



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

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

AGENDA

Committee POLICY REVIEW AND PERFORMANCE SCRUTINY COMMITTEE

Date and Time of Meeting WEDNESDAY, 10 JULY 2019, 4.00 PM

Venue COMMITTEE ROOM 4 - COUNTY HALL

Membership Councillor Walker (Chair)
Councillors Berman, Bowen-Thomson, Henshaw, Lister, Mackie and
McKerlich

*Time
approx.*

1 Apologies for Absence 4.00 pm

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 12 June 2019.

4 Call-In Cardiff Bus - Loan for Acquisition of Electric Vehicles 4.05 pm
(Pages 11 - 26)

Appendix 1 of Appendix A of the report is exempt from publication as it contains exempt information of the description contained in paragraph 14 of Part 4 and paragraph 21 of Part 5 of Schedule 12A of the Local Government Act 1972. The public may be excluded from the meeting by resolution of the Committee pursuant to Section 100A(4) of the Local Government Act 1972 during discussion of this item.

5 Annual Well-being Report 2018-19 (Pages 27 - 34) 5.15 pm

(Appendices to follow)

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. £2.62 in printing costs

- | | | |
|----------|---|---------|
| 6 | Cardiff Well-being Plan 2018-2023 (<i>Pages 35 - 92</i>) | 6.00 pm |
| 7 | Forward Work Programme | 6.45 pm |
| 8 | Way Forward | 6.55 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. To note items for inclusion on the Committee's Forward Work Programme.

- | | | |
|----------|---|--|
| 9 | Date of next meeting - 25 September 2019 | |
|----------|---|--|

Davina Fiore

Director Governance & Legal Services

Date: Thursday, 4 July 2019

Contact: Kate Rees, 029 2087 2427, kate.rees@cardiff.gov.uk

POLICY REVIEW AND PERFORMANCE SCRUTINY COMMITTEE

12 JUNE 2019

Present: Councillor Walker(Chairperson)
Councillors Berman, Bowen-Thomson, Henshaw, Lister, Mackie
and McKerlich

1 : APOLOGIES FOR ABSENCE

None received.

2 : APPOINTMENT OF CHAIRPERSON & COMMITTEE MEMBERSHIP

Noted that the Council at its Annual Meeting held on 23 May 2019 appointed Councillor David Walker as the Chair and the following Members to this Committee:

Councillors Berman, Bowen-Thompson, Henshaw, Lister, Mackie, McKerlich and Walker.

The Chairperson welcomed back the returning Members to the Committee. The Chairperson recorded the Committee's thanks to Cllr Joe Boyle and Cllr Lyn Hudson and welcomed Councillor Jane Henshaw, a new member elected to the Committee at the start of this 2019/20 municipal year.

3 : TERMS OF REFERENCE

Noted that the Annual Council, at its meeting on 23 May 2019, agreed the following terms of reference for the Policy Review and Performance Scrutiny Committee:

To scrutinise, monitor and review the overall operation of the Cardiff Programme for Improvement and the effectiveness of the general implementation of the Council's policies, aims and objectives, including:

- Council Business Management and Constitutional Issues
- Cardiff Council Corporate Plan
- Strategic Policy Development
- Strategic Programmes
- Community Planning & Vision Forum
- Voluntary Sector Relations
- Citizen Engagement & Consultation
- Corporate Communications
- Contact Centre Services and Service Access
- International Policy
- Cardiff Local Development Plan
- Equalities
- Finance and Corporate Grants
- Organisational Development
- Cardiff Efficiencies Programme

- E-Government
- Information and Communication Technology
- Council Property
- Commissioning and Procurement
- Carbon Management
- Legal Services
- Public Services Board

To scrutinise, monitor and review the effectiveness of the Council's systems of financial control and administration and use of human resources.

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

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

4 : DECLARATIONS OF INTEREST

None received.

5 : MINUTES

The minutes of the meeting held on 8 May 2019 were approved as a correct record and signed by the Chairperson.

6 : WORKFORCE STRATEGY 2018-21

The Chairperson welcomed Councillor Chris Weaver, Cabinet Member Finance, Modernisation and Performance; Philip Lenz, Chief Human Resources Officer, and Anita Batten, HR People Partner to the meeting.

The Chairperson advised Members that in line with the Committee's constitutional responsibility for scrutiny of the implementation of the Council's human resources policies, Members would receive a progress update on the application of the Council's Workforce Strategy 2018-21. The Committee were involved in policy development of this 3 year strategy in May 2018, it was agreed by Cabinet in July 2018 and this meeting would assess progress to date.

The Chairperson invited the Cabinet Member to make a statement in which he said that this was scrutinised before Cabinet last year and there had been value in looking at the 5 key priorities over the past year.

Members were provided with a presentation after which the Chairperson invited questions and comments from Members;

Members made reference to Agile working and asked what this means and how is it measured. Officers explained that a working group had been established under the Digital service area to look at how best to improve smarter working using technology.

With regard to Directorate Workforce Planning Action Plans, Members asked if they could contact any Director and ask to see their Plan with details. Officers advised that the Workforce Strategy has 5 components, the Workforce Plan is 1 component. Directorate Workforce Plans are produced yearly and cover appointment to retirement. There is also a retention policy, learning and development policy and engagement and support through Health and Wellbeing.

Members asked what was happening with PPDR's and performance reviews to individuals and teams. Officers stated that Performance Review is a day to day business activity; staff were currently closing down stages of the PPDR and setting objectives for the year ahead, this was part of corporate reporting. The Cabinet Member added that PPDR's are essential but they are business as usual, the target is 100% and high 90's are usually hit, this feeds into the workforce strategy. Members asked why PPDR's weren't integrated into the strategy, and were advised that they are now embedded. Outcomes are acted upon and the strategy supports the outcomes from PPDR's.

Members were interested to know more about GP services/Community Wellbeing and were advised that GP's promote Council Health and Wellbeing services at their surgeries; these are promoted internally too. Community Wellbeing was delivered by United Welsh and funded by Welsh Government, dealing with issues such as isolation, housing, debt etc. to which the Council signposts.

Members asked about the take up by staff of the Health and Wellbeing services and were advised that data is kept on attendance at Health and Wellbeing fayres, Manual Handling training, Sports massage etc. Members considered sight of this data would be useful.

With reference to Customer Service training, Members asked for more information on its roll out, targeting and measuring its effectiveness. Officers advised that the Customer Services Manager was leading on this, there were 3 levels of training and an e-learning aspect provided through the Academy and Customer service team. This was part of the Council's induction; dates are set for training, there is benchmarking and Action Plans set out measuring effectiveness. The Cabinet Member added that this could warrant a Committee review.

Members noted that in relation to Equality and Diversity lots of work had been undertaken on disability and stonewall, but more needed to be done with regards to BME. Members asked if there was a sense of a shift amongst the 51% more people applying for jobs, take up of jobs and also carers. Officers explained that there are regular meetings chaired by the Chief Executive /BME Equality Network, and Action Plans look at areas to prioritise. The profile of the Council is changing and more confidential information from employees would be useful for monitoring purposes. The Action Plan includes the recruitment process and in future there will be further development on the Race at Work Charter. A new portal would also help with anonymising application forms. The Council is committed to zero tolerance and

managers are expected to support equality in the workplace. Members considered it would be good to see progress over the next year and Officers stated that they will have a full year's cycle of data.

Members considered it would also be good to see information on progression as the equality strand needs to follow through learning and development. The Cabinet Member agreed with this and added that the Council has opened up, is now advertising vacant posts to internal and external applicants with the aim of reflecting the City we live in. There needs to be opportunity through application, take up of the position and further development; the Council needs to be advertised as an Employer and as an attractive place to work. Officers added that there had recently been an increase of up to 25% in the number of applications from a younger cohort.

Members made reference to the numbers of staff FTE's, noting a 20% drop over the last 10 years, and consequently budgetary expenditure had been considerably re-profiled. Members asked if there was a danger in slicing budgets year on year and there not being enough resource in the future. Members also asked if zero base budgeting had been considered in relation to workforce planning. The Cabinet Member stated that zero base budgeting was not under consideration, the Cabinet assesses through the budget and the Corporate Plan with short/medium/long term plans against Corporate priorities/services etc. He added that there was no doubt that the budget impacts upon workforce planning. Members considered that there had been a big change in the last 10 years in the services the Council offers and the employee profile, and that there needs to be a fundamental look at this. The Cabinet Member stated that every area had been forced to look at their own service areas as part of the budget setting process and workforce planning by Directorates; all services had been looked at, how they are run and whether the service is needed.

Members noted that the presentation detailed lots of processes and asked how success is measured and what outcomes are expected, as sickness absence is still increasing. The Cabinet Member stated that there are many outcomes to measure such as delivery against objectives within the Corporate Plan; delivery against all Wales performance figures; school results; productivity; ability to deliver services and serve our customers. Sickness Absence whilst critical is not the only outcome. Members considered it would make sense to link it with outcomes and report it to Committee, with evidence to show how outcomes are being met. Officers added that they are trying to change the workforce to reflect the people the Council serves, they would be able to provide figures that evidence that; this was an objective and is happening now; it a golden thread throughout the Corporate Plan. Members considered that outcomes, what we do and evidence of achieving them could be linked more clearly.

RESOLVED: The Committee AGREED that the Chairperson writes to the Cabinet Members on behalf of the Committee to convey their comments and observations.

7 : SICKNESS ABSENCE

The Chairperson welcomed Councillor Chris Weaver, Cabinet Member Finance, Modernisation and Performance; Philip Lenz, Chief Human Resources Officer; Anita Batten, HR People Partner; and Gaynor Collins, Occupational Health Manager to the meeting

The Chairperson advised Members that they would now review the Council's Sickness Absence outturn for 2018/19, and its progress and plans for tackling sickness absence. Committee has tended to monitor sickness absence on a six monthly basis, particularly since January 2018.

The Chairperson invited the Cabinet Member with responsibility for Human Resources, Councillor Chris Weaver, to make a statement in which he said that he valued the focus the Committee and Works Council has on this serious issue for the Authority. The outturn is not the position the authority thought it would be in, or wants to be in.

The Chairperson invited the Chief HR officer Philip Lenz to present the position in respect of sickness absence; after which the Chairperson invited questions and comments from Members;

Members were disappointed that despite PRAP recommending that officers look at Merthyr, they didn't do this until quarter 3 so the benefits of any lessons learned would not be seen in this year. Members gave examples such as Merthyr moving to half pay after 3 months sickness, whereas Cardiff moves the half pay after 6 months; and Merthyr only accepting self-certification for 3 days, whereas Cardiff accepts self-certification for 5 days. Members noted that 8 LA's in Wales are hitting target or better and asked what has gone wrong in Cardiff. The Cabinet Member stated that actually Merthyr's sickness absence has increased in the past year; Glasgow was excellent last year and is now in the bottom five; he added that there was lots going on nationally /external factors; Cardiff will always look at best practice and Merthyr's policy was examined in relation to what would work in Cardiff; there are different drivers for sickness absence especially in LA's of differing size. Cardiff has seen success in reducing and managing sickness absence in recent year, currently the bulk of sickness absence is non-work related stress. The Cabinet Member added that there had been decreases up to 2015 and a rise since.

Members could see there was an attempt to manage the issues but considered more could be done regarding preventative measures previously suggested by Committee. Members considered it was difficult to differentiate between work/non-work related stresses so this should be looked at as one; Members also noted that musculo-skeletal could also be stress related. Members considered there needed to be a push to proactively prevent sickness by looking at how we work, the systems are there but the take up is not. Officers stated that they do some preventative work such as physio following Risk Assessment not just after injury. Members stressed the importance of looking at issues identified in risk assessments and addressing them.

Members noted that often people have to wait a long time for hospital appointments and this was out of their hands. The Cabinet Member stated that it was difficult to tell if long term sickness was increased by outside factors. He added that quarter 1 was lower than 2015/16 and a multiplier is used for quarter 4 which is generally reliable and is why the figure was projected originally. This did not pan out this time and it was important to know why this was.

Members noted that the pension age was increasing, therefore it was possible that sickness rates could increase as the workforce ages; Members asked what

measures were in place to keep the workforce healthy as they approach retirement age. The Cabinet Member noted that the Council workforce age may be different to the rest of the population but this was a valid point to test.

Members asked if there was any data to determine any patterns in certain service areas etc. when the figures increased later in the year. The Cabinet Member reiterated that the multiplier had not proved accurate this time and discussions on this were ongoing, he committed to bringing this back to Committee later in the year when the data has been drilled down and analysed.

Members noted the percentage increase in the age range 45-64 years and that given the age range, caring responsibilities for young children and elderly parents could be a factor. Members asked if a breakdown of these factors is analysed. Officers stated that there is an Employee Carers Network and numbers have significantly increased, but attendance can be low due to caring responsibilities. The Carers Policy has been reviewed and they are looking at system developments in HR so that employees can indicate if they are a carer. Members considered this would be useful and a potential shift to line manager support through stages of sickness absence would be interesting to see. Officers referenced the Carers passport, where employees can talk through their requirements for support with their managers; this was particularly helpful where there is a change of manager.

Members considered there to be 2 different parts to the problem; Long-term and Short-term. With regard to Long term, Members noted that there used to be an option to access private health care with terms negotiated by the Council, employees could also add family members at a subsidised rate. This enabled quicker access to appointments and a quicker return to work. With regard to short term, Members were surprised by the number of people dismissed and how many periods of absence they had had and would be interested to see how long these people had worked for the Council. The Cabinet Member stated that it would depend on the reasons for absence such as chronic illness etc. Case conferences are carried out to get to the root of the problem and determine support or a way forward. Officers added that they have reflected some elements of private health care in some occupational health services provided as well as the counselling service. The Cabinet Member said that if private health care was something Committee wished to be explored then they could include in the letter to him and he would look into evidence of this.

