

CABINET: DYDD IAU, 11 HYDREF 2018 at 2.00 PM

Cynhelir cyfarfod Cabinet yn Ystafell Bwyllgor 3 yn Neuadd y Sir ar Ddydd Iau 11 Hydref 2018 am 2.00 pm

A G E N D A

- 1 Cofnodion y cyfarfodydd Cabinet a gynhaliwyd ar 20 Medi 2018 (*Tudalennau 3 - 6*)

Arweinydd

- 2 Goblygiadau Posibl Brexit Am Dim Del (*Tudalennau 7 - 46*)

Plant a Theuluoedd

- 3 Model Darparu Newydd ar gyfer Cymorth i Deuluoedd yng Nghaerdydd (*Tudalennau 47 - 88*)

Cyllid, Moderneiddio a Pherfformiad

- 4 Adroddiad Cwynion Blynnyddol Cyngor Caerdydd 2017-18 (*Tudalennau 89 - 122*)

- 5 Adroddiad Lles Statudol Blynnyddol Cyngor Caerdydd (*Tudalennau 123 - 210*)

Cynllunio Strategol a Thrafnidiaeth

- 6 Rheoli Ansawdd Aer Lleol - Adroddiad Cynnydd Ansawdd Aer Blynnyddol (*Tudalennau 211 - 346*)

PAUL ORDERS

Chief Executive

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Mae'r dudalen hon yn wag yn fwriadol

**CARDIFF COUNCIL
CYNGOR CAERDYDD**

MINUTES



CABINET MEETING: 20 SEPTEMBER 2018

Cabinet Members Present: Councillor Huw Thomas (Leader)

Councillor Peter Bradbury

Councillor Susan Elsmore

Councillor Graham Hinchey

Councillor Sarah Merry

Councillor Michael Michael

Councillor Lynda Thorne

Councillor Chris Weaver

Councillor Caro Wild

Observers: Councillor Joe Boyle
Councillor Keith Parry
Councillor Adrian Robson

Also: Councillor Ramesh Patel (Min no 30)

Officers: Paul Orders, Chief Executive
Christine Salter, Section 151 Officer
Davina Fiore, Monitoring Officer
Joanne Watkins, Cabinet Office

Apologies: Councillor Russell Goodway

29 MINUTES OF THE CABINET MEETINGS HELD ON 5 JULY AND 12 JULY 2018

RESOLVED: that the minutes of the Cabinet meetings held on 5 July 2018 and 12 July 2018 be approved.

30 TO RECEIVE THE REPORT OF THE ENVIRONMENTAL SCRUTINY COMMITTEE ENTITLED "IMPROVING CARDIFF'S AIR QUALITY"

Councillor Ramesh Patel, as Chair of the Environmental Scrutiny Committee presented the report entitled 'Improving Cardiff's Air Quality' to Cabinet. The report focused on seven areas as the basis for the development of a Clean Air strategy for Cardiff and contained 31 recommendations for consideration.

RESOLVED: that the report of the Environmental Scrutiny Committee entitled 'Improving Cardiff's Air Quality' be received and a response be provided by December 2018

31 CABINET RESPONSE TO THE ECONOMY & CULTURE SCRUTINY COMMITTEE REPORT ENTITLED 'FUNDING OF PARKS'

The Cabinet considered the response to the Scrutiny report entitled 'Funding of Parks'. Cabinet was recommended to accept nine of the thirteen recommendations fully and three partially. Due to budget constraints, one recommendation was rejected.

RESOLVED: that the response to the report of the Economy & Culture Scrutiny Committee entitled " Funding of Parks " as set out in Appendix A to the report be agreed

32 2018-19 QUARTER 1 PERFORMANCE REPORT

The Performance report for quarter one of 2018-19 was received by Cabinet which updated Cabinet on the key areas of Council performance and included a detailed report of progress and performance set out in the Corporate Plan. It was reported that the performance report was now set out by wellbeing objective in order to meet the requirements of the Future Generations Act.

RESOLVED: that the current position regarding performance, the delivery of key commitments and priorities as at Quarter 1, and the action being taken to ensure the effective delivery of Capital Ambition be noted

33 BUDGET MONITORING - MONTH 4 REPORT

Cabinet received an update on the financial monitoring position of the authority based on the first four months of the financial year. It was noted that an overall balanced position was shown with financial pressures and shortfalls against budget savings targets in directorate budgets offset by projected savings on capital financing, an anticipated surplus on Council Tax collection and NDR refunds on Council properties. Whilst directorate budgets were currently projected to be overspent, it was anticipated that management actions would reduce this overspend by the end of the financial year.

RESOLVED: that

1. the potential outturn position based on the first four months of the financial year be noted
2. the allocations from the Specific Contingency Budgets to the People & Communities - Communities & Housing and Social Services Directorates and to the Planning, Transport & Environment Directorate as set out in this report be noted
3. the requirement for all directorates currently reporting overspends as identified in this report to put in place action plans to reduce their projected overspends be reinforced

34 NON DOMESTIC RATES - WRITE OFF

Appendices A and B to this report are exempt from publication by virtue of paragraph 14 of Part 4 and paragraph 21 of Part 5 of Schedule 12A of the Local Government Act 1972

Cabinet received a report seeking authorisation to write-off non-domestic rate debts. It was noted that non domestic rates were collected on behalf of the Welsh Government. All collections were pooled and redistributed back to local government on a per capita basis. The cost of all write offs were borne by the pool and not directly by the Council.

RESOLVED: that the write off of debts amounting to £120,586.48 be authorised

35 TENDER FOR COUNCIL INSURANCE POLICIES INCLUDING CLAIMS HANDLING FROM 1 APRIL 2019

Appendices 1 and 2 to this report are exempt from publication pursuant to the provisions of Schedule 12A Part 4 Paragraph 14 of the Local Government Act 1972

Cabinet received a report seeking authorisation to invite tenders for the Council's insurance policies including Liability, Motor, Property and Miscellaneous and claims handling services for a five-year period, or for a three year period renewable for a further two years at the Council's option, from 1 April 2019 in accordance with the Contracts Procedure Rules.

RESOLVED: that

1. the commencement of the tender of the insurance and claims handling agreements for a term of 5 years, or 3 years with an option to extend for a further period of 2 years as set out in the report be authorised
2. the high-level evaluation criteria set out in the report be approved
3. authority be delegated to determine and generally deal with all aspects of the procurement process (including and not limited to the breakdown of the evaluation criteria and issuing of documentation) and ancillary matters up to and including the awarding of the contract to Corporate Director, Resources in consultation with the Cabinet Member for Finance, Modernisation and Performance.

36 COMMISSIONNING OF DOMICILIARY CARE AND PROCURING CARE HOME SERVICES

A report proposing a direction for the future commissioning of domiciliary care in Cardiff to support people with care and support needs to live as independently as possible for as long as possible in their own homes and communities was received. It was proposed that the current commissioning arrangements be extended to enable an outcome focussed, locality approach to domiciliary care commissioning to be developed, revising the arrangements

due to come into place in November 2018 and allowing for account to be taken on the first national plan for health and social care in Wales published by the Welsh Government in July 2018. It was noted that Members of the Community and Adult Scrutiny Committee had received the report and were content with the approach.

RESOLVED: that

- 1) officer be authorised not to implement the content of the Cabinet Report approved in January 2018;
- 2) authority be delegated to the Director of Social Services, in consultation with the Cabinet Member for Social Care, Health and Well-being, the Section 151 Officer and the Director of Law and Governance, to deal with the interim arrangements for the commissioning of domiciliary care for adults until November 2020 and all associated matters including the supporting technologies required to underpin the APL, if extended, and the processes required to pay residential, nursing and domiciliary care providers for the services they delivered;
- 3) a further report will be submitted to Cabinet seeking approval of the proposed model for domiciliary care commissioning that is proposed to come in to effect from November 2020.

37 SECTION 106 LOCAL INFRASTRUCTURE IDEA WARD LISTS

Following the recommendations of the Environmental Scrutiny Committee entitled 'Management of Section 106 Funding for the Development of Community Projects', a 'Section 106 Local Infrastructure Idea Ward Lists' and supporting process had been developed. It was intended that the process would enable all Councillors to identify local infrastructure ideas that may potentially be funded through S106 contributions or other sources of funding.

RESOLVED: that the Director of Planning, Transport and Environment be authorised to implement the S106 Local Infrastructure Idea Ward Lists and associated process, as set out in this report.

38 SECOND CARDIFF LOCAL DEVELOPMENT PLAN ANNUAL MONITORING REPORT

The Cabinet received the second annual monitoring report (AMR) for the Local Development Plan (LDP). The AMR provided a 2 year short term position statement and a comparison with the baseline data provided by the first AMR published last year. It was reported that the majority of indicators were shown as green which indicated that the majority of the LDP policies were being implemented effectively.

RESOLVED: that the second LDP AMR be endorsed for submission to the Welsh Government by 31st October 2018.

**CARDIFF COUNCIL
CYNGOR CAERDYDD**



CABINET MEETING: 11 OCTOBER 2018

POTENTIAL IMPLICATIONS OF A ‘NO DEAL’ BREXIT

LEADER (COUNCILLOR HUW THOMAS)

AGENDA ITEM:2

Reason for this Report

1. To advise the Cabinet on the potential implications for the Council of a ‘No Deal’ Brexit. The report, therefore, considers the potential consequences of a “No Deal” Brexit on Council Services and does not seek to offer commentary on any wider opportunities or challenges for Cardiff outside of the European Union.

Background

2. After Article 50 of the Treaty on European Union (EU) was invoked by the UK Government on 29 March 2017, a two-year process commenced which will see the UK leave the EU on 29 March 2019 or at the end of any agreed transition period. If the UK fails to negotiate the terms of its departure from the EU – a ‘No Deal’ scenario – the UK would cease to have any formal relationship with the EU with the potential for no agreement on issues such as trading relationship or customs arrangements.
3. Following the EU Referendum held on 23 June 2016 and the UK’s vote to leave the EU, the previous Cabinet considered a report on 14 July 2016 which examined the potential implications for Cardiff. As part of its decisions on this matter, the Cabinet agreed to work through Core Cities UK and the Welsh Local Government Association (WLGA) to make representations to the UK Government on key issues to be considered as part of future negotiations to leave the EU.
4. On 21 March 2017, Cardiff Public Services Board (PSB) considered a report, entitled ‘Brexit – Implications for Cardiff’, which identified some of the opportunities and risks for Cardiff, and how the UK and Welsh Governments could support the city to prepare for and respond to the impact of leaving the EU.
5. Work to ensure Cardiff’s preparedness for Brexit has continued under the current administration, monitoring the position closely in terms of the potential implications for Cardiff’s economy and public service provision in the city. This has included continued work with local public service partners through the PSB, and continued engagement with major

employers, including a workshop on the implications for the city's economy, chaired by the Leader of the Council, which was held on 8 May 2018. To outline the impact on Cardiff and other UK cities, the Leader of the Council joined the Leaders of Core Cities in meeting with the EU's Chief Negotiator for the United Kingdom Exiting the European Union, Michel Barnier, in Brussels on 19 February 2018 and has also given evidence to the Parliamentary Select Committee on 20 March 2018.

Issues

6. On 12 July 2018, the UK Government published a White Paper on the future relationship between the UK and the EU. This forms the basis of the UK Government's current negotiating position on Brexit. Following political criticism of the White Paper proposals, the ongoing uncertainty relating to outcome of the UK's negotiations with the EU means that the Council must plan for the consequences of the UK leaving the EU without an agreement.
7. In order to prepare for a possible 'No Deal' Brexit scenario, the Council has considered the potential implications for the delivery of its services. This work has drawn on the technical notices that were first published by the UK Government on 23 August 2018, which provide guidance to people and businesses about what they may need to do if there is a 'No Deal' Brexit. The Council has examined the relevant papers and used them to inform its ongoing assessment of the potential implications of a 'No Deal' scenario, which is attached as **Appendix A** to this report. The paper looks specifically at the impact on Council services. It does not seek to offer commentary on anticipated national trends – drawing only on the work of the Office of Budget Responsibility (OBR), Core Cities and the Council's own Budget Strategy – to provide a national and local economic context.

National and Local Forecasts

8. In November 2016, the OBR's Economic and Fiscal Outlook made a number of judgements about how the vote to leave the EU would affect the economy in the near-term. In March 2018, these judgements were compared against the latest outturn data, suggesting that most of their original judgements were broadly on track. Provided below is an overview of the OBR's forecast:
 - The UK would experience lower net inward migration;
 - The fall in the pound would raise inflation, placing pressure on real incomes and real consumer spending;
 - Some investment projects will be postponed or cancelled; and
 - The fall in sterling would boost net trade.
9. The OBR also noted that economic growth was already lower than forecasts suggested prior to the Referendum, stating that "*real GDP growth from second quarter of 2016 to the final quarter of 2017 has been 0.6 percentage points weaker than the final pre-referendum forecast of March 2016*".

10. Analysis commissioned by the Core Cities on the impact of Brexit on city GVA suggests that every major UK city will be affected. The analysis, undertaken by Cambridge Econometrics – using an empirical macro-trade model to ‘scale down’ national sectoral impacts to city level using output structures of the cities – suggests that Cardiff’s GVA will fall by over 2.5% relative to the previously projected growth forecast (based on a “Remain” 2030 baseline).
11. If this forecast proves to be broadly accurate, then it is reasonable to assume that Brexit – whatever form it takes – could result in a reduction in public finances and a continuation of public service austerity. As the Council’s Budget Strategy Report 2019/20 and Medium Term stated in July 2018: *“A key uncertainty in the economic analysis is how Britain’s exit from the European Union (BREXIT) may ultimately affect forecasts. Throughout their analysis, the OBR note that because negotiations around the terms of exit are still ongoing, there is no firm basis upon which to reflect the end-point of BREXIT within their forecasts. It is also of note that... compared to two years ago, projections of growth are lower and the forecast national deficit is higher.”*

Citizens and Residency

12. The Home Office published the EU Settlement Scheme Statement of Intent in June 2018, having reached an agreement with the EU which guarantees the rights of EU citizens living in the UK and those of UK nationals living in the EU. Even in the event of a ‘No Deal’ Brexit, the UK Government has stated that there will not be a scenario where EU citizens will be asked to leave the UK. EU citizens living in the UK, along with their family members, will be able to stay with the same access to work, study, benefits and public services that they currently receive. Existing close family members living overseas will be able to join them in future.
13. An application fee of £65 for adults and £32.50 for children will apply, with the fee for children in local authority care to be refunded by the Home Office. A soft launch has been scheduled for late 2018 through a dedicated website and app, which are expected to be live in March 2019. A dedicated advertising campaign to promote and explain the scheme is also set to be launched. For those who are refused settled or pre-settled status and seeking to contest the decision, there will be a statutory right of appeal. The Home Office has also indicated that an ‘exceptions’ route will be available for a limited number of cases, such as trafficking victims who would be unable to provide the required evidence for settlement.
14. The Home Office anticipates that 80-90% of applications will be ‘simple’ cases, meaning that they are not anticipated to need any additional support or advice beyond what is available on the website or through the contact centre, which is set to be launched in autumn 2018. It is estimated that there are currently around 18,000 EU nationals resident in Cardiff. Drawing on Home Office assumptions, it can be estimated that circa 3-4,000 cases will not be considered ‘simple cases’ and will

therefore require more intensive support. It is reasonable to expect that many EU citizens will seek advice from Council hubs and libraries, placing demand on front line teams. It is also reasonable to expect that some of the most vulnerable groups in the city will require dedicated outreach work to support the settlement process, particularly those with no internet access or poor language skills. In anticipation of this, the Welsh Government has made available £1.3 million in funding that will help address the increase in demand for advice services from EU nationals. As part of this fund:

- £600,000 will be available to advice services.
- £600,000 will be available to fund specialist legal advice. This will focus on labour market exploitation and low-paid, insecure work for EU nationals.
- A proportion of the funding will also provide training for local authorities on duties towards homeless residents with complex immigration status under the Social Services and Well-being Act and other relevant legislation.

Community Cohesion

15. There is growing concern among local authorities, public service providers and third sector organisations about the impact of Brexit on local communities. A survey undertaken by the Local Government Chronicle (LGC) of 251 senior officers found that half of the respondents said that community cohesion in their area had worsened since the EU Referendum was held in June 2016.
16. Within Cardiff, the Welsh Extremism and Counter-Terrorism Unit (WECTU), Prevent and Community Safety (Council and South Wales Police) teams are currently undertaking work on a shared communication strategy. This will form part of broader initiatives – such as the Inclusive City and Rumourless Cities projects – which were established to address misconceptions and stereotypes concerning migrant and minority groups, improve labour market access for newcomers, promote social contact between groups and improve the coordination of integration-related services such as ESOL in the city. Work is also ongoing to ensure key outputs from these projects are in place by May 2019 so that specific interventions are in place to support a strong messaging campaign focused on inclusion, cohesion and integration.
17. The Welsh Government intends to bring forward a 2-year cohesion fund, which will provide an additional £760,000 a year across Wales for community cohesion-related work (£1.5 million total value). It is anticipated that the funding will be used to build small teams around each existing regional co-ordinator, providing approximately 3-4 additional posts per region.

Labour Market & Council Staff

18. Overall, 3.3% (6,676) of the people working in Cardiff are from EU (non-UK) countries. Wholesale and retail trade (15.2%), human health and social work activities (13.1%) and education (11.1%) are the Cardiff-based sectors which are most reliant on EU workers. Two sectors have been identified in Cardiff where potential restrictions on the free movement of labour could exacerbate known recruitment issues – the Health & Social Care and the Construction Sectors.

Health & Social Care Sector

19. The challenge of delivering social care is already widely recognised at the national level, with a broad agreement that it is underfunded relative to the scale of demand and already experiencing long-standing recruitment and retention challenges. It is also considered to be one of the sectors that are most vulnerable to changes in migration patterns. It is estimated that non-UK EU nationals make up 7 per cent of the social care workforce at the UK level so any reforms as a consequence of leaving the EU will have significant impact. Importantly, there are variations according to place for the social care sector, ranging from 13 per cent of the workforce in London to 2 per cent of the workforce in the North East of England. In the absence of detailed organisation data, the Council can assume, based on the extrapolation of city-wide figures, that around 13% of the Adult Social Care workforce's participation in the labour market may be influenced by Brexit.¹
20. If Brexit was to create a less favourable environment for EU workers, there is potential for shortfalls in the Adult Social Care workforce. A tightening labour market could also result in wages being competed upwards, meaning further cost pressures in the sector.

Construction Sector

21. Labour shortages are increasingly apparent in the construction sector with the impact on sub-contractors and their respective supply chains already evident. The current skills shortage in the construction sector can be attributed to major national projects such as HS2, Hinkley Point and Transport for Wales (TfW) projects creating acute demand. Demand is increasing for all construction skills, from manual workers to professional services. Any restriction on the free movement of labour across the EU can be expected to further impact trade skills availability. The anticipated capital spend following the announcements on 21st Century Schools Band B funding, the award of the Metro contract and other major capital programmes is therefore likely to create inflationary pressure within Wales.

¹ Section 5, Appendix A, Operational Report

Council Staff and Implications for Service Areas

22. There is no data immediately available on the number of non-UK EU workers employed within the Council, or working in areas directly commissioned by the Council. Extrapolating Cardiff-wide data into Council directorates would, however, suggest that social care and aspects of facilities management would have a relatively higher proportion of non-UK EU workers. It is not anticipated that Brexit will have a major impact on staff directly employed by the Council, based on the assessment of operational managers. The Council does verify the country of origin of new appointments to ensure they have the right to work in the UK; however, this is a relatively recent development meaning that there is no historic data available.

Employment Law

23. Employment law in the UK is derived from a number of sources, including Acts of Parliament. EU legislation, however, currently provides the leading source of UK employee protection. The UK Government's White Paper, 'The Future Relationship between the United Kingdom and the European Union', proposes that there be no regression in employment laws (paragraph 123). No EU based laws will be repealed, meaning that TUPE, the Working Time Regulations, collective consultation requirements and much of the discrimination legislation will not be amended when the UK leaves the EU. It should be noted that the UK Parliament will now have legislative responsibility for a number of areas which affect workers' rights, which have been subject to calls for deregulation in the past.

Structural Funds & UK Shared Prosperity Fund

24. The EU has been the biggest single financial contributor to regional and local economic development across the UK. In the present EU spending round (2014-20), the UK receives £9bn from the EU Structural Funds, or around £1.3bn a year. Wales is expected to receive €2.43bn in EU Structural Funds which, per head, represents substantially more than Scotland, Northern Ireland or England. Changes to regional funding post-Brexit therefore represent a significant funding risk for Wales. For example, had the current EU funding round been allocated using the Barnett formula, Wales' allocation would reduce from €2.2 billion to €562 million.
25. In principle, the UK will continue to benefit from all EU programmes until the end of the current budget plan (2014-2020). This is supported by the European Commission and UK Government's 'Joint Report' published in December 2017 which states that '*Following withdrawal from the Union, the UK will continue to participate in the Union programmes financed by the [Multiannual Financial Framework] MFF 2014-2020 until their closure...*'

26. Cardiff Council currently has two live projects supported by approximately £1.2 million in funding through the European Social Fund (ESF):
- Inspire2Achieve – this relates to tackling NEETs and the Council has been recruiting staff to this project to support delivery. The European Social Fund money earmarked for the Inspire2Achieve project would appear secure; however, everything is currently subject to negotiations with the European Commission. The Council has £600,000 of match funds at stake in this project.
 - Communities4Work – this a Welsh Government-led project involving Communities First clusters.
27. Cardiff Council's exposure to European Structural and Investment Fund (ESIF) programmes for 2014-2020 is therefore relatively limited in comparison to other local authorities in the West Wales and the Valleys region. There is, however, significant EU funding in pipeline projects that will impact on Cardiff, including approved funding for compound semiconductor investment and business support. EU funding has also been allocated for business support and other investment to improve business activity and productivity across East Wales. On transport, Phase 2 of the Metro includes some £103 million EU funding, which would need to be spent within the next five years.
28. It should also be noted that the UK Government's guarantee is not legally binding. As a consequence, there is growing concern regarding whether or not the UK Treasury will meet all the financial commitments previously made to Wales.

The Future of Regional Funding

29. Even if a deal is reached, EU Structural Funds will come to an end after the UK's withdrawal from the EU. The replacement for EU funding is entirely a domestic UK matter and the UK Government has proposed the creation of an alternative funding system, the 'United Kingdom Shared Prosperity Fund', led by the Department for Communities and Local Government (DCLG). There is currently limited information that is publicly available on the Shared Prosperity Fund, but a public consultation setting out the details of the fund is expected this Autumn.
30. During the EU Referendum campaign, commitments were made that Wales would continue to receive the equivalent amount of regional development funding post-Brexit. There has been no subsequent guarantee that this will be the case, presenting the risk of a significant loss of regional funding to Wales post-Brexit. There is also no clarity as yet whether the funding will be devolved to Wales to administer, or whether the fund will be administered by the UK Government. Furthermore, it is not yet clear whether the fund will be one into which competitive bids must be placed.

31. It is anticipated that, in England, the majority of funding will be allocated at a city-regional level to Combined Authorities and Local Enterprise Partnerships (LEPs). City-regions in England are therefore currently preparing local Industrial Strategies, aligned to the aims of the National Industrial Strategy, which will be used to inform the allocation of this funding at a local level. It is possible that there will be a similar expectation for the devolved administrations, even in view of the devolution settlements. There may therefore be a need to establish local and regional priorities for investment, covering both capital and revenue projects.
32. The UK Industrial Strategy also identifies a number of national ‘growth corridors’ at which infrastructure funding will be considered and through which some international trade and investment activity will take place, including the Northern Powerhouse, the Midlands Engine and the ‘Western Powerhouse’ of the West of England and the Cardiff Capital Region.
33. The reform of regional funding and the proposed creation of the Shared Prosperity Fund therefore present significant risks to Wales in terms of the overall funding for regional development. However, it also offers some important opportunities for reform that could support the Capital Region’s economic growth agenda. In particular, removing the artificial funding boundaries associated with EU Structural Funds represents an opportunity to align available funding in support of the job creation schemes identified by the Capital Region’s funding priorities.
34. Cardiff Council is currently working with local partners and the Centre for Cities to prepare a local industrial strategy that identifies local priorities for investment alongside working with the Capital Region to identify regionally significant infrastructure projects. Cardiff is also working with Bristol and Newport – through the Great Western Cities initiative – to develop joint priorities for infrastructure investment and to agree a joint approach to international investment and trade support in complementary economic sectors (e.g. TV and Film; aerospace; microelectronics).

Investment, Trade and Industrial Strategies

35. In 2016, Welsh goods exports were £14.6 billion and, in 2015, service exports were £1.7 billion. For Wales, 61% of goods exports went to the EU and 35% of services exports went to the EU. Cardiff is currently positioned in the top five British cities most reliant on EU markets, with 61% of Cardiff exports going to EU countries. A Welsh Government report, “Trade Policy: the issues for Wales”, notes that:

“The economy of Wales is deeply embedded within that of the wider UK. Trade gravity helps explain why Wales trades more with Europe than the rest of the world. It is very unlikely that, in the short term, free trade deals with other countries — even the USA — could compensate for the loss of full and unfettered access to the Single Market. Any such suggestion would need to be supported by convincing evidence. Evidence we have yet to see.”

36. It is therefore important that businesses in Cardiff are supported to develop greater international trade and investment opportunities, particularly from emerging markets. In preparation for competitively positioning Cardiff in the post-Brexit trade landscape, representatives of the Council have met with the UK Government Trade Commission to discuss new opportunities and the support that will be available to cities and regions to develop new trade and investment opportunities. As part of this approach, a Council delegation visited China, Qatar and Romania in September 2018 in a bid to secure trade and investment deals for the city and to present a significant range of major investment opportunities in Cardiff to leading sovereign wealth funds and potential investors.
37. In global terms, there is a recognition that Cardiff and its region lacks the requisite scale to compete for larger inward investment propositions. As noted above, in view of this, there is an opportunity for the Council to work with the Great Western Cities of Newport and Bristol, and others, to develop an international investment and promotion strategy for the Western Corridor.
38. On 1 May 2018, a roundtable event was held in Cardiff for businesses to consider the impact of Brexit. The event was hosted by the Leader of Cardiff Council and chaired by Professor Kevin Morgan, Dean of Engagement at Cardiff University. Business representatives were drawn from a range of sectors and the key conclusion was the need for clarity from the UK Government on the nature of the deal being negotiated so that businesses could prepare effectively.

Impact on Capital Projects

39. There is a potential impact on raw material and other input costs for capital schemes, as well as the known labour market pressures within some sectors. A high volume of Council spend is conducted through the Council's two collaborative frameworks – Schools and Public Buildings (SEWSCAP) and Civil Construction (SEWH) – both of which cover the Cardiff Capital region:
 - The Schools and Public Buildings (SEWSCAP) Framework currently being advertised and will be awarded in April 2019. This 4-year framework accounts for approximately £1bn of spend.
 - Civil Construction (SEWH) Framework currently being advertised and will be awarded in November 2018. This 4-year framework accounts for approximately £85m of spend.
40. In relation to construction contracts, overheads and profits will be fixed. There will be variability in relation to costs of raw materials; however, secondary competitions will drive cost efficiency whilst Civil Construction contracts are subject to a schedule of rates agreed annually. The provisions afforded through four year procurement frameworks therefore provides a certain degree of certainty in the procuring of goods and services until around 2022. However, given the scale of the construction

agenda across the UK and within Wales, there are already indications that the public purse will be subject to inflationary and capacity pressure, independent of – but potentially exacerbated by – the impact of Brexit.

Business Continuity Planning

41. On 23 August 2018, the UK Government released a series of technical notices providing advice and guidance to organisations for responding to a ‘No Deal’ Brexit. The Council is cognisant of a number of issues that, under a ‘No Deal’ Brexit, could result in severe disruptions to the city and the ability of the Council to deliver services. These include:

- **Food Shortages:** Dominic Raab MP, Secretary of State for Exiting the European Union, has stated that the UK Government “... *will look at this issue in the round and make sure that there's adequate food supplies. It would be wrong to describe it as the government doing the stockpiling.*” Though there is little detail available, the statement suggests that the UK Government is undertaking preparatory work, and it is likely that Local Authorities might be called upon to coordinate a local response if, or when, any National Risk Assessments of a “No Deal” Brexit are released.

Further to this, there are potential implications for the price and availability of some food products. A House of Lords European Union Committee report, “Brexit: food prices and availability” stated: *“If no agreement is reached, and food imports from the EU are subject to the same customs and border checks as non-EU imports, the UK does not have the staff, IT systems or physical infrastructure to meet that increased demand. Any resulting delays could choke the UK’s ports and threaten the availability of some food products for UK consumers.”*

- **Medicine Shortages:** Matt Hancock MP, Secretary of State for Health and Social Care, has confirmed that the UK Government is *“working with industry on the need for stockpiling [of medicines] in the event of a No Deal Brexit.”*

The “Trade Policy: the issues for Wales” produced by the Welsh Government states that they are *“particularly concerned where this [No Deal Brexit] could affect the availability of goods, medicines and medical devices.”*

“Leaving without a deal, with the possibility of tariff and non-tariff barriers, would cause problems for the Welsh NHS. There would be a real risk of disruption to supplies of medical products and a potential rise in drug prices which would compound existing financial challenges. It could seriously undermine the ability of health and social care organisations in Wales to keep delivering the best care to patients.”

- **Disruption to fuel supply:** The UK Government’s Guidance Note on Oil and Gas suggests that the UK has existing provisions to

maintain emergency oil stocks that can be released in response to disruptions to the oil market. That said, the fuel protest of 2007 demonstrates that any disruption to supply can be compounded by consumer behaviour where excessive demand creates the shortfall.

- **Disruption at Ports:** At airports and seaports, local government is responsible for checking food and feed imports and products of animal origin. This work protects the integrity of food systems and helps to ensure that residents are safe. A number of risks have been identified in the event of a ‘No Deal’ Brexit:
 - The City of London, which provides port health services at a number of ports, estimates that, were imports from the EU subject to the same checks as imports from elsewhere – as they could be under a ‘No Deal’ scenario – there could be an increase of up to 25 per cent in the checks that they are required to undertake. Similarly, National Trading Standards has estimated that its teams at ports and borders would need to double the number of inspections they currently undertake in order to maintain the same proportion of inspections if consumer goods from within the EU come within the remit of its work in the event of a ‘No Deal’. This could cause severe disruption to the local economy, transport networks and would require substantial new resources to deliver.
 - Duties and inspections at ports – and beyond – are reliant upon UK access to European-wide databases which provide much of the intelligence for assessing risks. Under ‘No Deal’, there would be no access to such EU databases meaning that more checks would be inevitable, valuable protections would be weakened if there is no viable UK alternative database. Again, without substantial extra resources, more checks are likely to lead to delays at ports, particularly where there is limited space to process them.

A national decision could be taken to keep ports of entry moving quickly to avoid queues, on the assumption that regulatory services inland could assess the risk of goods when they are sold locally. However, local regulatory services capacity has reduced by around 50 per cent following cuts to local government funding, and without additional resources local authorities would be unable to absorb any additional work arising as a result of exiting the EU.

- **Civil Unrest:** A number of Local Authorities have cited the potential for social unrest following any withdrawal from the EU, as neither Leave nor Remain voters feel their concerns are being met.
42. At present, it is difficult for the Council to make any determination on the likelihood of these scenarios occurring in the absence of any published national risk assessment work. The WLGA has noted that “Wales cannot prepare for Brexit in isolation and Cardiff’s ability to plan is constrained by what the UK Government shares”. Unless and until detailed plans for

a range of issues, such as possible new border checks at ports are released, there are limits to local preparation and operational readiness.

43. It is prudent, however, for the Council to be aware of all the possible consequences so that Business Continuity Plans can be tested by Plan Leads and that the Council's embedded emergency management infrastructure is ready to respond. For example, service areas delivering support to vulnerable people have already been requested to consider the impact of any disruption to supply chains within their normal business continuity planning and procedures. On the specific issue of Health and Social Care, representatives from the Council's Emergency Management Team have met with their counterparts in the Cardiff & Vale University Health Board to discuss the likely impact of Brexit and consider any coordinated activity.
44. The Council understands that if, by November 2018, a "No Deal" scenario looks likely, then the UK Government will release a series of 12 detailed risk assessments to all public bodies so they can start to plan in detail for the consequences of a 'No Deal' Brexit. This would be the point where detailed business continuity planning arrangements should be undertaken by local authorities. A Corporate Brexit Response could be convened to address the specific guidance. This might include a corporate exercise including all silver command and gold command officers, as was previously undertaken in preparation for major events such as UEFA Champions League Final, if considered necessary. This work will also identify any specific preparatory arrangements that may need to be taken with partner organisations.
45. The Council's most critical and time sensitive activities, which could be impacted by staff loss or supply chain issues, will be considered through the continuity plan review with a view to providing an assurance statement about their readiness for a 'No Deal' Brexit scenario. It should be noted that responding to any supply chain failure would be a national issue and that, under such circumstances, the UK Government would be expected to issue a national emergency management response to local authorities and other affected partners.
46. The Council's emergency response infrastructure was tested during the snow event in March 2018 and was proven to be both resilient and effective. A number of key areas demonstrated the ability to continue essential services and support vulnerable people during a period of severe disruption.

National Response through WLGA

47. The Welsh Government announced a £50million European Transition Fund in January 2018 to help organisations across Wales prepare for the impact of Brexit. The Cabinet Secretary for Local Government & Public Services announced on 10 July 2018 that the WLGA had been successful in bidding for funding under the European Transition Fund totalling £150k. This money will support the WLGA in delivering a European Transition support package to all 22 local authorities across

Wales, helping them to build resilience and take a focused approach towards leaving the European Union. The WLGA is delivering a Brexit Transition Support Programme for Welsh local authorities, using funding from the Welsh Government's EU Transition Fund.

Reason for Recommendations

48. To ensure that the Cabinet is informed of, and is able to assess, the potential implications of a 'No Deal' Brexit, which will enable the Council to plan effectively and implement remedial measures, as appropriate.

Financial Implications

49. The report sets out a range of potential implications for the Council in the event of a 'no deal' Brexit including a number of potential financial implications. These include areas such as advice and support on citizenship and residency, community cohesion, the impact on the labour market and Council staff, changes in relation to structural, investment and regional funding, the impact on capital projects and investment, trade and industrial strategies and business continuity planning. The report also sets out a number of areas where the Welsh Government has already applied for or identified financial support and this includes services such as advice and support on citizenship and residency and community cohesion. Overall, the impact, timing and extent of the implications will depend on a range of factors and circumstances, however at this stage there are no financial implications arising directly from this report.

Legal Implications

50. Many legal obligations imposed from Europe have been specifically enacted as UK national law. Therefore even if the UK leaves the EU in a No Deal scenario they will remain in force as national law unless and/or until the UK decides to revoke or replace them. Areas relevant to local government include procurement, state aid, employment, and immigration rules. The speed with which the UK will be able to make changes will vary in relation to the particular sectors. Where specific legal implications arise in relation to the subject matter of this Report they are referred to in the text of the Report.

RECOMMENDATIONS

Cabinet is recommended to:

1. Note the contents of the report and appendix;
2. Agree to continue to work through the Cardiff Public Services Board to monitor and respond to any potential impact on public services in the city;
3. Consider any issues escalated as part of the ongoing review of Business Continuity Plans by Plan Owners;

4. Write to the Secretary of State for Exiting the European Union requesting any and all information and analysis, even if deemed confidential, about the impact of the UK's withdrawal from the European Union under a "No Deal" scenario.
5. Consider a further report if and when the UK Government publishes National Risk Assessments on the impact of a No Deal Brexit.

SENIOR RESPONSIBLE OFFICER	PAUL ORDERS CHIEF EXECUTIVE
	5 October 2018

The following appendices are attached:

Appendix A: The Potential Implications of a "No Deal" Brexit for Cardiff Council – Operational Briefing Note

The following background papers have been taken into account:

UK Government White Paper – The Future Relationship between the United Kingdom and the European Union, 12 July 2018

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/725288/The_future_relationship_between_the_United_Kingdom_and_the_European_Union.pdf

Cardiff Public Services Board Report, 21 March 2017: Brexit – Implications for Cardiff

<https://www.cardiffpartnership.co.uk/wp-content/uploads/ITEM-4-BREXIT-Cardiff-Full-Report.pdf>

Cabinet Report, 14 July 2016: EU Referendum Implications for Cardiff

<http://cardiff.moderngov.co.uk/documents/s11496/CAB%2014%20July%202016%20-%20EU%20Referendum%20Implications%20Final.pdf?LLL=0>

The Potential Implications of a “No Deal” Brexit for Cardiff Council

Operational Briefing Note

October 2018

1. Background

After invoking Article 50, the UK started a two-year process which will see the UK leaving the European Union on 29 March 2019 or at the end of any agreed transition period. If the UK fails to negotiate the terms of its departure from the EU- a “no deal” scenario- the UK would cease to have any formal relationship with the EU with, potentially, no resolution on issues such as trading relationships and customs arrangements.

This report provides an overview of the potential impact of a “no deal” scenario on Cardiff Council services. It does not provide a commentary on wider national trends or consider the broader impact on the city. These issues were addressed in a Cardiff Public Services Board’s Report of March 2017 ‘**Brexit – Implications for Cardiff**’, which identified some of the opportunities and risks for Cardiff, and how the UK and Welsh Governments could support the city to prepare for and respond to the impact of leaving the EU. This PSB work will continue over the coming months. The Leader of the Council has met with the EU’s chief Brexit negotiator, Michel Barnier, in Brussels on 19 February 2018 and given evidence to the Public Administration and Constitutional Affairs Committee to outline the impact on Cardiff and other British Cities.

2. Impact of a ‘no deal’ Brexit on the UK economy and on Public Finances

Whilst this report does not seek to consider national economic trends, it draws on the work of the Officer of Budget Responsibility (OBR) and work commissioned by the UK Core Cities to provide a national and local economic context.

In November 2016, the OBR’s Economic and Fiscal Outlook¹ made a number of judgements about how the vote to leave the EU would affect the economy in the near-term. In March 2018 these judgements were compared against the latest outturn data, finding that most of their original judgements were broadly on track. Provided below is an overview of the OBR’s forecast and a summary of their analysis of the latest position. The OBR forecast suggested:

- **The UK would experience lower net inward migration**, partly due to weaker ‘pull factors’. The latest data show that net migration slowed from 336,000 in the year to June 2016 to 244,000 in the year to September 2017.
- **The fall in the pound would raise inflation, placing pressure on real incomes and real consumer spending**. The March 2018 report suggests that this judgement is broadly on track, with CPI inflation above the March 2016 forecast.
- **Some investment projects will be postponed or cancelled**. By the end of 2017, business investment was almost 6% lower than the OBR’s March 2016 forecast and the Bank of England has estimated that Brexit uncertainty has directly lowered business investment by 3 to 4%. That said, business investment has also held up better than expected in the November 2016 forecast.

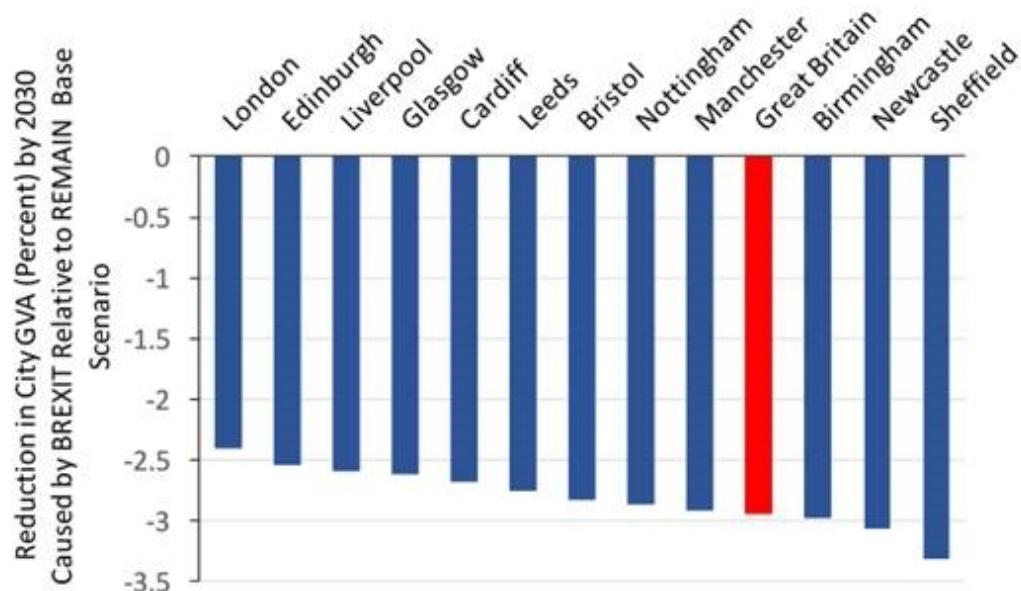
¹ http://obr.uk/cross_cutting/brexit-and-the-eu/

- **The fall in sterling would boost net trade.** Overall, the small positive contribution from net trade since the referendum has been insufficient to offset the slowdown in domestic demand, so real GDP growth from second quarter of 2016 to the final quarter of 2017 has been 0.6 percentage points weaker than the final pre-referendum forecast of March 2016.

Source: OBR Post Referendum Forecast Judgements

Work commissioned by the UK Core Cities Group on the impact of Brexit on city GVA suggests that every major UK city will be affected. The work – undertaken by Cambridge Econometrics using an empirical macro-trade model to ‘scale down’ national sectoral impacts to city level using output structures of the cities – suggests that Cardiff’s GVA will fall by over 2.5% relative to the previously projected growth forecast (based on a “Remain” 2030 baseline).

Chart 1: Estimates of Hard Brexit on City GVA on Assumption of World Trade Organisation Rules, Relative to Remain 2030 Baseline



Source: Based of National Sectoral estimates of impact derived from Cambridge Econometrics Macro Trade Model

If this forecast proves broadly accurate then it is reasonable to assume that Brexit – whatever form it takes – **could result in a reduction in public finances in the short to medium term and a continuation of public service austerity.**

As Cardiff Council’s Budget Strategy Report 2019/20 and Medium Term Plan states: “*A key uncertainty in the economic analysis is how Britain’s exit from the European Union (BREXIT) may ultimately affect forecasts. Throughout their analysis, the OBR note that because negotiations around the terms of exit are still ongoing, there is no firm basis upon which to reflect the end-point of BREXIT within their forecasts. It is also of note that... compared to two years ago, projections of growth are lower and the forecast national deficit is higher.*”

3. Citizens and Residency

The Home Office published the [**EU Settlement Scheme Statement of Intent in June 2018**](#), having reached an agreement with the EU which guarantees the rights of EU citizens living in the UK and those of UK nationals living in the EU. Even in the event of a No Deal Brexit, the UK Government has stated that there will not be a scenario where EU citizens will be asked to leave the UK. EU citizens living in the UK, along with their family members, will be able to stay with the same access to work, study, benefits and public services that they currently receive. Existing close family members living overseas will be able to join them in the future.

The EU Settlement Scheme states that:

- **To obtain settled status EU citizens will generally need to have lived continuously in the UK for five years.**
- **Those with less than five years' continuous residence will be granted pre-settled status** and will be able to apply for settled status once they reach the five-year point.
- EU citizens and their family members with settled status or pre-settled status will have the **same access as they currently do to healthcare, pensions and other benefits in the UK.**

The new application system will draw on existing government data, to minimise the burden on applicants to provide evidence of their residence. This process will take applicants through three stages:

- Establish proof of identity,
- Check for serious criminal activity, and
- Provide evidence of UK residence.

An application fee of £65 for adults and £32.50 for children will apply, with the fee for children in local authority care to be refunded by the Home Office. A soft launch has been scheduled for late 2018 via a dedicated website and app, which are expected to go live in March 2019. A dedicated advertising campaign to promote and explain the scheme is also set to be launched.

For those who are refused settled or pre-settled status and seek to contest the decision, there will be a statutory right of appeal. The Home Office has also indicated that an 'exceptions' route will be available for a limited number of cases, such as trafficking victims who would be unable to provide the required evidence for settlement.

The Home Office anticipates that 80-90% of applications will be 'simple' cases, meaning that they are not anticipated to need any additional support or advice beyond what is available on the website or through the contact centre, which is set to be launched in autumn 2018. The Home Office are looking to extend the Assisted Digital service, meaning, if someone

needs extra support, they can apply and the Home Office will cover the cost of an appointment at a local library or through a telephone service. In some exceptional cases, one-to-one support will be offered.

EU citizens and their family members do not need to do anything immediately: there will be no change to their current rights until the end of the implementation period on 31 December 2020, and the deadline for applications to the scheme for those resident in the UK will be 30 June 2021.

It is estimated that there are currently **c.18,000 EU nationals resident in Cardiff.²** Drawing on Home Office assumptions (above), it can be estimated that circa 3-4,000 cases will not be considered ‘simple cases,’ and will therefore require more intensive support. More broadly, it is anticipated than many EU citizens will seek advice from Council Hubs and libraries. It is also likely that some of the most vulnerable groups will require dedicated outreach work to support the settlement process, particularly those with no internet access or poor language skills.

Welsh Government have successfully applied for a £1.3 million fund, anticipating an increase in demand for advice services for EU nationals:

- **£600,000 will be available to advice services.**
- **£600,000 will be available to fund specialist legal advice focusing on labour market exploitation and low-paid, insecure work for EU nationals.** This will be linked to the work of the Gangmasters and Labour Abuse Authority and the Counter-Trafficking agenda.
- **An element of the fund will provide training for local authorities on duties towards homeless residents with complex immigration status** under the Social Services and Well-being Act and other relevant legislation.

4. Community Cohesion

There is growing concern among local authorities, public services providers and third sector organisations about the impact of Brexit on local communities. A survey undertaken by the Local Government Chronicle (LGC) of 251 senior officers found that half of the respondents said that community cohesion in their area had worsened since the EU referendum was held. Within Cardiff, figures on hate crime have remained relatively stable though local organisations such as Race Equality First have suggested that workplace based complaints concerning nationality and race have increased. A particular concern is the rise in far right activity that has been visible recently through graffiti and posters.

The wider Welsh Extremism and Counter-Terrorism Unit (WECTU), Prevent and Community Safety (Council and South Wales Police) teams are currently undertaking work on a shared

²

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/internationalmigration/datasets/populationoftheunitedkingdombycountryofbirthandnationality>

communication strategy. This will also form part of broader initiatives such as Inclusive City and Rumourless Cities projects established to address misconceptions and stereotypes concerning migrant and minority groups, improve labour market access for newcomers, promote social contact between groups and improve the co-ordination of integration-related services such as ESOL³ in the city.

Work is also ongoing to ensure key outputs from these projects are in place by May 2019, supported by a strong messaging campaign focused on inclusion, cohesion and integration. Welsh Government have been given initial approval from Ministers for a 2 year cohesion fund. This will provide an additional £760,000 a year across Wales for cohesion-related work (£1.5 million total value). It is anticipated that the funding will be used to build small teams around each existing regional co-ordinator, providing approximately 3-4 additional posts per region.

5. Labour Market

Overall, 3.3% (6,676) of the people working in Cardiff are from EU (non-UK) countries. Wholesale and retail trade (15.2%), human health and social work activities (13.1%) and education (11.1%) are the Cardiff-based sectors which are most reliant on EU workers.

Table 1: Estimated Number of EU Workers (based on Country of Birth) Aged 16-74 Working in Cardiff by Industry, 2011

Industry	Total Employment Numbers	% of Total Employment	Estimated No. EU Workers
Agriculture, forestry and fishing	131	0.1	4
Mining and quarrying	71	0.0	2
Manufacturing	9,527	4.8	318
Electricity, gas, steam and air conditioning supply	3,161	1.6	106
Water supply, sewerage, waste management and remediation activities	1,499	0.8	50
Construction	12,076	6.0	404
Wholesale and retail trade; repair of motor vehicles and motor cycles	30,359	15.2	1,015
Transport and storage	7,162	3.6	239
Accommodation and food service activities	12,293	6.2	411
Information and communication	7,510	3.8	251
Financial and insurance activities	13,007	6.5	435
Real estate activities	2,842	1.4	95
Professional, scientific and technical activities	13,993	7.0	468
Administrative and support service activities	8,561	4.3	286
Public administration and defence; compulsory social security	18,407	9.2	615

³ English for Speakers of Other Languages

Education	22,087	11.1	738
Human health and social work activities	26,182	13.1	875
Arts, entertainment and recreation; other service activities	10,742	5.4	359
Activities of households as employers; undifferentiated goods - and services - producing activities of households for own use	63	0.0	2
Activities of extraterritorial organisations and bodies	29	0.0	1
All categories: Industry	199,702	100.0	6,676

Source: Census - Workplace Population

Two sectors have been identified in Cardiff where potential restrictions on the free movement of labour could exacerbate known recruitment issues; health & social care and construction.

Health & Social Care Sector

The challenge of delivering Social Care is already widely recognised at the national level, with a broad agreement that it is underfunded relative to the scale of demand with long-standing recruitment and retention challenges.

It is also considered one of the sectors most vulnerable to changes in migration patterns. It is estimated that **non-UK EU nationals make up 7% of the social care workforce** at the UK level so any reforms as a consequence of leaving the EU will have significant impact. Importantly there are variations according to place for the social care sector ranging from 13% of the workforce in London to 2% of the workforce in the North East, emphasising the potentially different impact of Brexit in different places. In the absence of detailed organisational data the Council can assume, based on city wide figures (Table 1), that around 13% of the Adult Social Care workforce's participation in the labour market may be influenced by Brexit.

If Brexit was to create a less favourable environment for EU workers, there is potential for shortfalls in the Adult Social Care workforce. A tightening labour market could result in wages being competed upwards, meaning further cost pressures in the sector.

Construction Sector

Labour shortages are increasingly apparent in the construction sector with the impact on sub-contractors and their respective supply chains already evident. The current **skills shortage in construction can be attributed to major national projects such as HS2, Hinckley point and Transport for Wales (TfW) projects creating acute demand in the sector**. Demand is increasing across the entire sector, from manual workers to professional services. Any restriction on the free movement of labour across the EU can be expected to further impact trade skills availability.

The anticipated capital spend following the announcements on Band B funding, the award of the Metro contract and other major capital programmes are already likely to create

inflationary pressure within Wales. **Greater levels of joint planning and co-ordination of the pipeline of Capital projects at the regional and national level** could help to mitigate the impact.

Council Staff and Implications for Service Areas

There is no data immediately available on the number of non-UK EU workers within the Council, or working in areas directly commissioned by the Council. Extrapolating Cardiff-wide data into Council directorates would, however, suggest that Social Care and aspects of Facilities Management would have a relatively higher proportion of non-UK EU workers. It is not anticipated that Brexit will have a major impact on staff directly employed by the Council, based on the assessment of operational managers.

The Council does verify the country of origin of new appointments to ensure they have the right to work in the UK; however this is a relatively recent development meaning that there is no historic data available.

Employment Law

Employment law in the UK is derived from a number of sources including Acts of Parliament; however EU legislation currently provides the leading source of UK employee protection legislation.

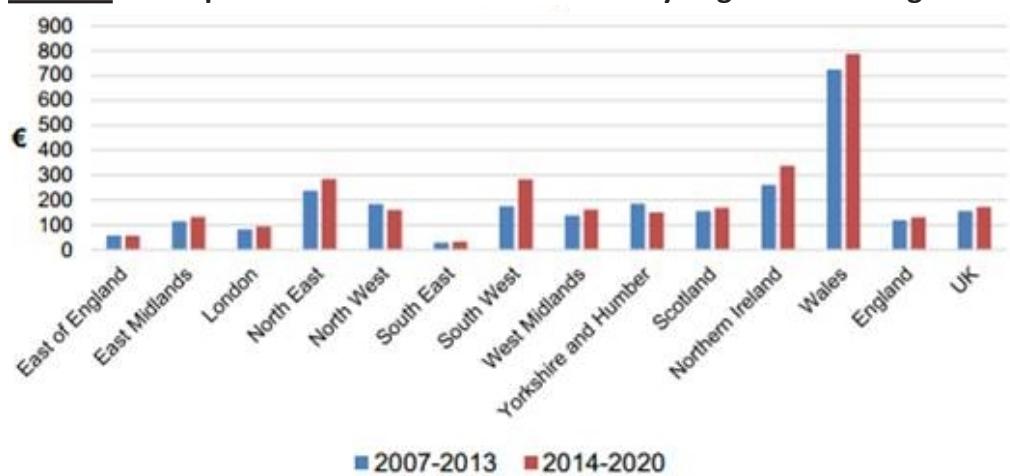
The Government's White Paper 'The Future Relationship between the United Kingdom and the European Union' **proposes that there be no regression in employment laws** (paragraph 123). No EU-based laws will be repealed, meaning that TUPE, the Working Time Regulations, collective consultation requirements and much of the discrimination legislation will not be amended when the UK leaves the EU. Though the White Paper suggests no immediate changes, there are areas of employment law which will be returning to the jurisdiction of UK parliament, it should be noted that there have been representations made for deregulation in these areas.

6. Structural Funds and UK Shared Prosperity Fund

In recent years the EU has been the biggest single financial contributor to regional and local economic development across the UK. In the present EU spending round (2014-20), the UK receives £9bn from the EU Structural Funds, or around £1.3bn a year.

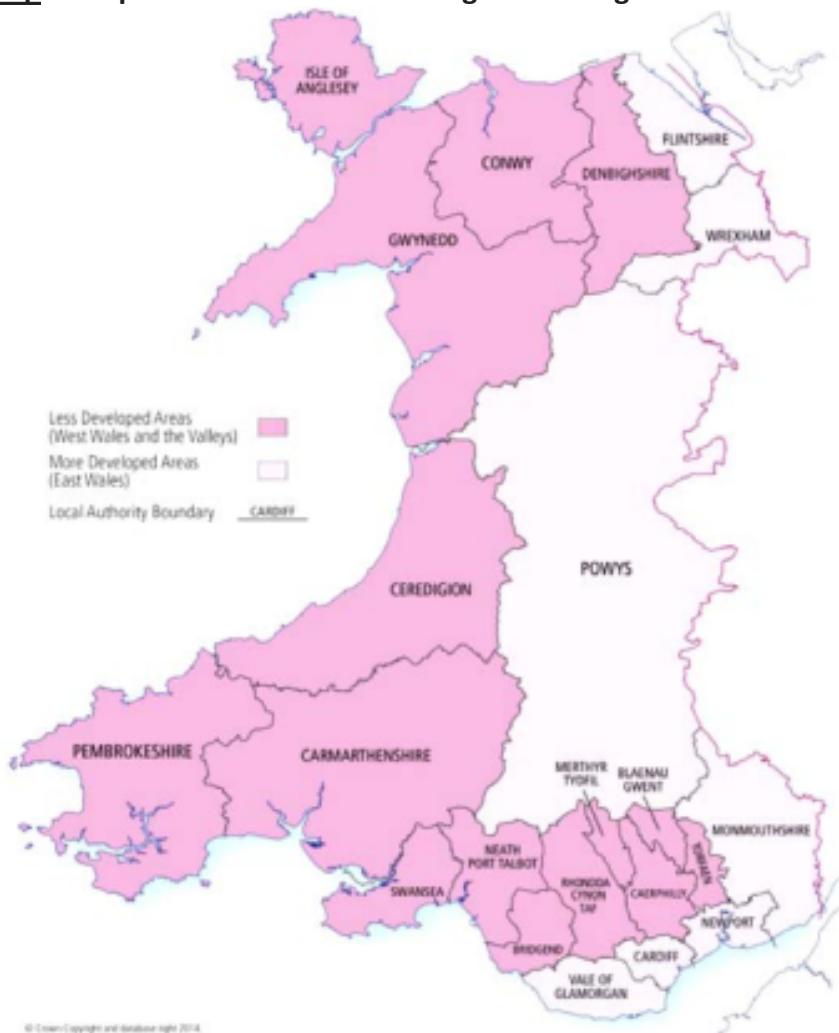
Between 2007 and 2013 Wales benefitted from £1.8bn through the structural funds programme. In the 2014-2020 period, Wales is expected to receive €2.43bn in structural funds. Wales receives substantially more structural funding per head than Scotland, Northern Ireland or England (see Chart 1). For example, had this funding been allocated using the Barnett formula, Wales' 2014-2020 structural fund allocation would reduce from €2.2 billion to €562 million.

Chart 2: Per Capita Structural Funds Allocations by Region for UK Regions



For its structural funding entitlement, Wales is divided into two regions – West Wales and the Valleys and East Wales. **More than four fifths of structural funds in Wales is for West Wales and the Valleys.** Cardiff is in the East Wales region.

Map: European Structural Funds Programme Regions in Wales for 2014-2020



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Ordnance Survey 100021818
Geographics • Welsh Government • M1/14/14/15
November 2014

EU funding 2014-2020

In principle the UK will continue to benefit from all EU programmes until the end of the current budget plan (2014-2020). This is backed up by the European Commission and UK Government's 'Joint Report' published in December 2017 which states that "***Following withdrawal from the Union, the UK will continue to participate in the Union programmes financed by the MFF [Multiannual Financial Framework] 2014-2020 until their closure...***"

The Council currently has two live projects supported by approximately £1.2 million in funding through the European Social Fund (ESF):

- Inspire2Achieve – this relates to tackling NEETs and the Council has been recruiting staff to this project to support delivery. The European Social Fund money earmarked for the Inspire2Achieve project would appear secure; however, everything is currently subject to negotiations with the European Commission. The Council has £600,000 of match funds at stake in this project.
- Communities4Work – this a Welsh Government-led project involving Communities First clusters.

Cardiff Council's exposure to ESF programmes for 2014-2020 is therefore relatively limited in comparison to other local authorities in the West Wales and the Valleys region.

There is, however, significant EU funding in pipeline projects that will impact on Cardiff, including approved funding for compound semi-conductor investment and business support. EU funding has also been allocated for business support and other investment to improve business activity and productivity across East Wales. On transport, Phase 2 of the Metro includes some £103 million EU Funding, which would need to be spent within the next five years.

It should be noted that as the UK Government Guarantee is not legally binding, there is growing concern regarding what exactly it would cover and whether the UK Treasury will meet all the financial commitments previously made to Wales. The Welsh European Funding Office (WEFO) are seeking clarifications from the Treasury regarding the nature of the guarantee and are raising concerns that it does not cover funding programmes, only individual projects. This would affect WEFO's ability to reallocate funds within programmes, and they are also questioning the Treasury's view that the guarantee will not cover Technical Assistance or funding for Intermediate Bodies.

The Future of Regional Funding

Even if a deal is reached, EU structural funds will come to an end after withdrawal. The replacement for the EU funds is entirely a domestic UK matter.

As a replacement to Structural Funds, the UK Government has proposed the creation of an alternative funding system, the "**United Kingdom Shared Prosperity Fund**". Development of the UK Shared Prosperity Fund (UKSPF) is being led by the Department for Communities and Local Government (DCLG).

A written statement by Parliament in July 2018 stated that the UKSPF would:

- **Provide a “simplified, integrated fund... align[ed] with the challenges faced by places across the country and supported by strong evidence about what works at the local level.”**
- **Operate across the UK.** “*The Government will of course respect the devolution settlements in Scotland, Wales and Northern Ireland and will engage the devolved administrations to ensure the fund works for places across the UK.*”
- **Establish a national framework in England that works for local priorities.** “*Local areas in England are being asked to prepare Local Industrial Strategies to prioritise long-term opportunities and challenges to increasing local productivity. This prioritisation will help local areas decide on their approach to maximising the long-term impact of the UKSPF once details of its operation and priorities are announced following the Spending Review.*”

A public consultation setting out the details of the UKSPF is expected this Autumn.

There is currently no detailed information publicly available, leaving substantial unresolved issues, including:

- How much funding will be available?
- How will it be divided up across the country?
- What activities will be eligible for support?
- Who will take the decisions about how the money is spent?

During the referendum campaign, commitments were made that Wales would continue to receive the equivalent amount of regional development funding post-Brexit. There has been no subsequent guarantee that this will be the case, presenting the risk of a significant loss of regional funding to Wales post-Brexit.

There is also no clarity as yet whether the funding will be devolved to Wales to administer, or whether the fund will be administered by the UK Government. Furthermore, it is not yet clear whether the fund will be one into which competitive bids must be placed.

It is anticipated that the majority of funding will be allocated in England at a city-regional level to Combined Authorities and Local Enterprise Partnerships (LEPs). City-regions in England are currently preparing **Local Industrial Strategies** which will be used to inform the allocation of this funding at a local level. It is possible that there will be a similar expectation for the devolved administrations even in view of the devolution settlements. There will therefore be a need to establish local and regional priorities for investment, covering both capital and revenue projects.

The UK Industrial Strategy also identifies a number of national ‘growth corridors’ at which infrastructure funding will be considered and through which some international trade and investment activity will take place, including the Northern Powerhouse, the Midlands Engine, the ‘Western Powerhouse’ of the West of England and the Cardiff Capital Region.

The reform of regional funding and the creation of the UKSPF therefore present significant risks to Wales in terms of the overall funding for regional development. However, it also offers some important opportunities for reform that could support Cardiff and the Capital Region's economic growth agenda.

In particular, removing the artificial funding boundaries associated with European Structural Funds represents an opportunity to align available funding in support of the Cardiff Capital Region's priorities.

Cardiff Council is currently working with local partners and the Centre for Cities to prepare a Local Industrial Strategy to identify local priorities for investment, alongside working with the Capital Region to identify regionally significant infrastructure projects. Cardiff is working too with Bristol and Newport through the Great Western Cities initiative to develop joint priorities for infrastructure investment and to agree a joint approach to international investment and trade support in complementary economic sectors (e.g. TV and film; aerospace; micro-electronics).

7. International Inward Investment and Trade

Cardiff is positioned in the top five British cities most reliant on EU markets, with 61% of Cardiff exports going to EU countries.

Top 10 UK cities most reliant on EU markets (2014)*					
	City	Share of exports to EU	Share of exports to US	Share of exports to China	Value of total exports per job (£)
1	Exeter	70%	7%	2%	5,940
2	Plymouth	68%	8%	2%	17,320
3	Bristol	66%	8%	2%	11,390
4	Mansfield	63%	8%	4%	7,910
5	Cardiff	61%	17%	1%	9,420
6	Aberdeen	61%	8%	4%	18,100
7	Swansea	60%	15%	2%	11,960
8	Nottingham	59%	10%	5%	5,770
9	Sunderland	59%	7%	1%	40,650
10	Warrington	59%	12%	3%	9,530
Britain national average		48%	15%	5%	15,690

*Out of 62 cities across the UK – data for Belfast is unavailable

In 2016, Welsh goods exports were £14.6 billion and, in 2015, service exports were £1.7 billion. For Wales, 61% of goods exports went to the EU and 35% of services exports went to the EU. A Welsh Government report, "Trade Policy: the issues for Wales", notes that:

“The economy of Wales is deeply embedded within that of the wider UK. Trade gravity helps explain why Wales trades more with Europe than the rest of the world. It is very unlikely that, in the short term, free trade deals with other countries — even the USA — could compensate for the loss of full and unfettered access to the Single Market. Any such suggestion would need to be supported by convincing evidence. Evidence we have yet to see.”

It is therefore important that businesses in Cardiff are supported to develop greater international trade and investment opportunities, particularly from emerging markets. In preparation for competitively positioning Cardiff in the post-Brexit trade landscape, representatives of the Council have met with the UK Government Trade Commission to discuss new opportunities and the support that will be available to cities and regions to develop new trade and investment opportunities. As part of this approach, a Council delegation visited China, Qatar and Romania in September 2018 in a bid to secure trade and investment deals for the city and to present a significant range of major investment opportunities in Cardiff to leading sovereign wealth funds and potential investors.

In global terms, there is a recognition that Cardiff and its region lacks the requisite scale to compete for larger inward investment propositions. As noted above, in view of this, there is an opportunity for the Council to work with the Great Western Cities of Newport and Bristol, and others, to develop an international investment and promotion strategy for the Western Corridor.

On 1 May 2018, a roundtable event was held in Cardiff for businesses to consider the impact of Brexit. The event was hosted by the Leader of Cardiff Council and chaired by Professor Kevin Morgan, Dean of Engagement at Cardiff University. Business representatives were drawn from a range of sectors and the key conclusion was the need for clarity from the UK Government on the nature of the deal being negotiated so that businesses could prepare effectively.

8. Tariffs

The nature of the UK’s future trading relationship with the EU is currently unknown. The Prime Minister has indicated, following the agreement of her Cabinet, the intention to negotiate a “free trade area for goods” with the EU, allowing for frictionless trade and avoiding the need for a hard border between the Republic of Ireland and Northern Ireland.

The Prime Minister’s proposed arrangement is subject to not only the EU’s agreement, but the agreement of the House of Parliament. If the UK does not reach an agreement with the EU on a future trading relationship after Brexit, then the default position is that World Trade Organisation rules would apply on trade between the UK and the EU, and between the UK and other countries outside the EU (including countries with which the EU has trade deals).

World Trade Organisation Rules

The World Trade Organisation (WTO) is the global body governing international trade. Countries that do not have a free trade agreement with each other trade under “WTO rules”. In the event of a No Deal Brexit, that would mean full declarations on all imports and exports into the UK from the EU and vice versa, with all products needing to be classified, countries

of origin determined and duties secured. Without a free trade agreement with the EU, the full rate of duty for each particular product would also apply. Both the UK government and EU representatives have made statements implying that this outcome is a significant possibility. In particular, the UK would have to agree on “schedules” for tariffs on goods. The government has stated that in the short term it would simply replicate the schedules of the EU to smooth the transition. The imposition of tariffs on trade with the EU would increase costs for both UK importers (and hence consumers) and exporters.

Exposure to Tariffs

Tariffs vary greatly in nature, equivalent to over 100% on some products and as little as 0% on others. In terms of tariff hikes, food and drink are subject to the highest tariffs, followed by clothes and footwear, chemicals, some industrial goods, automotive, fast-moving consumer goods (FMCG), toys, aerospace, oil and gas goods. Pharmaceutical products and IT equipment tend to attract zero duty. It is also a varied picture for regulatory requirements – increased administration, licensing and delays at the ports – where the most vulnerable items would probably be pharmaceutical products, food and drink, and chemicals. Data is provided in **Appendix 1** on EU and non-EU imports and exports for East Wales, the geographical area for which data is available.

Impact on Cardiff Council Capital Projects

An increase in the cost of imported goods due to a change to the tariff regime has the potential to impose inflationary pressure on Council capital projects. Of course, this could be offset by the removal of tariffs on other goods from outside the EU. Equally, any restrictions on the free movement of labour could potentially create inflationary wage pressures because of a tightening labour market. Whilst Council contracts with agreed “at price” clauses will provide some certainty on cost over the contract period, other contracts will have variance clauses. This will expose them to **potential inflationary pressure, particularly if materials becomes more expensive due to a less favourable tariff regime and wages are competed up due to restrictions on the movement of labour.**

Equally, the viability of certain projects may be impacted because of a deteriorating economic outlook. For instance, alongside rising costs, a fall in land value, diminishing investor confidence and a higher cost of borrowing could affect the business case for the delivery of capital schemes. The Cardiff Living Scheme for example, will be dependent on generating a certain level of return from land sale to make schemes commercially viable. Provided below is a breakdown of the Council’s overall Capital Programme. **If any of the projects are reliant on inward investment, a short term reduction in investor confidence or market conditions may impact on viability and deliverability.**

- **21st Century Schools:** £284m for school build programme from April 2018 to 2024
- **New Build Housing:** £176m house building programme
- **Highways Infrastructure:** c£29m over next five years (note: Welsh Government grants are received in year, with little long-term planning)

- **Active Travel Infrastructure:** £10m to support cycle super-highways and other travel infrastructure
- **Economic Development Initiatives cited in Capital Ambition:** New County Hall, Indoor Arena, City Deal
- **Capital Receipts Target £40m net of fees**
 - If uncertainty has an impact on site values, then this may require a re-appraisal of our approved commitments.

Impact on Material and Labour

There is a potential **impact on raw material and other input costs for capital schemes, as well as the known labour market pressures within some sectors.**

A high volume of Council spend is conducted through the Council's two collaborative frameworks, Schools and Public Buildings (SEWSCAP) and Civil Construction (SEWH) both of which cover the Cardiff Capital region.

- **Schools and Public Buildings (SEWSCAP)** Framework currently being advertised and will be awarded in April 2019. This four-year framework – accounting for approximately £1bn of spend – will offer some certainties in relation to cost.
- **Civil Construction (SEWH)** Framework currently being advertised and will be awarded in November 2018. This four-year framework – accounting for approximately £85m of spend – will offer some certainties in relation to cost.

It should be noted that:

- In relation to **construction contracts, overheads and profits will be fixed**. There will be variability in relation to costs of raw materials, however secondary competitions will drive cost efficiency.
- Civil Construction contracts are subject to a schedule of rates agreed annually.
- Contractors don't tend to split out the cost between materials and labour as everything is measured on an Activity Basis, but **broadly speaking typical materials/labour split is 65% material / 35% labour.**

The provisions afforded through four-year procurement frameworks therefore provides a certain degree of certainty in the procuring of goods and services until around 2022

However, given the scale of the construction agenda, across the UK and within Wales, there are already indications that the public purse will be subject to inflationary and capacity pressure, independent of the impact of Brexit. There is a case that, within Wales, **greater**

regional and national co-ordination of mini-competitions is needed to ensure the potential for unfavourable tendering behaviour is avoided and that local authorities do not compete with each other to drive up price.

Procurement Regulations

Public Contract Regulations (2015) are embedded in UK law. If the UK was to leave the European Union, it is anticipated that the principles of openness, transparency would still feature when advertising opportunities. As a consequence, the current controls and procedures in the way public contracts are let (i.e. open, restricted, competitive dialogue) would probably be maintained. In respect of the Public Contract Directives, there has been no indication that there will be any immediate changes to the Regulations which are UK legislation.

9. Regulatory Environment

The City of London, which provides port health services at a number of ports, estimates that **were imports from the EU subject to the same checks as imports from elsewhere, there could an increase of up to 25% in the checks that they are required to undertake.** This would require substantial new resources to manage.

As the checking of imports is risk-based, UK duties at ports – and beyond – are reliant upon UK access to European-wide databases which provide much of the intelligence for assessing risks. Without such access, due to no longer being an EU member, more checking is inevitable – and protections are weakened.

Without substantial extra resources, more checks are likely to lead to delays at ports, particularly where there is limited space to process them. A national decision could be taken to keep ports of entry moving quickly to avoid queues, on the assumption that regulatory services inland could assess the risk of goods when they are sold locally. **However, local regulatory capacity has reduced by around 50% following cuts to local government funding, and without additional resources will be unable to absorb any additional work arising as a result of Brexit.**

Local trading standards and environmental health teams operating inland from ports would also be similarly impacted by the loss of intelligence gathered from UK access to key EU databases, reducing their ability to target their work and enforcement activity appropriately. Overall, this would weaken the ability of local regulatory services to protect public health and the interests of the UK's food sector.

Beyond the ports of entry, there are existing constraints on the ability of inland regulatory services and the potential for regulatory requirements to increase if the UK no longer has access to European-wide capability and intelligence about risks to food and other supply chains. But it should also recognise the opportunity for local regulatory services to play a greater role in providing the export certification required to export certain types of goods (products of animal origin) and the benefits this could deliver for the economy, by reducing costs and bureaucracy for local businesses.

10. Business Continuity Planning & Supporting Vulnerable Citizens

On 23 August 2018, the UK Government released a series of technical notices providing advice and guidance to organisations for responding to a no-deal Brexit. Further notices are due to be published. The Council's Business Continuity Plan Owners will review the published notices and oversee the process of ensuring Council Directorates and Services areas revisit their Business Continuity Planning arrangements in view of any new intelligence. As Brexit is a national issue, any further national guidance will be responded to, and a Corporate Brexit Response could be convened to address the specific guidance. It should be noted that the Council has robust risk management and business continuity arrangements in place, meaning that any issues can be identified and escalated as necessary. This may include a corporate exercise including all silver command and gold command officers, as was previously undertaken in preparation for major events such as UEFA Champions League Final, if considered necessary. This work will also identify any specific preparatory arrangements that may need to be taken with partner organisations.

The Council understands that if, by November 2018, a "no deal" scenario looks likely, then the UK Government will release a series of 12 detailed risk assessments to all public bodies so they can start to plan in detail for the consequences of a no deal Brexit, particularly in terms of civil contingencies for food and fuel shortages for example. This would be the point where detailed business continuity planning arrangements should be undertaken by local authorities, which would potentially involve the Council's Gold and Silver emergency management command structures.

The Council is therefore cognisant of a number of scenarios that, under No Deal Brexit, would represent severe disruptions to the city and the ability of the Council to deliver services. Whilst it is difficult to quantify the impact of a "No Deal" Brexit on Cardiff immediately after 29 March, 2019, a number of commentators have outlined the potential impact on the country which would require emergency management by the Council. These include:

- **Food Shortages:** Dominic Raab, Secretary of State for Exiting the European Union has stated that the UK Government "... will look at this issue in the round and make sure that there's adequate food supplies. It would be wrong to describe it as the government doing the stockpiling." Though there is little detail available, the statement suggests UK Government are undertaking preparatory work, and it is likely that Local Authorities might be called upon to coordinate a local response if, or when, any National Risk Assessments of a "No Deal" Brexit are released.

Further to this, there are potential implications for the price of food. A House of Lords European Union Committee Report, "Brexit: food prices and availability" states: "If no agreement is reached, and food imports from the EU are subject to the same customs and border checks as non-EU imports, the UK does not have the staff, IT systems or physical infrastructure to meet that increased demand. Any resulting delays could choke the UK's ports and threaten the availability of some food products for UK consumers."

- **Medicine Shortages:** Matt Hancock, Secretary of State for Health and Social Care has stated that work is being undertaken "... right across government to ensure that the

health sector and the industry are prepared and that people's health will be safeguarded in the event of a no-deal Brexit. This includes the chain of medical supplies, vaccines, medical devices, clinical consumables, blood products. And I have asked the department to work up options for stockpiling by industry. We are working with industry for the potential need for stockpiling in the event of a no-deal Brexit." No detailed analysis has been released but again, the need for local authorities to coordinate a local/regional response can be anticipated. The Secretary of State for Health and Social Care also stated "I hope that even under a no-deal scenario that there will still be smooth movement in through ports."

The Welsh NHS and care organisations also rely on products, innovations, staff and industries whose position in Wales could be undermined as we leave the EU. The "Trade Policy: the issues for Wales" produced by the Welsh Government states that they are "particularly concerned where this could affect the availability of goods, medicines and medical devices."

