homes by May 2022 and delivering 2,000 new homes in the longer term.
3. Currently, there are just under 8,000 people on the housing waiting list, with an average of 142 properties becoming available per month.
4. The key objectives for the strategy are:
  - Clear Vision
  - Understanding Need
  - Land
  - Procurement
  - Delivering in Volume and at pace
5. Members are to receive a presentation – **attached at Appendix 1**, to provide information on the strategy to aid their pre-decision scrutiny in Community & Adults Services Committee, 1 May 2019.

## **Way Forward**

6. Councillor Lynda Thorne, Cabinet Member for Housing & Communities has been invited to attend for this item. She will be supported by officers from the People & Communities Directorate.

## **Legal Implications**

7. 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**

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



## **RECOMMENDATION**

The Committee is recommended to:

- i. Note the contents of the report and presentation.
- ii. To consider future actions in relation to future scrutiny of this item.

**DAVINA FIORE**

**Director of Governance & Legal Services**

**28 March 2019**

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# Delivering 2000 council homes within Capital Ambition Objectives

David Jaques

April 2019



Gweithio dros Gaerdydd, gweithio gyda'n gilydd  
Working for Cardiff, working together



Appendix 1

‘Outline the strategy you would adopt to meet the target within the context of Cardiff’s overall Capital Ambition Objectives’

**Working for Cardiff**

**Working for the Future**



**Working for Wales**

**Working for Public Services**







# Why Build new council homes?

- **Housing Need**
  - Just under 8,000 people on waiting list
  - In addition 450 new applications received each month
  - on average only 142 properties available per month.
  - LHMA – 2,024 units per year
  - Average 250 new homes delivered each year
  - Medical need
  - Downsizing
  - **Welsh Government direction – 20,000 affordable homes target**

# A strategy that will deliver

February 2019

1,000  
Council houses  
by 2022: Completions to date

Delivery Route	On site	Complete	Target
 Additional new build	8		400
 Cardiff Living	153	18	300
 Open Market buy-backs	4	34	100
 Developer package deals	30		100
 Convert buildings to Council homes		8	50
 Meanwhile use of land	13		50
<b>TOTAL</b>	<b>208</b>	<b>60</b>	<b>1,000</b>

- Clear vision
- Understand need
- Strategy – May 2019
- Land
- Procurement
- Delivering in Volume & at Pace



# Confidence in delivery – pipeline to deliver over 2,000

Capital Ambition Update TTD (Council Homes)								
Deliver 2,000 new Council homes, 1,000 by May 2022								
Scheme		Target Number (within 5 years)	Pipeline	In Planning	Planning approved	At Procurement stage	On site	complete
Other new Build		400	1216	41	97	16	8	
Cardiff Living		300	286	14	128		153	18
Buying Property from the market		100					4	34
Package Deals		100	10	49			30	
Converting buildings		50						8
Meanwhile use of land		50					13	
<b>Total</b>		<b>1000</b>	<b>1512</b>	<b>104</b>	<b>225</b>	<b>16</b>	<b>208</b>	<b>60</b>
UPDATED: February 2019								2125

- Viability
- Re-modelling Capital Programme
- Subsidy
- Leading the way – **Largest council build Programme in Wales**
- Total projected budget £300 million



**Working for the Future** 3.1 Cardiff Grows in a Resilient Way



# Cardiff Living – Delivering new council homes



- Approximately 1,500 homes across 40 sites over next 8-9 years.
- 40%, (at least 600) will be council homes.
- 3 phases of development
- Work has started on the first 7 sites.
- First Council completions October 2018



- Phase 1 = 10 sites, 486 homes - 291 OMS & 195 council
- All 10 phase 1 sites have been granted planning permission
- Circa £20 million of council development