Members noted that some service areas have higher sickness absence than others and noted that in waste the average was 3 weeks per year per employee, and asked why this was. Officers stated such analysis was part of the APSE review, and action plans have been put in place where there are higher levels of absence. The Committee has the ability to call back and review individual service areas. APSE data confirmed some local government roles carry a higher sickness absence risk, and there are some recommendations around prevention which Cardiff are already implementing in their Policy. Members reiterated that the results are not seen yet though and asked how long before targets are met and improvements made. The Cabinet Member said that from the responses of people taking up support services they are seeing pain reduction, however it was too early to see an impact on the net absence level.

In relation to 8 LA's performing better than Cardiff, Members asked if these LA's would be looked at to see what they have done to improve in this area. Officers said that the final position from all LA's was not known as yet but they would look at this collectively and share good practice; looking at general good practice and what would work for Cardiff.

Members asked for more information on referrals to Occupational Health. Officers stated that there are more people on long term sick than the previous year; whereas there used to be automatic referral at 4 weeks this had been stopped,; there has been an impact on Occupational Health that wasn't expected. It was added that absences in relation to Mental Health and musculo- skeletal would be longer term absences; primary health care doesn't have capacity and are referring to the Council's Occupational Health services.

Members asked for more information on the Physio service at Lamby Way and were advised that the primary reason for this was preventative, to target those in work and maintain them in the workplace; the feedback shows there has been pain reduction and improved mobility.

RESOLVED: The Committee AGREED that the Chairperson writes to the Cabinet Members on behalf of the Committee to convey their comments and observations.

8 : DRAFT ANNUAL REPORT 2018-19

The Chairperson asked if Members had any comments or amendments they would like to make before the report is presented to Full Council.

RESOLVED: to approve the Draft Annual Report 2018-19 for submission to Full Council.

9 : FORWARD WORK PROGRAMMING

Members were advised of forthcoming items for the next Committee.

The Chairperson advised Members that at this point in the year, Committee needs to consider its approach to constructing a work programme for the municipal year to July 2020. Committee's responsibilities fall within *three Cabinet portfolios*: the Leader; the Cabinet Member for Investment and Development; and the Cabinet Member for Finance, Modernisation and Performance.

Committee was advised of the options for approaching work programming and agreed that the Chair and Principal Scrutiny Officer gather potential items and circulate to members. The final draft incorporating all Members preferences, would be agreed at the September Committee.

Members were asked to inform the Principal Scrutiny Officer of any issues they want to scrutinise within the terms of reference.

10 : DATE OF NEXT MEETING

The next committee will take place on Wednesday 10 July 2019, commencing at 4.30pm, and will take place in Committee Room 4.

The meeting terminated at 6.50pm

**CYNGOR CAERDYDD
CARDIFF COUNCIL**

**POLICY REVIEW AND PERFORMANCE
SCRUTINY COMMITTEE**

10 JULY 2019

**CALL IN DECISION CAB/19-20/ 5 CARDIFF BUS - LOAN FOR ACQUISITION
OF ELECTRIC VEHICLES**

Appendix 1 of Appendix A of this report is exempt from publication because it contains information of the kind described in paragraph 14 and 21 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972 (as amended).

Purpose of Report

1. To provide Committee Members with background information on: the Council's Call-In procedure; the decision being called-in at this meeting; and the scope, process and structure of Call-In scrutiny.

Call-In Procedure

2. The Council's Constitution contains a Call-In Procedure which provides that any non-Cabinet Member may call-in a decision of which notice has been given, by writing to the Head of Democratic Services (HDS) within the Call-In Period (within seven clear working days after publication of the decision). The HDS shall then notify the Cabinet Business Office and call a meeting of the relevant Scrutiny Committee, where possible after consultation with the Chairperson of the Committee, and in any case within five clear working days of the decision to call-in.
3. Cabinet Decisions, for purposes of the Call-In Procedure, are those made by the Cabinet, a Committee of the Cabinet, the Leader, a Cabinet Member, the Chief Executive or a Corporate Director (or other post holder/s within the same tier of management or responsibility).

Decision Being Called-In - CAB/19-20/5 Cardiff Bus - Loan For Acquisition Of Electric Vehicles

4. On 13th June 2019 Cabinet resolved that:
- a. the granting of a loan to Cardiff Bus from the Council for £2.0 million for the purchase of electric vehicles subject to conclusion of a legal agreement, to include appropriate security arrangements, between the Council and Cardiff Bus in respect of the terms of the loan
 - b. In line with the Council's Budgetary Framework, further Council approval be sought when required and if appropriate, in terms of spend commitments and in line with DFT grant conditions, for a further loan to Cardiff Bus for £1.8 million.
 - c. the Corporate Director Resources in consultation with the Director of Governance & Legal Services and the Cabinet Member for Finance, Modernisation and Performance be delegated the authority to prepare and conclude of the legal agreements between the Council and Cardiff Bus in respect of approved loans.
5. This Decision, known as **CAB/19-20/5** was published on 14 June 2019 in the Register of Cabinet Decisions, with a proposed implementation date of 26 June 2019. The reason provided for taking this Decision was:

In accordance with legislation the company can only seek loans from the Council. A loan of £2 million is included as part of the Council's Capital programme towards the purchase of vehicles. An additional £1.8 million is required to allow the company to provide match funding and secure a Department for Transport (DFT) Grant of £5.7 million towards 36 electric buses and associated infrastructure. This is part of a number of measures to improve air quality. Having funding all funding in place is a requirement in order to accept the terms and conditions of DFT grant.

Structure of the Papers

6. The papers for this meeting consist of:

Appendix A – Cabinet Report - CARDIFF BUS - LOAN FOR ACQUISITION OF ELECTRIC VEHICLES

Appendix 1 – Low Emission Bus loan (EXEMPTED)

Reasons given for Calling-In Decision CAB/19-20/5

7. During the Call-In period after publication of the Cabinet decision in the Register of Decisions on 14 June 2019, a non-executive councillor submitted a request to call-in Decision **CAB/19-20/5**.

8. The reasons set out by the non-executive councillor for calling in the decision are:

“I am gravely concerned about the security the Council will seek and am of the view this should have formed part of the decision making process, before, proceeding to determine the loan. Questions of security are material to the decision - what if insufficient security can be sought? These are points which should be clearly set out and scrutinised”.

The Call-In request has been deemed valid and hence a Scrutiny Committee meeting has been convened to undertake the Call-In.

Scope of Scrutiny

9. The role of Scrutiny Committees calling-in a decision is:

- To test the merits of the decision;
- To consider the process by which the decision has been formulated;
- To make recommendations (to support the decision, change aspects of the decision or to invite the decision making body to reconsider);
- To suggest further steps before a decision is made.

10. The scope of this scrutiny is limited to exploring the reasons for the call-in listed in paragraph 8 and the role of scrutiny listed in paragraph 9. If questions

are judged as probing areas not within the remit of the call-in, the Chair will deem it necessary to disallow the line of inquiry.

Process for Scrutiny

11. The Committee needs to consider this call-in in accordance with the requirements of the Call-In Procedure, as set out in the Constitution. Under the Call-In Procedure, the relevant Scrutiny Committee may consider the called-in decision itself, or decide to refer the issue to the Council for scrutiny, if the matter is of general significance and importance to the Council as a whole. A Council meeting to consider this issue must take place within 10 clear working days of such a referral, unless otherwise agreed between the Leader and the Chairperson of the relevant Scrutiny Committee.
12. If the Scrutiny Committee chooses to consider the Decision, it may refer the Decision back to the decision maker for reconsideration, setting out in writing the nature of its concerns. The decision maker shall then reconsider the matter before adopting a final decision or formally deferring the matter for further consideration. The relevant Scrutiny Committee or Council as appropriate would be advised of the outcome at its next meeting.
13. If following a Call-In, the matter is not referred back to the decision maker, the decision shall take effect on the date of the relevant Scrutiny Committee or Council meeting which considers the issue, or the expiry of the Scrutiny Period or the Council Scrutiny Period as appropriate, whichever is the later.

Structure of Scrutiny

14. To assist Members, Councillor Chris Weaver, (Cabinet Member for Finance, Modernisation & Performance), Chris Lee, (Corporate Director Resources and Section 151 officer), have been invited to respond to the Call-In and answer Committee Members questions.
15. In addition, Councillor Joel Williams, who has called in the decision, has been invited to give evidence to the Committee. If any written statements are

provided for the meeting, a section has been allocated within the agenda for their consideration. It is at the Chair's discretion to allow other witnesses to address the Committee.

16. All Members are reminded of the need to maintain confidentiality with regard any information provided in respect of paragraph 14 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972. The meeting will go into closed session to enable discussion of this information.

Legal Implications

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

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

RECOMMENDATION

19. The Committee is recommended to:
- Consider Cabinet Decision **CAB/19-20/ 5**. in accordance with the Call-In Procedure;
 - Determine whether to refer the matter to the Decision-maker or not;
 - Agree whether it wishes to forward any comments, observations or recommendations to the Decision-maker in writing.

DAVINA FIORE
Director of Governance & Legal Services
04 July 2019

CARDIFF BUS - LOAN FOR ACQUISITION OF ELECTRIC VEHICLES

**FINANCE, MODERNISATION AND PERFORMANCE
(COUNCILLOR CHRIS WEAVER)**

AGENDA ITEM: 8

Appendix 1 to this report is not for publication under Schedule 12A Part 4 Paragraph 14 of Local Government Act 1972 (as amended) in that it contains information relating to financial or business affairs of others

Reason for this Report

1. This report outlines a request received from Cardiff Bus in relation to the Council providing the bus company with a loan of £3.8 million over a three year period for investment in electric vehicles. This would facilitate a grant offer of up to £5.7 million from the Department for Transport.

Background

2. Cardiff City Transport Services (Cardiff Bus) was created following the enactment of the Transport Act 1985 (the 1985 Act) which reformed local authority bus operations by establishing limited companies. The intention was that the municipal companies would operate at arms length but that their shares would be owned by local authorities. This is the case with Cardiff Bus which was created as a wholly owned company of the Council.
3. Under Section 79 of the 1985 Act Cardiff Bus is not able to borrow money from any person other than the Council, except for an overdraft or short term loan. The Council therefore has the power to give a loan subject to being content in respect of the purpose of the loan. The Council has previously provided loans which have been fully paid by the Company.
4. The impact of electric buses in improving air quality has been modelled as part of a package of no charging measures which has been identified as the Council's preferred option to achieve compliance with the EU limit value for nitrogen dioxide and is detailed in full in the Final Clean Air Plan, which is subject of a separate report to be considered by Cabinet. This measure is seen as one of the key measures to deliver compliance, and not being able to fulfil the grant conditions and acquire electric buses could significantly impact on the validity of the Councils preferred option

to deliver compliance for nitrogen dioxide in order to meet the legal requirements of the direction from Welsh Government.

Issues

5. Cardiff Bus, working with Welsh Government and the Council submitted a grant bid to the Department of Transport's Office for Low Emission Vehicles in June 2018. The grant bid was for 36 vehicles and for associated infrastructure. The cost of an electric bus can be more than double the cost of a diesel vehicle and the DFT grant would only cover 75% of the cost differential, the balance to be covered by the Grant recipient along with what would normally be the cost of an equivalent diesel vehicle.
6. The Company and Council were notified of the successful grant bid in February 2019, with a maximum grant of £5.356 million approved for up to 36 electric buses and £341,000 for infrastructure, representing 75% of the additional costs of electric vehicles.
7. **Appendix 1** shows the estimated cost of the vehicles, with the timing and value of payments subject to a procurement to undertaken by Cardiff Bus.
8. Before any grant is payable, the terms and conditions of the grant require the grant recipient: *to provide the Secretary of State with information and evidence, in a form reasonably satisfactory to the Secretary of State confirming that it can defray the balance of the Eligible Costs (that is the share of the costs not being provided by the Secretary of State in the form of this grant)*
9. Whilst the grant has been accepted in principal by the Company, the company needs to confirm they have sufficient funds to meet the cost costs of electric vehicles including the cost differential, of which the loan requested of £3.8 million will support.
10. State aid rules prevent further grant funding being provided to support the costs of electric vehicles in addition to the DFT grant either by Welsh Government or the Council.
11. Despite this, the company itself recognises the:
 - role it can play in reducing emissions on routes
 - benefits of a modern fleet of vehicles to serve the City and its customers
 - opportunity to make this change as part of its own planned vehicle replacement cycle
 - need to accept this unique opportunity to secure significant grant is not lost for the benefit of the City

The company has agreed to pay the cost differential and match funding requirement as part of its fleet replacement programme and a loan of £3.8 million has been requested to support the overall costs of investment.

Loan to Cardiff Bus

12. The Council's capital programme already includes a loan amount of £2 million towards vehicles. However the availability of DFT grant significantly enhances the opportunity to make a significant shift to an electric bus fleet. In order to achieve this, the company require a total loan of £3.8 million over a three year period, i.e £1.8 million over and above the £2 million already approved. As has been mentioned above, regulations mean that the company only has one option to secure loan funding and that is from the Council.
13. The detailed loan terms would need to be confirmed but the principle terms of the loan would be as follows:-
 - Repayable within 12 years, with the first payment in 2023/24 and the last in 2032/33, with repayments profiled subject to cash flows.
 - To ensure that there is no impact on the council tax payer the rate chargeable on the loan would be in excess of that which the Council would access from the Public Works Loans Board (PWLB). It is intended any loan interest will be at a commercial rate taking into account Loan to Value and Debt Service Cover ratios over the period of the loan that are typically used by commercial lenders in arranging loans.
14. It is proposed that a delegation is put in place for officers in consultation with the Cabinet Member for Finance, Modernisation and Performance to conclude the details of the loan agreement. This would be for £2 million initially to allow formal acceptance of the DFT grant and order placed for the first tranche of buses, with a further loan of £1.8 million to be recommended as part of future changes to the Capital Programme.
15. If this additional loan amount were not approved then the number of new buses would need to be reviewed and any grant receivable returned to DFT.
16. The loan instrument will be such that it will make clear the purposes for which the loan can be used in accordance with the 1985 Act. It will identify the terms and security of the loan to ensure that suitable security is identified. It will be for the bus company to satisfy itself that it is in the company's best interests to take the loan, offer the security sought and meet the repayments terms. Previously Cardiff Bus has issued a debenture to the Council and it may be that this route is deemed to be the most appropriate.