"Leaving without a deal, with the possibility of tariff and non-tariff barriers, would cause problems for the Welsh NHS. There would be a real risk of disruption to supplies of medical products and a potential rise in drug prices which would compound existing financial challenges. It could seriously undermine the ability of health and social care organisations in Wales to keep delivering the best care to patients."

- **Disruption to fuel supply.** The UK Government Guidance Note on Oil and Gas makes clear that the UK has two international obligations to hold emergency oil stocks that can be released in response to disruptions to the oil market, as required by the International Energy Agency (IEA) and by the EU Oil Stocking Directive 2009/119/EC ('the Directive'). To meet its obligations, the UK requires suppliers to the UK market to hold oil stocks. Under the Directive, the stocks can be held anywhere within the EU on the UK's behalf (and the UK can also hold oil stocks on behalf of other EU countries). The system is underpinned by reporting requirements to the Department for Business, Energy and Industrial Strategy. In a 'no deal' scenario, the UK will continue to be a member country of the International Energy Agency and will remain bound by International Energy Agency oil stocking obligations for 90 days of net imports of oil (as defined under the International Energy Agency's International Energy Programme). The requirements of the Directive will no longer apply. The volume of oil stocks held by those countries is considerable, but it is the collective action capability of all countries along with functioning markets that is most effective in ensuring our oil security and, while UK oil stocks held towards our obligations will reduce by moving from the EU's higher (consumption-based) level, the UK will still be able to take part in collective actions if necessary. Such collective actions are very rare and have only taken place three times since the 1970s.

The UK will continue to meet its International Energy Agency obligations in a 'no deal' scenario. Therefore, the government will reduce overall obligations on companies as soon as practicable, while maintaining a level of stocks still widely considered to be appropriate to protect against oil disruption. The UK Government Guidance Note on Oil and Gas therefore suggests that the UK has existing provisions to maintain emergency oil stocks that can be released in response to disruptions to the oil market. That said,

the fuel protest of 2007 demonstrates that any disruption to supply can be compounded by consumer behaviour.

- **Disruption at Ports.** The Local government Association set out the impact on local authority services at ports of entry under a ‘no deal’ scenario. A number of sources have identified the potential for delays at ports due to insufficient regulatory capacity, no access to EU wide databases and no agreement on trade and customs relationships.
- **Civil Unrest.** A number of Local Authorities have cited the potential for social unrest following any withdrawal from the EU, as neither Leave nor Remain voters feel their concerns are being met.

It is difficult for the Council to make any determination on the likelihood of these scenarios occurring in the absence of any published national risk assessment work. It is prudent, however, for the Council to be aware of all the possible consequences so that Business Continuity Plans can be tested by Plan Leads and that the Council’s embedded Emergency Management Infrastructure is ready to respond. The Council’s emergency response infrastructure was tested during the snow event in March 2018, proving resilient and effective. A number of key areas demonstrated the ability to continue essential services and support vulnerable people during periods of severe disruption.

- **Day Services:** Management of the council’s fleet was coordinated to enable the continued delivery of hot meals
- **Tele Care:** The service handled over 8000 calls and managed almost 400 emergency repairs for the most vulnerable tenants.
- **Home Carers:** Over 550 home care visits were made to 141 people during the 4 days when services were significantly disrupted due to weather conditions, the majority of done on foot
- **Outreach teams:** Maintained a presence in the city despite extreme weather conditions to support rough sleepers.
- **Internal Supported Living:** The serviced ensured that the 25 adults with learning disabilities in Council care, in 11 schemes across the city, received support and supervision around the clock.
- **Communications and Media:** The Council’s communication infrastructure effectively managed key messages, fielding over 2,500 messages on social media and sent out posts which generated more than 25,000 click throughs to online updates, advice and information.
- **ICT Infrastructure:** The Council’s ICT infrastructure accommodated unprecedented levels of homeworking, which would not have been possible without investment in mobile technology and staff training.

- **Hub Network:** The city's network of hubs and libraries proved resilient and an invaluable source of information on a number of key issues.

Services Areas delivering support to vulnerable people have already been requested to consider the impact of any disruption to supply chains within their normal business continuity planning and procedures. The Council's most critical and time sensitive activities, which could be impacted by staff loss or supply chain issues, will be considered through the continuity plan review with a view to providing an assurance statement about their readiness for a Brexit "no deal" scenario.

This could arise from a shortage of food, medicine and other materials arising from disruption to trade and border issues. This is particularly relevant in relation to services for older people such as domiciliary care. It should be noted that responding to any supply chain failure would be a national issue and that, under such circumstances, UK Government would be expected to issue a national emergency management response to local authorities and other affected partners. The reality is that Wales cannot prepare for Brexit in isolation and Cardiff's ability to plan is constrained by what the UK Government shares. Unless and until detailed plans for a range of issues, such as possible new border checks at ports are released, there are limits to local preparation and operational readiness. On the specific issue of Health and Social Care, Cardiff continues to work closely with the Cardiff and Vale Health Board to consider issues such as the care for vulnerable people, drug supply and the availability of essential services. Representatives from the Council's Emergency Management Team have met with their counterparts in the Health Board to discuss the likely impact of Brexit and consider any coordinated activity.

11. Other Considerations

Foreign Currency Transactions

The Council makes very few transactions in foreign currency. These would generally relate to any exchange trips etc.

One of the few projects impacted by foreign currency movements was Lamby Way Household Waste Recycling Centre, where the modular system was manufactured in Europe.

Treasury Management

The Council can only invest in sterling investments. Its borrowing is in sterling and is fixed so there will be no short-term impact as a result of interest rate changes. If confidence in the UK is weakened and if long-term inflation expectations increase, then there could be an increase in borrowing rates compared to those currently estimated. This may impact on the affordability of current capital programmes.

Pension Fund

Economic and currency impacts may have short or long-term implications in foreign currency based investments, income received in forex.

12. National Response through WLGA

WLGA & the European Transition Fund

The Welsh Government announced a £50million European Transition Fund in January 2018 to help organisations across Wales prepare for the impact of Brexit. The Cabinet Secretary for Local Government & Public Services announced on 10 July 2018 that the WLGA had been successful in bidding for funding under the European Transition Fund totalling £150k. This money will support the WLGA in delivering a European Transition Support Package to all 22 local authorities across Wales, helping them to build resilience and take a focused approach towards leaving the European Union.

WLGA Co-ordination Activity

The WLGA is delivering a Brexit Transition Support Programme for Welsh local authorities, using funding from the Welsh Government's EU Transition Fund, with the aims of:

- ensuring Welsh local authorities are not duplicating work in preparing for Brexit;
- ensuring all local authorities in Wales are equally prepared for all Brexit scenarios; and,
- establishing a more formalised, two-way programme of communication between local authorities and those planning for Brexit in the Welsh and UK Governments.

A series of events have been scheduled which will include appropriate Council representation.

Date	Title	Venue	Time
20 September 2018	EU Settlement Scheme Workshop The workshop will be led by the Home Office, in partnership with WCVA and WLGA, and will: <ul style="list-style-type: none">• provide an overview of how EU citizens and their families can apply for settled status and how third sector organisations and local government will play a role in communicating the system to our communities• provide details of user guidance, information and toolkits for employers, local authorities, and the third sector• explore issues around vulnerable users, those with complex needs and access issues	Old Library, Cardiff	09:45 – 13:30
25 September 2018	Brexit and the Environment The event will bring together Cabinet Members for Environment, Environment Directors and Welsh	City Hall, Cardiff	TBC

Date	Title	Venue	Time
	Government representatives to discuss the key issues of future funding for environment, environmental principles, the future of environmental legislation and the need for new environmental bodies, post Brexit. NRW will also present to Local Authorities on their new Brexit Group and wider Brexit work.	(Syndicate Room D)	
17 October 2018	Brexit and Public Protection Speakers will discuss the impact of Brexit on trading standards, environmental health, including food safety and standards, animal health, product safety and air quality. The WLGA will give a presentation on its Brexit work and representatives of both the UK and Welsh Governments will attend to brief councils on the latest developments and answer questions.	City Hall, Cardiff (Syndicate Room D)	09:45 – 15:35
13 November 2018	Possible Meeting of Local Authority Brexit Leads The meeting will follow the crucial EU Summit on 18-19 October 2018, which is the target date for the UK Government and the EU to agree a Withdrawal Treaty. The outcome of this summit may give us a better idea of how likely a No Deal scenario is. Local Authority Communications Officers will also be invited to attend.	Cardiff – venue TBC	TBC

Appendix 1

EU and Non-EU imports and exports for East Wales, the geographical area for which data is available.

Table: Estimated Tariffs on East Wales Exports under WTO Rules (Manchester Methodology)

Standard International Classification (SITC) Section	Trade	Statistical Value (£ million)	Average Tariff under WTO Schedule (%)	Tariffs Payable Estimate (£ million)
Food & live animals	134	19.6	26.3	
Beverages & tobacco	14	6.4	0.9	
Crude materials, inedible, except fuels	25	3.2	0.8	
Mineral fuels, lubricants & related materials	10	1.1	0.1	
Animal & vegetable oils, fats & waxes	1	8.8	0.1	
Chemicals & related products	542	3.0	16.3	
Manufactured goods classified chiefly by material	477	1.9	9.1	
Machinery & transport equipment	4,181	4.3	179.8	
Miscellaneous manufactured articles	227	5.1	11.6	
Commodities/transactions not classified elsewhere	11	2.1	0.2	

Table: East Wales (NUTS2) by EU/Non-EU and Standard International Trade Classification (SITC) Section – 2016 EXPORTS

Flow	EU / Non-EU	NUTS2	Standard International Classification (SITC) Section	Trade	Statistical Value (£ million)	Business Count
EU EXPORTS:						
Exp	EU	East Wales	Food & live animals	134	143	
Exp	EU	East Wales	Beverages & tobacco	14	52	
Exp	EU	East Wales	Crude materials, inedible, except fuels	25	165	
Exp	EU	East Wales	Mineral fuels, lubricants & related materials	10	68	
Exp	EU	East Wales	Animal & vegetable oils, fats & waxes	1	51	
Exp	EU	East Wales	Chemicals & related products	542	354	
Exp	EU	East Wales	Manufactured goods classified chiefly by material	477	441	
Exp	EU	East Wales	Machinery & transport equipment	4,181	411	
Exp	EU	East Wales	Miscellaneous manufactured articles	227	448	
Exp	EU	East Wales	Commodities/transactions not classified elsewhere	11	65	
Exp	EU	East Wales	Below Threshold Traders	N/A	1,441	
NON-EU EXPORTS:						
Exp	Non-EU	East Wales	Food & live animals	34	117	
Exp	Non-EU	East Wales	Beverages & tobacco	7	51	
Exp	Non-EU	East Wales	Crude materials, inedible, except fuels	50	151	
Exp	Non-EU	East Wales	Mineral fuels, lubricants & related materials	16	41	
Exp	Non-EU	East Wales	Animal & vegetable oils, fats & waxes	-	27	
Exp	Non-EU	East Wales	Chemicals & related products	517	466	
Exp	Non-EU	East Wales	Manufactured goods classified chiefly by material	139	707	
Exp	Non-EU	East Wales	Machinery & transport equipment	802	1,017	

Exp	Non-EU	East Wales	Miscellaneous manufactured articles	142	944
Exp	Non-EU	East Wales	Commodities/transactions not classified elsewhere	19	11

East Wales (NUTS2) by EU/Non-EU and Standard International Trade Classification (SITC) Section – 2016 IMPORTS

Flow	EU / Non-EU	NUTS2	Standard International Classification (SITC) Section	Trade Value (£ million)	Business Count
EU IMPORTS:					
Imp	EU	East Wales	Food & live animals	214	159
Imp	EU	East Wales	Beverages & tobacco	49	57
Imp	EU	East Wales	Crude materials, inedible, except fuels	99	201
Imp	EU	East Wales	Mineral fuels, lubricants & related materials	16	103
Imp	EU	East Wales	Animal & vegetable oils, fats & waxes	5	54
Imp	EU	East Wales	Chemicals & related products	578	453
Imp	EU	East Wales	Manufactured goods classified chiefly by material	424	545
Imp	EU	East Wales	Machinery & transport equipment	706	502
Imp	EU	East Wales	Miscellaneous manufactured articles	157	548
Imp	EU	East Wales	Commodities/transactions not classified elsewhere	1	47
Imp	EU	East Wales	Below Threshold Traders	N/A	2,376
NON-EU IMPORTS:					
Imp	Non-EU	East Wales	Food & live animals	63	159
Imp	Non-EU	East Wales	Beverages & tobacco	28	49
Imp	Non-EU	East Wales	Crude materials, inedible, except fuels	69	185
Imp	Non-EU	East Wales	Mineral fuels, lubricants & related materials	72	48
Imp	Non-EU	East Wales	Animal & vegetable oils, fats & waxes	2	24

Imp	Non-EU	East Wales	Chemicals & related products	342	594
Imp	Non-EU	East Wales	Manufactured goods classified chiefly by material	305	1,068
Imp	Non-EU	East Wales	Machinery & transport equipment	1,057	1,264
Imp	Non-EU	East Wales	Miscellaneous manufactured articles	430	1,373
Imp	Non-EU	East Wales	Commodities/transactions classified elsewhere	not 3	7

**CARDIFF COUNCIL
CYNGOR CAERDYDD**



CABINET MEETING: 11 OCTOBER 2018

**A NEW DELIVERY MODEL FOR FAMILY HELP AND SUPPORT
IN CARDIFF**

CHILDREN & FAMILIES (COUNCILLOR GRAHAM HINCHEY)

AGENDA ITEM: 3

Reason for this Report

1. To set out a new delivery model for integrated early help and prevention services for families, children and young people in line with the Council's Capital Ambition's commitment to having an enhanced Early Help provision.
2. To provide an update and more detail on the delivery of Early Help following the Cabinet Report in July 2017 on the Family First Programme: Arrangements for Recommissioning.

Background

The Benefits of Prevention

3. There is a widespread understanding that effective early help and family support can:
 - Reduce the number of children who experience poor outcomes through their childhood because they have experienced abuse, trauma, neglect or exploitation for longer than they needed to.
 - Raise educational attainment and aspirations of children, young people, and their parents, thereby enabling access to better employment opportunities in the longer term.
 - Minimising expenditure on safeguarding and care by strengthening families. With a limited number of available foster placements and residential placements now costing on average £3,800 per week, taking early action to prevent care placements can be cost effective.

Early Help for Families: Strategic Context

4. Recent research on Adverse Childhood Experiences has demonstrated that the first few years in children's lives shape their future development,

and influence how well children do at school, their on-going health and wellbeing and their achievements later in life. A strong focus on the first few years of children's lives leads to huge economic, educational, social and emotional benefits later on, both for individuals and for society as a whole

5. Research also suggests that it is important to intervene at the early stages of a problem, whatever the age of a child, to prevent issues from escalating.
6. Included in the Council's Delivering Capital Ambition Corporate Plan under the objective to make "Cardiff a great place to grow up" was the commitment to "Enhance Early Help by March 2022 to support children and families before their needs escalate to the point that they require statutory interventions by:

Agreeing a refreshed Early Help / Preventative Strategy" Further develop effective early help for families, so that fewer children need to be looked after by the Council".

7. This report aims to bring forward a key aspect of that commitment due to its significant importance.
8. The Rights of the Child is a guiding principle that underpins the early help agenda and this report aims to further recognise that all children have the right to be treated with dignity and fairness, to be protected, to develop to their full potential and to participate. In taking forward its commitment to the Rights of the Child, the Council has pledged to make Cardiff a Child Friendly City, where every child has the right to grow up in an environment where they feel safe and secure, have access to basic services and clean air and water, can play, learn and grow and where their voice is heard and matters. The proposed new Family Help and Support Service will be a key deliverable of the Child Friendly City.
9. The Institute of Public Care at Oxford Brookes University have been commissioned to carry out a wide ranging review of current arrangements for early help and to identify good practice in the area of early intervention and prevention. The report will guide the incremental rollout of the integrated service and initial good practice review (appendix 1) has specifically informed the development of the family help and support model.

Current Challenges and Issues

10. Children's social services are working with increasing numbers of referrals, undertaking an increasing number of assessments and the Council is responsible as Corporate Parent for the highest ever level of looked after children. Recent data indicates that in the first quarter of 2018/19, 1,745 children were supported with a Care and Support Plan in Cardiff. The numbers of children in need open to Children's Services are on an upward trajectory, rising overall from 667 children in April 2016 to the current position of 864 August 2018.

11. It is clear that the current arrangements for early help are not reducing the number of referrals received by children's services. The first quarter of 2018/19 saw an increase of 16.3% compared when compared to the final period of the previous year.
12. There are also growing pressures on Education, with increasing numbers of children educated other than in school. In 2018 there were 348 pupils education other than at school (EOTAS), which is 30% increase on 2017 (268 pupils) and 70% increase from 2016 (205 pupils). There are schools across Cardiff's poorest communities where pupil attendance remains below the Cardiff Ambition target of 95% and there remains a high number of in-year transfers between schools linked to behaviour and relational issues.
13. There are numerous reasons for these increasing pressures including the effects of austerity and increasing complexity of the issues facing families. The impacts have been seen nationwide, however, some local authorities have progressed to develop a more holistic approach to preventative service integration and the learning from these authorities will help to inform Cardiff's approach.

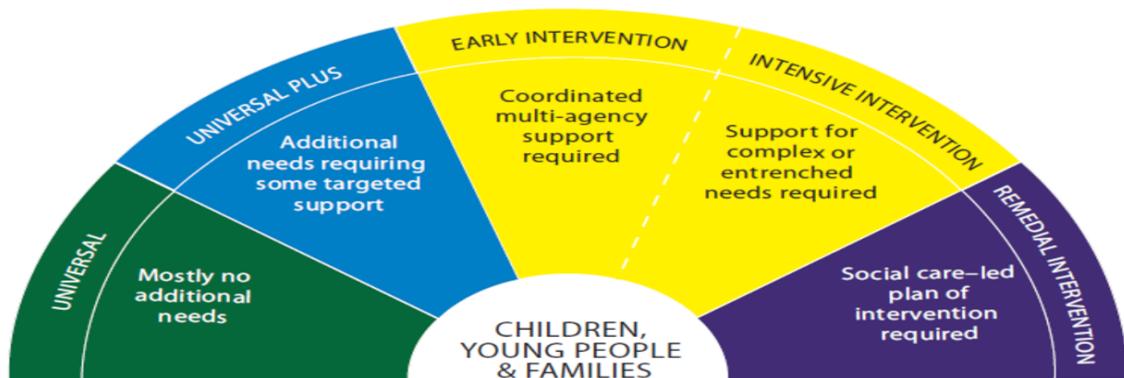
Issues with Current arrangements

14. The Multi Agency Safeguarding Hub (MASH) was introduced in 2016 and all concerns for children's safety and wellbeing are referred into the MASH. Fewer than 20% of referrals to the MASH progress to a Children's Services intervention. While some cases are referred for early intervention this number is low, just 15% or 3,292 children during 2017/18. In 51.8% of cases referred to the MASH, no action is taken.
15. Family Support is currently provided through a partnership arrangement between Tros Gynal Plant Cymru and Children's Services. The service operates a free-phone number for advice and information, co-ordinates a team around the family approach and offers intensive key working for the families stepping down from care. The current funding levels enable Tros Gynal to provide limited early intervention help. Of the 1,786 calls to the Tros Gynal Plant helpline in the first quarter of 2018/19 only 49 visits were carried out. 77 referrals were made to Team around the Family.
16. Parenting services are delivered and managed alongside the Flying Start infrastructure as is the Family Information Service which provides information about child care and activities. These services are not currently closely aligned with Childrens Services' family support services.
17. There is currently no clear pathway for families who need help but do not require children's social care and there is a pressing need for a more coherent approach to early intervention and prevention services.

Issues

Proposed future arrangements

18. There is an opportunity to bring together existing services and to further build on these to provide a comprehensive early help support service for families and children. This new model would meet the statutory requirement to provide Information Advice and Assistance for all families while providing more intensive support for those who need it on a “right help, right time” basis.
19. Aims of the service will be to:
 - Provide a clear pathway into services
 - Provide timely information advice and assistance, reducing the need for ongoing support.
 - Enable families with emerging short-term problems to be better helped to manage these problems, build resilience and avoid the need for longer-term support.
 - Better support families with complex problems, to prevent the need for statutory intervention, taking a relationship based whole family approach.
 - Improve the range of services available for families who are involved with statutory safeguarding and care services to be able to secure the best possible long-term future and enable them to step down to support services as soon as this is safe.
 - Develop a shared understanding and language across the city, developing a “no wrong door” approach with all partners fully engaged in supporting families.
 - Improve outcomes for families and children across a range of indicators including improved school attendance and prevention of the need for care.
20. The service provided will be proportionate to the needs of the individual family or child. For some families simple signposting and advice will be sufficient, others will need a greater degree of intervention. The service will have a strengths based approach and will use proven techniques to help families build resilience and avoid the need for ongoing support. More intensive support will be provided where needed, to avoid future safeguarding issues.
21. A comprehensive range of services will be offered, helping families across the spectrum of need illustrated in the Welsh Government children’s services ‘windscreen’ below:



Overview of the proposed new Family Help and Support model

22. The proposed new model, which is included in more detail in appendix 2, contains a new approach to family help and support based on 3 new family support services:
- A **Family Gateway** service to respond to all referrals and enquiries and offer information and advice.
 - A closely-linked **Family Help** service to respond promptly to families who need some short-term support, including a combination of signposting, practical assistance and help with parenting.
 - A **Family Support** service which is able to work with families with more complex or severe problems and where there is a real risk that without intensive support, more significant intervention would be needed.
23. These Family Help and Family Support services will refer into a range of other services operated by both council and partners to ensure that the families and children receive the help they need. These services range from universally available help, such as money advice, to specialist therapeutic and health related services.
24. Partnership working is key to this model, with close working between statutory partners and voluntary sector being essential if the families and children in need are to be identified and their needs fully met.
25. The service will follow the best practice principles as below:
- **Strengthening Families**, encouraging resilience, repairing relationships within the family – using proven techniques e.g. motivational interviewing, restorative practices, family group conferences.
 - **Whole Family Approach** – understanding the needs of the whole family, not just focusing on the mother
 - **Relationship based approach** — working in partnership with families, listening, being respectful and empathetic – a trauma informed approach.

- **Right support at the right time** – less reliance on thresholds, flexible support. Tailored support developed with the family, clear plan/desired outcomes.
- **Developing a shared understanding and language across the city** – “no wrong door”
- **Understanding the impact of poverty** – routine use of advice and into work services to maximise income and resolve family income and housing issues.
- **Rights of the Child** – ensuring that the voice and the views of children are considered.

26. The services proposed are described in more detail below:

The Family Support Gateway

27. The Gateway will act as a single point of contact for all concerns relating to families, children and young people across the city. It will be accessible by professionals and the public, and it will meet all of the Council’s obligations for Information, Advice and Assistance under the Social Services and Wellbeing (Wales) Act 2014.
28. The Gateway will help families and professionals to navigate the system and provide a clear pathway into the services that they need. It will include a user-friendly website and telephone service to provide practical information, advice and assistance on issues such as:
- Child behaviour
 - Common child health concerns
 - Parenting support
 - Child care
 - School attendance
 - Domestic violence
 - Resettlement difficulties
 - Isolation
29. It is recognised that families may need help with a wider range of problems and therefore the Gateway will also be able to provide advice on the help available with:
- Housing
 - Mental health
 - Substance misuse
 - Debt / money issues
 - Employment problems
30. The Gateway will work closely with a range of partners to ensure that cases can be referred effectively into appropriate services. For some key services the Gateway will be the sole route into provision.

31. Staff will be fully trained to undertake proportionate assessments drawing on the 'Signs of Safety' framework already in use across Cardiff. The service will have clear protocols in place to enable it to act as a responsible and effective front door and the staff will have sufficient information, training and experience to triage cases effectively with appropriate and effective supervision.
32. All professional referrals for early help or support will be received by the Gateway which will triage referrals and aim to find the most appropriate service to meet the needs of the family.
33. Safeguarding referrals will also be received by the Gateway and these will be assessed by qualified social workers. Where appropriate, referrals will be made to the MASH or safeguarding services.
34. The Gateway will be a significant improvement to current arrangements, providing a clear pathway into services. By signposting people more effectively to sources of assistance, it is anticipated that issues will be resolved at an early stage and reduce the demand for more intensive support services.

Family Help Function

35. Where a family requires more help than can be provided by the Gateway or where a full assessment of need is required, referral will be made to the new Family Help team. This team will work with the family to explore their issues and help them to develop their own action plan.
36. The level of intervention required will depend on the needs of the family however this could include establishing contact with other professionals involved, support to attend appointments as well as directly providing advice and support. The Family Help Advisor will normally continue as the key professional, supporting the family to achieve its plan over the period. The expectation is that for the majority of families help would end upon completion of the action plan period.
37. Family Help Advisors will be trained in Signs of Safety, safeguarding, parent-child attachment and restorative approaches and will be able to deliver parenting interventions. They will also be able to provide basic benefits, budgeting and housing advice and be very aware of the community services available to help further with these issues.
38. The amount of support provided will be tailored to the needs of the family with the greatest focus on those who, without help at this stage, would be very likely to require more intensive support or statutory intervention in future; families whose needs can be met by provision of information and advice alone will receive this via the Gateway.

Family Support

39. Where the family require more intensive support this will be provided by the Family Support Service, which will work with families with complex or severe issues where there is an imminent risk that without intensive support, they are likely to require further safeguarding intervention or care.
40. The Family Support Unit will be a multidisciplinary range of professionals co-located and working together to find the right solution for the family. The services offered will comprise a range of evidence based family interventions / programmes as well as practical help, signposting and advice. The right intervention for the family will be decided following discussion with a range of key professionals. The Family Support service will provide a sufficiently robust service to allow some children to step down from care.
41. Each family will have a key worker who will be able to directly deliver the intervention/programme, and who will liaise as needed with other professionals involved with the family. The service will use the Signs of Safety framework and will encourage a strengths-based approach to increase resilience however it is recognised that some of these families may require a longer period of support.

Close working with partners

42. The Family Help and Family Support Service will be city wide and will offer support to families with children at a range of different ages. However, there will be a strong emphasis on linking extensively with each of the local communities across Cardiff, building on the Ely/Caerau locality working pilot.
43. In particular the service will establish strong links with local primary and secondary schools, offering regular opportunities for liaison, case advice and joint working. Schools and all who work in them are an important part of any early help /family support system, their ongoing relationships and knowledge of families and children allow them to identify issues at an early stage. Schools are one of the highest referrers into the MASH but regrettably at present many referrals do not meet the threshold for early help. A partnership between the new Family Help and Support Service and the schools could facilitate access to preventative services, improve attendance and educational attainment. The new service will work closely with schools especially during the development period to ensure they can easily capture and report concerns relating to a child / young person's wellbeing and where appropriate access timely help and support.
44. Another key partner are South Wales Police who refer the highest number of cases into the MASH and are often the first responders to family crisis. Of the police referrals a large proportion are relating to domestic abuse and the newly commissioned Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) service offers

opportunities to improve the pathway for these cases, even where the risk has been identified as low / medium.

45. Health also refer a significant number of cases to the MASH, many of these are safeguarding issues, greater join up with the Early Help provision in Flying Start will improve links with Health Visitors and will improve joint working on a wider range of families.
46. Links to Youth Services and Youth Offending Services are also key, together with close working with the Adolescence Resource Centre and the proposed new City Centre Youth Hub.

“No Wrong Door” Approach

47. There are numerous third sector and statutory organisations, council services and housing providers that will be brought into the wider partnership to form a “No Wrong Door” approach to service delivery. Training will be provided to services at appropriate levels to allow them to fully take part in improving outcomes for children and build on the Child Friendly City objectives.

Outcomes and Quality

48. Monitoring of performance and key outcomes will be built into the service, to ensure that the impact of the services can be measured. An outcomes framework will be developed to capture key data at a population and individual family / child level.
49. Clear processes and quality monitoring will be embedded in the service from the start to ensure a consistent standard of service.
50. Systems will be fully reviewed to ensure that they capture the journey of families as they move through services and, where possible, share data across health, education and social services.

Workforce Development

51. To be able to fully respond to the needs of families, children and young people a fully skilled workforce will be required, trained in a variety of approaches that are proven to lead to better outcomes. By integrating the early help /family support work it will be possible to train across specialisms giving greater continuity for families. A full training programme will be set which covers a wide range of information and interventions including:
 - Childhood development
 - Trauma and the effects on early brain development
 - Restorative approaches
 - Motivational interviewing
 - Bonding and attachment
 - Evidence based parenting programmes
 - Counselling

- Safeguarding children / Signs of Safety.
 - National Occupational Standards for working with parents
 - Identifying and supporting children's language and communication skills
52. In addition training will include a wide range of advice and information that could be helpful to assist families to improve their financial or housing situation or address health issues.
53. This training would not be limited to those directly employed within the early help / family support services but will be extended to key workers who work with families, children and young people in other services and agencies to support a systematic change using the "no wrong door" approach.

Management and Resourcing

54. It is proposed that the new Family Help and Support Service comprising of the Family Gateway, Family Help and Family Support Services will be Council run; this will provide the greatest flexibility and control in service provision, however the services will link closely to commissioned third sector services and will source external interventions as appropriate.
55. To achieve these new services a number of existing council and external commissioned services will be brought together including:
- Early Help Provision currently provided by Tros Gynnal Plant.
 - Flying Start and the Parenting Services currently based in Education.
 - Social worker input will also be required within the service with some posts transferring from the existing Support 4 Families Help and Support Service. Resource will transfer from the current Early Help service and also from the MASH, which will be receiving fewer, more appropriate referrals as a result of the change.
56. This will join up a range of early intervention, health and therapeutic services and create a truly integrated approach to early help and prevention services.
57. The new Gateway, Family Help and Support Service will be managed within the People and Communities Directorate. The Gateway and Family Help by the Assistant Director for Housing & Communities. The Housing & Communities service already provides the first point of contact and preventative services for Adults. The Family Support Service will be managed by the Assistant Director for Children Services and will be closely aligned to the MASH. In line with the statutory responsibility the Director for Social Services will provide the professional oversight of the whole service. While managed within People and Communities this will be a service for the whole council and for partners, working collaboratively to help address a wide range of issues.

58. Approximately £1.27 million of Families First grant funding will be used to fund the services. As it is proposed that the new services will replace those currently offered by Tros Gynnal Plant, TUPE arrangements will apply.
59. Bringing together existing resources together with the Families First funding will help to offset most of the costs of the service however it is anticipated that some additional funding will be required if a comprehensive early help and prevention service is to be offered. Implementation of this model will require funding of £500,000 as part of the coming budget round. This service will be part of a set of integration proposals across the whole spectrum of need, aimed at improving the Council's offer in terms of early help. Every effort will be made to offset this contribution with grant funding where possible.

Governance Arrangements

60. The work of the Family Help and Support Service will be overseen by the Improving Outcomes for Children Board. In addition an Early Help Management Board will be established to oversee the operational arrangements chaired by the Director of Social Services, involving the Director of Education and other key partners. This is in keeping with the statutory duties vested in the Director of Social Services under Part 8 of the Social Services and Wellbeing (Wales) Act 2014. The duty requires the Director of Social Services to 'ensure that preventative services are provided or arranged specifically to address the care and support needs identified by the population assessment'.
61. The Early Help Management Board will comprise partners from housing, education, health, police and social services. It will provide leadership and oversight to the Family Help and Support Service. It will review service quality and performance information to allow the impact of the range of services to be understood, and take decisions within its delegated authorities, to use resources flexibly to address needs. The partnership structures allow the opportunity, over time, for other services, such as primary mental health services, to be integrated, or work in partnership with, the this model of early help and family support.

Safeguarding, Care and Support

62. The Family Support function will work alongside and complement the existing Children's Services Safeguarding Care and Support services. Changes to the referral process will impact on the MASH service as they will no longer receive referrals directly from partner agencies.
63. This will reduce the number of referrals allowing the MASH to focus on those safeguarding cases which need a multiagency approach. This change presents an opportunity for the MASH to work in a more integrated way with Children's Service's intake teams in a multi-agency safeguarding system. Almost half of referrals from MASH to children's do not result ongoing care and support. This highlights opportunities to

make better use of capacity by reducing hand-offs between the two parts of the service.

64. The ‘windscreen’ of need presented earlier in this paper highlights, at the most acute end of the spectrum, the need for Children Services led targeted ‘remedial’ family support. This is required when risks to a child’s safety and wellbeing are so high that if they are not managed intensively a child will become looked after. Services at the edge of care services have proved successful in preventing family breakdown in the most challenging of circumstances.
65. In 2016-17 the Adolescent Resource Centre (ARC) was established with the aim of reducing the numbers of adolescents being brought into public care. This has been a real success, reducing the number of adolescents becoming looked after by a third within the first year. The ARC team adopt a whole family approach that recognises that parents and carers must be supported to understand how their behaviour has impacted and influenced their children. By supporting the parents and carers directly, they are enabled to take responsibility for their children’s behaviour and situation in a positive and constructive way and make the changes they need to achieve the family’s goals. Meeting their needs will in turn ensure they can meet the needs of their children. In supporting families to achieve their goals, there is a wide range of support on offer including a trusted worker, parenting advice, practical support, activities to repair and rebuild relationships, evidence-based interventions, therapy and counselling. It is this existing infrastructure that the additional resources will be joined with, replicating the good practice. Learning from this good practice an aligned range of intensive family support is being developed for younger children at the edge of care.
66. This is crucial if the number of looked after children is to reduce in the short term.

Consultation

67. IPC have provided independent advice and support to the work to strengthen early help and support. Over the summer of 2018 they have conducted a range of interviews within the Council and with partners to understand their views on current arrangements and the emerging model. Analysis of the interviews highlight strong support for the development of an early help hub and front door for children’s services that is separate to the MASH. They also highlight the need for consensus that the model of early help and family support within this paper is helpful. Partners recognised the need for a casework service sitting below statutory children’s services which has substance and capacity, for clarity around thresholds and step up step down from children’s services. Partners fully supported implementation of effective, evidence-based family help and support from April 2019.
68. A multi-agency workshop session was held on 24th September 2018 that was facilitated by IPC. The event was well attended with over 45 representatives across a range of organisations. At the workshop the

outline proposals were discussed for everybody to give their view on the strengths of the model, any concerns they have and how these could be overcome. There was a lot of positive support throughout the different groups at the workshop and agreement that it could have a very successful impact on the lives of many families in Cardiff. A summary report of those comments is attached in appendix 3.

69. Client consultation will be built into the new model to ensure that regular feedback is received from the families, children and young people on the services provided.

Scrutiny Consideration

70. The Children & Young People Scrutiny Committee is due to consider this issue on 9 October 2018. Any comments received will be circulated at the Cabinet meeting.

Next Steps

71. This is a significant change requiring review of staffing, systems, processes and accommodation across several departments/organisations.
72. Should the future model be agreed staffing structures would then be developed and consultation would take place on these with partners and the staff affected. Detailed processes, quality assurance arrangements and workforce development plans will also be designed and fully discussed with partners.
73. The aim will be to have the core services in place by April 2019, however it is anticipated that the service will need to continue to develop after this date to achieve the full model described above.

Reason for Recommendations

74. To agree a new approach to Family Help and Support, to improve Information, Advice and Assistance services and to further develop the help and support available to families.

Financial Implications

75. The proposal for the future approach to Family Help and Support as set out in this report will include the bringing together of a number of existing Council and externally commissioned services and their budgets in order to provide a new delivery model for integrated early help and prevention services for families and children in line with the Council's Early Help Strategy. This will include approximately £1.27 million of Families First grant funding with some realignment of existing services including insourcing the early help provision currently provided by Tros Gynnal Plant. Any TUPE implications arising from this will need to be managed within legislative requirements and the budgets available to the new service.

76. In order to fully fund the new service, additional budget of £500,000 is anticipated to be required with effect from 1st April 2019 and this would need to be provided as part of the Council's budget for 2019/20. A financial pressure bid will be submitted as part of the budget process, however in order for the new arrangements to be progressed sufficiently so that the core services can be in place by April 2019 it is recommended in this report that in line with the Council's Budgetary Framework, Cabinet commit expenditure in relation to future years of up to £500,000 for this purpose. This will continue to be reviewed as part of the budget process and the level of the commitment reduced where it is feasible to do so without negatively impacting on the new service.
77. The new approach to Family Help and Support will have a range of benefits including the potential to reduce the pressures and the high level of costs currently being experienced by Children's Services and will support potential budget savings in this area.

Legal Implications

78. The new delivery model set out in this report will meet the statutory requirement under section 17 of the Social Services and Well-being (Wales) Act 2014 under which the Local Authority must secure the provision of a service for providing people with information and advice relating to care and support and assistance in accessing care and support.
79. An Equality Impact Assessment has been undertaken and is attached in Appendix 4.

HR Implications

80. There are significant HR implications of this proposal.
81. There are implications for current employees in the new delivery model that may affect current working arrangements. The trade unions and staff affected have been consulted on the proposal and this will continue should Cabinet decide to agree the proposal. Corporately agreed processes are in place to manage any staff changes and these will be applied in this case.
82. Also as the model includes the insourcing of services, there may be Transfer of Undertaking (Protection of employment) Regulations 2006 (as amended) (TUPE) implications. If this is the case, then this will be managed within legislative requirements and full consultation will take place with trade unions and affected employees from the outgoing provider.

RECOMMENDATIONS

Cabinet is recommended to:

1. approve the future approach to Family Help and Support set out in this report.
2. In line with the Council's Budgetary Framework, commit expenditure in relation to future years of up to £500,000 in order to meet the requirements of the new service as set out in this report.
3. delegate authority to the Director of Social Services (in line with her statutory responsibility to ensure that preventative services address the care and support needs of the population) in consultation with the Cabinet Member for Children and Families, Director of Education and Corporate Director Resources to take the necessary actions to implement the new Family Help and Support Service.

SENIOR RESPONSIBLE OFFICER	SARAH McGILL Corporate Director People & Communities
	5 October 2018

The following appendices are attached:

Appendix 1: Institute of Public Care at Oxford Brookes University

Appendix 2: Family Help and Support Model

Appendix 3: Summary of workshop comments

Appendix 4: Equality Impact Assessment

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Research on Good Practice – Early Help

Context – what works

Early help and support for families can be described as:

'...both a style of work and a set of activities which reinforce positive informal social networks through integrated programmes. These programmes combine statutory, voluntary and community and private services and are generally provided to families in their own homes and communities. The primary focus is on early intervention aiming to promote and protect the health, well-being and rights of all children, young people and their families, paying particular attention to those who are vulnerable or at risk.'

Pinkerton et al., 2004¹

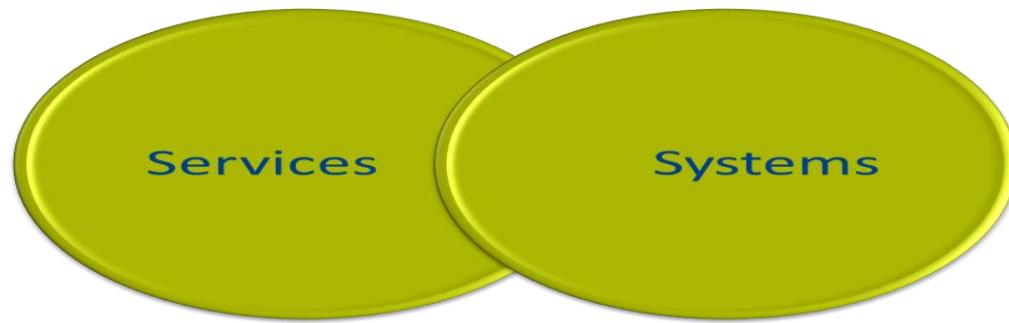
There is a widespread understanding across the UK that effective early help and family support can help to secure two primary goals for councils and their partners:

- Firstly, to reduce the number of children who experience poor outcomes through their childhood because they have experienced abuse, trauma, neglect or exploitation for longer than they needed to.
- Secondly, to meet fiscal responsibilities by minimising expenditure on safeguarding and care by the Council (with, for example, some placements now costing Councils in Wales as much as £15,000 per week).

The evidence base for early help / intervention through family support is continually developing, and 'what works' in one local context may fail in another very different environment. However, there are some things known across the UK about how best to design, organise and deliver targeted family support, and Cardiff Council has drawn on analysis by the Institute of Public Care at Oxford Brookes University to summarise these themes.

Perhaps most significantly, national research emphasises that commissioners and managers of early help services should secure **both** effective services or interventions **and** effective multi-agency assessment and referral systems to optimise impact on families with additional needs with needs greater than one service or agency can address:

¹ Pinkerton, J., Dolan, P & Canavan, J. (2004) Family Support in Ireland A paper for the Department of Health & Children. Dublin: Stationery Office



These areas are overlapping in that:

- Systems often include services/interventions (for example Lead Professional or Key Worker activity can and arguably should include some element of direct work with the family).
- A range of family support services frequently contribute to system arrangements or themselves take the lead role in these arrangements, and so can also be seen as part of the whole family or whole system approach.

Early help for families

When we talk about early help, the research suggests that, although it is certainly best to intervene as early as possible in a child's life to prevent problems from escalating², it is important also to attend to early stages of a problem at whatever age, and both can be cost effective³. Early help⁴ is most effective when it includes:

- Effective team around the family or similar
- Attention to effective engagement of families in change and proactive breaking down of barriers to participation including through being non-judgemental, active listening, practical 'quick wins'
- Whole family approaches
- Multi-component approaches linked to family needs
- Strengths-based and solution-focused interventions
- Targeted approaches (targeting individual families or vulnerable communities)
- Focus on supporting improvements in parent functioning and parenting

² The evidence demonstrates how deficiencies in early years' experiences have an enduring impact on the child's subsequent development. The worst and deepest brain damage occurs before birth and in the first 18 months of life when the emotional circuits are forming (Marmot 2010 Fair Society, Healthy Lives – A Strategic Review of Health Inequalities in England). Also Field, F (2010) The Foundation Years: preventing poor children becoming poor adults and the recently published cross-party manifesto 'The 1001 Critical Days: The Importance of the Conception to Age Two Period' (2013)

³ Cost effectiveness is referred to in the DfE/Wave Trust report 'Conception to Age 2 – the age of opportunity' (2013). Returns of between £1.75 and £19 on every £1 invested have been demonstrated by 9 Social Return on Investment studies

⁴ Compared to reactive services when problems are complex

- Services and interventions that draw on tested methodologies (that have a strong theoretical or evidence base), and fidelity to specified methodologies in the delivery⁵

The Early Intervention Foundation has recently identified the importance of programmes which can address, between them, in particular three key (often related) needs:

- Improved attachment security
- Improved child behavioural regulation
- Improved child cognitive development

Examples of evidence-based⁶ early help programmes addressing these needs relating to families with younger children include:

- Group parenting programmes such as Triple P (0-16) and Incredible Years Parenting / Webster Stratton (0-12 years)⁷
- Family Nurse Partnership (for children 0-2 and vulnerable first-time mothers)⁸
- Support to address maternal (post-natal) depression⁹
- Programmes that seek to improve parental verbal stimulation and early learning practices with their infants / toddlers

Examples of evidence-based programmes addressing these needs relating to families with older children include:

- Cognitive behaviour therapy (CBT) for young people with behaviour problems, depression, school refusal and other issues
- Group parenting programmes such as Triple P (0-16) or Strengthening Families (10-14).

⁵ Allen G (2011) Early Intervention: the next steps; Centre for Excellence and Outcomes (2010) Early Intervention and prevention in the context of integrated services – evidence from C4EO Narrowing the Gap Reviews; the Munro Review of Child Protection

⁶ Note that 'evidence-based' depends on interpretation including in particular whether randomised control trial evidence is required or something different (note RCT is generally considered to be the 'A' standard but other well-conducted studies do also add to our understanding and are often relied upon as 'B' standard evidence)

⁷ A more extensive list can be found in the DfE and Wave Trust report 'Conception to Age 2 – the age of opportunity: Framework for local areas service commissioners' (2013)

⁸ The evidence base is stronger in the USA than in the UK, where the early findings of a randomised control trial involving FNP pilot sites (Robling, M. et al (2016) Effectiveness of a Nurse-Led Intensive Home Visitation Programme for first time teenage mothers (Building Blocks): a pragmatic randomised control trial, *The Lancet*, Vol 387, No. 10014, January 2016) have been mixed. A further evaluation is now underway and due to report in 2018

⁹ See the RRR for Perinatal Support

Support for families with more complex and/or chronic needs and children on the edge of care

Evaluative research shows that there are a number of helping methods that have a good record of reducing the impact of later incidence or complex family needs. The features of more effective support for families with more complex or chronic needs include those outlined above for early stage help, and in addition:

- More intensive interventions (but still with broader base of multi-disciplinary support).
- A longer period of intervention is usually required overall – i.e. 12-18 months, but this can include an element of ‘step down’ to less intensive support after a period of intensive intervention.
- Assertive, persistent Key Workers with lower caseloads and high levels of skill in working with families.
- Even closer attention to helping parents or carers to develop internal motivation to change and to address their issues that are likely to get in the way of considering or making changes for example, substance misuse, domestic abuse or parent mental health issues^{10 11}

It is clearly important to select an evidence-based programme or set of methodology(ies) or approach(es) for intervention with families who have complex needs, however Ofsted’s ‘Edging Away from Care’ report (2011) strongly suggest that fidelity to the chosen methodology is even more important than the actual choice of model.

Programmes of intervention with a high level of evidence base (usually involving a randomised control trial study) are mostly those that are manualised and relate to intensive work with young people and their families, for example: Functional Family Therapy or Multi-Systemic Therapy. However, some other studies are beginning to identify the evidence-based components of effective family support at a higher level of need. For example, a 2016 evaluation of a high level and highly successful family support service working with families with complex or chronic needs in Newport, Wales¹² found that, in addition to working very intensively with the family in the first few weeks of the intervention, effective services provided a ‘golden combination’ of therapeutic and practical approaches for the duration of the intervention, as illustrated in the table below:

¹⁰ In addition to the references at 11. above, Interface Associates (2011) Troubled Families ‘What Works’; and Ofsted (2011) Edging Away from Care

¹¹ Innovation Programme ‘Wave 1’ findings published by DfE in 2017 including: Burch, K. et al (2017) Social Care Innovations in Hampshire and the Isle of Wight: evaluation report, DfE, March 2017

¹² Successful working with families in the statutory arena: an evaluation of the Newport Family Assessment and Support Service: Summary Findings (May 2016) published by the Institute of Public Care (<https://ipc.brookes.ac.uk/publications.html>)

Example therapeutic approaches	Example practical approaches
Confident exploration of the past (cycles of behaviour & relationships and impact of childhood experiences & parenting approaches & domestic violence)	Parenting tips –reference to evidence- based programmes that can be delivered 1:1 – including suggesting, ‘modelling’, ‘doubling back’ when problems arise. The context for this work is often parent: mental health issues; substance misuse; lack of experience of effective parenting in their own childhood; learning disability.
Theraplay and other playful approaches to strengthening attachment	Providing information e.g. about how inter parental conflict affects children / how to de-escalate conflict
Ongoing support for motivation to change including to reach out to external supports for DV, SM, MH	Basic financial and housing advice and support
Therapeutic work with individual child members of the family – particularly young people engaged in or at risk of sexual exploitation, poor mental health, challenging or aggressive behaviour, non-school attendance	Advice about how to keep children safe
Work with all family members on relationships and how to relate to each other in a positive way	Work with parents around keeping the house sufficiently clean so as not to be a risk to the children

Other key attributes of this successful model included:

- Support provided ‘up front’ to families to develop internal motivation to change – including through the application of motivational interviewing techniques¹³
- Use of highly visual distance travelled tools (which families interviewed for this evaluation suggested were highly motivational)
- High levels of guidance (toolkit and standards for practice) and ongoing supervision of practitioners providing interventions

¹³ The stages and theory of change was first described by James Prochaska and Carlo Diclemente (1982) including reference to: pre-contemplation; contemplation; determination / preparation; action; maintenance leading to lifestyle /behaviour change; possible lapse; contemplation etc. Their work has informed the development of motivational techniques

Finally, in terms of those families with the most complex problems nearing breakdown and on the edge of care, there is also a growing evidence-base on what kind of combination of services work most effectively:

- Rapid response for young people at risk of homelessness / entry into care includes an element of family mediation, practical support and access to appropriate accommodation or supported housing and other services (depending on age).
- Attention to family engagement and ‘contracting’ – a creative and tenacious family focus at all first points of contact including if appropriate reminding legal guardians of their legal duties to young people.
- Clear, evidence-based model(s) for intervention such as Functional Family Therapy and Multi-Systemic Therapy selected with regard to the presenting characteristics of young people presenting on the edge of care¹⁴. High levels of fidelity to the chosen programme.
- Assertive, persistent key workers for young people and their families with low caseloads – able to work skilfully with families for extended periods of time including an intensive initial phase. The quality of the key worker relationship with families is the factor most commonly cited as the difference between success and failure.
- Responsive access to broader services including positive activities; Family Group Conferencing; CAMH services.
- Investing to make reconciliations safe and sustainable.

Officers in Cardiff have used the IPC evidence summarised above to inform the outline design of the strategic delivery model for prevention, early help and support described below, particularly in terms of:

- Recognising the importance of good quality information, advice and assistance to all families
- Emphasising the importance of early help for families who need some early help, and of intensive support for those with complex or long-term problems, and that the detailed design of these services needs to be different.
- Ensuring that the right skills, capacity and experience is available to families at different points in the range of services.
- Investing sufficiently and focusing on the right families so that the number of children in Cardiff needing safeguarding or substitute care away from their birth families is reduced, securing better outcomes for them and reduced costs to the Council.

¹⁴ Generally speaking, MST is considered a good fit where the child’s behaviour constitutes ‘wilful defiance’ and is driven more by peer, school or community factors. FFT is considered a better fit where the child’s behaviour is driven more by family issues such as high conflict, histories of neglect or psychiatric concerns, or where the caregiver is initially reluctant to participate

Family Help & Support - Gateway

Professionals – Education,
Police, Health, Probation

Public – Families, Children -
all members of the public

Page 69
 Anyone
 professionals/public) who
 has a concern about the
 well-being a child or wants
 to find out what support is
 available ALL come
 through this route

Dedicated
Phone line



E-mail



The gateway

Online information
accessible from any
device



cardiff.gov.uk

Includes:

- Family Help Advisors
- Social Worker oversight

Services provided by the Gateway:

- Information, advice and signposting
- Proportionate assessment and triage into appropriate services
- Practical Information, Advice & Assistance

E.G. Help with:

- Child behaviour
- Child Care
- Parental Support
- School Attendance



Family Help & Support - Model

Universal Services

Early Intervention

Intensive Support

Remedial Intervention

Family Help (Housing & Communities)

Safeguarding, Care & Support (Childrens Services)

Gateway and Family Help Unit	Parenting Unit	Family Support	Mash & Intake and Assessment				
Gateway Team: <ul style="list-style-type: none"> Advice and signposting Proportionate Assessment /Triage Allocation to gateway controlled services / Referral to Mash Whole family approach including youth offending prevention services Telephone / Email / Online Referral	Family Help Team <ul style="list-style-type: none"> Short term support for families who need more than one service and cannot access these directly. Focus on resilience Develop personal action plan 	Parenting <p>Home based Education Psychology led parenting interventions Community level evidence based parenting programmes including programmes for inter-parental conflict; Community based engagement groups, modelling best practice (Stay & Play)</p>	Family Support Team <ul style="list-style-type: none"> Longer term support for more complex families Social worker QA Families under acute stress Step down from statutory services Work towards resilience using strengths based approaches Meet range of needs. 				
Referrals			Targeted Intensive Services <ul style="list-style-type: none"> Parenting assessments Management of child protection plans Management of care proceedings High level prevention /pre- 				
Training and Outreach <p>Developing a virtual team – schools etc</p> <p>No wrong door / one Cardiff approach</p> <p>Promoting Signs of Safety / Strengths based approach</p>			Interventions <table> <tr> <td>Adolescent Resources Centre</td> <td>Edge of care younger children</td> </tr> <tr> <td>Think Safe</td> <td>13+</td> </tr> </table>	Adolescent Resources Centre	Edge of care younger children	Think Safe	13+
Adolescent Resources Centre	Edge of care younger children						
Think Safe	13+						



AMBITION

CARDIFF
CAERDYDD

Family Help and Support

24th September 2018

Workshop Analysis

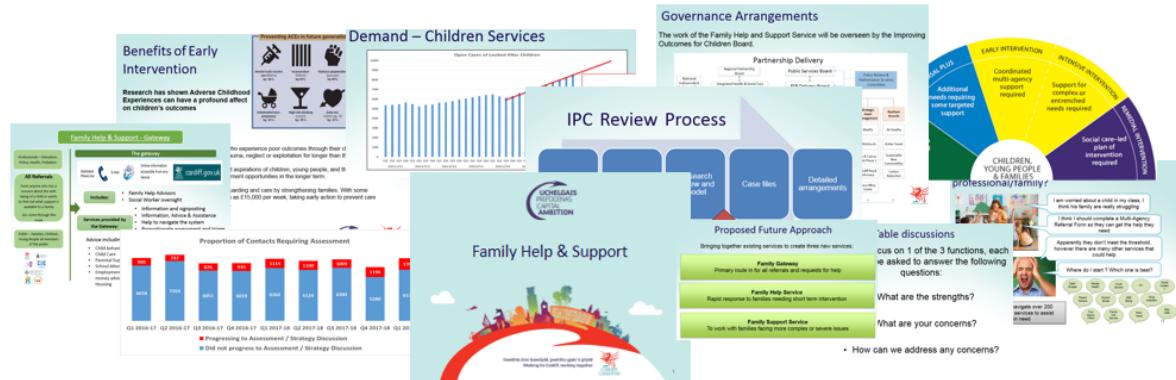
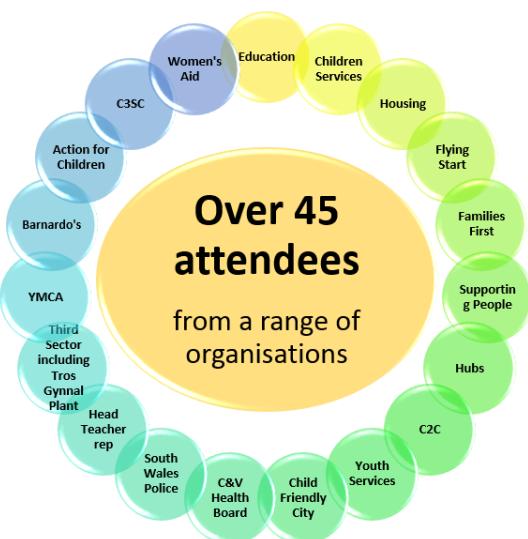


Workshop: Family Help and Support in Cardiff

Introduction

On the 24th September 2018, a large multi-agency workshop took place with the aim of setting out a proposed delivery model for integrated early help and prevention services for families and children.

The workshop was facilitated by the Institute of Public Care (IPC) and was very well attended with over 45 people representing various organisations across Cardiff.



To set the scene for the workshop, various people presented to provide detail on why and how we are reviewing our current arrangements, as well as providing some early findings. It also included the proposed high-level future approach that included the creation of 3 new services.

- **Family Gateway** - Primary route in for all referrals and requests for help
- **Family Help Service** - Rapid response to families needing short term intervention
- **Family Support Service** - To work with families facing more complex or severe issues

Based on these three services, attendees were then given the opportunity in small groups to discuss each of the services in turn while answering the following questions.

- What are the strengths?
- What are your concerns?
- How can we address any concerns?

Workshop: Family Help and Support in Cardiff

Key Findings – Overarching Themes

There was a lot of positive support throughout the different groups for this model and agreement that it could have a very successful impact on the lives of many families in Cardiff. In addition, the consensus was that the benefits would be far reaching for many of the organisations that were at the workshop.

Many strengths and concerns crossed over. Some areas were identified as critical to the success of the model and that, if done correctly, would be a strength, there were concerns however that if not done correctly this could impact on the service. The task worked well because then it gave all attendees an opportunity to make suggestions on how to address these concerns so that these critical areas could be implemented successfully.

Some of the overarching themes that were discussed throughout the 3 new services were:

Workforce Development: A key theme that came through was that the model could only be as successful as the staff delivering it. Staff at each part of the model would need to be highly skilled and there would need to be a comprehensive training package in place that would need to be fully supported. This would include; ensuring ease of access to appropriate services, a complimentary IT system and a manageable workload.

Performance / Resource Management: The level of resources in each of the services was unknown at the time of the event and this posed some concerns that the potential level would not meet the demand levels. A full performance framework is required to not only monitor how well demand is being met, but also to determine what is working and having an impact on families.

Engagement: This was twofold with, concerns about families engaging with each aspect of the model, but also ensuring that professionals engage with the model and have the reassurance that families will be supported.

Detail Development of the Model: Linked to the above, it was raised that it is crucial that as the model develops and becomes operational, continued engagement should be sought from a range of stakeholders, including Children and Young People, Schools, Police (PSCO's) and the Third Sector Partners.

Threshold Levels: The detail on the threshold levels and who would get what level service was considered important also that throughout the model there should be a seamless service for the family.

Workshop: Family Help and Support in Cardiff

Specific Themes – Gateway

Strengths

There were lots of positive comments on the gateway aspect of this model and the key theme coming through mainly concurred that this model would **simplify the current arrangements and would be clear and accessible**. It was also felt that it would be clear for professionals and families on where to go and that there would be ease of access when they do. This linked in well with the opportunity to promote/market the service with all potential users, which in turn would lead to the positive of self-referrals.

Not only was the accessibility of the gateway seen as a strength, but also that it will provide a **clear pathway** into other services and the support to navigate those resources. This was especially thought to be the case in terms of the focus on building positive partnerships with the third sector. The view was also that this would enable better use of available resources by giving the appropriate level of service for the needs of the family.

In terms of the operation of the gateway itself, there were positive comments in relation to the inclusion of **safeguarding oversight and support by social workers** and that it will be consistent with the signs of safety approach. Further positive comments were received on the ability of this Gateway to seamlessly align and **refer to other Gateways** currently in operation.

In addition, the ability to **manage demand** through the gateway will enable us to **improve monitoring and understand the needs** of people presenting in Cardiff. This will also enable us to quality assure, understand what interventions work and inform future commissioning.



Concerns and how these can be addressed

A key concern was that the referrer needs **confidence in the gateway and reassurance** their referrals will be acted on appropriately. Part of the solution identified was to build in some type of feedback into the system so that the referrer knows what has happened as a result of their referral.

Another key concern was ensuring the staff had the **skill level and the right training** to be able to support everyone coming through the gateway. It was thought that the learning from the integrated adult services model could help inform the recruitment and training.

Highlighted was the need (when further developing the service) to seek the views of families especially the **voice of the child/young person** in ensuring their needs are captured. Within this development phase, the opportunity to involve Police Community Support Officers (PCSO's) was raised, as they have a crucial role to play in the overall model.

Concerns were also raised about the **long-term funding** of the service and also its ability to meet all the demand, especially reacting to **safeguarding concerns in a timely manner**. It was noted that strong performance management would need to be put in place, both operational in terms of response times, but also to provide the evidence of the impact that the service is having.

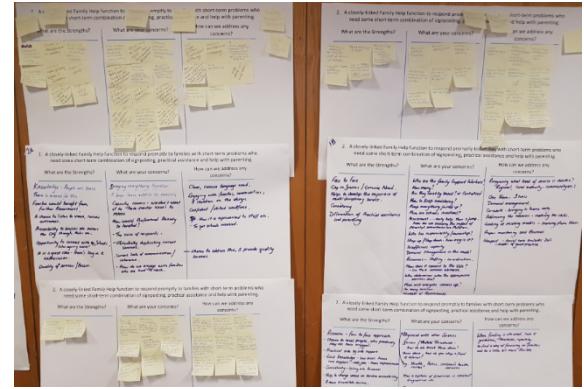
Additionally, there were some practical concerns/solutions that attendees thought needed consideration for the service to work. These included

- Having a Freephone Number
- Opening Times for when the service is needed / Appropriate out of hours messaging
- Including a face to face service
- Language barriers
- Portal/Automated Service – self-help (access to information)
- Seeking consent for referrals and need for compliance with GDPR

Specific Themes – Family Help

Strengths

On this aspect of the service, there was again a lot of positive comments and it was felt there was a genuine need for the service to be provided. This was most prevalent in having people to assist as well as simply signposting, especially to provide **practical help** in a range of areas. This included low-level parenting, housing advice and connecting with community-based programmes.



The Family Help Service would be able to provide a proportionate response to family's needs and have the potential to help those who have previously not engaged with services. It was also felt that the Family Help Service would be able to connect to schools.

Concerns and how these can be addressed

A key area of concern was how this team would get **families to engage** from the outset and there were quite a few ways that this could be overcome. Namely by:

- engaging with families, communities and children in the design
- getting schools involved
- encouraging the referrer to begin the process of engaging and sell the service to the families

Another key area of concern centred on the overall **availability of the service** and this included question on

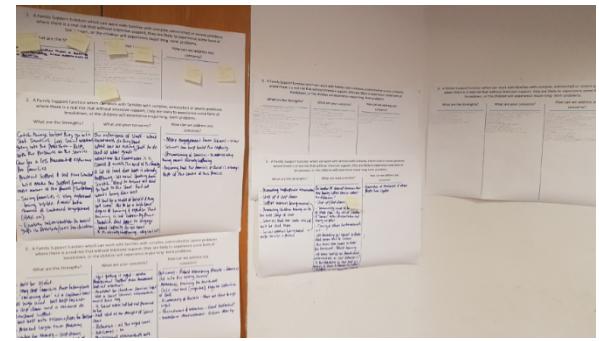
- how many staff
- are they centrally or locality-based
- where will the service be delivered
- caseload capacity
- demand management – and anticipating the number of referrals the team will need to deal with

Again, concerns about training and ensuring that staff were appropriately trained and supported was raised. In addition to the points covered previously, it was raised that the co-location with the Gateway and the Family Help Team would improve understanding of each other's roles.

Specific Themes - Family Support

Strengths

A key strength of the Family Support Team was that (in addition to providing initial **crisis intervention**) they would be able to provide **longer periods of support**. During this time, they would be able to work with the **whole family** in a range of evidence-based interventions.



The Family Support Team would be able to help families **step down** from Children's Services and (in comparison to preventative work which would take time to see a positive impact), this would have an immediate impact.

There was a lot of support for this element and the consensus was that getting this right would prove value for money. It was further felt that the impact of helping people before they reach crisis would help a lot of different areas.

Concerns and how these can be addressed

There were similar concerns to the Family Help Team **around resources** and ensuring that it is the right level to **meet the demand**. Plus, ensuring the **right skills and level of training** is in place for staff delivering this service.

Specific concerns about this team and the **links to Children Services** were made in relation to

- the level of children's services involvement
- that this is social work, but shouldn't look/feel like that to families
- not using this service as an as an overspill of Social Care

The use of data was raised as crucial and this was not just data sharing between professionals but also robust monitoring to look at family's entering and exiting to measure improvement.

Appendix 4

Project Title: Family Help and Support
New

Who is responsible for developing and implementing the Policy/Strategy/Project/Procedure/Service/Function?	
Name: Jane Thomas	Job Title: AD Housing and Communities (project lead)
Service Team: Joint project Childrens Service & Housing and Communities	Service Area: People and Communities
Assessment Date: 20.9.18	

1. What are the objectives of the Project?

To set out a new delivery model for integrated early help and prevention services for families and children in line with the Council's Early Help Strategy.

Overview of the proposed new Family Help and Support model

The proposed new model contains a new approach to family help and support based on 3 new family support services:

A **Family Gateway** service to respond to all referrals and enquiries and offer information and advice.

A closely-linked **Family Help** service to respond promptly to families who need some short-term support, including a combination of signposting, practical assistance and help with parenting.

A **Family Support** service which is able to work with families with more complex or severe problems and where there is a real risk that without intensive support, more significant intervention would be needed.

Aims of the service will be to:

- Provide timely information advice and assistance, reducing the need for ongoing support.
- Enable families with emerging short-term problems to be better helped to manage these problems, build resilience and avoid the need for longer-term support.
- Better support families with complex problems, to prevent the need for statutory intervention, taking a relationship based whole family approach.

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- Improve the range of services available for families who are involved with statutory safeguarding and care services to be able to secure the best possible long-term future and enable them to step down to support services as soon as this is safe.
- Develop a shared understanding and language across the city, developing a “no wrong door” approach with all partners fully engaged in supporting families.
- Improve outcomes for families and children across a range of indicators including improved school attendance and prevention of the need for care.

2. Please provide background information on the Project

Early help for families

1. Recent research on Adverse Childhood Experiences has demonstrated that the first few years in children’s lives shape their future development, and influence how well children do at school, their on-going health and wellbeing and their achievements later in life. A strong focus on the first few years of children’s lives leads to huge economic, educational, social and emotional benefits later on, both for individuals and for society as a whole
2. Research also suggests that it is important to intervene at the early stages of a problem, whatever the age of a child, to prevent issues from escalating.

Current Challenges and Issues

3. Children’s social services are working with increasing numbers of referrals, undertaking an increasing number of assessments and the Council is responsible as Corporate Parent for the highest ever level of looked after children. Recent data indicates that in the first quarter of 2018/19, 1,745 children were supported with a Care and Support Plan in Cardiff. The numbers of children in need open to Children’s Services are on an upward trajectory, rising overall from 520 children in April 2016 to the current position of 630.
4. It is clear that the current arrangements for early help are not reducing the number of referrals received by children’s services. The first quarter of 2018/19 saw an increase of 16.3% compared when compared to the final period of the previous year.
5. There are also growing pressures on Education, with increasing numbers of children educated other than in school. In 2018 there were 348 pupils

**Equality Impact Assessment
Corporate Assessment Template**

education other than at school (EOTAS), which is 30% increase on 2017 (268 pupils) and 70% increase from 2016 (205 pupils). There are schools across Cardiff's poorest communities where pupil attendance remains below the Cardiff Ambition target of 95% and there remains a high number of in-year transfers between schools linked to behaviour and relational issues.

6. There are numerous reasons for these increasing pressures including the effects of austerity and increasing complexity of the issues facing families. The impacts have been seen nationwide, however, some local authorities have progressed to develop a more holistic approach to preventative service integration and the learning from these authorities will help to inform Cardiff's approach.

Issues with Current arrangements

7. The Multi Agency Safeguarding Hub (MASH) was introduced in 2016 and all concerns for children's safety and wellbeing are referred into the MASH. Fewer than 20% of referrals to the MASH progress to a Children's Services intervention. While some cases are referred for early intervention this number is low, just 15% or 3,292 children during 2017/18. In 51.8% of cases referred to the MASH, no action is taken.
8. Family Support is currently provided through a partnership arrangement between Tros Gynal Plant Cymru and Children's Services. The service operates a free-phone number for advice and information, co-ordinates a team around the family approach and offers intensive key working for the families stepping down from care. The early intervention help available is very limited. Of the 1,786 calls to the Tros Gynal Plant helpline in the first quarter of 2018/19 only 49 visits were carried out. 77 referrals were made to Team around the Family.
9. Parenting services are delivered and managed alongside the Flying Start infrastructure as is the Family Information Service which provides information about child care and activities. These services are not currently closely aligned with Childrens Services' family support services.
- 10. There is currently no clear pathway for families who need help but do not require children's social care and there is a pressing need for a more coherent approach to early intervention and prevention services.**

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3 Assess Impact on the Protected Characteristics

3.1 Age

Will this Policy/Strategy/Project/Procedure/Service/Function have a **positive differential impact** on younger/older people?

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

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

The change will have a positive impact on children and young people and their parents. The new service will provide a clear route into information advice and assistance and will build on and enhance support services for all levels of need. It will provided tailored intervention such as parenting support, as well as signposting into other services such as money advice and housing.

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

None – impact is positive

3.2 Disability

Will this Policy/Strategy/Project/Procedure/Service/Function have a **positive differential impact** on disabled people?

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

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

There will be a positive impact on those with disabilities.

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While specialist services for children with physical and learning disabilities are out of scope of this service, parents can still contact the gateway for the more general advice and assistance thereby having positive impacts.

It is envisaged that many of the parents accessing the support services will have mental health and /or substance misuse issues. Young people and children may also suffer from these issues. Therefore training of support staff will be tailored to meet this need specifically. The wrap around support provided will be particularly beneficial for these families and children.

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

Ensure that training provided fully addressed the issues of mental health and substance misuse

3.3 Gender Reassignment

Will this Policy/Strategy/Project/Procedure/Service/Function have a **no differential impact** on transgender people?

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

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

There will be no differential impact

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

N/A

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3.4. Marriage and Civil Partnership

Will this Policy/Strategy/Project/Procedure/Service/Function have a **no differential impact** on marriage and civil partnership?

	Yes	No	N/A
Marriage		x	
Civil Partnership		x	

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

There will be no differential impact, parents will be assisted whether married, civil partnership or lone parents.

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

N/A

3.5 Pregnancy and Maternity

Will this Policy/Strategy/Project/Procedure/Service/Function have a **positive differential impact** on pregnancy and maternity?

	Yes	No	N/A
Pregnancy	x		
Maternity	x		

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

There will be a positive impact on pregnant women and young mothers as the information and support available to them will be enhanced.

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

None required

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3.6 Race

Will this Policy/Strategy/Project//Procedure/Service/Function have **no differential impact** on the following groups?

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

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

Unfortunately there is limited information about the ethnicity of those being referred into the Mash as in many cases this is not recorded (see table below). However no differential impact is anticipated.

Careful consideration will be given to meeting the needs of those with language issues and equalities training will be a standard requirement for staff in the service.

Nationality	Percentages	Total referrals
NULL	54.6%	11666
British	40.9%	8751
Czech	0.5%	115
Bangladeshi	0.3%	74
Somalian	0.3%	56
Romanian	0.2%	49

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

Steps will be taken to ensure that the Gateway and support service is fully accessible to those with language requirements.

Equalities training will be standard for all staff in the services.

3.7 Religion, Belief or Non-Belief

Will this Policy/Strategy/Project/Procedure/Service/Function have a **no differential impact** on people with different religions, beliefs or non-beliefs?

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

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

No differential impact is anticipated

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

Equalities training will be standard for all staff in the services.

3.8 Sex

Will this Policy/Strategy/Project/Procedure/Service/Function have a **positive differential impact** on men and women?

	Yes	No	N/A
Men	x		
Women	x		

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

Gender of the children referred into the Mash is equally balanced between male and female (see below). However in terms of parents, there is likely to be a disproportionately high level of female clients. A positive impact is expected for these clients who will be able to access services more easily.

Gender	Percentages	Total referrals
Male	47.8%	10210
Female	47.5%	10148
Unborn	1.5%	321
Unknown	3.3%	700
Total	100.0%	21379

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What action(s) can you take to address the differential impact?
None required

3.9 Sexual Orientation

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

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

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

More clients are likely to be heterosexual, however the impact will be positive on all groups.

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

None

3.10 Welsh Language

Will this Policy/Strategy/Project/Procedure/Service/Function have a **no differential impact** on Welsh Language?

	Yes	No	N/A
Welsh Language		x	

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

The service will cater equally for welsh speakers

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

Some posts will be Welsh essential to ensure equal service can be provided

4. Consultation and Engagement

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

None to date however as the project progresses clients will be consulted about the detailed delivery of the service.

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

Groups	Actions
Age	
Disability	
Gender Reassignment	
Marriage & Civil Partnership	
Pregnancy & Maternity	
Race	Steps will be taken to ensure that the Gateway and support service is fully accessible to those with language requirements.
Religion/Belief	
Sex	
Sexual Orientation	
Welsh Language	Some posts will be Welsh essential to ensure equal service can be provided
Generic Over-Arching [applicable to all the above groups]	Equalities training will be standard for all staff in the services.

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6. Further Action

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

7. Authorisation

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

Completed By : Jane Thomas	Date: 20.9.18
Designation: AD Housing & Communities	
Approved By: Sarah McGill	
Designation: Corporate Director	
Service Area: People and Communities	

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

For further information or assistance, please contact the Citizen Focus Team on 029 2087 2536 / 3262 or email equalityteam@cardiff.gov.uk

Mae'r dudalen hon yn wag yn fwriadol

**CARDIFF COUNCIL
CYNGOR CAERDYDD**



CABINET MEETING: 11 OCTOBER 2018

CARDIFF COUNCIL ANNUAL COMPLAINTS REPORT 2017 - 18

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

AGENDA ITEM: 4

Reason for this Report

1. To report to the Cabinet on the operation of the corporate complaints procedure between 1st April 2017 and 31st March 2018. The statistics for corporate complaints are set out by service area.

Background

2. Complaints provide valuable information about how we are performing and what our customers think about our services. Most people who complain tell us what we have done wrong and how we can do better; we use this information to improve our services, strengthen our relationships with customers and make better use of our resources. Publishing this annual report demonstrates the Council's commitment to transparency and a positive approach to dealing with and learning from complaints.
3. The Council's complaints procedure reflects guidance given in the Welsh Government Model Policy and Guidance Paper for Handling Complaints. This was further supported by the Public Services Ombudsman for Wales. Complaints Managers record information about the number of complaints they have received and how quickly they acknowledged and responded to the complaints. This information is submitted to the Corporate Complaints Team at the end of each quarter. The Corporate Complaints Team use this information to ensure that the complaints policy is being adhered to. Meanwhile, the Public Services Ombudsman for Wales captures detailed information regarding complaints against the Council which is included in his annual report.

Complaints

4. A total of 1,907 complaints were recorded during 2017-18. This is a 7.7% increase from the previous year, when 1,770 complaints were recorded. Prior to this increase, complaints had decreased for Cardiff Council for five successive years.

Compliments

5. As an organization, we receive many positive comments about our staff and the services we provide. Knowing where things are working well and are appreciated is as important to capture as knowing where things are perhaps not working. We therefore keep a record of the compliments we receive as well as the complaints. Good practice and learning can then be circulated across the Council.
6. Across the year 2017-18, Cardiff Council received a total of 1,988 recorded compliments, which is a 6.3% decrease from the previous year when 2,122 compliments were recorded.

Ombudsman Complaints

7. Recommendations in Ombudsman reports and observations about our strengths and weaknesses help us improve our processes. The Ombudsman closed 123 cases involving Cardiff Council in 2017-18 compared to 133 cases in 2016-17. 2 of these cases were accepted for further investigation of which 1 led to an Ombudsman report. The Ombudsman received 21 premature complaints (defined as when the council has not had a reasonable opportunity to deal with the complaint itself). It is felt this is due to public perception that the Ombudsman can intervene and make decisions without the Council initially considering the complaint. 41 cases were closed by the Ombudsman after initial consideration and with no further action required by the Council. A further 36 cases were declined because the Ombudsman was satisfied with action proposed or taken by the Council and 22 cases were out of the Ombudsman's jurisdiction.