# Strategic Partnerships – working together

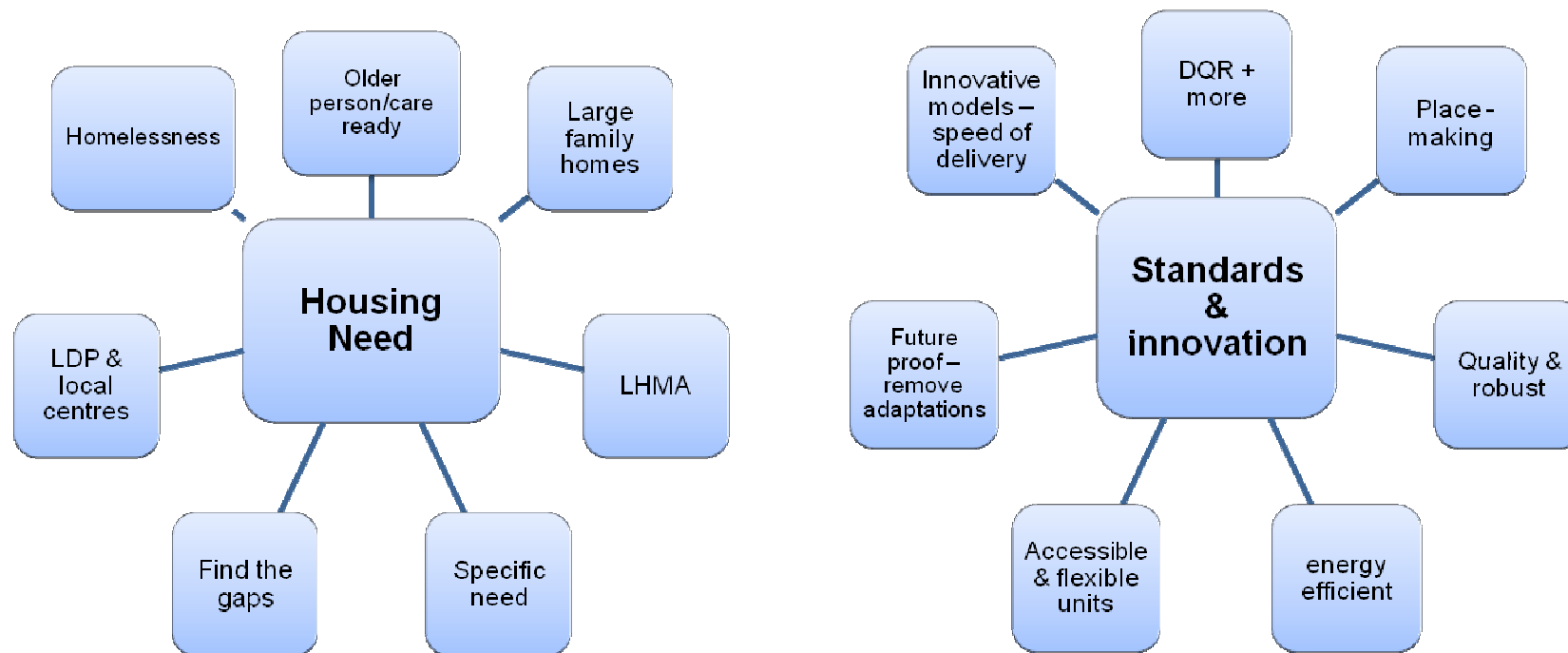


- WG – funding, land, strategy
- Estates – Housing protocol
- RSL's – opportunities
- Developers – S106/package deals
- LA's - Knowledge/opportunities
- Health & Social Care – opportunities
- Political support