Financial Projections

17. In order to support a loan application, the Council has been provided with business overview documentation in respect to future financial

projections of the company. As with any Business Plan financial projections are subject to change and therefore the repayment of the loan and associated interest is subject to risk.

18. The Council is constrained by its own affordability and regulations in providing financial support to the company, but it is deemed that the company can be well placed to:
 - be a key part of the Council's sustainable transport offer
 - take advantage of the growth of the City particularly as part of new developments in the North West and North East of the City
 - be a key part of the City and regions transport infrastructure, complementing wider regional transport improvements such as the metro.
19. The Company has experienced a significant period of financial difficulty in the last few years as a result of reductions in grant competition, increased fuel and staff costs as well reduction in patronage. However it is taking active measures along with employees to implement a financial turnaround plan to ensure the financial viability of the Company and seek a route back to profit. In order to support this and as part of its shareholder review, the Council has recently facilitated the appointment of two new experienced Non Executive Directors to the board of the company.
20. The Council will continue to explore ways in which further investment can be provided for sustainable bus passenger improvements in the City.

Reasons for Recommendations

21. Electric buses is one of the measures of the Air Quality Feasibility Study Final Plan to meet the requirements of the direction from Welsh Government. To consider the request the Council has received from Cardiff Bus in relation to a loan of £3.8 million to support their overall vehicle replacement programme and accept a grant offer from DFT for electric vehicles. The Company cannot take a loan from anyone else apart from the Council.

Legal Implications

22. The authority has the power to make a loan to Cardiff Bus. In considering matters the authority needs to be mindful of any potential issues relating to state aid, competition law and the requirements of the Transport Act 1985 ('the 1985 Act'). It is understood that these issues have been considered by the Council and it is noted that the loan is being considered because the Company, in effect, can only borrow money from the Council. The 1985 Act imposing a duty on the Council to exercise its control over the company so as to ensure that the company, amongst other things, does not borrow money from any person other than the controlling authority with the exception of borrowing by way of temporary loan or overdraft;

23. Legal advice should be sought on the proposed terms of any loan and appropriate professional advice taken on any form of security offered (such as a charge over land) to consider the adequacy of the same. The following points are noted :-

(i) It is vital that the loan from the Council does not amount to State aid (even lawful State aid) given the fact that Cardiff Bus will be in receipt of grant funding (see paragraph 5 of the report) in respect of the same matter (purchase of electrical vehicles). The reason for this is that if Cardiff Bus were to receive aid in excess of the grant funding received (75% maximum) this would put Cardiff Bus in breach of the conditions of the grant funding as to the cumulation of aid. In line with this, whilst the Council clearly has the power to make a loan to Cardiff Bus, pursuant to section 79(4) of the Transport Act 1985 Act, it would not, for instance, be sufficient, from the point of view of State aid, that the Council simply complied with section 79(5), which provides that any loan under section 79(4) must be made on terms, both as to rates of interest and otherwise, which are no more favourable than the terms on which the authority making the loan would itself be able to borrow at the time when the loan is made. The Council would have to go further and ensure that the loan to Cardiff Bus was on terms which would be no more favourable than that which would be granted, under similar conditions, by a private creditor to a debtor undertaking

(ii) the loan terms should make clear that :

the loan is not intended to act as a subsidy for Cardiff bus, thereby giving it an advantage over other operators, the loan funding provided must not be used (directly or indirectly) to subsidise routes and all costs incurred by the Council in respect of granting the loan should be passed on to Cardiff Bus.

24. It is understood that; there will be two loans (one for £2million and one for £1.8 million), that the £1.8 million loan proposed is outside the existing budgetary framework and that provision or not for this proposed loan will be considered as part of a future Council decision in respect of the Council's budget. Appropriate caveats should be included as regards any in principle decision made as regards the further loan of £1.8 million so as not to fetter the Council's decision making in setting its future budget. Further, it should be made clear to Cardiff Bus that the content of this report should not be taken as a commitment by the Council to grant the additional loan in the absence of any Council decision on the budget provision.

Generic legal implications

25. In considering the matters set out in this report regard should be had, amongst other things, to:

(a) The Welsh Language (Wales) Measure 2011 and the Welsh Language Standards,

- (b) Public sector duties under the Equalities Act 2010 (including specific Welsh public sector duties). Pursuant to these legal duties Councils must in making decisions have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics. Protected characteristics are : a. Age; b. Gender reassignment; c. Sex; d. Race – including ethnic or national origin, colour or nationality; e. Disability; f. Pregnancy and maternity; g. Marriage and civil partnership; h. Sexual orientation; i. Religion or belief – including lack of belief
- (c) The Social Services and Well -Being (Wales) Act 2014 and
- (d) The Well - Being of Future Generations (Wales) Act 2015

Well Being of Future Generations (Wales) Act 2015

- 26. The Well-Being of Future Generations (Wales) Act 2015 ('the Act') places a 'well-being duty' on public bodies aimed at achieving 7 national well-being goals for Wales - a Wales that is prosperous, resilient, healthier, more equal, has cohesive communities, a vibrant culture and thriving Welsh language, and is globally responsible.
- 27. In discharging its duties under the Act, the Council has set and published well being objectives designed to maximise its contribution to achieving the national well - being goals. The well - being objectives are set out in Cardiff's Corporate Plan 2018-21:
- 28. When exercising its functions, the Council is required to take all reasonable steps to meet its well being objectives. This means that the decision makers should consider how the proposed decision will contribute towards meeting the well being objectives and must be satisfied that all reasonable steps have been taken to meet those objectives.
- 29. The well being duty also requires the Council to act in accordance with a 'sustainable development principle'. This principle requires the Council to act in a way which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. Put simply, this means that Council decision makers must take account of the impact of their decisions on people living their lives in Wales in the future. In doing so, the Council must:
 - Look to the long term
 - Focus on prevention by understanding the root causes of problems
 - Deliver an integrated approach to achieving the 7 national well-being goals
 - Work in collaboration with others to find shared sustainable solutions
 - Involve people from all sections of the community in the decisions which affect them

The decision maker must be satisfied that the proposed decision accords with the principles above; and due regard must be given to the Statutory Guidance issued by the Welsh Ministers, which is accessible using the link below:

Financial Implications

30. Cardiff Bus is governed by transport legislation which placed borrowing restrictions on it which means that it is unable to borrow long term from anyone other than the Council. The bus company has therefore requested that the Council consider providing a loan to give Cardiff Bus the ability to invest in its assets.
31. The bus company has prepared financial forecast assumptions which show a longer term recovery and sufficient capacity to repay any loan provided. However, these projections may change and therefore the repayment of the loan and associated interest is subject to risk.
32. The company made a reported financial losses in its 2017/18 accounts, with data for 2018/19 to be confirmed. The forecast is for a return to operating profit for 2019/20 with the company implementing a turnaround plan to resolve issues and work constructively with employees and the Trustees of its pension fund in order to ensure the future sustainability of the Company. Due to the short term losses an overdraft facility is in place, which is intend to be removed as cash balances improve over the next three years. These improved cash balances will also support the investment required for fleet replacement costs and repayment of the Council's loan.
33. Any loan would be capital expenditure and a sum of £2 million is included in the Council's approved capital programme. Repayments would be used to reduce any loan amount, with any interest received shown as revenue income. As identified in its shareholder review, the Council will need to put in place a further more detailed process to allow the Council to regularly monitor performance against company projections.

RECOMMENDATIONS

The Cabinet is recommended to:

1. Approve the granting of a loan to Cardiff Bus from the Council for £2.0 million for the purchase of electric vehicles subject to conclusion of a legal agreement between the Council and Cardiff Bus in respect of the terms of the loan.
2. In line with the Council's Budgetary Framework, seek further Council approval when required and if appropriate, in terms of spend commitments and in line with DFT grant conditions, for a further loan to Cardiff Bus for £1.8 million.
3. Delegate to the Corporate Director Resources in consultation with the Chief Officer for Legal and Democratic Services and the Cabinet Member for Finance, Modernisation and Performance the preparation and

conclusion of the legal agreements between the Council and Cardiff Bus in respect of approved loans.

SENIOR RESPONSIBLE OFFICER	CHRIS LEE Corporate Director Resources
	7 June 2019

The following Appendix is attached

Appendix 1 – Expenditure and Funding (confidential)

By virtue of paragraph(s) 14, 21 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

**CYNGOR CAERDYDD
CARDIFF COUNCIL**

**POLICY REVIEW & PERFORMANCE
SCRUTINY COMMITTEE**

10 JULY 2019

ANNUAL WELL-BEING REPORT 2018-19

Reason for the Report

1. To provide the Committee with an opportunity for pre-decision scrutiny of the Council's **Annual Well-Being Report 2018-19**. The report is due to be considered by Cabinet on 11 July 2019.

Context

2. In line with the Policy Review and Performance (PRAP) Scrutiny Committee's Terms of Reference Members have responsibility for scrutiny of Cardiff Council's Corporate Plan and Strategic Programmes
3. The Council's annual performance report, provides an assessment of the progress made in delivery of the administration's Capital Ambition priorities as expressed within the Corporate Plan 2018-21. The report also enables the Council to discharge a number of statutory obligations, such as the publication of an Annual Statutory Well-Being Report as required by the Well-Being of Future Generations Act 2015 and meet the requirements of the Local Government (Wales) Measure 2009 to publish an improvement report by 31st October 2019.

Structure of the Papers

4. Attached to this report are a series of appendices to enable the scrutiny:
 - Appendix A - Cardiff Council Annual Statutory Well-Being Report 2018-19
 - Appendix 1 - Annual Statutory Well-Being Report 2018-19

- Appendix 1a - Performance Update against the Key Performance Indicators included within the Corporate Plan 2018-21
- Appendix 2 - Update against the Council's Capital Ambition Delivery Programme

Background

5. The Cabinet agreed Capital Ambition in July 2017, a wide-ranging programme of commitments for Cardiff including proposals and a programme of action to continue to drive the city economy forward, whilst ensuring that all residents feel the benefits of success. It focusses on four main areas:
 - Working for Cardiff: *Making sure all citizens can contribute to, and benefit from, the city's success.*
 - Working for Wales: *A successful Wales needs a successful capital city.*
 - Working for the Future: *Managing the city's growth in a sustainable way.*
 - Working for Public Services: *Making sure public services are delivered efficiently, effectively and sustainably in the face of rising demand and reducing budgets.*

Wellbeing Objectives

6. The Corporate Plan 2018-21 includes seven Well-Being Objectives that set out the Outcomes the Council wants to achieve. These reflect the political priorities of the administration and the aspirations shared with public service delivery partners. The report includes a strategic assessment of each of the following well-being objectives and an analysis of progress.
 - 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 services

The Council's Annual Statutory Well-Being Report is the annual review of performance against the commitments set in the Corporate Plan 2018-21. It includes:

- The strategic self-assessment of the Council's performance for the reporting year against each of the Well-being Objectives (Appendix 1).
- A detailed update- with RAG Rating- against the Key Performance Indicators included within the Corporate Plan 2018-21 (Appendix 1a).
- A detailed narrative update- with RAG rating- against the Steps included within the Corporate Plan 2018-21 (Appendix 1b).

Council Performance

7. Overall, the report identifies that the Council's performance has improved or been maintained against a range of services against which targets were set in the Corporate Plan. For 2018-19, the Council achieved a Green or Amber performance rating for 78% of the Key Performance Indicators it had set itself. Results against the Council's Key Performance Indicators also showed performance improving for 50% of the KPIs, performance maintained for 3.3% of the KPIs and performance falling for 22% of KPIs. No target was set or no performance data was available for around 25% of KPIs.
8. The Annual Wellbeing Report contains a self-assessment of its progress towards achieving its wellbeing objectives. This assessment is undertaken by drawing on a number of different sources of information to make an assessment of progress which include:
 - Progress against the Steps in each Wellbeing Objective

- Inspection Reports –including regulatory bodies such as the Wales Audit Office, Estyn (Education) and the Care and Social Services Inspectorate Wales (CSSIW).
- Surveys and Citizen feed-back including the annual Ask Cardiff survey and more specific consultation and engagement work which provide residents an opportunity to share their views on a wide range of the Council's services.
- Finance Monitoring: The Council's Outturn Report 2018/19 serves to inform of the Council's financial position in respect of the year ending 31 March 2019
- Feedback from Scrutiny Committee and Audit Committee
- Risk: The Council's Corporate and Directorate Risks are considered as part of a rounded view of performance, and the Annual Wellbeing Report is prepared and considered by Cabinet alongside the Council's Annual Corporate Risk Report.

Annual Reporting Schedule – National Performance Measures and Comparative Performance in Wales

9. The national Performance Measurement Framework for Local Government in Wales identifies a set of 34 national performance measures against which the delivery of local public services is measured (Public Accountability Measures (PAMs)). Performance against this data set is published incrementally, as and when it becomes available over the course of the year. This represents a departure from the previous approach of collating all the comparable PAMs and publishing them in a collated release in September each year. As a consequence of the phased release of comparative performance information, and to bring the Annual Performance report closer to the end of the financial year to which it relates, the Annual Performance Report will now be published in July (Month 4), significantly earlier than the statutory deadline of 31st October 2019.