Reason for Recommendations

8. To enable Cabinet to have corporate overview of the complaints and compliments process during 2017/18 and to note the information contained within the report.

Financial Implications

9. This report has no direct financial implications. Any financial implications of future changes made to improve processes and learn from complaints will need to be met from existing resources.

Legal Implications

10. There are no direct legal implications arising from this report.

RECOMMENDATIONS

Cabinet is recommended to note the contents of the report.

SENIOR RESPONSIBLE OFFICER	Isabelle Bignall Chief Digital Officer
	5 October 2018

The following appendix is attached:

Appendix 1 –Cardiff Council Annual Complaints Report 2017-18

Mae'r dudalen hon yn wag yn fwriadol

**Cardiff Council
Annual Complaints Report
2017-18**

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Cardiff Council Annual Complaints Report 2017-18

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Foreword

Welcome to Cardiff Council's Annual Complaints Report for 2017/18. I am extremely pleased to reflect on the successes of last year and share with you some of the key headlines.

Following five successive years of reducing the number of complaints received, complaints have increased by 7% this last year. This is largely due to the two significant snow events in Quarter 4 which greatly affected Waste operations and impacted on the number of complaints we received. I am however pleased that the number of complaints remains below the 5-year average.

While it is disappointing to learn of instances where customers have been unhappy with the service provided to them, as a council, we recognise the value of lessons that can be learned from complaints. The Council is committed to getting things right first time and the feedback we receive from service users provides us with a much-valued understanding as to what we have been doing well and what we can improve on.

I am pleased to note that for the 7th consecutive year the Public Ombudsman for Wales has not issued any Section 16 reports against the Council. Of the 123 complaints that the Ombudsman closed during 2017/18, only 2 were taken forward to investigation.

Our report also contains information on the compliments and positive feedback that customers have provided us with in terms of their satisfaction with aspects of Cardiff Council this year, and I am grateful to all those who have taken the time to write in and acknowledge the efforts made by our staff.

Finally, I would like to thank those same hard working and dedicated staff who work in front-line services and those whom manage complaints. There is much to look forward to over the coming year, and I look forward to sharing news of our continued progress with you all next year.

Councillor Christopher Weaver - Cabinet Member for Finance, Modernisation & Performance



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Cardiff Council Annual Complaints Report 2017-18

Reason for this report

To report to the Cabinet on the operation of the corporate complaints procedure between 1st April 2017 and 31st March 2018. The statistics for corporate complaints are set out by service area.

A complaint is defined within the Council as:

"an expression of dissatisfaction, however made, about the standard of service, action or lack of action by the Council, or its staff, affecting an individual customer or group of customers."

Complaints recorded under the corporate complaints procedure do not include 'first time' representations which are effectively requests for a service and dealt with as such. A new report of a pothole or a missed bin for example, would not be registered as a complaint, but as a request for service. Of course, in the event that we failed to respond to the 'request' appropriately, then that may generate a complaint.

Our complaints procedure

The Council's complaints procedure reflects guidance given in the Welsh Government Model Policy and Guidance Paper for Handling Complaints. This was further supported by the Public Services Ombudsman for Wales.

Complaint received. A complaint can be registered via any Council venue and once received, should be forwarded to the Service Area Complaints Manager. Every Council service area has a lead officer for complaints. The

Complaints Manager will ensure complaints are acknowledged and recorded and facilitate the investigation of the complaint in accordance with the corporate complaints procedure.

Acknowledgment. The Complaints Managers will aim to acknowledge complaints within 5 working days. At this stage, we can let the customer know who is dealing with their complaint and our understanding of what the customer's complaint entails. We can also let the customer know that a full response will follow within 20 working days of our receipt of the complaint.

Full response. At the end of an investigation, a response should be produced depending on how a customer has indicated they prefer to be contacted. The response should include the outcome of the investigation as well as any necessary action taken for service improvement. The Ombudsman states that the aim of every formal investigation should be to "investigate once, investigate well". Advice is also included on what the complainant should do if they remain dissatisfied with the outcome – to contact the Public Services Ombudsman for Wales.

Public Services Ombudsman for Wales. Complaints that progress to the Ombudsman will have been thoroughly investigated by the service area. If a complainant remains dissatisfied, it is for the Ombudsman to assess whether there is any evidence of service failure or maladministration not identified by the Council.



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Cardiff Council Annual Complaints Report 2017-18

Complaints for Cardiff Council in 2017-18

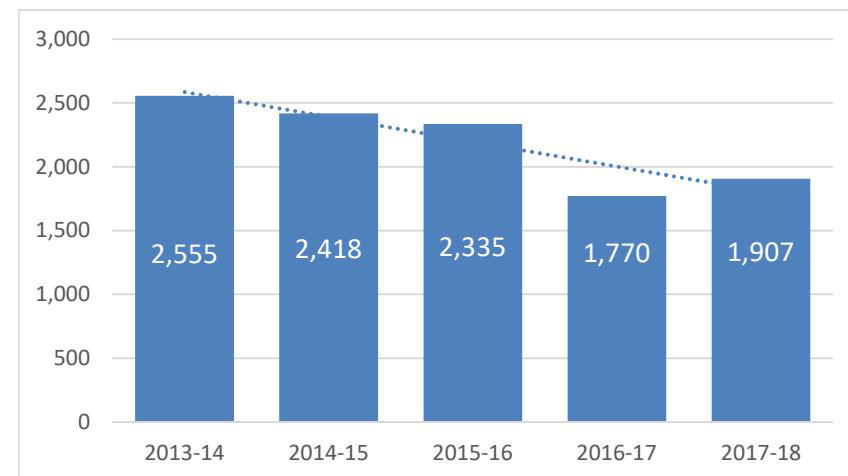
A total of **1,907** complaints were recorded during 2017/18. This is a **7.7%** increase from the previous year, when 1,770 complaints were recorded.

Year	Number of complaints
2017-18	1,907
2016-17	1,770
2015-16	2,335
2014-15	2,418
2013-14	2,555

COMPLAINTS HAVE INCREASED BY

7.7%

WHEN COMPARED TO 2016/17



Complaints received per 1,000 of population

	2015/16	2016/17	2017/18
Cardiff population (estimate)	357,496	361,168	362,756
Total number complaints received	2,335	1,770	1,907
Number of complaints received per 1,000	6.5	4.9	5.3

The population of Cardiff is estimated at 362,756 (Source: <https://statswales.gov.wales>). In 2017/18, Cardiff Council handled 1,907 complaints from customers, meaning that an average of 5.3 complaints were received per 1000 residents.



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Complaints breakdown for Cardiff Council

Service Area	Number of complaints	Number of complaints
	2016/17	2017/18
Waste	405	570
Housing	404	440
Arts and Theatres	286	226
Traffic & Transportation	111	152
Resources (Council Tax & HR)	121	115
Parks, Sport & Harbour Authority	52	79
Neighbourhood Services	87	69
Customer Services	113	61
Economic Development	46	56
Bereavement & Registration	40	38
Highways Maintenance	40	36
Education	34	29
Planning	18	21
CTS / FM / BA	7	12
Governance & Legal Services	5	3
Communications & Media	1	0
Total	1,770	1,907

NB Complaints for Children's Services and Health & Social Care are recorded under their statutory complaints procedure. Information on this can be found at the end of this report.

Cardiff Council Annual Complaints Report 2017-18

Compliments for Cardiff Council

As an organisation, we receive many positive comments about our staff and the services we provide. Knowing where things are working well and are appreciated is as important to capture as knowing where things are perhaps not working. We therefore keep a record of the compliments we receive as well as the complaints. Good practice and learning can then be circulated across the Council.

Across the year 2017-18, Cardiff Council received a total of **1,988** recorded compliments, which is a 6.3% decrease from the previous year when 2,122 compliments were recorded. Work will take place to ensure that the good service provided every day by some Council departments is captured and we are hopeful of seeing an increase during 2018/19.

Service Area	Number of compliments	Number of compliments
	2016/17	2017/18
Housing & Communities	362	549
Customer Services	570	363
Economic Development	210	279
Bereavement & Registration Services	251	191
Arts & Theatres	194	146
Waste Collections	137	138
Strategic Planning, Highways, Traffic & Transportation	159	99
Neighbourhood Services	91	97
Parks & Sports	110	79
Harbour Authority	17	36
Finance	10	9
Leisure & Play	11	2
Total	2,122	1,988

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A few examples are provided below of the types of compliments we have received:

Area	Service improvement
Arts & Theatres	A great team and a great theatre. Always a pleasure to visit the New Theatre and converse with the staff and volunteers. I can only describe (their) service to be fabulous and attentive to the needs of a diverse audience
Arts & Theatres	Great review and I also find St. David's Hall a great venue to visit in my wheelchair. All the staff are very helpful and friendly and the spaces set aside for wheelchair users suit me very well and are in an excellent position for viewing the stage. Great shows are put on at the hall and I always feel relaxed and enjoy my visits there.
Central Transport Services	Please can you pass on my sincere thanks and gratitude to the Fleet and Transport team. Their support over the snow period and into the recovery period was really appreciated and has help to minimize the disruption to residents. Their support and efforts during this period was immense and certainly avoided significant disruption to our operations, this was despite major issues with contractor availability during this period.
Citizen Hub	I just wanted to say thank you for my free concessionary bus pass. I had experienced a truly horrible 24 hours where my license had been revoked due to some loss of vision, but your staff in the Hub were courteous and efficient and had me walking away with access to free transport throughout Wales in under 10 minutes. It has made all the difference knowing that I have some measure of independence and don't have to worry about the cost.
Connect to Cardiff	Customer explained that she always calls C2C and the service is amazing! She said she always gets answers and is very rarely on hold and has called a variety of lines (Council Tax, waste etc.), and the service is always fantastic and the people of Cardiff are very lucky to have C2C. Well done team C2C!
Economic Development	We visited for the afternoon last weekend and really enjoyed the Castle, we booked onto the Clock Tower tour which was really interesting, the rooms were stunning and our guide brought the stories and history to life. Would definitely recommend it. (The tour guide) told us more about the hallway we were in which was really enjoyable, thank you! There was also a lovely gentleman who told us all about the staircase and the marriage proposals that had taken place there, the staff are so enthusiastic and knowledgeable and so forthcoming! Great place, highly recommend a visit
Events	What a wonderful job you all did, we could not have done it without you. The Reindeer Run Team and Cancer Research Wales would like to say a BIG THANK YOU, to you all, for supporting us and helping us deliver what we think was the best Reindeer Run ever. I hope you all enjoyed yourselves, helping us bring some good old fashioned Christmas Spirit to the Village. Have a wonderful well-earned Christmas and we looking forward to seeing you all next year.

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Finance	I am writing to ask if you could pass on my thanks to a member of staff in the Council Tax collections team. I have today made a payment that clears my council tax bill for the year. I struggled with payments and there had been issues with my bank and direct debits but the collections team were extremely helpful. The account could have gone to court and I could have been charged more. (The member of staff) helped by agreeing to repayment proposals and not progressing the account. This has been very much appreciated being treated with respect, honesty, fairness and patience.
Harbour Authority	Thanks for making this happen. As a first timer I was humbled to see paraplegics and other disabled people showing amazing performances and proving to me that there is no disability as long as you want it and you go for it. (Indoor Rowing Championships @ Channel View)
Highways	Customer called us and advised that the drains were in a horrendous condition in Grangetown when she had reported them last Friday. They have now been done and would like a big thank you to us here in Highways for getting it done so swiftly!
Housing	I would like to thank your Housing Options team in their recent help in rehoming myself, all staff members that I came into contact with were very polite and professional in every manor. The landlord was reassured by members of staff who only presented factual information...to commence the tenancy which has kept me off the streets. I know some councils have been hammered in recent weeks due to not helping Ex-forces, I would just like to say, not in Cardiff!
Libraries	(Today) was my first visit to the (Cathays Heritage) library and I was greeted by a staff member who promptly and helpfully arranged new membership. The staff member presented very professionally and efficiently whilst maintaining a friendly and approachable nature which I find to be quite rare these days. I had a very enjoyable experience and ... all of the requirements of my visit were achieved. Excellent customer service which should be noted and commended."
Parks	I would like to say a huge thank you to the Victoria Park Rangers for setting up the band stand for this evening's carol service. And also for staffing the event to make sure people stayed safe. It was a magical evening and will live in the memory. I attended with my daughters and parents and we all thoroughly enjoyed. It would be great if you could pass on my thanks to the team
Planning	Hi, I just wanted to let you know how helpful and professional...the planning admin department are. (They) always answers queries promptly and are a pleasure to deal with.
Responsive Repairs	Service user called to advise she had two emergencies raised today....for her door not securing and (for) her blocked toilet. Service User advised Repairs attended to the leak and were absolutely wonderful, very polite and arrived well before the 2 hour timescale given. The carpenter arrived with an apprentice. They arrived the same time and were wonderful. She advised she is extremely happy with the level of service she received and wanted to pass this on.
Waste Collections	The customer wished to express her "complete satisfaction with the (Waste Service). I think you're amazing". She also added "I think the way they collect the waste is perfect"



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Ombudsman Complaints 2017-18

The Ombudsman closed **123** cases involving Cardiff Council compared to 133 cases in 2016-17. 2 of these cases were accepted for further investigation of which just 1 led to an Ombudsman report where the complaint was upheld. The Ombudsman received 21 premature complaints (defined as when the Council has not had a reasonable opportunity to deal with the complaint itself). A further 36 cases were declined because the Ombudsman was satisfied with action proposed or taken by the Council. The Ombudsman closed the cases for the following reasons:

Reason for closing the case

	2016-17	2017-18
Complainants had not exhausted the Council's complaints process - they were referred back to the Council	43	21
Cases closed by the Ombudsman after initial consideration <ul style="list-style-type: none">• e.g. no evidence of maladministration or service failure• no evidence of hardship or injustice suffered by the complainant• little further would be achieved by the Ombudsman pursuing the matter	38	41
Cases declined because Ombudsman was satisfied with action proposed or taken by Council (Quick-Fix / Voluntary Settlement)	16	36
Cases out of Ombudsman's jurisdiction	31	22
Cases withdrawn by complainant	1	1
Complaint led to an Ombudsman's report – complaint upheld	3	1
Complaint led to an Ombudsman's report – complaint not upheld	1	1
Total	133	123

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Ombudsman Complaints - a yearly comparison

The table below shows the total number of complaints made to the Ombudsman regarding Cardiff Council over the last five years.

Year	
2017-18	123
2016-17	133
2015-16	143
2014-15	98
2013-14	100

Investigations leading to reports

The Ombudsman issues a report if he finds that a complainant has suffered hardship or injustice through the Council's maladministration or service failure.

Under the Public Services Ombudsman (Wales) Act 2005, the Ombudsman can issue one of two types of report following an investigation into a complaint by a member of the public: Section 16 and Section 21.

Section 16 Report

The first type of report is known as a Section 16 report. This is issued when the Ombudsman believes that the investigation report contains matters of public interest. The Council is then obliged to publicise the report at its own expense. **For the sixth consecutive year, the Ombudsman issued 0 Section 16 reports against Cardiff Council.**

Section 21 Report

The Ombudsman can issue a Section 21 report if the Council agrees to implement any recommendations he has made and if he is satisfied that the case does not raise matters of public interest. **The Ombudsman issued 1 Section 21 report during 2017-18.**

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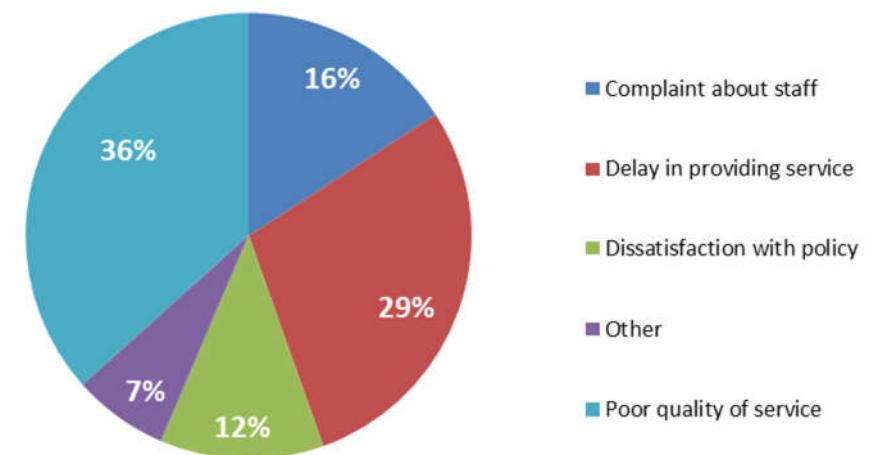
Housing & Communities

Service Area	2016/17	2017/18
Assessment & Support	78	92
Face to Face Services	31	17
Landlord Services	114	117
Preventative Services	2	13
Regeneration, Development & Enabling	15	23
Responsive Repairs Unit	164	161
Libraries	12*	16
Adult Community Learning	4*	1
Total	404	440
Number / Percentage of complaints responded to on time	392 (97.0%)	430 (97.7%)
Complaints about staff	52 (12.8%)	68 (15.5%)
Delay in providing service	87 (21.5%)	129 (29.3%)
Dissatisfaction with policy	31 (7.7%)	51 (11.6%)
Other	47 (11.6%)	31 (7.0%)
Poor quality of service	187 (46.3%)	161 (36.6%)
Total	404	440

*Figures not included in 2016/17 result as part of Customer Services.

Housing & Communities have elected to employ specialist officers that deal with complaints. These officers are part of a team that sits within the Service Development and Improvement Section. Having these officers, allows Housing & Communities to have a constructive, efficient and

consistent approach to complaints. All complaints are looked into thoroughly and with an independent mind-set, to establish all the relevant facts in each case. Whereas the prime objective is to resolve the matter for the complainant, we also take a wider view and look at changes that could be made to improve services going forward, which would also minimise potential future complaints.



The increase in the number of complaints about Assessment & Support is primarily a result of an increase in complaints about the homelessness services (20 in 2016/17 to 34 in 2017/18). It should be noted that the Council received 3,987 applications for help with homelessness in 2017/18 which represents an increase of 68% from just two years ago. As

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the demand for housing increases it is not always possible to offer social housing to those who find themselves homeless, resulting in an increase in the use of private rented sector accommodation for this purpose. This together with the pressure on services caused by the increase in applications has contributed to the increase in complaints. Additional funding has been made available for Homelessness services and a review is currently underway which should improve the service for the future.

All complaints are recorded on a custom-built database and the reasons for justified complaints are monitored and reported on regularly, with recommendations also being made to Senior Managers on individual cases as they are dealt with. Any themes in complaints are also identified and addressed.

The specialist officers cover many of the areas within Housing and Communities including Independent Living Services, Housing repairs and Planned Maintenance, Caretaking, Social Lettings, Anti-Social Behaviour, Tenancy Management and Benefits.

Overall, the number of complaints has gone up slightly, but this appears to be purely the natural fluctuation that is to be expected. Having looked at the figures and the reports, there is no specific reason that can be identified.

Learning from complaints – Responsive Repairs

One of the Council's main success stories with regards to complaints is the repeated annual decrease in complaints received by the Responsive Repairs Unit (RRU). Housing repairs is one of the most visible services the Council provides to its residents and accordingly, is the main service through which many residents judge the Council overall. It is therefore of great importance that the Council attempts to get repairs 'right first time' and the department has conducted regular reviews on the number and type of complaints received. The improvements implemented speak for themselves as the department have received a consecutive decrease in the number of complaints received for five years in a row (440 in 2013/14, 333 in 2014/15, 227 in 2015/16, 164 in 2016/17 to 161 in 2017/18).

A common theme amongst complaints received has been about delays to the work taking place. The RRU are now able to keep our customers informed about potential delays as customers will now receive a text message notifying them of their appointment and a reminder text 24 hours before the appointment and a further reminder when the Operative is on his way. All RRU operatives have also been issued with smart phones to enable mobile working and scheduling. This change has allowed the RRU to start offering morning or afternoon appointments to customers, or a slot to avoid the school run.



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

Learning from complaints - Neighbourhood Regeneration

A complaint was made to the Council about Council staff being unable to cut the grass on a communal area due to cars being parked illegally on grass in the communal area. This had unfortunately happened previously and after a review, the Council proposed to install bollards around the communal area mentioned in the complaint. This would prevent any further issues and damage to the grass due to the illegally parked cars.

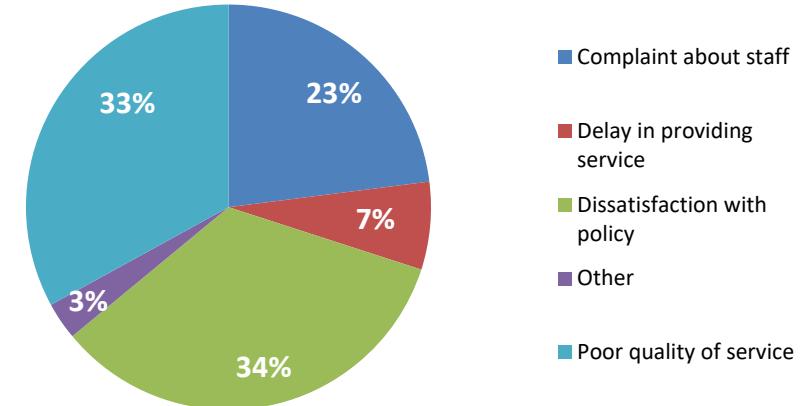
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Customer Services

Service Area	2016/17	2017/18
Adult Community Learning	4	N/A*
Connect to Cardiff	33	25
Libraries	12	N/A*
Rent Smart Wales	56	32
24/7 Services	8	4
Total	113	61
Number / Percentage of complaints responded to on time	107 (94.7%)	58 (95.1%)
Complaints about staff	29 (25.7%)	14 (22.9%)
Delay in providing service	8 (7.0%)	4 (6.6%)
Dissatisfaction with policy	19 (16.8%)	21 (34.4%)
Other	13 (11.5%)	2 (3.3%)
Poor quality of service	44 (38.9%)	20 (32.8%)
Total	113	61

* Figures not included in 2017/18 result as now part of Housing.

Connect to Cardiff (C2C) has received **25** complaints which is a decrease when compared to 33 in 2016/17. Of the 25, 8 were not upheld following investigation which is the equivalent of 32% of the complaints received. Furthermore, 2 were only partially upheld which forms 8% of the total.



C2C benefit from a dedicated Stats and Support team who can utilise specialist software to accurately advise to-the-second metrics, such as the time a customer waits before having their call answered and the duration of the call itself. Furthermore, all calls that are received at the contact centre are recorded and retained for a 12-month period. Both of these factors enable C2C to investigate complaints fully and form decisions on whether to uphold complaints based on evidence and without the need to rely on recollection of accounts which could be subject to inaccuracies. This facility also allows C2C to support our Service Area partners in their own complaint investigations, particular as we now have the facility to record conversations with our colleagues and hold a record of the advice they have offered and their understanding of the customer's circumstances.



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Any upheld complaints regarding members of staff can be managed more effectively with the benefit of these recordings being available for staff to hear and work through a plan of rectification with either one of our full time coaches or a Team Leader.

For the 2017/18 period, C2C handled 561,161 calls, 98,306 emails and 3,492 webchats. When you combine these figures, C2C dealt with a total of 662,959 customer enquiries. Based on that volume, the 25 complaints are the equivalent to 0.003% of customers registering a dissatisfaction with the service they received. C2C utilize a Commination Strategy and a Learning and Development Strategy on a daily basis to ensure there is a continuous cycle of staff engagement so that staff have the right skills and attributes to resolve situations before they become complaints. This is reflected in the Customer Satisfaction rate of **96.7%** for the year and the number of compliments received throughout the same period.

Rent Smart Wales was introduced in November 2015 with the enforcement provisions being implemented from November 2016. During the 2017/2018 period, call and email volumes have stabilised to approximately 8,000 interactions per month; however, following the significant impact of the introduction of enforcement provisions there has been a delay in processing licence application due to the volumes received.

During 2017/18, there was a 42.8% decrease in the total number of complaints received in comparison to 2016/2017 with **32** formal complaints recorded. The vast majority (65.6%) of the formal complaints were categorised as 'dissatisfaction with policy'. The primary policy

decision that has attracted formal complaints is that landlords who live outside of mainland Britain must appoint a mainland-Britain based agent to conduct letting and management activities. This policy decision is designed to improve the private rented sector in Wales and does not reflect a failure of the service.

15.6% (5 incidents) of the formal complaints were categorised as either 'poor quality of service' or 'delay in providing service'. These complaints both relate to the licence submission process. The complaints categorised as 'poor quality of service' are where customers believed that they had submitted their licence application online, but had not done so. The complaints categorised as 'delay in providing service' are where customers had been dissatisfied about the length of time a submitted licence has taken to be processed while there has been an increased number of licence applications following enforcement provisions being introduced. Measures, such as making the submission process clearer for customers, and an escalation process for licence review, have been implemented and are having positive impact.

Learning from Complaints – Rent Smart Wales

A number of complaints were received in 2016/17 due to a delay in processing licenses. Management considered the complaints received, and the process that had led to delays. This allowed Rent Smart Wales to anticipate and plan for potential delays the following year, and as such only 2 (6.25%) of the 2017/2018 complaints dealt with were of this nature.



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24/7 Services received just **4** complaints within 2017/18. These have reduced by 50% compared to the 8 recorded in the previous year. This has been the third successive year that complaints have decreased, re-enforcing our core value that customers are at the heart of our service.

Telecare Cardiff continues to deliver a service to 4,500 customers and responded to over 225,000 calls in 2017/18. The Meals on Wheels service is also continuing to expand and this year has seen a 100% increase of our number of customers.

Of the complaints that were received within the unit, 3 were in relation to the Alarm Receiving Centre (ARC) and 1 for Telecare.

24/7 services continues to develop Customer Satisfaction Surveys to obtain as much feedback from all services that are delivered within the unit. Again, Telecare continues to receive positive feedback and 99% of our customers would recommend the service. This year has also seen the introduction of the Meals on Wheels Survey. Again, feedback was positive with 100% of customers happy with the service and quality of the meal they receive.

The unit has continued to sustain its accreditation in relation to TSA Standards. These standards ensure that the industry benchmark for safety

and quality is met within our unit. ISO 9001/2015 accreditation was also maintained recognising that the Quality Management Systems are embedded within our processes.

Learning from Complaints – 24/7 Services

Some previous complaints have been in relation to staff and quality of service. 24/7 Services is committed to continually improving our existing services, and to providing the relevant skills and knowledge to further develop our staff and services. This is to ensure customers receive the best service and products possible.

Since looking at the nature of the complaints, recruitment has taken place with additional Team Leaders in post to help support, enabling staff and ours services to perform more effectively.



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Strategic Planning, Highways, Traffic & Transportation

Service Area	2016/17	2017/18
Highway Maintenance	40	36
Planning (including Building Control)	18	21
Traffic & Transportation	111	152
Total	169	209
Number / Percentage of acknowledgments sent within 5 working days	132 (78.1%)	203 (97.1%)
Number / Percentage of responses sent within 20 working days	119 (70.4%)	181 (86.7%)

Highway Maintenance

Highway Maintenance received **36** complaints for 2016/17. This is a decrease of 4 on the previous year where 40 complaints were recorded.

The highest number of complaints received was again related to potholes and paving (17 complaints). This is consistent when compared to the previous year when 15 complaints were received. It should be noted that a huge volume of potholes are reported every year, so to only receive a small number of formal complaints on the matter is a significant achievement.

Carriageway reconstruction complaints remained the same as the previous year with 5 complaints received. A common factor among the complaints

were that people were upset that the area where they reside had not been included on the treatment programme. All roads are considered against set criteria, and although roads may not qualify for resurfacing at the time, any defects identified are passed onto the maintenance team for consideration.

Maintenance Operations received 13 complaints in 2017/18 compared with 5 in the previous year. This can be contributed to the severe weather events that were experienced in Quarter 4 and the huge strain that this placed on the highway network.

Traffic & Transportation received **152** complaints for 2016/17, which is an increase of 41 from the total (111) for 2016/17.

The highest number of complaints related to Civil Enforcement which has received 52 complaints. This number can be attributed to the increased enforcement of moving traffic offences such as yellow box junctions and also bus lanes to improve traffic flow on the highway network. 11 complaints have also been received against Civil Parking Enforcement Officers. All complaints against officers are investigated rigorously and if any inappropriate behaviour is proven, necessary action is taken from refresher training to disciplinary proceedings. It should be noted that as these situations can be quite emotive, it is often the case that information provided by the complainant is totally different to the Civil Enforcement Officer.



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Road Safety Schemes have also seen an increase in complaints during 2017/18, with 15 complaints received compared to 7 for the year before. Although these comments are logged as complaints, essentially the information is classed as feedback to the scheme and included as part of the post-scheme monitoring process.

Planning (including Building Control)

The Planning Service received **21** complaints in total for 2017/18. This is an increase of 3 on the previous year where 18 complaints were recorded. These complaints covered a range of issues relating to planning applications, the planning consultation process, planning decisions and compliance with Building Regulations. This figure is small considering that Development Management determines approximately 3,000 planning applications per year. Many of these applications will require negotiating with multiple parties to discuss contentious issues and securing decisions using either Delegated Powers or by reporting through the Planning Committee. Planners also investigated approximately 501 Enforcement Cases where planning permission had not been granted, developments had not complied with permissions granted, and unauthorised and alleged unauthorised developments had been undertaken.

Neighbourhood Services

69 complaints were received for Neighbourhood Services which comprises of; street cleansing, education and enforcement. This is a 20% decrease from the previous year when 87 complaints were recorded.

Service Area	2016/17	2017/18
Neighbourhood Services	87	69
Number / Percentage of acknowledgments sent within 5 working days	87 (100%)	69 (100%)
Number / Percentage of responses sent within 20 working days	75 (86.2%)	44 (63.8%)

Through improved engagement with our citizens, Neighbourhood Services ensures 'the citizen is central to how we work' and recognises that everyone has a role to play in tackling environmental issues such as litter and fly tipping, whilst ensuring our streets are a safe, clean and inspiring place to live. There is great potential for every local authority to enhance this endeavour by working alongside residents and allowing them to take ownership of their own neighbourhoods. We have already seen improvements on our streets and this is reflected in the lower number of complaints received during 2017/18 for comparable services.



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Cardiff Council Annual Complaints Report 2017-18

Parks, Sports and Harbour Authority

Complaints for **Parks, Sports and Harbour Authority** have increased from 52 in 2016/17 to **79** in 2017/18.

Service Area	2016/17	2017/18
Parks, Sports and Harbour Authority	52	79
Number / Percentage of acknowledgments sent within 5 working days	52 (100%)	78 (98.7%)
Number / Percentage of responses sent within 20 working days	48 (92.3%)	69 (87.3%)

On analysis of the Parks-specific complaints, some could arguably have been classed as a request for service and this could attribute to the increase in numbers. Work will take place during 2018/19 with the Council's Corporate Complaints Team to help distinguish formal complaints from requests for service.

Complaints numbers for the Harbour Authority have remained static over the last 3 years with just three complaints received during 2017/18, two of which were concerning debris in the Bay. This is a small decrease from the 4 complaints recorded during 2016/17.

Monthly complaint statistics for Parks, Sports and Harbour Authority continues to be monitored at Performance Meetings. This allows managers to identify trends and, if necessary, take corrective action.

Compliments are also reported at Performance Meetings, with an impressive 95 compliments received during the year.

Learning from Complaints – Parks

Bilingual notice - The Parks service received a complaint from a service user to advise that there were incorrect translations regarding Cardiff Council Park Pitches email notices. Parks have liaised with Bilingual Cardiff and this has led to the standard email template being re-translated and corrected for future use.

Allotments - A customer made a complaint regarding a fire at an allotment site behind their property, which damaged their fence. This led to the Allotments Office liaising with the allotment holders to take action to prevent any further incidents and for letters to be sent to all plot holders advising that gas canisters are not permitted in storage sheds. These preventative measures should help to stop any future fires and damage to adjacent properties.

Cardiff Council Annual Complaints Report 2017-18

Bereavement & Registration Services

There were **38** recorded complaints for **Bereavement & Registration Services** in 2017/18 compared to 40 in 2016/7.

Service Area	2016/17	2017/18
Bereavement & Registration	40	38
Number / Percentage of complaints responded to on time	40 (100%)	38 (100%)

Bereavement and Registration Services actively encourages the bereaved and all Registration Service users to contact them should they experience any issues with any burial, cremation, marriage or registration service as these are such significant events where there can be no errors.

Complaints are received by email, via C2C, in writing and also via Bereavement Services' reception area where service monitor forms are completed. All complaints are recorded on a database and considered as soon as possible. Service Provision Questionnaires are also sent to all those who use Bereavement and Registration Services which provides an additional avenue for people to advise us of any issues with the services they have received.

It is important to note that due to the high number of visitors to the service – with over 4,000 funeral services per annum, approximately 500,000 visitors to our sites, 9,000 registrations for births and deaths, and 1,500 marriages – the complaints are very minimal.

Bereavement and Registration Services is a 'right first time' service in which our customers, the bereaved, or those carrying out life changing events are our ultimate priority. Customer requests and comments via service monitor forms and questionnaires are scrutinised and service standards have been developed to inform the public. From these standards, monthly performance data is monitored to ensure that we are meeting our commitments to Cardiff's citizens. Annually, our level of customer satisfaction averages 99%.

The complaints reported would equate to under 0.01% of all visitors to our sites. Visitors come to us, in the main, in quite a vulnerable state and at differing points in their grieving process. This can mean that small issues may become of increased importance to them and we actively encourage families to communicate with Bereavement Services their needs via service monitor forms. In 2017-18, 12 instances of this nature were recorded. These are then monitored via our monthly statistics and at operational meetings. Trends in service requirements are then considered at this point as well. Where an error has occurred we will also proactively apologise in writing to the family concerned to try and stop an issue escalating. Registration Services too is an area in which our citizens are undertaking life changing events and as such we have to respond to their needs with sensitivity and understanding. We also register deaths at University Hospital of Wales and work with the team there to ensure that any issues are dealt with in a timely manner.

Due to the sensitive nature of the service, 100% of complaints received a full response within 5 working days.



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Cardiff Council Annual Complaints Report 2017-18

Learning from Complaints – Bereavement & Registration Services

One of the identified issues for the Register Office is the increasing number of telephone calls for birth and death registrations. Due to the complex and statutory nature of the information given to the public, each call can last in the region of ten minutes. Following a lean management exercise it was deemed that this caused frustration to both the public and staff. Call volumes increased further and in order to overcome this issue calls are now directed via C2C which means that calls are answered promptly. This has been a huge success and has led to a decrease in the number of complaints regarding call failure or the wait time for calls to be answered.

In addition the development of a Ceremony Manager post has provided a more tailored and consistent service for those clients booking ceremonies with the Register Office and a single point of contact concerning these ceremonies. This will lead to a decrease in customer frustration with contacting staff regarding their ceremony and provide a more accessible service for those requiring information. The Ceremony Manager is currently streamlining the booking processes to make it easier and more robust, and will also work closely with the venues to discuss options around holding ceremonies outside and offering new initiatives in keeping with the individual needs of those booking the ceremony.



Cardiff Council Annual Complaints Report 2017-18

Waste Collections

The number of complaints received by Waste Collections has increased by 25% from 405 in 2016/2017 to **570** in 2017/2018.

Service Area	2016/17	2017/18
Waste Collections	405	570
Number / Percentage of complaints responded to on time	397 (98.0%)	529 (92.8%)

In comparison with the previous year, the majority of complaints received against the various complaint types has remained stable. The key complaint types that have seen a noticeable increase from the previous year are:

- Non Collections – Domestic (+55)
- Non Collections - Assisted Lift (+55)
- Delivery of Bin/bags/caddies & availability in outlets/Recycling bag limit (+32)

The highest number of complaints was received in Quarter 4, with 239 complaints being received. During the exceptional weather experienced during this period, Cardiff experienced two significant falls of snow, freezing wind, and blizzards. The snowfall that hit Cardiff was the heaviest in almost 35 years and was so extreme that, for the first time, a Red weather warning was issued for Cardiff. This caused significant disruption to waste operations and collections were suspended for health and safety

reasons. To allow the service area to recover, collection of some waste streams were cancelled until the next scheduled collection day (recycling & compost). The snow events also impacted on the service area's ability to deliver bins/bags/caddies and re-stock outlets.

A number of other events took place during this period that contributed to the increases seen.

They are as follows:

- Customer call-backs for non-collections were temporarily recorded as complaints rather than escalated within C2C in January 2018. This was a temporary process agreed between Waste Collections and C2C, lasting for a period of 3 weeks and which accounted for 50 complaints.
- Our contracted supplier for food waste caddy liners experienced production issues during Quarter 4. This affected stock levels and our ability to deliver to residents.
- The service area implemented new back office and in-cab technology during Quarter 4. Back office staff and frontline operatives have had to undergo training and adjust to new ways of working.

The number of complaints is considered to be extremely low when the volume of waste service delivery is taken into account. With approximately 157,000 address points currently serviced citywide, over 470,000 waste



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Cardiff Council Annual Complaints Report 2017-18

collections are carried out weekly - which is equivalent to over 24 million a year. Additionally Waste Management also provides education to residents, bulky waste collection services and delivery/repair services across the City, as well as access to three Household Waste Recycling Centres during the 2017/18 period.

93% of all complaints made were responded to within 20 working days or less.

The service area received 138 compliments during the 2017/18 period, which is an increase from the previous year and is pleasing to report.

Complaints and trends are robustly monitored by officers through close liaison with Connect to Cardiff and regular updates from the Service Complaints Manager. Complaints and compliments are also discussed with managers and union representatives at monthly meetings and are displayed on display screen monitors at Lamby Way.

A traffic light system is operated by the Business Support team at Lamby Way to ensure that complaints are responded to within the appropriate response timescales.

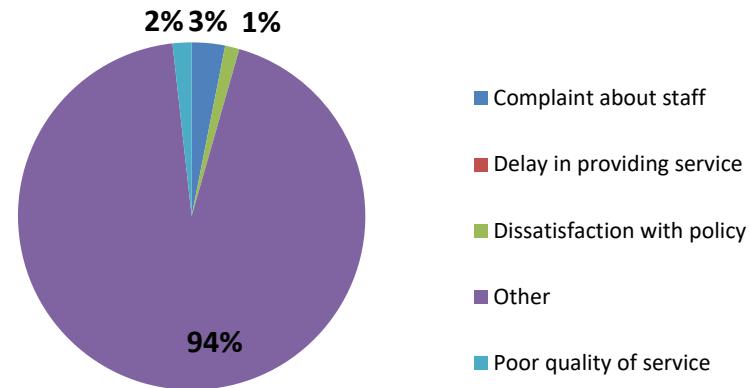
Cardiff Council Annual Complaints Report 2017-18

Arts and Theatres

Arts and Theatres contains two of the city's biggest arts venues, St Davids Hall and the New Theatre. Complaints for Arts and Theatres have decreased from 286 in 2016/17 to **226** in 2017/18.

Service Area	2016/17	2017/18
Arts and Theatres	286	226
Number / Percentage of acknowledgments sent within 5 working days	286 (100%)	226 (100%)
Number / Percentage of responses sent within 20 working days	286 (100%)	226 (100%)
Complaints about staff	15 (5.2%)	7 (3.1%)
Delay in service	6 (2.1%)	0 (0%)
Dissatisfaction with policy	25 (8.7%)	3 (1.3%)
Other	219 (76.6%)	212 (93.8%)
Poor quality of service	21 (7.3%)	4 (1.7%)

It is pleasing that there has been a decrease in the number of complaints received. A large variety of shows take place within Arts and Theatres and it is important to note that the majority of complaints for this service area can be classified as 'customer preference' rather than service failure. For example, the department receives complaints about shows not being to the customer's personal taste, the quality of plays and the audience etc. There were 425,000 tickets sold within 2017/18 and so the 226 complaints equates to just 0.0005% of customers being dissatisfied.



Learning from Complaints

Though the majority of complaints do not relate to service failure, there are some complaints that enable us to implement changes as a result of feedback from our customers.

Customer Care - Considering the number of events that take place at our arts venues, the number of complaints specific to staff is extremely minimal with even fewer of the complaints being upheld. A complaint was received during 2017/18 alleging incorrect information was given regarding a performance. The customer was subsequently contacted with an apology and assured that customer care would be addressed in the next staff training day.



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Cardiff Council Annual Complaints Report 2017-18

Economic Development

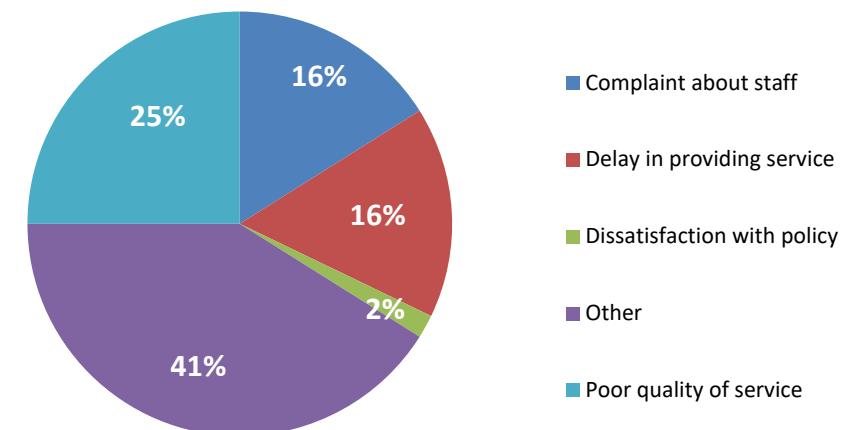
Service Area	2016/17	2017/18
Economic Development	46	56
Number / Percentage of acknowledgments sent within 5 working days	46 (100%)	56 (100%)
Number / Percentage of responses sent within 20 working days	46 (100%)	56 (100%)
Complaints about staff	6 (13.0%)	9 (16.1%)
Delay in service	3 (6.5%)	9 (16.1%)
Dissatisfaction with policy	5 (10.9%)	1 (1.8%)
Other	17 (37.0%)	23 (41.1%)
Poor quality of service	15 (32.6%)	14 (25.0%)

During 2017/18, Economic Development received **56** complaints which is a slight increase on the 46 recorded during 2016/17. The complaints comprised of 3 for City Centre Management, 3 for Strategic Estates, 27 for Venues and Tourism (this includes Cardiff Castle, the Events team, Cardiff Caravan Park and the Norwegian Church) and 23 for Major Events.

Complaints have remained relatively static, however, there was a slight increase in complaints received for Major Events. The majority of these complaints were as a consequence of major events being held in Cardiff. For example, a perceived lack of information regarding park and ride, the cost of parking at Sophia Gardens when there is an event at the Millennium

Stadium or citizens being unable to navigate across town due to road closures during major events such as rugby matches / triathlons or the velothon.

The legacy and benefit to Cardiff of hosting major events is significant and feedback from many has been overwhelmingly positive. When considering the number of high profile projects and the amount of regeneration activity across the city, the number of complaints received for 2017/18 is still a very encouraging result.



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Cardiff Council Annual Complaints Report 2017-18

Learning from Complaints – Economic Development

A complaint was received from a service user who expressed their disappointment with a tour guide at Cardiff Castle. The complainant alleged that the amount of detail provided during the tour was insufficient and further alleged that some members of staff were rude.

As a result of the complaint, the service has arranged for all tour guides to be given extra training and the complainant was advised that the management team would address the complainants concerns about staff behaviour.

Cardiff Council Annual Complaints Report 2017-18

Education & Lifelong Learning

The Education and Lifelong Learning Directorate received **29** formal complaints in 2017/18, a decrease from the 34 recorded in 2016/17.

Service Area	2016/17	2017/18
Education	34	29
Number / Percentage of acknowledgments sent within 5 working days	19 (55.9%)	17 (58.6%)
Number / Percentage of responses sent within 20 working days	18 (52.9%)	10 (34.5%)

From the 29 complaints received, 17 of the complaints were acknowledged within five working days. The Directorate responded to 34% of the complaints received within 20 days of receipt.

The percentage of complaints acknowledged within 5 working days has increased from the previous year. However, the percentage of complaints responded to within 20 working days has decreased compared to 2016/17. Some complaints have involved the Directorate having to commission an Independent Investigator to undertake and oversee the complaint process. This process has an impact on the Council meeting its complaint timescales.

Where this occurs, the Directorate will send an interim reply explaining the reasons for delay and when the complainant can expect a response.

The most common causes of complaint were relating to concerns for the statutory functions of School Admissions and Statements of Special Educational Needs.

It is important to note that under Section 29(1) of the Education Act 2002, governing bodies of all maintained schools are required to establish procedures for dealing with complaints relating to the school or to the provision of facilities or services. The Local Authority does not have a role in investigating or resolving complaints about schools. The Welsh Government has issued guidance to support schools in dealing with complaints entitled Complaints Procedures for School Governing Bodies in Wales (Welsh Government circular no 011/2012). Within the guidance, it is the responsibility of the Local Authority to satisfy itself that all schools it maintains have adequate complaints procedures in place and that these are published. A governing body complaints procedure may, with the agreement of the local authority, include a stage for the local authority to consider the complaint. However, the statutory responsibility for dealing with a complaint remains with the governing body.



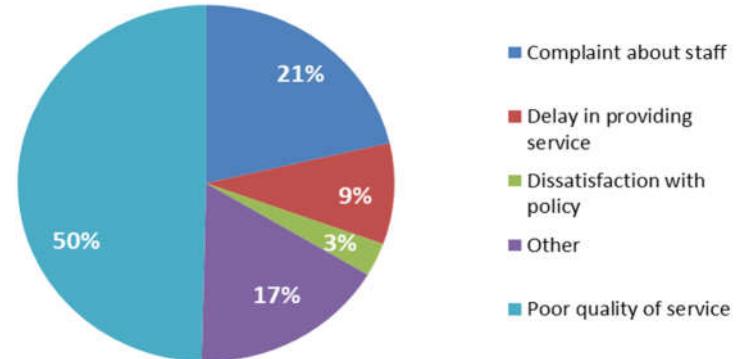
Cardiff Council Annual Complaints Report 2017-18

Resources

Service Area	2016/17	2017/18
Resources (Revenue Services & HR)	121	115
Revenue Services	121	114
HR	0	1
Number / Percentage of acknowledgments sent within 5 working days	120 (99.2%)	92 (80.0%)
Number / Percentage of responses sent within 20 working days	58 (47.9%)	91 (79.1%)
Complaints about staff	22 (18.2%)	28 (21.3%) *
Delay in providing service	3 (2.5%)	12 (9.2%) *
Dissatisfaction with policy	11 (9.1%)	4 (3.1%) *
Other	10 (8.3%)	22 (16.8%) *
Poor quality of service	75 (61.9%)	65 (49.6%) *

*Figures exceed 115 total complaints as complaints are recorded against multiple complaint categories

During 2017/18, Resources (comprising of Revenue Services & HR) received **115** complaints which is a slight decrease on the 121 recorded during 2016/17. We will be working to continue this improvement in 2018/19. As a key front line service handling sensitive customer transactions, the majority of complaints relate to Revenue Services in Finance. There has been a focus on streamlining processes in order to improve turnaround times in responding to complaints.



Learning from Complaints

A third party was sent a standard probate letter as the account holder had passed away. The customer/account holder had not expressed a preference for Welsh so the letter was provided in English only. However, it was not realised that this was the first time that the third party had been contacted so the letter would have needed to be bilingual. This led to a review of the service's outgoing letters, the establishment of bilingual letters to fit this particular situation and a work instruction for staff to consider third party's language needs.

There were several cases within the year where the allocation of payments between separate debts had led to problems. To overcome this issue, a training session was organised on the subject for nominated staff, and the process for making staff notes was modernised.



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Cardiff Council Annual Complaints Report 2017-18

Statutory Complaints – Social Services

It is a statutory requirement under the following items of legislation for Local Authorities to have in place a Representations and Complaints Procedure for Social Services.

- Representation Procedure (Children) (Wales) Regulations 2014
- Social Services Complaint's Procedure (Wales) Regulations 2014

This is in line with the Model Concerns and Complaints Policy and Guidance and the NHS Complaints procedure *Putting Things Right*.

The following provides information about the operation of the Social Services Representation and Complaints Procedure between 1st April 2017 and 31st March 2018. The report contains information about the number and type of complaints received and also provides details of the activities undertaken by the Complaints Unit during that period.

Although the Directorate commissioned an independent review of the current arrangements for managing complaints in 2016/17 and some changes to current arrangements were initiated during the year in partnership with corporate information governance officers, there is more work to do in 2018/19 to fully implement the new recommendations. Complaints are a key source of intelligence for the Director of Social Services in terms of overall quality assurance, particularly in relation to citizen entitlements, safeguarding and practice learning. A key benefit of the new structural arrangements coming on stream in 2018/19, is that

appropriate capacity will be focused on implementing a range of overdue improvements to the complaint process.

Despite areas where systems and processes can be improved, the Directorate has nevertheless managed to respond effectively to a wide range of complaints, many of which reflect the highly complex nature of individual cases.

Children's Services

Children's Services received 124 complaints during 2017/18, little change from the 128 complaints received during 2016/17. 8 complaints were received direct from children and young people (or an advocate) during the year compared with 9 in 2016/17. The 124 complaints equates to 4% of the children receiving services from us at any given time during the year.

There were 8 Stage 2 investigations initiated in 2017/18 compared with 6 in 2016/17. There were 7 referrals to the Public Services Ombudsman for Wales, compared with 6 in 2016/17. In relation to these referrals, the Ombudsman made the following decisions:

- 5 cases required no action to be taken.
- 2 cases were recommended to progress to Stage 2 before any further involvement with the Ombudsman.



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Cardiff Council Annual Complaints Report 2017-18

Stage 1 complaints are resolved effectively which means that only a small percentage of complaints – 6% (8 / 124) proceed to Stage 2 or require action from the Public Services Ombudsman for Wales.

Adults Services

Adults Services received 68 complaints during 2017/18, 1 more than the 67 complaints received during 2016/17. The 68 complaints equate to 1% of the adults receiving service from us at any given time during the year.

There were 7 Stage 2 investigations in 2017/18 compared with 5 in 2016/17. There were no investigations by the Public Services Ombudsman for Wales. Stage 2 complaints are resolved effectively which means that only a small percentage of complaints – 10% (7/68) proceed to Stage 2 or required action from the Public Services Ombudsman for Wales.

Stage 1 complaints are resolved effectively which means that only a small percentage of complaints – 10% (7/68) proceed to Stage 2 or required action from the Public Services Ombudsman for Wales.

Compliments

Children's Services

Citizen to social worker: "Thank you for all your help and support at such a hard time for myself and my children. You were very professional but still had the empathy and compassion that helped me be strong and get through this."

A District Judge was incredibly complimentary of the content, structure and insight that a social worker put into drafting her report regarding a family. He advised that it has assisted the court immensely and suggested that it should be used as a precedent in future cases.

Adults Services

Citizen to social worker: "Thank you for your kind sympathies expressed following the passing of our Mum. Alzheimer's was a long journey for our Mum over far too many years, and brought a raft of difficulties for the family. We thank you for your support and professionalism since you became involved in our lives. Thank you for recognising that it was not just Mum that needed support, but my brother too as her sole carer."

Citizen to carers: "Thank you so much for the wonderful caring service you have shown me. My carers have been so kind and it was a joy having their company."



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**CARDIFF COUNCIL
CYNGOR DINAS CAERDYDD**



CABINET MEETING: 11 OCTOBER 2018

CARDIFF COUNCIL ANNUAL STATUTORY WELL-BEING REPORT 2017-18

FINANCE, MODERNISATION & PERFORMANCE (COUNCILLOR CHRIS WEAVER)

AGENDA ITEM: 5

Reason for this Report

1. This report has been prepared to enable the Cabinet to approve the Council's Annual Statutory Well-Being Report, a document required under the Well-Being of Future Generations Act 2015. The report also satisfies the conditions of the Local Government (Wales) Measure 2009, for submission to Council in October 2018, and its publication by 31st October 2018. This report was formerly known as the Statutory Improvement Report.

Background

2. The Well-Being of Future Generations Act 2015 requires that the Council publishes its Well-Being Objectives and how it plans to achieve them. In previous assessments, the Auditor General for Wales highlighted the need for the Council to be focused on the delivery on a small number of key priorities. In recognition of this, the growing pressure on Council finances and ongoing demand pressures, the following four priorities were identified:
 - Better Education and Skills for all
 - Supporting Vulnerable People
 - An Economy that benefits all Citizens
 - Working Together to Transform Services
3. The Council's Corporate Plan 2017-19 focussed on what the Council would deliver to achieve these four priorities, and in turn, helped to shape the Council's Well-Being Objectives for 2017-18. The Council's Well-Being Objectives for 2017-18 were:
 - Every Cardiff school is a great school
 - Looked After Children in Cardiff achieve their potential
 - Supporting people into work and education
 - People at risk in Cardiff are safeguarded
 - People in Cardiff have access to good quality housing

- People in Cardiff are supported to live independently
- Cardiff has more and better paid jobs
- Cardiff has a high quality city environment where population growth and transport needs are managed sustainably
- All young people in Cardiff make a successful transition into employment, education or training
- The Council has a high quality and sustainable provision of culture, leisure and public spaces in the city
- Communities and Partners are involved in the redesign, development and delivery of local public services
- The Council has effective governance arrangements and improved performance in key areas
- Our services are transformed to make them more accessible, more flexible and more efficient

Cardiff Council's Annual Statutory Well-Being Report 2017-18

4. The Council's Annual Statutory Well-Being Report (Appendix A provides a retrospective summary evaluation of performance for the financial year 2017-18. The Well-Being Report should:
 - provide a picture of the Council's performance for the reporting year against the agreed outcomes (the Council's Well-Being Objectives).
 - communicate improvement information that is timely and accurate to Members, officers, citizens, communities, stakeholders, other councils, the Welsh Government and regulators
5. The Wellbeing Report contains a self-assessment of how the Council considers that it is performing against each Wellbeing Objectives. The Council uses a number of sources of information to assess progress including performance against the Council's Corporate Plan commitments, national and local key performance measures, inspection reports and citizen surveys.

The Council's Performance

6. Over the course of recent years, the Council has been able to evidence a broad pattern of year-on-year improvement, which has been consistently reflected by external regulators and comparative data. A corporate focus on improvement and performance management has underpinned the Council's progress, with a sustained increase in the Council's performance relative to other local authorities.

Corporate Performance- Comparative Position 2017-18

7. The National Accountability Measures provide a set of performance indicators against which all local authorities in Wales can be measured. The annual performance data for all 22 local authorities in Wales in 2017/18, published in August by Data Wales, showed that Cardiff Council: In 2017-18 Cardiff Council:

- Ranked 5th out of the 22 Welsh Local Authorities, compared to 13th in 2016-17;
- Improved for the third year in a row in the annual Local Authority rankings;
- Had the joint highest number of performance areas which had improved (alongside Carmarthenshire);
- Had the joint fewest number of indicators where performance had declined (alongside Swansea);
- Scored higher than the Wales average for the majority of indicators.

Corporate Performance- Performance against previous year

8. An analysis of performance over time (where comparable historical data is available) demonstrates a broadly positive picture for 2017-18 compared to the previous year. The Council's performance has:
 - Improved against 79% of its indicators (11 out of 14 indicators) compared to 52% in 2016-17 (13 out of 25 indicators)
 - Been maintained against 7.1% (1 out of 14 indicators) of its indicators compared to 4% in 2016-17 (1 out of 25 indicators)
 - Declined against 14.3% (2 out of 14 indicators) of its indicators compared to 44% in 2016-17 (11 out of 25 indicators)

Education and Social Services

9. The performance of statutory services has been a focus of improvement activity. In education, for example, better outcomes for children and young people are evidenced by Cardiff's performance relative to other local authorities, building on what Estyn described as "*[an] emerging culture of more rigorous performance management*".
10. The results for the 2016 – 2017 academic year demonstrate a clear pattern of continuing improvement in recent years, and Cardiff is performing well in a wide range of performance indicators across the key stages. There has been an overall improvement in the quality of education provision in Cardiff, as evidenced by Estyn inspections and national categorisation. The most recent education results, though outside the period assessed by the Annual Well-being Report, continues this pattern of improvement. The Wellbeing Report recognises that while significant progress has been made in working towards the goals of 'Cardiff 2020' focussed action is required in relation to improving educational attainment for identified vulnerable groups.
11. Despite the challenges facing social care being recognised at the national level, a number of measures and initiatives have been undertaken that will improve both the effectiveness of the services and the outcomes it

delivers. In terms of Adult services good progress has been made through the implementation of the Independent Living Service, helping manage demand and cost. Satisfaction with the service is high, and indicators like Delayed Transfers of Care have seen a significant improvement in performance. The Independent Living Services (ILS) First Point of Contact for Adult Services has continued to focus on citizens' strengths to help them achieve their outcomes, and in 70% of instances the Independent Living Services were able to find an alternative solution so that there is no need for an onward referral to Social Services. The Well-being Report does, however, identify performance issues in relation to improving aspects for vulnerable children as outlined below.

Corporate Performance- Challenge and Improvement

12. The Annual Wellbeing Report 2017-18 highlights a range of performance challenges. Key issues include:
 - Financial pressures: The need to address the medium term budget deficit represents a significant challenge for the authority, particularly in the context of maintaining and improving service area performance over the medium term.
 - Sickness Absence: The Council recognises that the number of sickness absences represents a corporate challenge. Work has commenced on implementing the APSE action plan, with focus groups conducted with frontline staff and deep-dives being undertaken into areas that have high proportions of sickness to understand the specific issues.
 - Waste Management & Street Scene Services: Despite a number of service areas delivering good performance outcomes and the achievement of significant improvement to recycling rates, some fundamental performance challenges have been identified. Recycling performance must be accelerated to achieve the statutory target and long standing productivity challenges in areas of the service must be addressed.
 - Corporate Landlord: The Council manages an estate of around 1000 properties with a current use value of approximately £1.2 billion. Around 450 properties (2,000 buildings) are currently being used for operational purposes. The operation and delivery of the Council's Corporate Landlord functions and responsibilities remains a significant challenge in terms of the level of risk and liability which the Council needs to effectively manage.
 - Supporting vulnerable children and families: Supporting young people, particularly those who are vulnerable is a long standing corporate priority. Significant challenges remain in relation to safeguarding the most vulnerable children, with the recruitment and retention of social workers in particular an ongoing performance challenge for the Council. With the number of children placed into care continuing to rise, a preventative multi-agency approach, which ensures that

families and children get the right support, at the right time, in the right way, will be a priority for 2018-19.

Role of the Auditor General for Wales

13. The Auditor General for Wales through the Wales Audit Office (WAO) audit each authority's Improvement Report to assess the extent to which the Report has been prepared and published in accordance with statutory requirements and will determine whether or not to issue a Certificate of Compliance.

Scrutiny Consideration

14. The draft Annual Statutory Well-Being Report 2017-18 was considered by the Policy Review & Performance Scrutiny Committee on 3 October 2018. Comments are still awaited from the Scrutiny Committee and will be circulated at the Cabinet meeting. It is proposed that authority be delegated to the Chief Executive, in consultation with the Cabinet Member for Finance, Modernisation & Performance, to make any further amendments to the report resulting from these comments.

Reason for Recommendations

15. To recommend the Council's Annual Statutory Well-Being Report 2017-18 to Council in time for the Plan to be published by the statutory date of 31 October 2018.

Financial Implications

16. There are no financial implications directly arising from this report, however action on identified priorities for improvement may well have financial implications which would need to be addressed in the budget setting process.

Legal Implications

17. The recommendation is made for the purposes of enabling the Council to comply with its legal duties as outlined in this report

HR Implications

18. There are no HR implications arising directly from this report.

RECOMMENDATIONS

Cabinet is recommended to:

1. delegate authority to the Chief Executive, in consultation with the Cabinet Member for Finance, Modernisation & Performance to make any consequential changes to the Annual Statutory Wellbeing Report 2017-18 following receipt of comments from the Policy Review & Performance Scrutiny Committee.

2. Subject to recommendation 1, approve the Annual Statutory Wellbeing Report 2017-18 for consideration by Council.

SENIOR RESPONSIBLE OFFICER	Paul Orders Chief Executive
	5 October 2018

The following appendix is attached:

Appendix A – Annual Statutory Wellbeing Report

Annual Well-Being Report 2017-18

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

About this Report

The Council's Corporate Plan is the organisation's road map, setting the vision, priorities and objectives for the year ahead and the medium term. This report sets out a comprehensive analysis of the organisation's performance against the commitments made in the Corporate Plan 2017-19.

The Corporate Plan 2017-19

The Corporate Plan 2017-19 set out the four priority areas for action:

1. Better education and skills for all
2. Supporting vulnerable people
3. An economy that benefits all our citizens
4. Working together to transform services

Within each priority, clear objectives, commitments for action, and key performance indicators were agreed and targets were set.

The Corporate Plan 2017-19 includes:

- **Well-Being Objectives:** The Corporate Plan 2017-19 had 13 Well-Being Objectives that set out what the Council wants to achieve.
- **Commitments:** For each Well-Being Objective the Council identified a number of commitments that would help achieve that Well-being Objective.
- **Key Performance Measures:** The Council identified a number of measures of operational performance that indicate if the steps the Council are taking are effective.
- **Targets:** These set out a numerical value on Key Performance Measures to be achieved.
- **RAG ratings:** Key Performance Measures are assigned a RAG rating: Green where the result is on or above target, Amber where the result is within 10% of the target, and Red where the result is greater than 10% from the target.

The Annual Report provides:

- A summary of each Well-being Objective and a strategic assessment of the progress made.
- An update against each of the commitments.
- An update against each of the Key Performance Measures.
- A clear indication of whether the targets were met.
- A RAG assessment is provided for the Council's performance against its commitments and Key Performance Measures.

The performance information contained in this report is used to inform the development and setting of the Council's corporate priorities. In May 2018 the Council agreed a new set of Well-being Objectives as part of the Corporate Plan 2018-21. Further information on the development of this new set of objectives is included in **Appendix 1**. We welcome your feedback on this report; please contact:

Head of Performance and Partnerships,
Room 401
County Hall
Atlantic Wharf

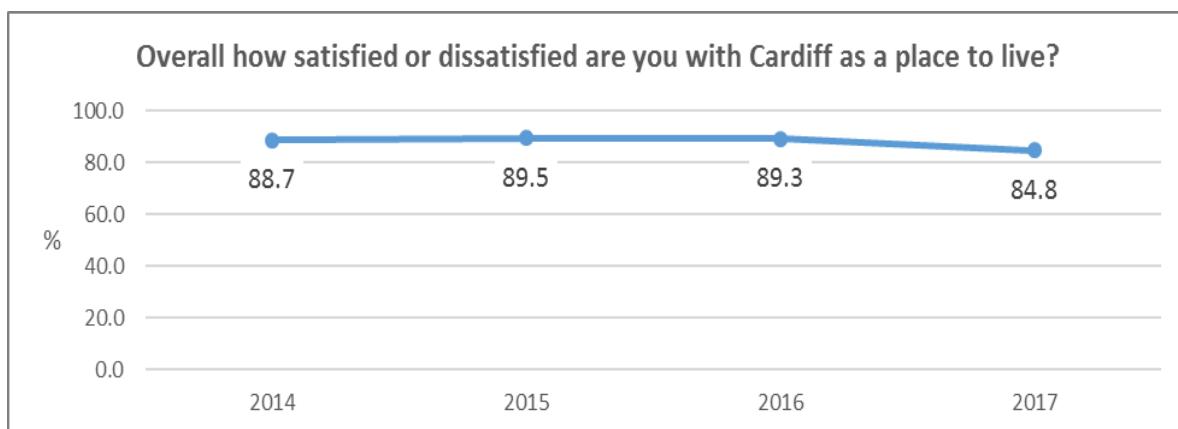
The Council at a Glance

Each year the Council delivers around **700 services** to over **360,000 residents** in **151,000 households**, helping to support local communities and improve the lives of Cardiff residents. Some of the services the Council delivers include:

- Collecting bins
- Cutting grass and cleaning streets
- Providing services for older people and people with disabilities
- Running schools
- Managing housing stock
- Looking after children who are in care
- Maintaining roads and highways
- Street cleaning
- Maintaining parks

Cardiff has a long and successful track record of delivering major sporting events. The city has played host to Rugby World Cup matches, Ashes Cricket Test matches, World Half Marathons, Champions League finals and the Volvo Ocean Race, all of which demonstrate the city's capacity to deliver globally recognised events.

As well as those living in the city, over 80,000 people commute into Cardiff every day, and this represents over one third of the city's workforce.



Satisfaction with Cardiff as a place to live (Ask Cardiff Survey 2017) closely correlates with the National Survey for Wales's results, undertaken in 2016, which reported satisfaction with Cardiff as a place to live at 88%, 8th highest in Wales and the highest urban area in Wales.

Milestone Moments in 2017-18

April 2017	May 2017	June 2017	July 2017
<ul style="list-style-type: none"> Cardiff was ranked third in a list of the best 100 cities and towns outside of London for the potential of its office market The Cardiff Story Museum was named the Best Leisure and Tourism Venue at the Cardiff Life Awards 	<ul style="list-style-type: none"> Fitzalan High school was awarded 'double excellent' standard by Estyn inspectors who were impressed by its clear vision and promotion of outstandingly high levels of aspiration and ambition 	<ul style="list-style-type: none"> The Council launched a new app to keep residents and visitors to Cardiff safe in the event of a major incident such as a significant fire, flooding or an act of terrorism A record-breaking number of visitors came to Cardiff for the UEFA Champions League final. 314,264 fans soaked up the atmosphere as Real Madrid from Spain beat Italy's Juventus 4-1 on 3rd June 	<ul style="list-style-type: none"> A new £1.2m Household Waste Recycling Centre (HWRC) opened at Lamby Way and offers the biggest HWRC in the city Cardiff became the second Local Authority in Wales to sign the Dying to Work Charter to ensure that employees battling terminal illness have adequate employment protection Fun Start Playgroup celebrated becoming Cardiff's first preschool to complete the Cardiff Healthy and Sustainable Preschool Scheme, which recognises the health and wellbeing of young children in pre-school The 18th International Food and Drink Festival returned to Cardiff Bay with over 100 local, national and international producers showcasing their products
August 2017	September 2017	October 2017	November 2017
<ul style="list-style-type: none"> 'If it didn't grow it's not coming in' launched aimed at preventing garden waste contamination Cardiff hosted the Extreme Sailing Series for the sixth consecutive year, which welcomed world-class sailors to Cardiff Bay 	<ul style="list-style-type: none"> The Cardiff and Vale Integrated Autism Service was launched to provide a single point of contact for autistic adults, families with autistic children and carers looking after adults or children with autism 	<ul style="list-style-type: none"> Storey Arms was commended for the positive impact it has on pupils when they return to school after taking part in a range of experiences at the outdoor education Centre 	<ul style="list-style-type: none"> The 6th Cardiff Children's Literature Festival was launched by Olympic cyclist Sir Chris Hoy The Council launched the new smart parking app to help drivers find an available parking space using the 'park Cardiff' app Cardiff Council was named as the Living Wage for Wales

			Champion 2017-18 for outstanding contribution to the development of the Living Wage in Wales
<p>December 2017</p> <ul style="list-style-type: none"> The Council launched a new website, 'Volunteer Cardiff', promoting volunteering opportunities in Cardiff to encourage people to volunteer in the city and allow community groups, partners and Council services to share a range of volunteering opportunities Riverbank Special School in Caerau celebrated being removed from monitoring by Estyn the Education inspectorate for Wales The Council appointed the British Heart Foundation as its new waste reuse partner to give Cardiff residents the opportunity to turn their unwanted items for life saving heart research Cardiff Bay Edge Walkway reopened following major improvement works to improve usability for up to 150,000 people who cross the Barrage every month 	<p>January 2018</p> <ul style="list-style-type: none"> Eastern Community Campus opened offering a learning environment fit for the 21st Century, with state-of-the-art facilities for up to 1500 pupils Councillor Hinchey officially opened the Cardiff East and Cardiff West Swan Family Centres which provide a safe and secure, child friendly environment where Looked After Children can meet their parents, siblings and other family members 	<p>February 2018</p> <ul style="list-style-type: none"> An investment of £150,000 was made into the local area around Burnham Avenue shops in Llanrumney, improving the parade for both local residents and businesses. 	<p>March 2018</p> <ul style="list-style-type: none"> Cardiff Council staff worked around the clock in response to severe weather conditions caused by the Beast from the East and Storm Emma. 335 hot meals were delivered, 8267 telecare calls were handled, 390 emergency repairs were carried out, 556 home care visits were made and on a single night, 81 homeless people were accommodated

April 2018	May 2018	June 2018	July 2018
<ul style="list-style-type: none"> Designs for the first section of Cardiff's cycle superhighway network were revealed. The 1 kilometre stretch of fully segregated cycling infrastructure runs from St Andrew's Crescent along St Andrew's Place and Senghenydd Road 	<ul style="list-style-type: none"> Cabinet approved plans for Cardiff to become one of the world's leading recycling cities, by approving a number of measures to increase the city's recycling rate from 58% to 70% by 2025 The new £26m Eastern Community Campus, a new shared home for Eastern High and Cardiff and the Vale College was officially opened A new 3G pitch was installed at Better Eastern Leisure Centre to allow sports clubs in the East of the city to benefit from significant investment in local facilities Cardiff won the bid to host the Creative Cities Convention 2019, one of the UK's leading media conferences, beating both Bristol and Glasgow The Council's Into Work services and digital inclusion volunteers were named in the UK's Digital Leaders 100 list for 2018 	<ul style="list-style-type: none"> Springwood Primary School celebrated after education watchdog Estyn rated the school as either Excellent or Good in all the areas inspected – the top ratings possible Open Your Eyes, designed to raise career aspirations involving 38 businesses and organisations from Cardiff and the wider city region visited 16 schools across Cardiff to speak to children about the career opportunities the city has to offer The Council's new on-street cycle hire scheme 'Nextbike' was launched offering a more flexible option to get across the city The Cardiff GOV app was launched to offer residents a new digital experience in connecting with the Council 	<ul style="list-style-type: none"> Cardiff Council unveiled plans to regenerate an area in Grangetown and gave residents at the Channel View estate the first glimpse of plans to provide a more attractive local community and provide more affordable housing in the city.
August 2018	September 2018		
<ul style="list-style-type: none"> The National Eisteddfod returned to Cardiff following a 10 year absence and welcomed crowds to Cardiff Bay between August 3rd and 11th 	<ul style="list-style-type: none"> Four brand new primary schools opened in Cardiff as part of the 21st Century schools programme 		

Cardiff Council's Awards

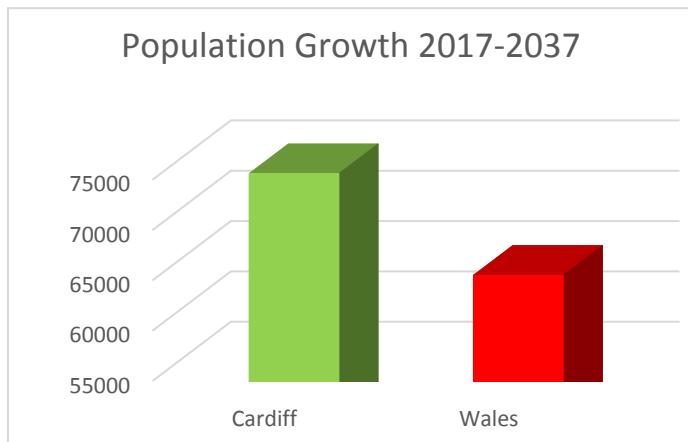
- The Council's Essential Skills Team were crowned Inspire Cymru 2018 winners for their dedication to adult learning and supporting hundreds of our frontline staff to become 'digital by default'
- Cardiff Council's Hub volunteers won the Wales Council for Voluntary Action Volunteer of the year award in the Digital category for their work in helping customers in Cardiff's 12 community hubs
- Cardiff's multi-award winning school holiday enrichment programme picked up its seventh award at the 2017 Catey Awards
- Cardiff Dogs Home and Cardiff Council's Emergency Management Unit won RSPCA Cymru awards for their efforts to improve animal welfare
- Cardiff International White Water was named the best entertaining team at the Welsh Hospitality awards 2017
- Radnor Primary School was given a national award for its work to promote the health and wellbeing of the whole school community
- Keep Roath Tidy won the cleaner communities award in the 2017 Keep Wales Tidy awards which recognises groups who work tirelessly to make Wales a better place
- The Quality Skills Alliance awarded Cardiff Council's Waste Management with two accolades: during National Apprenticeship Week, the Council won best employer of the year and one of our street cleansing operatives was awarded first prize for sector apprentice of the year.
- The Council won top prize at the Co-operative Council of the year awards for its collaborative approach to tackling numerous issues in the city
- Awarded Large Employer of the year by Learning Disability Wales for supporting the Engage to Change project, which aims to improve wellbeing outcomes through the increased independence, financial status, social capital and fulfilment that paid work offers
- One of Cardiff's hostel services officers was named as Housing Champion for Wales which recognises individuals who have showed enthusiasm and passion in roles that improve the lives of others
- The Council won the 2017 Wales CIPD People Management Award in the Best Employee Engagement Initiative category

Our Finance and the challenges we face

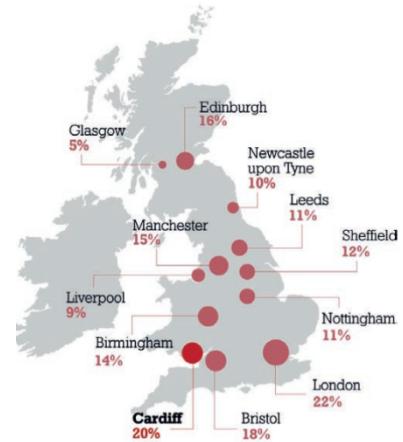
The Council has faced and continues to face significant budget reductions alongside increased demand for services. The Medium Term Financial Plan (MTFP) within the Council's 2018-19 budget report identified a potential budget gap of £34.2m in 2019-20 and £91.4m over the period 2019-20 to 2021-22. The main challenges identified include, but are not limited to:

- **Cost pressures and funding reductions** – The Council is still facing significant cost pressures which are partly inflation-related and also demand-related, for example, increasing school pupil numbers and well-publicised pressures on social services that are being experienced UK-wide. The combination of funding reductions and financial pressures creates a budget gap. In other words, the expected need to spend exceeds the level of funding the Council believes it will have so it needs to balance the two.
- **The extended period of financial challenges** – Every year, balancing the books becomes harder because so much of the budget has been reduced - £145m savings over the past 5 years
- **The shape of the Council's budget** – Two areas of the Council's services that are under demand pressure – schools and social services – account for 65% of the Council's budget. This means the squeeze on other services is even harder.