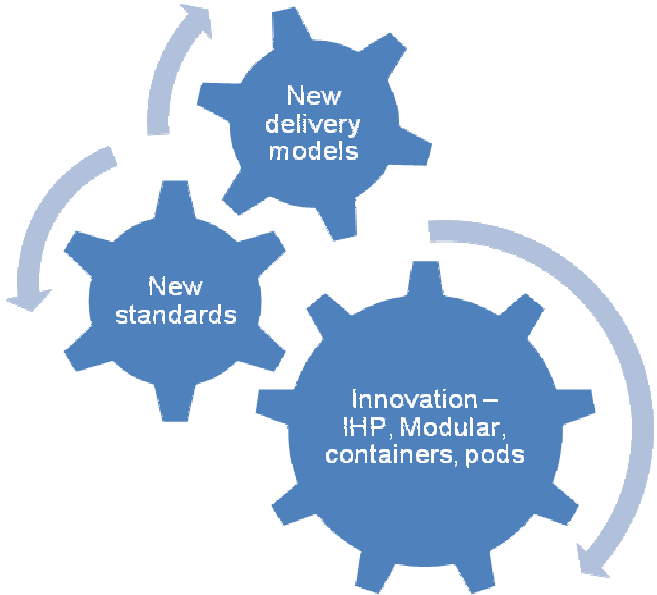
# Understanding need – Delivering what’s right

‘Through the strategy we will **lead the way** for council house building, delivering quality, sustainable homes that can adapt around changing needs’.



- 1.1 Cardiff is a great place to grow up
- 1.2 Cardiff is a great place to grow Older
- 1.3 Supporting people out of poverty

# Exemplar schemes – Delivering for the future



- Not afraid to try new ideas
- Challenge the norm
- Strategic projects
- District heat



## 3.1 Cardiff Grows in a Resilient Way



# Care-ready Housing – Delivering for the future

- Provide a 'home for life', adaptable & flexible
- Able to adapt around a person's changing needs
- Reduce the requirement for future adaptations
- Future proofed to enable care staff to operate from the building
- High quality, accessible communal space – tackling social isolation in the wider community





# A strategy that is: *Not just numbers*

Housing Development



Community benefits

Resilient communities

Neighbourhood Regeneration



- 1.1 Cardiff is a great place to grow up
- 1.2 Cardiff is a great place to grow Older
- 1.3 Supporting people out of poverty
- 1.4 Safe, Confident & Empowered Communities

# Working together – delivering more....



## Channel View

- Proposal to rebuild the Estate & build circa 350 new homes
- Replace the older person tower block with purpose built 'Care-Ready' scheme
- Day rooms, community space & roof garden

- Initial consultation undertaken with residents
- Summer 2019 appoint consultant team to undertake outline Planning



- 1.1 Cardiff is a great place to grow up
- 1.2 Cardiff is a great place to grow Older
- 1.3 Supporting people out of poverty
- 1.4 Safe, Confident & Empowered Communities

# Questions?



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# COMMUNITY & ADULT SERVICES COMMITTEE – FORWARD WORK PROGRAMME

January – June 2019

If you would like to share your experiences or views regarding the items being considered please contact:

[Scrutinyviewpoints@cardiff.gov.uk](mailto:Scrutinyviewpoints@cardiff.gov.uk)

Title and Description of Report	Invitees	Contact Officer
<b>Meeting Date: 9 January 2019</b>		
<p><b>Wales Audit Office – Wales Housing Quality Standard / Service User Perspective report</b></p> <p>WAO have completed a review of Cardiff Council in relation to the Wales Housing Quality Standard and Service User Perspective. The Committee will receive and undertake a Performance Review of the WAO Report</p>	<ul style="list-style-type: none"> <li>• Wales Audit Office</li> <li>• Cabinet Member, Communities &amp; Housing</li> <li>• Corporate Director, People &amp; Communities</li> <li>• Assistant Director, Communities &amp; Housing</li> </ul>	<p>Principal Scrutiny Officer Alison Jones</p> <p><a href="mailto:Alison.Jones4@cardiff.gov.uk">Alison.Jones4@cardiff.gov.uk</a></p>
<p><b>Adult Learning Disabilities Supported Living Service</b></p> <p>To carry out pre-decision scrutiny of the Adult Learning Disabilities Supported Living Service prior to its consideration by the Cabinet.</p>	<ul style="list-style-type: none"> <li>• Cabinet Member, Health, Social Care and Well being</li> <li>• Director of Social Services</li> </ul>	<p>Principal Scrutiny Officer Alison Jones</p> <p><a href="mailto:Alison.Jones4@cardiff.gov.uk">Alison.Jones4@cardiff.gov.uk</a></p>