Role of the Auditor General for Wales and the Future Generations Commissioner

10. The Well-being of Future Generations (Wales) Act places a general duty on the Commissioner “to promote the sustainable development principle...[and] for that purpose to monitor and assess the extent to which well-being objectives set by public bodies are being met.” In carrying out this general duty, the Commissioner may conduct a review into the extent to which a public body is safeguarding the ability of future generations to meet their needs. In conducting a review, the Commissioner’s reviews may look at:

- the steps the body has taken or proposes to take to meet its well-being objectives;
- the extent to which the body is meeting its well-being objectives;
- whether a body has set well-being objectives and taken steps to meet them in accordance with the sustainable development principle.

The Auditor General must examine each public body at least once in a five year period and may carry out examinations of 44 public bodies for the purposes of assessing the extent to which they have acted in accordance with the sustainable development principle when:

- setting well-being objectives, and
- taking steps to meet those objectives.

Scope of the Scrutiny

11. The Committee have the opportunity to undertake pre-decision scrutiny of the Council’s **Annual Well-Being Report 2018-19** being presented to Cabinet on 11 July 2019. Members are requested to consider whether there are comments and observations that need to be captured during the Committees discussion of this item at the Way Forward for submission to Cabinet.

12. To support this item the following witnesses will be in attendance to provide a presentation and to respond to any questions from the Committee: Cllr Huw Thomas, Leader of Cardiff Council, Councillor Chris Weaver, Cabinet Member Finance, Modernisation and Performance; Paul Orders, Chief Executive of Cardiff Council, Sarah McGill Corporate Director - People & Communities and Gareth Newell, Head of Performance and Partnerships

Legal Implications

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

14. 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

15. The Committee is recommended to consider the presentation and the Council's Annual Well-Being Report 2018-19 to determine whether it wishes to offer its comments, observations, or recommendations to Cabinet at its meeting on 11th July 2019.

DAVINA FIORE
Director of Governance and Legal Services
04 July 2019

This page is intentionally left blank

**CYNGOR CAERDYDD
CARDIFF COUNCIL**

**POLICY REVIEW & PERFORMANCE
SCRUTINY COMMITTEE**

10 July 2019

Cardiff Well-Being Plan 2018-2023 - Draft Annual Report 2018/19

Purpose of this Report

1. To provide the Committee with an opportunity to consider and scrutinise the Cardiff Public Services Board's Draft Well-being Plan Annual report 2018-2019, as prescribed by the Well-being of Future Generations Act 2015.

Background

2. The Committee has overarching responsibility for scrutiny of the Council's partnership work, and has been allocated statutory responsibility for the scrutiny of Cardiff's Public Services Board (PSB). Therefore, in line with the Council's Constitution, this Committee undertakes strategic overview scrutiny of the PSB's performance and has the power to:
 - review or scrutinise decisions made, or other action taken, by the PSB including the draft well-being plan and annual report;
 - review or scrutinise the PSB's governance arrangements;
 - make reports or recommendations to the PSB with respect to the board's functions or governance arrangements;
 - consider such matters relating to the board as referred by Welsh Ministers and report to the Welsh Ministers accordingly;
 - carry out such other functions in relation to the board as are imposed on it by the Act; and
 - require the PSB or its individual members to attend a meeting of the committee and provide it with explanations of such matters as it may specify.

The Act also requires that the overview and scrutiny committee must send a copy of any report or recommendations to: the Welsh Ministers; the Commissioner; and the Auditor General for Wales.

3. In addition, each of the Council's five scrutiny Committees has authority to scrutinise partnership activity relevant to their own terms of reference, complementing this Committee's strategic overview of partnership activity.
4. The Well-being of Future Generations Act requires the PSB to publish an annual report of the progress it has made in meeting its well-being objectives. The Act further requires that this annual progress report must be sent to Welsh Ministers; the Commissioner; the Auditor General for Wales; and this Committee as the nominated overview and scrutiny committee for consideration and scrutiny.

Previous Scrutiny

5. The Committee has previously considered and undertaken scrutiny of the work of the Cardiff PSB on four occasions in the last two years.
 - In January 2017, the Committee considered Cardiff's Well-being Assessment as part of its duty as statutory consultee under the Well-being of Future Generations (Wales) Act 2015.
 - In July 2017 it considered a report outlining its statutory scrutiny role under the Act and the draft Cardiff Well-being Objectives.
 - November 2017 the PSB's draft 5 year Well-Being Plan was scrutinised.
 - In June 2018, the Committee scrutinised the governance arrangements proposed by the PSB to deliver the Well-being Plan and how the PSB will report progress on an annual basis.
6. The Draft Cardiff Public Service Board's Annual report is at Appendix 1. The Annual Report outlines the work that the PSB has undertaken in the last 12 months and the progress that it has made in delivering the Well-being Plan and its specific objectives.
7. As part of its introduction, the PSB's Draft Annual Report provides a brief background on the role, purpose and membership of the Cardiff Public Services Board, which includes Cardiff Council, Health Board, Natural Resources Wales, the Third Sector and the Fire Authority, Police and Probation services. It also explains the purpose of the Well-being Plan in setting out the PSB's priorities for action in the next 5 years and focusses on the areas of public service delivery which fundamentally require

partnership working between the city's public and community services, and with the citizens of Cardiff.

8. The PSB's Well-being Plan contains the Well-being Objectives, the high-level priorities that the Cardiff PSB have, and the specific 'commitments,' or practical steps that the PSB and its partners will deliver together over the next 5 years. The PSB's Well-being Objectives that progress is reported on in the Draft Annual Report are the following:
 - A capital city that works for Wales
 - Cardiff grows in a resilient way
 - Safe, confident and empowered communities
 - Cardiff is a great place to grow up
 - Supporting people out of poverty
 - Cardiff is a great place to grow old
 - Modernising and integrating our public services
9. The Draft Annual report is structured using the PSB's Well-being Objectives as key section headings to report on the progress that has been made against each one of these areas. Each section provides a brief introduction about each Well-being objective and the outcomes that it hopes to achieve. Under each Well-being objective, an update on progress made on the delivery of commitments or joint projects identified in the Well-being plan, as well as an update on performance against a series of outcomes indicators identified by the Cardiff PSB in the Wellbeing Plan. Additionally, the report also identifies the PSB's priorities 2019-2020 relating to each individual Well-being Objective.

Capital that Works for Wales

10. This Well-being Objective puts emphasis on the PSB members' commitment to working together to make sure that Cardiff continues to attract and deliver major sporting and cultural events, tourists, investment, businesses and students in Wales and to position Cardiff as a capital city of international significance in a post-Brexit global economy. The report shows that the 2019 performance against the key outcome indicators e.g. unemployment rates, disposable income, access cultural provision and the number of adults that speak Welsh, has improved compared to the previous year 2018. Following the launch of the Cardiff Bilingual Strategy, partners

have published a new action plan for the City in working towards doubling the number of Welsh speakers in Cardiff. Further improvements to increase the number jobs paying the real living wage and numbers of the 16-64 age group qualified to NVQ4+ should be considered.

In response to the challenge of Brexit, the Cardiff PSB has played a leading role in ensuring a coordinated understanding and response to the risks to the local economy and public services and had established a Brexit Preparedness Group. In the last year, the PSB continues to make positive impact in delivering major events in the city and improving its strategy and response to Brexit.

Cardiff Grows in a resilient way.

11. This Well-being Objective aims to enable the PSB to effectively manage the impacts of population growth and climate change in a resilient and sustainable way. The majority of the outcome indicators that the PSB shows that improvements in 2019 performance have been achieved compared to performance in 2018. Cardiff Council and Public Health Wales have made significant progress in improving air quality and active travel through the development of and delivery of the Cardiff Sustainable Transport Strategy, the launch of the Staff Transport Charter and the expansion of the NextBike provision.

Work has been progressed by PSB partners towards a masterplanning approach in the development of new communities and in ensuring that existing assets and the design specification of future services contribute to reduction in carbon footprint. Improvements on performance figures can be made on the number of properties registered to NRW flood warning service.

Safe, Confident and Empowered Communities

12. This Well-being Objective is about ensuring that local communities are safe, confident and empowered and are able to make use of their knowledge, skills, passion, creativity and understanding to make positive contribution to society.

The 2019 performance on the outcome indicators that the PSB is seeking to show that further improvements can be achieved in the future. Although the 2019 performance (56%) of the percentage of people agreeing that they belong to the area, get on well together and treat each other with respect have demonstrated an improvement from the previous year (53%), further work is needed to develop a feeling or sense of community. Other outcome indicators show a slight decline in

performance suggesting that further work and improvements would need to be made in:

- improving engagement with residents (21%) so that they are able to influence decisions,
- in volunteering for their communities (28%), and
- reducing re-offending figures. A majority of residents (71%) indicated that they are safe and feel safe, however improvements needs to further continue to increase this from the previous year.

Cardiff Council and its partners continue to develop to improve the approach, facilities and delivery of services to local communities through its community and public service Hubs and the appointment of inclusion officers to improve engagement, access to opportunities and community based services and networks. Further progress was made in improving engagement and tackling radicalisation through the establishment and development of a new Cohesion and Community Engagement Team in Cardiff Council, to work with marginalised groups, as well as in providing training resources for schools to challenge discrimination

Significant progress has been achieved in protecting and supporting vulnerable individuals through the Cardiff's Violence Against Women, Domestic Abuse and Sexual Violence service, the Public Health Wales' work on Female Genital Mutilation and the work of Barnados in supporting young people displaying harmful sexual behaviours. Additionally, significant progress was also made in new adopting partnership approach to Community Safety including the establishment of a new Community Safety Board for Cardiff as approved by the PSB and in tackling radicalisation in communities.

Cardiff is a great place to grow up

13. This Well-being Objective aims to ensure that Cardiff continues to be a place where children and young people to grow up, and benefit from its school system and the advantages that the city can brings with its range of leisure, sporting and cultural opportunities. Through the help and support of public and third sector, the inequalities that have a profound effect on the lives of children and young people can be addressed.

Most of the outcome indicators on children and young people's health that the PSB is seeking to impact as well as most of indicators on education show improvements in

performance compared to the previous year. Further work should be undertaken to reduce the percentage of children from low-income families.

Although the percentage of children cycling/walking to school has increased from the previous year, more work needs to be undertaken to increase the number of children walking and cycling so that significantly more than half of children (>50%) do this.

Significant progress has been made by the PSB members in developing and improving health and well-being, and services for children and young people through the implementation of the Child Friendly Family Strategy, and through work the adoption of new preventative Family Health Support model.

Supporting people out of poverty

14. This Well-being Objective is about supporting people out of poverty particularly those in the most deprived areas in Cardiff to benefit from City's economic growth and improve their quality of life.

The outcome indicators that the PSB is seeking to impact in this area show that improvements can be made in further reducing the percentage of households in poverty, improving healthy life expectancy and reducing smoking and increasing physical activity. Further work needs to be made in reducing the number of rough sleepers in the city.

Progress has been made to improve employment services, removing barriers to employment and improving resources and support in Community and Well-being Hubs to support people adversely affected by welfare reform. Additionally the majority of the PSB Members have committed to paying the living wage and advocating this to no less than 93 other employers across the city.

A Cardiff Food strategy has also been developed and will contribute to ensuring that there is greater access to sustainable, healthy and affordable food to support the work in addressing poverty.

The PSB partners also continues its work using an enhanced multi-agency approach to supporting homelessness.

Cardiff is a great place to grow older

15. This Partnership aim is for the city to be a great place to grow older, where older people are more empowered, healthy and happy, supported by excellent public and community services and integrated within all areas of community life.

The data on the outcome indicators that the PSB is seeking to impact show that most of the people (59%) aged 65+ have reported that their general health is good or very good. Although the percentage of older people indicating life satisfaction is also quite high at 80%, the performance data presented also shows that there has been an increased percentage of older people aged 65+ reporting loneliness (84% in 2018 and 86% in 2019).

The performance on indicators show generally positive results (in the range 78% - 86%) on older people's involvement in decisions on their care, support, their access to information and advice when needed, and in having the right accommodation for them.

Significant work has been achieved by partners in improving access to services and information via the expansion of the existing model for the First Point of Contact to Adult Services, alongside securing £6 million Welsh Government investment into well-being, social care and health services in Cardiff and the Vale. It is anticipated that the needs of older people with regards to local services, infrastructure, access to community networks and future accommodation options will be addressed with the approval of the Older People's Strategy in March this year (2019).

In working towards a Dementia Friendly City, Cardiff Council's work with its key partners and the support of the PSB had made significant achievements in the last year to include over 25,000 Dementia friends in Cardiff and the Vale and the opening of a new and Integrated Dementia Day Service in Ely in March 2019, as well as training resources and dementia café provision in Hubs and libraries across the City.

Modernising and Integrating Our Public Services

16. In recognition of the future challenges facing public services to respond to rapid growth in population, the changing expectations of citizens, the consequences of poverty and significant and ongoing resource constraints, it is acknowledged by the PSB that there is a need to adapt and make use of new and integrated approaches to service delivery. It is intended that service providers in Cardiff will continue to improve working together to deliver and meet the needs of the people of Cardiff and their communities.

The outcome indicators show improving positive results (66% in 2018 and 72% in 2019) on the public's views on the quality of public services in Cardiff. Progress has been made by key partners including Cardiff Council, Vale of Glamorgan Council, South Wales Police, Cardiff and Vale University Health Board, Welsh Health Estates and Welsh Government in working towards adopting a cross public service approach to the management of public property. So far, an asset review has been undertaken to identify where there are opportunities for new partnership in service provision to be explored.

A new approach to locality working and community engagement, improving connectivity through the use of digital technologies is being led and progressed by Cardiff Council. Additionally, work is being progressed towards improving skills sets of the workforce in the public sector.

Way Forward

17. In attendance to answer Members questions will be the Leader, Councillor Huw Thomas, in his capacity as Chair of the PSB and Paul Orders, Chief Executive of Cardiff Council. Representatives from our statutory partners will include Maria Battle, Chair of Cardiff and Vale University Health Board and Dr Sian Griffiths.