Cardiff's population is projected to grow just over 20% between 2017 and 2037; this equates to an additional 73,000 people, making Cardiff one of the fastest growing UK Core Cities. This also means that over the next 20 years, population growth in Cardiff is expected to outgrow the combined population growth of every other Local Authority in Wales.



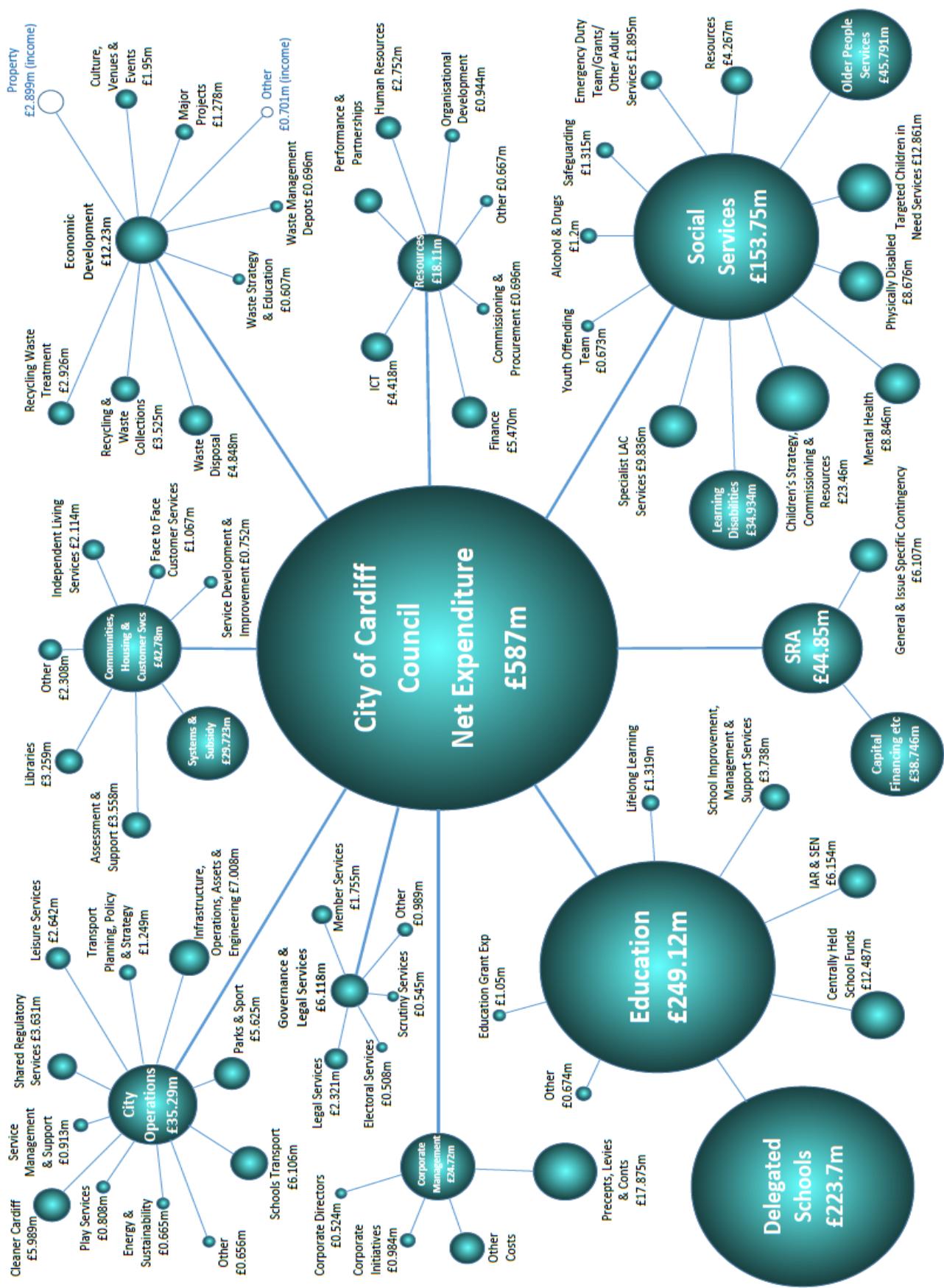
Population Growth within the UK's major cities (2016-36)



The reality is that public services must focus on a smaller number of key priorities and, going forward, Capital Ambition makes clear the priorities the Council must focus on.

Cardiff Council – Net Revenue Budget 2017/18

How we spend our budget



Engaging with our Citizens

Each year the Council engages with the citizens of Cardiff to hear their views and consult on a wide range of policies, plans and proposals affecting the local community.

The annual Ask Cardiff Survey gives people living and working in Cardiff and those visiting the city the chance to share their experiences of public services: the good experiences and where things could be improved. The 2017 Ask Cardiff Survey yielded 5,598 responses, exceeding the previous record of 4,431 in the previous year.

The annual budget consultation ran from 2nd November 2017 to the 14th December 2017. The consultation consisted of:

- City Wide Public consultation
- Service Specific consultation
- Internal Council consultation

The consultation took the form of:

- Online survey
- Paper survey
- 18 Community engagement events
- 7 Focus Groups
- Facebook
- Cardiff Citizens Panel

Other consultations the Council has conducted in 2017-18 include:

- Young Parents Access to Education, Employment & Training
- Have your say on Public Rights of Way
- Portable Advertising Boards
- Waste Strategy Consultation

The Cardiff Citizens Panel is made up of local residents from across Cardiff who have agreed to give their views on a number of consultation topics throughout the year.

To become involved with the citizens panel, please visit the Council's website using the following link:

<https://www.cardiff.gov.uk/ENG/Your-Council/Have-your-say/Cardiff-Citizens-Panel/Pages/default.aspx>

How we Self-Assess our Well-Being Objectives

The Council uses a number of sources of information to assess progress against Well-Being Objectives, including:

- **Inspection Reports** – The Council is subject to a number of inspections from regulatory bodies including the Wales Audit Office, Estyn (Education) and the Care and Social Services Inspectorate Wales (CSSIW). Their findings help the Council to assess areas of strong performance, as well as identifying areas that require improvement.
- **Surveys** – The annual Ask Cardiff survey provides Cardiff's citizens the opportunity to share their views on a wide range of the Council's services. From this, areas of strong performance can be identified, along with those areas where Cardiff's citizens feel the Council needs to improve.
- **Feedback & Case Studies** – Where available, evidence from case studies or qualitative feedback from service users help to assess performance. This gives us an insight into what the Council's service users feel and think about the services they receive.
- **Progress against the Council's commitments** – The Council made a number of commitments in the Corporate Plan to help to deliver against the Well-Being Objectives. Monitoring the progress of these commitments gives an understanding of what has been achieved and where further work is required.
- **Progress against our performance measures** – A number of performance measures are identified within the Council's Corporate Plan which help show the progress made in delivering the Well-Being Objectives. Where applicable, targets are set against these performance measures to demonstrate the desired level of achievement. However, as the Council is on an improvement journey, the priority is to understand where improvement is being made and, where the Council is not improving, what more can be done. Performance Indicators are assigned a RAG: **Green** where the PI is on or above target, **Amber** where the result is within 10% of the target and **Red** where the result is greater than 10% from the target.

Using this information gives a balanced picture of the Council's improvement journey over the year. By utilising this information, the Council can identify areas of improvement and celebrate success, and also identify areas where performance may not have been as good, and therefore the areas that may require further attention.

The Local Government (Wales) Measure 2009 requires the Council to 'make arrangements to secure continuous improvement' and the Well-Being of Future Generations Act 2015 requires Local Authorities to deliver a public service that meets the needs of the present without compromising the ability of future generations to meet their needs. Whilst the Well-Being Objectives are assessed on an annual basis, they cannot be completed within one year. Therefore, in most cases, the Council's Well-Being Objectives remain within the Corporate Plan through several iterations, and progress against planned activities is monitored, reviewed and revised on an annual basis to support the Council's improvement journey.

Good progress: The evidence suggests good progress has been made in achieving the Well-Being Objective, with improvement observed across all key performance areas.

Satisfactory progress: The evidence suggests satisfactory progress has been made in achieving the Well-Being Objective, with improvement observed across most of the key performance areas. However, there may be areas where performance is not as strong as it should be, and this helps to identify where more focus is needed.

Unsatisfactory progress: The evidence suggests unsatisfactory progress has been made against the Well-Being Objective, with no improvement observed across key performance areas.

Our Self-Assessment of our Well-Being Objectives

Well-Being Objective	Self-Assessment
Every Cardiff school is a great school	<p>Good progress has been made against this Well-being Objective in 2017/18. However, ongoing challenges remain in relation to:</p> <ul style="list-style-type: none"> - Improving Outcomes for Looked After Children (LAC) and pupils Educated other than at School (EOTAS); - Reducing the gap in attainment between pupils eligible and not for free school meals.
Looked after children in Cardiff achieve their potential	<p>Satisfactory progress has been made against this Well-being Objective in 2017/18. Significant areas for further improvement include:</p> <ul style="list-style-type: none"> - managing demand and improving outcomes through the development of a multi-agency preventative approach to supporting vulnerable children and families
Supporting people into work and education	<p>Good progress has been made against this Well-being Objective in 2017/18. Further work is required to better connecting the city's most deprived and disconnected communities with the jobs, growth and economic benefits being created.</p>
People at risk in Cardiff are safeguarded	<p>Satisfactory progress has been made against this Well-being objective during the 2017/18 financial year. Areas where further work is required include:</p> <ul style="list-style-type: none"> - The recruitment and retention of Social Workers, particularly within Children Services. - Working with Cardiff and Vale Health Board to continue to manage the demand pressures on Adult Services from an ageing population.
People in Cardiff have access to good quality housing	<p>Good progress has been made against this Well-being objective over the last year. Meeting the needs of the high level of rough sleepers within the city will remain an ongoing challenge.</p>
People in Cardiff are supported to live independently	<p>Good progress has been made against this Well-being Objective in 2017/18. Sustained improvement will rely on ever closer partnership working with the Health Service and the third sector to enable services to cope with the demand pressures of an increasing older population.</p>
Cardiff has more and better paid jobs	<p>Good progress has been made against this objective during the year.</p>
Cardiff has a high quality city environment where population growth and transport needs are managed sustainably	<p>Satisfactory progress has been made against this Well-being objective in 2017/18. Areas where</p>

	<p>significant challenges remain and further improvement is required include:</p> <ul style="list-style-type: none"> - Putting in place steps to improve Air quality within the City; - Driving up recycling rates to meet Welsh Government targets and challenging behaviours which act as a barrier to the required progress.
All young people in Cardiff make a successful transition into employment, education or training	<p>Good progress has been made in this area during 2017/18. However, there is further work to be done with regard to:</p> <ul style="list-style-type: none"> - Ensuring ALL young people are given an appropriate range of choices and support.
The Council has high quality and sustainable provision of culture, leisure and public spaces in the city	<p>Satisfactory progress has been made against this Well-being objective in 2017/18. Areas where further improvement is required include:</p> <ul style="list-style-type: none"> - Continuing with the development of the Council's Total Street approach to keeping neighbourhoods clean and take steps to improve productivity and efficiency within street scene services.
Communities and Partners are involved in the redesign, development and delivery of local public services	<p>Good progress has been made against this Well-being objective. However, work needs to continue with respect of:</p> <ul style="list-style-type: none"> - Continuing to adopt a Digital First approach and make the best and most efficient use of new technologies where appropriate;
The Council has effective governance arrangements and improved performance in key areas	<p>Satisfactory progress has been made against this Well-being Objective during the year. However, areas where further improvement are required include:</p> <ul style="list-style-type: none"> - Continue to drive improvement through the effective delivery of the Capital Ambition Delivery Programme. - Taking steps to address the Corporate Sickness Absence level.
Our services are transformed to make them more accessible, more flexible and more efficient	<p>Satisfactory progress has been made against this Well-being Objective. Further improvement is required in relation to:</p> <ul style="list-style-type: none"> - The operation and delivery of the Corporate Landlord model, which, remains a challenge in terms of the significant risks and liabilities associated with managing the Council's estate.

Priority 1: Better Education and Skills for All

1.1 Every Cardiff school is a great school

What we said we would do

The vision outlined in Cardiff 2020 is that 'All children and young people in Cardiff attend a great school and develop the knowledge, skills and characteristics that lead them to become personally successful, economically productive and actively engaged citizens'.

During the 2016-17 academic year, we have continued to work towards the delivery of the 5 key goals of Cardiff 2020:

1. Excellent outcomes for all learners
2. A high quality workforce
3. 21st Century learning environments
4. A self-improving school system
5. Schools and Cardiff in Partnership

How did we measure our performance?

Performance Indicator	Result 2016-17 Academic Year 2015- 16	Result 2017-18 Academic Year 2016-17	Target 2017- 18 Academic Year 2016-17	Have we improved?
% of Cardiff Schools categorised as Green by Welsh Government Primary	36%	53.06%	40%	Yes
Secondary	26%	38.9%	30%	Yes
Special	57%	28.57%	63%	No
% of all pupils achieving the Core Subject Indicator at the end of KS2	89.5%	89.4%	90%	No
% of pupils eFSM achieving the Core Subject Indicator at the end of KS2	78.8%	79.1%	80.6%	Yes
% of pupils not eFSM achieving the Core Subject Indicator at the end of KS2	92.5%	92.1%	93%	No
% of all pupils achieving the Level 2 + threshold (5 GCSEs A*-C inc. English / Welsh first language and Mathematics) at the end of KS4	Not comparable	58.5%	Targets are no longer valid due to changes in the assessment framework	Not applicable

Performance Indicator	Result 2016-17 Academic Year 2015-16	Result 2017-18 Academic Year 2016-17	Target 2017-18 Academic Year 2016-17	Have we improved?
% of eFSM pupils achieving the Level 2 + threshold (5 GCSEs A*-C inc. English / Welsh first language and Mathematics) at the end of KS4	Not comparable	33.9%	Targets are no longer valid due to changes in the assessment framework	Not applicable
% of non eFSM pupils achieving the Level 2 + threshold (5 GCSEs A*-C inc. English / Welsh first language and Mathematics) at the end of KS4	Not comparable	66.6%	Targets are no longer valid due to changes in the assessment framework	Not applicable
% of all pupils achieving Level 2 threshold (5 GCSEs A*- C) at end of KS4	Not comparable	69.60%	Targets are no longer valid due to changes in the assessment framework	Not applicable
% of all pupils in achieving Level 1 threshold (5 GCSEs A*- G) at end of KS4	Not comparable	93.20%	Targets are no longer valid due to changes in the assessment framework	Not applicable
The new Capped Points Score Key Stage 4 (CAP 9)	New	360.7	New	Not applicable
% Secondary school attendance	94.50%	94.2	95%	No
% Primary school attendance	95%	95%	95.5%	Maintained
% of children securing their first choice of Primary school placement:	86%	89.75%	80%	Yes
% of children securing their first choice of Secondary school placement	76%	76.21%	70%	Yes
% of children securing one of their three choices of Primary school placement	93%	93.86%	90%	Yes
% of children securing one of their three choices of Secondary school placement	85%	81.82%	90%	No
Number of schools in Estyn follow up: Estyn reviewing progress	7	6	5	Yes
Number of schools in Estyn follow up: Significant improvement	3	0	0	Yes
Number of schools in Estyn follow up: Special measures	3	1	0	Yes

*RAG is based on target

**2016-17 academic year is from September 2016 to July 2017

Progress in the 2016-17 academic year

Goal 1: Deliver consistently excellent outcomes for learners

The local authority is committed to ensuring that Cardiff schools are consistently excellent, and to the success and well-being of every learner, regardless of background or circumstance. However, when results are set against the aspirations and targets in Cardiff 2020, it is clear that much further work remains to be done.

Compared to the Wales averages, Cardiff is performing well in a wide range of performance indicators across the key stages.

Attendance

In the secondary phase, attendance was 94.2%, which is above the Welsh average and the Central South Consortium average. 44.4% of secondary schools achieved an attendance rate of over 95%.

In the primary phase, attendance was 95%, compared to 94.9% across Wales. 48.4% of primary schools achieved an attendance rate of over 95%.

Foundation Phase

88.5% of pupils achieved the Foundation Phase indicator in 2017, which is above the Wales average of 87.3%. Whilst there was a marginal decrease compared to 2015-16 (0.4ppts), Cardiff's performance remains above the Wales average.

Key Stage 2

At Key Stage 2, the proportion of pupils achieving the Core Subject Indicator (89.4%) is in line with the Wales average. At the expected and the higher levels, the strongest performance is in Welsh first language.

Key Stage 4

Cardiff performed above the Wales average at the Level 2+ threshold. 58.5% of pupils achieved this indicator, compared with 54.6% in Wales. Cardiff is ranked 5th in Wales for this indicator.

Pupils eligible for Free School Meals (eFSM)

At the end of Key Stage 2, 79.1% of eFSM pupils achieved the Core Subject Indicator, compared to 92.1% of pupils not eligible (nFSM). The corresponding Wales figures are 77.2% and 92.3%. The gap in attainment reduced to 13ppts.

At the end of Key Stage 4, 33.9% of eFSM pupils achieved the Level 2+ threshold, compared to 66.6% of nFSM pupils. This is better than the performance of eFSM (28.5%) and nFSM (60.8%) pupils across Wales. Although a higher proportion of eFSM pupils in Cardiff achieved this threshold than across Wales at Key Stage 4, the gap in attainment is slightly larger (32.8%/32.3%) as a result.

We are focused on closing the gap and working with schools and partners to make sure that no child is left behind; in particular, children that are Looked After, eFSM pupils, some Ethnic groups, learners with English as an Additional Language, learners with Special Educational Needs and learners Educated Other than At School.

The development of the Additional Learning Needs (ALN) Strategy with health partners, including progress to implement the Additional Learning Needs and Education Tribunal Bill (**ALNET**), and developing proposals to improve provision for learners, has been key to working towards improving outcomes for children and young people with ALN. Implementation of ALNET is due to be completed across Wales by 2023. The ALN Strategy also outlines a series of actions to improve provision for children and young people with ALN. The Local Authority has consulted on a series of schemes, seven of which have been taken forward and will increase provision for children and young people with ALN by 100 places over the next five years. The eighth scheme, to deliver additional ASC (Autism Spectrum Condition)

secondary places, was not taken forward. Further action is underway to address the shortfall in ASC secondary places, and to further increase SRB (Specialist Resource Base) places.

Goal 2: Secure the best people to lead, teach, support and govern our schools

The leadership in Cardiff schools is strengthening, as evidenced by the reduction in the number of schools requiring red level of support through Welsh Government School Categorisation, which has decreased from ten in January 2016 to three in January 2018. Based on their most recent inspection, 68.5% of Cardiff schools have been judged by Estyn to be good or excellent for prospects for improvement or leadership and management.

New leadership in some schools, including through the executive head teacher model, has resulted in raised expectations and improvements in standards.

The local authority continues to support federations as a means of building capacity across schools. As of July 2018, three formal federations have been formed:

- Riverbank, Ty Gwyn and Woodlands Special Schools
- Coryton and Tongwynlais Primary Schools
- Trowbridge and Greenway Primary Schools

The local authority, in partnership with the Central South Consortium, continues to support initiatives such as Teach First, which seeks to recruit and train young graduates into teaching. Cardiff also supports a wide range of leadership and development opportunities for current teaching staff.

Securing high quality school governors and reducing the proportion of governor vacancies is a priority. Recruitment of governors has been strengthened through Cardiff Commitment partnerships.

Goal 3: Offer inspiring, sustainable, learning environments fit for the 21st Century

There has been significant investment in the development of the education estate in Cardiff as part of the Band A phase of the £164 million Welsh Government 21st Century Schools Programme. Band A will deliver two new High Schools: Eastern High - which opened in September 2017 in partnership with Cardiff & Vale College, and Cardiff West Community High School - which will open in spring 2019, as well as six new primary schools.

In December 2017, Welsh Government approved in principle the programme envelope sum of £284 million for the Band B phase of the 21st Century Schools Programme, half of which would be funded by Welsh Government and half by the Council. A report with details of Band B schemes followed, and was approved by Cabinet. The proposals include four settings to improve and extend provision for pupils with ALN.

Through the Local Development Plan, there will be a £150m investment into new school buildings around the major strategic housing sites. The Council is also utilising Welsh Government grants to further extend Welsh medium provision through the Welsh Education Grant, and to reduce infant class sizes. Cardiff is also implementing the 30 hour childcare offer for working parents of 3 and 4 year olds in Cardiff.

However, there is still a significant backlog and many schools suffer a longstanding lack of investment. The Council has committed to an extra £25m over the next four years to improve the overall quality of the school estate.

Goal 4: Deliver a self-improving school system, forming strong and dynamic partnerships between schools in the region

The capacity of schools to lead and support their own improvement is increasing, as evidenced by improved Estyn inspections and categorisation outcomes. The number of ‘Green’ schools has risen notably to 67 in January 2018, compared to 48 in January 2017.

Cardiff schools are working towards the development and implementation of the new curriculum for Wales, deriving from the Successful Futures Report. This work presents significant opportunities, but also real challenges to all who work in schools, and all who have a stake in ensuring excellence in our education system. 16 Cardiff schools are engaged in the Welsh Government Pioneer network shaping the new curriculum.

Goal 5 – Ensure that schools are connected with the communities they serve, including children and young people, parents, business, culture, the third sector, sport and public services

Schools and other educational settings have continued to develop strong links with the communities they serve and city partners. Some key partnerships have continued to develop, including:

The Cardiff Commitment

The strengthened focus on transition between education and employment through the Cardiff Commitment is having a positive impact. Over 200 businesses are currently engaged with the initiative and 120 have offered a pledge to support schools and young people.

In 2017, the proportion of young people not in education, employment or training (NEET) reduced to 1.6% (50 young people), in line with the Welsh average:

Local Education Authority (%)	2013	2014	2015	2016	2017
Cardiff	4.9	4.3	4.5	3.0	1.6
Wales	3.7	3.1	2.8	2.0	1.6

The Junior Apprenticeships programme, launched in September 2016 in partnership with Cardiff and Vale College, has been successful in offering a full-time career-focused learning programme for a select number of 14–16 year old students in Cardiff. The programme won a Beacon award for Post-16 Education and Training in May 2018, and is being rolled out across Wales.

The Child Friendly City Programme

Cardiff is one of five cities in the UK to be developing, in partnership with UNICEF UK, as a ‘Child Friendly City’. This means we place the rights of children and young people at the heart of our policies and strategies, we involve young people in decision making, and we commit to addressing barriers which limit their lives.

Creative Education Partnership

The Cardiff Creative Education Partnership has maintained momentum, capitalising on the strengths of the “creative economy” in the city. In addition to partnership activity through the pathfinder school (Cardiff West Community High School), the Creative Education Partnership is developing a model to further extend and enrich connections with schools.

Summary of our Performance

Significant progress has been made in working towards the goals of Cardiff 2020. However, the Annual Performance Report of Schools (January 2018) and our own self-evaluation has highlighted the importance of focused action in relation to:

Continuing to improve standards in Cardiff

Progress against the majority of indicators is good. However, there are some key areas where further improvement is needed:

- Performance in the Level 1 threshold is 93.2% (5 GCSEs A*-G), which is below the Welsh average of 94%
- Improving outcomes for particular groups, including EOTAS (Educated Other Than At School) pupils and Children Looked After
- Reducing the gap in attainment between pupils eligible and not eligible for free school meals

Sufficiency and Suitability of the School Estate

Good progress has been made through the delivery of Band A schemes and working towards the delivery of Band B, including English Medium, Faith, Welsh Medium and Special Schools. However, too many buildings suffer a longstanding lack of investment.

We have assessed this Well-Being objective as making **good** progress.

1.2 Looked after children in Cardiff achieve their potential

What we said we would do

Cardiff Council wants to continue the shared vision with Cardiff & Vale University Health Board to work together to ensure the best possible outcomes for children who are looked after or who have left care, so that they can be happy and lead fulfilling lives

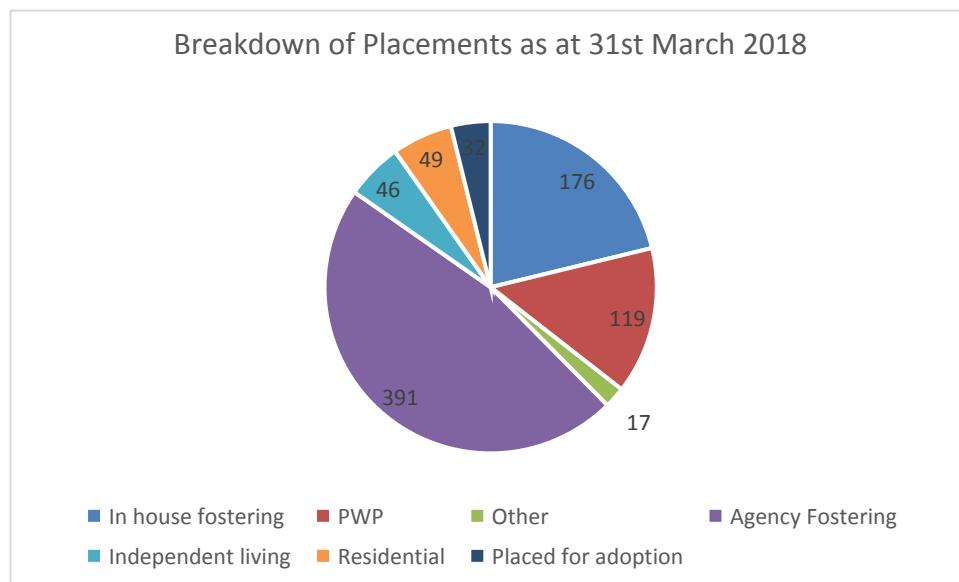
How did we measure our performance?

Performance Indicator	Result 2016-17	Result 2017-18 (Academic year 2016-17)	Target 2017-18	Have we improved?
% of looked after children returned home from care during the year	11.6%	8.7%	12.0%	No
% attendance of looked after pupils whilst in care in primary schools	96.9%	96.6%	98%	No
% attendance of looked after pupils whilst in care in secondary schools	94.5%	95.4%	93%	Yes
% of children looked after on 31 March who had 3 or more placements in the year	10.9%	9.04%	9%	Yes
% of children looked experiencing one or more changes of school not due to transitional arrangements	13.3%	9.7%	9%	Yes
% of children looked after achieving the Core Subject Indicator at the end of KS2	70.4%	77%	73%	Yes
% of children looked after achieving the Level 1 threshold (5 GCSEs A* - G) at the end of KS4	Not comparable	36%	Targets are no longer valid due to changes in the assessment framework	Not available
% of children looked after achieving Level 2 threshold (5 GCSEs at grades A*- C) at the end of KS4	Not comparable	11%	Targets are no longer valid due to changes in the assessment framework	Not available
% of children looked after achieving the Level 2 + threshold (5 GCSEs at grade A*- C inc. English / Welsh first language and Mathematics) at the end of KS4	Not comparable	0%	Targets are no longer valid due to changes in the assessment framework	Not available
% of care leavers in education, training or employment at 12 months after leaving care	58.5%	49.4%	60%	No
% of care leavers in education, training or employment at 24 months after leaving care	38.2%	48.2%	40%	Yes

Progress in 2017-18

There are 73,994 Children and Young people aged 0-17 in Cardiff and, of these, 2,787 are in receipt of support from Children's Services.

During the year the number of looked after children has continued to increase to 830 from 721 at 31st March 2017. As a result of this, we launched a regional Reflect Service which will undertake focussed work with women who have had one or more children removed from their care in the last three years; it is recognised that it will take some time for this initiative to have an impact. Data provided through our participation in the Directors of Children's Services UK Core Cities Network shows that rates of looked after children are a national issue and Cardiff is not an outlier in terms of looked after children rates of admission.



The Council undertook an analysis of looked after children in out of area placements and the results of this demonstrated that children were appropriately placed. Work has continued to return looked after children to Cardiff where this is appropriate and 15 young people were returned to Cardiff during the year. Furthermore, work with independent providers to bring new children's residential homes to Cardiff continued, and during the year two new 3-bed homes were opened.

In July 2017, the Council received a positive inspection from the Care Inspectorate Wales (CIW) for Crosslands Children's home, which concluded that '**young people are safe, confident and engaged in constructive lifestyles and activities**'.

Engagement with young people

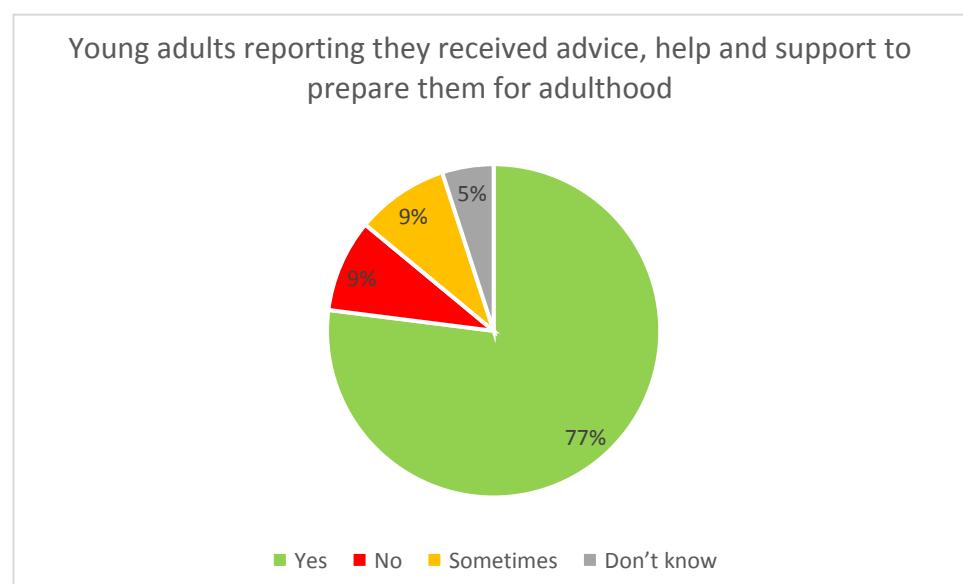
'Your Life, Your Care' represents the views of looked after children and young people aged 4-18 years in Cardiff, and 255 looked after children and young people in Cardiff completed the survey. Some key findings from the survey include:

- 77% of children (8-11 years) felt their lives were improving
- Young people (11-18 years) liked school as much (75%) as other young people living in Wales
- 75% of the 11-18 years group liked school or college 'a lot' or 'a bit', compared to 73% of young people in the Welsh population and 71% of looked after young people in other Welsh Authorities
- 98% of children (8-11 years) and 90% of 11-18 years felt that they had a trusted adult in their lives
- The majority (94%) of children and young people (4-18 years) had fun and took part in activities outside of school

Educational Attainment

- The proportion of all children looked after by Cardiff Council achieving the Core Subject Indicator at the end of Key Stage 2 is 77%; this is an increase of 6.7% compared to 2015-16 and is above the Wales average of 66%
- The proportion of looked after children educated in a Cardiff school achieving the Core Subject Indicator is 78%, an increase of 10% compared to 2015-16
- The percentage of Looked After Children who experienced one or more changes of school improved to 10% in 2017-18 from 13.3% in 2016-17

During the year, the Council helped to support care leavers through higher education by the provision of equipment through the St David's Day grant and, as a result, 23 care leavers entered higher education during 2017-18. The percentage of all care leavers still in education, employment or training at 24 months after leaving care has improved to 48.2% in 2017-18 from 38.2% in 2016-17.



The Council also undertook **engagement with young people** in relation to the **Bright Start traineeship scheme**, which included:

- CV and job search workshops in partnership with the Into Work Team
- Aspiration Workshops
- Two young people were supported to take part in the Council's Pitch Perfect service improvement scheme
- Creative "Cake and Make" workshops in partnership with female entrepreneurs
- A care leavers book club was set up

As a result, 27 young people started a traineeship placement during the year and two young people have accepted paid trainee roles. The scheme has also been highlighted as an area of good practice by ESTYN.

Case Study – Bright Start Traineeship Scheme

R, a 20 year-old female care leaver, started as a Bright Start trainee before becoming a horticultural apprentice.

“I have always wanted to work and when I got to parks, I found I just fitted in. It’s a hard job but I enjoy it, and I’ve really got on with the team, we have a laugh.”

The Council better enabled **young people** to reach their potential by improving engagement in education, training and employment by 1.2 hours per week for young people of statutory school age, and 2.9 hours per week for young people above statutory school age, throughout the duration of their involvement with the Youth Offending Service.

Summary of our Performance

Despite the programme of work in place between the Council and partners through the Corporate Parenting Strategy, the number of looked after children has continued to increase to 830 from 721 at 31st March 2017.

Despite improvements in educational attainment for the children in our care, evidence tells us that outcomes for those who enter the care system are too low and with the impact felt through the life of the child and across the city's public services. There were no looked after children who achieved 5 GCSEs at grade A*-C at the end of Key Stage 4. Furthermore, the rise in the percentage of care leavers aged 16-24 experiencing homelessness during the year is a cause for concern.

Improving outcomes for children in care, and managing demand through a focus on multi-agency preventative work with vulnerable children and families will remain a priority the year ahead. This will include:

- Embedding the Corporate Parenting Strategy across the Council and partners
- Increasing capacity to commission and provide high-quality, cost effective placements within the Cardiff area, reducing the need for Looked After Children to be placed out of area
- Improving the reach and effectiveness of support to care leavers by strengthening the Bright Starts Traineeship Scheme.
- Enhancing “Early Help” to support children and families before their needs escalate to the point that they require statutory interventions, by agreeing a refreshed Early Help / Preventative Strategy, piloting a ‘Children First’ approach to join up multi-agency preventative services, with opportunities to deploy grant streams more effectively under new “Funding Flexibilities” arrangements.

We have assessed this well-being objective as making **satisfactory** progress.

1.3 Supporting people into work and education

What we said we would do

Cardiff Council wants to continue to deliver the Adult Community Learning service in collaboration through the Cardiff & Vale Community Learning Partnership to support Cardiff citizens to meet their learning aspirations. As part of the Into Work service, the Council wants to widen digital inclusion within communities to help people 'get online', to assist with preparations for the rollout of Universal Credit.

How did we measure our performance?

Performance Indicator	Result 2016-17	Result 2017-18	Target 2017-18	Have we improved?
No. of people receiving Into Work Advice	42,579	42,371	41,000	No
No. of people successfully engaging with the Into Work Advice Service and completing accredited training	1,393	1,392	1,200	Maintained
The number of people who have been affected by the Benefit Cap and are engaging with the Into Work Advice Service	New Indicator	294	150	New Indicator
Number of Into Work Advice Service customers supported with Universal Credit claims	472	679	600	Yes
Maintain success rate at or above the Adult Community Learning National Comparator	94%	92%	90%	No
Adult Community Learning enrolment rate for learners within Deprivation Deciles 1 and 2	45%	53.61%	45%	Yes

Progress in 2017-18

Adult Community Learning

The verified result for the academic year 2016-17 has been confirmed as a 92% success rate of academic learners completing courses through Adult Community Learning and exceeds the target set of 90%. Indications are that the success rate for 2017-18, currently unverified and not available until Autumn 2018, will match the success of the previous year at 92%.

Community Learning had their approval as a recognised Agored Cymru awarding centre (based at Severn Road) renewed, following a very successful External Quality Assurance review visit in February. The continued quality improvements in the accreditation provided by ACL recognised in the report has contributed to the accreditation success rate of 94%, which is higher than the national average.

Six Adult Community Learning (ACL) enrolment events were held in the space of a week from 9th-15th September 2017 at a range of venues across the city, including Central Library Hub, St Mellons Education Centre and Ely Hub. There were a total of **397 enrolments** during the week, which, compared to the same time last year represented an **increase in enrolments of 50%**.

47% of enrolments have been from the most deprived areas of the city (bottom two deciles).

There has been a drive to increase the number of priority learners in the age ranges of 16-18 and 19-25 by working collaboratively across Adult Community Learning, Into Work, Youth Service and Partners. Four engagement events were held across Cardiff (week commencing 11th December) to recruit learners for the Term 2 programme. There was a total of **471 enrolments** during the week with 48% of learners coming from the bottom two deprivation deciles in the city, 29% from decile 1 and 19% from decile 2.

The Council worked with Hafod Care to deliver a '**prepare to care course**' prior to guaranteed interviews. Eight individuals completed the training and following this they were offered work experience with Hafod across a range of care facilities. Similarly the team also worked with Stonegate Pubs providing a range of customer service and hospitality training. Five individuals finished the programme with three individuals being offered interviews.

Contact with **school engagement** officers has allowed ACL to plan for provision for parents in 14 schools in the most deprived areas of Cardiff. Two-day courses in Confidence Building, Customer Service, Budgeting, and Healthy Eating are planned for 16 – 25 year olds, working in partnership with Communities for Work.

ACL has continued to deliver bespoke courses for **adults with experience of mental health issues, learning disabilities or physical disabilities** in Ty Tresillian, Huggard hostels, Taff Housing and Four Winds Day Centre. Individuals who have overcome significant difficulties have been nominated for **Inspire Awards**.

Into Work Services

In September 2017 there were 139 clients working with the Into Work team to be supported back to work.

- Since November 2016, 116 clients have been helped into work, meaning they are no longer affected by the Benefit Cap
- 535 clients have received budgeting support
- 120 have received accredited training

Rollout for Universal Credit in Cardiff took place on 28th February.

Universal Credit training has been set up to run in 7 Hubs across the city and has been designed to equip clients with the **digital skills** they need to make their Universal Credit claim.

DigiFest was held on 9th September at Central Library Hub where ACL and Libraries worked together and promoted the extensive variety of digital services and resources offered by both services.

Benefit Cap advisors were employed to provide back to work help and advice for those affected by the Benefit Cap. The Benefit Cap **Back to Work Scheme** has engaged with 297 clients throughout the year with 115 clients managing to secure employment through the scheme. The team continues to secure external funding to provide more intensive support to those seeking work.

The Into Work Advice Service has continued to work with a number of employers, including Stradivarius, a new retail store in St. Davids 2. They offered guaranteed interviews to individuals that attended Into Work Advice Service training.

In partnership with Job Centre Plus, the Into Work Service hosted **The Big Cardiff Jobsfair**.

- Nearly 2,250 jobseekers came to the event, an increase compared to last year
 - 45 businesses attended
 - Over 6,000 real job vacancies were on offer

Employers included **Marks & Spencer, South Wales Police, Legal & General, Admiral and Lidl**, showcasing a broad range of employment opportunities in a variety of different sectors. Cardiff Council Adult Community Learning, Corporate Traineeship, Fostering Agency, Social Services, and Cardiff Works were all promoting opportunities within the local authority.

The Council's Hub volunteers won a WCVA (Wales Council for Voluntary Action) **Volunteer of the Year award** in the digital category for their work in helping customers in the city's 12 community hubs. Since April 2014, almost 5,000 volunteering hours have been given by 268 volunteers in our hubs and the Council is grateful for their time and commitment in helping to run its services.

New Approach to Employability Services

Work has commenced on the development of a new approach to Employability Services in Cardiff that aims to address some of the current issues. With over 30 employment services, all with their own eligibility criteria, it can be difficult for individuals to navigate. Additionally, there is no coherent pathway to services and no visibility of service users' needs.

Overall enrolment totals to date for the Learning for Work (LFW) Programme show a 27% increase against the previous year. Two additional courses have been run in partnership with Cardiff Bus and Job Centre Plus, with eight successful candidates now employed as drivers. Indications are that the success rate of learners from the Learning for Work Programmes will finish on 92%, which is above the target of 90%.

Summary of our Performance

The Council is working well with partners to help remove barriers people face in getting and keeping a job, joining up our Into Work services, whilst also supporting citizens and families affected by Welfare Reform and the roll-out of Universal Credit. Effectively supporting people affected by Welfare Reform will continue to be a priority for the Council in the years ahead, particularly through the integration of currently fragmented employment support services.

More broadly, the evidence is clear that more work needs to be done connecting the city's most deprived and disconnected communities with the jobs, growth and economic benefits being created in the city economy.

Cardiff Council will support those affected by Welfare Reform and help more people find jobs that give them dignity and pride by working with partners to further develop and roll out an integrated approach to Into Work services and through providing a network of volunteering opportunities.

The Council will also better support people into work by integrating employment support services. This will include:

- Developing a new gateway into employment and mentoring services accessible across the city
- Ensuring that Into Work Advice Services and Adult Community Learning fully align with the new employability service
- Providing effective employer engagement and assistance into self-employment
- Promoting and extending volunteering opportunities

The Council will also ensure support is available to mitigate potentially negative consequences associated with the roll-out of Universal Credit by:

- Providing digital access and assistance across the city
- Working with private landlords to identify how the Council can help them with the change
- Working with Jobcentre Plus, Registered Social Landlords and other partners to ensure that vulnerable individuals get the budgeting support they need
- Developing a telephone advice line for customers

We have assessed this well-being objective as making **good** progress.

Priority 2: Supporting Vulnerable People

2.1 People at risk in Cardiff are safeguarded

What we said we would do

Cardiff Council wants to continue collaborating with partners to protect and safeguard individuals who need care and support from abuse and neglect or any other kinds of harm. We recognise the need to focus on developing a range of more effective services to prevent issues escalating, which may result in vulnerable children or adults being separated or cared for away from their families

How did we measure our performance?

Performance Indicator	Result 2016-17	Result 2017-18	Target 2017-18	Have we improved?
% of Children's Services social work vacancies across the service	23.50%	23.20%	18%	Yes
% of re-registrations on the Child Protection Register during the year	3.9%	4.2%	N/A	No
% of children supported to remain living within their family	55.20%	51%	59%	No
% of adult protection enquiries completed within 7 working days	98.0%	97.9%	99%	No
% of Council staff completing level 1 of the NTF on violence against women, domestic abuse and sexual violence	New Indicator	9.9%	50.0%	New Indicator

Progress in 2017-18

The development of a vision and strategy for Safeguarding in Cardiff was originally targeted for completion by 31st March 2018. Vacancy-related delays mean that this action has been carried forward to 2018-19. Quarterly performance meetings are in place to monitor performance information with regard to safeguarding adults.

Communities at large and Faith communities

The laws concerning the rights of children, the Children Acts of 1989 and 2004, and the Social Services and Well-Being (Wales) Act 2014, state clearly that considerations of ethnicity and religion should be taken into account when providing children with the support and protection they are entitled to. The Council undertook work with the Muslim community and '**Safeguarding our Children: A guidance for Mosque Schools and Islamic Studies Settings**' was published. Work also commenced with the Bangladeshi community in Cardiff to raise community awareness about safeguarding children. Work has also progressed to offer advice, basic awareness training and support to the volunteers and support services for the Syrian resettlement programme.

Child Sexual Exploitation

A Think Safe! Team of specialist Child Sexual Exploitation (CSE) intervention practitioners was established to work with children at greatest risk of CSE to increase their understanding of exploitation, raise their awareness and support them to take an active role in the assessment of risk and safety planning. Peer education in schools has better enabled children to identify when their friends are in danger of CSE and/or peer exploitation and know where to go for help, and Think Safe! Ambassadors have been trained in 14 schools to deliver peer education. Joint working with the Think Safe! Team and schools has given boys a better understanding of power, control, sex and the law and how to better keep themselves safe.

Safeguarding

In relation to Adult safeguarding, the development of the All Wales Safeguarding Procedures for the Protection of Children and Adults commenced with Cardiff and the Vale Regional Safeguarding Boards engaged in the development of the procedures.

The recommissioned Domestic Violence Support service became operational during Quarter 1 of 2018-19 and work is continuing including stakeholder engagement and work to explore the potential options for a service for male victims.

The Council continued its work in relation to Dementia Friendly City, acknowledging with its stakeholders on the Cardiff and Vale Dementia Steering group that dementia is everyone's business. The Dementia Focus Group has continued to meet every 6-8 weeks to progress dementia support and associated work in Cardiff North. The group includes representatives from South Wales Police, South Wales Fire & Rescue Service, Cardiff Hubs and Libraries, and Independent Living Services. An action plan was developed for Cardiff North, which links directly to the city-wide Dementia Friendly Cardiff plan.

Social Worker Recruitment

Addressing the social worker vacancy position has continued to be a priority and recruitment activity has yielded some positive results and the position is expected to improve as new staff take up their roles. Some existing staff have been appointed to newly created posts, leaving their substantive posts as vacancies. This reflects career progression and retention of existing staff. Recruiting, retaining and developing a permanent workforce with the right values, skills and experience continues to be a top challenge faced by the Council.

Summary of our Performance

One of the Council's first duties is to safeguard people in Cardiff from all forms of abuse, neglect and harm. During the year there has been good progress in implementing measures to combat all forms of exploitation of children across the city. This has progressed from working with children specifically regarding sexual exploitation, to developing the model and process with the other forms of exploitation, and progressing this into the adult arena. Evidence highlights that exploitation, in all its forms, does not end when a person becomes an adult, and safeguarding must continue for all ages. One area of development during the year has concentrated on the County Lines agenda, where both children and adults are coerced into the drug culture across major cities in the UK.

Children and Young People

Significant challenges remain in relation to safeguarding the most vulnerable children, with the recruitment and retention of social workers in particular an ongoing performance challenge for the Council.

With the number of children placed into care continuing to rise, a preventative multi-agency approach, which ensures that families and children get the right support, at the right time, in the right way, will be a priority for 2018-19.

Adults and Older People

Council services for older people will be also continue to be a priority. In 2017-18, the Council effectively safeguarded 3,333 adults receiving domiciliary care and 1,004 adults in residential / nursing care by maintaining the reduction in the number of providers under escalating concerns. The Independent Living service has also enabled demand to be managed effectively.

However, the safeguarding and support for older people remains a strategic priority for the Council and its partners. The costs of delivering social care are already bringing added pressure on public services, with a 50% rise in costs for delivering services for older people, from £21.3m to £31.9m, between 2011 and 2016. There is no sign of these pressures relenting. The number of older people is also projected to rise significantly, with the numbers of over-85s

expected to nearly double by 2030. Some older people will have long-term conditions and complex care needs, meaning that additional community and primary care services will be required to meet their needs.

There is a clear consensus that safeguarding across Children and Adult services is now constantly changing and evolving, with awareness and need for support for different forms of abuse and harm being an on-going challenge for the authority. Abuse and harm have not necessarily changed, but wider expectations across society have identified the need to take more urgent and proactive action, where previously local authorities would not necessarily have seen this as their role.

We have assessed this well-being objective as making **satisfactory** progress.

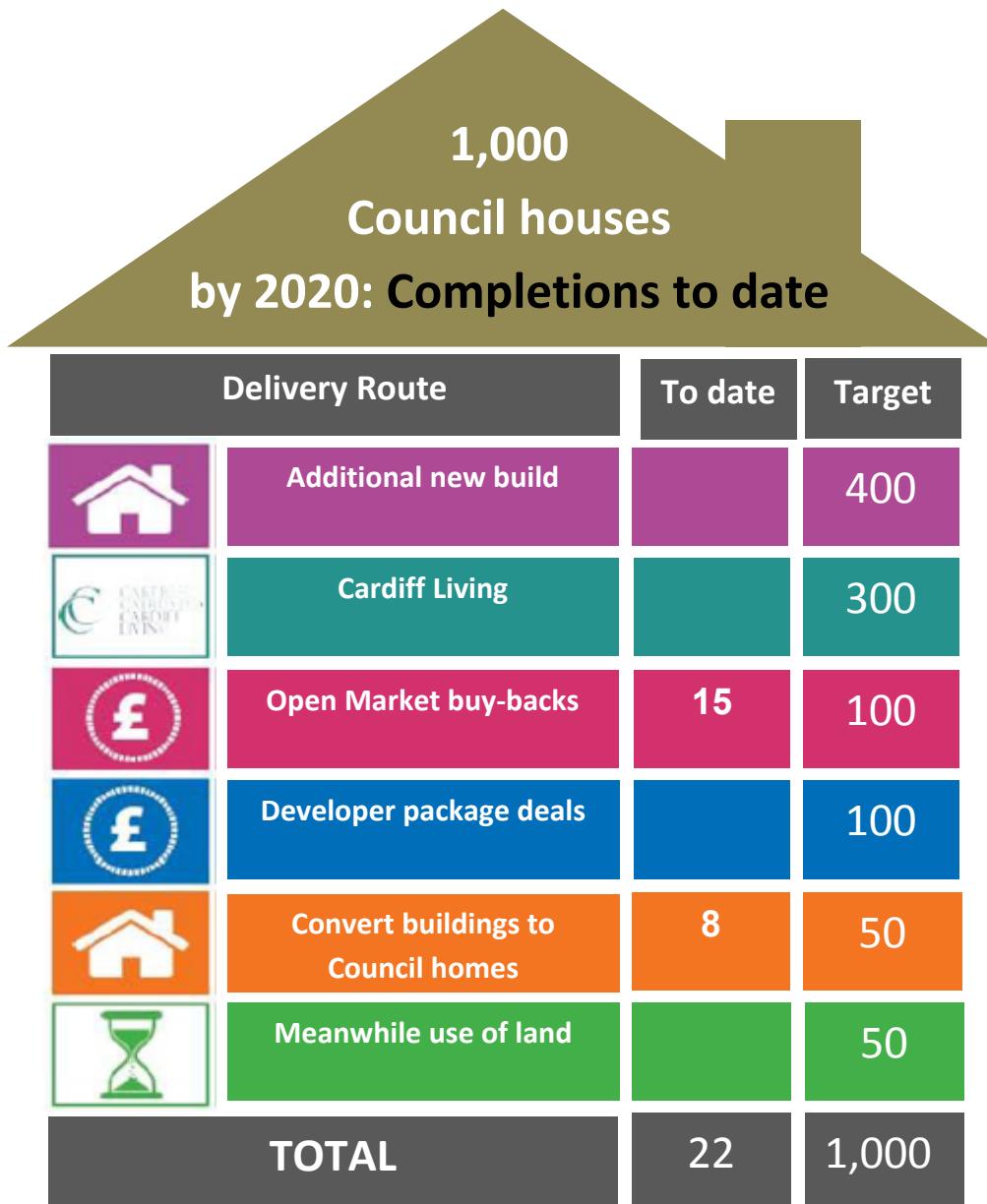
2.2 People in Cardiff have access to good quality housing

What we said we would do

Cardiff Council wants to continue to deliver high quality, sustainable and affordable homes for those most in need. The Council will work with landlords and agents to ensure they comply with their legal obligations under the Housing (Wales) Act 2014 and act as the host licensing authority for the Welsh Government's Rent Smart Wales scheme. Acting on homelessness is an immediate concern and we want to ensure that we have effective and efficient measures in place to support those who are homeless and help prevent people from becoming homeless.

How did we measure our performance?

Performance Indicator	Result 2016-17	Result 2017-18	Target 2017-18	Have we improved?
% of affordable housing agreed at planning stage to be provided in a development on greenfield sites	New Indicator	30%	30%	New Indicator
% of affordable housing agreed at planning stage to be provided in a development on brownfield sites	New Indicator	34%	20%	New Indicator
No. of homes commenced on site through Cardiff Living in year: Council Homes	New Indicator	131	136	New Indicator
No. of homes commenced on site through Cardiff Living in year: All homes	New Indicator	337	353	New Indicator
% of people who experienced successful outcomes through the Homelessness Reconnection Service	New Indicator	68.84%	50%	New Indicator
Number of rough sleepers assisted into accommodation	New Indicator	204	144	New Indicator



National developer Wates Residential commenced work on its third and fourth sites in Cardiff as part of the Council's flagship house building programme, Cardiff Living, a ten-year partnership, which will ultimately see the development of 1,500 homes at 40 sites across the city.

Two sites, Ty To Maen in St Mellons and Mount Pleasant Lane in Llanrumney, are expected to reach completion by early 2019 and will significantly boost the city's **affordable homes offer**. Prior to the release of the 'Captain's View' plots, which include two and three bedroom homes, they were advertised at an information event, held to attract local buyers, at the Eastern Leisure Centre in Llanrumney on Friday 23rd March. The event was attended by more than 50 people with the opportunity to make an appointment with the assigned estate agent for the following day. Successful reservations were made by eight first-time buyers, while seven homes will be bought through the Government's **Help to Buy scheme**.

The Braunton and Clevedon site, due for completion next year, will comprise of 106 mixed tenure homes, including 40 affordable homes and 66 for market sale. A further four development sites have been approved as part of the first phase of the programme. As part of this project, the Council has made a joint pledge to create employment and training opportunities for local residents. So far, Wates Residential's work on Cardiff Living has generated **£237,000 in economic, environmental and social value** and **824 training and employment weeks** have been created for people in Cardiff.

Paul Nicholls, Managing Director of Wates Residential South, commented: "*Cardiff Living is a transformative programme of housebuilding, and it is a great honour for Wates Residential to be working closely with the Council in building properties that will improve the lives of a great number of people across the city*".

Results of the 2017 Ask Cardiff Survey show that overall 63.1% of respondents agreed they have access to good quality housing. Access to good quality housing was widely regarded as one of the most important criteria in addressing well-being.

Homelessness

Cardiff Council has continued to help many people in the city who find themselves homeless using a range of different provisions. The Council has continued to work with partners to deliver the **Rough Sleeper Strategy**, including adopting a '**No First Night Out**' policy and piloting new approaches, including a 'Housing First' model which moves rough sleepers straight from the streets into a permanent home. The Council has provided:

- 216 hostel places for single homeless people
 - 45 emergency beds
- 390 supported accommodation units

During the winter months there were an additional 86 emergency bed spaces. Furthermore, the Council has continued to work with homeless charities such as Huggard, the Salvation Army, Wallich, and the YMCA to provide hostel accommodation, the breakfast run, a day centre for the homeless and a night bus service. The Council's Outreach team has continued to work 7 days a week both during the day and into the evening to engage with people who are sleeping rough or who are at risk of sleeping rough. Since April 2017, 175 people have been helped into accommodation who were previously sleeping rough.

Summary of our Performance

Good progress has been made in relation to the delivery of affordable housing, with the percentage of affordable housing agreed at planning stage on Greenfield and Brownfield sites exceeding targets set. Furthermore, Cardiff remains one of the few Councils actively building new affordable housing through innovative schemes like the Cardiff Living Programme.

However, Cardiff remains one of the least affordable cities for house buying in Britain with house prices exceeding 7 times the average wage. There are over 6000 names on the social housing waiting list. The growth of the city and the development of new communities must continue to deliver more and more affordable housing, while new delivery and ownership models for affordable housing also need to be explored.

Despite an effective, multi-agency response to the rapid increase in the number of people sleeping rough on the streets of Cardiff, the numbers remain too high. With nearly half of service users reporting experience of institutional care, substance misuse and other complex needs, delivering lasting solutions will require intensive collaboration. An integrated response across social care, health and housing will be needed, working with the city's regional partners to intervene early, as well as addressing the complex dependency issues faced by each individual.

Greater focus also needs to be placed on the integration of housing with other public services, most notably through the adoption of a preventative approach within social care, health and housing which delivers a full range of preventative services that are geared towards reducing the demand pressures of an ageing population and can empower people to live independently in their home.

We have assessed this well-being objective as making **good** progress.

2.3 People in Cardiff are supported to live independently

What we said we would do

We want to help people to live independently and develop the skills they need to live on their own, supporting them with reasonable adaptations to their homes and providing more preventative services.

In order to strengthen individual independence and effective care and support, we will continue to:

- Facilitate timely and safe discharge from hospital to allow people to remain at home
- Build on the success of the new single point of contact for anybody who needs support
- Ensure that on the first point of contact, those who need support can access a range of services to secure independent living
- Facilitate access for young care leavers to good accommodation, employment opportunities and mentoring

How did we measure our performance?

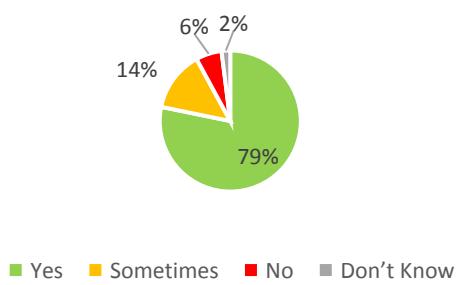
Performance Indicator	Result 2016-17	Result 2017-18	Target 2017-18	Have we improved?
% of new cases dealt with directly at First Point of Contact with no onward referral to Adults' Services	62%	73.08%	65%	Yes
Total no. of alternative solutions provided by Independent Living that help people remain independent at home	New Indicator	6,551	3,900	New Indicator
% of people who feel reconnected into their community, through intervention from Day Opportunities	New Indicator	77%	60%	New Indicator
% of Assistive Living technology trial participants who think the service helps them remain in their own home	New Indicator	71%	65%	New Indicator
% of Telecare calls resulting in ambulance being called out	6%	5%	<10%	Yes
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	2.38	2.33	2.8	Yes
No. of children and adults in need of care and support using the Direct Payments scheme	933	908	910	No
% of eligible adults who are caring for adults that are offered a Carers Assessment during the year	79.5%	87.2%	90%	Yes
% of care leavers aged 16-24 experiencing homelessness during the year*	17.3%	21.0%	10%	No

* Further breakdown of the 69 cases of care leavers who have experienced homelessness during the year, 27 are on a training tenancy and 29 are living with friends or family without a tenancy. The 69 cases may include the same child more than once if they have experienced more than one type of homelessness during the year.

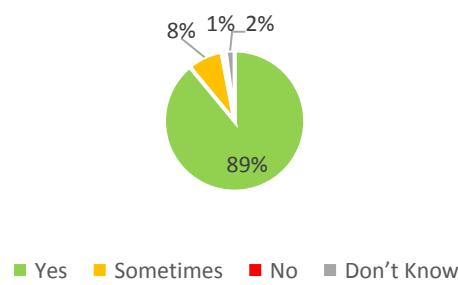
Progress in 2017-18

The Independent Living Services (ILS) **First Point of Contact** for Adult Services has continued to focus on citizens' strengths to help them achieve their outcomes, and in 70% of instances ILS are able to find an alternative solution so that there is no need for an onward referral to Social Services. The ILS is a holistic team, which includes Occupational Therapists, Day Opportunities, Telecare, Meals on Wheels, a Visiting Service and an Independent Living Equipment Service. During 2017-18, the role of the Social Work team managers within the First Point of Contact (FPoC) was extended to cover both the University Hospital Llandough (UHL) and University Hospital Wales (UHW), providing a consistent approach for citizens who access Adult Services.

People who are satisfied with the care and support they received



People reporting that they were treated with dignity and respect

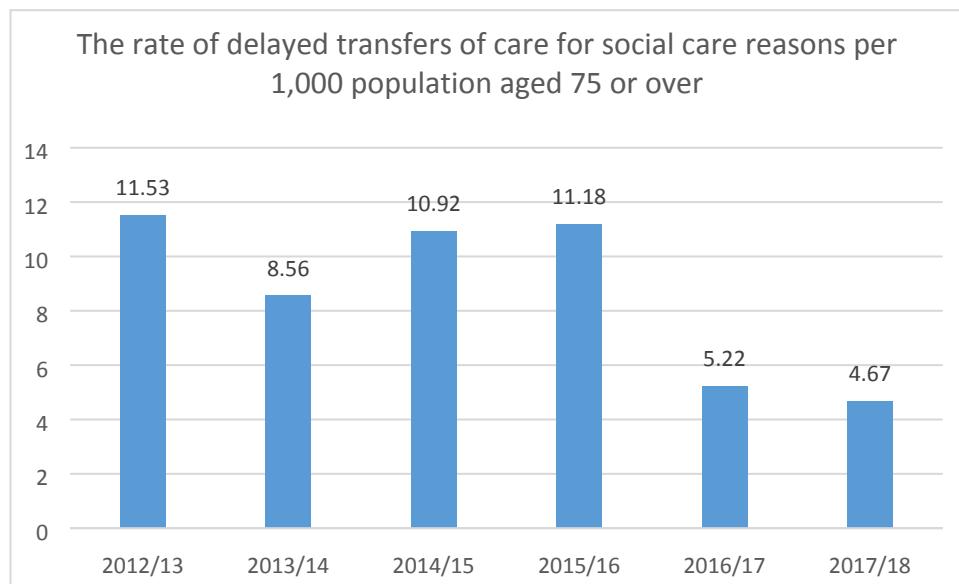


Alarm Receiving Centre

The Alarm Receiving Centre (ARC) worked collaboratively with the University Health Board (UHB) and put in place the monitoring of Whitchurch Hospital. Locality Wardens continued to attend community events and developed a comprehensive Patrol Strategy in order to develop the service and further meet the needs of citizens. Disaster recovery was put in place to enable the ARC to carry out alarm monitoring. Furthermore, discussions commenced with Housing Associations to provide a CCTV monitoring service at identified locations which will assist with future income generation.

Delayed Transfers of Care

The total number of Delayed Transfers of Care for 2017-18 is 110 and this is an improvement when compared to 123 for 2016-17, and represents a year on year decrease of 10.6%. The Council has continued to work closely with Health partners and the Vale of Glamorgan Council to reduce Delayed Transfers of Care for Social Care reasons. A multi-disciplinary team was established with a contingent of Social Work Assistants who meet every morning to pick up hospital cases that may benefit from early intervention.



Locality Based Working

Successful intergenerational events were held in the Community and the Community Co-ordinator worked with the Cardiff City Foundation to develop training sessions for volunteers to continue carrying out these events in the community.

Day Opportunities

The Day Opportunities model for Older People supports the aims of the Social Services and Well-being (Wales) Act 2014. The model demonstrates how the development of our day services will achieve the best outcomes for individuals and provide the best support to carers through:

1. High care and support needs – for those with high care and support needs, which may include an extent of dementia, or stable more severe dementia.
2. Specialist dementia centre – for those with moderate to severe dementia with an assessed social care need. This work is being taken forward as an integrated model of service with Cardiff & Vale University Health Board. The model is being implemented via the use of the Council's three existing day centres for Older People: Minehead Road Day Centre in Llanrumney, Fairwater Day Centre in Plasmawr Road and Grand Avenue in Ely. Minehead Road and Fairwater Day Centres will be utilised as the two day centres for individuals with high care and support needs whilst Grand Avenue will be utilised as a centre for Older People with complex dementia needs. The Council has allocated funding and successfully secured additional monies from the Integrated Care Fund (ICF) to upgrade and refurbish these existing day centres. The work at Minehead Road was completed in July 2017. The work at Grand Avenue commenced November 2017 and it is anticipated that work at Fairwater will take place in the financial year 2018-19.

Direct Payments

The Council has been operating a Direct Payments service since 1996. The successful transition to a new provider during 2017-18 has meant that the service now offers better value for money, greater consistency of support and better transparency in terms of monitoring quality. The Direct Payments service was provided by the Council across Cardiff to 908 children and adults during the year.

Meals on Wheels

The customer base of Meals on wheels has more than doubled since April 2017, increasing from 132 to 283, representing a significant increase. The service has successfully bid for additional revenue and extended the service to cover both weekends and bank holidays from May 2018, providing hot meals to customers 7 days a week. The introduction of a new Meals on Wheels database has allowed us to tailor to our customers' dietary preferences to better ensure accuracy and an overall improved quality of service.

Signs of Safety

The Council is in the second year of its five-year implementation of the Signs of Safety framework which has been adopted to enable the service to work towards a strategic vision: prioritising prevention, minimising the need for statutory interventions including care proceedings and reducing the need to place children in our care. This has already started to have a highly positive impact on our work and consequently on children and families. The framework is allowing practitioners to put children, not process and paperwork, at the centre of their practice, encouraging a strong emphasis on creating opportunities for children to be involved. By focusing on the strengths of families, whilst considering actual and potential harm experienced by the child(ren), the Council can support children and families to remain together where it is safe for them to do so. A recent celebration event saw practitioners from across the service bringing examples of how their practice has changed to incorporate signs of safety:

- Social workers in the Multi Agency Safeguarding Hub (MASH) using Signs of Safety to insist that partners present a balanced picture of worries and strengths so that a proper analysis of risk can be identified at the outset.
- Child protection case conferences transformed so that families feel involved in the process and part of the solution.

- Families in crisis, due to alcohol and drug misuse, setting their own goals for change.
- Teenagers in care involved in creating their safety plans.
- The positivity generated at the event was palpable and is an example of the impact Signs of Safety is having on the practice, attitude and morale of the workforce. Staff reported feeling motivated and enthused. The way we are working is changing for the better and while we still have a long way to go before we are able to measure the tangible benefits for children and families across all the teams, we are beginning to see how this is making a difference for children and their families.

Disability Futures

The Complex Needs Service was rebranded as the Integrated Disability Services Project (IDSP) during the year. Funds were made available for the inclusion of activities to support integration across Health, Social Care and Education with the following activity undertaken:

- The project has delivered an enhanced approach to a group of children and young people with a range of more complex needs using a partnership approach across Health, Education and Social Care.
- Within this a number of training sessions were delivered to a wide range of stakeholders to support the use of person-centred approaches across services that work with children and young people with disabilities and their families.
- Additional social work posts have been recruited to, enhancing the Child Health and Disability Service.
- An enhanced transition service within Cardiff Children's Services has been secured, with the implementation of the Transition Review Interface Group to oversee the planning of transitions for all children with disabilities known to Social Services. This has successfully achieved a regional offer across Cardiff and the Vale which ensures equitable approaches to transition across the region, and strengthens workforce development in this area.
- Processes for multi-agency assessment and co-ordination are being trialled and will continue to be piloted into next year with a view to evaluation to inform next steps.

Young Carers

The Cardiff and Vale Young Carers Action Plan involving Education, Health and third sector partners was finalised and became operational during the year. Implementation of the plan is ongoing and will facilitate better awareness of this group and the support available to them. There are currently 10 schools in Cardiff supported by Carers Trust South East Wales Schools Development Workers, working towards the Young Carers in Schools Programme. The purpose of the programme is to:

- Ensure young carers aren't being missed in schools.
- Provide a national approach to support teaching, learning and awareness-raising in schools.
- Work alongside the development of the Successful Futures curriculum, ensuring the programme provides an integral approach to supporting vulnerable learners, of which young carers make up a large majority.
- Provide a real opportunity for joint working with health, local authorities, young carers, their families and young carers services.

A social worker from Support4Families has been identified to undertake assessments of young carers and to liaise with appropriate support groups. This is an interim measure until a Young Carers Development Officer is in post. The recruitment process is underway and will be completed early in 2018-19.

Summary of our Performance

Good progress has been made through the implementation of the Independent Living Service, helping manage demand and cost. Satisfaction with the service is high, and indicators like Delayed Transfers of Care have seen a significant improvement in performance.

That said, the demographic pressures facing Cardiff are not going to relent. As the city grows, and life expectancy continues to increase, the number of older people living in Cardiff aged between 65 and 84 is expected to rise significantly; over 44% in the next 20 years. The number of people aged 85 and older is also expected to nearly double by 2030. Working in ever-closer partnership with the Health Service and the third sector, joining up our services at a community level, working closely with partners – including voluntary groups, unpaid carers and volunteers – will be crucial to ensuring that as many people as possible are supported to live fulfilled and independent lives in their communities.

We have assessed this well-being objective as making **good** progress.

Priority 3: An Economy that Benefits all of our Citizens

3.1 Cardiff has more and better paid jobs

What we said we would do

Cardiff Council wants to work with its partners in the public and private sectors to create jobs and deliver economic growth in a way that benefits all communities. The Council will create an environment that supports the development of new businesses, the growth and sustainability of existing businesses and will attract continued investment. It is also Cardiff's aspiration to become a Living Wage City.

How did we measure our performance?

Performance Indicator	Result 2016-17	Result 2017-18	Target 2017-18	Have we improved?
No. of new and safeguarded jobs in businesses supported by the Council, financially or otherwise	1,290	4,904	500	Yes
Amount of 'Grade A' office space committed to in Cardiff (sq. ft.)	317,732	366,000	150,000	Yes
Gross Value Added per capita	91.4%	93.4 (2016)	> Wales Average (73)	Yes
Unemployment	4.8	6.5	< Wales Average (5.0)	No
No. of staying visitors in Cardiff	+1.1% 2,025,000	+1.8% 2,062,000	2%+ p.a.	Yes
No. of visitors to Cardiff	-0.7% 20,380,000	7.9% 21,980,000	3%+ p.a.	Yes

Progress in 2017-18

The Central Square regeneration project is on track to deliver the infrastructure required to attract more businesses and employment opportunities to Cardiff. During 2017-18, 4,904 jobs were created or safeguarded in businesses supported by the Council:

- 1,261 jobs created
- 3,643 safeguarded

Construction commenced on 366,000 sq ft of **Grade 'A'** office accommodation in Cardiff including at Capital Quarter and the new HMRC regional hub, north of Wood Street. In addition to this, construction has been completed on the BBC HQ, creating 150,000 sq ft of Grade A office space and safeguarding 1,200 jobs.

Cardiff's Planning Committee is due to consider the first major element of the **Central Quay development**. The 277,000 sq ft building will provide Grade A office space south of Central Station. Once complete, the development will comprise more than 1.1 million sq ft of office space, student accommodation, residential and retail space.

To achieve the right conditions to attract and support investment, the Council has continued to work with partners across the business community, the city's universities and local authorities in the Capital Cardiff Region. The Council is a board member of the Business Improvement District, which was established to deliver priorities identified by businesses in the city centre through a levy charged on business rates. The Council is also one of the ten local authority partners in the **City Deal**. During 2017-18 a City Deal Joint Working Arrangement Business Plan was approved by all ten

participating councils, enabling the Regional Cabinet to make decisions regarding the £495 million City Deal Improvement Fund.

Social Value

The Socially Responsible Procurement Policy was approved and is aligned to a number of Welsh Government policy drivers including the Well-being of Future Generations (Wales) Act and is structured around six key priorities. Constitution Committee approved the revised Contract Standing Orders and Procurement Rules in March 2018 and they came into effect on 1 July 2018. Community benefits will be mandatory on all contracts above £1m and encouraged on contracts below that value.

The new Policy was launched at a Wales Construction Framework supplier day and over 300 delegates attended.

Indoor Arena

In relation to progressing the indoor arena, terms were received from the landowner, BA Pension Fund, and their Development Partner, Reef Group, and the Council will take this offer to its Cabinet in Autumn 2018.

International Sports Village

The Council has a revised master-plan in development with a delivery strategy for leisure uses within the building previously occupied by Toys 'R' Us.

Creative Industries

The Council worked with partners to develop projects which will help the creative sector to thrive. The Arts and Humanities Research Council (AHRC) launched the **Creative Industries Clusters Programme**, a major new project designed to create a step-change in collaboration between the country's internationally-renowned creative industries and universities across the UK. The Council supported the Cardiff University-led proposals for a Creative Cluster in the city. The proposals have successfully passed the Arts and Humanities Research Council's (AHRC) stage 1 assessment and will go through to the next round. The bid for the second stage application has re-focused on the Screen-based Audio-Visual Creative Industries sector in Cardiff and the region.

The Council is also working with partners and global leading specialists 'Sound Diplomacy' to develop a **music strategy** that will protect Cardiff's music scene and provide economic, social and cultural benefits to the city. A comprehensive assessment of Cardiff's music ecology has been undertaken with key stakeholders including musicians, promoters and venues, planners, licensing authorities, and educators, and the findings will inform the development of a music strategy.

Cardiff has reached the shortlist of finalists as a potential site for a new **Channel 4 Creative Hub**.

Tourism Strategy

The Council worked with a number of partners across the public sector, business, and tourism industry to deliver the Tourism Strategy. **21,980,000 business and leisure visitors** came to Cardiff in 2017. This is a 7.9% increase on the number of visitors compared to the previous year.

Some of the highlights from the city's sporting calendar include hosting the women's and men's finals for the UEFA Champions League, the biggest sporting event in the world in 2017. With a worldwide live TV audience of circa 200 million this event attracted tens of thousands of visitors to Cardiff. Hosting such an event provides a boost for the city's hospitality and tourism trade and direct benefits include a five-a-side artificial pitch in Grangetown, the opportunity to lay new grass across Coopers Field, and a wildlife camera system in Bute Park. **Visit Cardiff** was awarded Best Event in recognition of its hosting and promotion of the UEFA Champions League in the National Tourism Awards for Wales.

Cardiff hosted three group games and a semi-final in the International Cricket Council Champions Trophy at the Cardiff Wales Stadium, Sophia Gardens, and the Velothon Wales 110km and 140km cycling event. Cardiff Bay hosted the Extreme Sailing Series for the sixth consecutive year, featuring the British Team, and the Cardiff Triathlon.

During the year, **907,148 visitors** attended the Council's cultural venues. A host of events were delivered, from Joust Tournaments, Tafwyl, and Open Air Theatre at Cardiff Castle, to Cardiff Singer of the World and the Welsh Proms Cymru in St David's Hall.

In addition to the above, the Council also secured a number of high profile business events from the Corporate, Agency and Association sector, including the Political Studies Association International conference at City Hall, UK Inbound for 240 travel industry delegates, and Soroptimist International Great Britain and Ireland at Wales Millennium Centre.

Summary of our Performance

The Council has continued to progress the regeneration of the city centre as a location for businesses and investment and will continue to do so by delivering an additional 300,000 square foot of Grade A office space by 2020. A White Paper will be brought forward to deliver a new Economic Vision for the future development of Cardiff by the end of 2018.

The Council continued to support businesses and attract inward investment to the city; as a result of financial and other support provided to businesses we helped to create 1,261 jobs and safeguarded 3,643 jobs. However, over the last twelve months economic activity rates have risen by 10,200; this is comprised of an additional 6,200 in employment and an increase of unemployment of 4,000.

Increasing visitor numbers and visitor spend is critical to shaping Cardiff as a tourist destination, generating greater revenue for the city's economy whilst also driving and supporting an innovative and sustainable tourism sector for the city-region. 21,980,000 business and leisure visitors came to Cardiff in 2017. This is a 7.9% increase on the number of visitors compared to the previous year. To achieve sustained growth Cardiff Council will develop a new Events & Festival Strategy to deliver events in the city for the next five years, building on the success of the Champions League Final. The Council will bring forward significant improvements in the visitor experience at Cardiff Bay and we will drive up attendances across the Council's venues and attractions, delivering new family attractions at Cardiff Castle.

We have assessed this well-being objective as making **good** progress.

3.2 Cardiff has a high quality city environment where population growth and transport needs are managed sustainably

What we said we would do

Cardiff Council wants to ensure that Cardiff is an outstanding capital city with liveable neighbourhoods, great parks and open spaces, supported by excellent transport links which provide easy and affordable access to education, jobs and services. Making active and sustainable modes of travel attractive to use will bring health benefits through increased levels of walking and cycling. It will also help to deliver improved air quality by reducing the number of journeys made by polluting vehicles. The Council also wants to reduce carbon emissions and ensure that the consequences of climate change can be mitigated and managed as Cardiff grows. This will include supporting individuals and communities to minimise waste and increase the levels of recycling across the city.