Title and Description of Report	Invitees	Contact Officer
<b>Meeting Date: 9 January 2019</b>		
<p><b>Safeguarding - Progress Report and Policy Review</b></p> <p>To carry out pre-decision scrutiny of the Safeguarding prior to its consideration by the Cabinet.</p>	<ul style="list-style-type: none"> <li>• Cabinet Member, Health, Social Care and Well being</li> <li>• Director of Social Services</li> <li>• Operational Manager, Safeguarding</li> </ul>	<p>Principal Scrutiny Officer Alison Jones</p> <p><a href="mailto:Alison.Jones4@cardiff.gov.uk">Alison.Jones4@cardiff.gov.uk</a></p>

Title and Description of Report	Invitees	Contact Officer
<b>Meeting Date: 21 Jan 2019</b>		
<p><b>Homelessness/Rough Sleepers</b></p> <p>The Committee will undertake a review of the Rough Sleepers Strategy, winter arrangements for the homeless/rough sleepers and aim to establish whether the current arrangements are fit for purpose.</p>	<ul style="list-style-type: none"> <li>• Service Providers</li> <li>• Service Users via intelligence from service providers</li> <li>• Cabinet Member, Communities &amp; Housing</li> <li>• Corporate Director, People &amp; Communities</li> <li>• Assistant Director, Communities &amp; Housing</li> </ul>	<p>Principal Scrutiny Officer Alison Jones</p> <p><a href="mailto:Alison.Jones4@cardiff.gov.uk">Alison.Jones4@cardiff.gov.uk</a></p>

Title and Description of Report	Invitees	Contact Officer
<b>Meeting Date: 18 February 2019</b>		
<p><b>Draft Corporate Plan 2019–2022 and 2019-20 Draft Budget Proposals</b></p> <p>To scrutinise those sections of the Council’s draft Corporate Plan and draft Budget Proposals that relate to the portfolios and service areas that fall within the remit of this Committee, prior to it being considered by Cabinet</p>	<ul style="list-style-type: none"> <li>• Cabinet Member, Communities &amp; Housing</li> <li>• Cabinet Member, Health, Social Care and Well being</li> <li>• Cabinet Member, Finance, Modernisation and Performance</li> <li>• Corporate Director, People &amp; Communities</li> <li>• Corporate Director, Resources</li> <li>• Director of Social Services</li> <li>• Assistant Director, Communities &amp; Housing</li> <li>• Head of Finance</li> </ul>	<p>Principal Scrutiny Officer Alison Jones</p> <p><a href="mailto:Alison.Jones4@cardiff.gov.uk">Alison.Jones4@cardiff.gov.uk</a></p>
<b>Meeting Date: 6 March 2019</b>		
<p><b>Housing Revenue Account Business Plan 2019/20</b></p> <p>To carry out pre-decision scrutiny of the Housing Revenue Account (HRA) Business Plan 2019/20 prior to its consideration by the Cabinet.</p>	<ul style="list-style-type: none"> <li>• Cabinet Member, Communities &amp; Housing</li> <li>• Corporate Director, People &amp; Communities</li> <li>• Assistant Director, Communities &amp; Housing</li> </ul>	<p>Principal Scrutiny Officer Alison Jones</p> <p><a href="mailto:Alison.Jones4@cardiff.gov.uk">Alison.Jones4@cardiff.gov.uk</a></p>