All partners will be invited to comment on the progress that has been made by their respective organisations and in working in partnership to achieve the Well-being objectives identified in the Plan.

18. Members will then have an opportunity for questions to the panel representing Cardiff's Public Services Board.

Legal Implications

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

properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

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

RECOMMENDATION

21. It is recommended that the Committee to consider the information contained within the report and whether it wishes to provide any comments, observations, or concerns as outlined in paragraph 2 above.

DAVINA FIORE

Director, Governance & Legal Services

04 July 2019

This page is intentionally left blank



Cardiff Well-Being Plan 2018-2023

Draft Annual Report 2018/19





Contents



Foreword	4
Introduction	5
Cardiff's Well-being Objectives	
1 - A Capital City that Works for Wales	7
2 - Cardiff grows in a resilient way	13
3 - Safe, Confident and Empowered Communities	19
4 - Cardiff is a great place to grow up	25
5 - Supporting people out of poverty	31
6 - Cardiff is a great place to grow older	37
7 - Modernising and Integrating Our Public Services	43

“

Together we can make Cardiff a great place to live for all our residents”

Foreword

To meet the challenges of today and tomorrow, the public sector needs to adapt and respond as one.

Cardiff Public Services Board provides the forum for this to happen - for public sector partners to work together to drive forward economic growth for all, to address the causes of poverty and inequality and to manage demand for services and the impact of climate change in a resilient and sustainable way.

In May 2018, our Cardiff Well-being Plan 2018-2023 set out the steps we will take to tackle these challenges. A year in and the PSB has led the way in responding to some of the key issues facing the city – from responding to Brexit, advocating the Living Wage, making the shift to active modes of transport and developing an integrated approach to the planning of new communities.

The focus has also been on the voice of the child, with the launch of Cardiff's Child Friendly City Strategy and the new Family Support Service ensuring children and families are given the right support, in the right way and at the right time.

This annual report includes many more examples of the partnership work undertaken this year. It is clear that the PSB has already made significant strides forward in delivering its Well-being Plan and making Cardiff a greener, fairer and more prosperous city.



A handwritten signature in black ink that reads "Huw Thomas".

Huw Thomas
Chair, Cardiff Public Services Board
Leader of Cardiff Council

“
Meeting the challenges of today and tomorrow”

Introduction

About the Annual Report of the Cardiff PSB

This annual report outlines the work that the Cardiff Public Services Board has undertaken over the past 12 months to deliver on its [Well-being Plan](#) and provides an update on how the city is performing against the plan's outcome indicators.

The Well-being Plan sets 50 indicators for measuring the city's performance. [Cardiff in 2019](#) provides an interactive platform for comparing performance against the UK's Core Cities and other Welsh Local Authorities.

What is Cardiff's Public Services Board?

Cardiff's Public Services Board (Cardiff PSB) brings together the city's public service leadership and decision-makers, including those from the Local Authority, Health Board, Natural Resources Wales, Welsh Government, the Third Sector and the Fire, Police and Probation services. The purpose of the PSB is to improve the economic, social, environmental and cultural well-being of Cardiff by strengthening joint working across the city's public services.

What is a Well-being Plan?

Cardiff Well-being Plan 2018-2023 sets out the Cardiff PSB's priorities for action over the next 5 years, and beyond. The plan focusses on the areas of public service delivery which fundamentally require partnership working between the city's public and community services, and with the citizens of Cardiff.

The Well-being Plan should therefore be seen as a complementary document to the strategic plans of each PSB member, focusing on delivering 'collaborative advantage' in areas of city life and public services which cut across all public and communities services.

The Plan contains Well-being Objectives, high-level priorities that the Cardiff PSB have identified as being most important. It also contains 'commitments,' or practical steps that the city's public services, together, will deliver over the next 5 years. The PSB's Wellbeing Objectives are:

1. A capital city that works for Wales
2. Cardiff grows in a resilient way
3. Safe, confident and empowered communities
4. Cardiff is a great place to grow up
5. Supporting people out of poverty
6. Cardiff is a great place to grow old
7. Modernising and integrating our public services

How is the Well-being Plan being delivered?

The Cardiff PSB has put in place a number of programme of work in order to deliver in these areas where delivering improvement fundamentally requires partnership working across the public services. The partnership delivery framework, agreed by the PSB in May 2018, can be found in Appendix A.



Well-being Objective 1

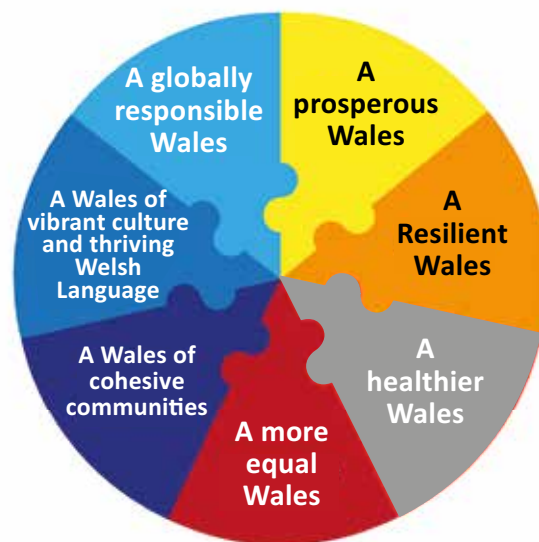
A Capital City that
Works for Wales



Introduction

Cardiff is the economic, political and cultural capital of Wales. As well as playing a vital role in creating jobs and attracting investment into Wales, it is the home of Welsh sport, politics, music and the arts, hosting major international sporting and cultural events, and provides specialist public services for the people of the wider Capital Region.

A successful Wales needs a successful capital city. PSB members are committed to working together to make sure that Cardiff continues to attract and deliver major sporting and cultural events, tourists, investment, businesses and students in to Wales and to position Cardiff as a capital city of international significance in a post-Brexit global economy.



Measuring Progress:

City Level Outcome Indicator PSB is seeking to impact		Cardiff in 2018	Cardiff in 2019	
Unemployment rate		6.1 %	5.2 %	Green
GVA per head		£29,723	£30,629	Green
Gross Disposable Household Income per head		£16,237	£16,558	Green
Employee jobs with hourly pay below Real Living Wage		20.7 %	21.5 %	Red
Population (16-64) qualified to NVQ4+		47.8 %	46.8 %	Red
% Been to any Arts Event in Wales*		66 %	79 %	Green
% Visited any historic places in Wales*		66 %	71 %	Green
% Visited a museum in Wales*		54 %	58 %	Green
% Attended at Least One Cultural Activity in last 12 months	Most depr	80.3 %	85.7 %	Green
	Next most depr	88.0 %	92.6 %	Green
	Middle	92.2 %	92.6 %	Green
	Next least depr	94.1 %	94.5 %	Green
	Least depr	93.6 %	94.9 %	Green
% Adults that Speak Welsh		9 %	9.6 %	Green

*measurement definition changed between years

Overview of PSB work in 2018-19

Cardiff's economy continues to grow, creating jobs and attracting investment. Over the course of 2018/19, Cardiff PSB contributed towards the development of the city's **new economic strategy** – 'More and Better Jobs' and to the development of the Cardiff Capital Region City Deal.

Although the city's economy is growing, the number of jobs with hourly pay below the living wage is also high and growing. PSB members have therefore reiterated their commitment to **becoming accredited as Living Wage employers**, acting as advocates for encouraging more of the city's 'anchor' employers to recognise the benefits of the real Living Wage, and supporting the city's bid to become a **UK Living Wage City by 2020**.

The impact of the UK leaving the European Union remains a strategic issue facing Cardiff economy, communities and public services. Cardiff is one of the British cities most economically exposed to the risks of the EU leaving the European single market, with 61 % of Cardiff exports going to EU countries. The ongoing uncertainty around Brexit also presents a

serious risk to community cohesion, though reported hate crimes remain stable compared to the previous year. The potential increase in participation in far and extreme right wing groups and activities is an emerging risk, particularly in the event of a 'no deal' Brexit or a second referendum.

Cardiff PSB has played a leading role in the city's response to **Brexit**. [The 'Brexit: Implications For Cardiff'](#) report on the implications for the economy and public services has led the way in ensuring a coordinated understanding and response to the risks arising from the UK leaving the European Union. Building on this, with the initial Brexit deadline of 29 March 2019 approaching, the PSB established a Brexit Preparedness Group which met regularly to discuss organisational preparations and support available for staff, service users and residents. The webpage '[Cardiff and Brexit](#)' signposts businesses, EU residents and individuals to guidance and support.

The city is working to double the number of Welsh speakers in Cardiff, in line with Welsh Government's vision for **1 million Welsh Speakers** in Wales by 2050. **Cardiff's Bilingual Strategy**, launched in 2017, has been praised as an exemplar. Partners are working together to publish a new action plan for the city.





Progress against our commitments for Cardiff:

Commitments	Update
<p>Strengthen Cardiff's role as the economic, cultural capital city of Wales, supporting the development of the Capital Region and ensuring that the City Deal and the Cardiff Metro deliver for the people of Cardiff and Wales.</p>	<p>Cardiff Council's Economic White Paper 'Building more and better jobs' was considered by the Cardiff PSB Delivery Board. The PSB received an update on the City Deal in March 2018 and options for the Cardiff Metro were considered.</p>
<p>Seek to make sure that Cardiff has the funding and fiscal powers it needs to lead the Welsh economy and deliver capital city infrastructure and services on behalf of the people of Cardiff, the Capital Region and Wales.</p>	<p>A task and finish group, led by South Wales Police, is undertaking a review of the financial pressures created by Cardiff's major events programme and will propose options for addressing the funding gap/sustainable funding. This group will report in 2019 and feed into Welsh Government's Major Events strategy and the review of the Council's Tourism Strategy.</p>
<p>Understand the impact of Brexit on Cardiff's economy, public services and communities and develop the city's response, including the shape of any successor programmes for European Funding streams in Wales.</p>	<p>A Brexit Preparedness group was established to coordinate a cross public sector response in the run up to the Brexit deadline of 29 March 2019. The PSB issued a statement emphasising Cardiff's openness and welcome to all residents. The webpage 'Cardiff and Brexit' signposts businesses, EU residents and individuals to guidance and support.</p>
<p>Continue to deliver major events in the city, building on the success of the Champions League Final, in partnership with Welsh Government and the private sector.</p>	<p>PSB members contributed evidence to the 'Events in Cardiff' Scrutiny Task and Finish Inquiry report and will respond to its recommendations when developing Cardiff Events & Festival Strategy 2019-20. As stated above, a Task and Finish group is currently working on a review of financial pressures and funding options for major events in Cardiff.</p>
<p>Aim to double the number of Welsh speakers in Cardiff by 2050 through supporting the delivery of the Bilingual Cardiff Strategy.</p>	<p>The Bilingual Cardiff Strategy was reviewed positively by an independent expert in 2018. The Welsh Language Commissioner commended the approach adopted to partnership working in support of the Welsh language. An action plan has now been developed and approved by the Bilingual Cardiff working group.</p>

Priorities for 2019/20

The PSB will:

Ensure a cross-public service response to the challenges raised by **Brexit**.

Contribute to a **new Tourism and Major events strategy** for Cardiff, including exploring options for funding the impact on local public services of this important sector of the city economy.

Continue to support the delivery of the **Bilingual Cardiff action plan**.



Caerdydd

Ddwyieithog





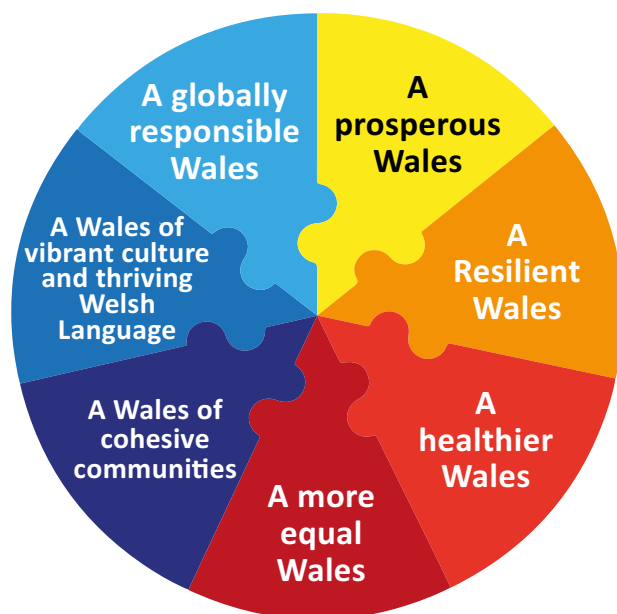
Well-being Objective 2

Cardiff grows in a
resilient way



Introduction

Cardiff is one of Britain’s fastest growing cities, and is by far the fastest growing local authority area in Wales. Successful cities are those in which people want to live and this growth is welcomed and a sure sign of strength for the city. However, this growth will bring challenges too, putting pressure on both the city’s physical infrastructures, community cohesion, its natural environment and public services. Managing the impacts of this population growth and of climate change in a resilient and sustainable fashion will be a major long term challenge for Cardiff.



Measuring Progress:

City Level Outcome Indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019	
Per capita CO2 emissions (t)	5.0	4.6	Green
% travel to work by sustainable transport	45.8 %	48.1 %	Green
Average NO2 concentration at residential locations	21	17	Green
Green Flag accredited parks	12	13	Green
Properties registered to NRW Flood Warning Service	8,480	8,204	Red
% municipal waste reused/recycled/composted	58.1 %	58.3 %	Green

Overview of PSB work in 2018-19

Foremost is the work of Cardiff Council and Cardiff and Vale UHB/Public Health Wales on **air quality and active travel**. To improve air quality the PSB has overseen the consideration of a number of mitigating actions to tackle air pollution and increase active travel in key areas of the city centre. From these discussions and in response to the Annual Report of the Director of Public Health 2017, 'Moving forwards: Healthy travel for all' an active travel task and finish group led by Dr Tom Porter, Consultant in Public Health Medicine, developed [Cardiff's Staff Healthy Travel Charter](#). Approved by the PSB in April 2019, its members and a number of other organisations including the National Museum, Welsh Ambulance, Public Health Wales, HMRC, National Assembly, Office of Future Generations Commissioner and SportWales signed up to supporting staff to make active and sustainable travel choices and set 3 year targets. Collectively these organisations have over 33,000 employees.