How did we measure our performance?

Performance Indicator	Result 2016-17	Result 2017-18	Target 2017-18	Have we improved?
No. of people travelling to work by sustainable transport	44.9%	45.8%	45.1%	Yes
No. of people travelling to work by cycling	10%	11.4%	11.2%	Yes
% of major applications determined within agreed time period	New Indicator	66.22%	25%	New Indicator
% of householder planning applications determined within agreed time periods	New Indicator	95.43%	80%	New Indicator
Capacity (in MW) of renewable energy equipment installed on the Council's land and assets	0.698MW	1.138MW	6MW	Yes
Maximum permissible tonnage of biodegradable municipal waste sent to landfill	1356t	758t	37,627	yes
% of municipal waste collected and prepared for re-use and / or recycled	58.12%	58.24%	61.0%	Yes

Progress in 2017-18

Cardiff's Local Development Plan (LDP), adopted in January 2016, is providing a plan-led framework to manage the future development of the city. The successful regeneration of the city centre both North and South of the railway line continued at pace, providing high quality Grade A office space along with other complimentary uses. Furthermore, new homes to meet the high local need are starting to be delivered on a range of Strategic Sites contained in the Plan.

Central Transport Interchange (Central Square)

The Business Plan for funding submission to Welsh Government (WG) was developed for the new **Central Transport Interchange** with continued liaison with developers and operators. Detailed design has been completed and the scheme was put out to tender. A bid was put to Welsh Government in relation to the new Central Transport Interchange and subsequent negotiations between the Council, Welsh Government and the developer have resulted in the formation of a Partnership agreement to take forward the Integrated Transport Hub project that will be delivered by Transport for Wales.

Cardiff City Region Metro

Working relationships with the Cardiff Capital Region City Deal, Transport for Wales, and Welsh Government were progressed enabling agreement on investments in the Central Interchange Transport Hub and Central Station.

KeolisAmey was awarded the contract to run the Wales and Borders rail service and South Wales Metro from 4th June 2018 to 17th October 2033.

Improvements to city-wide bus routes

The Council is progressing improvements that will encourage a modal shift from private car travel to walking, cycling and public transport. For example, the A4119 Cathedral Road Phase 2b corridor improvement scheme was completed in June 2018, which included a southbound bus lane, cycle lane, and straight across crossing facilities to improve pedestrian access, safety and journey times. Innovative advanced green signals for cyclists have been installed to give those on bikes travelling from the side roads a time advantage over general traffic and reduce potential conflicts with turning vehicles. The A4119 Phase 2d Penhill section is planned to be constructed towards the end of 2018-19 subject to consultation. The schemes will contribute towards reducing air pollution and congestion, improving road safety, reducing journey times and improving reliability of sustainable modes of travel.

Active Travel Integrated Network Map (INM) and Cardiff Cycling Strategy

The Active Travel Integrated Network Map (INM) was approved by Welsh Government on 27th February 2018 and has been published on the Council website. The concept design for East/West and North/South cycle “superhighways” has progressed and initial concept designs have been prepared for the first four cycle superhighway routes.

Cycle infrastructure schemes have recently been included at the Cathedral Road/Sophia Close junction (a trial of low level cycle signals with a 4 second head start for cyclists), Maes y Coed Road (a trial of cycle lanes with light segregation), and an upgrade to pedestrian and cycle links to Cardiff Bay Barrage to create a wider, segregated cycle route.

Cycle Hire Scheme

Cardiff's **On-street Cycle Hire scheme** was launched at the Senedd in Cardiff Bay. Since that time the scheme has seen a phenomenal take-up by the public with each bike being used five times per day. As of early July 2018 the following statistics demonstrate the success of the scheme:

- 15,257 registrations to date
- 48,289 rentals
- 1,012 total membership

By the end of August there were 500 bikes in operation at 50 hire stations across the city with circa 16 additional stations being installed in the autumn quarter. Stations being planned for later installation will be located in the east of the city to ensure that these areas have good local access to the scheme and are also well connected to other areas where the scheme operates.

20mph Limit Areas

Work was completed in the Riverside and Canton wards, and a new 20mph limit area was implemented in the Gabalfa area of the city, which serves to join the Gabalfa ward to the original pilot area in Cathays. Work has also begun to develop schemes for the East Cardiff area (taking in Plasnewydd, Adamsdown and Splott) to be delivered in 2018-19, and a bid for funding was made to support a scheme for Grangetown. 20mph limits have also been installed in areas of Butetown around the new Hamadryad School. At the same time work continues in installing school safety zones through Safe Routes in Communities funding, of which a key feature is ensuring that 20mph limits are installed.

Parking

Key achievements in 2017-18 include:

- Increasing the **protection of parking** for residents by making changes to residential parking arrangements around the city (e.g. more dedicated resident parking bays) and considering the management of parking in residential areas in a more flexible way within existing policies
- **Parking Sensor deployment** to enhance understanding of parking behaviour in the Council's parking asset and to provide the public with a reliable way of identifying if, and where, parking is available across the city, thereby cutting the number of vehicles circulating seeking parking
- More **Car Club availability** (through partnership with car club operators), developing a strategy for supporting **Electric Vehicle Charging** facilities, "greening" the Council's operational fleet, upgrading of the Pay & Display infrastructure, and introducing "Pay by Phone" facilities.

Eastern Bay Link – Phase 1

The Eastern Bay Link was opened by the First Minister, Carwyn Jones, and Councillor Caro Wild, Cabinet Member for Strategic Planning and Transport, on 15th June 2017. The dual carriageway and shared pedestrian/cycle path between the Queensgate and Ocean Way Roundabouts has been designed to improve links to Cardiff Bay, reducing journey times and helping to ease congestion in the city centre, and provide better links for pedestrians and cyclists. It will also boost the local economy by improving access to the Central Cardiff Enterprise Zone and enhancing connectivity across the wider city region. The £57m road provided **13 apprenticeships, two work experience placements and jobs for nine graduates and 27 people who were previously long-term unemployed**.

Transport and Clean Air Green Paper

Following legal direction from Welsh Government, the Council approved the commissioning of a feasibility study to determine if a **Clean Air Zone** is needed in the city on 22nd March 2018. It was acknowledged by Cabinet that, "poor air quality is now considered the largest environmental risk to public health in the UK", and that there is "clear scientific evidence" linking exposure to pollution to reduced life expectancy. The Council launched a Green Paper on Transport and Clean Air on the same day as the decision to proceed with the feasibility study. The consultation on the Green Paper invited residents to take part in the conversation about the big ideas that could shape the future of Cardiff's transport system and the way the city could look and feel in the future. The six themes in the paper included the Future of the Metro and Buses, Active Healthy City, Clean Air City, International Capital City of Business, Work and Culture, The Future for Cars, and Smart City. The consultation will help the Council decide the future direction for the city to improve lives and make Cardiff a healthier and stronger city for current and future generations.

Resilience Strategy – clean air, carbon fuels, energy retrofitting, solar projects

Cardiff's city-wide **carbon dioxide (CO2) emissions have reduced by 33%** since 2005, and per capita CO2 emissions have reduced by 39% over the same time period (2015 BEIS (Department of Business Energy and Industrial Strategy) data – data provided annually relating to two years previously). This means that the city's Covenant of Mayors target has been exceeded ahead of schedule - the city is a signatory to the Covenant of Mayors with a target of reducing per capita CO2 emissions by 26% by 2020.

An officers working group is being established with members of Welsh Government and has made progress on developing the **Clean Air Strategy**, and work is focusing on finalising strategic measures that the Council needs to implement to try and improve air quality in Cardiff. The strategy will set out specific action plans to implement these measures and will develop a set of performance measurements to demonstrate the effectiveness of the strategy.

Furthermore, an additional Working Group, which now includes members of the Cabinet and Senior Management, has been established to help develop and steer the Strategy.

A Low Emission Transport Strategy has been approved and proposals for a Solar Farm at Lamby Way are in development. Furthermore, a range of building energy retrofit proposals are in progress. The Council is awaiting finalisation of Welsh Government policies before committing to an overarching Resilience Strategy.

Recycling

Achieving the statutory recycling target continues to be a significant challenge. Although performance in 2017/18 showed a slight improvement from the previous year, rising to 58.24%, and met the statutory target of 58% set by WG, performance fell short of the 61% corporate target set for the year. A step change in recycling performance and changing behaviours in low recycling areas will be required to achieve the 64% target set by Welsh Government for 2019/20.

The Service has incurred additional processing costs at the Mixed Recycling Facility (MRF), primarily caused by higher third party payments associated with the treatment of glass and disposal costs for end of line materials with no market currently available. Global market prices and availability remain a high financial and performance risk. The recent national pressure for a “deposit return scheme” (return plastic and glass bottles and receive cash deposit back) needs to be closely monitored, with possible further threats to finance and performance.

Results of the 2017 Ask Cardiff Survey showed that waste collection services are generally reported to be good with collections coming regularly and on time.

Household Waste Recycling Centres (HWRC)

Lamby Way and Bessemer Close continue to **improve recycling performance** with the introduction of carpet and tyre recycling skips. Lamby Way HWRC has been operational for almost a year, and is positively received by members of the public. There continues to be a key focus on improving the education of members of the public regarding recycling material at HWRCs. The redeployment of staff from Wedal Road allows more focus on segregating recycling and supporting customers. A contract is now in place for new materials at Lamby Way and Bessemer Close HWRCs, e.g. carpets, tyres, and UPVC widows.

Summary of our Performance

Whilst good progress has been made, Cardiff is one of the UK’s fastest-growing cities so it is crucial that growth is well-planned, sustainable, and that its benefits are felt by everyone in the city. Growth is a big opportunity for Cardiff – a successful city is a place where people want to live – but it will bring challenges too. The Council is committed to making sure that Cardiff grows in a resilient way, that its communities – new and old – are well-planned and well-connected, and that its infrastructures and public services are fit for the future.

Tackling congestion will reduce carbon emissions and improve the quality of the air we breathe, improve people’s health, and support the city’s economy. A 20% increase in the numbers of people commuting to work is projected and an associated increase in journey times of approximately 41%. Transport within Cardiff is currently dominated by private car journeys. Performance data shows that this is changing, with more and more people cycling or walking to work, catching the bus or taking the train. But it’s not changing fast enough.

Whilst Cardiff has successfully achieved a step change away from landfill, challenges in relation to recycling continue. Cardiff has underachieved against its corporate recycling target in 17/18 (although statutory targets were met) and has

significant challenges to overcome going forwards in respect of changing behaviours and driving improved recycling performance to meet WG targets for 2019/20.

We have assessed this well-being objective as making **satisfactory** progress.

3.3 All young people in Cardiff make a successful transition into employment, education or training

What we said we would do

The Council made a clear commitment to work with schools and partners across the city to support all young people to secure ongoing education, training or employment after completing their statutory education. Through the Cardiff Commitment we signalled our plans to improve outcomes for all young people by connecting them to opportunities to pursue their ambitions, to improve their skills, and ultimately to progress into a job of their choice.

We outlined the importance of having a skilled and qualified workforce to strengthen economic growth in the city and made clear our ambition to work with employers, particularly in key economic growth sectors, to open up opportunities for all.

How did we measure our performance?

Performance Indicator	Result 2016-17	Result 2017-18	Target 2017-18	Have we improved?
% of Year 11 leavers making a successful transition from compulsory schooling to education, employment or training	97%	98.4%	97.5%	Yes
% of Year 13 leavers making a successful transition from schooling to education, employment or training	96.90%	97.6%	98%	Yes
Number of young people in Cardiff, aged 16 -18 years old, known not to be in education, employment or training (*Careers Wales Tiers 2 & 3)	426	342	217	Yes
% of young people in Cardiff Schools achieving a recognised qualification by the end of Year 11	99%	98.7%	99.5%	No
No. of apprenticeships, traineeships & work placements opportunities created by the Council	New Indicator	123	100	New Indicator

*Tier 3 - Young people who are not engaged in ETE (Unemployed registered and unemployed not registered)

*Tier 2 - Young People unable to enter ETE, e.g. ill health, custody

Progress in 2017-18

The strengthened focus on transition between education and employment has continued to have a positive impact on outcomes, evidenced by year on year reductions in the percentage of Year 11 school leavers who are registered 'Not in Education, Employment or Training' (NEET) by Careers Wales in the October destinations count. At the end of the academic year 2016-17, 1.6% of Year 11 school leavers (50 young people) were identified as NEET, compared with 4.9% in 2013 and over 8% in 2010. Cardiff's performance is now in line with the Wales average for this measure.

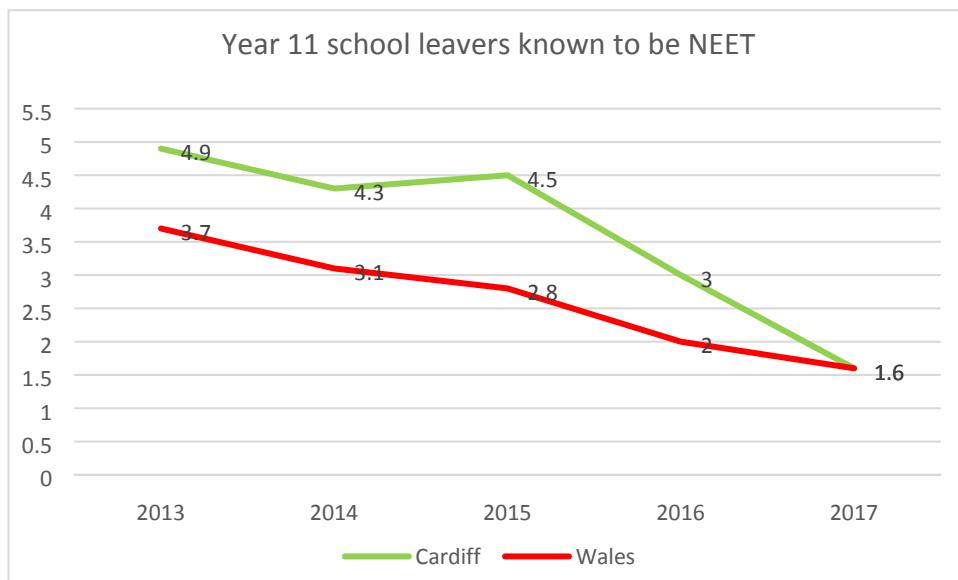
% Year 11 Leavers registered 'NEET'					
	2013	2014	2015	2016	2017
Cardiff	4.9	4.3	4.5	3.0	1.6
Wales	3.7	3.1	2.8	2.0	1.6

All secondary schools have adopted the re-developed Vulnerability Assessment Profile tool, to help to identify young people that may require additional support to complete their education and make the transition from school at 16. This has ensured that young people have received one-to-one advice and guidance to help secure a positive destination from Youth Services, Careers Wales, and community partners.

Good progress has been made during the year with a wide range of partners to shape '**The Cardiff Commitment**'. To date, at least 100 employers have indicated a clear willingness to contribute to the programme with signed pledges from 46 employers in Cardiff supporting opportunities such as Open your eyes week, work experience, mock interviews, careers events and apprenticeships. This has extended the range of options accessible to both schools and individuals in the world of work.

In addition, the **Junior Apprenticeships programme**, launched in September 2016 in partnership with Cardiff and Vale College, has been successful in offering a full-time career-focused learning programme for a number of 14–16 year old students in Cardiff. The programme offers six different vocational pathways, in line with key economic priority sectors.

Cardiff Council itself delivered 123 work-related opportunities for young people in 2017-18, against a target of 100 opportunities. Additionally, increasing numbers of work experience requests have been accommodated in a wide range of services. Direct work with schools to promote Cardiff Council as a potential employer for young people in Cardiff has accelerated and the Council has contributed to many Careers Events across the city.



Summary of our Performance

Whilst excellent progress has been made in the last year, there is still focused work to complete to ensure that all young people are given an appropriate range of choices and support to enable progression from school into the world of work. In particular, we need to ensure that our most vulnerable young people, for example Looked after children, Children Educated outside of mainstream education settings, and Children with additional learning needs, are provided with tailored support and opportunities.

We will continue to improve information management arrangements to ensure that robust systems are in place to identify, track and support young people, both pre- and post-16 education, in partnership with Careers Wales and the Council's Employability Service.

We have assessed this well-being objective as making **good** progress.

3.4 The Council has high quality and sustainable provision of culture, leisure and public spaces in the city

What we said we would do

Cardiff Council wants to ensure that public spaces in the city are well-designed and maintained and offer high quality spaces for people to access, use and enjoy for recreation and business. So that Cardiff residents can live healthy lives, the Council wants to ensure leisure services are provided in an accessible way. The Council also wants to help the Welsh Government meet its aspiration of having one million Welsh speakers by 2050 by working with partners to double the number of Welsh speakers in Cardiff.

How did we measure our performance?

Performance Indicator	Result 2016-17	Result 2017-18	Target 2017-18	Have we improved?
No. of Green Flag Parks and Open Spaces	10	11	11	Yes
% of highways inspected of a high or acceptable standard of cleanliness	90.46%	94.27%	90%	Yes
% of reported fly tipping incidents cleared within 5 working days	98.35%	99.04%	90%	Yes
No. of visits to sport and leisure centres where the visitor will be participating in physical activity (per 1,000)	7,263	7,517	8,266	Yes
% of principal (A) roads, non-principal/classified (B) and C roads in overall poor condition	A – 4.1% B – 7.1% C – 6.9%	A – 3.3% B – 5.6% C – 6.0%	A – 5% B – 8% C – 8%	Yes
No. of pupils enrolled in Welsh medium education aged 4 – 18 years	7,010	7,777	7,222	Yes
The percentage of pupils achieving at least outcome 5 in language, literacy and communication skills in Welsh medium schools, at the end of the Foundation Phase (Year 2).	93.10%	92.10%	93.50%	No
The percentage of pupils achieving at least level 4 in teacher assessment in Welsh 1st Language at the end of Key Stage 2 (Year 6).	96.10%	92.80%	96%	No
% of pupils achieving a Level 2 qualification (GCSE A*-C) in Welsh first language at KS4	79.8%	80.7%	82.0%	Yes
% of pupils achieving a Level 2 qualification (GCSE A*-C) in Welsh second language at the end of KS4	83.2%	81.8%	83.5%	No
No. of Council employees undertaking Welsh language training	184	171	Increase from previous year	No

Progress in 2017-18

Parks and Greens Spaces

The Council's extensive portfolio of parks and green spaces are managed through regular maintenance, upgrading facilities, and the design and implementation of landscape improvements. Conservation and sustainability are extremely important and the Council manages:

- 14 Sites of Special Scientific Interest (SSSIs)
- 114 Sites of Importance for Nature Conservation (SINCs)
 - 4 Local Nature reserves (LNRs)
 - 2 extensive country parks
 - 236 hectares of woodland

During 2017-18 Roath Park received the Fields in Trust vote for Best Park in Wales and the Wetland Nature Reserve achieved the prestigious Green Flag Award for the first time.

The Council manages 11 Green Flag status parks: Bute Park, Cardiff Bay Barrage, Cathays Cemetery, Flat Holm Island, Grange Gardens, Parc Cefn Onn, Roath Park, Rumney Hill Gardens, Thornhill Cemetery, Victoria Park, and the Wetland Nature Reserve.

The results of the 2017 Ask Cardiff survey showed that, of all Council services, satisfaction was the highest with parks and open spaces in Cardiff at 78.6%. The parks and green spaces in the city were one of the most highly regarded aspects of the city with Bute Park regarded as 'the jewel in the crown'. Respondents were clear that they want to see the city's green spaces preserved.

The development of an updated Parks and Green Spaces strategy by March 2018 was delayed in order to align to a Parks Scrutiny exercise. A consultation has been undertaken and Cabinet will receive a response to the Parks scrutiny report later in 2018.

Along with parks and green spaces, the Council is also responsible for the delivery of high quality and well maintained bay and water ways at the Harbour Authority. The Council awarded a five year dredging contract for the Outer Harbour / Outer Harbour Channel. The first two dredging campaigns were completed in July 2017 and January 2018 and 80,511m³ of sediments was removed allowing boats to move freely.

Street cleansing, grounds and highway maintenance, and enforcement and engagement with citizens

A new **neighbourhood blitz programme** was rolled out for 2017-18 with work undertaken in Cathays, Plasnewydd, Adamsdown and Splott, and further work continuing in Butetown, Grangetown, Canton, and Riverside. "Keep Roath Tidy" have won the Clean Communities category in Tidy Wales Awards, with "Keep Splott Tidy" as runners up. Hubs & Libraries have equipment to support anti-litter campaigns (Grangetown, Llandaff North/Gabalfa Hub and Cathays library). We continued to promote and increase community engagement. Our **Volunteering Coordinator** has commenced work on a programme of activities with Keep Wales Tidy and support continues for new volunteer groups across Cardiff. The **Keep Cardiff Tidy** website has been improved and now features information on volunteering activities.

In total there were 11 active community groups in April 2017, and 16 active groups as at February 2018, which is an increase of nearly 50%, greatly exceeding the 25% target. In addition, between Love Where you Live and Keep Wales Tidy initiatives we have recorded 8,288.50 volunteer hours (equivalent to £72, 524.38 at living wage).

Coastal Risk Management

The Council presented an outline business case to its Cabinet, who approved the commitment to fund and deliver the coastal defence scheme. The aim of the coastal defence scheme is to:

- Manage flood risk in the Tremorfa area over the next 100 years
- Prevent the landfill site eroding and polluting the Severn Estuary
- Protect coastal roads and the Rover Way Travellers site

Highways and Public Realm

14,000 LED street lights were delivered on the strategic road network with Central Management System. Furthermore, there was a £1million investment in patching, covering a total of 28,974m², a 36% increase on the previous year. The annual Capital Investment programme was also delivered.

Dogs Home

The Council has progressed work on an options appraisal and business plan in relation to a new Dogs Home. Meetings have been held with stakeholders and work undertaken with Projects, Design and Development around the requirements for a new facility and the space required. The current issue is around finding a suitable and available site and as a result progress has slowed. It is hoped that through further work with Estates a decision can be made on a site so that more detailed works and costings can be undertaken.

Leisure centres

Improvement works have been completed on four leisure centres managed by Greenwich Leisure Limited (GLL) to ensure a high quality service to users. The improvements were delivered via a Capital Investment Programme, which commenced in August at Llanishen and Maindy leisure centres, involving reconfiguration of internal fitness suites and refurbishment of the foyer and reception areas. Improvements at Western Leisure Centre include a refresh of the reception area and a complete replacement of all gym equipment. Improvement works to Pentwyn started at the end of 2017 to install new gym facilities and equipment. Llanishen first floor conversion has been completed which included the relocation of the gym and new fitness studios and a toning suite.

The number of visits to local authority sport and leisure centres increased in 2017-18 compared to the previous year, when stretch card numbers dropped over concerns related to GLL. However, improved facilities and more robust monitoring has seen a 4.65% increase in the number of visitors participating in sports activities compared to the previous year.

Sport

Sport Wales agreed the 2018-19 Local Sport Plan. Delivery was monitored throughout the year with Cardiff Met and Sport Wales to assess performance against the plan, and positive comments were received from Sport Wales in terms of progress with the neighbourhood sport boards targeted interventions in specific areas, such as BME and Women and Girls Sport. There has been ongoing dialogue with GLL in terms of delivering the Free Swim Initiative and a revised action plan has been put in place and agreed.

The Council continues to deliver opportunities for outdoor sport and has good relations with the various local leagues and Governing Bodies, and achieved investment in new 3G training facilities including a Champions League legacy pitch in partnership with UEFA and the Football Association of Wales (FAW). Our alternative delivery models have resulted in investment with Parkwood at Heath Park on new floodlit tennis courts and at several of our pavilion sites, which have been transferred under the Community Asset Transfer process.

Refurbishment of outdoor facilities has been carried out via the resilience funding mechanism as a legacy for hosting the Champions League Finals.

Creative Cardiff initiative

The Arts and Humanities Research Council (AHRC) launched the **Creative Industries Clusters Programme**, a major new project designed to create a step-change in collaboration between the country's internationally-renowned creative industries and universities across the UK, securing £80m from UK Government to help promote economic growth and provide the skills needed for the jobs of the future. The programme, which starts in 2018, will find innovative ways to identify opportunities for new investments in Creative Small and Medium-sized Enterprises (SMEs), enhancing services at an early stage and getting them on the road to success. Cardiff Council will work with Cardiff University and partners on preparing a bid to secure a minimum £8m investment for a Cardiff Creative Cluster.

The Council will align the '**Cardiff Cultural Partnership**' with the Arts Council of Wales 'Creative Learning in schools programme', linking this up with wider cultural developments in the city, with the aim of leading on skilling up a creative workforce in Cardiff. The Council will work with partners and global leading specialists 'Sound Diplomacy' to develop a music strategy for Cardiff with a special focus on Womanby Street, working with Welsh Government to designate it as an area of cultural significance. Sound Diplomacy is three months into a comprehensive assessment of the music ecology in Cardiff.

Bilingual Cardiff Strategy

The Welsh Language Forum has been reconstituted as the Bilingual Cardiff Forum to oversee the implementation of the **Bilingual Cardiff Strategy**. The forum meets quarterly, with representatives of statutory and voluntary services. The first action in the Strategy was completed successfully with Welsh Language taster sessions being delivered outside Yr Hen Lyfrgell during the Champions League Finals celebrations, attracting Spanish and Italian visitors including a Real Madrid player. Welsh Language Awareness training has been delivered to Councillors, and it has been arranged to be delivered for all Operational Managers. A member of Bilingual Cardiff/Caerdydd Ddwyiathog staff continues to provide Welsh lessons for Directors and the Chief Executive. Bilingual Cardiff/Caerdydd Ddwyiatho supported a successful 'Tafwyl' [a Welsh Language festival] in July 2017. Over 38,000 people attended the event in Cardiff, bringing a positive economic benefit to the city. Welsh Medium Education has been promoted along with the benefits of bilingualism, including an FAQ promoted via social media. The number of young people enrolled in Welsh Medium Education has increased by 767 between January 2016 and January 2018. Business Packs have been developed for new and existing businesses in Cardiff Bay and the city centre offering support for bilingual signs, advice, and information ahead of the Eisteddfod being held in Cardiff in 2018. Through the Planning process new businesses are also encouraged to have bilingual signage. Sucessful 'Sherry a Sgwrs' have been held in Yr Hen Lyfrgell for Welsh learners and speakers to meet up, chat and network. 'Paned a Clonc' [A 'cuppa and a chat'] sessions for Welsh language learners and speakers are now being held weekly at County Hall.

Summary of our Performance

Whilst good progress has been made the protection of Cardiff's parks, green space and usable open space will require a more commercial and self-sustaining approach. Major new improvement plans will focus on Roath Park and Forest Farm as well as other locations. We will further develop an ambitious network of "Friends of" and volunteer groups through a range of partnerships and programmes to maximise the social value of citizen participation. We will also work in partnership to return sailing to Llanishen Reservoir.

Keeping our streets and neighbourhoods clean and well-maintained is one of the Council's top priorities. Survey after survey of Cardiff residents puts clean streets as one of their most important issues. The Council is committed to continuing with neighbourhood blitz and deep clean efforts, and will review street cleansing services to make sure that

it is delivering the best it possibly can for Cardiff. But keeping Cardiff clean can't be just the Council's responsibility. It has to be the responsibility of each and every one of us. Everyone who lives, works, learns, or plays here has a responsibility to each other, and to the city, to help keep our streets clean. We want as many people as possible to contribute, by getting involved in our 'Love Where You Live' campaign, by not throwing litter in the first place, or reporting those who do. We will commit to operating a zero tolerance policy, increasing our enforcement activities and fines for the litter-throwers and fly-tippers who demonstrate a complete lack of respect for their neighbours and communities.

Cardiff Council will develop a 'Total Street' approach to keeping streets and public spaces clean, that joins up Council services, and continue the successful 'Love Where You Live' campaign to support residents and community groups in taking greater responsibility for the cleanliness of their local communities. The Council will also apply a zero tolerance policy on fly-tipping and street littering, and improve recycling performance and tackle street litter by exploring with partners, including Welsh Government, opportunities to introduce more sustainable food wrapping in take-away eateries.

The Council will work with partners to develop an ambitious Cardiff Sport and Physical Activity Strategy, focusing frontline services on increasing participation in sport and physical activities and unlocking continued support for sporting, play and physical activity facilities, particularly in our city's most deprived communities.

Cardiff's theatres, music venues, and museums are at the heart of what the city has to offer. Learning about the city's heritage boosts community pride and strengthens a sense of place. By working in partnership with Cardiff's cultural communities, the Council can encourage public engagement with art and culture whilst nurturing and promoting the wealth of artistic talent and activity already present in Cardiff.

The Council will attract more major events to the city, building on the success of the Champions League Finals, and bring forward significant improvements in the visitor experience of Cardiff Bay, Alexandra Head and Mermaid Quay, building on Cardiff's unique industrial heritage.

We have assessed this well-being objective as making **satisfactory** progress.

Priority 4: Working Together to Transform Services

4.1 Communities and Partners are involved in the redesign, development and delivery of local public services

What we said we would do

Cardiff Council will increase collaboration with other local authorities and public services and work with residents and communities to provide more integrated services. Internally our “One Council” approach will enable departments to work together making services easier to access for residents.

How did we measure our performance?

Performance Indicator	Result 2016-17	Result 2017-18	Target 2017-18	Have we improved?
No. of visitors to Libraries and Hubs across the City	3,241,038	3,331,807	3.2m	Yes
% of customers who agreed with the statement “Overall the Hub met my requirements / I got what I needed”	99%	98%	95%	No
% of people who feel more informed about their locality as a result of attending a Neighbourhood Partnership Roadshow	New Indicator	81.44%	70%	New Indicator

Progress in 2017-18

Community Hubs

The Community Hubs programme aims to improve face-to-face customer services by integrating and joining up service delivery into better quality facilities and this programme continued to grow throughout 2017-18. The Council opened **two new Community Hubs**, which means there are now 12 hubs open across Cardiff providing advice and support tailored to local community needs. Llanedeyrn Hub@The Powerhouse opened in July 2017 bringing together a wide range of services under one roof, and hosting space for housing, benefit and advice services, libraries, Into Work advice and training, community learning, youth provision, community events and a community café. South Wales police also have self-contained offices on the first floor. It has already proved popular with residents, who have commented positively on the bright, bold building design and the range of services on offer. It is part of the wider redevelopment of the Maelfa Centre in Llanedeyrn, which will also deliver a new shopping parade and a mix of social rented and private housing. The Hub in Llanishen opened to the public in November 2017 and the work carried out is as a result of a partnership project with South Wales Police and the Police and Crime Commissioner. The official opening took place with the launch of a full programme of activities from children’s storytime classes to Wellbeing Tuesdays for the over 50s. Both Hubs have received positive customer feedback on services and facilities. Community Hub needs are continually assessed to enhance service provision and customer suggestions are often implemented where feasible.

The Hub customer satisfaction measure recorded 98% of those surveyed agreed with the statement ‘Overall the Hub met my requirements/I got what I needed’.

The **Summer Reading Challenge** was the most successful yet. The event followed an ‘Animal Agents’ theme:

- 7,511 children joined the scheme, a 16% increase on the previous year.
- With a completion rate of 67.7%, 5,085 children finished the challenge, reading 6 books over the school summer holidays.
- 17% more children completed the challenge compared to last year.

The **Day Opportunities Team** began the development of a referral mechanism from Community Physiotherapists and the Community Brain Injury Team. The service also worked in partnership with Hubs to develop and launch Wellbeing Wednesday, engaging older people to promote activities and a range of opportunities. The service continues to develop the Intergenerational project to promote intergenerational activities for older people with Dementia.

Community Outreach has continued to progress with over 22,000 citizens attending events delivered by the Neighbourhood Development Librarians within Hubs and Community locations during the year.

Following a thorough bidding process, Rubicon Dance have been awarded the **Community Asset Transfer** for the Roath Library building.

Play Services

The Children's Play service has successfully introduced the new Play Delivery Model across Cardiff following the transfer of Play Centres via lease arrangements or redevelopment. However, in some areas this has not been fully completed due to the delay in transfer of facilities.

Youth Offending Service

Performance has improved with a reduction in the number of first time entrants to the Youth Justice System to 75 in 2017-18, from 109 in 2016-17.

The 11-18 year old population of Cardiff has been consistently around 30,000 for a number of years. The hard work and dedication of the staff in the Cardiff Youth Offending Service (YOS) to reduce offending mirrors that of the national trend in work undertaken to keep children out of the criminal justice system, and the success in dramatically reducing the numbers of young people entering the criminal justice system and custody. These improved outcomes for young people have resulted in lower caseloads for staff and a reduction in the size of the service in recent years.

In introducing the Enhanced Case Management (ECM) model, which explores how the impact of Adverse Childhood Experiences (ACEs) influences behaviour, specifically targeting those persistent offenders at risk of custody, Cardiff and Wales are leading the way in innovative responses to reoffending. Staff have completed training on this model, as well as being trained to deliver the Signs of Safety model, which Cardiff is implementing as a strength-based approach to working with families. Nine young people are being managed using the ECM model at the time of writing. The YOS recognises that we all need to work together to provide a united response for the city's children, so it has become more integrated within Children's Services and in doing so is committed to strengthening its partnerships with agencies such as the newly developed Adolescent Resource Centre (ARC) and Think Safe! team in Cardiff, delivering parenting programmes and advising on multi-agency meetings. In addition, the Council's wider partnership relationships are key to developing a response to meet the increasing complexity within existing and emerging themes as we tackle increases in knife crime, exploitation and drug use. Cardiff Council is working hard at a strategic level with the Youth Service, Health, and Education to develop collaborative interventions to meet the challenges for all children across the city, ensuring they and the wider population of Cardiff are safe.

Other activity within YOS during the year includes:

- The YOS allotment has been in action for the second year running with all produce being donated to the Huggard Centre to feed the homeless of Cardiff.
- New volunteers have been recruited and trained to engage in a number of roles with the YOS, such as acting as appropriate adults at the police station, and facilitating Referral Order and Neighbourhood Resolution Panels.

- A young person being supervised by the YOS attended a round table discussion relating to knife crime in the Houses of Parliament.

Options for a regional Youth Offending Service model by March 2018 were confirmed as not on the agenda for 2017-18, so this action was abandoned within the financial year.

Summary of our Performance

The Council has made good progress in joining up service delivery to provide better quality facilities for citizens. However, the Council continues to face increasing cuts to its budget along with increasing demand pressures and the projected growth in population. This means that the Council will need to work alongside its citizens and partners to radically change the way in which it delivers its services. This will mean increasingly adopting a 'Digital First' approach, making the best use of new technologies to run our services, particularly our more transactional services, as efficiently and effectively as possible, and providing digital access which is indistinguishable from that available to citizens in every other aspect of their lives. It will mean commercialising services where appropriate and where the opportunity exists, and using the best evidence and data to target resources where they will have the greatest impact. It will also mean developing purposeful partnerships with other public services, with the third sector, with our neighbouring authorities and, where appropriate, with the private and independent sectors.

We have assessed this well-being objective as making **good** progress.

4.2 The Council has effective governance arrangements and improved performance in key areas

What we said we would do

Cardiff Council will continue to develop our approach to Performance Management to enable evidence-led decision making and continued improvement in key service areas.

How did we measure our performance?

Performance Indicator	Result 2016-17	Result 2017-18	Target 2017-18	Have we improved?
% of Personal Performance and Development Reviews completed for staff	90%	95%	95%	Yes
No. of working days/shifts per full-time equivalent (FTE) employees lost due to sickness absence	10.77	11.27	9	No
No. of 'Live' webcast hits Full Council Meetings	1,849	1,113	1,200	No
No. of 'Live' webcast hits Planning Committees	1,001	982	600	No
No. of 'Live' webcast hits Scrutiny Committees	119	205	400	Yes
No. of external contributors to Scrutiny meetings	New Indicator	188	140	New Indicator
% of draft committee minutes published on the website within 10 working days of the meeting being held	New	20%	80%	N/A

Progress in 2017-18

Despite having to achieve budget savings of over £145m during the last five years, Cardiff Council has continued its journey of improvement. In 2017-18, Cardiff was the fifth best performing authority out of the 22 Local Authorities in Wales, increasing from 13th in the previous year. Overall, Cardiff had the joint highest number of indicators that improved out of the 22 local authorities, and the joint lowest number that had declined, and on this basis could be said to be the most improved council in Wales in 2017-18.

Cardiff was also ranked third for the level of citizen satisfaction with Council services and emerged as one of the most trusted public service providers in Wales, according to one of the Welsh Government's most wide-reaching opinion surveys. The annual complaints report shows that a total of 1,907 complaints were recorded during 2017-18. This is a 7.7% increase from the previous year, when 1,770 complaints were recorded. Prior to this increase, complaints had decreased for Cardiff Council for five consecutive years.

In terms of customer service, the Council has areas of consistent good practice, such as our network of Community Hubs, our First Point of Contact providers, park rangers, event stewards and library staff. Service delivery across a number of visible services is also good, despite dealing with a high volume of demand on a regular basis. For example, Waste Management makes over 24 million collections with a less than 1% failure rate. Good customer engagement is clearly evident within front line service delivery teams and the Council will continue to work to ensure that customer management is characterised by the same level of excellence throughout the organisation.

Performance Management Strategy

A revised Performance Management Framework and strategy have been developed. A plan to launch and then roll-out the content across the organisation has also been produced and will be implemented following the conclusion of additional consultation with key stakeholders.

Reduce Sickness

The year-end figure for sickness absence was 11.27 days lost per Full Time Employee (FTE), which is 0.5 days higher than 2016-17 and 2.27 days higher than the target of 9.0 days. Work has commenced on implementing the APSE action plan, with focus groups being carried out with frontline staff and drilling into areas that have high proportions of sickness to understand the specific issues of those areas. Lead officers have been identified for the various recommendations and actions are being progressed. For example, officers have met with NHS colleagues to look at how we can work with GP clusters and with GP surgeries to promote our in-house occupational health service to improve the speed of referral to services. The Council has a longstanding relationship within the Core Cities group in relation to the monitoring of sickness absence. Results for 2017-18 show that Cardiff Council performed better than both Manchester City Council and Sheffield City Council.

Implement refreshed Personal Review

During the year a new Personal Review process was implemented for all Council staff. Feedback from staff shows that this process was well-received; some key findings are as follows:

- 89% of employees had an opportunity to meet with their line manager to discuss their objectives
- 75% of staff were satisfied with the conversation with their line manager
- 65% of staff felt that they understood their contribution to the overall objectives of the Council
- 60% of employees felt that the new process was more personal
- 60% of employees felt that the new Personal Review process worked well

Corporate Health Standard

The Council achieved the silver level of the Corporate Health Standard and has developed an action plan to work towards the Gold level of the standard. The Corporate Health Standard sets out a quality framework for health and well-being in the workplace and is part of the Welsh Government's 'Healthy Working Wales' programme.

Summary of our Performance

The Council's performance in terms of the national indicator set (Public Accountability Measures) continued to show significant improvement in 2017/18 overall, however one notable exception to this picture of improvement was the Corporate Sickness absence rate.

Maintaining Cardiff's journey of improvement will require a focus on the Council's priorities and on the successful delivery of the Capital Ambition Delivery Programme, which seeks to improve efficiency and service performance whilst ensuring the long-term sustainability of key frontline services.

Key steps in achieving this will include:

- Improving the health and well-being of employees and by extension arresting the declining performance evidenced by the Corporate Sickness Absence figures,
- Continuing to support Staff Development
- Getting people and communities involved in decisions
- Championing equality and diversity, making sure that citizens' rights are protected in any changes to our public services

We have assessed this well-being objective as making **satisfactory** progress.

4.3 Our services are transformed to make them more accessible, more flexible and more efficient

What we said we would do

Cardiff Council wants to modernise its estate by reducing the number of operational buildings it occupies and improving the efficiency of those properties that remain. The Council also wants to develop and implement alternative models for delivering services, both within and outside the Council, and identifying how some services can effectively be commercialised.

How did we measure our performance?

Performance Indicator	Result 2016-17	Result 2017-18	Target 2017-18	Have we improved?
Reduction in the gross internal area of buildings in operational use Sq / ft (% change)	7.9%	0.8%	1%	No
No. of Customer contacts to the Council using digital channels	636,184	784,567	699,802	Yes
Reduction in the total running cost of occupied operational buildings	9.2%	1%	2.8%	No
Reduce the maintenance backlog	£8.8m	£1,215,817	£1.3m	No
Capital Income generated (amount)	£6m	£3,864,321	£7.3m	No
Commercial and Collaboration net gross income (amount)	New Indicator	£340,000	£459k	New Indicator
Increase customer satisfaction with Commercial and Collaboration Services	New Indicator	90%	Establish baseline	New Indicator
Maintain customer/citizen satisfaction with Council services (Ask Cardiff Survey)	68.2%	57.4%	70%	No

Progress in 2017-18

Property strategy for fewer but better buildings

The Council manages an estate of around 1000 properties with a current use value of approximately £1.2 billion. Around 450 properties (2,000 buildings) are currently being used for operational purposes.

In early 2017 the Council implemented a new 'Corporate Landlord' programme to improve the strategic management of the estate. The Corporate Landlord model aims to centralise all property-related functions under one directorate to improve decision making, governance, and financial management for the non-domestic land and building estate.

During 2017-18, Property Condition & Utilization Surveys were progressed across the operational estate to better understand the maintenance backlog, priority of identified works, space utilisation, and alternative use and revenue opportunities associated with all of the Council's buildings and land assets. A new programme of Service Property Plans was approved by the Asset Management Board, which will understand the short, medium and long-term service delivery objectives of each Service Area, and how this relates to property requirement.

An Investment Board has been established and undertakes regular monitoring of estate activity to ensure delivery of the Investment Estate Strategy.

Alongside the development of the Corporate Landlord model, the Council continued to pursue the Corporate Property Strategy 2015-20 objectives relating to modernisation, rationalisation and collaboration, with Cabinet approving the

2018-19 Corporate Land and Property Management Plan (CLPMP) in February. In addition, the Partnership Asset Management Board (PAMB) was re-established to pursue collaboration opportunities with other public sector organisations.

Digitalisation

This financial year has seen a significant increase in customer contact through digital channels. The launch of the Council's new website design has shown an increase in better form submission and routing with customers directed to the relevant content. Results from the Customer Contact Survey 2018 have been provided and demonstrate a good take-up with 974 submissions. Nearly 94% of the respondents had visited the website in the last 6 months and 90% of these were able to complete the task they had come to the website to do. The project to increase online services offered by the Council's contact centre Connect to Cardiff (C2C) continues to be developed, with the next phases planned in some detail. There have been positive results on the take-up of existing services in 2017-18.

Council Fleet

The Council runs a sizeable motorised fleet of vehicles in delivering its services, and positive action on driver behaviour and vehicle specification has reduced the fleet's carbon emissions by approximately 10% between 2014-15 and 2015-16. In 2016, the Commercial Services Team assumed responsibility for Central Transport Services (CTS) activities as part of an initiative which sought to introduce a wholesale change in the way the Council purchases, controls compliance, provides management information, and supports service areas to deliver improved services at reduced costs. During 2017-18 the Council focused on low emission and alternative fuel vehicles when purchasing new vehicles, with these now making up 11% of the corporate fleet.

Cabinet recently considered the impact of the Council's own operating fleet on air quality in the city as outlined in the Cleaner, Greener Transportation Fuels Strategy. That strategy sets out the Council's vision and associated actions necessary to begin the transition from the use of polluting fossil fuels to more sustainable energy sources. A transition towards non-fossil fuels could result in lower 'whole life costs' for the fleet that would also protect against the inevitable increases expected in fossil fuel costs and make a significant contribution to improving air quality standards in Cardiff.

Commercialise key services

Good progress was made regarding the commercialisation of services in 2017-18. This included the establishment of a cost-pricing model for CTS; the implementation of a recognised Fleet Management IT system for CTS to improve business performance; the insourcing of vehicle repair work, previously undertaken externally, to the CTS workshop; improvements in the specification of building maintenance works leading to lower job costs; productivity improvements in Building Services Direct Labour Organisation; and the introduction of a new cost model and commercial controls for the Cleaning Services, leading to improved financial performance. A new Client Liaison Officer Team was also introduced with the objectives of improving communications with schools, assisting with the development of Service Level Agreements (SLAs) and commercial bids, and assisting with resolving any service delivery issues.

Workforce Strategy

The Workforce Strategy was reviewed for its alignment to the Capital Ambition objectives with a new strategy being developed for agreement with Cabinet in 2018-19.

Workforce planning continued to be implemented across the Council with a number of service areas working with HR People Services. A pilot of the Workforce Planning toolkit took place in 2017-18, with feedback provided to the Senior Management Team and agreement that the pilot be rolled out across the organisation for 2018-19 with all services

required, with support from HR People Services, to produce Workforce plans providing links to their business and financial plans.

Summary of our Performance

The scope and scale of the Council's budget challenge, alongside the rising demands created by the city's rapid growth, means that there is no escaping the fact that every Council service will need to plan for a period of radical adjustment. In short, many of our public services are going to need to change if they are to survive.

The operation and delivery of the Council's Corporate Landlord functions and responsibilities remains a significant challenge in terms of the level of risk and liability the Council needs to effectively manage on an ongoing basis. Our Corporate Land and Property Management Plan results for 2017-18 show that the annual targets for GIA, Revenue, maintenance backlog reduction and capital receipts were not achieved. Transactional delays and revised project timescales resulted in selected properties being moved from the 2017-18 programme to 2018-19. The 2020 Corporate Property Strategy targets relating to GIA, maintenance and running cost reduction, plus the delivery of capital receipts are all projected to be exceeded by April 2020. Furthermore, whilst there were increases in income in some commercial services, for example, Commercial Waste and Third Party Waste Treatment, there was an overall decrease in income over the 2017-18 period.

Overall customer satisfaction with Council services has continued to decline in 2017-18. Although this decline is in line with the UK wide Local Authority trend, the aspiration to deliver high quality services which are recognised as such by Cardiff Citizens remains, and analysis of the reasons behind the decline will be undertaken in order to identify any key drivers behind the declining position.

We have assessed this well-being objective as making **Satisfactory** progress.

Public Accountability Measures – 2017-18 Performance

Reference	Success Indicators	2016-17 Outturn	2017-18 Target	2017-18 Outturn	Wales Average	Target Met	Trend	Cardiff's Rank (out of 22 Local Authorities)
PAM/001	Number of working days lost to sickness absence per employee	10.77	9	11.27	10.4	Target not met	Declined	19
PAM/006	Year 11 pupils achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths – Level 2+	New	New	58.50%	54.8%	Not available	New	5
PAM/007	Pupil attendance in primary schools	95.0%	95.0%	95.0%	94.9%	Target Met	Maintained	8
PAM/008	Pupil attendance in Secondary School	94.5%	95.0%	94.20%	94.1%	Target not met	Declined	11
PAM/009	Year 11 leavers not in education, training or employment (NEET)	New	New	1.6%	1.6%	New	New	15
PAM/010	Streets that are clean	90.5%	90.0%	94.3%	95.8%	Target Met	Improved	13
PAM/011	Fly tipping incidents cleared within 5 working days	98.35%	90.0%	99.04%	95.08%	Target met	Improved	5
PAM/012	Households successfully prevented from becoming homeless	New	50%	72.9%	66.4%	Target met	New	3
PAM/013	Empty private properties brought back into use	New	2.8%	1.3%	5.2%	Target not met	New	20
PAM/015	The average number of calendar days taken to deliver a disabled facilities grant	200	200	179	213	Target met	Improved	6
PAM/016	Number of library visits per 1,000 population	9050	9000	9225	5270	Target met	Improved	1
PAM/017	Number of visits to leisure centres per 1,000 population	7263	8266	7517	8502	Target not met	Improved	17
PAM/018	Planning applications determined in time	New	60%	90.6%	88.5%	Target met	New	9
PAM/019	Planning appeals dismissed	New	65%	81.2%	62.2%	Target met	New	4
PAM/020	Principal A Roads that are in overall poor condition	4.1%	5%	3.3%	3.7%	Target met	Improved	11
PAM/021	Non-principal B Roads that are in overall poor condition	7.1%	8%	5.6%	4.3%	Target met	Improved	19
PAM/022	Non-principal C Roads that are in overall poor condition	6.9%	8%	6.0%	14.1%	Target met	Improved	5

Reference	Success Indicators	2016-17 Outturn	2017-18 Target	2017-18 Outturn	Wales Average	Target Met	Trend	Cardiff's Rank (out of 22 Local Authorities)
PAM/023	Food establishments which are 'broadly compliant' with food hygiene standards	90.74%	93%	92.71%	95.27%	Target not met	Improved	18

Reference	Success Indicators	2016-17 Outturn	2017-18 Target	2017-18 Outturn	Wales Average*	Target Met	Trend	Cardiff's Rank* (out of 22 Local Authorities)
PAM/030	Waste reused, recycled or composted	58.12%	61.00%	58.24 %	Not available	Target not met	Improved	Not available
PAM/031	Waste sent to landfill	1.59%	25.00%	1.04 %	Not available	Target met	Improved	Not available

*Comparison information not available until 29.10.18

Reference	Success Indicators	2016-17 Outturn	2017-18 Target	2017-18 Outturn	Wales Average	Target Met	Trend	Cardiff's Rank (out of 22 Local Authorities)
PAM/024	Adults satisfied with their care and support							
PAM/025	Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+							
PAM/026	Carers that feel supported							
PAM/027	Children satisfied with their care and support							
PAM/028	Child assessments completed in time							
PAM/029	Children in care who had to move 3 or more times							

Appendix 1:

Setting Well-being Objectives 2017-18

1. Introduction

Following the local government elections on 4 May 2017, a new Council Administration was formed. To outline its ambitions for the city, the Administration set out a new policy programme for the next five years, entitled *Capital Ambition*, which was adopted following a Cabinet decision of 6 July 2017.

In spring 2018 the Council adopted a new Corporate Plan, which translates the Administration's priorities into deliverable organisational objectives. Concurrently, the city's Public Services Board (and its four statutory members) adopted a new Well-being Plan for Cardiff, which set out the jointly agreed priorities for the city's public service partners over the next five years.

The Corporate Plan and the Well-being Plan share seven well-being objectives:

- 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

This document sets out how these new well-being objectives were developed and agreed, in accordance with the sustainable development principle as defined in the Well-being of Future Generations (Wales) Act 2015 (The Act).

2. The Well-being of Future Generations (Wales) Act 2015

The Act aims to ensure the economic, social, cultural and environmental well-being of Wales and places a statutory duty on public bodies to work towards the achievement of seven national well-being goals whilst embedding the sustainable development principle.

The Act sets seven national well-being goals:

- A Prosperous Wales
- A Resilient Wales
- An Equal Wales
- A Healthy Wales
- A Wales of Cohesive Communities
- A Vibrant Culture & Thriving Welsh Language
- A Globally Responsible Wales

The Council must carry out sustainable development by:

- Setting and publishing well-being objectives
- Taking all reasonable steps to meet those objectives

The Act defines the sustainable development principle as **acting ‘in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs’**.

In order to behave in this manner, public bodies must take account of the ‘five ways of working’. These are:

- **Long term** – the importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs
- **Prevention** – how acting to prevent problems occurring or getting worse may help public bodies meet their objectives
- **Integration** – considering how the public body’s well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies
- **Collaboration** – acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives

- **Involvement** – the importance of involving people with an interest in achieving the well-being goals and ensuring that those people reflect the diversity of the area which the body serves

3. Planning and Policy Framework

Capital Ambition: The Policy Priorities of the Council's Political Administration

Following the local government elections on 4 May 2017, a new Council Administration was formed. To outline its ambitions for the city, the Administration set out a new policy programme for the next five years, entitled *Capital Ambition*, which was adopted following a Cabinet decision of 6 July 2017.

Capital Ambition identified four priorities:

- **Working for Cardiff:** Making sure that all our citizens can contribute to, and benefit from, the city's success.
- **Working for Wales:** A successful Wales needs a successful capital city, creating opportunities by driving forward economic growth.
- **Working for the Future:** Managing the city's growth in a sustainable way.
- **Working for Public Services:** Making sure our public services are delivered efficiently, effectively and sustainably in the face of the rising demand and reducing budgets.

Delivering Capital Ambition: Aligning Statutory Plans

The Corporate Plan is a key document in delivering Capital Ambition, as it translates the Administration's priorities into deliverable organisational objectives. However it sits alongside a number of other strategic documents, some required by statute, that support the delivery of specific components of Capital Ambition. For example:

- **The Corporate Plan:** Focuses on the issues and services which the Council has prioritised.
- **The Well-being Plan:** The Cardiff Public Services Board (PSB) is statutorily required to produce a Well-being Plan by April 2018 which sets how board members will work in partnership to greater align or integrate public services in the city. The Cardiff PSB, chaired by the Leader of the Council, brings together the city's public and third sector leaders, and builds on the long-established platform of partnership working in the city. Because delivering Capital Ambition will require collaboration with public service partners, the Well-being Plan focuses on areas of **collaborative advantage in the delivery of public services**.
- **Cardiff and Vale of Glamorgan Area Plan:** Local Authorities and Local Health Boards are required to prepare and publish an Area Plan setting out the range and level of services they propose to provide, or arrange to be provided,

in response to the Population Needs Assessment (PNA). The Area Plan and supporting Action Plan provide the response of the Cardiff and Vale of Glamorgan Regional Partnership Board (CVGRPB) to the findings of the regional Population Needs Assessment (PNA), published on 31 March 2017. The Plan has been developed alongside and is consistent with the Cardiff Well-being Plan.

- **Other Plans:** It should be recognised that there are a number of other strategies, plans, and partnerships – though not all required by statute – which are important in delivering Capital Ambition. These include, but are not limited to:
 - Cardiff Capital Region Business Plan
 - Cardiff Economic Strategy (to be informed by Green Paper)
 - Cardiff Transport and Clean Air Strategy (to be informed by Green Paper)
 - Cardiff Housing Strategy
 - Cardiff Rough Sleepers Strategy
 - Bilingual Cardiff

Delivering Capital Ambition

A four-year programme to deliver Capital Ambition was approved by Cabinet on 14 December 2017. The programme will lend impetus to the implementation of the Administration's agenda, with a focus on areas where fundamental change is required.

The Capital Ambition Delivery Programme is composed of two discrete components:

- **Modernisation:** *Transformation of corporate systems and processes that support service delivery*
- **Resilient Services:** *Transformation of front-line services*

Tracking Progress

Each well-being objective is supported by the following:

Outcome indicators – these indicators provide an overview of the city's performance. Targets have not been set against these indicators, however, changes in the outcomes are important pointers of city performance and inform policy interventions.

Steps – the steps list the actions that the Council will take, and by when, to help achieve each well-being objective and to enable progress to be kept under review.

Key Performance Measures – these show operational performance which indicates if the steps the Council is taking are having the desired effect.

Targets – A numerical value on performance measures, which shows the amount which is to be achieved. The targets were set following a session with all the Scrutiny chairs and officers which explained the process undertaken to set draft targets.

The Policy Framework: From National Performance to Individual Performance



4. Setting Well-being Objectives

This section explains how the Council has:

- Set well-being objectives in accordance with the sustainable development principle
-

Long term:

'We face a historic opportunity – a chance to capitalize on our potential and become a truly great world capital, where the benefits of growth are felt by all our citizens, our region and our nation...'

'Ultimately, I want every citizen of Cardiff, regardless of their creed, race, or inherited wealth, to have the chance to fulfil their potential, and play a full and active part in the life of our city.'

Cllr Huw Thomas - Leader, Capital Ambition

Capital Ambition, and the Council's Well-being Objectives, respond to the long-term trends facing the city and set a vision for how the city and public services must respond.

In developing the Council's well-being objectives a number of sources of evidence were used which identify the long-term trends facing Cardiff:

- **Capital Ambition:** The well-being objectives are driven by the Administration's long-term vision and policy priorities, as set out in Capital Ambition.
- **The Cardiff Well-Being Assessment:** The well-being objectives respond to the evidence base provided by the city's [Well-being Assessment](#), a comprehensive analysis of Cardiff's performance against a wide range of outcome indicators, published by the Cardiff PSB in March 2017.
- **The Cardiff Population Needs Assessment** (required under the Social Services and Well-being (Wales) Act 2014) that sets out an assessment of the needs of vulnerable groups of people.
- The **Future Trends Report** published by the Welsh Government and a local analysis of '**Future trends in Cardiff**' produced by the Cardiff Research Centre on behalf of the Cardiff PSB, including the **demand pressures** on services that result from these long-term demographic, economic, social and environmental trends.
- A study on '**City Inequality**' produced by the Cardiff Research Centre, and presented to the PSB, the Council's Senior Management Team and a number of staff
- Through the PSB, a set of **city-level outcome indicators** that the Council and its public service partners wish to improve over the long term have been identified.

Prevention

"We need to make a step-change at the community-level – joining-up schools and social services; health and police – to support families, and to tackle problems early, before they develop into crises."

Capital Ambition

Capital Ambition recognises that across a range of services a focus needs to be placed on intervening early, addressing the root causes and aiming to, wherever possible, prevent problems before they happen. This will mean identifying and working with vulnerable children and families to put in place the support they need at the earliest possible stage, way before crisis point is reached; it will mean working to keep people independent and healthy in their own homes and communities for as long as possible; and it will mean working to tackle poverty and create a more inclusive city, where all citizens feel able to contribute to and benefit from the city's success.

Specific examples include:

- **Early help to support vulnerable children**

The Early Help Strategy seeks to reduce the number of children, young people and families requiring support from Social Services and make prevention everybody's business. This multi-agency approach sets out the way that services can work together, share information, and put children and their families at the centre to ensure they receive the support they need at the right time, in the right way. It recognises the need to move the focus away from managing short-term crises and towards effective intervention and support at an earlier stage.

- **Independent Living Services**

The First Point of Contact within Independent Living Services supports older people in Cardiff to live as independently as possible and improve their well-being. The service offers home visits which provide holistic support to help older people live more independently. Preventative Services also work with older people to combat social isolation, helping them connect with their communities through the Day Opportunities Team. The service works in partnership with health services, our local older sheltered accommodation and the third sector to provide a range of social and health-based services for older people in the local area. Housing resettlement officers assisted with 115 hospital discharges that were identified as delayed transfers of care, nineteen of those individuals used step-down accommodation, enabling them to leave hospital more quickly.

- **Integration of Employment Support Services**

Across the city there were over 40 different employment services providing a range of services. This position meant that there was no coherent pathway to services, no single view of individuals or the services that they were accessing. There was a duplication of provision in some areas and gaps in others. There were also complex eligibility criteria e.g. age, postcode, workless household, length of time on certain benefits etc. To resolve these issues, the Into Work Advice Service has expanded with support available to everyone in over 40 locations across the city.

Integration

"Not one of us here just "works for the Council". We work for Cardiff."

Cllr Huw Thomas - Leader, Capital Ambition speech to staff

Capital Ambition makes clear that the Council as an organisation must move away from dealing with problems in isolation and begin to integrate frontline teams that are empowered to address the day-to-day issues that need solving. Cabinet Members will adopt collective responsibility across their portfolios, driving through our policies for change. In the same way, individual directorates can no longer operate as silos: the Council must act as one seamless team to drive improvement across the city.

- The well-being objectives focus on the outcomes that the Council (and its partners) want to achieve for the people of Cardiff, not the preferences of individual services or Council directorates.
- The self-assessment process through which the well-being objectives and steps were set considered how each step would impact (positively or negatively) on the delivery of the seven well-being objectives.
- The 'golden thread' of the Council's policy framework sets out the Administration's vision and priorities and how individuals throughout the organisation understand how they can contribute to delivering Capital Ambition.
- To deepen the understanding of Capital Ambition and how all staff can contribute its delivery, a staff engagement programme has been established, including:
 - A staff conference at which the Leader and Cabinet set out their Capital Ambition to over 300 staff.
 - Leader and Chief Executive engagement events in Council venues setting out Capital Ambition and how staff can contribute to delivering the vision.
 - A programme of corporate engagement focussed on strategic, cross-cutting issues.
 - A promotional campaign across the Council and the city focussing on how Council staff contribute to delivering Capital Ambition.
- The 'Delivering Capital Ambition Programme' establishes integrated (and collaborative) governance, delivery and reporting arrangements.

Collaboration

'As public service leaders we know that many of the most complex issues we face cannot be dealt with by a single organisation acting alone. Whether it be protecting our most vulnerable children, helping those who are homeless, tackling radicalisation or supporting older people to stay happy and healthy in their own homes, each of us know that we have neither all the answers, nor all the means to solve the challenges we face. These we must work on, together.'

*Cllr Huw Thomas, Leader of Cardiff Council and Chair of the Cardiff PSB
Maria Battle, Chair, Cardiff and Vale University Health Board and Vice Chair, Cardiff PSB
Cardiff Well-being Plan (page 3)*

Capital Ambition recognises that developing long-term, integrated and preventative solutions to the challenges facing the city and its public services will require partnerships with public sector, the private sector and with local community groups, at the national, city-regional, city and community level.

- The Council's well-being objectives were developed concurrently and in close partnership with members of the Cardiff PSB, resulting in the Council and the Cardiff PSB identifying:
 - A shared set of well-being objectives that focus on outcomes rather than organisational boundaries.
 - Complementary 'commitments' or 'steps' in areas of defined **collaborative advantage**
 - City-level outcome indicators, associated with the well-being objective, through which the PSB and each public sector partner will track the performance of the city, and seek to make an impact over the long term.
- Delivery arrangements that bring the right partners to the table to tackle the issues identified in the Well-being Plan were agreed by the PSB in May 2018. These delivery boards are supported by the Council's Delivering Capital Ambition programme and include:
 - Improving Outcomes for Children – key projects include support for families, Child Friendly City, Disability Futures, and child placements
 - Improving Outcomes for Adults – delayed transfers of care, Community Resource Team review, care & housing review, Dementia Friendly City
 - Resilient Growth – air quality, active travel, sustainable new communities, carbon reduction
 - Community Safety – cohesion & integration, night-time economy, protecting the vulnerable and addressing exploitation, resilient communities
 - Inclusive Growth – employment support services, volunteering, Cardiff Commitment, funding flexibilities, social responsibility
- The Cardiff Capital Region City Deal is a partnership between the ten local authorities of south-east Wales. The £1.2 billion project is expected to deliver up to 25,000 new jobs and leverage an additional £4 billion of private sector investment over the next 20 years. The City Deal will provide local partners with the opportunity to continue tackling the area's barriers to economic growth by improving transport connectivity; increasing skill levels still further; supporting people into work; and giving businesses the support they need to innovate and grow. The deal will also develop stronger and more effective leadership across the Cardiff Capital Region, enabling the ten local authority leaders to join up decision making, pool resources and work more effectively with local businesses.

- A new approach to integration at a community level – we are working to better connect people with local service providers and activities in their neighbourhoods. This will involve mapping local community organisations/ groups/ activities in each Hub district by holding at least one awareness raising/ networking/ consultation event in each Hub. The work will be used to develop a new Community Involvement Plan.

Engagement

'Every citizen can also make an important contribution to life in our city. Each of us, as community activists, as parents, as volunteers, as business owners, can help play our part in building a city where everyone makes a valuable and valued contribution.'

My commitment, as Leader of the Council, is to work together with partners, staff and citizens in a common endeavour to make Cardiff a better place to live for all our people, rooted in the values of fairness and social justice.

By doing so we will create a capital city that is not only ambitious for the people we serve, but ambitious for the people of Wales.'

Cllr Huw Thomas - Leader, Capital Ambition

The views of a range of stakeholders, including the people of Cardiff, public service and private sector partners, and Council staff helped contribute to the development of the Council's well-being objectives.

This includes:

- **Ask Cardiff:** Ask Cardiff, the Council's annual resident survey, gives people the opportunity to tell the Council about their own well-being and their experiences of public services, and helps the Council understand what is important to residents and local communities. With over 5,500 responses in 2017, it is one of the most successful such surveys in Wales or across UK Core Cities.
- Consultation on the seven well-being objectives with **seldom heard** groups, including:
 - 20 locality and partner events covering each Neighbourhood Area
 - Cardiff Youth Council Grand Council
 - 50 + Forum focus group
 - 2 BAME focus groups
 - Cardiff Deaf Club meeting
 - Cardiff and Vale Action for Mental Health
 - Friends and Neighbours Group (Butetown)
- An engagement event with the city's **civic leadership** at the 'Liveable City Forum' held in Cardiff and Vale College.
- Advice received on the draft well-being objectives from the **Future Generations Commissioner**.
- Feedback received throughout the Capital Ambition **staff engagement** programme.
- Cardiff's Well-being Plan was also considered by the Council's Policy Review and Performance (PRAP) **Scrutiny** Committee on 18 July 2017 (to consider the draft well-being objectives) and 15 November 2017 (to consider the draft Well-being Plan). The PRAP Scrutiny Committee has the statutory responsibility for scrutiny of the Cardiff PSB.

CABINET MEETING: 11 OCTOBER 2018

LOCAL AIR QUALITY MANAGEMENT – ANNUAL PROGRESS REPORT 2018

STRATEGIC PLANNING & TRANSPORT (COUNCILLOR CARO WILD)

AGENDA ITEM: 6

Reason for this Report

1. To note the contents of the 2018 Air Quality Annual Progress Report (APR) so the report can be finalised and issued to Welsh Government.

Background

2. The Council has a statutory obligation under Part IV of the Environment Act 1995 to review and assess air quality in its area against National Air Quality Standards which have been set for the protection of human health. The Act requires local authorities to monitor, review and report on seven pollutants. Within Cardiff the pollutant of greatest concern is Nitrogen Dioxide (NO₂).
3. The Council is required to report annually to Welsh Government (WG) with regard to latest monitoring data, changes and developments which may be significant with regard Local Air Quality Management (LAQM) and progress in implementing Air Quality Action Plans (AQAPs) devised to address previously identified areas of locally poor air quality.
4. The 2018 APR provides details on the ratified data for the local air quality monitoring undertaken in 2017.
5. Poor air quality is now considered the largest environmental risk to public health in the UK.¹ There is clear scientific evidence that shows that air pollution exposure reduces life expectancy by increasing mortality and morbidity risk from heart disease, and strokes, respiratory diseases, lung cancer and other conditions.
6. In the UK, in the context of air quality management, the main air pollutants that are the primary public health concern are particulate matter and Nitrogen Dioxide (NO₂). In the UK, it has been estimated that

¹ ‘Estimating local mortality burdens associated with particulate air pollution’, Public Health England, (2014)

an equivalent of 23,500 deaths can be attributed to long-term exposure to NO₂ each year.²

7. The principle source of these pollutants is from road transport emissions, particularly from diesel cars. In 2012, the International Agency for Research on Cancer listed diesel exhaust pollution as a Class 1 carcinogen³ and extended this to all ambient air pollution in 2013.⁴
8. Public Health Wales has stated that poor air quality is the second greatest public health concern after smoking and is the most significant environmental determinant of health. In Wales, based on data for the period 2011-2012, it has been estimated that an equivalent of 1,100 avoidable deaths can be linked to NO₂ exposure each year.
9. Poor air quality does not only cause ill health, it also has a wider societal cost. Accounting for health service costs and reduced productivity through lost workdays in the UK this is significant, standing at around £20bn every year.⁵
10. Some people are more at risk than others. Air pollution can disproportionately affect vulnerable population groups (e.g. children, older people, people with underlying chronic disease), as well as those exposed to higher levels because of living or commuting in urban or deprived locations.⁶
11. Recent work by Public Health Wales estimates that the equivalent of over 220 deaths each year among people aged 30 and over in the Cardiff and Vale area can be attributed to NO₂, with many more citizens suffering ill health as a consequence of poor air quality.⁷

Air Quality in Cardiff

12. There are currently four Air Quality Management Areas (AQMAs) declared in Cardiff as a result of exceedence of the annual mean objective of Nitrogen dioxide of 40 µg/m³ ; these areas are:
 - **Cardiff City Centre AQMA** (declared 1/4/13 to incorporate Westgate Street; formerly St Marys St AQMA);
 - **Ely Bridge AQMA** (declared 1/2/07);
 - **Stephenson Court AQMA** (declared 1/ 12/10);
 - **Llandaff AQMA** (declared 1/4/13)

² 'Improving air quality in the UK: tackling nitrogen dioxide in our towns and cities: UK overview document' Defra (2015)

³ International Agency for Research on Cancer, (June 2012)

⁴ International Agency for Research on Cancer, (October 2013)

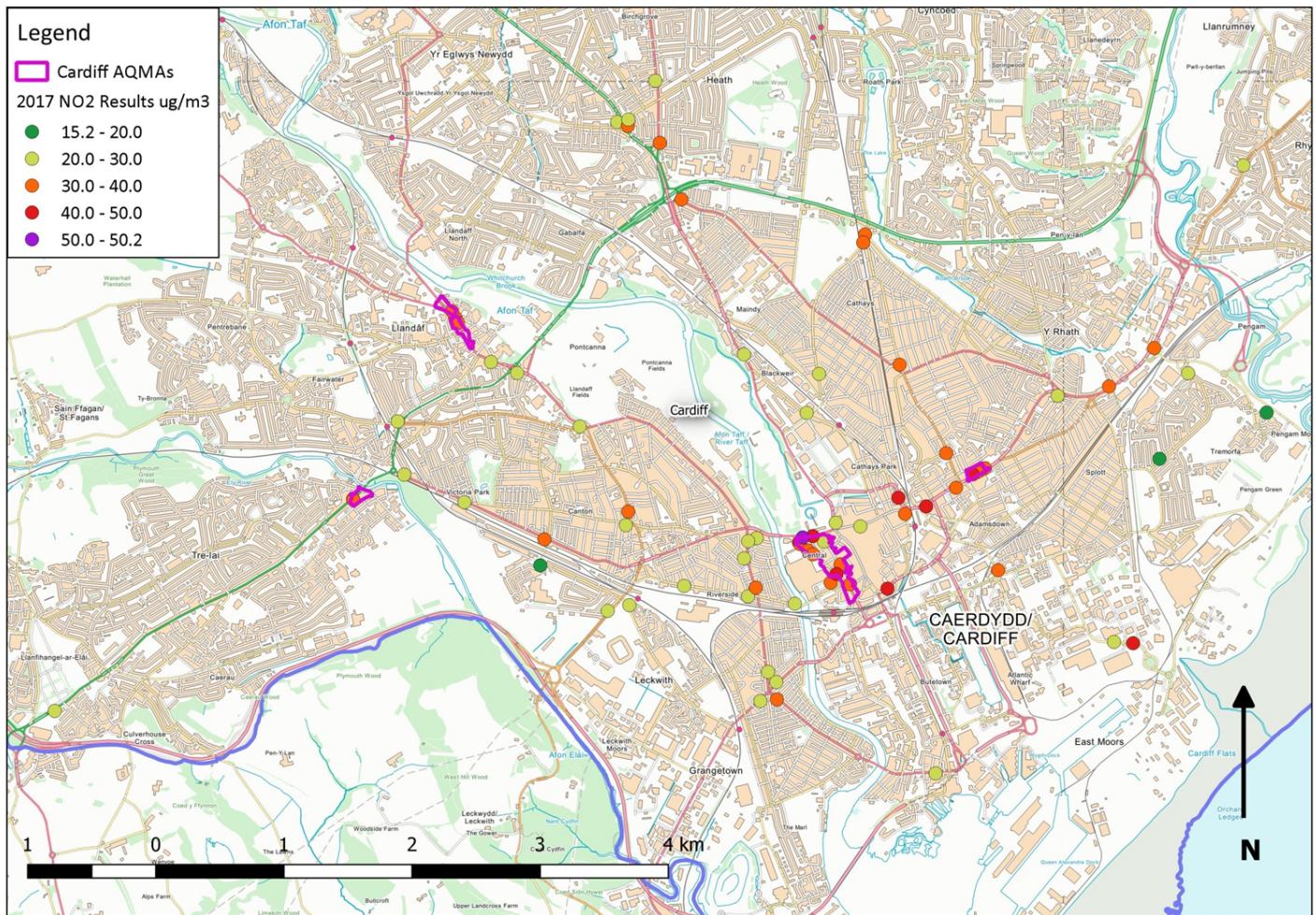
⁵ 'Every breath we take: the lifelong impact of air pollution', Royal College of Physicians and Royal College of Paediatrics and Child Health (2016).

⁶ National Institute for Health and Care Excellence 2017; WHO Regional Office for Europe 2016

⁷ Estimating local mortality burdens associated with particulate air pollution, Public Health Wales (2014).

13. The 2018 Progress Report provides a series of maps which identify the boundaries of each of the four AQMA's, and the locations are detailed in Figure 1 below.

Figure 1 – 2017 Monitored NO₂ Results and Locations of AQMAs in Cardiff



14. The 2018 Annual Progress Report presents monitoring data captured in 2017, for the seven key pollutants that the Council is required to consider under the Local Air Quality Management (LAQM) regime.

Automated Monitoring Network

15. Cardiff has two automatic air quality monitoring sites located at Frederick Street in the City Centre and on Richard's Terrace, just off Newport Road.
16. The Frederick Street (Urban Background) site monitors on a 24/7 basis measuring levels of NO₂, PM10 & PM2.5, SO₂, CO and O₃ feeding data directly into Defra's Automatic Urban and Rural Network (AURN).
17. The Richard's Terrace site (Urban Traffic/ Roadside) is a newly commissioned site (April 2018) and monitors on a 24/7 basis measuring levels of NO₂ & PM10 at that location, feeding data directly into Defra's Automatic Urban and Rural Network (AURN).

Non-automatic Monitoring Sites-

18. In 2017 CC operated 75 specifically allocated non automatic monitoring sites in Cardiff which monitor levels of Nitrogen Dioxide (NO_2), as detailed in Figure 1 above.
19. The monitoring data confirms the findings of previous reports in that, for the six regulated pollutants other than nitrogen dioxide (particulate matter, sulphur dioxide, carbon monoxide, benzene, 1,3 butadiene and lead) **there are no areas where measured concentrations are above the air quality standards.**
20. In 2017, out of the 75 monitoring locations only 10 recorded exceedences of the annual average objective set for NO_2 ($40\mu\text{g}/\text{m}^3$). Of the 10 exceedences, 6 were recorded within the already established air quality management areas (AQMA).
21. The four monitoring locations monitoring locations (Site IDs 172, 179, 180,) which are not located within AQMAs.
22. Site 172 (Ocean Way) is a kerbside location situated up to 650m from any relevant exposure, used to examine potential impacts of traffic resulting from industrial development in the area. The site is not representative of relevant exposure, the nearest being >650m away. For 2018 Site 172 has been revoked from the monitoring network as it is felt that a strong trend of data has been collected at this location
23. Site 179 is not representative of relevant exposure and datasets collected at this monitoring location would apply to the 1-hour objective set for NO_2 (**$200\mu\text{g}/\text{m}^3$, not to be exceeded more than 18 times per year**). The monitoring at this location does not indicate that the 1 hour mean objective would be exceeded.
24. Sites 180 & 181 were implemented due to new developments with the potential for adverse air quality impacting the amenity of future occupants (Windsor House, Windsor Lane & Fitzalan Court, Newport Road). Both developments commenced construction in 2016, through into 2017, therefore influencing any datasets recorded. Section 106 contributions have been accepted via the planning system for the Fitzalan Court development. With the use of the S106 contributions an indicative real time monitor has been purchased to examine air quality levels, particularly NO_2 concentrations. Following relevant quality checks involving a comparison study with an approved quality checked real time monitoring site, it is envisaged for the monitor to be installed by the end of 2018

Results in AQMAs

City Centre AQMA

25. It is apparent that annual average NO₂ datasets in the City Centre, in and around the AQMA, continue to be elevated in 2017 showing little evidence of improvement from the 2016 datasets. Annual levels of NO₂ at residential accommodation on Westgate Street (Sites 126, 143 & 144) are approaching the objective with concentrations >38µg/m³. An increase in levels has been recorded at the monitoring site on Havelock Street.