Title and Description of Report	Invitees	Contact Officer
<b>Meeting Date: 6 March 2019</b>		
<p><b>Older Persons Accommodation Strategy 2018-23</b></p> <p>To carry out pre-decision scrutiny of Older Persons Accommodation Strategy 2018-23, prior to its consideration by the Cabinet.</p>	<ul style="list-style-type: none"> <li>• Cabinet Member, Communities &amp; Housing</li> <li>• Corporate Director, People &amp; Communities</li> <li>• Assistant Director, Communities &amp; Housing</li> </ul>	<p>Principal Scrutiny Officer Alison Jones</p> <p><a href="mailto:Alison.Jones4@cardiff.gov.uk">Alison.Jones4@cardiff.gov.uk</a></p>

Title and Description of Report	Invitees	Contact Officer
<b>Meeting Date: 3 April 2019</b>		
<p><b>Quarter 3 Performance Report</b></p> <p>Performance monitoring of Q3 reports for both People &amp; Communities and Adult Social Services.</p>	<ul style="list-style-type: none"> <li>• Cabinet Member, Communities &amp; Housing</li> <li>• Corporate Director, People &amp; Communities</li> <li>• Cabinet Member, Health, Social Care and Well being</li> <li>• Director of Social Services</li> </ul>	<p>Principal Scrutiny Officer Naomi Tomic</p> <p><a href="mailto:Naomi.Tomic2@cardiff.gov.uk">Naomi.Tomic2@cardiff.gov.uk</a></p>
<p><b>Adult Safeguarding Update</b></p> <p>Committee Briefing on current arrangements and future plans.</p>	<ul style="list-style-type: none"> <li>• Cabinet Member, Health, Social Care and Well being</li> <li>• Director of Social Services</li> </ul>	<p>Principal Scrutiny Officer Naomi Tomic</p> <p><a href="mailto:Naomi.Tomic2@cardiff.gov.uk">Naomi.Tomic2@cardiff.gov.uk</a></p>
<p><b>Council House Building Strategy</b></p> <p>Committee Briefing prior to pre-decision scrutiny on May 1 2019.</p>	<ul style="list-style-type: none"> <li>• Cabinet Member, Communities &amp; Housing</li> </ul>	<p>Principal Scrutiny Officer Naomi Tomic</p>

Title and Description of Report	Invitees	Contact Officer
	<ul style="list-style-type: none"> <li>Corporate Director, People &amp; Communities</li> <li>Housing Development Manager</li> </ul>	<p><a href="mailto:Naomi.Tomic2@cardiff.gov.uk">Naomi.Tomic2@cardiff.gov.uk</a></p>

Title and Description of Report	Invitees	Contact Officer
<p><b>Meeting Date: 1 May 2019</b></p>		
<p><b>Council House Building Strategy</b> To carry out pre-decision scrutiny of Council House Building Strategy, prior to its consideration by the Cabinet.</p>	<ul style="list-style-type: none"> <li>Cabinet Member, Communities &amp; Housing</li> <li>Corporate Director, People &amp; Communities</li> <li>Housing Development Manager</li> </ul>	<p>Principal Scrutiny Officer Naomi Tomic</p> <p><a href="mailto:Naomi.Tomic2@cardiff.gov.uk">Naomi.Tomic2@cardiff.gov.uk</a></p>
<p><b>Learning Disabilities Commissioning Strategy</b> To carry out pre-decision scrutiny of Learning Disabilities Commissioning Strategy, prior to its consideration by the Cabinet. To include any findings/recommendations arising from the CASSC Inquiry into “Closer to Home/Out of County Adult Placements” Inquiry.</p>	<ul style="list-style-type: none"> <li>Cabinet Member, Health, Social Care and Well being</li> <li>Director of Social Services</li> </ul>	<p>Principal Scrutiny Officer Naomi Tomic</p> <p><a href="mailto:Naomi.Tomic2@cardiff.gov.uk">Naomi.Tomic2@cardiff.gov.uk</a></p>
<p><b>Libraries Strategy</b> To carry out pre-decision scrutiny of Libraries Strategy prior to its consideration by the Cabinet and to be aligned with Economy &amp; Culture Scrutiny Committee as is possible.</p>	<ul style="list-style-type: none"> <li>Cabinet Member, Communities &amp; Housing</li> <li>Corporate Director, People &amp; Communities</li> <li>Housing Development Manager</li> </ul>	<p>Principal Scrutiny Officer Naomi Tomic</p> <p><a href="mailto:Naomi.Tomic2@cardiff.gov.uk">Naomi.Tomic2@cardiff.gov.uk</a></p>