The [Office of the Future Generations Commissioner](#) has produced a video outlining the importance of the Charter and its benefits. Going forward it is hoped that the charter will be adopted by organisations in the private and third sectors, universities and neighbouring local authorities.

Transport was also a major theme of the PSB workshop held in September 2018 on adopting an integrated approach to the **planning of the new communities** in Cardiff. Attended by representatives from across the public services, the Plasdwr development was used as a case study. It was agreed that an integrated approach to planning was being adopted, however further work was needed on the integrated planning and delivery of public services in these new communities, with the city's Community and Wellbeing Hub approach a best practice model to build on.

Following **Storm Emma** in March 2018 – or 'The Beast from the East' as it was called - which produced heavy snowfall and disruption across the city, the PSB commissioned a review of response systems, which made a series of recommendations for improving the public service response to extreme weather events. In response to this review a new partnership approach to access specialist vehicles – in particular 4x4s – has been established.

PSB members visited the award winning **Greener Grangetown partnership project** between Cardiff Council, Dŵr Cymru Welsh Water and Natural Resources Wales, which used the latest sustainable drainage (SuDS) techniques to clean and divert rainwater directly into the River Taff instead of pumping it away and discharging it out to sea. The scheme is delivering a wide range of benefits, including improved climate change resilience, reduced energy use and improved green infrastructure making the area more attractive to residents.



Healthy Travel Employer



Progress against our commitments for Cardiff:

Commitments	Update
<p>Adopt an integrated approach to the planning and delivery of public services in the city's new communities.</p>	<p>In September 2018, a workshop for partners across the public services considered the approach taken to masterplanning of new communities, with the findings reported back to the PSB.</p>
<p>Aim for 50% of all journeys in Cardiff to be by sustainable travel by supporting the development and delivery of the Cardiff Sustainable Transport Strategy.</p> <p>Take a city-wide response to air pollution through supporting the development and delivery of a Cardiff Clean Air Strategy.</p>	<p>The Board considered air quality and transport on a number of occasions over the course of the year, culminating in the signing and launch of the Staff Healthy Travel Charter in April 2019.</p>
<p>Ensure that the city is prepared for extreme weather events associated with Climate Change, including raising awareness and encouraging behavioural change amongst residents, businesses and visitors to the city.</p>	<p>In response to Storm Emma that brought heavy snow in March 2018, the PSB commissioned a review of response systems to adverse weather. The recommendations were received by the PSB in November 2018 and partners agreed new arrangements for 4 by 4 provision and access to specialist vehicles.</p>
<p>Seek to reduce the carbon footprint of the city's public services by working to ensure that all public buildings are energy and waste efficient.</p>	<p>PSB partners are working together to review existing assets (buildings and land) and design the future specification of public services including the reduction of the city's carbon footprint.</p>
<p>Explore the potential for divesting public investments from fossil fuel companies.</p>	<p>Cardiff Council's Pensions Committee has considered a Climate Change Investment Policy in consultation with the Pension Fund's independent advisers and the other LGPS funds in Wales. Work is ongoing to develop the policy in response to the comments of Committee and Board members. The outcomes of this work will be brought to the PSB for consideration in 2019/20.</p>

Priorities for 2019/20

The PSB will:

Contribute to the development and delivery of the **Cardiff Transport and Clean Air White Paper** which will be launched in autumn 2019.

Contribute to the development of **Natural Resources Wales Area Statement** in conjunction with the Section 6 duty on forward plans under the Environment (Wales) Act 2016.

Explore promotion of **Natural Resources Wales flood warning service** through community and public services hubs.

Make progress towards the targets set under the **Staff Healthy Travel Charter**; develop and launch versions of the Charter for businesses and the third sector, encouraging sign up to both

Consider joint working to ensure that all **public buildings are energy and waste efficient**.

Progress discussions on exploring the potential for **divesting public investments from fossil fuel companies**.





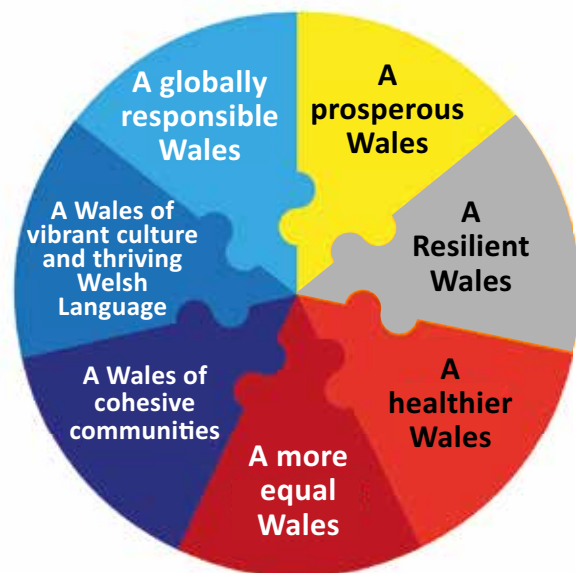
Well-being Objective 3

Safe, Confident
and Empowered
Communities



Introduction

Safe, confident and empowered communities are at the heart of well-being. They have a unique role to play when it comes to much of what we most value – our environment, safety, welfare, health and happiness. Moreover, communities often possess the knowledge, skills, passion, creativity and an understanding of the local area that service providers simply do not have. Ensuring that local communities are safe and empowered is therefore a fundamental component of a successful city.



Measuring Progress:

City Level Outcome Indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019	
% agreeing that they belong to the area; that people from different backgrounds get on well together; and that people treat each other with respect	53 %	56 %	Green
% able to influence decisions affecting their local area	28 %	21 %	Red
% agreeing people in Cardiff are safe and feel safe	73 %	71 %	Red
% offenders who reoffend	37.3 %	38.4 %	Red
% clients of substance misuse services who reported improvement in quality of life*	77.7 %	77.1 %	Red
% adults (aged 16+) who volunteer	30 %	28 %	Red

*Two years data available since publication of Cardiff in 2018. Most recent 2 years data compared



Safe, confident and empowered communities are at the heart of well-being



Overview of PSB work in 2018-19

Cardiff's successful programme of developing multi-agency **community and public service hubs** has continued, with the St Mellons Hub completed in the summer of 2018, consolidating the full range of local public services under one roof. Plans have also been agreed for the location of a new public services hub – including a café, library, information centre and a centre for domestic abuse services at the Cardiff Royal Infirmary.

In October 2018, a new partnership approach to **Community Safety** was approved by Cardiff PSB, including the establishment of a new Community Safety Board for Cardiff, co-chaired by the Police and Crime Commissioner, Alun Michael, and the Cabinet Member for Housing and Communities, Cllr Lynda Thorne. The group, which reports into the PSB, has agreed the following priorities for joint working between PSB members for the year ahead:

- City Centre and Street Sleepers
- County Lines and exploitation of the vulnerable
- Prevent and CONTEST
- Area Based Working

Work on each of these priorities will focus on both **building resilience** - helping communities to withstand and recover from adverse situations – and **addressing vulnerabilities** - identifying those in a community who are subject to harm or are likely to be exposed to harm and taking action at the earliest opportunity.

Cardiff's **Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)** service was launched in 2018 and has been extended to enable support for children and young people. 'It's in our hands' was developed with partners and survivors of violence and abuse. At the heart of this service is working in partnership to challenge attitudes and behaviours that could result in VAWDASV, meet the needs of victims and explore new ways of working.

To develop a **jointly commissioned substance misuse service**, Cardiff and Vale Area Planning Board is in the process of strengthening its governance through the PSB and developing an alliancing approach to inform a new substance misuse services system. This will focus on harm reduction, improving outcomes for service users and ensuring effective and value-based services.

In December 2017, [Volunteer Cardiff](#) was launched, signposting Cardiff residents to all the opportunities, organisations and support available across the city. Volunteering has been expanded into all Hubs, libraries and Adult Learning settings with nearly 150 volunteers across the teams. Best practice is being shared to develop wider volunteering opportunities.

Cardiff's **Night Time Economy Strategy** was developed in partnership with the Business Improvement District and agreed by the PSB in 2017/18. In January 2019, Cardiff was awarded Purple Flag status in recognition of the quality, safety, diversity of its night time economy.





Progress against our commitments for Cardiff:

Commitments	Update
<p>Invest in and involve communities in the delivery of integrated, locally-based public and third sector services in Community and Wellbeing hubs.</p>	<p>The new St Mellons Hub completed in summer 2018 offers a full range of Council and partner services for the local community. Plans have been agreed for conversion of the CRI Chapel to a library/café/ information centre and unused space at the CRI to a one-stop shop for domestic abuse services.</p>
<p>Give people a greater voice in shaping public services through developing and delivering co-created Community Involvement Plan/s.</p>	<p>Inclusion officers have been appointed to work in Community hubs, and will form an important part of the new approach to locality working, including:</p> <ul style="list-style-type: none"> • The co-ordination of engagement opportunities • Building local knowledge and networks • Helping develop “active citizen” opportunities • Linking with other community based services
<p>Promote volunteering and social action, including development of a city volunteering portal.</p>	<p>Volunteer Cardiff has been launched, signposting Cardiff residents to all the opportunities, organisations and support available to enable volunteering in the city.</p>
<p>Protect our most vulnerable citizens, adopting integrated approaches to tackling trafficking, child sexual exploitation and domestic abuse.</p>	<p>Cardiff’s Violence Against Women, Domestic Abuse and Sexual Violence service became operational in 2018-19. The service has been extended to enable support for more children and young people. Work is ongoing to develop a service to support male victims of abuse. A new process, led by Public Health Wales, has been agreed around Female Genital Mutilation (FGM). Barnardos have been commissioned to provide service for young people displaying Harmful Sexual Behaviour.</p>
<p>Tackle radicalisation in our communities by building cohesion and trust, and promoting an environment where people have the confidence to report extremist behaviour.</p>	<p>The establishment and development of a new Cohesion and Community Engagement team in Cardiff Council, and the delivery of cross-public service community engagement particularly with marginalised groups, will be a priority for 2019/20. Training resources for schools have been provided in relation to challenging discrimination, aligned to the work for the Child Friendly Cardiff Strategy.</p>
<p>Reduce offending and improve life opportunities for the 18-25 age group by developing an integrated, locally-focussed, approach to offender management.</p>	<p>Cardiff’s Youth Offending Service (YOS) worked with the Youth Justice Board (YJB) to inform individually tailored responses to case management. This work has helped judges understand improved ways of working with children and young people. A pilot scheme has also been developed to identify children and young people who are not in school and are at risk of entering the Criminal Justice System.</p>

Commitments	Update
Reduce levels of drug use and substance misuse, and levels of reoffending, through delivering a jointly-commissioned substance misuse service .	The re-commissioning of the city's substance misuse services is being led by the Area Planning Board, reporting into the new Community Safety Leadership Group. Cardiff's Community Safety Leadership Board has responded to recommendations made by the Cardiff Council Scrutiny inquiry 'Preventing Young People's Involvement in Drug Dealing' , and has commissioned further analysis on the issue of drug related litter in Cardiff as part of a wider review of services provided to vulnerable groups in the South of the city.
Make sure that newcomers from the UK and overseas are welcomed and can build new lives in Cardiff , including delivering the 'Inclusive Cities' project.	An Inclusive Cities strategy and action plan has been developed and is to be launched at a conference in October 2019. Cardiff Safeguarding team has worked in partnership with local churches, mosques and partners to advise on safeguarding policies with regard to Community Sponsorship schemes for refugees.
Deliver a safe and vibrant night time economy , working in partnership with the Business Improvement District.	Purple Flag Status was awarded to Cardiff in January 2019 . (The Purple Flag standard allows members of the public to quickly identify town & city centres that offer an entertaining, diverse and safe night out).

Priorities for 2019/20

The PSB will:
Continue to develop the city's wellbeing and community hubs .
Publish Inclusive Cities strategy and action plan and host conference (October 2019), with a focus on ensuring that Cardiff is seen as an open, welcoming and tolerant city.
Hold a cross-public services conference on Community Safety in Cardiff in September 2019.
Finalise governance arrangements, and funding priorities and service model for a jointly commissioned substance misuse service to help reduce levels of drug and substance misuse, levels of reoffending and improve levels of sustained long term recovery.



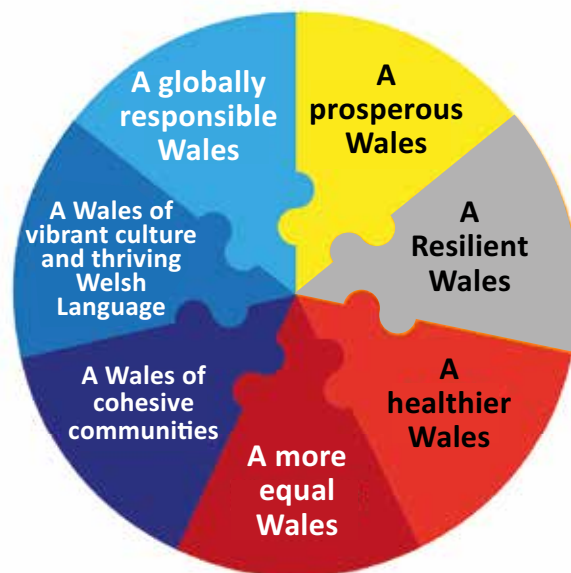
Well-being Objective 4

Cardiff is a great
place to grow up



Introduction

Cardiff is already a good place for many of its children and young people to grow up, with a fast improving school system alongside the advantages that a capital city can bring such as an extensive range of leisure, sporting and cultural opportunities. However, the inequality evident in Cardiff can have a profound effect on the lives of children and young people and their families, and children who are disadvantaged - whether through disability, poverty, family circumstances, illness, neglect or abuse - will require particular help and support from across the public and third sector services and from within their communities.