Ely Bridge AQMA

26. Monitoring undertaken within the Ely Bridge AQMA, at the façade of residential property (Site 117) recorded an annual average of NO₂ of 38 ug/m³. Whilst this has shown an improvement and could be seen to be compliant with the objective, it is considered to be an elevated result. For 2018, the Council has implemented revised monitoring location within the AQMA, which now represents a location of worst case exposure. Further revision and expansion of the monitoring network within this AQMA will be considered for 2019.

Llandaff AQMA

27. Residential monitoring locations with the Llandaff AQMA (Sites 99 and 161) showed compliance with the annual average objective, both results recorded at 31.0µg/m³ & 33.4µg/m³. The 2017 APR highlighted that any decision made to revoke the AQMA needs to be mindful of the potential development of the strategic LDP sites to the north of the AQMA, Plasdwr and BBC Studios. Whilst detailed air quality assessments undertaken as part of the planning process have modelled that there is unlikely to be a detrimental impact on air quality levels in the AQMA, this can only be fully verified through ongoing monitoring.
28. In an effort to reassure local residents and to be satisfied that levels will remain compliant with the NO₂ standard officers have reviewed the non-automatic monitoring network of NO₂ diffusion tubes for 2018. As a result new and amended monitoring sites have been allocated. Officers will further assess the potential to implement real-time capabilities in the Llandaff AQMA as part of our statutory duties under Part IV of the Environment Act 1995.

Stephenson Court, Newport Rd, AQMA

29. Three of the four monitoring sites within the Stephenson Court AQMA (Sites, 81, 129 & 130) showed compliance with the annual average objective, however results remain elevated, particularly at Site 130 which is encroaching on the UK objective.

Summary of Results in the AQMAs

30. Table 1 below summarises the average concentrations at residential facades within the 4 AQMAs since 2012 which represents worst case exposure i.e., residential facades. The datasets of the annual average NO₂ I have shown and continue to show some signs of improvement.

Table 1. Annual Average NO₂ Concentration (µg/m³) Air Quality Standard =40 µg/m³

AQMA	Annual Average NO ₂ Concentration (µg/m ³) Air Quality Standard =40 µg/m ³					
	2012	2013	2014	2015	2016	2017*
City Centre	41.5	42.1	42.1	38.2	38.7	38.2
Stephenson Court	47.9	43.9	41.2	39.5	39.6	36.7
Ely Bridge	42.6	44.9	42.3	39.5	41.3	38
Llandaff	43.0	39.1	37.2	32.3	35.0	32.5

31. Although the 2017 data indicates that compliance is met in the four AQMAs, the Welsh Government has stated that '*air just barely compliant with the objectives is not 'clean' and still carries long-term health risks and while compliance with the national air quality objectives is essential, it is desirable to keep levels of pollution as low as reasonable practicable.*'⁸
32. There are no monitoring sites in the district with annual average concentrations above 60µg/m³ in 2017. Therefore this indicates it is unlikely that the hourly nitrogen dioxide objective was exceeded.

Action Plans and Development of a Clean Air Strategy

33. Cardiff Council has a statutory requirement to produce an Air Quality Action Plan (AQAP) for each identified AQMAs within the local authority area.
34. An Action Plan for Ely Bridge AQMA was adopted in February 2009. The action plans drew heavily on traffic and emission reduction measures contained in the Local Transport Plan (LTP).
35. Interim Action Plans for the remaining AQMAs in the City Centre, Llandaff and Stephenson Court were devised and were included in the 2016 Progress Report.
36. In 2017 the Council gave a commitment to produce a Clean Air Strategy and Action Plan by 2018, and this report was to develop an Action Plan to address air quality issues not only in the AQMAs, but across all of Cardiff.
37. However since committing to the development of the Clean Air Strategy and Action Plan, Cardiff Council was issued with a Legal Direction from

⁸ [Welsh Government Local air quality management in Wales Policy guidance June 2017](#)

Welsh Government to undertake a feasibility study to identify an option which will bring compliance with the EU Limit Value for Nitrogen Dioxide in the shortest possible time.

Legal Direction from Welsh Government

38. The direction came into force, as signed by the Minister, on 15th February 2018, and was delivered to Cardiff Council on 09th March 2018. The direction has a schedule of specified activities, and states:

'Under the Environment Act 1995 (Feasibility Study for Nitrogen Dioxide Compliance) Air Quality Direction 2018, the Welsh Ministers make this direction having determined that it is necessary in order to meet obligations placed upon the United Kingdom under the EU Ambient Air Quality Directive.

Cardiff Council will undertake, as part of the UK plan for tackling roadside nitrogen dioxide concentrations 2017, a feasibility study in accordance with the HM Treasury's Green Book approach, to identify the option which will deliver compliance with legal limits for nitrogen dioxide in the area for which the authority is responsible, in the shortest possible time.'

39. Further to the Councils statutory duty under Part IV of the Environment Act, the Direction places, a further legal duty on Cardiff Council to undertake the requirements of the direction as detailed above within the specified timescales
40. The Direction required an Initial Plan to be submitted to Welsh Government by the 30th September 2018 and this report has now been submitted to Welsh Government.
41. The Direction also requires that by 30th June 2019 at the latest a **Final Plan** Identifying in detail the preferred option for delivering compliance in the shortest possible time, must be submitted to Welsh Government.
42. Therefore the feasibility Study will ultimately become a city wide Action Plan to address air quality, as the project to date has not only focussed on roads modelled to exceed the NO₂ limit value, but has also assessed likely compliance within the AQMAs. Consequentially the preferred option to be detailed in the Final Plan will look to demonstrate likely improvements in air quality within the AQMAs. Thus feasibility study will also be used to finalise the Action Plan to satisfy the requirements of the LAQM process
43. Further in developing the Initial Plan, a long list of improvement measures that were developed as part of the draft Clean Air Strategy and where seen as appropriate actions, were qualitatively assessed in terms of achieving compliance in the shortest time possible. Whilst these measures were assessed as not being effective in terms of achieving compliance in the shortest possible time, they are still seen as valid measures to improve overall air quality across Cardiff Council. However,

the Council may need to undertake further assessment of these measures as part of a wider Action Plan, and this work may progress following the completion of the Feasibility Study work.

Reason for Recommendations

44. To enable Cardiff Council to submit the Annual Progress Report on Local Air Quality Management to Welsh Government.

Financial Implications

45. There are no Financial Implications from the Annual Progress Report.

Legal Implications

46. There are no legal implications regarding the publication of the Annual Progress Report.

RECOMMENDATIONS

Cabinet is recommended to approve the Annual Progress Report 2018 for submission to Welsh Government.

SENIOR RESPONSIBLE OFFICER	Andrew Gregory Director Planning, Transport & Environment
	5 October 2018

The following appendices are attached:

Appendix 1 2018 Annual Progress Report.



2018 Annual Air Quality Progress Report for Cardiff Council

In fulfillment of Part IV of the
Environment Act 1995
Local Air Quality Management

August 2018



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Report Reference number	LAQM.2018PR
Draft Date	21 st August 2018
Final Draft Date	24/09/2018



Executive Summary: Air Quality in Our Area

Air Quality in the City of Cardiff Council

Local authorities have a statutory duty under Part IV of the Environment Act 1995 & Air Quality Strategy for England, Scotland, Wales and Northern Ireland 2007 to manage local air quality. The Local Air Quality Management (LAQM) process places an obligation on all local authorities to regularly review and assess air quality in their areas, and to determine whether or not air quality objectives are likely to be achieved.

The air quality objectives applicable to LAQM in Wales are set out in the Air Quality (Wales) Regulations 2000, No. 1940 (Wales 138) and Air Quality (Amendment) (Wales) Regulations 2002, No 3182 (Wales 298). Where the air quality reviews indicate that the air quality objectives may not be met the local authority is required to designate an Air Quality Management Area (AQMA). Action must then be taken at a local level and outlined in a specific Air Quality Action Plan (AQAP) to ensure that air quality in the identified area improves.

In line with the Cardiff Council's (CC) statutory duties under Part IV of the Environment Act 1995, Shared Regulatory Services on behalf of CC undertakes regular air quality monitoring at specifically allocated locations across Cardiff using automated and non-automated principles for ambient air Nitrogen Dioxide (NO₂), Particulate Matter (PM₁₀ & PM_{2.5}), Sulphur Dioxide (SO₂), Carbon Monoxide (CO) & Ozone (O₃).

With regards to prioritising ambient air quality sampling locations, the Council adopts a risk based approach to any allocation of monitoring sites, considering the requirements of The Department for Environment, Food and Rural Affairs' (Defra) Local Air Quality Management Technical Guidance 16, February 2018 (previously April 2016). The designated monitoring locations are assigned based on relevant exposure and where the certain Air Quality Objective levels for a particular pollutant applies. TG(16) states that annual mean objectives should apply at "All locations where members of the public might be regularly exposed. Building facades of residential properties, schools, hospitals, car homes etc."

Automatic Monitoring Sites- Cardiff has two automatic air quality monitoring sites located at Frederick Street in the City Centre and on Richard's Terrace, just off Newport Road.



- **Cardiff Frederick Street (Urban Background)**

The site monitors on a 24/7 basis measuring levels of NO₂, PM₁₀ & PM_{2.5}, SO₂, CO and O₃ feeding data directly into Defra's Automatic Urban and Rural Network (AURN).

- **Richard's Terrace, Newport Road (Urban Traffic/ Roadside)**

The newly commissioned site (April 2018) monitors on a 24/7 basis measuring levels of NO₂ & PM₁₀ at that location, feeding data directly into Defra's Automatic Urban and Rural Network (AURN).

Non-automatic Monitoring Sites- In 2017 CC operated 75 specifically allocated non automatic monitoring sites in Cardiff which monitor levels of Nitrogen Dioxide (NO₂).

In 2017, 10 NO₂ diffusion tube locations recorded exceedences of the annual average objective set for NO₂ (40µg/m³). Of the 10 exceedences, 6 were documented within the already established air quality management areas (AQMA). The remaining 4 exceedences are discussed further in **Section 2.2** of this report.

In accordance with Welsh Government's (WG) Local Air Quality Management Policy Guidance, July 2017, SRS and CC recognise that there is no defined "safe level" when describing levels of air quality. It is noted that 6 diffusion tube monitoring sites display elevated annual average levels for NO₂. These sites will need to be closely scrutinised to ensure the annual average objective is not breached in future years. Again this is discussed in further detail in **Section 2.2**.

There were no recorded exceedences of the 1-hour NO₂ objective at any of the monitoring locations in 2017.

At the time of writing this report, for 2018 the NO₂ diffusion tube network has been extensively reviewed and amended to improve and encapsulate a wider foot print of the Cardiff Borough. In total there have been 24 tracked changes to the monitoring network, including additional monitoring within the AQMAs.

Based on monitoring results and further detailed assessments, there are currently four Air Quality Management Areas (AQMAs) declared across Cardiff which have all been declared due to exceedances of the annual mean NO₂ Air Quality Standard (40ug/m³), known to be derived from road transport.



Two AQMAs are primarily focused in Cardiff City Centre: **Cardiff City Centre AQMA**, established 01/04/2013 and **Stephenson Court AQMA**, established 01/12/2010.

North of the City Centre, lies the **Llandaff AQMA** (established 01/04/2013) and to the west of Cardiff is the **Ely Bridge AQMA** (established 01/02/2007).

Figure 1.1 Boundary of Cardiff City Centre AQMA

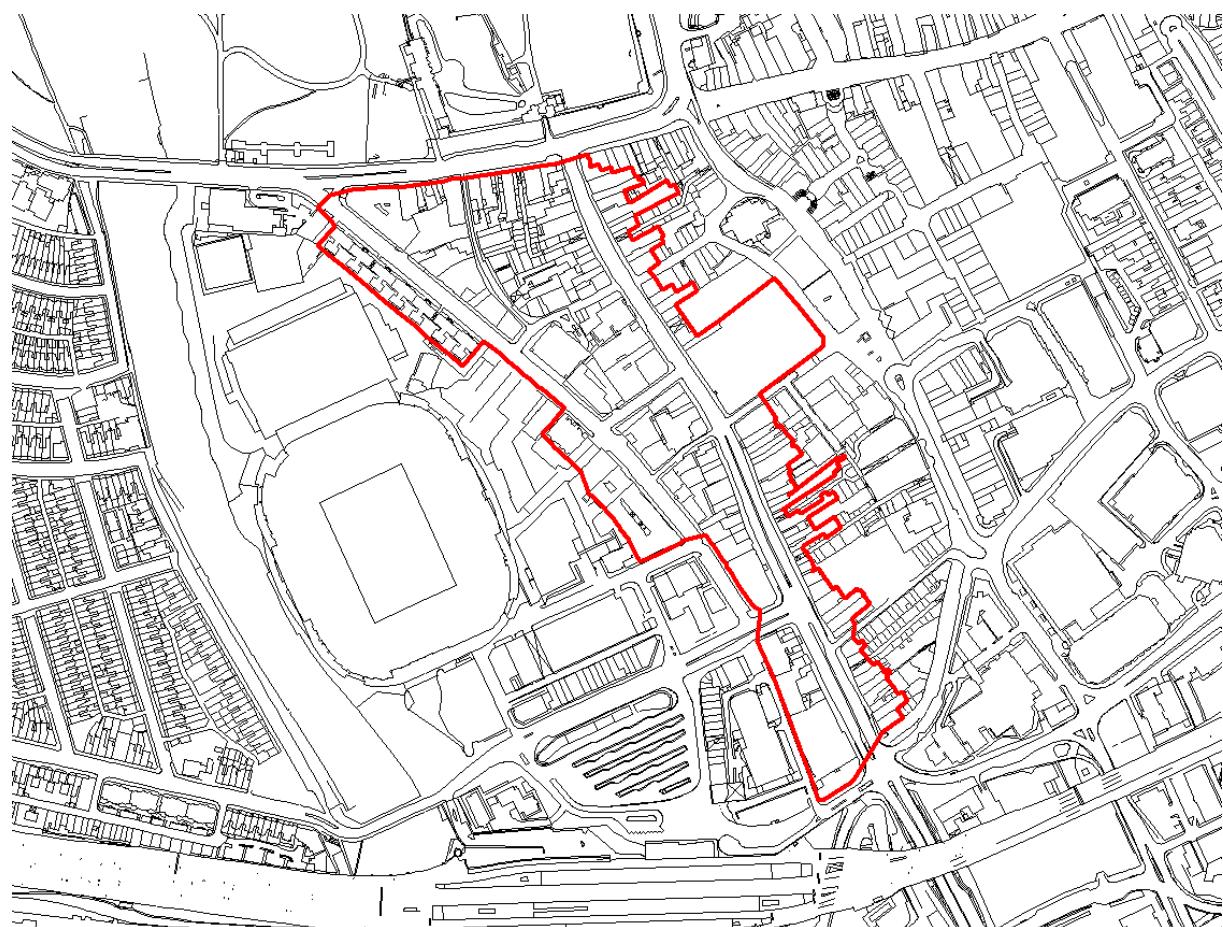


Figure 1.2 Boundary of Ely Bridge AQMA



Figure 1.3 Boundary of Stephenson Court AQMA

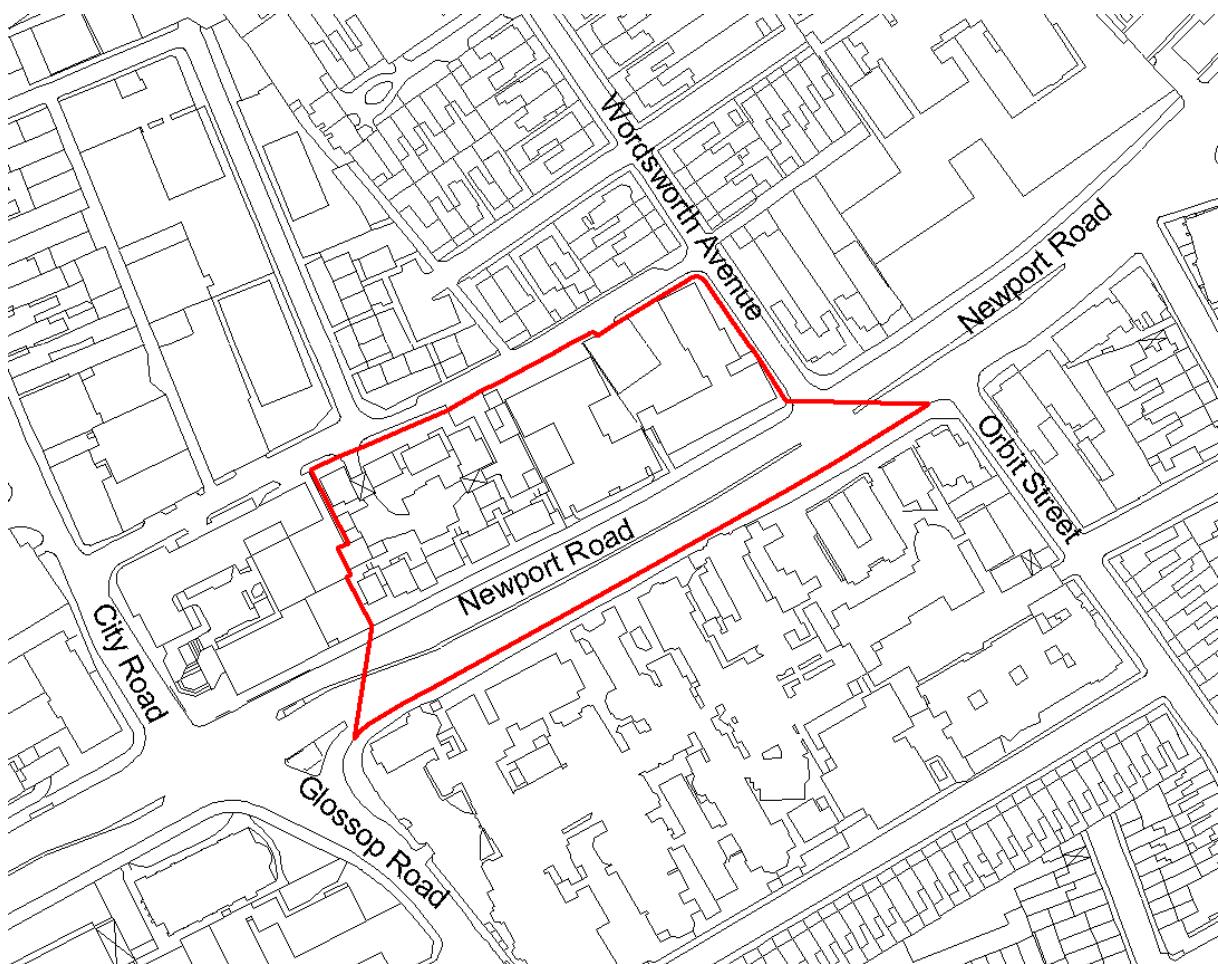


Figure 1.4 Boundary of Llandaff AQMA

SRS and CC are very aware of the concerns for air quality impacts. SRS & CC is committed to achieving levels as low as reasonably practicable by demonstrating levels beyond the annual objectives set for pollutants. In order to improve the air quality in Cardiff, action needs to be taken across the city as a whole and it is acknowledged that road traffic emissions (particulate matter (PM) and primary/ secondary nitrogen dioxide (NO₂)) are the primary contributing factor to poor air quality in Cardiff.

Welsh Government's publication; Local Air Quality Management, Policy Guidance, June 2017 recommended two clear goals:

- (1) achieve compliance with the national air quality objectives in specific hotspots and
- (2) reduce exposure to pollution more widely, so as to achieve the greatest public health benefit.



Collective efforts, therefore, should look beyond targeted action in localised air pollution hotspots and do this in parallel with universal action to reduce risks for everyone.

Highlighting this commitment, SRS & CC has developed a citywide Clean Air Strategy (CAS) & Action Plan for Cardiff. The strategy coincides with Cardiff's Capital Ambition report and helps to implement and deliver the priorities outlined in Ambition report with an overarching aim to improve air quality to protect and improve public health in Cardiff. The CAS & Action Plan appoints strategic measures that will look to generate a positive impact to citywide air quality levels, in particular traffic derived NO₂ levels. Each measure has endured a cost benefit appraisal procedure by weighting the measures in terms of air quality impact, cost and timescale. The key theme of the strategic measures is to increase the uptake of sustainable modes of transport by influencing a behavioural change in Cardiff. The CAS & Action plan accompanies this 2018 APR as a separate document and therefore fulfils the requirements of the LAQM process to produce an Air Quality Action Plan (AQAP).

In addition to Cardiff's 4 AQMAs and CAS & Action Plan work, following the formal publication of Defra's UK detailed air quality plan to tackle roadside nitrogen dioxide (NO₂) concentrations in July 2017, it was identified from air quality monitoring undertaken by Cardiff Council (CC) and modelled projections from WG that Cardiff would continue to exceed EU & UK Air Quality Directive Limit Values for NO₂ beyond 2020. The report detailed modelled projections from JAQU which showed continued non-compliance of the national annual average NO₂ standard by 2021 along identified road networks. The roads which have been modelled as exceeding the annual limit value are the A4161, the A4232, the A4234, the A470 and the A48. These areas of exceedence are also featured in the CAS & Action Plan document as any mitigation measures implemented on the referenced road links will have an impact on the LAQM AQMAs.

As a result of the detail in the UK Plan, and a subsequent High Court ruling, in March 2018, under Part IV of the Environment Act 1995, Section 85(7), WG issued a formal direction to CC to address its air quality concerns, with particular reference to the specified 5 road links. The direction has been governed by the Welsh Minister for Environment who has determined that the direction deemed necessary to meet obligations placed upon the United Kingdom under the **EU Ambient Air Quality Directive (2008/50/EC)**.

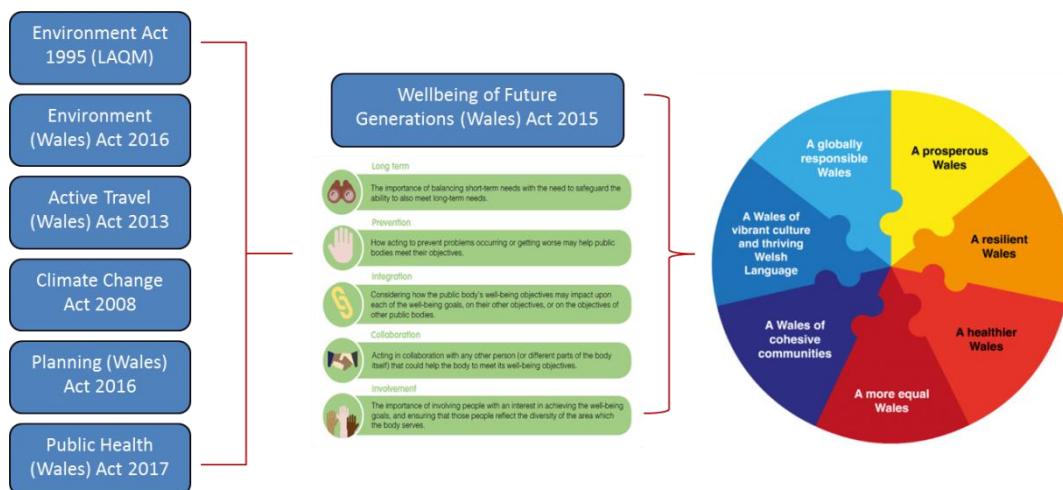
The Direction specifies that CC must undertake a feasibility study in accordance with the HM Treasury's Green Book approach, to identify the option which will deliver compliance with legal limits for nitrogen dioxide in the area for which the authority is responsible, **in the shortest possible time**.

This study will encapsulate the AQMAs and other strategic road networks in Cardiff. Current works are ongoing for the feasibility study and utilising the strategic measures detailed in the CAS & Action Plan a working group assigned to manage the feasibility study has put together package options compiled of committed and desired measures that will be modelled in detail to quantify the impact to NO₂ levels along the referenced road networks depicted by the WG Direction and also the 4 AQMAs.

CC adopts the principles of The Well-being of Future Generations (Wales) Act 2015. The Act is a significant enabler to improve air quality as it calls for sustainable cross-sector action based on the principles of long-term, prevention-focused integration, collaboration and involvement. It intends to improve economic, social, environmental and cultural well-being in Wales to ensure the needs of the present are met without compromising the ability of future generations to meet their own needs. The Act places responsibilities on public bodies in Wales to work in new ways (including via Public Services Boards) towards national Well-being goals. Progress is measured against a suite of well-being and Public Health Outcomes Framework indicators; there is one specifically concerned with air pollution.

As **Figure 1.5** illustrates below, the Act is the legislative vehicle for “Health in all Policies in Wales” and provides the underpinning principles for all policy and decision making, including economic development, in Wales. Reducing air pollution, health risks and inequalities can help contribute to most, if not all, of the well-being goals. As such, the Act presents excellent opportunities to change policy and practice to enhance air quality management arrangements across Cardiff (and wider).

Figure 1.5- The Well-being of Future Generations (Wales) Act 2015 Matrix





Actions to Improve Air Quality

As discussed previously CC currently has 4 established AQMAs within its Borough.

The CAS & Action Plan encapsulates all established AQMAs in Cardiff and sets out the delivery of how Cardiff is set to tackle air quality concerns on a citywide basis. The document considers an array of mitigation measures that should be considered when trying to improve citywide air quality levels. SRS & CC have collaboratively made progress in examining avenues and mechanisms to assist with bringing strategic measures to fruition and therefore enhancing key areas that will in turn improve air quality.

Public Transport

Improving Bus Networks

In 2018 SRS along with Cardiff Council's Transport team collaborated with Cardiff Bus company to put forward a bid application submission for the Ultra-Low Emission Bus (ULEB) fund made available by the Department for Transport (DfT).

The proposal draws links between the air quality management areas (AQMAs) identified under the LAQM regime, as well as the issued direction from Welsh Ministers which targets Cardiff on the regional scale highlighting non-conformities in association with European Directives. Therefore linking the two together; Due to the heightened profile of air quality and its potential adverse impact on public health, given Cardiff's Local Air Quality Management scenario, as well as its regional air quality concerns it is imperative that short term measures, such as increasing the uptake of low emission buses are implemented as soon as possible to start the process of achieving compliance with the air quality objectives.

The bid application looks at acquiring a total of 36 electric buses that would be introduced to the Cardiff Bus fleet over a three year cycle. The introduction of the electric buses would form part of a cascade programme whereby Euro 3 standard buses would be offset from the fleet completely, therefore improving the overall fleet composition.

Westgate Street Bus Gating Scheme

CC Transport Team have drafted a Stage 1 WelTag Strategic Outline Business Case which looks at Transport Improvements along Westgate Street, located in Cardiff's City Centre Air Quality



Management Area (AQMA). The proposal is yet to be formally submitted to WG however the main objective is to improve sustainable transport infrastructure within the City Centre. The ambition of the project is to conduct a full overhaul of transport facilities and traffic movements on Westgate Street, and to have this in place by the time the new Transport Interchange (Bus Station) in Central Square is operational. Westgate Street is the main bus corridor that will feed the interchange. Bus priority, cycle lanes and public realm improvements will be vital in supporting this new facility.

The proposal acknowledges that air quality is a pressing concern, particularly in the targeted western part of the city, generated by buses and through traffic attributing to congestion. Westgate Street is the main bus route in and out of the Central Square Area and the street currently accommodates over **160 buses per hour**. There are also 14 access points for private car parks and a number loading bays. The street is also used as a through route for general road traffic, as it is one of a few routes that connect the south and the north of the city centre. Due to this heavy use the street is subject to poor air quality.

A key enabler to support air quality improvements is to enable a modal shift by increasing the use of sustainable transport alternatives on Westgate Street. As part of this proposal air quality dispersion modelling has been undertaken which examined a number of infrastructure improvement options and the impact these options had upon air quality levels at sensitive receptor locations in the City Centre. Options modelled.

Park & Ride

Developing new bus park and ride facilities at M4 Junction 33 and other appropriate locations in Cardiff and neighbouring areas to reduce the number of cars driving into the city.

Development of Central Interchange

In 2018 CC planning department received receipt of a full planning application with contains the proposed design and plans for a new central interchange station.

South East Wales Metro

The Cardiff Capital Region Metro proposed by Welsh Government is likely to comprise a combination of rail-based and bus-based rapid transit routes linked through interchanges and using the same network brand and integrated ticketing system. A commitment has been made by Transport for Wales and the detail surrounding these commitments can be found at;



<http://tfw.gov.wales/whats-happening-south-east-wales>

Active Travel

School Travel Plans

CC has engaged with 'Living Streets' charity and have developed a 'WOW' (Walk Once a Week) scheme in 7 allocated schools in Cardiff.

DRAFT Cycling Strategy (2016- 2026) & Integrated Network Map

The Cardiff Cycling Strategy sets out an ambitious vision to double the number of cycling trips by 2026, from a 9.2% modal share in 2015 to 18.4% in 2026.

The Cycling Strategy and INM proposes two new cycle superhighways which will provide high quality cycle routes, segregated from pedestrians and motor vehicles on busy roads, and will connect strategic development sites, existing residential areas, employment sites, the city centre and Cardiff Bay. These will be supported by a network of secondary routes.

The Integrated Network Map sets out Cardiff Council's 15-year vision to improve cycling and walking routes across the city, in order to meet the requirements of the Active Travel (Wales) Act 2013 to plan for the provision of routes and improvements for active travel.

<https://www.cardiff.gov.uk/ENG/resident/Parking-roads-and-travel/Walking-and-cycling/ActiveTravel/Pages/default.aspx>

Nextbike

The Nextbike hire scheme launched in Cardiff in 2018. The scheme is financially funded by Welsh Government and its main objectives are to reduce congestion, free up parking spaces and provide a healthier way to travel around the city. The scheme comprises of 50 docking stations located around Cardiff which facilitate 500 bicycles. To date the scheme has been positively received by members of the public.

Car-free Day



On Sunday 13th May 2018, CC organised a car-free day event in the city's central area. The event coordinated with the HSBC UK Let's Ride event and on street entertainment.

Footfall in the city centre was up by 28% compared with the same day last year, with 125,173 people recorded in the city centre on Sunday compared with 90,005 people on Sunday May 14th, 2017. Organisers of the event have said that 5,000 people took part in the HSBC UK Let's Ride event, with a further 5,000 people taking part in the entertainment.

As well as providing a carnival atmosphere for the public to enjoy, the idea of Car Free Day was also to monitor air quality and traffic flow in the city centre.

With the increase in footfall in the city centre, the Council was also keen to monitor traffic flows on specific roads that were still open on the periphery of the city centre closure. The results showed a 25% reduction on Newport Road; a 16% reduction on Central Link; a 22% reduction on Cathedral Road; an 11% reduction on Bute Street; an 8% reduction on Clare Road; a 30% reduction on Moira Terrace; an 8% reduction on Fitzalan Place and a 45% reduction on North Road.

City Centre Footfall- City Centre footfall cameras recorded a 28% increase in pedestrian footfall versus the previous year (cameras are located on Queen St, High St, St Mary Street and The Hayes)

Bus Use- Cardiff Bus reported that they had more passengers than they would on a normal 'event day'. Stagecoach recorded a +5% increase in passengers versus a normal Sunday (these figures suggest that most people walked or cycled).

The summary of air quality monitoring;

Shared Regulatory Services (SRS) on behalf of Cardiff Council undertook a study to examine levels of air quality within Cardiff's City Centre in order to quantify the impact that the car-free day event on Sunday 13th May 2018 would have on the main traffic derived pollutant of concern nitrogen dioxide (NO₂). It was anticipated that levels of NO₂ would reduce due to the restriction of vehicles and thus the study was undertaken in order to demonstrate and quantify this likely reduction.

Air Monitors Ltd supplied SRS with three near real-time indicative air quality monitors (AQ Mesh Pods). AQ Mesh pods measure gases, in this case nitric oxide, nitrogen dioxide and ozone using electrochemical sensors powered by Lithium batteries. The data from the pod is pushed to a cloud server where it is corrected for temperature, pressure and relative humidity as well as cross gas interference. To verify the performance of the gas sensors the units ran alongside a reference station



and local scaling factors were derived and used to characterise the sensors. This then enables direct comparison of the data between the pods and the reference station.

In order to give a detailed understanding for the impact to air quality, levels were recorded before and after car-free day to enable a comprehensive comparison between normal baseline conditions and car-free day. The monitors were cited at their specified locations on Friday 4th May 2018 and decommissioned on Thursday 24th May 2018.

The monitors were located at locations situated on specific network routes influenced by the day's event;

Westgate Street

Castle Street/ Duke Street

Stephenson Court, Newport Road

When comparing Sunday 20th May to Car-Free Day event 13th May, the daily average reduction for NO₂ is as follows;

Duke Street/ Castle Street- 86.52%

Stephenson Court on Newport Road- 35.80%

Westgate Street- 84.20%

20MPH Zones

CC introduced a 'signs only' 20 miles per hour (mph) limit in the Cathays/Plasnewydd area in March 2014, as part of a two-year pilot project. Following the pilot, a commitment was made to look at how 20pmh limits might be more widely applied in Cardiff. Plans are still ongoing.

Clean Vehicles

Sustainable Fuels Strategy

CC has developed a Sustainable Fuels Strategy to explore the potential to support a move within the city to increased use of sustainable fuels. An independent consultancy specialising in low carbon and fuel cell technologies, were commissioned to undertake a targeted fleet review of Cardiff City Council vehicles.



In the **short term** the following “quick wins” are recommended:

Undertake a managed replacement of Cardiff Council fleet, where cost effective. This would include replacing cars and small vans with EVs, which are expected to save the Council money on a total cost of ownership basis due to lower operating costs;

Install more publicly available EV charging points at appropriate locations throughout the city. The Council should identify as a priority, appropriate locations for charging points and begin to engage potential delivery and funding partners from OLEV and the private sector. The Council should also develop an understanding of business models around the potential direct sale of energy through these on-street charging points.

EV feasibility study

In 2018 Arcadis Consulting (UK) Ltd supported by Zero Carbon Futures (UK) Ltd were commissioned by Cardiff Council to prepare a feasibility study to explore how electrically powered Ultra Low Emission Vehicle (ULEV) charging points could be integrated across the city of Cardiff. As the market share of ULEV is growing and is forecasted to increase significantly over the coming decades, it is critical that the necessary charging infrastructure is provided to facilitate this growth, in order to support a cleaner transport system across Cardiff.

Green Infrastructure

In January 2018, CC collaborated between different departments and produced a successful application bid to utilise funding made available by Welsh Government, known as Green Infrastructure Grant Funding Scheme. The requested funding is being used to enable a project that focusses on the benefits of trees and planting to the city, with a specific emphasis on methods of addressing air quality issues.

Forming part of the application was the request for revenue to support a “CityTree” structure. One CityTree has a pollution absorbing capacity of 275 urban trees. Although it could be suggested that the CityTree will not resolve air quality concerns in its situated area, it will serve good purpose as a local focal feature raising awareness for the air quality concerns in Cardiff.



The CityTree is expected to be delivered in January 2019 and will be incorporated into the City Centre. With its built in monitoring system and dedicated webpage link the CityTree will be a useful tool for promoting and raising awareness of air quality in Cardiff.

Improved monitoring

No-automatic monitoring

- For 2018, SRS & CC have begun a monitoring campaign at 9 specific schools across the borough. Cardiff Councillors motioned a review of the current air quality monitoring network established across the borough. It was highlighted that there is a requirement to monitor local air quality in and around school buildings. It was decided that those schools to be monitored will be those highlighted in last year's Client Earth report which discussed potential detrimental air quality impacts at schools in relatively close proximity to major road networks. The report detailed 9 schools within 150m of roads with potentially harmful concentrations of nitrogen dioxide (NO_2);
- Ysgol Mynydd Bychan, Gabalfa
- St Joseph's RC Primary, Gabalfa
- Stacey Primary, Roath
- Tredegarville CIW Primary, Adamsdown
- Cardiff Academy, Roath
- Mount Stuart Primary, Butetown
- St Peter's RC Primary, Roath
- Cathays High School, Cathays
- St Teilo's CIW High School, Llanedeyrn

As of the w/c 29th January Shared Regulatory Services (SRS) on behalf of Cardiff County Council (CCC) commissioned two air quality monitoring locations at each of the schools premises. The monitoring sites monitor levels of nitrogen dioxide (NO_2) using passive diffusion tubes which are collected and replaced on a rolling monthly basis. The results derived from the diffusion tube sampling are then averaged over the year to enable a comparison of the results against the annual average (40 $\mu\text{g}/\text{m}^3$) and 1-hour (200 $\mu\text{g}/\text{m}^3$ not to be exceeded > 18 times per year) air quality objectives set for NO_2 . The results of this monitoring will be included in Cardiff's 2019 Annual Progress Report for air quality.



- In addition to the school monitoring, for 2018, as part of a yearly review SRS have amended and improved the network of diffusion tubes previously assigned in previous years used for the LAQM regime. The amendments include improved monitoring locations to represent the locality of monitoring objectives and implementation of additional sites to AQMAs, such as the Llandaff AQMA.

Automatic monitoring

- Towards the end of 2017 discussions were initiated surrounding the implementation of a new automatic NO_x and PM₁₀ monitoring station in Cardiff. The newly commissioned site (April 2018) monitors on a 24/7 basis measuring levels of NO₂ & PM₁₀ at its site on Richards Terrace just off Newport Road, Cardiff. The site's data feeds directly into Defra's Automatic Urban and Rural Network (AURN). The site is governed by Defra and SRS have been appointed the Local Site Operator (LSO).
- Via the already discussed Green Infrastructure (GI) Grant Funding Scheme, the successful funding has also allowed SRS & CC to acquire an indicative real time monitor which will be utilised in an area of strategic planting to illustrate what affects GI has on air quality at a sensitive receptor location.
- Through available S106 financial contributions, SRS & CC has purchased an indicative real time monitor which is scheduled to be utilised on Newport Road in accordance with the Fitzalan Place student accommodation. The monitor is listed as an AQT420 and details of the monitor can be found at <http://www.et.co.uk/products/air-quality-monitoring/air-quality-sensors/air-quality-transmitter-aqt420>

Publications & Policies

Planning for Health and Well-being SPG (November 2017)

This SPG supplements policies in the adopted Cardiff Local Development Plan (LDP) relating to health and planning and has been developed jointly between the Council and the Cardiff and Vale University Health Board. This interaction underlines the fact that neither health nor planning considerations are made in isolation.

The purpose of this Supplementary Planning Guidance (SPG) is:



- To provide supporting information and guidance for planners, developers and investors on how our environment and the planning decisions we make, impact on the health and wellbeing of the population.
- To help achieve the Council's vision of addressing health inequalities and become a leading city on the world stage as set out in the Capital Ambition Document
- To ensure planning decisions contribute to the national and local Well-being Goals set out in the Well-being of Future Generations (Wales) Act 2015.
- To offer guidance for addressing the effect of the built and natural environment on health and well-being as part of a strategic approach to tackling the city's health inequalities and promoting healthy lifestyle options.
- To provide guidance on appropriate locations for health care facilities.
- To be an important material consideration in the determination of planning applications by setting out a range of potential health and well-being related factors that developers should consider when drawing up development proposals.

Green Infrastructure (GI) Supplementary Planning Guidance (SPG) (November 2017)

This document provides planning advice on a number of areas relating to development and the environment, including protection and provision of open space, ecology and biodiversity, trees, soils, public rights of way, and river corridors.

The green infrastructure approach combines all these elements to achieve a more joined-up approach to the environment. This approach is increasing being used in Cardiff and across the UK. In Cardiff, planning advice in this area is often provided by a number of officers from across the Council working together as part of an integrated Green Infrastructure Group. This helps provide a more comprehensive approach.

The new document also differs from previous SPGs by providing more in depth design advice, aimed at giving developers a clearer understanding of the approach expected when submitting designs for new developments. By having this information up-front developers are better able to provide suitable designs to the Council through the planning process.



Moving forwards:
Healthy travel for all in Cardiff
and the Vale of Glamorgan



Cardiff and Vale University Health Board Report

The report issued in 2017 examines how making active travel alternatives can lead to sustainable improvements in our health and well-being. The report focuses upon Cardiff's air quality concerns and recognises that alternative sustainable transport is a key enabler to improving air quality.

Annual Report of the Director of Public Health
for Cardiff and Vale of Glamorgan 2017

CARING FOR PEOPLE
KEEPING PEOPLE WELL

GIG
NHS
Bwrdd Beicio Prifysgol
Cardiff a'r Vale
University Health Board

Transport and Clean Air Green Paper

Led by CC's Cabinet Member for Transport and Strategic Planning the referenced Green Paper sets out proposed ideas to improve transport and air quality in our city. In 2018 the document was released for public consultation to engage with Cardiff residents and collaboratively develop ideas in sight of the responses given. General themes and ideas have been pulled from the document, however analysis of the document is yet to be formally produced.

Local Priorities and Challenges

The main priorities for SRS and Cardiff Council in the coming year are;

-Finalise and deliver the full- business case for the Clean Air Feasibility study that satisfies the requirements of WG and the previously described Formal Direction.

How to Get Involved

CC welcomes any correspondence relating to air quality enquiries or concerns. Shared Regulatory Services (SRS) Specialist Services Team represents CC for air quality management and therefore is contactable via the webpage www.srs.wales/en/Home.aspx. Hourly and Monthly average monitoring data for pollutants measured is available at <https://airquality.gov.wales/>



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1. Actions to Improve Air Quality

1.1 Previous Work in Relation to Air Quality

Phase 1

The Local Air Quality Management regime commenced with the Air Quality Regulations 1997, which came into force in December of that year. These Regulations were revoked and superceded by the current Air Quality (Wales) Regulations 2000 (as subsequently amended in 2002).

The first phase of the review and assessment process concluded that for six of the seven pollutants included in the regulations there was little or no risk of the objectives being breached and that Air Quality Management Areas (AQMAs) for these pollutants were not necessary. Measures taken at the national level would be sufficient to ensure that there would be no local “hot-spots” of these pollutants and therefore local controls in addition to the national measures would not be required.

However, for the seventh of these pollutants, nitrogen dioxide (NO_2), it was concluded that national control measures such as vehicle emission and fuel standards, controls on industrial emissions, etc., would not, of themselves, be sufficient to ensure that the air quality objectives for this pollutant would not be met in all areas of Cardiff.

Whilst the vast majority of the area would meet the objectives, there were predicted to be local “hot-spots” close to heavily-trafficked road junctions where there were buildings close to the road and significant amounts of queuing traffic where the objectives would not be met.

As a result, four AQMAs were declared, each having been declared on the basis of measurements and modelling showing predicted breaches of the annual average objective for NO_2 . These AQMAs were known as:



- The Cardiff West AQMA
- The Newport Road AQMA
- The Philog AQMA
- The St Mary Street AQMA

The first three of these came into force on 1st December 2000 and the latter on 1st September 2002. AQAPs the first three were published in November 2002 and for St Mary Street in February 2010.

Phase 2

The Council's 2003 USA concluded that for five of the seven pollutants regulated under the LAQM regime there was no evidence to suggest that local "hot-spots" for these pollutants had been missed in the first phase of the review and assessment process and that there was no need to consider these pollutants further at this time.

The 2003 USA also concluded that no local hot-spots of nitrogen dioxide had been overlooked during the first phase of review and assessment and that further detailed assessment of this pollutant was not necessary.

However, whilst the USA concluded that there was no evidence to suggest a likely breach of the 2004 objective for particulate matter (PM_{10}), there was considerable doubt that the provisional 2010 objectives for PM_{10} would be achieved.

As a result of the conclusions of the 2003 USA the Council issued Progress Reports in 2004 and 2005.

Phase 3

Following the 2006 USA, the Council published and consulted upon an Air Quality Management Area (AQMA) Review during the autumn of 2006. This concluded that two of the four AQMAs could be revoked and that the then Cardiff West AQMA should be reduced in size and renamed as the Ely Bridge AQMA. Orders making the changes came into force on 1st February 2007.

The 2007 Progress Report highlighted a potential problem with regard to nitrogen dioxide concentrations on Newport Road in the immediate vicinity of Stephenson Court, where concentrations had been marginally, but consistently, above the Air Quality objective for a few years. It was concluded that the possibility of declaring a new AQMA would be assessed in the 2008 Progress Report.



The monitoring data for the Stevenson Court area presented in the 2008 Progress Report led to the conclusion that a further “watching brief” would be kept with a view to reaching a firm conclusion once ratified monitoring data for the 2008 calendar year became available.

The monitoring data for 2007 presented in the 2008 Progress Report provided reassurance that the Council’s decisions in respect of the 2006 AQMA Review were soundly based.

Phase 4

The 2009 USA concluded that a Detailed Assessment for the Stephenson Court area of Newport Road was required as the annual mean concentration of nitrogen dioxide at three sites representative of relevant exposure in the area were above the air quality Objective.

A Detailed Assessment for this area was consulted upon during the summer of 2010 and the AQMA came into force on 1st December 2010.

The Council’s 2010 Progress Report was submitted in December 2010 and the 2011 Progress Report in June 2011.

The 2011 Progress Report highlighted abnormally high NO₂ 2010 annual mean concentrations across the Council’s monitoring network which could not be attributed to a particular source and evidence was presented to show that this was a regional issue probably associated with a prolonged period of unusually cold weather during November and December 2010. After dialogue with Welsh Assembly Government with regard to the conclusions reached about this data it was concluded that the Council would proceed to Detailed Assessments for the Llandaff and Westgate Street areas of the city and review the situation with regard to other exceedences when 2011 data is available and reported in 2012.

A Further Assessment for the Stephenson Court AQMA was submitted to WAG for review in December 2011, i.e. one year after the AQMA was declared, in compliance with Section 84(2)(a) of the Environment Act 1995.

Phase 5

The 2012 USA was the first report in Phase 5 of the review and assessment process.



Monitoring data for 2011 largely confirmed that the annual mean concentrations of nitrogen dioxide previously reported for 2010 were unusually elevated, both locally and regionally, and local concentrations had returned to more typical values in 2011.

Detailed Assessments in respect of nitrogen dioxide in Westgate Street and for the Llandaff area were consulted upon during the summer of 2012 and as a result a new AQMA for Llandaff was declared on 1st April 2013 and Westgate Street was incorporated into the St Mary Street AQMA; this latter AQMA is now named Cardiff City Centre AQMA.

The Council's 2013 Progress Report recommended proceeding to a Detailed Assessment for the Fair Oak Road Roundabout in the Plasnewydd Ward of the city as monitoring data over previous years indicated the need. This was submitted for review during 2014. The Assessment concluded that, as monitoring data for 2013 had returned to Objective compliance, there was no need to declare an AQMA at that time. It was proposed to continue monitoring in the area and review the results year-on-year.

The Further Assessment for the City Centre AQMA was submitted in April 2014 and the conclusion that the declaration of the AQMA was justified was accepted.

A Further Assessment for the Llandaff AQMA was also submitted for review in 2014. This concluded that the declaration of the AQMA was justified based upon monitoring data available at the time. However, as monitoring data for 2013 showed compliance with the Objective, it was concluded that there was no need to develop an Action Plan at that time. Monitoring would continue and the situation would be reviewed year-on-year.

In summary, there are currently four AQMAs in Cardiff; all have been declared in respect of NO₂ resulting from road-traffic emissions:

- Cardiff City Centre AQMA
- Ely Bridge AQMA
- Stephenson Court AQMA
- Llandaff AQMA



Phase 6

The 2015 USA was the first report in Phase 6 of the review and assessment process.

Monitoring data for 2014 largely confirmed that the annual mean concentrations of nitrogen dioxide previously reported for 2010 were unusually elevated, both locally and regionally, and local concentrations had returned to more typical values in 2011.

Monitoring data for 2015 indicated that annual mean concentrations of nitrogen dioxide were not unduly elevated during the year and that in some locations concentrations may have been lower than expected. The 2016 Progress Report showed a number of sites representative of relevant exposure with exceedences of the $40\mu\text{gm}^3$ annual mean objective, however these sites and recorded exceedences were not out of character as were predominantly contained within the declared AQMAs.

2017 Annual Progress Report

There are a number of sites representative of relevant exposure with exceedences of the NO_2 annual mean objective ($40\mu\text{gm}^3$). These sites are predominantly contained within the declared AQMAs. However, there are four monitoring locations (Site IDs 172, 180, 181, 185) which are not located within AQMAs.

Site 172 (Ocean Way) is a kerbside location situated up to 650m from any relevant exposure, used to examine potential impacts of traffic resulting from industrial development in the area.

Sites 180 & 181 were implemented due to new developments with the potential for adverse air quality impacting the amenity of future occupants (Windsor House, Windsor Lane & Fitzalan Court, Newport Road). Both developments were under construction in 2016, therefore influencing any datasets recorded. Only recently has the student accommodation at Windsor House been completed and construction still continues at the Fitzalan Court site.

Site 185 is not representative of relevant exposure and does not apply to the annual mean objective set for NO_2 . Therefore, datasets collected at this monitoring location would apply to the 1-hour objective set for NO_2 (**$200\mu\text{g}/\text{m}^3$, not to be exceeded more than 18 times per year**).

Monitoring for other pollutants did not result in other exceedences of National Air Quality Standards.



Due to technical issues, Cardiff City Centre's AURN site recorded low data capture for PM₁₀ measured by a TEOM- FDMS sampler. The total data capture for the year was 47.1%. As outlined in LAQM (TG16) the data from the sampler has been annualised in accordance with Box 7.9 and the 90.4th Percentile value has been given to examine the 24 hour objective.

It was decided not to revoke the Llandaff AQMA. Since the declaration of the Llandaff AQMA in 2013, results have highlighted that levels of NO₂ are generally improving and are now below the national objective of 40µg/m³ at locations of relevant exposure. Based on recent results the Council could be minded to revoke the AQMA. However the 2017 APR highlighted that any decision made to revoke the AQMA needs to be mindful of the potential development of the strategic LDP sites to the north of the AQMA, Plasdwr and BBC Studios. Whilst detailed air quality assessments undertaken as part of the planning process have modelled that there is unlikely to be a detrimental impact on air quality levels in the AQMA, this can only be fully verified through ongoing monitoring.

Therefore, in an effort to reassure local residents and to be totally satisfied that levels will remain compliant with the NO₂ standard, SRS on behalf of CC reviewed the non-automatic monitoring network of NO₂ diffusion tubes for 2018. As a result, new and amended monitoring sites have been allocated. Officers will further assess the potential to implement real-time capabilities in the Llandaff AQMA as part of the Council's statutory duties under Part IV of the Environment Act 1995. There are now four monitoring locations within the Llandaff AQMA.

Monitoring for other pollutants did not result in other exceedences of National Air Quality Standards.

1.2 Air Quality Management Areas

Air Quality Management Areas (AQMAs) are declared when air quality is close to or above an acceptable level of pollution (known as the air quality objective (Please see Appendix A)). After declaring an AQMA the authority must prepare a **DRAFT** Air Quality Action Plan (AQAP) within 18 months setting out measures it intends to put in place to improve air quality to at least the air quality objectives, if not even better. The AQAP must be **formally** adopted prior to 24 months has elapsed. AQMA(s) are seen by local authorities as the focal points to channel resources into the most pressing areas of pollution as a priority.

Based on monitoring results and further detailed assessments, there are currently four Air Quality Management Areas (AQMAs) declared across Cardiff which have all been declared due to



exceedances of the annual mean NO₂ Air Quality Standard (40ug/m³), known to be derived from road transport derived NO₂.

1. **Cardiff City Centre**- declared 1st April 2013
2. **Llandaff**- declared 1st April 2013
3. **Stephenson Court**- declared 1s December 2010
4. **Ely Bridge**- declared 1st Feb 2007

1.3 Implementation of Action Plans

Each of these AQMAs was declared as a result of road-traffic derived Nitrogen Dioxide (NO₂).

SRS on behalf of Cardiff Council has a statutory requirement to produce an Air Quality Action Plan (AQAP) for each identified AQMA within the local authority area. However previous experience in implementing singular actions plans in Cardiff has not proven to be sufficiently successful. The main issue with this particular approach is that the AQAP focuses on introducing local measures to individual road links/ areas, which only targets at improving air quality within the identified AQMA itself.

Whilst such measures have been successful in improving air quality within the individual AQMA (High Street/ St Mary's Street Action Plan) such localised measures can, and have led, to adverse impacts on air quality in surrounding areas and result in more widespread air quality issues. These plans have not looked sufficiently at the primary cause of the problem, this being road traffic derived emissions, resulting in air quality levels being detrimentally increased in neighbouring areas.

As previously discussed, in sight of this way of thinking, in the form of the CAS & Action Plan SRS & CC has considered a holistic approach to address air quality on a citywide basis. Details off all measures completed, in progress or planned are set out in **Table 1.1**. More detail on these measures can be found in the CAS & Action Plan documen



Table 1.1 – Progress on Measures to Improve Air Quality

No.	Measure	Category	Focus	Lead Authority	Planning Phase	Implementation Phase	Indicator	Target Annual Emission Reduction in the AQMA	Progress to Date	Progress in Last 12 Months	Comments Relating to Emission Reductions	Estimated Completion Date
Modal Shift & Influencing Travel Choice												
1.1	Increase Bus Use	Alternatives to private vehicle use	Proposals are in place for a park and ride system at Junction 33 which would look to intercept traffic on the A470, north Cardiff.	CC	No definite Start Date	Bus patronage figures produced via telematics	Unknown	Ongoing	Ongoing	Ongoing		
1.2	Promotion of cycling and walking	Promoting Travel Alternatives	DRAFT Cycling Strategy sets out to double number of cycling trips by 2026; 9.2% modal share in 2015 to 18.4% in 2026. Two new cycle superhighways proposed. The INM prioritises	CC	Ongoing		Unknown	Public Consultation undertaken	Ongoing			

No.	Measure	Category	Focus	Lead Authority	Planning Phase	Implementation Phase	Indicator	Target Annual Emission Reduction in the AQMA	Progress to Date	Estimated Completion Date	Comments Relating to Emission Reductions
1.3	School Travel Plans		cycling and walking routes over 15 year period. CC has engaged with 'Living Streets' charity and have developed a 'WOW' (Walk Once a Week) scheme in 7 allocated schools in Cardiff.	CC & Living Streets Charity	Ongoing	Report updates from Living Streets	Unknown	7 allocated schools in Cardiff supported by CC.	-	Ongoing	
1.4	Increase awareness of air quality concerns	Public Information	Cardiff 'car-free' day	CC	Completed 2018	Air Quality Measurements, Footfall measurements, Bus patronage numbers recorded	No target	Car- free day in Cardiff was a great success; When comparing Sunday 20 th May to Car-Free Day event 13 th May, the daily average reduction for NO ₂ is as follows; Duke Street/ Castle Street- 86.52% Stephenson Court on Newport Road- 35.80%			Try to expand and hold car-free days more regularly in Cardiff.

No.	Measure	Category	Focus	Lead Authority	Planning Phase	Implementation Phase	Indicator	Target Annual Emission Reduction in the AQMA	Progress to Date	Progress in Last 12 Months	Estimated Completion Date	Comments Relating to Emission Reductions
1.5			Green Infrastructure bid application	CC & WG	Complete	January 2019	Air quality levels recorded at the structure	No target	Westgate Street- 84.20%	CC was successful in January 2018 with its bid application for a City-Tree structure, which is due to be implemented in Cardiff City Centre January 2019.		
Infrastructure												
2.1	Bus Route Improvement	Transport Planning and Infrastructure	Westgate Street Scheme- Bus gating options	CC & WG	2018	Weltag stage 1 and 2 Assessments	To ensure development does not cause any adverse impact and where possible reduce levels to as low as reasonably practicable		Submission of Weltag stage 1 outline business case	Ongoing		
2.2	Bus Route Improvement		Improve bus networks and efficiency of the service.	CC	Ongoing	Improvements to air quality levels monitored by indicative methods by CC at sensitive	Unknown	Bus lanes have been installed on A470, A4119 & A48. Suggested				



No.	Measure	Category	Focus	Lead Authority	Planning Phase	Implementation Phase	Indicator	Target Annual Emission Reduction in the AQMA	Progress to Date	Progress in Last 12 Months	Estimated Completion Date	Comments Relating to Emission Reductions
							receptor locations on specified routes		400m of bus lane ensures each bus with a time advantage of 5 minutes.			
2.3	Public Cycle hire Scheme		Next Bike Hire Scheme	CC & WG	Ongoing		Daily reports on usage provided to CC	Unknown	50 docking stations installed providing 500 bicycles for public use	Ongoing		
2.4	Cycle Network		5 proposed Cycle Superhighways	CC	Ongoing				Public consultation on proposals for St Andrew's Crescent to Senghenydd Road- now closed	Ongoing		
2.4	Public transport improvements-interchanges stations and services		New Cardiff Central Interchange development	CC	Ongoing		Detailed AQAs quantifying the level of impact to air quality levels.	To ensure development does not cause any adverse impact and where possible reduce levels to as low as reasonably practicable	Planning application received in 2018 for the central interchange proposal including new bus station	Ongoing		

No.	Measure	Category	Focus	Lead Authority	Planning Phase	Implementation Phase	Indicator	Target Annual Emission Reduction in the AQMA	Progress to Date	Progress in Last 12 Months	Estimated Completion Date	Comments Relating to Emission Reductions
2.5			Cardiff Capital Region Metro - Proposed by WG (Rail and bus based rapid transit routes).	CC & WG	Ongoing			Unknown-supporting AQA will be a likely during the design and application stages	Ongoing		Ongoing	
2.6	20 mph zones	Traffic Management	Implement further speed restrictions and enhance those already established "20mph Zones"	CC	Ongoing			Unknown	CC has introduced 'signs only' 20mph limits in Cathays and Plasnewydd area. Approach coincides with the Safe Routes to School Programme.		Ongoing	
Lower Emission Vehicles												
3.1	Public Vehicle Procurement	Promoting Low Emission Transport	Ultra-Low Emission Bus (ULEB) fund made available by the Department for Transport (DfT).	CC, DfT & Cardiff Bus	Ongoing	Three year rolling programme 2019- 2021	Improvements to air quality levels (NO2) monitored by indicative methods by CC at sensitive receptor locations on specified routes	Approximately >2µg/m3 reductions in NO2 sensitive receptor locations along Westgate Street	Application received by DfT		End September 2018- final verdict on success of application	

No.	Measure	Category	Focus	Lead Authority	Planning Phase	Implementation Phase	Indicator	Target Annual Emission Reduction in the AQMA	Progress to Date	Progress in Last 12 Months	Estimated Completion Date	Comments Relating to Emission Reductions
3.2	Company Vehicle Procurement- Prioritising uptake of low emission vehicles		Sustainable fuels strategy- assessment of Cardiff Council vehicle fleets	CC	Ongoing		Economic savings and reduced Carbon footprint	Unknown	Documentation produced.	Ongoing		
Policy												
4.1	Citywide strategy to reduce emissions and improve air quality	Policy Guidance and Development Control	Cardiff Clean Air Strategy and Action Plan	CC	2018		Recorded Improvements to air quality levels (NO2) monitored by indicative methods by CC at sensitive receptor locations	Annual average NO2 levels to be recorded at <35µg/m³ at residential façade locations with specified AQMAs.	DRAFT Completed and due for review	2018		



2. Air Quality Monitoring Data and Comparison with Air Quality Objectives

2.1 Summary of Monitoring Undertaken in 2017

2.1.1 Automatic Monitoring Sites

During 2017 monitoring took place at one automatic monitoring site in Cardiff, i.e. DEFRA's Cardiff Centre AURN site in Frederick Street (adjacent to the pedestrianized Queen Street shopping centre).

The Cardiff Centre AURN has been operating since May 1992. The station is part of DEFRA's AURN network and there are similar stations located in towns and cities across the UK.

This site is subject to six-monthly QA/QC audits by AEA, DEFRA's appointed contractor, and calibration gases are all traceable to National Standards. Calibrations have been carried out fortnightly by the appointed contractor. The repair and replacement of equipment has been contracted to suppliers of national repute throughout the station's working life. In February 2007 the PM₁₀ analyser was replaced with a PM₁₀ FDMS analyser and the site was augmented with a PM_{2.5} FDMS analyser in August 2008.

Data from the Cardiff Centre AURN site has been validated and ratified by Ricardo-AEA and was downloaded from the Welsh Air Quality Forum database. The site can be accessed here:

<http://www.welshairquality.co.uk/>

For 2017, data capture for NO₂ was recorded at 99% and 91% for PM₁₀.

There are three diffusion tubes co-located at the station, whereby at the end of year, depending on data capture and precision, a locally derived bias adjustment factor is calculated. The bias adjustment factor derived from the co-location study was 0.74. This adjustment has not been applied to the network of diffusion tubes due to the fact that the National Bias Adjustment Factor supplied by the LAQM DEFRA website, based on 29 studies, which appointed ESG Didcot laboratory, was slightly higher at 0.77. In order to provide a conservative approach it was therefore decided to adopt the nationally derived bias adjustment factor as this would give slightly higher concentrations and fundamentally represent a worst case scenario.



Figure 2.1 Location of Cardiff Centre AURN Monitoring Site

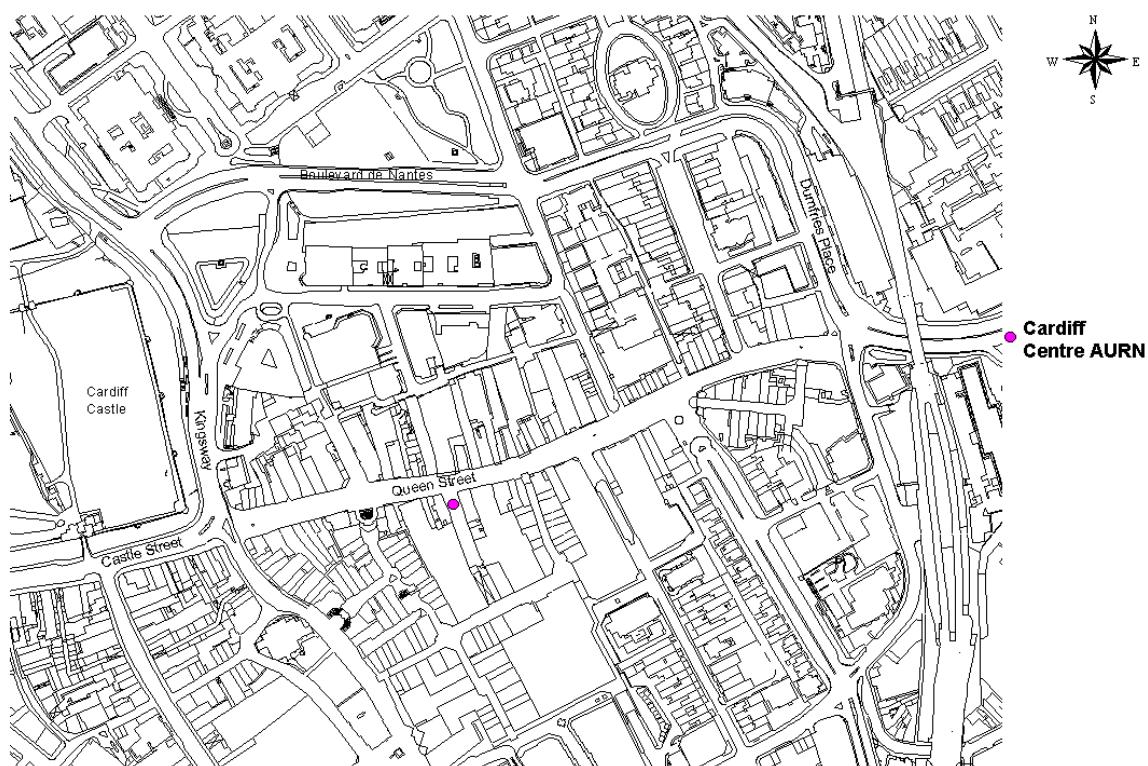


Table 2.1 Details of Automatic Monitoring Sites

Site Name	Site Type	X OS Grid Ref	Y OS Grid Ref	Pollutants Monitored	In AQMA?	Monitoring Technique	Relevant Exposure? (Y/N with distance (m) to relevant exposure)	Distance to kerb of nearest road (N/A if not applicable)	Does this location represent worst-case exposure?
Cardiff Centre AURN	Urban Background	318416	176525	NO ₂	N	Chemiluminescence	Y (5m)	200m	N
Cardiff Centre AURN	Urban Background	318416	176525	PM ₁₀ , PM _{2.5}	N	TEOM- FDMS	Y (5m)	200m	N
Cardiff Centre AURN	Urban Background	318416	176525	SO ₂	N	UV Fluorescence	Y (5m)	200m	N
Cardiff Centre AURN	Urban Background	318416	176525	CO	N	Infra-Red GFC	Y (5m)	200m	N
Cardiff Centre AURN	Urban Background	318416	176525	O ₃	N	UV Absorption	Y (5m)	200m	N



2.1.2 Non-Automatic Monitoring Sites

SRS on behalf of CC carries out monitoring of ambient air quality for nitrogen dioxide (NO_2). In 2017, 75 specifically allocated non-automatic monitoring sites in Cardiff monitored levels of nitrogen dioxide (NO_2). The non-automatic sites do not provide live data; instead they consist of diffusion tubes which are placed at each of the sites, collected and replaced on a rolling monthly basis. The results derived from the tube sampling are then averaged over the year to enable a comparison of the results against the **annual average (40 $\mu\text{g}/\text{m}^3$) and 1-hour (200 $\mu\text{g}/\text{m}^3$ not to be exceeded > 18 times per year)** air quality objectives for NO_2 .

With regards to prioritising ambient air quality sampling locations, the Council adopts a risk based approach to any allocation of monitoring sites, considering the requirements of Local Air Quality Management Technical Guidance 16, February 2018 (previously April 2016). The designated monitoring locations have been assigned based on relevant exposure and where the certain Air Quality Objective levels for a particular pollutant applies. The document states that annual mean objectives should apply at “All locations where members of the public might be regularly exposed. Building facades of residential properties, schools, hospitals, car homes etc.”

National background concentrations provided by Defra are now utilised for the purpose of bias correcting and annualising data can be obtained via the website link:

<https://uk-air.defra.gov.uk/data/lasm-background-maps?year=2015>

The location, site description and data gathered since January 2017 are given in **Table 2.2**. The data has been gathered over a period of 12 months between January and December 2017, adhering to specific monitoring dates controlled by Defra.

Laboratory Methods and Analysis of Diffusion Tubes

Analysis of the exposed tubes is carried out by Environmental Sciences Group Didcot (**now formally known as Socotec**) operating procedure HS/GW1/1015, issue 10. The tubes are prepared by spiking acetone:triethanolamine (50:50) on the grids prior to the tubes being assembled. The tubes are desorbed with distilled water and the extract analysed using a segmented flow auto analyser with ultraviolet detection. As set out in the practical guidance the results were initially calculated assuming an ambient temperature of 11°C and then adjusted to 20°C to allow direct comparison with



EU limits. The national bias correction factor for this laboratory was utilised as opposed to our own local co-location data. The reason for this was due to an inconsistent calibration record, whereby calibrations of the NOx analyser were not undertaken every two weeks, as outlined in LAQM (TG16). Adopting best practice, no local co-location was carried out and a bias correction factor of 0.77 was obtained and applied using the DEFRA website, available using the following link; <https://laqm.defra.gov.uk/bias-adjustment-factors/national-bias.html>

Where valid data capture for the year is less than 75% (9 months), the NO₂ diffusion tube monitoring data have been “annualised” following the methods as described in Box 7.10 of LAQM (TG16).

Where an exceedance is measured at a monitoring site not representative of public exposure, NO₂ concentration at the nearest relevant exposure has been estimated based on the “NO₂ fall-off with distance” calculator (<http://laqm.defra.gov.uk/tools-monitoring-data/no2-falloff.html>). The procedure is described in LAQM. TG16 Section 7.77-7.79.