<p><b>Annual Report 2018/19</b></p> <p>To provide information on the Committee's achievements, challenges and outputs from the various enquires undertaken during the previous municipal year.</p>		<p>Principal Scrutiny Officer Naomi Tomic</p> <p><a href="mailto:Naomi.Tomic2@cardiff.gov.uk">Naomi.Tomic2@cardiff.gov.uk</a></p>
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<b>Title and Description of Report</b>	<b>Invitees</b>	<b>Contact Officer</b>
<p><b>Meeting Date: 5 June 2019</b></p>		
<p><b>Cardiff &amp; Vale of Glamorgan Area Plan for Care &amp; Support Needs 2018-23</b></p> <p>To receive an update and undertake a performance review of the Cardiff &amp; Vale of Glamorgan Area Plan for Care &amp; Support Needs 2018-23</p>	<ul style="list-style-type: none"> <li>• Cabinet Member, Health, Social Care and Well being</li> <li>• Director of Social Services</li> <li>• Cardiff &amp; Vale Regional Partnership Board Representatives</li> </ul> <p>Service Providers/Representatives</p>	<p>Principal Scrutiny Officer Naomi Tomic</p> <p><a href="mailto:Naomi.Tomic2@cardiff.gov.uk">Naomi.Tomic2@cardiff.gov.uk</a></p>
<p><b>Care Home Strategy/Nursing Homes in Cardiff</b></p> <p>To receive a position statement/Briefing on care homes in Cardiff, including the development and implementation of a Care Home Strategy. All care homes in Cardiff are run by private providers</p>	<ul style="list-style-type: none"> <li>• Cabinet Member, Health, Social Care and Well being</li> <li>• Director of Social Services</li> <li>• Care Inspectorate Wales</li> </ul>	<p>Principal Scrutiny Officer Naomi Tomic</p> <p><a href="mailto:Naomi.Tomic2@cardiff.gov.uk">Naomi.Tomic2@cardiff.gov.uk</a></p>

<p><b>Adult Social Services Directorate Delivery Plan 19/20</b></p> <p>To receive an update and undertake a performance review of the Adult Social Services Directorate Delivery Plan 19/20.</p>	<ul style="list-style-type: none"> <li>• Cabinet Member, Health, Social Care and Well being</li> <li>• Director of Social Services</li> </ul>	<p>Principal Scrutiny Officer Naomi Tomic</p> <p><a href="mailto:Naomi.Tomic2@cardiff.gov.uk">Naomi.Tomic2@cardiff.gov.uk</a></p>
<p><b>Communities &amp; Housing Directorate Delivery Plan 19/20</b></p> <p>To receive an update and undertake a performance review of the Communities &amp; Housing Directorate Delivery Plan 19/20.</p>	<ul style="list-style-type: none"> <li>• Cabinet Member, Communities &amp; Housing</li> <li>• Corporate Director, People &amp; Communities</li> <li>• Assistant Director, Communities &amp; Housing</li> </ul>	<p>Principal Scrutiny Officer Naomi Tomic</p> <p><a href="mailto:Naomi.Tomic2@cardiff.gov.uk">Naomi.Tomic2@cardiff.gov.uk</a></p>

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