Measuring Progress:

City Level Outcome Indicator PSB is seeking to impact		Cardiff in 2018	Cardiff in 2019	
% children in low-income families		23.1 %	23.7 %	Red
% children aged 4 to 5 who are a healthy weight		76.1 %	77.6 %	Green
% uptake of MMR2 by age 4		83.0 %	88.1 %	Green
Mental well-being: children & young adults and adults		10.9 (Wales)	-	Grey
Key Stage 2 Pupils Achieving the Expected Level (L4+) in the Core Subject Indicator	% achieving	89.4 %	-	Grey
	FSM gap	13.0	-	Grey
Key Stage 4 Pupils Achieving the Level 2+ Threshold including English/Welsh & Maths	% achieving	58.5 %	60.4 %	Green
	FSM gap	32.8	30.5	Green
% Year 11 and Year 13 school leavers that are not in education, employment or training	Year 11	1.6 %	1.7 %	Red
	Year 13	2.4 %	2.0 %	Green
% children cycling/walking to school		49.6 %	50.2 %	Green

Overview of PSB work in 2018-19

Good progress has been made in relation to this Wellbeing Objective, with the PSB's Improving Outcomes for Children programme delivering a number of multi-agency projects to improve the lives of the city's children.

Launched by the Cardiff PSB on World Children's Day (20 November 2019), the [Child Friendly Cardiff](#) strategy, places the rights and voices of children and young people at the heart of Cardiff's policies, strategies and services; involving them in decision making and addressing the barriers which limit their life chances. The strategy is a significant step towards Cardiff's aim of being internationally recognised as **one of the UK's first Unicef Child Friendly Cities**. Work is progressing on a delivery plan setting out key actions and identifying lead delivery officers from across partnership organisations.

[In the following video](#), the Chair of the Children and Young People Advisory Board, Rose Melhuish and Board Member, Naz Ismail describe the changes that becoming a Unicef Child Friendly City could bring to Cardiff.

This year has seen the development of the **Cardiff Family Advice and Support** service that works across Housing, Education, Health and Social Care to ensure children and families are given the right support, in the right way and at the right time. It brings together a range of existing and new information, advice and assistance services for families, young people and children in Cardiff through a single point of entry for Early Help referrals. This is a brand new service and remains under development. Next steps for the service include setting up a referral form pilot with key partners in Education, Health and Housing, developing a website with the assistance of parents and young people and examining links with the Multi-Agency Safeguarding Hub.

Cardiff PSB has continued its support for the **Cardiff Commitment**, an initiative that aims to ensure all young people engage and progress in education, training and employment on leaving school. 181 organisations are supporting the Cardiff Commitment from the public, private and third sector. 'Open your eyes' week provided an opportunity for schools to engage with businesses and organisations around opportunities and career pathways.





Progress against our commitments for Cardiff:

Commitments	Update
<p>Place the voice and experience of young people at the heart of public services in Cardiff through adopting a Child's Rights approach and becoming a UNICEF 'Child Friendly City.'</p>	<p>The Child Friendly Cardiff Strategy was launched by the PSB at World Childrens Day, November 2018. This event was aligned with the launch of the Cardiff & Vale UHB Charter for Children's Rights and Cardiff and Vale Health Youth Board. An action plan is being developed.</p>
<p>Adopt a 'Think Family' approach, making sure that public services are joined up and that children and families are given the right support, in the right way, at the right time, including:</p> <ul style="list-style-type: none"> • Development of an Early Help Single Point of Access • Commissioning a new Families First Programme • Develop a joined up approach to the first 1000 days of a child's life 	<p>Work to develop the new delivery model for Family Help and Support in Cardiff has progressed through 2018/19. It brings together existing services to create 3 new Council run family services:</p> <ul style="list-style-type: none"> • Family Gateway Service - the primary route in for all referrals and requests for help. • Family Help Service - will provide a rapid response to families needing short term intervention. • Family Support Service - will work with families facing more complex or severe issues. <p>The Family Gateway and Family Help Service and existing Flying Start, Childcare and Parenting teams will form the Early Help Service managed by Cardiff Council. Identified interventions for young people will be undertaken by a multi-agency team from the identified Hubs.</p>
<p>Develop placed-based approaches to integrating public services for children and families in the city's most deprived communities through a 'Children First' pilot in Ely and Caerau.</p>	<p>Cardiff's 'Children First' pilot has been absorbed within the work to develop the new delivery model for Family Help and Support services above.</p>
<p>Develop innovative approaches to identifying those at risk of Adverse Childhood Experiences (ACEs), putting in place multi-agency response to support children and families before they reach crisis point.</p>	<p>Innovative approaches to identifying those at risk of Adverse Childhood Experiences will be progressed through the development of the Child Friendly Cardiff Strategy, Family Help and Support model and Community Safety engagement model.</p> <p>Referrals will be jointly risk assessed by social services and police making use of their databases to best identify safeguarding issues and appropriate interventions.</p>
<p>Work with communities and across partners in the public and private sector to tackle Child Sexual Exploitation.</p>	<p>Cardiff's Exploitation Strategy has been revised to a combined Child and Adult Exploitation Strategy and will be led by Cardiff and Vale Safeguarding Board. A 'Think Safe' team has been established to ensure that those children in need of specialist Child Sexual Exploitation (CSE) intervention are receiving the right level of support.</p>

Commitments	Update
<p>Improve mental health and emotional wellbeing for young people by delivering an integrated approach to Children and Young People Emotional and Mental Health Support.</p>	<p>Through the Child Friendly Cardiff Strategy, partners have committed to “improve the emotional health and wellbeing of children and young people”. This will include creation of a single point of access for emotional wellbeing and mental health services, and activities aimed at raising awareness and reducing the stigma associated with these services, as well as developing the skills of frontline staff.</p>
<p>Support young disabled people and their families through the delivery of the Disabilities Futures programme.</p>	<p>Two successful Intermediate Care Fund schemes that ran throughout the year have been extended until the end of the 2019/20 financial year. These are:</p> <ul style="list-style-type: none"> • Ymbarel – hosted by the Vale and delivered by Action for Children providing intensive interventions to parents who have additional learning needs and where there is significant harm to their children. • Cardiff and the Vale Parenting Attention Deficit Hyperactivity Disorder – hosted by Cardiff and delivered by Barnardos and providing family support by supporting parents, carers and families who have children diagnosed with ADHD. <p>The establishment of both the Regional Transition Review Interface Group and the Cardiff and Vale of Glamorgan Regional Transition Steering Group has improved regional collaboration and partnership working between Social Services, Education and Health.</p>
<p>Make sure young people are prepared for and given opportunities to participate in the world of work through delivery of the ‘Cardiff Commitment’, in partnership with the private and third sector.</p>	<p>There are 181 organisations supporting the Cardiff Commitment from the public, private and third sector. ‘Open your eyes’ week provided an opportunity for schools to engage with businesses and organisations around opportunities and career pathways.</p>

Priorities for 2019/20

The PSB will:
<p>Deliver the Child Friendly City action plan and make progress towards UNICEF accreditation.</p>
<p>Adopt an integrated approach to children and young people emotional and mental health support as part of delivering on Cardiff’s Child Friendly City Strategy.</p>
<p>Embed the new preventative delivery model for Family Support across the public services, and undertake further research on outcomes for vulnerable children.</p>
<p>Support schools to implement a core set of actions aimed at improve the food offer, food consumption and physical activity to deliver on the priorities in the Director of Public Health’s Annual report, Move More, Eat Well.</p>



Well-being Objective 5

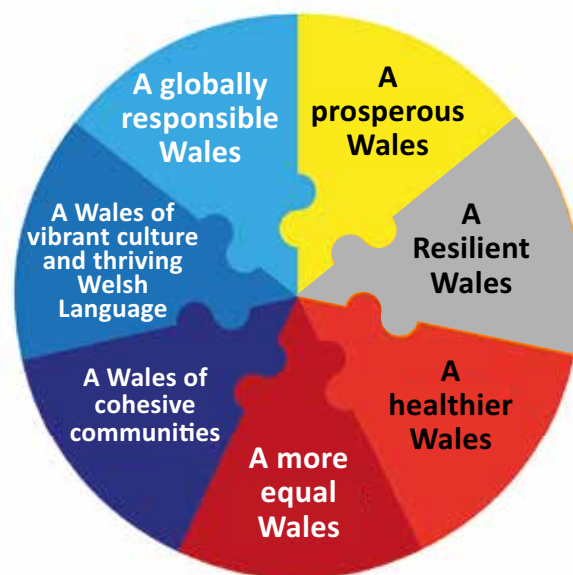
Supporting people
out of poverty



Introduction

Cardiff’s strong performance across a range of well-being indicators disguises deep and entrenched inequalities across the city. Over 60,000 people in Cardiff live in the 10 % most deprived communities in Wales. If the ‘Southern Arc’ of Cardiff, from Ely in the West to Trowbridge in the East, was considered a single local authority area it would be the most deprived in Wales by a considerable margin.

Living in poverty can cast a long shadow over people’s lives – life expectancy and other health indicators are lower in the more deprived wards of Cardiff, air quality is poorer, there is less access to green space and crime in the city is concentrated in these areas. How to ensure that all citizens benefit from the capital city’s economic growth is one of the most complex and challenging issues facing Cardiff over the years to come.



Measuring Progress:

City Level Outcome Indicator PSB is seeking to impact		Cardiff in 2018	Cardiff in 2019	
Percentage of households in poverty (i.e. below 60 % of median income) by MSOA (after housing costs)		16 %	16 %	
Long-term JSA Claimants (i.e. over 12 months)		1,210	1,005	
Healthy life expectancy at birth (male & female)	Male	-	61.2	
	Female	-	61.1	
Percentage of low birth weight babies		5.3 %	4.9 %	
Percentage of adults eating 5 or more portions of fruit and vegetables a day		31.5 %	31.7 %	
Percentage of adults active for less than 30 minutes in a week		24 %	30.7 %	
Percentage of adults who are current smokers		14 %	16.2 %	
Housing Affordability: Ratio of house price to median gross annual salary		6.58	6.74	
Rough sleepers per 10,000 persons		2.5	2.8	
Food poverty		-	-	
Fuel poverty		23.81	-	

Overview of PSB work in 2018-19

The Inclusive Growth Board, which focusses on removing the barriers to employment and helping people, particularly those furthest from the labour market, into good quality work, has led a series of projects over the last year on behalf of Cardiff PSB. The most significant being the **integration of into work services**.

Previously, employment support services in Cardiff have been fragmented, with differing and complex eligibility criteria. This caused duplication in the services offered, as well as gaps in service provision, and made services unnecessarily complicated to access. The into work project has developed a fully integrated and comprehensive **Into Work Service**, that went live on the 1st April 2018, and has brought together a range of services and funding streams, providing **an easy-to-access Gateway to employment support services** in Cardiff.

The PSB has committed to being advocates for Cardiff **becoming a Living Wage city**. 93 employers have now been accredited through the Council's Living Wage Accreditation Support Scheme. This represents around 46 % of the total number of accredited employers in Wales.

Recognising the large and growing gaps in health outcomes across the city, the PSB commissioned research into **health inequalities**. This work, undertaken by Public Health Wales in April 2019, further demonstrated the scale of the health inequalities in Cardiff.

A further in depth analysis of data/intelligence and existing interventions is currently being undertaken to identify action around a discrete number of issues relating to health inequalities.

The quality, availability and affordability of food has a significant role to play in addressing poverty, health inequalities and supporting the local economy. **Cardiff's Food Strategy** has been developed on the back of a study commissioned to look at best practice and understand the views of partners. The finalisation of the strategy has been delayed in order to ensure alignment with Welsh Governments obesity strategy 'Healthy Weight: Healthy Wales' will be brought to the PSB for consideration in Autumn 2019.

Like all major British cities, Cardiff has experienced a rise in the number of people **homeless and rough sleeping** over recent years. With the reasons that lead people to lose their home being complex and varied, it is rarely, just a housing issue. As a consequence, there is a need to recognise that the challenge of homelessness and rough sleeping goes far beyond housing and requires a co-ordinated multi-agency response to encourage individuals into services that can support. Close multi-agency working has continued to take place on this issue over the past year, particularly relating to the issue which emerged in 2018/19 with the use of tents in the city centre.