Figure 2.2 Map Showing Location and Distribution of Diffusion Tubes in 2017

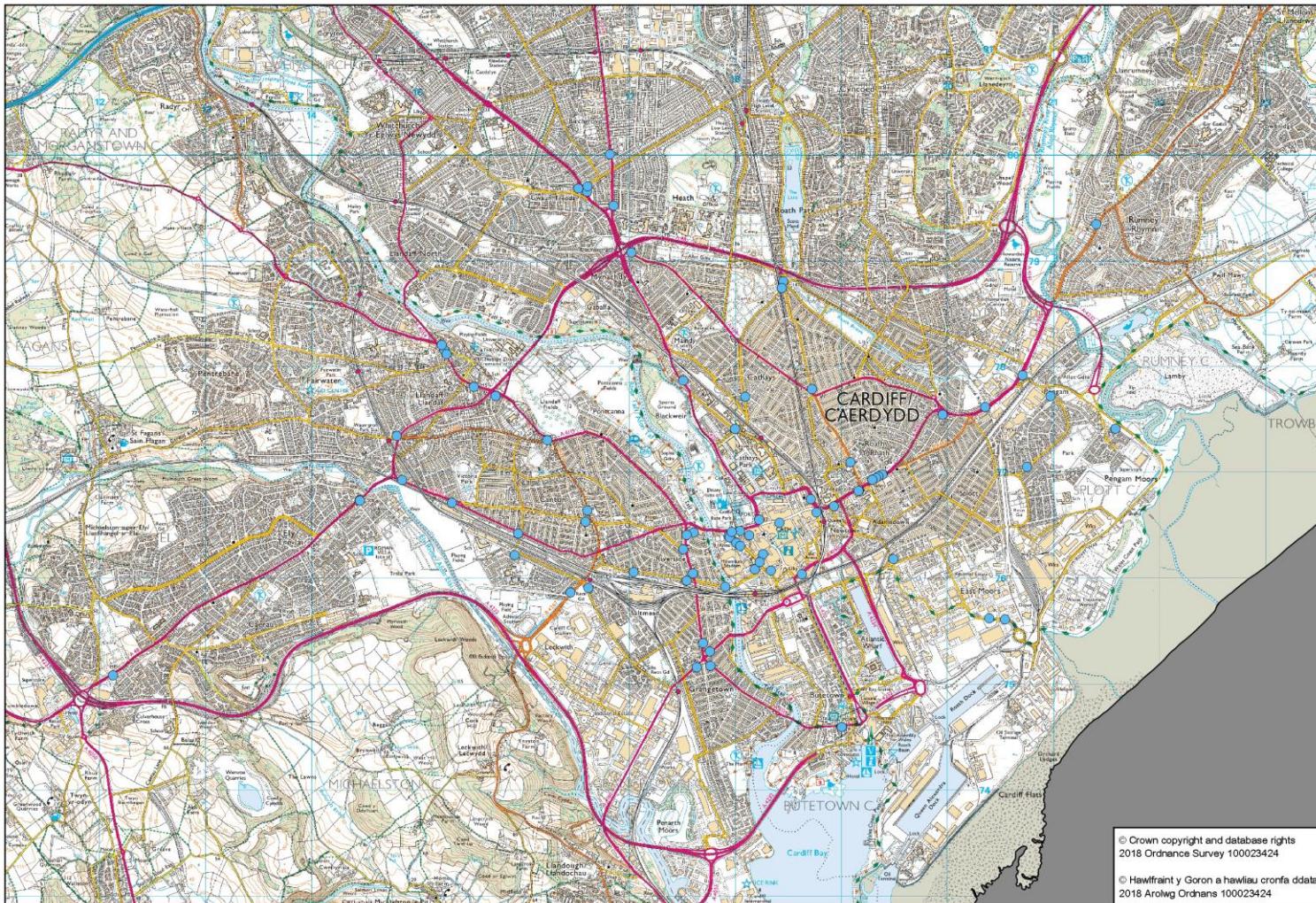


Figure 2.3a- Map Showing Location of Diffusion Tubes in and around the Cardiff City Centre AQMA

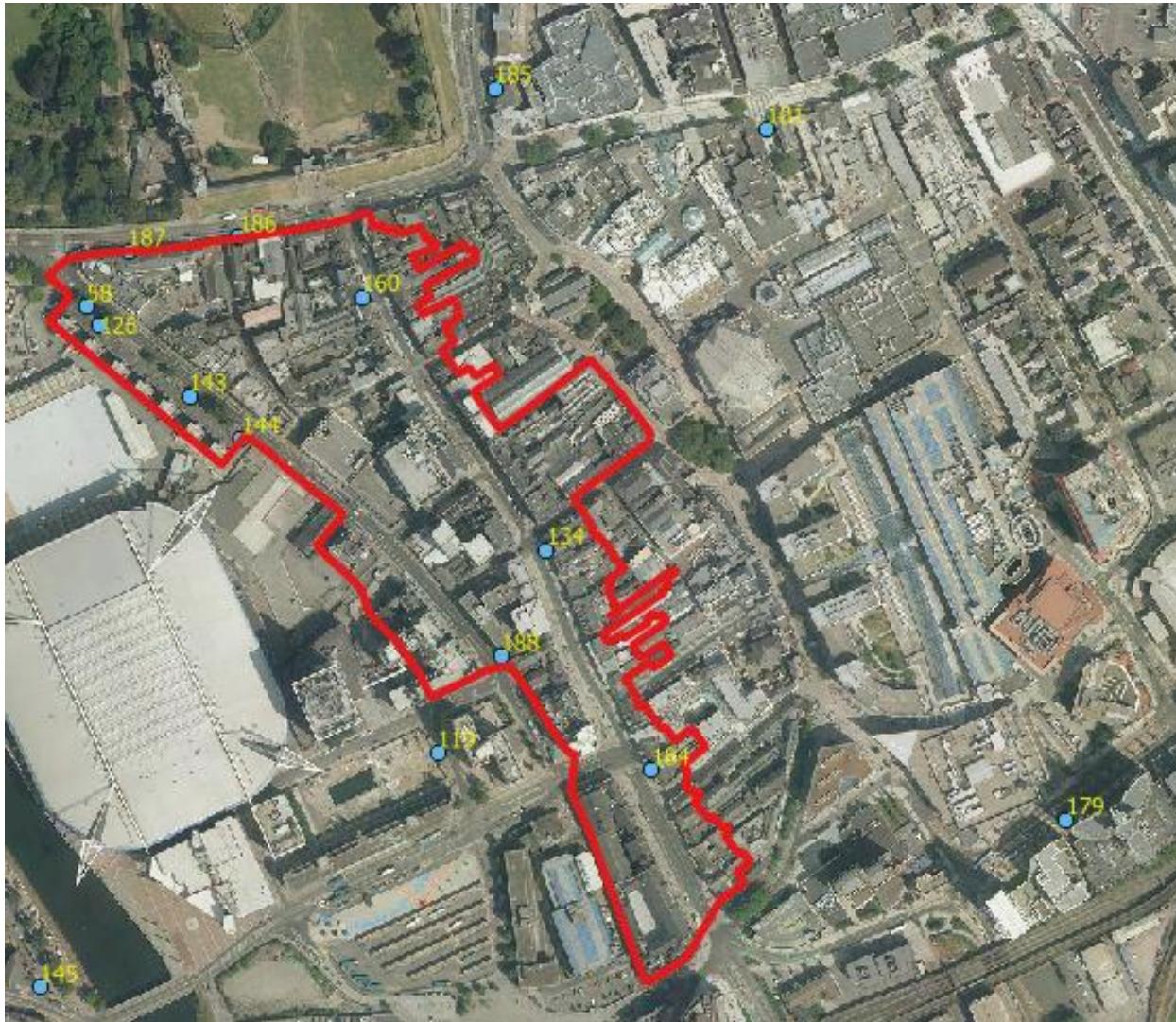


Figure 2.3b- Map Showing Location of Diffusion Tubes in and around the Ely Bridge AQMA



Figure 2.3c- Map Showing Location of Diffusion Tubes in and around the Stephenson Court AQMA & City Road



Figure 2.3d Map Showing Location of Diffusion Tubes in and around the Llandaff AQMA & Western Avenue



Figure 2.3e- Map Showing Location of Diffusion Tubes in Cathays area & Mackintosh Place

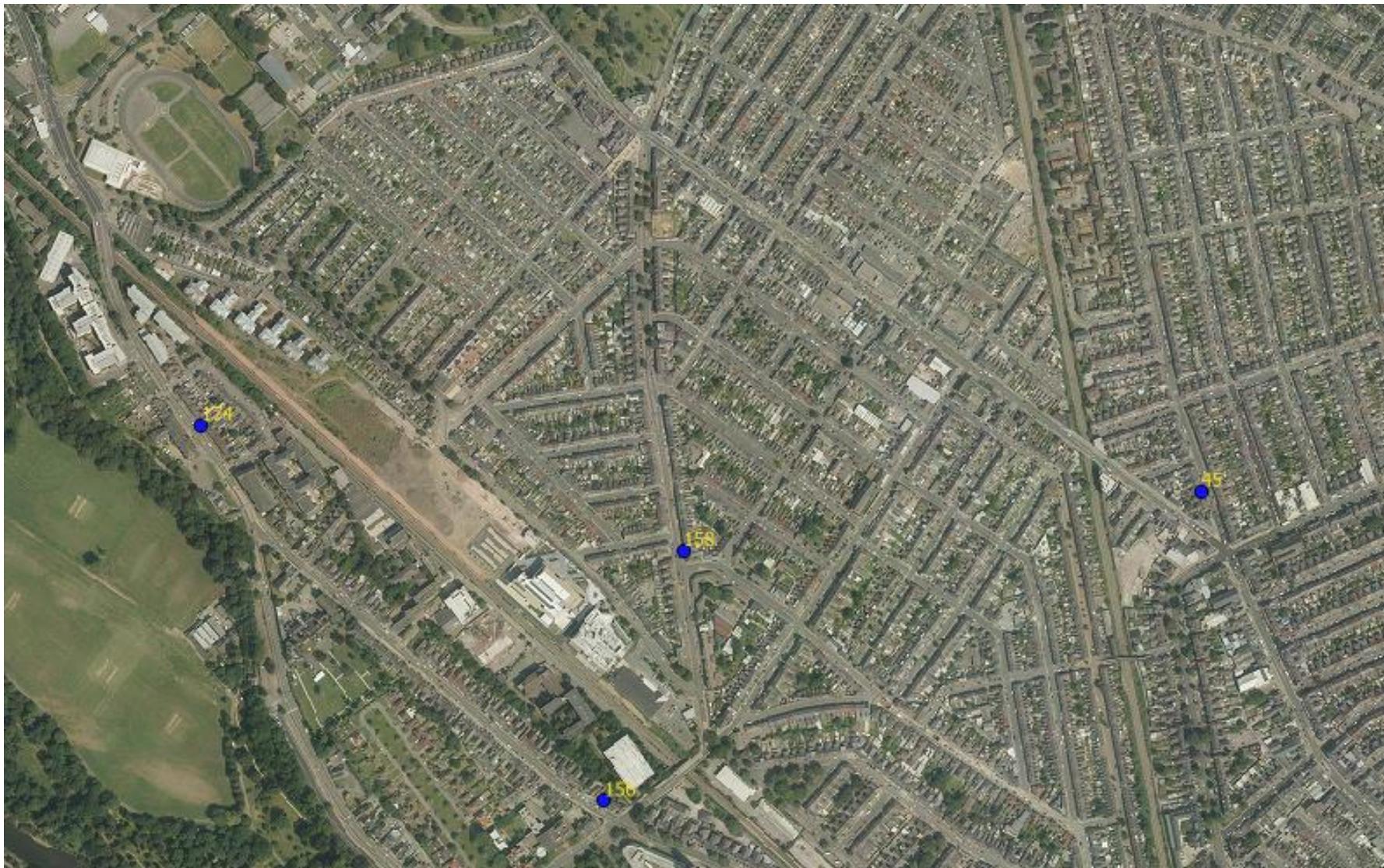


Figure 2.3f- Map Showing Location of Diffusion Tubes in Riverside area

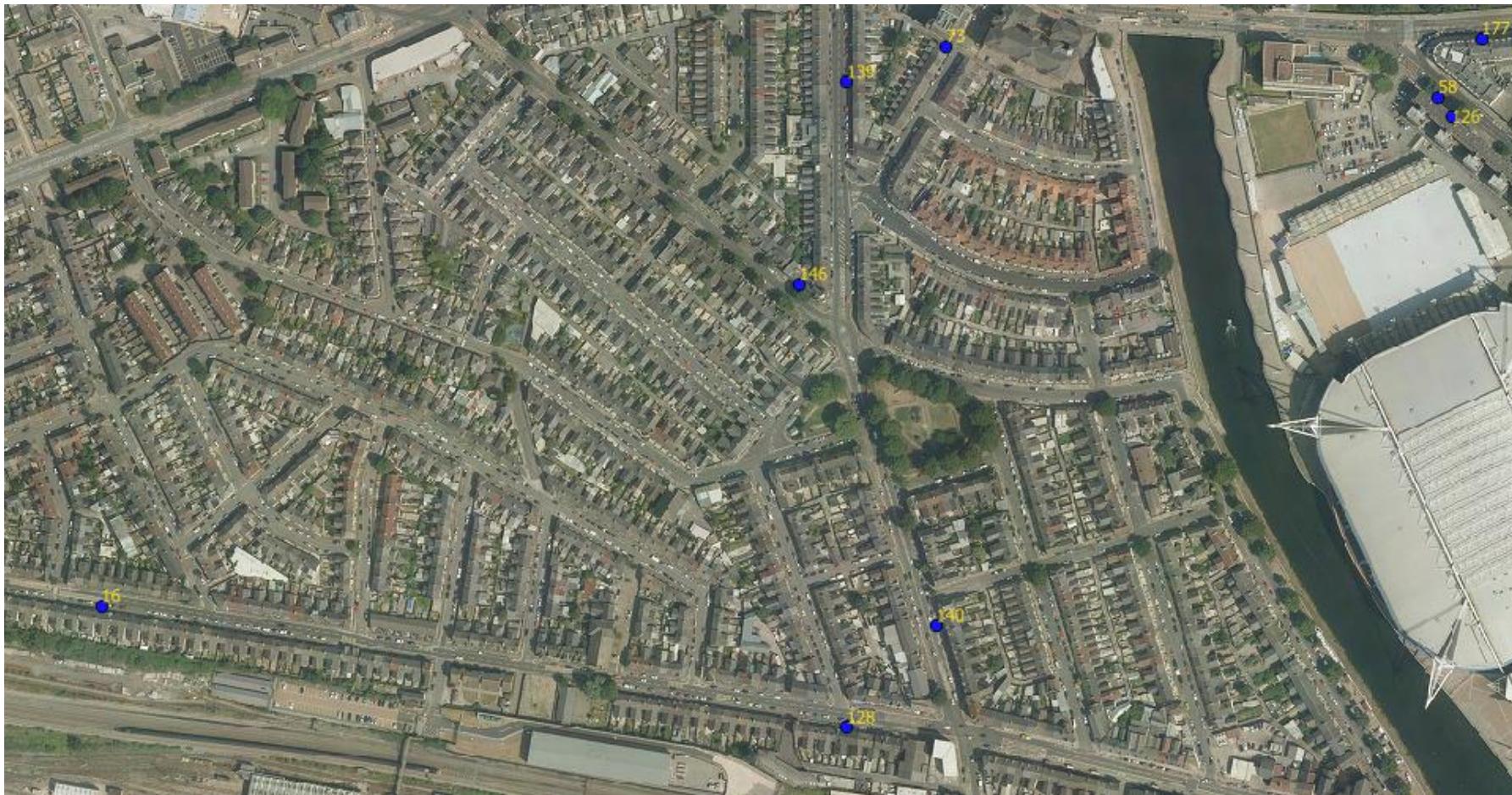


Figure 2.3g- Map Showing Location of Diffusion Tube at Cowbridge Road West



Figure 2.3h- Map Showing Location of Diffusion Tubes in Fairoak Road

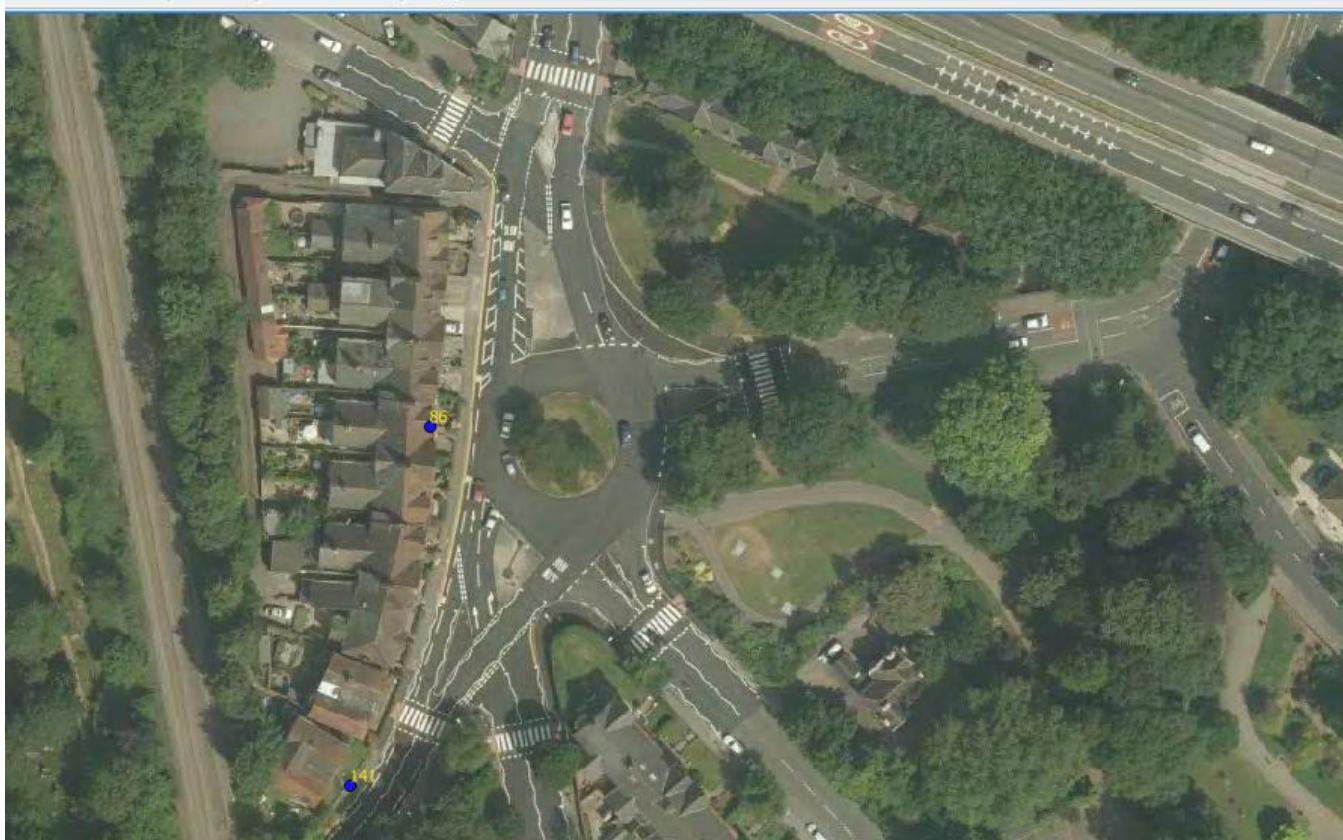


Figure 2.3i- Map Showing Location of Diffusion Tubes in Heath area

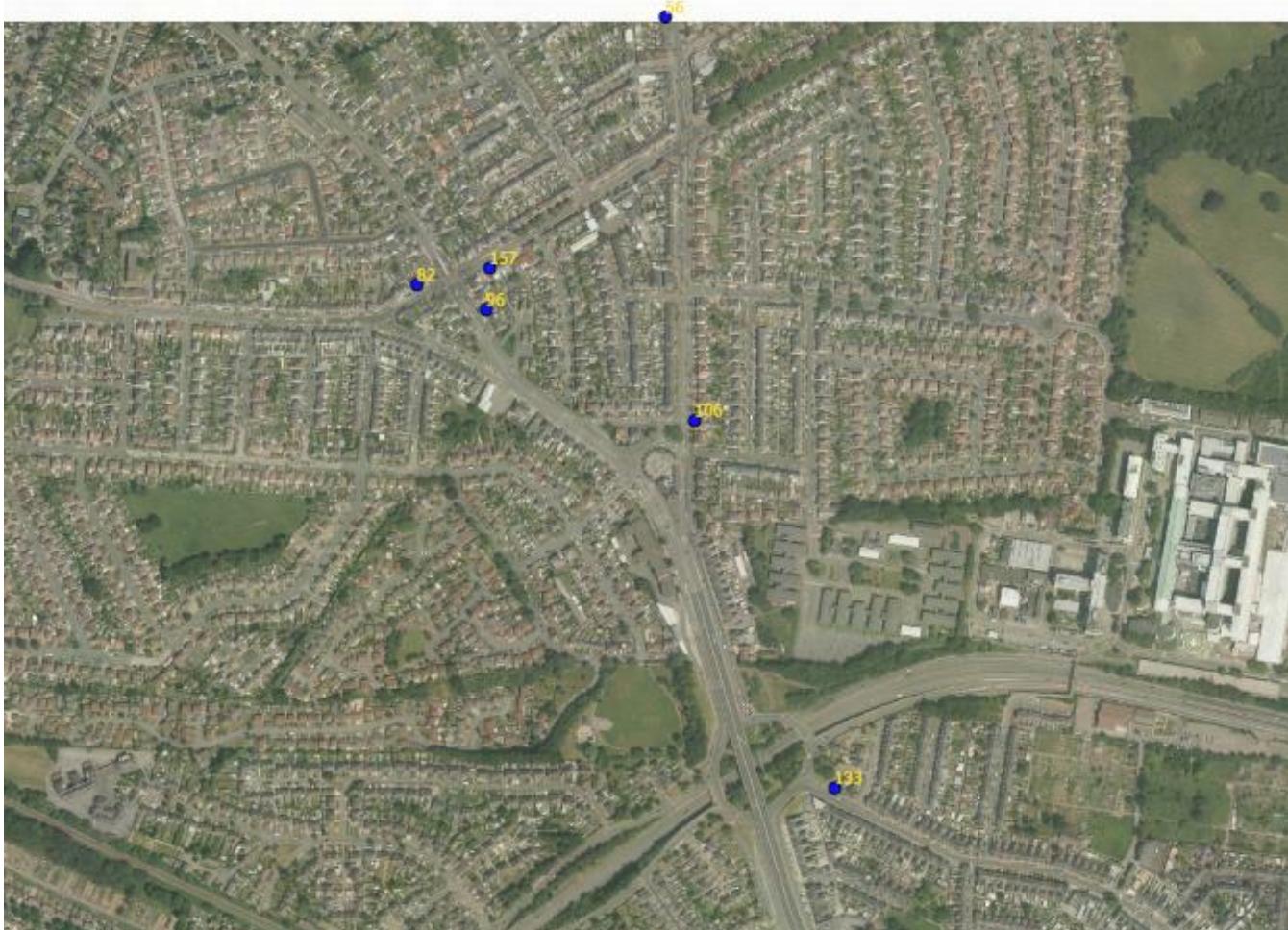


Figure 2.3j- Map Showing Location of Diffusion Tube in James Street



Figure 2.3k- Map Showing Location of Diffusion Tubes in Leckwith area



Figure 2.3I- Map Showing Location of Diffusion Tube in East Tyndall Street



Figure 2.3m- Map Showing Location of Diffusion Tubes in the Tremorfa Area & Newport Road

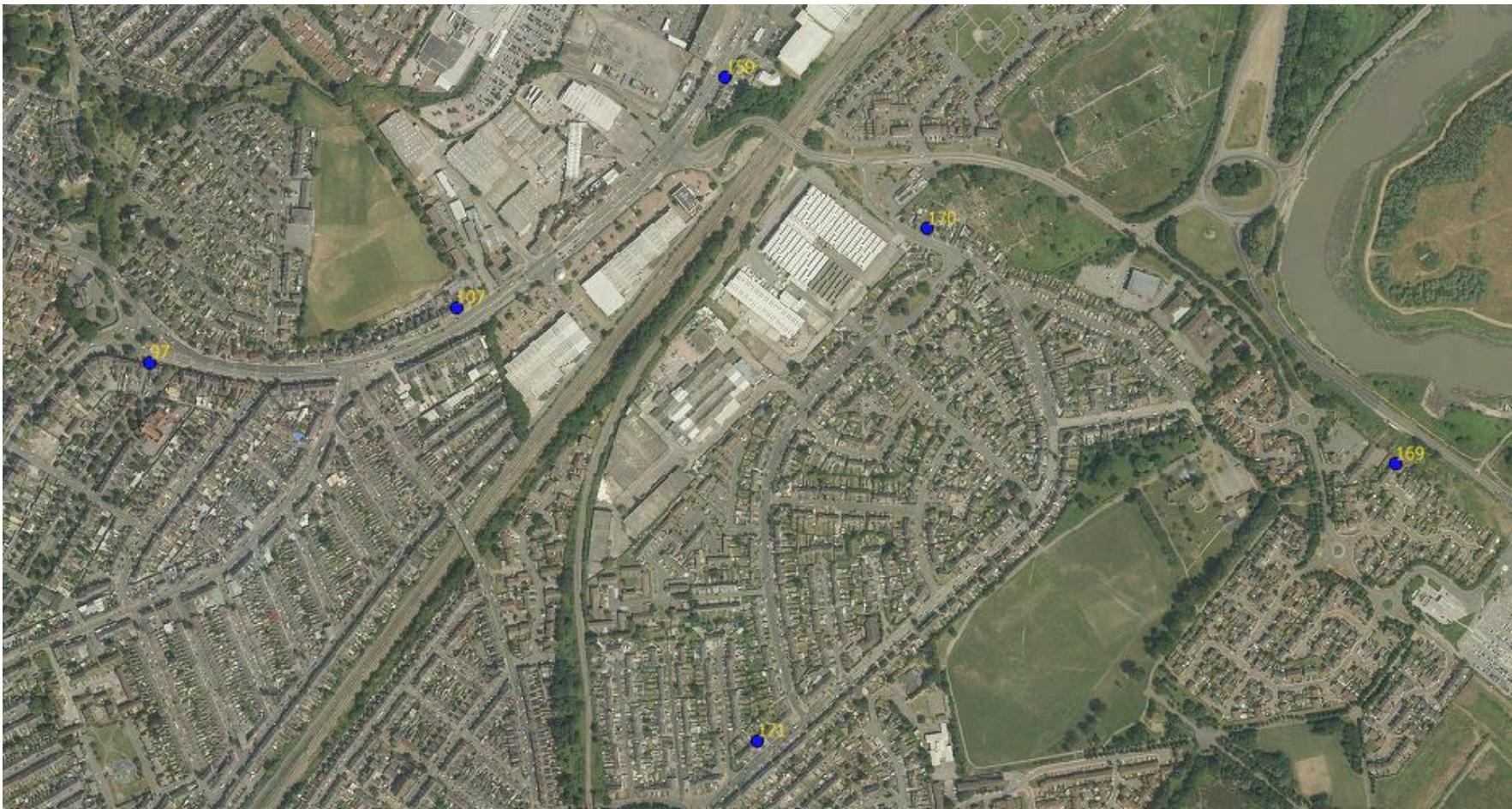


Figure 2.3n- Map Showing Location of Diffusion Tubes in Penarth Road area

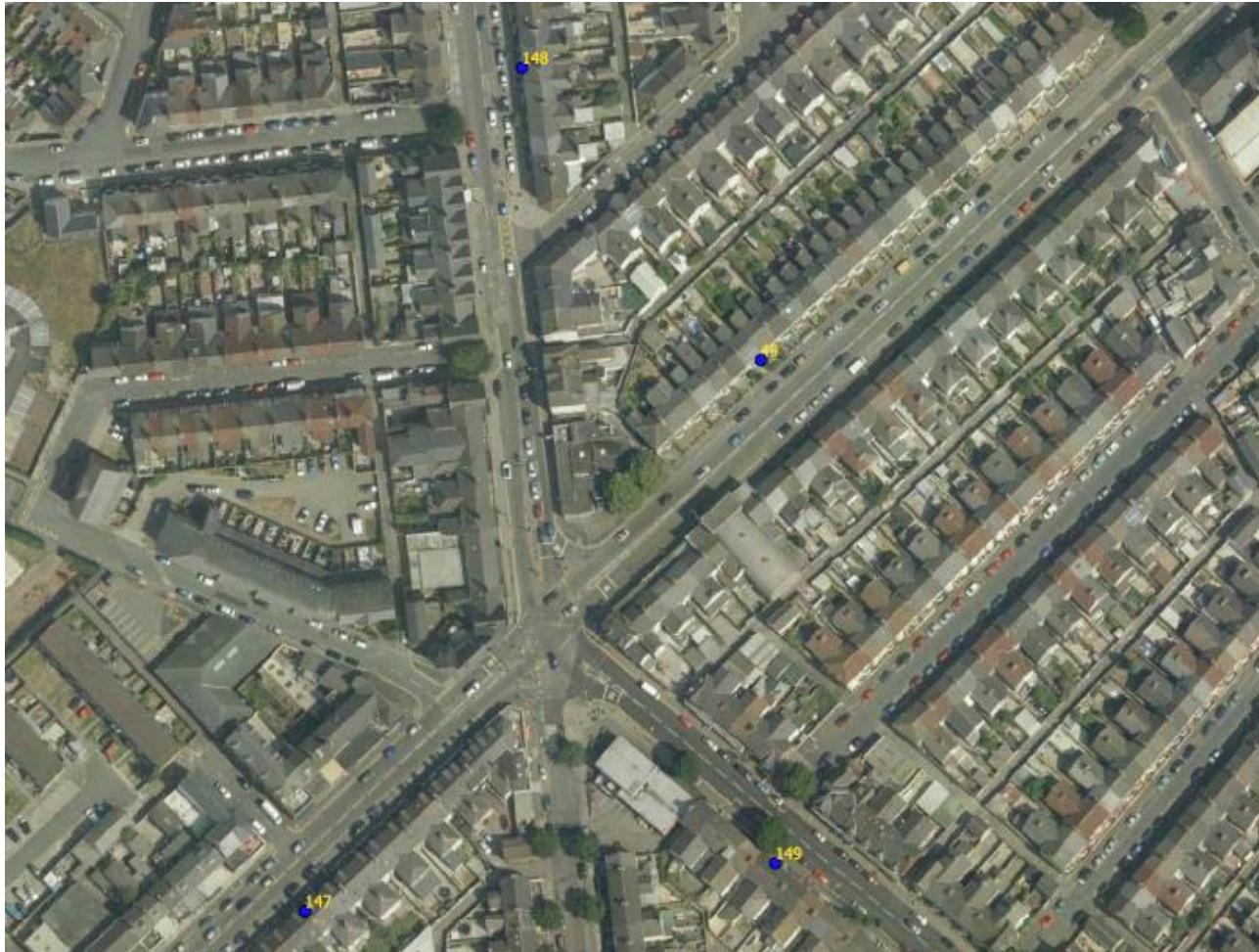


Figure 2.3o- Map Showing Location of Diffusion Tubes in Cowbridge Road East and Llandaff Road

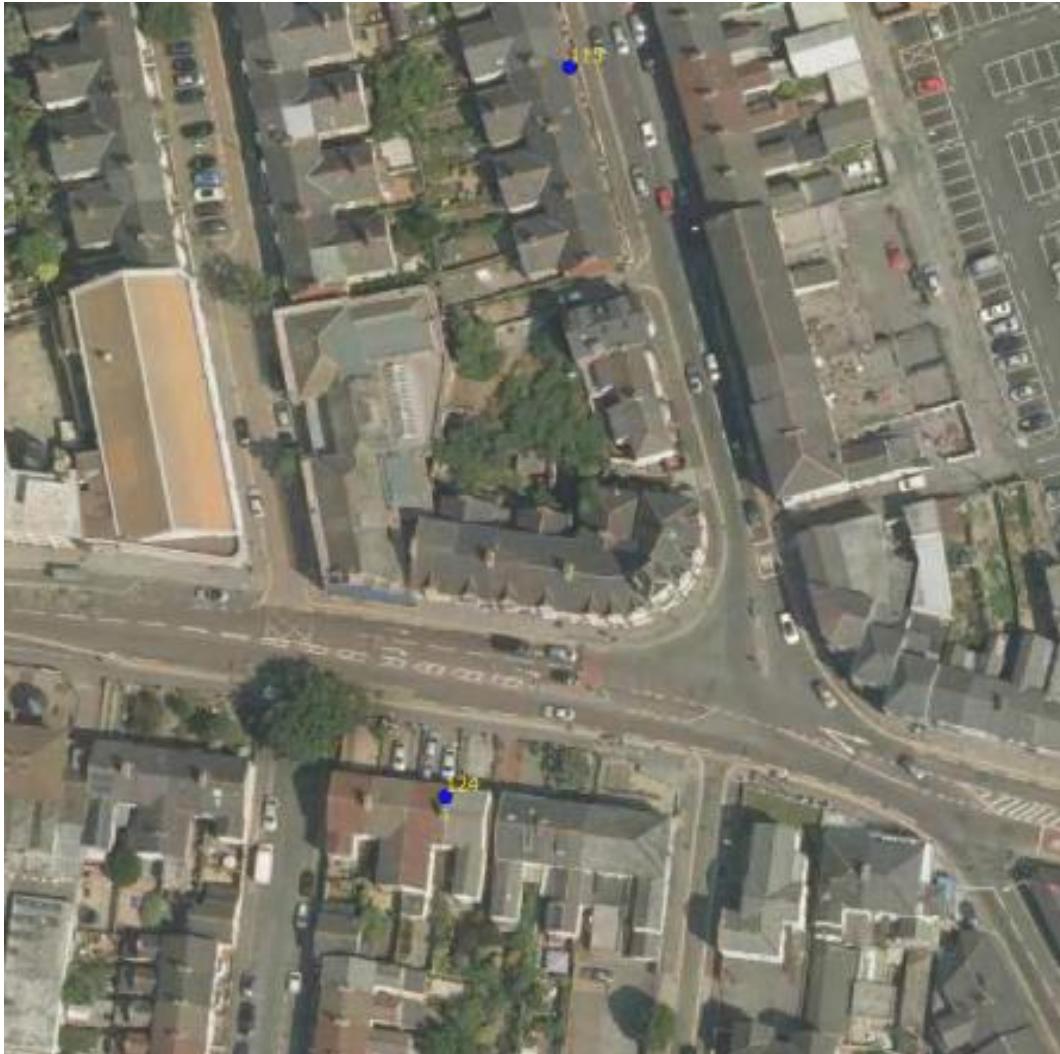


Figure 2.3p- Map Showing Location of Diffusion Tubes in Ocean Way



Figure 2.3q- Map Showing Location of Diffusion Tubes in area of former Papermill, Canton



Area outlined in red is boundary of Ely Bridge AQMA

Table 2.2 Details of Non-Automatic Monitoring Sites 2017

Site ID	Site Name	Site Type	X OS Grid Reference	Y OS Grid Reference	Site Height (m)	Pollutants Monitored	In AQMA?	Is Monitoring Co-located with a Continuous Analyser (Y/N)	Relevant Exposure? (Y/N with distance (m) from monitoring site to relevant exposure)	Distance to Kerb of Nearest Road (m) (N/A if not applicable)	Does this Location Represent Worst-Case Exposure?
16	Ninian Park Road	Roadside	317040	176060	1.5	NO ₂	N	N	Y (0.05m)	5m	Y
33	Mitre Place	Kerbside	315248	178165	3.0	NO ₂	Y	N	N (20m)	1m	Y
44	City Road	Kerbside	319086	177097	3.0	NO ₂	N	N	Y (2m)	1m	Y
45	Mackintosh Place	Kerbside	318722	177788	3.5	NO ₂	N	N	N (3m)	1m	N
47	Ely Bridge	Kerbside	314457	176738	2.5	NO ₂	Y	N	N (2m)	0.25m	Y
49	Penarth Road	Roadside	317760	175310	1.5	NO ₂	N	N	Y (0.05m)	7m	Y
56	Birchgrove Village	Roadside	316816	180005	2.5	NO ₂	N	N	N (10m)	1.5m	Y
58	Westgate Street	Kerbside	317937	176400	2.5	NO ₂	Y	N	N (5m)	0.5m	Y
73	Green Street	Kerbside	317607	176434	2.5	NO ₂	N	N	N (2m)	0.5m	Y
81	Stephenson Court	Roadside	319387	176980	2.0	NO ₂	Y	N	Y (0.05m)	5m	Y
82	104 Birchgrove Road	Roadside	316518	179683	2.0	NO ₂	N	N	Y (0.05m)	5m	Y
85	497 Cowbridge Road West	Roadside	312129	175084	1.5	NO ₂	N	N	Y (0.05m)	5m	Y
86	19 Fairoak Road	Roadside	318452	178805	1.5	NO ₂	N	N	Y 0.10m)	10m	Y
96	Manor Way Junction	Roadside	316601	179653	1.5	NO ₂	N	N	Y (0.05m)	5m	Y
97	Newport Road (premises)	Roadside	319955	177546	1.5	NO ₂	N	N	Y (0.05m)	10m	Y
98	Western Avenue (premises)	Roadside	314805	177345	1.5	NO ₂	N	N	Y (0.05m)	10m	Y
99	Cardiff Road Llandaff	Roadside	315275	178117	1.5	NO ₂	Y	N	Y (0.05m)	3m	Y
100	188 Cardiff Road	Roadside	316226	177305	1.5	NO ₂	N	N	Y (0.10m)	20m	Y
101	Cardiff Centre AURN	Urban Centre	318416	176525	3.0	NO ₂	N	Y, Triplicate with Tubes 102 & 103	Y (0.10m)	200m	Y
102	Cardiff Centre AURN	Urban Centre	318416	176525	3.0	NO ₂	N	Y, Triplicate with Tubes 101 & 103	Y (0.10m)	200m	Y
103	Cardiff Centre AURN	Urban Centre	318416	176525	3.0	NO ₂	N	Y, Triplicate with Tubes 101 & 102	Y (0.10m)	200m	Y
106	30 Caerphilly Road	Roadside	316851	179520	1.5	NO ₂	N	N	Y (0.05m)	5m	Y
107	Lynx Hotel	Roadside	320356	177618	1.5	NO ₂	N	N	Y (0.05m)	4m	Y
111	98 Leckwith Road	Roadside	316444	175866	1.5	NO ₂	N	N	Y (0.05m)	6m	Y
112	17 Sloper Road	Roadside	316613	175910	1.5	NO ₂	N	N	Y (0.05m)	5m	Y
115	21 Llandaff Road	Roadside	316604	176641	1.5	NO ₂	N	N	Y (0.05m)	3m	Y
117	25 Cowbridge Road West	Roadside	314458	176735	2.0	NO ₂	Y	N	Y (0.05m)	2m	Y
119	Havelock Street	Kerbside	318184	176086	2.0	NO ₂	N	N	N	1m	Y

Site ID	Site Name	Site Type	X OS Grid Reference	Y OS Grid Reference	Site Height (m)	Pollutants Monitored	In AQMA?	Is Monitoring Co-located with a Continuous Analyser (Y/N)	Relevant Exposure? (Y/N with distance (m) from monitoring site to relevant exposure)	Distance to Kerb of Nearest Road (m) (N/A if not applicable)	Does this Location Represent Worst-Case Exposure?
124	287 Cowbridge Road East	Roadside	316586	17535	1.5	NO ₂	N	N	Y (0.05m)	10m	Y
126	Westgate Street Flats	Roadside	317946	176387	1.5	NO ₂	Y	N	Y (0.10m)	5m	Y
128	117 Tudor Street	Roadside	317540	175979	1.5	NO ₂	N	N	Y (0.05m)	5m	Y
129	Stephenson Court 2	Roadside	319349	176963	1.2	NO ₂	Y	N	Y (3m)	4m	Y
130	Burgess Court	Roadside	319326	176949	2.0	NO ₂	Y	N	Y (0.05m)	5m	Y
131	Dragon Court	Roadside	319292	176932	1.75	NO ₂	Y	N	Y (0.05m)	5m	Y
133	St Mark's Avenue	Roadside	317019	179078	2.0	NO ₂	N	N	Y (21m)	2m	N
134	Sandringham Hotel	Roadside	318261	176229	2.0	NO ₂	Y	N	N (3m)	5m	Y
139	Lower Cathedral Road	Kerbside	317540	176410	2.0	NO ₂	N	N	Y (3m)	1m	Y
140	Clare Street	Kerbside	317600	176047	2.0	NO ₂	N	N	Y (6m)	0.5m	Y
141	Fairoak Road 2	Roadside	318438	178742	2.0	NO ₂	N	N	N (5m)	1.5m	Y
143	Windsor House	Roadside	318009	176337	1.5	NO ₂	Y	N	Y (0.10m)	6.5m	Y
144	Marlborough House	Roadside	318046	176307	1.5	NO ₂	Y	N	Y (0.10m)	6.5m	Y
145	Tudor Street Flats	Roadside	317904	175921	1.5	NO ₂	N	N	Y (0.05m)	4.5m	Y
146	Neville Street	Roadside	317508	176275	2.0	NO ₂	N	N	Y (0.05m)	3.5m	Y
147	211 Penarth Road	Roadside	317636	175161	1.5	NO ₂	N	N	Y (0.10m)	7.0m	Y
148	161 Clare Road	Roadside	317695	175389	1.5	NO ₂	N	N	Y (0.05)	5.0m	Y
149	10 Corporation Road	Roadside	317764	175174	1.5	NO ₂	N	N	Y (0.05)	4.6m	Y
152	James Street	Roadside	319003	174596	1.5	NO ₂	N	N	Y (0.10m)	6.0m	Y
153	Magic Roundabout	Roadside	319491	176183	1.5	NO ₂	N	N	Y (0.10m)	12.5m	Y
156	2a/4 Colum Road	Roadside	317997	177412	1.5	NO ₂	N	N	Y (0.10m)	5.0m	Y
157	47 Birchgrove Road	Roadside	316605	179703	1.5	NO ₂	N	N	Y (0.10m)	8.0m	Y
158	64/66 Cathays Terrace	Roadside	318093	177716	1.5	NO ₂	N	N	Y (0.05m)	3.0m	Y
159	IMO façade replacement	Roadside	320709	177918	1.5	NO ₂	N	N	Y (0.10m)	4.0m	Y
160	High Street Zizzi	Urban Centre	318131	176407	2.0	NO ₂	Y	N	Y (0.10m)	65m	Y
161	52 Bridge Road	Roadside	315230	178205	1.5	NO ₂	Y	N	Y (0.05m)	7.9m	Y
162	58 Cardiff Road	Roadside	315533	177809	1.5	NO ₂	N	N	Y (0.05m)	8.8m	Y
163	118 Cardiff Road	Roadside	315738	177723	1.5	NO ₂	N	N	Y (0.05m)	14.8m	Y
164	725 Newport Road	Roadside	321405	179345	1.5	NO ₂	N	N	Y (0.05m)	6.5m	Y
165	6 Heol Tyrrell	Roadside	315918	176221	1.5	NO ₂	N	N	Y (0.05m)	5.5m	Y
166	163 Lansdowne Road	Roadside	315950	176424	1.5	NO ₂	N	N	Y (0.05m)	5.4m	Y
167	359 Lansdowne Road	Roadside	315326	176714	1.5	NO ₂	N	N	Y (0.05m)	6.1m	Y

Site ID	Site Name	Site Type	X OS Grid Reference	Y OS Grid Reference	Site Height (m)	Pollutants Monitored	In AQMA?	Is Monitoring Co-located with a Continuous Analyser (Y/N)	Relevant Exposure? (Y/N with distance (m) from monitoring site to relevant exposure)	Distance to Kerb of Nearest Road (m) (N/A if not applicable)	Does this Location Represent Worst-Case Exposure?
168	570 Cowbridge Road East	Roadside	314856	176929	1.5	NO ₂	N	N	Y (0.05m)	4.8m	Y
169	43 Clos Hector	Urban Background	321586	177414	1.5	NO ₂	N	N	Y (0.05m)	43m	Y
170	11 Pengam Green	Roadside	320973	177721	1.5	NO ₂	N	N	Y (0.05m)	9.3m	Y
171	23 Tweedsmuir Road	Roadside	320750	177053	1.5	NO ₂	N	N	Y (0.05m)	10.2m	Y
172	Ocean Way 1	Roadside	320544	175613	2.0	NO ₂	N	N	N (>650m)	1.5m	Y
173	Ocean Way 2	Roadside	320395	175623	2.0	NO ₂	N	N	N (>650m)	1.5m	Y
174	76 North Road	Kerbside	317508	177868	1.5	NO ₂	N	N	Y (0.1m)	1m	Y
179	Altolusso, Bute Terrace	Roadside	318627	176039	2.0	NO ₂	N	N	N (5.1m)	2.1m	N
180	Fitzalan Court, Newport Road	Kerbside	318929	176681	1.8	NO ₂	N	N	N (2.2m)	0.4m	N
181	Windsor House, Windsor Lane	Kerbside	318712	176749	2.0	NO ₂	N	N	N (5.2m)	0.5m	N
182	Admiral House, Newport Road	Roadside	319162	176827	1.5	NO ₂	N	N	N (9.2m)	3.2m	N
183	Station Terrace	Kerbside	318765	176623	2.0	NO ₂	N	N	N (5.5m)	0.5m	Y
184	Hophouse, St Mary Street	Roadside	318335	176074	2.0	NO ₂	Y	N	Y (0.05m)	3.0m	Y
185	Northgate House, Duke Street	Roadside	318224	176554	2.0	NO ₂	N	N	Y (0.05m)	9.65m	Y
186	Dempsey's Public House, Castle Street	Roadside	318044	176449	2.0	NO ₂	Y	N	Y (0.05m)	2.90m	Y
187	Angel Hotel	Roadside	317944	176436	2.0	NO ₂	Y	N	Y (0.05m)	2.85m	Y
188	Westgate Street (45 Apartments)	Roadside	318229	176154	1.8	NO ₂	Y	N	Y (0.05m)	3.30m	Y

Notes:

1. 0m if the monitoring site is at a location of exposure (e.g. installed on the façade of a residential property)

2.2 2017 Air Quality Monitoring Results

Table 2.1 – Non-automatic Annual Mean NO₂ Monitoring Results (2013- 2017)

Site ID	Site Type	Monitoring Type	Valid Data Capture 2017 (%) ⁽¹⁾	Within AQMA?	Annual mean concentration (adjusted for bias) µg/m ³⁽²⁾				
					2013 (Bias Adjustment Factor = 0.85)	2014 (Bias Adjustment Factor = 0.84)	2015 (Bias Adjustment Factor = 0.79)	2016 (Bias Adjustment Factor = 0.78)	2017 (Bias Adjustment Factor = 0.77)
16	Roadside	Diffusion Tube	100	N	31.3	32.4	27.86	28.9	28.9
33	Kerbside	Diffusion Tube	100	Y	49.6	51.2	46.94	47.6	33.0
44	Kerbside	Diffusion Tube	92	N	33.2	29.7	27.08	31.3	31.5
45	Kerbside	Diffusion Tube	92	N	36.8	37.8	32.09	36.0	35.5
47	Kerbside	Diffusion Tube	58	Y	48.0	47.1	41.35	49.7	48.2 ²
49	Roadside	Diffusion Tube	100	N	32.1	32.6	29.35	30.4	27.7
56	Roadside	Diffusion Tube	100	N	35.4	35.8	29.64	32.5	27.8
58	Kerbside	Diffusion Tube	67	Y	52.4	51.2	48.25	45.3	44.5 ²
73	Kerbside	Diffusion Tube	100	N	24.9	26.8	22.05	24.4	21.0
81	Roadside	Diffusion Tube	100	Y	37.2	36.4	35.29	37.6	35.9

Site ID	Site Type	Monitoring Type	Valid Data Capture 2017 (%) ⁽¹⁾	Within AQMA?	Annual mean concentration (adjusted for bias) µg/m ³⁽²⁾				
					2013 (Bias Adjustment Factor = 0.85)	2014 (Bias Adjustment Factor = 0.84)	2015 (Bias Adjustment Factor = 0.79)	2016 (Bias Adjustment Factor = 0.78)	2017 (Bias Adjustment Factor = 0.77)
82	Roadside	Diffusion Tube	100	N	32.1	27.6	23.79	28.4	24.5
85	Roadside	Diffusion Tube	100	N	26.7	27.2	22.36	26.8	25.3
86	Roadside	Diffusion Tube	100	N	38.8	38.9	34.85	35.6	37.0
96	Roadside	Diffusion Tube	100	N	35.5	34.4	31.05	36.9	31.8
97	Roadside	Diffusion Tube	100	N	34.5	33.6	30.49	31.2	28.8
98	Roadside	Diffusion Tube	100	N	28.3	29.8	25.44	28.4	26.2
99	Roadside	Diffusion Tube	100	Y	38.9	39.6	29.84	34.8	31.0
100	Roadside	Diffusion Tube	100	N	32.6	31.8	28.86	30.3	29.5
101	Urban Centre	Diffusion Tube	50	N	26.5	24.4	20.28	23.1	21.3
102	Urban Centre	Diffusion Tube	50	N	26.9	24.2	21.06	22.5	20.9
103	Urban Centre	Diffusion Tube	50	N	26.2	24.4	20.72	23.2	21.6
106	Roadside	Diffusion Tube	100	N	34.8	34.9	29.41	32.2	31.5

Site ID	Site Type	Monitoring Type	Valid Data Capture 2017 (%) ⁽¹⁾	Within AQMA?	Annual mean concentration (adjusted for bias) µg/m ³⁽²⁾				
					2013 (Bias Adjustment Factor = 0.85)	2014 (Bias Adjustment Factor = 0.84)	2015 (Bias Adjustment Factor = 0.79)	2016 (Bias Adjustment Factor = 0.78)	2017 (Bias Adjustment Factor = 0.77)
107	Roadside	Diffusion Tube	67	N	34.6	34.8	30.70	35 ²	32.6 ²
111	Roadside	Diffusion Tube	100	N	25.2	24.7	21.34	23.3	20.1
112	Roadside	Diffusion Tube	100	N	30.7	28.8	27.06	29.5	27.4
115	Roadside	Diffusion Tube	100	N	35.5	36.3	32.47	32.8	32.7
117	Roadside	Diffusion Tube	100	Y	44.9	42.3	39.54	41.3	38.0
119	Kerbside	Diffusion Tube	67	N	33.2	32.0	27.65	29.9	33.2 ²
124	Roadside	Diffusion Tube	100	N	26.1	26.3	22.48	24.2	23.9
126	Roadside	Diffusion Tube	67	Y	44.0	41.2	36.00	38.4	39.4 ²
128	Roadside	Diffusion Tube	100	N	34.7	36.5	29.57	31.2	29.8
129	Roadside	Diffusion Tube	100	Y	32.8	32.0	31.45	31.1	30.8
130	Roadside	Diffusion Tube	100	Y	39.0	38.9	35.23	37.8	38.5
131	Roadside	Diffusion Tube	100	Y	43.9	41.2	39.48	39.6	41.7

Site ID	Site Type	Monitoring Type	Valid Data Capture 2017 (%) ⁽¹⁾	Within AQMA?	Annual mean concentration (adjusted for bias) µg/m ³⁽²⁾				
					2013 (Bias Adjustment Factor = 0.85)	2014 (Bias Adjustment Factor = 0.84)	2015 (Bias Adjustment Factor = 0.79)	2016 (Bias Adjustment Factor = 0.78)	2017 (Bias Adjustment Factor = 0.77)
133	Roadside	Diffusion Tube	100	N	37.8	37.5	31.89	35.7	36.8
134	Roadside	Diffusion Tube	50	Y	33.4 ^a	34.5	32.07	38.2 ^a	37.3 ²
139	Kerbside	Diffusion Tube	100	N	34.1	35.5	29.42	31.1	29.0
140	Kerbside	Diffusion Tube	100	N	42.2	42.9	36.32	37.3	35.2
141	Roadside	Diffusion Tube	100	N	37.7	37.0	32.28	36.3 ²	34.5
143	Roadside	Diffusion Tube	67	Y	42.1	42.1	38.16	38.7	38.4 ²
144	Roadside	Diffusion Tube	67	Y	39.0	38.2	37.22	38.3	36.8 ²
145	Roadside	Diffusion Tube	83	N	34.5	32.6	29.90	29.9	29.6
146	Roadside	Diffusion Tube	100	N	30.9	29.7	26.57	27.5	26.8
147	Roadside	Diffusion Tube	100	N	32.0	31.3	27.70	28.8	26.2
148	Roadside	Diffusion Tube	100	N	29.3	29.1	27.53	29.2	27.3
149	Roadside	Diffusion Tube	100	N	34.5	33.2	33.56	31.2	32.5

Site ID	Site Type	Monitoring Type	Valid Data Capture 2017 (%) ⁽¹⁾	Within AQMA?	Annual mean concentration (adjusted for bias) µg/m ³⁽²⁾				
					2013 (Bias Adjustment Factor = 0.85)	2014 (Bias Adjustment Factor = 0.84)	2015 (Bias Adjustment Factor = 0.79)	2016 (Bias Adjustment Factor = 0.78)	2017 (Bias Adjustment Factor = 0.77)
152	Roadside	Diffusion Tube	100	N	31.0	29.7	27.60	29.3	28.9
153	Roadside	Diffusion Tube	100	N	33.0	33.2	28.99	30.1	30.6
156	Roadside	Diffusion Tube	100	N	34.9	31.4	25.92	29.7	25.7
157	Roadside	Diffusion Tube	100	N	29.0	29.7	27.16	28.2	28.3
158	Roadside	Diffusion Tube	100	N	30.2	29.1	25.50	29.0	26.1
159	Roadside	Diffusion Tube	100	N	38.8	39.2	33.96	35.5	38.6
160	Urban Centre	Diffusion Tube	67	Y	30.3	28.3	27.03	31.7	28.1 ²
161	Roadside	Diffusion Tube	75	Y	39.1	37.2	32.28	35.0	33.4
162	Roadside	Diffusion Tube	100	N	27.6	27.6	24.47	26.1	24.0
163	Roadside	Diffusion Tube	92	N	25.4	28.2	23.22	25.7	24.8
164	Roadside	Diffusion Tube	100	N	25.4	23.9	20.31	20.0	22.4
165	Roadside	Diffusion Tube	100	N	19.4	17.4	15.10	17.0	15.2

Site ID	Site Type	Monitoring Type	Valid Data Capture 2017 (%) ⁽¹⁾	Within AQMA?	Annual mean concentration (adjusted for bias) µg/m ³ ⁽²⁾				
					2013 (Bias Adjustment Factor = 0.85)	2014 (Bias Adjustment Factor = 0.84)	2015 (Bias Adjustment Factor = 0.79)	2016 (Bias Adjustment Factor = 0.78)	2017 (Bias Adjustment Factor = 0.77)
166	Roadside	Diffusion Tube	100	N	34.9	36.6	32.05	33.2	32.1
167	Roadside	Diffusion Tube	100	N	31.7	31.5	28.26	29.8	26.9
168	Roadside	Diffusion Tube	100	N	27.9	27.7	24.26	27.7	26.2
169	Urban Centre	Diffusion Tube	100	N	18.0	18.1	16.27	18.4	16.2
170	Roadside	Diffusion Tube	92	N	22.1	21.9	19.08	21.9	21.0
171	Roadside	Diffusion Tube	100	N	22.5	20.8	18.06	22.0	19.7
172	Roadside	Diffusion Tube	92	N	49.5	47.8	44.50	48.8	43.5
173	Roadside	Diffusion Tube	100	N	33.7	33.3	28.40	28.7 ²	29.6
174	Kerbside	Diffusion Tube	100	N	-	33.9	28.65	33.3	27.5
179	Roadside	Diffusion Tube	50	N	-	-	-	39.7 ²	45.4²
180	Kerbside	Diffusion Tube	42	N	-	-	-	48.1²	49.1²
181	Kerbside	Diffusion Tube	42	N	-	-	-	43.3	40.5²

Site ID	Site Type	Monitoring Type	Valid Data Capture 2017 (%) ⁽¹⁾	Within AQMA?	Annual mean concentration (adjusted for bias) µg/m ³ ⁽²⁾				
					2013 (Bias Adjustment Factor = 0.85)	2014 (Bias Adjustment Factor = 0.84)	2015 (Bias Adjustment Factor = 0.79)	2016 (Bias Adjustment Factor = 0.78)	2017 (Bias Adjustment Factor = 0.77)
182	Roadside	Diffusion Tube	92	N	-	-	-	33.6	33.5
183	Kerbside	Diffusion Tube	83	N	-	-	-	35.9	31.2
184	Roadside	Diffusion Tube	50	Y	-	-	-	41.4	38.7 ²
185	Roadside	Diffusion Tube	42	N	-	-	-	37.1	28.6 ²
186	Roadside	Diffusion Tube	50	Y	-	-	-	47.5	47.7²
187	Roadside	Diffusion Tube	58	Y	-	-	-	50.7	50.2²
188	Roadside	Diffusion Tube	50	Y	-	-	-	49.8²	49.8²

Notes:

Exceedances of the NO₂ annual mean objective of 40µg/m³ are shown in **bold**.

NO₂ annual means exceeding 60µg/m³, indicating a potential exceedance of the NO₂ 1-hour mean objective are shown in **bold and underlined**.

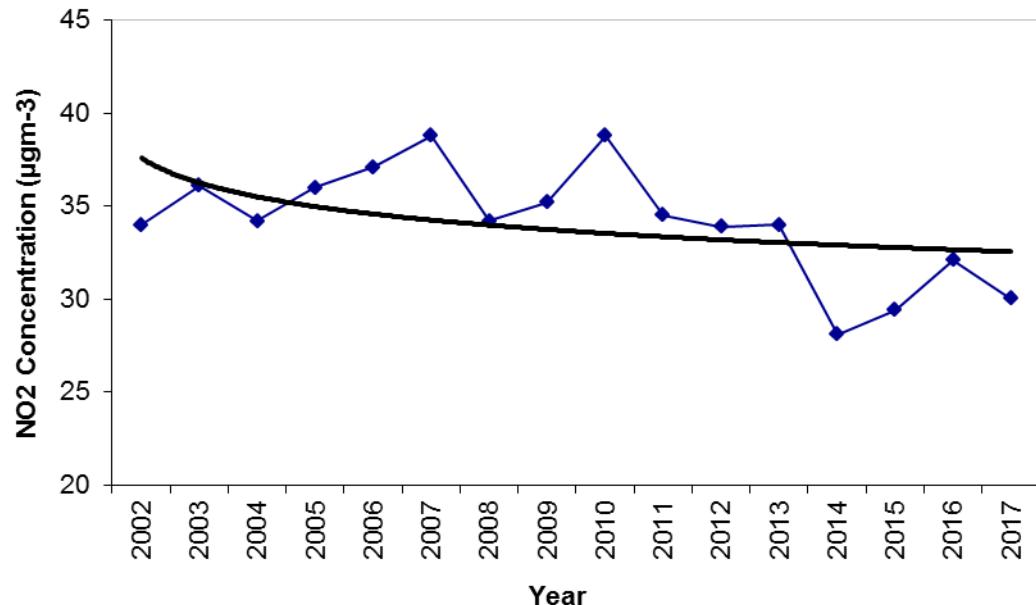
(1) Data capture for the full calendar year (e.g. if monitoring was carried out for 6 months, the maximum data capture for the full calendar year is 50%).

(2) Diffusion tube data has been “bias adjusted” in accordance with Box 7.11 in LAQM.TG16 and “annualised” as per Boxes 7.9 and 7.10 in LAQM.TG16 if valid data capture for the full calendar year is less than 75%. See Appendix C for details.

(3) Diffusion tube data has been corrected for distance to represent relevant exposure in accordance with Sections 7.77- 7.79 in LAQM.TG16 “Fall-off in NO₂ concentrations with Distance from the Road”

Figure 2.4 – Trends in Annual Mean NO₂ Concentrations Measured at Long- Term Standing Diffusion Tube Monitoring Sites

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The graph represents annual average bias corrected NO₂ data since 2002 at long-term standing diffusion tube monitoring locations. The displayed average datasets indicate **compliant** NO₂ results for 2017. The results are somewhat stable with a slightly decreasing trend evident.

Table 2.4 – Automatic Annual Mean NO₂ Monitoring Results (2013- 2017)

Site ID	Site Type	Within AQMA?	Valid Data Capture for Monitoring Period % ⁽¹⁾	Valid Data Capture 2017 % ⁽²⁾	Annual Mean Concentration (µg/m ³)				
					2013	2014	2015	2016	2017
Cardiff Centre AURN	Urban Background	N	100	99	26	25	27	23	20

Notes:

Exceedances of the Annual Average NO₂ objective (40µg/m³) are shown in bold.

(1) Data capture for the monitoring period, in cases where monitoring was only carried out for part of the year.

(2) Data capture for the full calendar year (e.g. if monitoring was carried out for 6 months, the maximum data capture for the full calendar year is 50%).

(3) Data has been “annualised” as per Boxes 7.9 in LAQM.TG16 where valid data capture for the full calendar year is less than 75%. See Appendix C for details.

Table 2.5 –Automatic 1-hour Mean NO₂ Monitoring Results (2013- 2017)

Site ID	Site Type	Within AQMA?	Valid Data Capture for Monitoring Period % ⁽¹⁾	Valid Data Capture 2017 % ⁽²⁾	Number of Hourly Means (> 200µg/m ³) ⁽³⁾				
					2013	2014	2015	2016	2017
Cardiff Centre AURN	Urban Background	N	100	99	5	0	0 (14.98)	0	0

Notes:

Exceedances of the NO₂ 1-hour mean objective (200µg/m³ not to be exceeded more than 18 times/year) are shown in bold.

(1) Data capture for the monitoring period, in cases where monitoring was only carried out for part of the year.

(2) Data capture for the full calendar year (e.g. if monitoring was carried out for 6 months, the maximum data capture for the full calendar year is 50%).

(3) If the period of valid data is less than 85%, the 99.8th percentile of 1-hour means is provided in brackets.

Figure 2.5 – Trends in Annual Mean NO₂ Concentrations Measured at Cardiff Frederick Street AURN Site

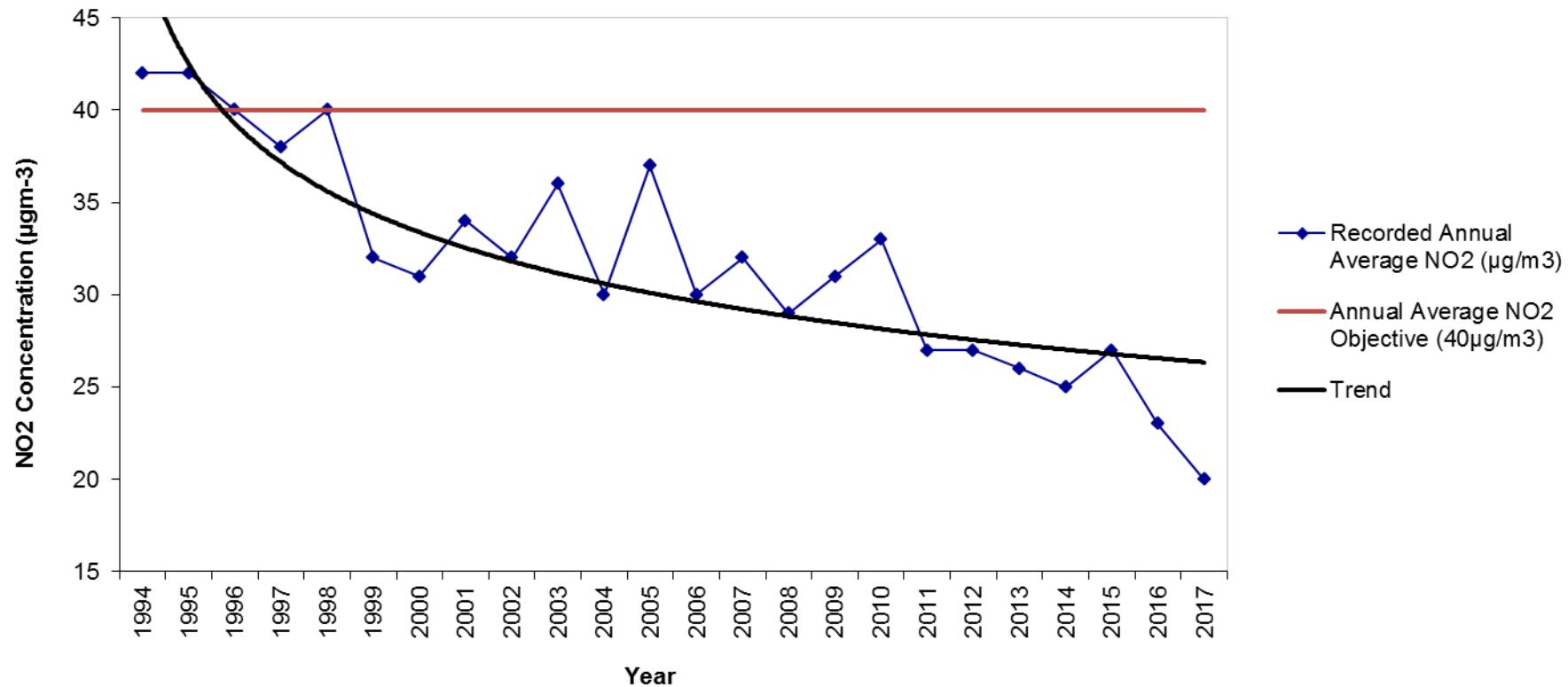


Figure 2.5 indicates a decreasing trend in annual average NO₂ concentrations in Cardiff's background levels. It must be noted that 2017 marks the lowest annual average value recorded value of 20 µg/m³.

Table 2.6 – Automatic Annual Mean PM₁₀ Monitoring Results (2013- 2017)

Site ID	Site Type	Within AQMA?	Valid Data Capture for Monitoring Period (%) ⁽¹⁾	Valid Data Capture 2017 (%) ⁽²⁾	Confirm Gravimetric Equivalent (Y or N/A)	PM ₁₀ Annual Mean Concentration (µg/m ³) ⁽³⁾				
						2013	2014	2015	2016	2017
Cardiff Centre AURN	Urban Background	N	100	91	N/A	19	16	16	15.1 ⁽³⁾	15.9

Notes:

Exceedances of the PM₁₀ annual mean objective of 40µg/m³ are shown in bold.

(1) Data capture for the monitoring period, in cases where monitoring was only carried out for part of the year.

(2) Data capture for the full calendar year (e.g. if monitoring was carried out for 6 months, the maximum data capture for the full calendar year is 50%).

(3) Data has been “annualised” as per Boxes 7.9 and 7.10 in LAQM.TG16 where valid data capture for the full calendar year is less than 75%. See Appendix C for details.

Table 2.7 – Automatic 24-Hour Mean PM₁₀ Monitoring Results (2013- 2017)

Site ID	Site Type	Within AQMA?	Valid Data Capture for Monitoring Period (%) ⁽¹⁾	Valid Data Capture 2017 (%) ⁽²⁾	Confirm Gravimetric Equivalent (Y or N/A)	Number of Daily Means > 50µg/m ³ ⁽³⁾				
						2013	2014	2015	2016	2017
Cardiff Centre AURN	Urban Background	N	100	91	N/A	3	4	5 (25.4)	1 (30.52)	2

Notes:

Exceedances of the PM₁₀ 24-hour mean objective (50µg/m³ not to be exceeded more than 35 times/year) are shown in **bold**.

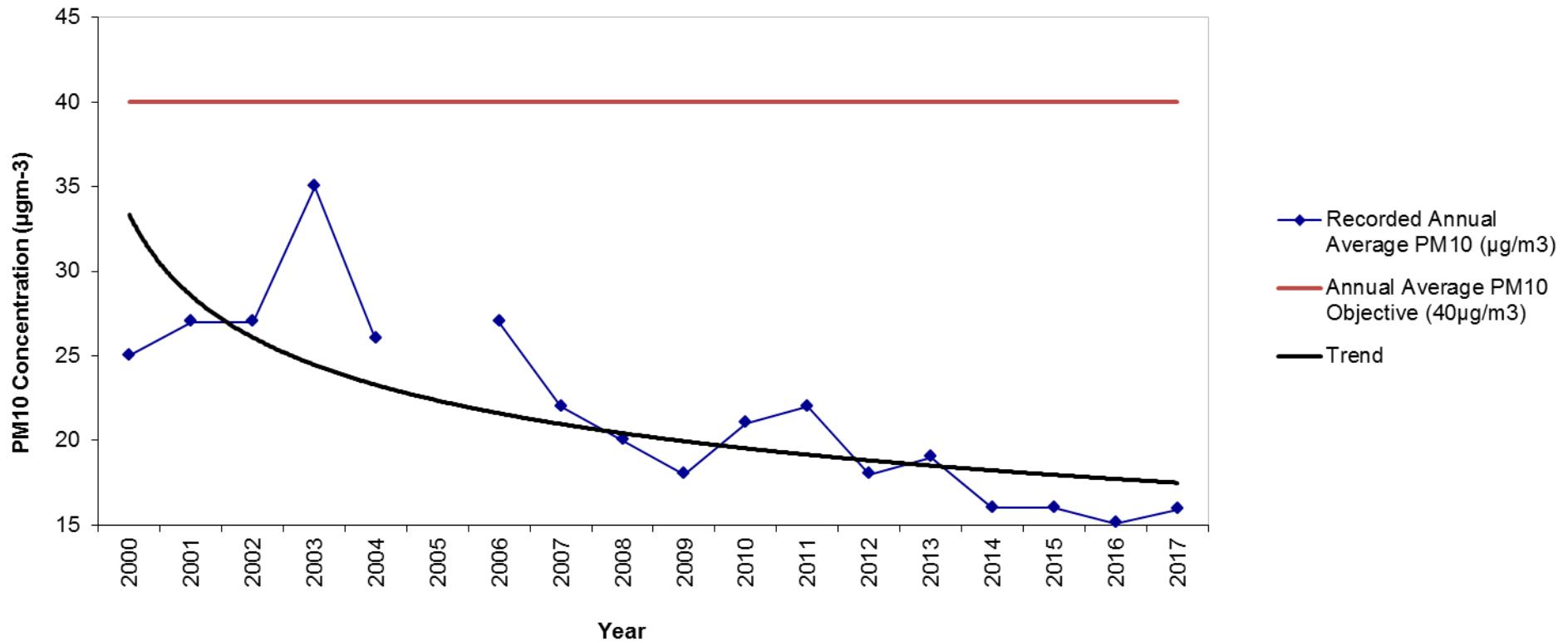
(1) Data capture for the monitoring period, in cases where monitoring was only carried out for part of the year.

(2) Data capture for the full calendar year (e.g. if monitoring was carried out for 6 months, the maximum data capture for the full calendar year is 50%).

(3) If the period of valid data is less than 85%, the 90.4th percentile of 24-hour means is provided in brackets.

Figure 2.6 – Trends in Annual Mean PM₁₀ Concentrations Measured at Cardiff Frederick Street AURN Site

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The displayed datasets indicate a downward trend in Cardiff's background PM₁₀ levels.

Table 2.8 – Automatic SO₂ Monitoring Results: Comparison with Objectives

Site ID	Site Type	Within AQMA?	Valid Data Capture for Monitoring Period (%) ⁽¹⁾	Valid Data Capture 2017 (%) ⁽²⁾	Number of Exceedences (percentile in bracket µg/m ³)		
					15-minute Objective (266 µg/m ³)	1-hour Objective (350 µg/m ³)	24-hour Objective (125 µg/m ³)
Cardiff Centre AURN	Urban Background	N	100	94.1	0	0	0

Notes:

Exceedances of the SO₂ mean objectives are shown in **bold**.

(1) Data capture for the monitoring period, in cases where monitoring was only carried out for part of the year.

(2) Data capture for the full calendar year (e.g. if monitoring was carried out for 6 months, the maximum data capture for the full calendar year is 50%).

(3) In accordance with LAQM TG(16), due to the fact data capture is <85% it is a requirement to report the 99.9th percentile for 15 minute SO₂, however in this instance it is the 99.9th percentile for 10 minute SO₂.

(4) In accordance with LAQM TG(16), due to the fact data capture is <85% it is a requirement to report the 99.7th percentile for 1 hour SO₂

(5) In accordance with LAQM TG(16), due to the fact data capture is <85% it is a requirement to report the 99.2nd percentile for 24 hour SO₂

Table 2.9 – Automatic Carbon Monoxide (CO) Monitoring Results: Comparison with Objectives

Site ID	Site Type	Within AQMA?	Valid Data Capture for Monitoring Period (%) ⁽¹⁾	Valid Data Capture 2017 (%) ⁽²⁾	Number of Exceedences	
					8-Hour Average Objective (10 µg/m ³)	
Cardiff Centre AURN	Urban Background	N	100	99.1	0	

Table 2.10 – Automatic Ozone (O₃) Monitoring Results: Comparison with Objectives

Site ID	Site Type	Within AQMA?	Valid Data Capture for Monitoring Period (%) ⁽¹⁾	Valid Data Capture 2017 (%) ⁽²⁾	Number of Exceedences	
					Number of days where the 8-hour mean >100µg/m ³	
Cardiff Centre AURN	Urban Background	N	100	97.5		3

2.3 Comparison of 2017 Monitoring Results with Previous Years and the Air Quality Objectives

During 2017 monitoring was carried out for nitrogen dioxide (NO_2), particulate matter (PM_{10}), sulphur dioxide (SO_2), carbon monoxide (CO) and ozone (O_3). There was no monitoring undertaken for benzene or 1-3-butadiene.

2.3.1 Nitrogen Dioxide (NO_2)

Nitrogen dioxide was measured during 2017 at one site equipped with an automatic NOx analyser and by a network of 77 passive diffusion tubes.

In order to ratify the 2017 diffusion tube dataset, a bias adjustment factor of 0.77 was applied to the annual average readings. The factor was derived from the Defra website which gave the average correction factor from 29 co-location studies across the UK, whereby the analytical laboratory and method used was the same as CC. The national bias correction factor was utilized as it would provide results representative of a worst case scenario. The bias correction factor of 0.77 was obtained from the following website: <http://laqm.defra.gov.uk/bias-adjustment-factors/national-bias.html>

Automatic Monitoring Data

Monitoring of NO_2 has continued to be carried out at the Cardiff City Centre Frederick AURN site. As previously discussed, April 2018 saw an additional AURN site implemented on Richard's Terrace just off Newport Road, Cardiff.

Datasets obtained from the Frederick Street AURN site have been cross referenced to the annual and 1-hour average objectives set for NO_2 . The findings summarised in **Tables 2.4 & 2.5** indicate compliance with both objectives.

Non- automated Monitoring Data

The nitrogen dioxide diffusion tube data is summarised in **Table 2.3**. The full dataset (raw monthly mean values) is included in Appendix A. All data displayed in **Table 2.3** has been bias adjusted and where necessary annualised in accordance with Box 7.10 of LAQM TG(16). Evidence of the sites annualised can be seen in Appendix C. The applied bias adjustment factor was 0.77, as described in Appendix C.

Table 2.3 shows that 10 of the 77 passive diffusion tubes recorded a concentration of NO₂ above the 40µg/m³ annual mean Objective in 2017. Of these 10 sites, 6 are inside one of the four established AQMAs.

Sites 172, 179, 180, 181 are not currently in an AQMA where the measured annual average concentration of NO₂ was above the 40µg/m³ annual mean objective in 2017. However, there is reasoning for these recorded exceedences;

Site 172 is placed on Ocean Way to monitor potential impacts of traffic resulting from industrial developments in the area. The site is not representative of relevant exposure, the nearest being >650m away. For 2018 Site 172 has been revoked from the monitoring network as it is felt that a strong trend of data has been collected at this location.

Site 179 is representative of the short-term 1-hour NO₂ objective **only**.

Sites 180 & 181 were implemented due to new developments with the potential for adverse air quality impacting the amenity of future occupants (Windsor House, Windsor Lane & Fitzalan Court, Newport Road). Both developments commenced construction in 2016, through into 2017, therefore influencing any datasets recorded. At the time of writing this report Section 106 contributions have been accepted via the planning system for the Fitzalan Court development. With the use of the s106 contributions an indicative real time monitor has been purchased to examine air quality levels, particularly NO₂ concentrations. Following relevant quality checks involving a comparison study with an approved quality checked real time monitoring site, it is envisaged for the monitor to be installed by the end of 2018.

Sites 186, 187, 188 are not representative of the locality associated with the annual mean objective set for NO₂. At each monitoring location there is no residential accommodation located at ground floor level. Where residential accommodation is present at these monitoring locations, it is located >3m above ground floor level. Therefore, datasets collected at these monitoring locations apply to the 1-hour objective set for NO₂.

Although CCC does have a commitment to achieving NO₂ levels as low as reasonably practical, targets must be set and therefore there is an agreement that **annual average** concentration levels <35µg/m³ are to be attained within all AQMA areas at locations which represent the specified locality of the air quality objective.

Sites 45, 133 & 140 outline elevated annual average levels for NO₂. For 2018 these monitoring locations have been amended and improved whereby the locality of the annual objective is preferred.

Sites 86 and 159 display increased levels in annual average NO₂ with annual readings recorded as;

Sites 86- 37.0µg/m³

Site 159- 38.6µg/m³

It has been suggested that these sites are susceptible to further examination following a review of 2018's complete dataset.

In 2018 the existing monitoring network has been sufficiently reviewed with 23 new locations implemented.

Examining Tables 2.3 & Figures 2.7/2.8, it is apparent that annual average NO₂ datasets in the City Centre, in and around the AQMA, continue to be elevated in 2017 showing little evidence of improvement from the 2016 datasets. Annual levels of NO₂ at residential accommodation on Westgate Street (Sites 126, 143 & 144) are approaching the objective with concentrations >38µg/m³. Figure 2.8 represents kerbside monitoring locations used to examine traffic flow patterns and associated air quality levels. The graph shows little improvement in levels, in fact an increase in levels has been recorded at the monitoring site on Havelock Street.