Progress against our commitments for Cardiff:

Commitments	Update
<p>Aim to provide more well-paid jobs in Cardiff through acting as an advocate for the Real Living Wage initiative across the public, private and third sector employers, and including its consideration in commissioning and funding decisions.</p>	<p>The majority of Cardiff PSB members are already paying the Living Wage and are looking to become formally accredited Living Wage employers. The number of accredited Living Wage employers in Cardiff now stands at 88, around 46 % of the Welsh total.</p>
<p>Support people who are adversely affected by welfare reform by providing an integrated approach, locally delivered in Community and Wellbeing Hubs.</p>	<p>All frontline staff within Community and Wellbeing Hubs have been trained to identify when families will be required to claim Universal Credit. Tailored support, advice and guidance is available in all Hubs and outreach locations across the city.</p>
<p>Develop an integrated approach to employment services in Cardiff, helping people to find work, stay in work and progress at work, working in partnership with Welsh Government, DWP and training providers.</p>	<p>Employment services across Cardiff have been reviewed and a single gateway has been established to undertake initial assessments and direct individuals to the services they require.</p>
<p>Ensure that the Welsh Government's flagship anti-poverty programmes (Communities First Exit Plans, Families First, Flying Start and Supporting People) are designed and delivered in a co-ordinated way.</p>	<p>Independent evaluation has been commissioned by Welsh Government on the Flexible Funding Pilot. A response will be developed following the publication of an interim report.</p>
<p>Seek to end rough sleeping in the city and tackle the causes of homelessness.</p>	<p>An enhanced multi-agency approach to supporting those sleeping on the streets was put in place in 2018.</p>
<p>Seek to increase the impact of public services as anchor employers on tackling poverty through adapting employment policies and exploring cross-public service approaches to 'Social Responsibility' policy and 'Community Benefits.'</p>	<p>Cardiff Council's Socially Responsible Procurement Policy was presented to Cardiff PSB in June 2018. Meetings have taken place to understand how this can be implemented and adopted in other public sector organisations. Cardiff PSB will consider Cardiff's Modern Slavery Statement in July 2019.</p>
<p>Support a city wide Food Partnership to ensure citizens have access to sustainable, healthy and affordable food.</p>	<p>Cardiff Food Strategy has been developed in partnership through the Food Cardiff initiative. The implementation of the strategy has been delayed in order to ensure alignment with Welsh Government's obesity strategy 'Healthy Weight: Healthy Wales'.</p> <p>The UK Sustainable Food Cities conference was held in Cardiff, with 160 delegates attending from Sustainable Food Cities and Networks from around the UK. The UK Food Power conference was held as a follow-on event, looking at ways of alleviating food poverty and tackling inequalities.</p>

Commitments	Update
Undertake additional research on how best to tackle health inequalities and reduce the healthy life expectancy gap.	Research has been presented to the PSB outlining how health outcomes in Cardiff's Southern Arc would compare with other areas of Wales if considered as a Local Authority Area. Further work has been commissioned to analyse a small number of discrete issues and potential interventions.
Work to support delivery of Cardiff's Sport and Physical Activity Strategy to increase participation of current and future generations in sport and physical activities, particularly in our city's most deprived communities.	Sport Cardiff Met have agreed to lead on the development of the Sport Strategy involving existing and additional stakeholders. The strategy will align with Sport Wales' vision for "an active nation where everyone can have a lifelong enjoyment of sport". Aligned to the local work on health lifestyles, led by Public Health team, this will be a priority for 2019/20.

Priorities for 2019/20

The PSB will:
Work towards all its members being Living Wage accredited .
Lead on the development and delivery of Cardiff's Healthy Weight Strategic Action Plan - Move More, Eat Well
Further develop wellbeing and community hubs as vehicles for integrated public services.
Help promote and develop approaches to 'Social Responsibility', 'Community Benefits' and 'Ethnical Employment' delivering on Cardiff's Social Procurement strategy .



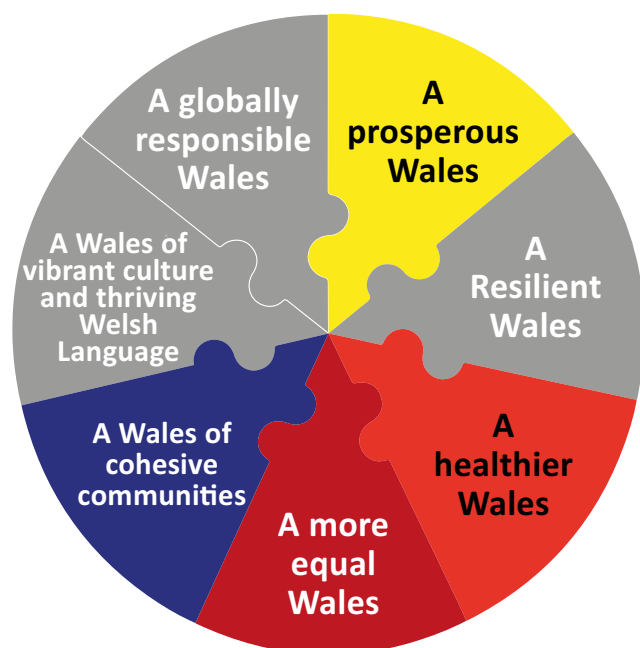
Well-being Objective 6

Cardiff is a great
place to grow older



Introduction

How a society treats people as they get older reflects its values and principles, and sends an important message to future generations. Cardiff's ambition is for the city to be a great place to grow older, where older people are more empowered, healthy and happy, supported by excellent public and community services and integrated within all areas of community life.



Measuring Progress:

City Level Outcome Indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019	
Percentage of people aged 65+ who reported their general health as being very good or good*		58.8	
Percentage of people aged 65+ reporting they felt involved in any decisions made about their care and support**	76.8	78.4	
Percentage of people aged 65+ reporting they received the right information or advice when they needed it**	82.5	80.2	
Percentage of people aged 65+ reporting they live in the right home for them**	89.2	86.2	
Percentage of people aged 65+ reporting loneliness**	83.5	86.0	
Life satisfaction among older people*	-	79.5	

* method of collection changed from data published in Cardiff in 2018

**two years data produced since publication of Cardiff in 2018

Overview of PSB work in 2018-19

The Improving Outcomes for Adults programme has led on the development of a series of successful multi-agency projects supporting older people over the past year, reporting progress into both the Cardiff PSB and the Cardiff and Vale Regional Partnership Board (RPB).

An expansion of the existing model for the **First Point of Contact to Adult Services** has been piloted to enable patients to access Health, Council and third sector services from the hospital, thereby enabling far greater join-up between primary health services, social care and other community services. Initial analysis of this project showed it to be worthwhile with long-term prospects. As a result, plans for full implementation in 2019/20 have been put in place. Results show that 99% of clients felt able to live independently in their homes following support from the independent living services

During 2018-19 the Welsh Government (WG) approved the Cardiff and Vale Regional Partnership Board transformation proposals “**Me, My Home, My Community**”, securing £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.

Dementia Friendly Cardiff officially launched in 2018 as a collaboration between Cardiff Council, Alzheimer’s Society and the Health Board, with the support of the

Cardiff PSB. The project aims to deliver on a shared vision of working towards a city in which people affected by Dementia, as well as their families and their carers, can feel supported and live well with their diagnosis. Dementia Friendly Cardiff aims to make sure that people with dementia can live in supportive communities within the city and help them feel that they are not alone.

Some of the key achievements to date:

- There are now over 25,000 Dementia Friends across Cardiff and the Vale of Glamorgan who have participated in Dementia Awareness Sessions.
- A programme of face-to-face Dementia Friends Awareness sessions have been delivered to staff across the public sector.
- Dementia cafes have been delivered at Hubs and Libraries across the City.
- Grand Avenue Day Centre has opened as a Centre of Excellence to support those living with Dementia.
- A dementia friendly walk has been developed at Bute East Dock.

The **Get Me Home** project, progressed through the Improving Outcomes for Adults Programme Board, has improved the discharge process of patients receiving services at the University Hospital of Wales. A new collaborative way of working has been developed to improve the patient journey and increase integrated working between Cardiff Council, Health and Third Sector partners. Since the project commenced, the Get Me Home team has supported 166 patients and delivered 265 outcomes that have assisted discharge or helped independent living once patients return home.





Progress against our commitments for Cardiff:

Commitments	Update
<p>Building on the First Point of Contact and Single Point of Access services, further develop easily accessible telephone, online and face-to-face access points for the region, for both professionals and the public.</p>	<p>Expansion of the First Point of Contact to Adult Services to include people accessing services from hospital, has been piloted. Plans are in place for full implementation in 2019/20.</p> <p>Welsh Government (WG) approved the Cardiff and Vale Regional Partnership Board transformation proposals 'Me, My Home, My Community', securing £6 million investment into well-being, social care and health services.</p> <p>The 'Get Me Home' and 'Get Me Home Plus' projects have been successfully piloted.</p> <p>Direct Payments champions have been appointed.</p>
<p>Develop resilient communities with local services, infrastructure and strong community networks to meet local needs where older people live.</p>	<p>Cardiff Older Persons Strategy was approved in March 2019. Implementation of the strategy will be overseen by the Cardiff and Vale Health, Housing and Care Programme Board.</p>
<p>Develop and provide a range of future accommodation options to meet demand and enable people to remain at home.</p>	<p>Cardiff Older Persons Strategy was approved in March 2019. Implementation of the strategy will be overseen by the Cardiff and Vale Health, Housing and Care Programme Board.</p>
<p>Develop improved assessment, diagnosis and care planning practices which are built upon genuine collaboration with older people and their carers and families, so that their plan reflects what is important to them and achieves the outcomes they seek.</p>	<p>Action against this step will be progressed by Cardiff and Vale Regional Partnership Board in 2019-20.</p>
<p>Make Cardiff a dementia friendly city</p>	<p>A new Integrated Dementia Day Service on Grand Avenue in Ely was opened in March 2019 – a joint project between the Council and Cardiff & Vale University Health Board.</p> <p>Dementia Friend training has been rolled out across PSB organisations.</p>

Priorities for 2019/20

The PSB will:

Implement the Cardiff Older Persons Strategy

Develop a partnership approach to the well-being, health and care workforce.

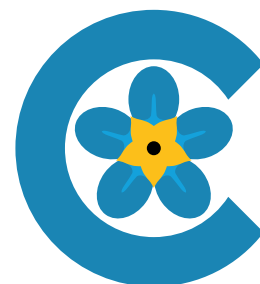
Reform pathways for adult mental health services, from protection to acute provision.

“

Cardiff's ambition ... where older people are more empowered, healthy and happy ”



Caerdydd
Dementia
Gyfeillgar



Dementia
Friendly
Cardiff



Well-being Objective 7

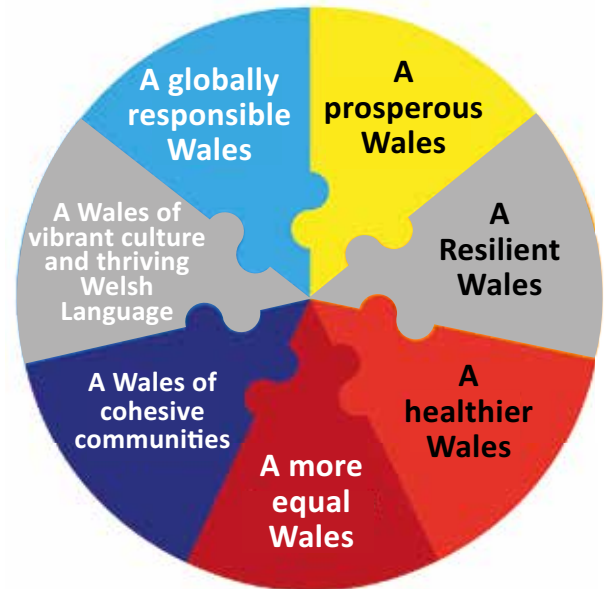
Modernising and
Integrating our
Public Services



Introduction

Public services in Cardiff are undergoing a period of rapid change. Over the years ahead they will need to continue to adapt in response to the rapid growth in population, the changing expectations of citizens, the consequences of poverty and significant and ongoing resource constraints.

No single service can meet the challenges they face alone. New, integrated approaches to service delivery will be needed, characterised by a drive to break down and reshape organisational boundaries, systems and cultures around the needs of those receiving the service and the communities in which they live. Service providers in Cardiff have a strong track record of working together, but this now needs to go up a gear to create a culture of one public service with one purpose - to deliver for the people of Cardiff.



Measuring Progress:

City Level Outcome Indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019
To what extent do you agree that the quality of public services in Cardiff is good overall?	65.5	71.9

Overview of PSB work in 2018-19

Through the **Partnership Asset Management** programme, PSB partners are working together to review existing assets (buildings and land) and design the future specification of public services. At the heart of this work is the delivery of greater operational efficiencies through reduced costs alongside the alignment of asset planning and service planning, most notably through the development of Community and Wellbeing Hubs which bring a range of local public services together under a single roof.

Community and Wellbeing Hubs will also be at the heart of the city's new approach to **locality working and community engagement**. New inclusion officers based in local hubs will work alongside a newly created 'cohesion and community engagement' team in Cardiff Council to better join up consultation and engagement work with communities, and increase the participation of 'seldom heard' groups in public debate and decision making.

Cardiff Council is currently working to develop its vision to become a **'Smart City'** - a collaborative space where people are better connected and the use of digital technologies and data is seamlessly woven into day-to-day activities to help a city to address and prevent the social, economic, health and environmental issues it may face.





Progress against our commitments for Cardiff:

Commitments	Update
Adopt a cross-public services approach to the management of public property and assets.	As part of Ystadau Cymru and Welsh Government’s Making Assets Work Review (MAWR), the Cardiff and Vale Sub Regional National Assets Working Group has undertaken an asset review identifying where there are opportunities for new partnership service provision to be explored. Members of the assets working group includes Cardiff Council, Vale of Glamorgan Council, South Wales Police, Cardiff and Vale University Health Board, Welsh Health Estates and Welsh Government.
Develop and appropriately skill the city’s public service workforce to meet changing needs and demands.	Proposals are being developed for training on ‘collaborative leadership’ across public and third sector organisations.
Develop a joined up approach to consultation, engagement and research (integrated with the Community Involvement Plans outlined in Objective 3).	Action against this step will be progressed by Cardiff Public Services Board in 2019-20.
Seek to deliver public and third sector services and workforce that are representative of the city and its communities , especially BAME communities.	Action against this step will be considered by Cardiff Public Services Board in 2019-20.



Working together ... to create a culture of one public service with one purpose



Priorities for 2019/20

The PSB will:

Develop the **master planning** of new communities and undertake a **public services assets/land review**.

Contribute to the **development of Smart City approaches** to the delivery of public services and city infrastructure, aligned with the Smart City Strategy.

Consider **cohesion and community engagement**, particularly work to increase participation from 'seldom heard' groups.

Take forward proposals for **Public Sector Collaboration**.