Figure 2.7- Trends in Annual Average NO₂ Concentrations Recorded at Façade Locations on Westgate Street

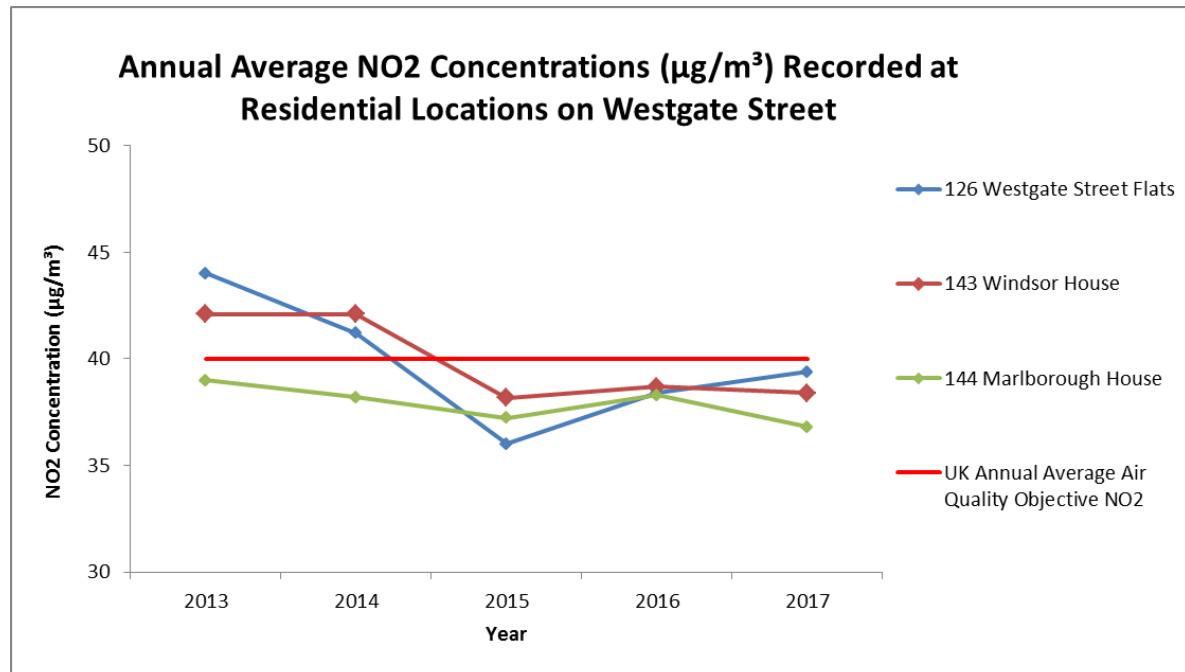
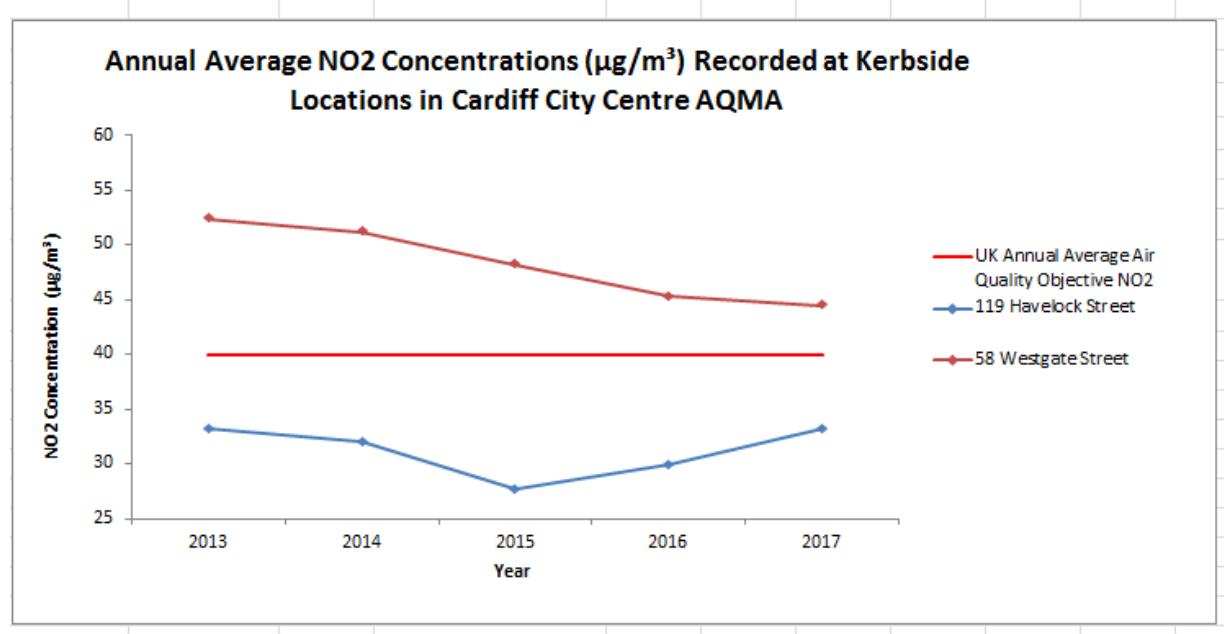


Figure 2.8- Trends in Annual Average NO₂ Concentrations Recorded at Kerbside Locations in Cardiff City Centre



Monitoring undertaken within the Ely Bridge AQMA, at the façade of residential property (Site 117) indicates improved but still considered elevated levels.

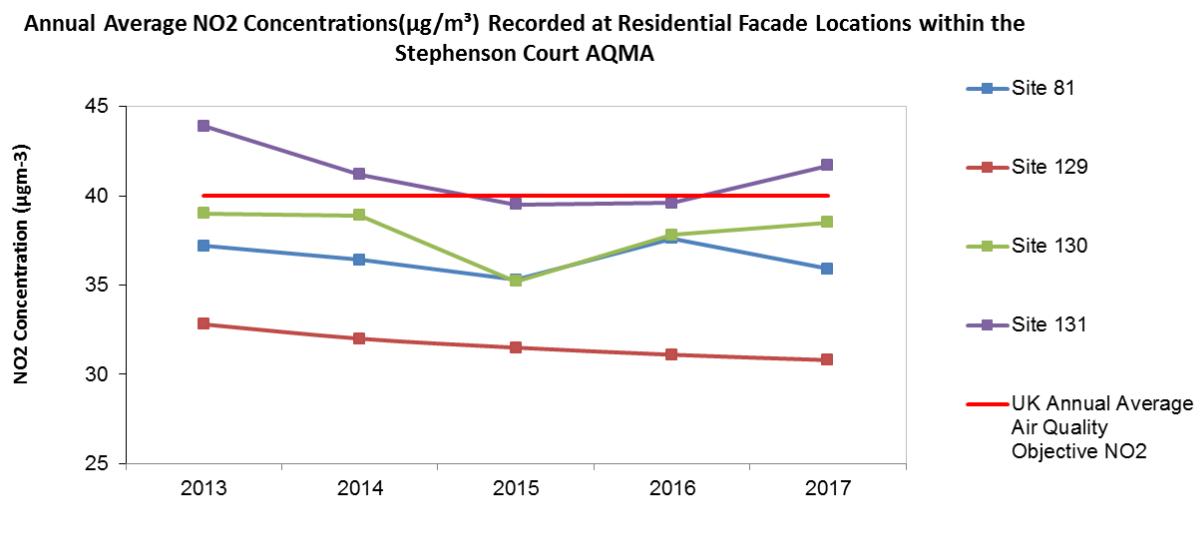
Residential monitoring locations with the Llandaff AQMA (Sites 99 and 161) showed compliance with the annual average objective, both results recorded at 31.0 $\mu\text{g}/\text{m}^3$ & 33.4 $\mu\text{g}/\text{m}^3$. The 2017 APR

highlighted that any decision made to revoke the AQMA needs to be mindful of the potential development of the strategic LDP sites to the north of the AQMA, Plasdwr and BBC Studios. Whilst detailed air quality assessments undertaken as part of the planning process have modelled that there is unlikely to be a detrimental impact on air quality levels in the AQMA, this can only be fully verified through on going monitoring.

In an effort to reassure local residents and to be totally satisfied that levels will remain compliant with the NO₂ standard Shared Regulatory Services (SRS) have reviewed the non-automatic monitoring network of NO₂ diffusion tubes for 2018. As result **new and amended monitoring sites** have been allocated. Officers will further assess the potential to implement real-time capabilities in the Llandaff AQMA as part of our statutory duties under Part IV of the Environment Act 1995.

Please note In 2017 Site 33 was relocated to the residential façade of the occupied old police station, this being the position whereby previous years' distance correction calculations was undertaken to. By relocating the monitoring station to the façade of the old police station, thus representing worse-case exposure as an increased level of certainty can be associated with the annual average result as no further correction via the use of the "fall-off" calculator is necessary. It could be argued that the site's location change would require a new site ID, however in this instance it was felt necessary to keep the ID the same and clearly show the difference between NO₂ datasets at the kerbside and façade location.

Figure 2.9- Trends in Annual Average NO₂ Concentrations Recorded at Residential Façade Locations within the Stephenson Court AQMA.



Three of the four monitoring sites within the Stephenson Court AQMA (Sites, 81, 129 & 130) showed compliance with the annual average objective, however results remain elevated, particularly at Site 130 which is encroaching on the UK objective.

There are 10 façade-based diffusion tube sites with complete annual mean datasets from 2002, i.e. from when the Council started determining an annual bias-adjustment factor. These sites are numbers 16, 49, 81, 82, 85, 86, 96, 97, 99 and 100. Bias-adjusted nitrogen dioxide concentrations from these 10 sites have been averaged for each year and plotted in Figure 2.4 to give a combined, representative trend over the years since 2002.

The plot seems to indicate a very slow, gradual increase in nitrogen dioxide concentrations in earlier years, possibly influenced by the noticeable concentration peaks in 2003, 2007 and 2010. It is evident that average concentrations dropped significantly for years 2014 & 2015 and somewhat stabilised for the recent years after.

In accordance with LAQM best practise guidance; there are no monitoring sites in the district with annual average concentrations above $60\mu\text{g}/\text{m}^3$ in 2017. Therefore this indicates it is unlikely that the hourly nitrogen dioxide objective was exceeded.

2.3.2 Particulate Matter (PM_{10})

As described in previous sections, monitoring of PM_{10} has continued to be carried out at the Cardiff Centre AURN monitoring site and the summary data is given in Tables 2.6 and 2.7.

The results of the monitoring indicate that recorded PM_{10} concentrations at the Cardiff City Centre AURN monitoring station are compliant with both the annual mean ($40\mu\text{g}/\text{m}^3$) and 24-hour mean ($>50\mu\text{g}/\text{m}^3$ not to be exceeded more than 18 times per year) AQS objectives set for PM_{10} .

2.3.3 Sulphur Dioxide (SO_2)

Sulphur dioxide was measured at the Cardiff Centre AURN automatic monitoring site during 2017. The site is classified as “Urban Background” and is a relevant location for the 15-minute and 1-hour Objectives. Data for the monitoring is given in Table 2.8.

There were no exceedences of the set objectives during 2017.

2.3.4 Benzene

No monitoring of Benzene was undertaken by SRS on behalf of Cardiff Council in 2016.

2.3.5 Other Pollutants Measured

During 2017 monitoring for ozone and carbon monoxide was carried out in Cardiff. Details are in the following sections

Carbon Monoxide

Carbon monoxide was monitored at Cardiff Centre AURN during 2017.

Data capture at for the whole year at the Cardiff Centre AURN site was 99.1% and there were no exceedences of the objective. Table 2.9 summarises the findings.

There continues to be no risk of the National Air Quality Standard being exceeded.

Ozone (O_3)

Cardiff Council monitors Ozone due to its potential correlations with other pollutants. In 2017, ozone was measured at the Cardiff City Centre, Frederick Street AURN site. Although Ozone is not included in the Local Air Quality Management system, the results are included in Table 2.10 for completeness.

The results are compared with the running 8-hour mean objective as set by the Expert Panel on Air Quality Standards (EPAQs) which states the running 8-hour mean should not exceed 100 $\mu\text{g}/\text{m}^3$ on more than 10 days per year. There are three exceedences of the ozone objective in Cardiff in 2017.

2.4 Summary of Compliance with AQS Objectives as of 2017

Shared Regulatory Services have reviewed the results from the monitoring undertaken across the Cardiff in 2017.

The datasets indicate that the annual average objective for NO₂ was breached at monitoring locations outside of the existing AQMAs (Sites 172, 179, 180 & 181).

It is felt that at this stage no further detailed assessments are required;

Site 172 is placed on Ocean Way to monitor potential impacts of traffic resulting from industrial developments in the area. The site is not representative of relevant exposure, the nearest being >650m away. For 2018 Site 172 has been revoked from the monitoring network as it is felt that a strong trend of data has been collected at this location.

The 1-hour objective for NO₂ need only apply to site 179.

Sites 180 & 181 were implemented to monitor air quality levels and therefore the potential impacts to future occupants at new development sites. These developments were still under construction in 2017 and therefore datasets collected will be negatively influenced.

3. New Local Developments

3.1 Road Traffic Sources (& other transport)

SRS on behalf of Cardiff Council continue to work and engage with the Transport and Highways team in Cardiff Council, consulting upon any road network proposals that has the potential to influence local air quality levels.

3.1.1 Narrow Congested Streets with Residential Properties Close to the Kerb

Cardiff Council has considered road traffic sources extensively in both this and each year in earlier reports; the monitoring network is very largely focused on measuring concentrations of nitrogen dioxide close to many of them. These have been discussed either in previous reports or earlier in this report.

There are no newly identified road traffic sources which need to be considered.

For 2017 SRS on behalf of Cardiff Council confirms that there are no new/newly identified congested streets with a flow above 5,000 vehicles per day and residential properties close to the kerb, that have not been adequately considered in previous rounds of Review and Assessment.

3.1.2 Busy Streets Where People May Spend 1-hour or More Close to Traffic

Datasets collected from improved monitoring locations along Kingsway/ Duke Street/ Castle Street Link area have been compared to the 1-hour objective set for NO₂ due to the fact each site is known for commercial use at ground floor level. Levels are shown to be compliant with the objective.

There are no new locations identified since the Council's 2017 Progress Report was submitted and there is no need to consider this further at this time.

SRS on behalf of Cardiff Council confirms that there are no new/newly identified busy streets where people may spend 1 hour or more close to traffic.

3.1.3 Roads with a High Flow of Buses and/or HGVs.

Other than Westgate Street, there are no roads in Cardiff where buses, coaches and HDVs account for >20% of road traffic, where flow of these vehicles is >2500 and there is relevant exposure within 10m of the kerb.

SRS on behalf of Cardiff Council confirms that there are no new/newly identified roads with high flows of buses/HDVs.

3.1.4 Junctions

Junctions have been fully considered in previous annual reviews and assessments.

SRS on behalf of Cardiff Council can confirm that there are no new/newly identified busy junctions/busy roads where exceedences of either the nitrogen dioxide or PM₁₀ objectives are likely.

3.1.5 New Roads Constructed or Proposed Since the Last Round of Review and Assessment

SRS on behalf of Cardiff Council can confirm that there are no new/proposed roads.

3.1.6 Roads with Significantly Changed Traffic Flows

Ratified traffic data has been examined and there are no roads in Cardiff which have experienced traffic flow (AADT) growth of 25% or more in the preceding three years.

There is increasing evidence from the traffic measurements both locally and regionally to suggest that, for economic and other reasons, traffic growth on major routes has stopped year-on-year and may even have declined recently. This has, for example, resulted in a number of air quality assessments submitted with planning applications assuming current levels of road traffic as a worst-case scenario.

It should be noted that Cardiff Council is actively implementing its traffic management policy of a 50:50 modal split, i.e. 50% of journeys being made other than by the private car. This is not just for new developments but also for the local road network as a whole.

The Council is currently considering planning applications for significant housing and mixed used developments at a number of “strategic sites” across the city.

SRS on behalf of Cardiff Council can confirm that there are no new/newly identified roads with significantly changed traffic flows.

3.1.7 Bus and Coach Stations

The 2017 APR outlined planning application (16/02731/MJR). The planning application was subject to approval following the fulfillment of a number planning conditions that accompanied the application in regards to air quality. However, at the time of writing this report the application has been amended and therefore has been resubmitted as a new application (18/01705/MJR). Air Quality Assessments have been submitted and an initial response from Cardiff Council has been made.

In November 2016 consent was granted for a Cardiff West Bus Interchange.

SRS on behalf of Cardiff Council can confirm that there are no relevant bus stations in the Local Authority area.

3.1.8 Airports

There are no airports in Cardiff. The nearest airport is Cardiff International which is located approximately 15 miles to the west of Cardiff in The Vale of Glamorgan Council’s area.

There are no airports planned or proposed within the Council’s area and nowhere to put one.

SRS on behalf of Cardiff Council confirms that there are no airports in the Local Authority area.

3.1.9 Railways (Diesel and Steam Trains)

Cardiff is well-served by passenger rail transport. The main Swansea to London Paddington line is served by Cardiff Central Station. Additionally, there is a network of local-line services running, in the main, to the valleys north of Cardiff.

LAQM.TG(16) suggests that SO₂ emissions from diesel locomotives may be significant if there are outdoor locations where locomotives are regularly stationary for more than 15minutes and where

members of the public could be regularly exposed over this period at such locations.

LAQM.TG(16) also requires consideration exposure to nitrogen dioxide within 30m of certain specified railway lines in those areas where the annual mean background concentration is above $25\mu\text{gm}^{-3}$.

Stationary Trains

Stationary trains have been considered fully in earlier reports with regard to potential exceedences of the sulphur dioxide objective. No potential exceedences were found and nothing has changed in this regard since then. There is no need to further assess this source.

It should be recorded that works are now underway in preparation for the electrification of the main Swansea/Cardiff to London Paddington line. The effects of this on local emissions can be only beneficial.

Discussions with regard to the electrification of the local line network are ongoing.

SRS on behalf of Cardiff Council confirms that there are no locations where diesel or steam trains are regularly stationary for periods of 15 minutes or more, with potential for relevant exposure within 15m.

Moving Trains

LAQM.TG(09) introduced a new requirement to assess the potential for exceedence of nitrogen dioxide objectives. The assessment criteria are in relation to large numbers of diesel locomotive movements where there is relevant exposure within 30metres of the track in areas where the background annual mean concentration of nitrogen dioxide is above $25\mu\text{m}^{-3}$.

This assessment was carried out for the 2009 USA and nothing has changed in the intervening period. There is no need to further assess this source.

It should be recorded that works are now underway in preparation for the electrification of the main Swansea/Cardiff to London Paddington line. The effects of this on local emissions can be only beneficial.

Discussions with regard to the electrification of the local line network are ongoing.

SRS on behalf of Cardiff Council confirms that there are no locations with a large number of movements of diesel locomotives, and potential long-term relevant exposure within 30m.

3.1.10 Ports (Shipping)

The 2012 USA reported:

“Cardiff docks are not a ferry terminal, there is no Ro-Ro usage and no cruise liners use the port. There is some container traffic using the port and the docks handle bulk cargoes such as sand and grain. Coal-handling operations ceased some years ago.”

In accordance with LAQM.TG(16) guidance threshold of 5000 movements per annum, with relevant exposure within 250m of the berths and main areas or 15,000 large ship movements per annum, with relevant exposure within 1km of these areas is not close to being approached and the risk of exceedence of the SO₂ objectives is considered very small.

Nothing has changed in this regard since the last 2015 USA report at that time and there is no need to consider this source further.

SRS on behalf of Cardiff Council confirms that there are no ports or shipping that meet the specified criteria within the Local Authority area

3.2 Industrial / Fugitive or Uncontrolled Sources / Commercial Sources

3.2.1 New or Proposed Installations for which an Air Quality Assessment has been Carried Out

In September 2017, Cardiff Council received a planning proposal (referenced application (17/02130/MJR)) for the construction and operation of a 9.5MW biomass power plant, situated on land at Rover Way, Pengam, Cardiff. Air quality assessments and supporting technical notes have been compiled by certified appointed consultants in support of the application, to which it is concluded that potential impacts associated with the scheme are not significant. It is understood that the planning application for the biomass power plant is only at outline stage and as such detailed design and specification for the plant is yet to be undertaken. The planning application has been granted consent in June 2018 subject to approval for a number of applied conditions, including air quality specific conditions;

Condition

AIR QUALITY ASSESSMENT

Prior to the approval of any reserved matters application for the Biomass Power Plant an Air Quality Assessment (AQA) for the detailed design of the Biomass Plant shall be submitted to and approved in writing by the Local Planning Authority. The AQA shall include an assessment of the impact of the plant emissions and any necessary mitigation measures to ensure the overall impacts of the plant are acceptable. The plant shall be constructed in accordance with the approved details and maintained thereafter.

Reason: To ensure air quality is maintained to satisfactory levels and to avoid any adverse effect upon the integrity of the Severn Estuary European Sites and the Severn Estuary SSSI.

In terms of neighbouring authorities and any major proposed industrial installations, as previously declared in the 2017 APR; on the 31st July 2015 the Vale Council approved planning permission for the construction and operation of a biomass gasification facility at Woodham Road, Barry, CF63 4JE (Grid Reference ST 12610 67683). It was noted in the 2017 APR that Natural Resources Wales (NRW) were going through a second round of consultation in regards to a permit application for the proposed operation, submitted by Biomass UK NO.2 Ltd. This second round of consultation was formed as a result of a Section 5 amendment direction sanctioned by NRW; “NRW Schedule 5 notice re Biomass requesting more information” dated 4 May 2017. As part of the amendment a revised air

quality assessment (AQA) was submitted in July 2017. Following much dialogue involving comments passed by SRS on behalf of VoGC, NRW granted approval for the sites permit application in February 2018.

SRS on behalf of Cardiff Council has assessed new/proposed industrial installations, and concluded that no further air quality analysis via a detailed air quality assessment is necessary.

3.2.2 Existing Installations where Emissions have Increased Substantially or New Relevant Exposure has been introduced

In the 2017 APR it was outlined that a decision was sought after in regards to the modification of a S106 agreement that accompanies the Viridor Waste Management Facility in Trident Industrial Park, Splott. In July 2017 it was agreed that the S106 be modified and therefore the removal of the obligation that waste may only be acquired from the South East Wales Region.

SRS on behalf of Cardiff Council can confirm there are no industrial installations with substantially increased emissions or new relevant exposure in their vicinity within its area or nearby in a neighbouring authority.

3.2.3 New or Significantly Changed Installations with No Previous Air Quality Assessment

There are no new or significantly changed industrial installations for which previous air quality assessments have not been carried out and which could give rise to potentially significant emissions of regulated pollutants either within Cardiff or within neighbouring local authorities.

SRS on behalf of Cardiff Council can confirm that there are new or proposed industrial installations for which planning approval has been granted within its area or nearby in a neighbouring authority.

3.2.4 Major Fuel (Petrol) Storage Depots

As reported in the 2012 USA, there is one major fuel (petrol) storage depot in Cardiff. This is the Chevron Terminal located in Cardiff Docks which was assessed in previous reports. This installation is subject to an EPR Permit and regulated by the Council. Capacity and throughput at this site has not altered significantly for the worse since the last assessment and no new relevant exposure exists.

SRS on behalf of Cardiff Council can confirm that there are major fuel (petrol) storage depots within the Local Authority area, but these have been considered in previous reports.

3.2.5 Petrol Stations

There are no new petrol stations in Cardiff with throughputs greater than 2000m³ per annum with a busy road nearby where there is relevant exposure within 10m of the pumps.

It is not necessary, therefore, to consider this further.

SRS on behalf of Cardiff Council can confirm that there are no petrol stations meeting the specified criteria.

3.2.6 Poultry Farms

The criteria for assessing poultry farms are set out in Table 7.3, point 4 of TG(16) (Defra, 2016). No farms exceeding the relevant criteria (turkey units with greater than 100,000 birds, naturally ventilated units with greater than 200,000 birds or mechanically ventilated units with greater than 400,000) have been identified.

SRS on behalf of Cardiff Council can confirm that there are no poultry farms meeting the specified criteria.

3.3 Commercial and Domestic Sources

3.3.1 Biomass Combustion – Individual Installations

As highlighted in Section 3.2.1 planning consent, subject to the approval of conditions attached has been granted for a 9.5MW biomass power plant on land at Rover Way, Pengam, Cardiff. Updates of the development will be included in the 2019 APR for Cardiff.

3.3.2 Biomass Combustion – Combined Impacts

Previous reports have confirmed that there are no known areas in Cardiff where coal or solid fuel burning provides a significant level of primary household heating. Nothing has changed in this regard since the 2017 APR, despite the potential for increasing popularity of solid fuel heating with increased fossil-fuel prices, and there is no need to consider this further at this time.

SRS on behalf of Cardiff Council can confirm that there are no biomass combustion plants in the Local Authority area.

3.3.3 Other Sources

3.3.4 Domestic Solid-Fuel Burning

Previous reports have confirmed that there are no known areas in Cardiff where coal or solid fuel burning provides a significant level of primary household heating. Nothing has changed in this regard since the 2017 APR, despite the potential for increasing popularity of solid fuel heating with increased fossil-fuel prices, and there is no need to consider this further at this time.

It should be noted that the Council receives a number of enquiries each year from residents in respect of national or local requirements were they to wish to install log-burners or similar appliances in their homes. There are no smoke control area in Cardiff and hence no legal requirements with regard to appliances that may be installed. However, residents are always reminded of the legislation in respect of statutory smoke nuisance and, where they can't be persuaded otherwise for reasons of air quality and health, recommended to seek out an appliance certified for use in a smoke control area.

SRS on behalf of Cardiff Council can confirm that there are no areas of significant domestic fuel use in the Local Authority area.

3.4 New Developments with Fugitive or Uncontrolled Sources

There are no new locations where fugitive could occur which have not been covered by previous rounds of review and assessment and no locations where new relevant exposure has been introduced to existing locations.

It is not considered necessary to consider this further at this time.

SRS on behalf of Cardiff Council can confirm that there are no potential sources of fugitive particulate matter emissions in the Local Authority area.

3.5 Planning Applications

The Council continues to monitor the impact of proposed developments and recent developments already underway or in use.

The following developments may either be of significance in respect of local air quality or be a proposed development where air quality is a consideration.

3.5.1 LDP Strategic Sites North West

Since the LDP was adopted, numerous outline planning permissions have been granted in respect of Strategic Sites C and D in the North West of Cardiff. The outline applications submitted in respect of Strategic Site C comprise:

14/02188/MJR – Land South of Pentrebane Rd – approved 13/12/16

Up to 290 residential dwellings (C3), open space (including childrens play space), landscaping, sustainable urban drainage, vehicular access, pedestrian and cycle accesses and related infrastructure and engineering works.

14/02157/MJR – Land North and South of Llantrisant Rd – outline application approved

09/08/2016

The development of up to 630 residential dwellings (use class c3, including affordable homes), primary school (use class d1), visitor centre/community centre (use class d1), community centre (use class d1), open space (including children's play spaces), landscaping, sustainable urban drainage, vehicular accesses, bus lanes, pedestrian and cycle accesses and related infrastructure and engineering works.

14/02733/MJR – North West Cardiff – approved 20/03/2017

Outline planning application with all matters reserved apart from strategic access junctions for residential-led mixed use development, to be developed in phases, including preparatory works as necessary including demolition and re-grading of site levels; up to 5,970 residential units (use class c3, including affordable homes); 3 no. Local centres providing residential units, convenience shops and facilities/services (including up to 7,900 sq m in use classes a1-

a3) and 1no. District centre providing residential units, up to 12,000 sq m in use classes a1-a3 including up to two food stores (up to 5,000 sq m gross) with associated parking, up to 15,500 sq m of use class b1(a), b1(b) and b1(c); provision of up to 5,100 sq m of community and healthcare facilities across the district and local centres (use classes d1 and d2); provision for 3no. Primary schools and 1no. Secondary school; open space including allotments; parks; natural and semi natural green space; amenity green spaces; facilities for children and young people; outdoor sports provision including playing pitches; associated infrastructure and engineering works including new vehicular accesses, improvement works to the existing highway network, new roads, footpaths/cycleways, a reserved strategic transport corridor; up to 1 no. Electricity primary-substation and landscaping works (including suds).

16/00106/MJR – Goitre Fach Farm, Llantrisant Rd – approved 27/04/17

Outline planning application (all matters reserved apart from strategic vehicular, cycle and pedestrian access into the site) for the demolition of existing buildings and residential development of up to 300 dwellings on site to include open space (including children's play space), landscaping. Sustainable urban drainage, vehicular access, pedestrian and cycle accesses and related infrastructure and engineering works.

A single outline application has been submitted in respect of Strategic Site D, below, and none to date in respect of Strategic Site E.

14/00853/DCO – Land to the North of M4 Junction 33 – approved 07/09/2017

Comprehensive development of 'Land to the North of Junction 33 of the m4' to create a new community containing: A range of new homes, including houses, apartments and some sheltered accommodation for the elderly (Use Classes C2 and C3), a park and ride facility and transport interchange or hub, community facilities including a new primary school and community centre (Use Class D1), a local centre including shops (Use Class A1), financial and professional (Use Class A2), food and drink (Use Class A3) and a clinic or surgery (Use Class D1), new offices, workshops and research and development facilities (Use Classes B1 with ancillary B2 and B8), a network of open spaces including parkland, footpaths, sports pitches and areas for informal recreation, new roads, parking areas, accesses and paths, other ancillary uses and activities, and requiring; site preparation, the installation or improvement of services and infrastructure; the creation of drainage channels;

improvements/ works to the highway network and other ancillary works and activities.

The impact of the above proposals on the environment has been fully considered in the determination of each of the above applications and subsequent related applications. The LDP has two key policies to ensure that the impacts on air quality from developments do not impede on public health or the environment, and these are;

KP18 deals with Natural Resources:

"In the interests of the long-term sustainable development of Cardiff, development proposals must take full account of the need to minimise impacts on the city's natural resources and minimise pollution, in particular the following elements:... (iii). Minimising air pollution from industrial, domestic and road transportation sources and managing air quality;"

EN13, which addresses air, noise, light pollution and contaminated land:

"Development will not be permitted where it would cause or result in unacceptable harm to health, local amenity, the character and quality of the countryside, or interests of nature conservation, landscape or built heritage importance because of air, noise, light pollution or the presence of unacceptable levels of land contamination."

To comply with the referenced policies, appropriate air quality assessments have been undertaken and submitted as part of the planning applications for the proposed developments. The submitted air quality assessments have been undertaken in line with best practise guidance and consider future air quality levels for the established Llandaff AQMA.

The air quality assessments have captured various scenarios using air quality dispersion modelling software. The impacts of the proposed development and other strategic developments in Cardiff's Local Plan has been assessed alone and in combination in a series of sensitivity tests utilising dispersion modelling software. The assessments indicate that the impact to the Llandaff AQMA will be insignificant when considering both the individual LDP developments and the cumulative impact of the developments.

An Environmental Statement was submitted as part of each outline application mentioned above and provided a comprehensive assessment of the potential impacts of the proposed development, which covered the following topics: Socio Economic, Transportation, Water Resources, Ecology, Landscape & Visual, Noise & Vibration, Air Quality, Heritage, Agriculture and Soils, and Cumulative & Residual effects. Each ES considered both the traffic and air quality impact of the developments, including the impact on the Llandaff Air Quality Management Area during both the construction and operational phases, which was carefully considered in the assessment of the applications.

The Planning Committee report for each outline application summarises the development proposals, the responses of consultee and third party responses, provides an analysis of the impact of the developments – including traffic and air quality impacts, and sets out the planning obligations and conditions considered necessary to manage their impacts and allow the proposals to come forward for development. Furthermore, the applications were approved subject to extensive mitigation in the form of detailed highway improvement works, a suite of transport conditions (encompassing detailed highway improvement works, car and cycle parking, street cross sections, travel plans, traffic monitoring, phasing, construction environmental management plans) and a package of s106 contributions for off-site highway improvement measures. The improvement measures will be phased to support the implementation of the strategic sites and help achieve the LDP city-wide 50:50 modal split target.

Together, the developments will deliver new and improved pedestrian and cyclist routes and facilities, bus priority measures, improved bus services and new routes and stops. Future public transport routes will also be protected. Traffic signal, junction and traffic management improvements will help to manage the flow of traffic on the network and hold queues in appropriate locations outside of AQMAs. A Park & Ride facility was also secured as part of Strategic Site D. The developments include travel plan measures and financial contributions towards air quality monitoring. The Planning Committee report for each application confirmed that the Environmental Statements were taken into consideration in the assessment of the application, that the conclusions were considered sound, and that there were no demonstrable or compelling reasons which indicate sufficient harm to warrant refusal of the application, with all material factors, policy implications and issues raised through consultation satisfactorily addressed.

3.5.2 Central Business District

The 2017 APR outlined planning application (16/02731/MJR). The application was subject to approval with needed compliance in accordance with specific conditions that addressed air quality. At the

time of writing this report the application has been amended and therefore been resubmitted as a new application (18/01705/MJR). An update on the decision of this application will be provided in the 2019 APR.

3.5.3 City Road- Student Accommodation

During the course of 2017 and 2018 there have been many pre planning applications and full planning applications received by Cardiff's planning department. The applications are concentrated along City Road, Cardiff and outline plans for the development of multi- storey student accommodation facilities. The proposals are "car-free" and therefore do not increase pressures onto the local road network, however the locality of the developments is a concern given the increased levels of NO₂ monitored along City Road. The applications have been treated holistically in terms of air quality. The applicants have been requested to consider both construction and operational phases of the developments. Based on received comments and observing design and access statements which support the applications, it is noted that the developments do not accommodate residential units at ground level and therefore it is felt that only the short term (1-hour) air quality objective for NO₂ only need to be considered.

3.5.4 Velindre Cancer Centre (17/01735/MJR)

PROPOSED VELINDRE CANCER CENTRE INCLUDING SPECIALIST CANCER TREATMENT CENTRE, CENTRE FOR LEARNING, RESEARCH AND DEVELOPMENT, PRIMARY MEANS OF ACCESS (FROM CORYTON INTERCHANGE), EMERGENCY ACCESS (VIA HOLLYBUSH ESTATE), TEMPORARY CONSTRUCTION ACCESSES, PARKING, ENERGY CENTRE, LANDSCAPE WORKS, PEDESTRIAN PATHS, AND MAGGIE'S CENTRE. | Land to the north-west of Whitchurch Hospital Playing Fields

The proposal was supported by an Environment Impact Assessment that included air quality detailed modelling. The Air Quality Assessment (AQA) considered the construction phase and operational phase impacts associated with the proposed development.

The main outcomes to be drawn from the report are;

1. *The results from the construction dust assessments show that the construction activities associated with the proposed development would result in a 'Medium' to 'High' risk for dust soiling, a 'Low' to 'Medium' risk for PM10 health effects and a 'Low' to 'Medium' risk for ecological effects (without mitigation).*
2. *The results from the operation phase assessment show that the energy centre and changes in traffic associated with the proposed development are expected to have a negligible impact on new and existing receptors. The predicted concentrations at the proposed development are well below the air quality objectives and therefore the site is considered suitable for the introduction of new receptors.*

On the grounds of air quality there were no crucial concerns with regards to the proposal. In 2018 the proposal was granted permission by Cardiff Council, subject to compliance with the conditions specified.

3.5.5 Rover Way Biomass Power Plant (17/02130/MJR)

17/02130/MJR | THE REMOVAL OF FILL MATERIAL AND THE CONSTRUCTION OF A BIOMASS POWER PLANT (UP TO 9.5MW) AND A MAXIMUM OF 130,000 SQ. FT. OF INDUSTRIAL ACCOMMODATION (B8 USE CLASS), NEW ACCESS ROADS AND ASSOCIATED LANDSCAPING WORKS | LAND AT ROVER WAY, PENGAM

Please see **Section 3.2.1** for more information.

3.5.6 Hallinans House Student Accommodation (17/01063/MJR)

As detailed by the design brief;

The proposed development will require the demolition of Hallinan's House and the construction of a new tall building (over 30 storeys), that will provide accommodation for up to 500 students. It lies close to an Air Quality Management Area (AQMA) declared by Cardiff City Council for exceedances of the annual mean nitrogen dioxide objective. The development will not significantly increase traffic on local roads. The new student accommodation will, however, be subject to the impacts of road traffic emissions from the adjacent road network.

As instructed by Council officers an AQA was submitted in accordance with the referenced planning application. The report quantified the air quality impacts associated with the construction and operation phases of the proposed student accommodation.

Air quality conditions for new residents within the proposed development have also been considered. Nitrogen dioxide concentrations are predicted to be above the air quality objectives at the northwest corner of the building, up to the fifth floor level. Mitigation is therefore required to ensure that air quality is acceptable throughout the building, and that the site is therefore suitable for the proposed use.

The main outcomes to be drawn from the report are;

- The construction works will give rise to a *Medium* Risk of dust impacts. It will therefore be necessary to apply a package of mitigation measures to minimise dust emissions. With these mitigation measures in place, the overall impacts during construction will be ‘not significant’.
- Emissions from the proposed CHP and boilers within the proposed development will lead to an increase in nitrogen dioxide concentrations at nearby existing properties. The assessment has demonstrated that increases in both 1-hour mean and annual mean concentrations of nitrogen dioxide at existing properties will be *negligible*, and impacts will therefore be ‘not significant’.
- Air quality conditions for new residents within the proposed development have also been considered. Nitrogen dioxide concentrations are predicted to be above the air quality objectives at the northwest corner of the building, up to the fifth floor level. Mitigation is therefore required to ensure that air quality is acceptable throughout the building, and that the site is therefore suitable for the proposed use.

Due to the modelled elevated and exceeding levels of NO₂ predicted at the northwest corner of the building additional air quality modelling has been requested in the form of a condition which must be complied to prior to any works other than demolition and remediation works.

Condition- Additional Air Quality Dispersion Modelling

No development other than demolition and remediation works shall take place until an air quality assessment examining the projected air quality levels for NO₂ at the commercial and residential levels of the proposed development has been submitted to and approved in writing by the Local Planning Authority. The report shall consider the cumulative impact derived from nearby traffic and the on-site energy plant, accurately determining those areas and rooms where exceeding and elevated levels of NO₂ is predicted. Where annual average levels $\geq 36\mu\text{g}/\text{m}^3$ at residential rooms and $\geq 50\mu\text{g}/\text{m}^3$ at commercial areas are projected, mitigation measures shall be submitted to and approved in writing by the Local Planning Authority. The mitigation measures shall be implemented to the satisfaction of the Local Planning Authority prior to beneficial occupation and retained thereafter.

Reason: To safeguard the health of future occupiers of the proposed development.

3.5.7 Newport Road Residential Accommodation (15/03159/MJR)

In 2016 planning consent was permitted for the development of residential accommodation located on Newport Road, Cardiff. The permission was granted subject to compliance was met with conditions accompanying the permission.

Condition 12 (Air Quality), Planning Reference (17/02278/MJR)

Due to the locality of the proposed development which was directly adjacent to the boundary of the Stephenson Court AQMA the condition was implemented. An AQA was submitted in accordance with the condition. The report considered the potential impacts to future residents of the development due to the close proximity to the established Stephenson Court AQMA and nature of the location; adjacent to the busy road network A4161 Newport Road.

The report stipulated; ***Predicted concentrations across the site are below 80% of all relevant standards for all pollutants. On the basis of these results, no mitigation measures are required.***

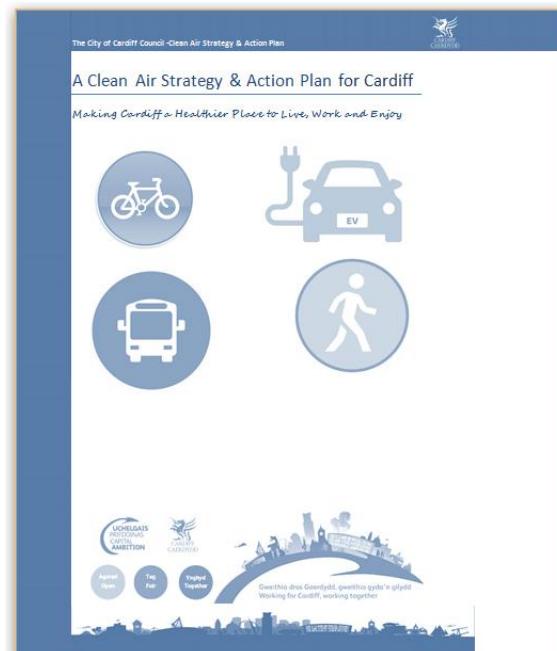
Following the review of the AQA the condition was approved and signed off. Construction is well underway at the proposed site.

4. Polices and Strategies Affecting Airborne Pollution

4.1 Local / Regional Air Quality Strategy

Cardiff's Clean Air Strategy and Action Plan

As outlined in the 2017 APR SRS on behalf of Cardiff Council are coordinating the development of a Clean Air Strategy (CAS) & Action Plan. The document outlines a citywide approach to mitigate poor air quality in Cardiff and recognises that interventions to address poor air quality cannot be utilised in silo and implemented locally. Therefore citywide measures need to be put into practise to hopefully provide citywide improvements to air quality.



As mentioned previously in this document the CAS & Action plan accompanies this 2018 APR as a separate document and fulfils the requirements of the LAQM process to produce an Air Quality Action Plan (AQAP). The document also captures the Direction given to CC in March 2018 by WG for Cardiff to address its air quality concerns along highlighted major road networks.

4.2 Air Quality Planning Policies

Cardiff's Local Development Plan (LDP) 2006-2026, forms the basis for decisions on land use planning in Cardiff up to 2026 and assumes that, within the plan's time frame, approximately 40,000 new jobs and 41,100 new dwellings will be developed in Cardiff as a direct response to Cardiff's role as the economic driver of the City-region.

In addition to its independent examination, the LDP was subject to a Strategic Environmental Assessment (SEA) to ensure that the policies reflect sustainability principles and take into account environmental impacts.

Policy KP2 of the LDP allocates 8 Strategic Sites to help meet the need for new dwellings and jobs. These strategic allocations on both greenfield and brownfield sites will include 500 homes or more

and/or include significant employment/mixed uses which will bring significant benefits to the city.

The sites are:

- (i) Cardiff Central Enterprise Zone;
- (ii) Former Gas Works, Ferry Road;
- (iii) North West Cardiff;
- (iv) North of Junction 33 on the M4;
- (v) South of Creigiau;
- (vi) North East Cardiff (West of Pontprennau);
- (vii) East of Pontprennau Link Road; and
- (viii) South of St. Mellons Business Park – Employment Only.

The LDP identifies that sustainable transportation solutions are required in order to respond to the challenges associated with new development by setting out an approach aimed at minimising car travel, maximising access by sustainable transportation and improving connectivity between Cardiff and the wider region.

The Plan sets out a strategy to achieve this by making the best use of the current network, managing demand and reducing it where possible by widening travel choices. The aim is to secure a modal split of 50% car and 50% non-car modes.

The following LDP policies are of relevance to air quality;

KP14: HEALTHY LIVING

Cardiff will be made a healthier place to live by seeking to reduce health inequalities through encouraging healthy lifestyles, addressing the social determinants of health and providing accessible health care facilities. This will be achieved by supporting developments which provide for active travel, accessible and useable green spaces, including allotments.

KP18: NATURAL RESOURCES:

In the interests of the long-term sustainable development of Cardiff, development proposals must take full account of the need to minimise impacts on the city's natural resources and minimise pollution, in particular the following elements.....minimising air pollution from industrial, domestic and road transportation sources and managing air quality.

EN13: AIR, NOISE, LIGHT POLLUTION AND LAND CONTAMINATION

Development will not be permitted where it would cause or result in unacceptable harm to health, local amenity, the character and quality of the countryside, or interests of nature conservation, landscape or built heritage importance because of air, noise, light pollution or the presence of unacceptable levels of land contamination.

C6: HEALTH

Priority in new developments will be given to reducing health inequalities and encouraging healthy lifestyles through:

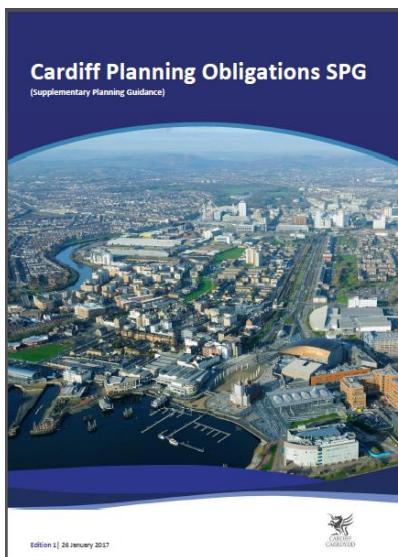
- i. Identifying sites for new health facilities, reflecting the spatial distribution of need, ensuring they are accessible and have the potential to be shared by different service providers; and*
- ii. Ensuring that they provide a physical and built environment that supports interconnectivity, active travel choices, promotes healthy lifestyles and enhances road safety.*

The LDP also outlines the approach the Council will take to increase the proportion of people travelling by sustainable modes and to achieve the 50:50 modal split target. This will involve:

- enabling people to access employment, essential services and community facilities by walking and cycling through, for example, high quality, sustainable design and measures to minimise vehicle speed and give priority to pedestrians and cyclists;
- developing strategic bus and rapid transit corridor enhancements and facilitating their integration with the wider transport network;
- facilitating the transfer between transport modes by, for example, improving existing interchanges and developing new facilities such as strategically located park and ride facilities; and
- maximising provision for sustainable travel within new developments and securing infrastructure investment which can support modal shift within existing settlements.

In addition to the measures identified directly in the LDP the Council has recently prepared Supplementary Planning Guidance (SPG) which supports and provides additional guidance on the policy aims of the LDP which will have benefits on Air Quality in Cardiff.

Planning Obligations (January 2017)



This document sets out the Council's approach to planning obligations when considering applications for development. It provides further guidance on how the policies set out in the LDP are to be implemented and will assist in securing the provision of sustainable development across the city.

Poor air quality can impact on people's health / quality of life and local authorities are required to assess air quality in their areas against National Air Quality Standards. Where the need arises as a result of a proposed development, the document confirms that developers will be requested to provide an Air Quality Assessment

and, in the event of an adverse assessment, a proposed scheme of mitigation measures. In addition to a scheme of mitigation measures, a financial contribution may be sought towards the site specific monitoring of air quality emissions.

In respect of Transportation and Highways, the SPG confirms the Council will maximise opportunities for trips generated by new development to be made by walking, cycling and public transport and seek to ensure that the highway network is able to accommodate road traffic movements associated with new development in a safe and efficient manner. The following guidance is covered:

- developments requiring the provision of a Transport Statement or Transport Assessment;
- the provision of on-site infrastructure necessary to serve the development;
- the provision of or contribution towards offsite highway works, public transport infrastructure/ facilities provision and local interventions where the need arise;
- integrating public transport; and
- travel plans detailing a long term management and monitoring strategy for the delivery of sustainable transport objectives through positive action.

Planning obligations SPG is available at;

[https://www.cardiff.gov.uk/ENG/resident/Planning/Planning-Policy/Supplementary-Planning-Guidance/Documents/Cardiff%20Planning%20Obligations%20SPG%20-Edition%201%20\(26th%20January%202017\).pdf](https://www.cardiff.gov.uk/ENG/resident/Planning/Planning-Policy/Supplementary-Planning-Guidance/Documents/Cardiff%20Planning%20Obligations%20SPG%20-Edition%201%20(26th%20January%202017).pdf)

4.3 Local Transport Plans and Strategies

Cardiff is growing and changing, and this brings more journeys and more pressures on Cardiff's transport network. Reducing the number of car journeys made in the city, and promoting the use of active and sustainable modes of travel, are central to Cardiff Council's Transport Strategy and in improving air quality in the city. The LDP sets the target of achieving a 50:50 modal split – this means that 50% of all journeys need to be made by sustainable transport by 2026 in order to accommodate the future development set out in the LDP. Our policies set out in the LDP support the need to secure significant improvements to the public transport and active travel networks in combination with new developments.

Cardiff's Local Transport Plan (LTP) was approved by the Welsh Government in May 2015. The LTP sets out our main transport infrastructure proposals which will support this significant modal shift. The Local Transport Plan recognises the need to improve air quality. Its programme prioritises:

- development of active travel networks to increase walking and cycling for local journeys
- the provision of cycling infrastructure
- the bus network
- reduced speed limits
- reducing congestion
- improving transport efficiency and reliability
- bus based park and ride.

The Council has published an Annual Progress Report for Transport each year since 2002. These are available here:

<http://www.keepingcardiffmoving.co.uk/your-sustainable-travel-city>

Challenges

Cardiff Council is committed to achieving a 50:50 modal split by 2026, as set out in Cardiff's Local Development Plan (LDP) 2006- 2026. However, there are a number of challenges that Cardiff faces in order to meet the 50:50 modal split;

- **Future Growth** - Cardiff's LDP provides for 41,000 new homes and 40,000 new jobs in Cardiff by 2026. It is envisaged that this level of growth will generate a (net) road traffic increase by

32% and so existing pressures on Cardiff's transport network will be intensified. A significant shift is required from car use to sustainable travel;

- **Inbound Commuting Traffic** - 38% of Cardiff's workforce travel to Cardiff from outside the county area. This commuting workforce from outside the county area has seen a 10% increase 2004 - 2014. Figures from the Census conducted in 2011 suggest that between 76% - 84% of the commuting workforce travel by car;
- **Health** - There is an urgent need to encourage healthy and active lifestyles in Cardiff; only 25% of Cardiff residents meet physical activity guidelines and 53% are obese or overweight (Welsh Health Survey 2010 and 2011). Social isolation and loneliness is another major need in our local population;
- **Sustainable and Active Travel Availability** - Areas poorly served by sustainable transport modes often have high levels of car ownership and become heavily reliant on the car for daily travel. The quality of the public transport network is major challenge for Cardiff; Ask Cardiff Surveys outlined a 4% decrease in daily bus use between 2007 and 2014. Across the UK over the last 5 years the cost of running a car has decreased by 5% while the cost of the bus has increased by 14% (Department for Transport). There is also a need for cycling and walking improvements in Cardiff. Levels of cycling are continuing to increase but 82% of Cardiff residents think cycling safety needs to be improved (Bike Life 2015).

4.4 Active Travel Plans and Strategies

In September 2014, the Welsh Government introduced the Active Travel (Wales) Act. This measure legally requires Welsh local authorities to map and plan suitable routes for Active Travel within certain areas, as designated by the Welsh Government.

The Cardiff Cycling Strategy sets out an ambitious vision to double the number of cycling trips by 2026, from a 9.2% modal share in 2015 to 18.4% in 2026. In order to achieve this vision, it will be necessary to develop a comprehensive network of cycling infrastructure which is suitable for use by people of all ages and abilities, and to work with key



partners from employers, retail and schools to ensure that appropriate cycling facilities are provided at destinations and to promote cycling.

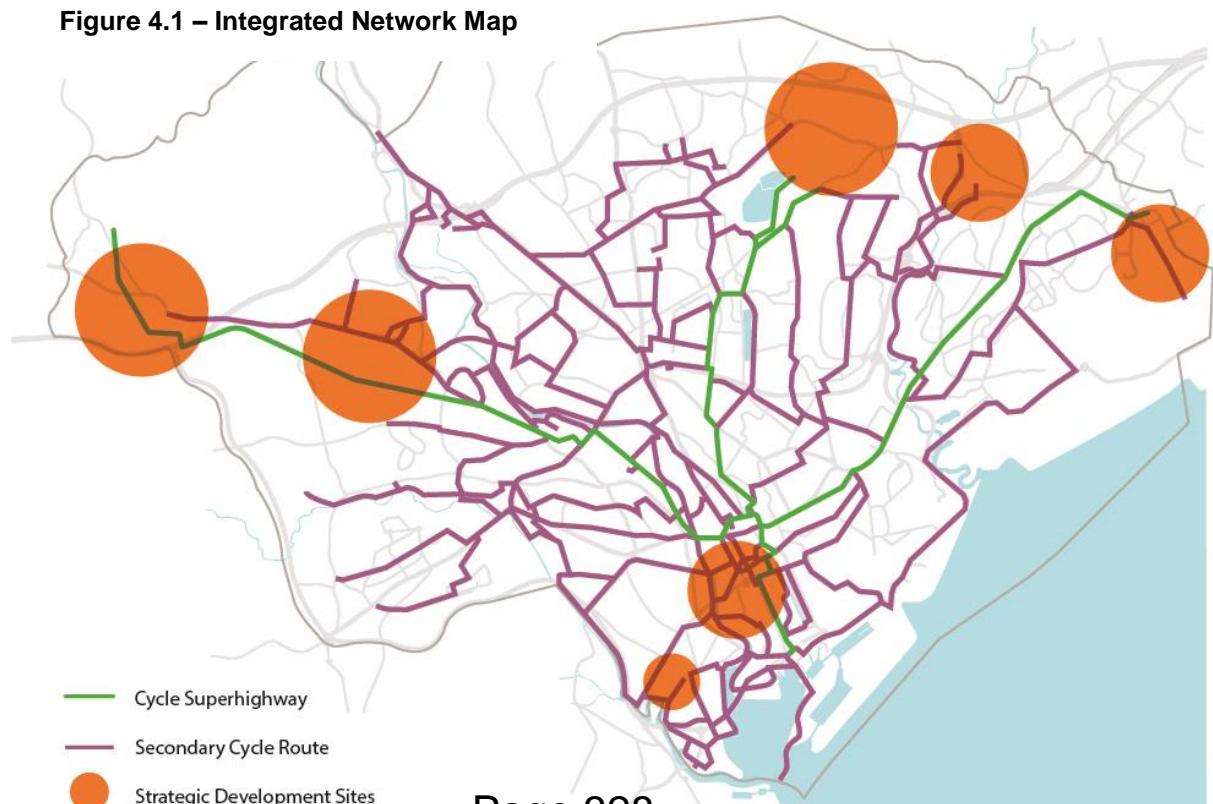
Infrastructure improvements for walking and cycling are planned and prioritised through the Integrated Network Map (INM) as detailed in

Figure 4.1. The INM defines a network of walking routes and cycling routes and a schedule of schemes to improve this network of routes over a 15 year period. In accordance with the requirements of the Active Travel Act, the INM will be submitted to the Welsh Ministers for approval in November 2017 and updated every 3 years.



The Cycling Strategy and INM sets out proposals for two new cycle superhighways which will provide high quality cycle routes, segregated from pedestrians and motor vehicles on busy roads, and will connect strategic development sites, existing residential areas, employment sites, the city centre and Cardiff Bay. These will be supported by a network of secondary routes.

Figure 4.1 – Integrated Network Map



4.4 Local Authorities Well-being Objectives

In 2015 Welsh Government made a new law called the Well-being of Future Generations (Wales) Act. The new law has the sustainable development principle at its heart. This means that we need to work in a way that improves wellbeing for people today without doing anything that could make things worse for future generations.

As highlighted in the earlier **Figure 1.5**, there are seven national well-being goals that form the basis of the Act and five ways of working which support the goals.

Figure 1.5- The Well- being of Future Generations (Wales) Act 2015 Matrix



CC adopts the principles of The Well-being of Future Generations (Wales) Act 2015. The Act is a significant enabler to improve air quality as it calls for sustainable cross-sector action based on the principles of long-term, prevention-focused integration, collaboration and involvement. It intends to improve economic, social, environmental and cultural well-being in Wales to ensure the needs of the present are met without compromising the ability of future generations to meet their own needs.

4.5 Green Infrastructure Plans and Strategies

Outlined in Cardiff's Local Development Plan (LDP) 2006- 2021, Policy **KP16** focuses upon Green infrastructure.

Policy KP16

Green Infrastructure

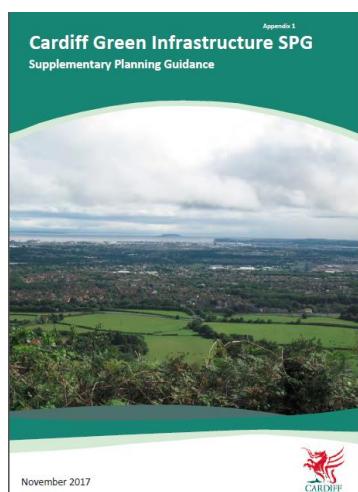
The policy aims to ensure that Cardiff's green infrastructure assets are strategically planned and delivered through a green infrastructure network. Other policies in the Plan provide more detailed guidance on aspects of these assets, together with supporting SPG.

Where development is permitted, planning conditions and/or obligations will be used to protect or enhance the natural heritage network.

New developments should incorporate new and / or enhanced green infrastructure of an appropriate size, type and standard to ensure no fragmentation or loss of connectivity.

Where the benefits of development outweigh the conservation interest, mitigation and/or compensation measures will be required to offset adverse effects and appropriate planning obligations sought. The implementation of policies designed to provide and protect public open space throughout Cardiff would also serve to offset any increase in recreational pressure on the Cardiff Beech Woods SAC, thereby helping to avoid likely significant effect upon that site.

Management of Cardiff's green infrastructure network should be in place prior to development, and appropriate planning obligations sought. SPG on this topic will more fully outline the extent of Cardiff's green infrastructure and how this policy can be implemented in more detail.



As previously mentioned a new Supplementary Planning Guidance (SPG) concerning Green Infrastructure was approved in 2017 by CC to provide a detailed understanding to the elements raised in the LDP.

- This document provides planning advice on a number of areas relating to development and the environment, including protection and provision of open space, ecology and biodiversity, trees, soils, public rights of way, and river corridors.

- The new document also differs from previous SPGs by providing more in depth design advice, aimed at giving developers a clearer understanding of the approach expected when submitting designs for new developments. By having this information up-front developers are better able to provide suitable designs to the Council through the planning process

4.6 Climate Change Strategies

Outlined in Cardiff's Local Development Plan (LDP) 2006- 2021, Policy **KP15** focuses upon Climate Change.

Policy KP15

Climate Change

A core function of the Plan is to ensure that all development in the city is sustainable, taking full account of the implications of reducing resource use and addressing climate change. This Policy provides a framework for sustainable growth by promoting development that mitigates the causes of climate change and which is able to adapt to its likely effects. This long-term approach is vital if Cardiff is to realise the economic, environmental and social objectives set out in the Vision.

To mitigate the effects of climate change and adapt to its impacts, development proposals should take into account the following factors:

- Reducing carbon emissions;
- Protecting and increasing carbon sinks;
- Adapting to the implications of climate change at both a strategic and detailed design level;
- Promoting energy efficiency and increasing the supply renewable energy; and
- Avoiding areas susceptible to flood risk in the first instance in accordance with the sequential approach set out in national guidance; and
- Preventing development that increases flood risk.

5. Conclusions and Proposed Actions

5.1 Conclusions from New Monitoring Data

Monitoring data for 2017 indicates that annual mean concentrations of nitrogen dioxide recorded at sites of relevant exposure, within the already established AQMAs, continue to be elevated or exceed the annual mean NO₂ Air Quality Standard (40µg/m³).

It is also noted that sites 86 and 159 display increased levels in annual average NO₂ with annual readings recorded as;

Sites 86- 37.0µg/m³

Site 159- 38.6µg/m³

It has been suggested that these sites are susceptible to further examination following a review of 2018's complete dataset.

5.2 Conclusions relating to New Local Developments/ Sources

Section 3.5 details a number of local developments which have either gained planning consent recently or for which a planning application has been received.

These applications have been handled accordingly where Air Quality Assessments have been produced and conditions applied accordingly.

5.3 Other Conclusions

There are no other conclusions to be drawn from the information provided herein.

5.4 Proposed Actions

As a result of the information provided herein it is proposed to

1. Produce and publish Cardiff Council's Clean Air Strategy and AQAP in 2018.
2. Continue monitoring within and around the existing AQMAs and other areas of concern. The diffusion tube network appointed by SRS on behalf of Cardiff Council will be examined.

3. Continue to drive Air Quality as a major aspect to be considered during any planning applications, most importantly Cardiff Central Development.
4. Submit an Annual Progress Report (APR) in 2018.

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38. Cardiff Council 2016 Progress Report
39. Cardiff Council 2017 Progress Report

Appendices

Appendix A: Monthly Diffusion Tube Monitoring Results

Appendix B: A Summary of Local Air Quality Management

Appendix C: Air Quality Monitoring Data QA/QC

Appendix A: Monthly Diffusion Tube Monitoring Results

Table A.2 – Full Monthly Diffusion Tube Results for 2017

Site	WAQF site id	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ave	DC (%)	Annualized Bias	Adjusted	City Centre AQMA	Stephens on Court AQMA	Llandaff North AQMA	Ely Bridge AQMA	
16	CCC-036	51.6	44.3	40.7	36.5	32.6	32.7	25.5	29.1	33.6	35.6	45.2	42.5	37.5	100	37.5	28.9					
33	CCC-054	40.3	51.9	39	42.3	43.1	43.7	34.7	37.8	42.6	41.7	47.2	50.3	42.9	100	42.9	33.0					
44	CCC-078	54.5	45.8	41.6	37.7	33.7	32.8	35.8	49	42.5	40.9	92	40.9	31.5								
45	CCC-097	41.1	41	40.5	46.5	30.6	35.6	37	43.1	54.2	46.8	44.1	95	44.1	33.0							
47	CCC-082	92.4	70.1	57	69.6	69.4	56.8	46.5				63.0		54	62.6	46.2						
49	CCC-083	39.8	42.9	39.4	43.4	32.9	30.1	29.2	14.2	35.1	35.7	51.1	37.7	36.0	100	36.0	27.7					
56	CCC-090	57.2	36	38	37.6	28.9	29.2	25	28.5	29.4	35.4	45.5	42.5	36.1	100	36.1	27.8					
58	CCC-092	73.4	45.9	71.8		51.9	53.1	53.5			76.7	59	60.7	67	57.8	44.5						
73	CCC-107	46.7	21.5	27.7	26.4	23.8	18.5	18.8	18.4	25.1	26.6	38.5	35.1	27.3	100	27.3	21.0					
81	CCC-118	58.4	53.6	46.2	47.6	41.4	41.1	30.5	37.5	43.3	40.1	61.4	57.9	46.7	100	46.7	35.9					
82	CCC-116	44.7	39.7	32.5	33.8	33.1	23.3	21.3	24.4	27.6	41.7	38.5	31.8	100	31.8	24.5						
83	CCC-109	40.1	38.8	31	34.9	30.3	34.7	37	26.5	24.9	30.6	40.3	35.6	32.6	100	32.6	25.3					
86	CCC-120	57.7	51.1	50.2	51.6	39	41.7	35.1	39.5	42.9	49.2	60	56.9	48.0	100	48.0	33.0					
96	CCC-130	60.1	49.8	31.4	42.8	44.3	32.4	33.3	33.5	37	33.7	53.2	45.5	41.3	100	41.3	31.8					
97	CCC-131	53.9	39.8	40.2	38.1	36	30.7	26.4	26.4	30.8	33.8	48.3	43.8	37.4	100	37.4	28.8					
98	CCC-132	47.7	42.3	36.8	35.9	32.9	28.5	21.5	24.2	27.8	30.8	40.8	38.7	34.0	100	34.0	26.2					
99	CCC-133	63.7	45.8	49.6	47.4	46.2	38.9	30.3	22	34.1	35.6	50.9	36.5	40.2	100	40.2	31.0					
100	CCC-134	54.4	41.5	35	36.3	37.4	31.9	29.4	31.2	33.3	39.5	45.6	44.6	38.3	100	38.3	29.5					
101	CCC-135	56.1	40.1	29.1	32.2	32.8	28.1	29.1	28.8	32.3	36.1	43.6	32.8	30.6	100	27.1	21.3					
102	CCC-136	35.8	31.6	31.6	31.6	31.6	18.9				38.8	33	33.3	32.3	100	27.2	20.9					
103	CCC-137	45	32.2	31.9			195				38.4	33	33.3	33	100	28.0	21.6					
106	CCC-140	53.6	46.3	44.2	43.1	35.8	32.7	30.2	32.8	34.9	42.2	54.7	40.4	40.9	100	40.9	31.5					
107	CCC-141	52.9	47.4	47.4	44.5	42.8		31.4	31.6	31.5		50	41.5	67	42.3		32.6					
111	CCC-145	41.4	32.7	25.2	27.3	34.1	22	20.5	16.4	21.2	13.8	32.8	25.7	26.1	100	26.1	20.1					
112	CCC-146	52.2	36.8	37.4	34.6	33.4	26.1	23.7	28.7	33.5	33.6	46.9	40	35.6	100	35.6	27.4					
115	CCC-149	55.5	50.4	41.2	42.1	36.9	36.3	31.4	36.7	38.7	41	51.1	47.1	42.4	100	42.4	32.7					
116	CCC-150	54.4	40.5	39.4	46.7	53.5	35.1	35.5	35.6	42	46.7	52.3	49.3	49.3	100	49.3	38.0					
118	CCC-153	54.4	40.5	39.4	46.7	53.5	35.1	35.5	35.6	42	46.7	52.3	49.3	49.3	100	49.3	38.0					
124	CCC-159	48.7	40.5	30.6	29.8	29.7	21.1	20.8	23.1	26.9	27.5	38.8	35	31.0	100	31.0	21.9					
126	CCC-160	59.6	43.2	53		41.6	48.4	45.8			59.1	47.3	51.3	67	51.2	39.4						
128	CCC-162	53.9	49.5	41.5	35.7	33.7	33.7	30.1	30.8	31.3	36.1	47.5	40.4	38.7	100	38.7	29.8					
129	CCC-163	54.2	41.6	40.6	38.2	33.1	32.3	33.6	38.6	37.4	34	49.7	47.4	40.1	100	40.1	30.8					
130	CCC-164	65.3	44.2	37.9	42.5	41.8	40.8	40.8	43.4	42.5	67.7	60.8	50.0	100	50.0	39.5						
131	CCC-165	51.5	41.5	40.5	40.5	40.5	40.5	40.5	40.5	40.5	48.3	69.8	63.9	54.2	100	54.2	48.5					
133	CCC-167	65.3	41.5	15.5	46.7	41.8	38.1	35.3	38.4	42	43	61.7	47.6	47.6	100	47.6	46.6					
134	CCC-168	63.8	31.4	31.4	31.4	31.4	31.4	31.4	31.4	31.4	31.4	58.5	51.1	50	48.5	57.3						
139	CCC-173	59.7	35.3	36.3	42.4	41.5	40.5	30	27.1	27.8	34.2	33.7	45.5	37.6	100	37.6	29.0					
140	CCC-174	64.3	58.8	48	45.1	51.5	37.9	32.6	34.2	39.6	43.8	52.4	40.3	45.7	100	45.7	35.2					
141	CCC-175	62.2	54.4	50.7	46.9	41.4	41.5	37.5	36.2	36	39.3	50.6	40.2	44.7	100	44.7	34.5					
143	CCC-177	58.5	53.3	60.1			43.2	51.5	44.6		52	56.1	52.4	67	49.9	38.4						
144	CCC-178	58.1	43	55.3			43.8	48.3	43.3		57.5	52.4	50.2	67	47.8	36.8						
145	CCC-179	56.4	38.2	38.2	38.2	38.2	38.6	38.6	38.6	38.6	38.6	30.8	52.9	38.4	100	38.4	29.6					
146	CCC-180	48.6	41.2	36.9	36.9	36.9	27.8	24.4	28.1	32.5	31.1	46.6	42.9	34.8	100	34.8	26.8					
147	CCC-181	57.9	41.3	36.3	36.3	36.1	36.1	36.1	24	22.9	27.1	29	41.1	37.6	100	34.0	26.2					
148	CCC-182	53.3	41.8	37.4	42.3	40.1	42.5	23.9	25.4	30.5	29.1	42.5	34.7	35.5	100	35.5	27.3					
149	CCC-183	51.8	42.5	50.5	50.8	41.8	31.7	33.7	40.6	41.8	41.9	53.8	52.1	42.2	100	42.2	32.5					
152	CCC-186	51.9	43.6	39.4	39.4	38.9	30.1	28.1	27.1	30.4	34.1	46.9	40.4	37.5	100	37.5	28.9					
153	CCC-187	54.9	46.2	40.3	41.5	37.6	33.8	28.4	31	32.5	34.5	51.4	41.4	39.7	100	39.7	30.6					
156	CCC-190	55.5	36.3	33.9	36.1	35.6	21.1	24	22.9	27.1	29	41.1	37.6	33.4	100	33.4	25.7					
157	CCC-191	51.6	45.5	42.1	35.6	30.3	27.1	29	30.5	32	31.5	46.5	36.7	36.7	100	36.7	28.3					
158	CCC-192	54.1	41.8	38.2	38.2	31.5	35.3	21.6	23.5	22.5	28	37.7	34.4	35.4	100	33.9	26.1					
159	CCC-193	63.5	51.7	51.4	56.6	51.6	33.3	37.7	42.9	44.7	46.4	62.1	54.8	50.2	100	50.2	35.4					
160	CCC-194	51.3	23.6	40.3		24.9	24.9	28.2	28.2		49.4	53.9	38.4	67	36.5	28.1						
161	CCC-195	63.9	50.4	40.2		36.3	36.3	28.5	28.5	34.8	43.4	48.6	43.4	43.4	100	31.1	24.0					
162	CCC-196	48	36.7	32.1	29.2	30.2	23.9	22	23.7	28.1	30	37.8	30.6	31.1	100	31.1						
163	CCC-197	46.4	39.4	34.4	32.3		25.5	23.4	22.7	23.7	29.8	41.3	35.6	32.2	92	32.2	24.8					
164	CCC-198	55.8	28.4	29	29.2	25.7	20.8	24	21.4	24.2	25	36.3	36.3	29.1	100	29.1	22.4					
165	CCC-199	56.1	25.9	19.9	18.6	16.8	10.5	13.2	16.1	14.3	16.9	29.7	25.9	19.8	100	19.8	15.2					
166	CCC-200	54.7	42.1	42.1	46.6	36.8	38.9	24.5	30	34	36.5	42.1	44.9	41.7	100	41.7	32.1					
167	CCC-201	49.7	32	40.9	38.6	35.8	29	25.9	30.3	29.5	34.2	39.2	33.9	34.9	100	34.9	26.9		</			

Notes:

Exceedances of the NO₂ annual mean objective of 40µg/m³ are shown in **bold**.

NO₂ annual means exceeding 60µg/m³, indicating a potential exceedance of the NO₂ 1-hour mean objective are shown in **bold and underlined**.

(1) See Appendix C for details on bias adjustment and annualisation.

(2) Distance corrected to nearest relevant public exposure.

Appendix B: A Summary of Local Air Quality Management

Purpose of an Annual Progress Report

This report fulfils the requirements of the Local Air Quality Management (LAQM) process as set out in the Environment Act 1995 and associated government guidance. The LAQM process places an obligation on all local authorities to regularly review and assess air quality in their areas and to determine whether or not the air quality objectives are being achieved. Where exceedances occur, or are likely to occur, the local authority must then declare an Air Quality Management Area (AQMA) and prepare a **DRAFT** Air Quality Action Plan (AQAP) within 18 months, setting out measures it intends to put in place to improve air quality in pursuit of the air quality objectives. The AQAP must be **formally** adopted prior to 24 months has elapsed. Action plans should then be reviewed and updated where necessary at least every 5 years.

For Local Authorities in Wales, an Annual Progress Report replaces all other formal reporting requirements and have a very clear purpose of updating the general public on air quality, including what ongoing actions are being taken locally to improve it if necessary.

Air Quality Objectives

The air quality objectives applicable to LAQM in Wales are set out in the Air Quality (Wales) Regulations 2000, No. 1940 (Wales 138), Air Quality (Amendment) (Wales) Regulations 2002, No 3182 (Wales 298), and are shown in **Table B.2**.

The table shows the objectives in units of microgrammes per cubic metre $\mu\text{g}/\text{m}^3$ (milligrammes per cubic metre, mg/m³ for carbon monoxide) with the number of exceedences in each year that are permitted (where applicable).

Table B.2 – Air Quality Objectives Included in Regulations for the Purpose of LAQM in Wales

Pollutant	Air Quality Objective		Date to be achieved by
	Concentration	Measured as	
Nitrogen Dioxide (NO₂)	200µg/m ³ not to be exceeded more than 18 times a year	1-hour mean	31.12.2005
	40µg/m ³	Annual mean	31.12.2005
Particulate Matter (PM₁₀)	50µg/m ³ , not to be exceeded more than 7 times a year	24-hour mean	31.12.2010
	18µg/m ³	Annual mean	31.12.2010
Particulate Matter (PM_{2.5})	10µg/m ³	Annual mean	31.12.2020
Sulphur dioxide (SO₂)	350µg/m ³ , not to be exceeded more than 24 times a year	1-hour mean	31.12.2004
	125µg/m ³ , not to be exceeded more than 3 times a year	24-hour mean	31.12.2004
	266µg/m ³ , not to be exceeded more than 35 times a year	15-minute mean	31.12.2005
Benzene	3.25µg/m ³	Running annual mean	31.12.2010
1,3 Butadiene	2.25µg/m ³	Running annual mean	31.12.2003
Carbon Monoxide	10.0mg/m ³	Running 8-Hour mean	31.12.2003
Lead	0.25µg/m ³	Annual Mean	31.12.2008

Appendix C: Air Quality Monitoring Data QA/QC

Diffusion Tube Bias Adjustment Factors

A database of bias adjustment factors determined from Local Authority co-location studies throughout the UK has been collated by the LAQM Helpdesk. The National Diffusion Tube Bias Adjustment Factor Spreadsheet (Version 06/18) was used to obtain an overall adjustment factor of 0.77 from the input data shown in the following screen shot. This overall factor is based on 29 co-location studies where the tube preparation method and analysis laboratory used were the same as those used by CC.

Figure C.1: National Diffusion Tube Bias Adjustment Factor Spreadsheet

National Diffusion Tube Bias Adjustment Factor Spreadsheet							Spreadsheet Version Number: 06/18			
Follow the steps below in the correct order to show the results of relevant co-location studies							This spreadsheet will be updated at the end of September 2018			
Data only apply to tubes exposed monthly and are not suitable for correcting individual short-term monitoring periods							LAQM Helpdesk Website			
Whenever presenting adjusted data, you should state the adjustment factor used and the version of the spreadsheet							This spreadsheet will be updated every few months; the factors may therefore be subject to change. This should not discourage their immediate use.			
The LAQM Helpdesk is operated on behalf of Defra and the Devolved Administrations by Bureau Veritas, in conjunction with contract partners AECOM and the National Physical Laboratory.							Spreadsheet maintained by the National Physical Laboratory. Original compiled by Air Quality Consultants Ltd.			
Step 1:	Step 2:	Step 3:	Step 4:							
Select the Laboratory that Analyses Your Tubes from the Drop-Down List	Select a Preparation Method from the Drop-Down List	Select a Year from the Drop-Down List	Where there is only one study for a chosen combination, you should use the adjustment factor shown with caution. Where there is more than one study, use the overall factor* shown in blue at the foot of the final column.							
If a laboratory is not shown, we have no data for this laboratory.	If a preparation method is not shown, we have no data for this method at this laboratory.	If a year is not shown, we have no data for this year.	If you have your own co-location study then see footnote*. If uncertain what to do then contact the Local Air Quality Management Helpdesk at LAQMHelpdesk@uk.bureauveritas.com or 0800 0327953							
Analysed By	Method	Year	Site Type	Local Authority	Length of Study (months)	Diffusion Tube Mean Conc. (Dm) ($\mu\text{g}/\text{m}^3$)	Automatic Monitor Mean Conc. (Cm) ($\mu\text{g}/\text{m}^3$)	Tube Bias (B)	Precision	Bias Adjustment Factor (A) (Cm/Dm)
ESG Didcot	50% TEA in acetone	2017	R	Tunbridge Wells	12	56	40	38.2%	G	0.72
ESG Didcot	50% TEA in acetone	2017	UB	Kingston upon Hull City Council	12	32	23	38.2%	G	0.72
ESG Didcot	50% TEA in acetone	2017	UB	Kingston upon Hull City Council	12	32	23	38.2%	G	0.72
ESG Didcot	50% TEA in acetone	2017	R	Suffolk Coastal DC	12	45	37	23.8%	G	0.81
ESG Didcot	50% TEA in acetone	2017	R	Dacorum Borough Council	3	31	27	14.7%	G	0.87
ESG Didcot	50% TEA in acetone	2017	R	North East Lincolnshire Council	11	37	24	53.5%	G	0.65
ESG Didcot	50% TEA in acetone	2017	UB	Swansea Council	10	17	14	23.4%	G	0.81
ESG Didcot	50% TEA in acetone	2017	R	Swansea Council	12	33	24	34.5%	G	0.74
ESG Didcot	50% TEA in acetone	2017	Overall Factor* (29 studies)					Use	0.77	

Discussion of Choice of Factor to use

The bias adjustment factor applied to all 2017 data is 0.77. The applied bias adjustment factor has been calculated using the national diffusion tube bias adjustment factor spreadsheet version 06/18. The individual bias adjustment factor calculated using the Cardiff City Centre AURN automatic monitoring system and the co-located triplicate diffusion tubes has not been adopted as the bias adjustment factor derived from the study was slightly less than the figure generated by the national, 0.74 compared to 0.77. Therefore it was deemed good practise to use the nationally derived bias adjustment factor as this would reflect a “worst-case scenario”.

Short-Term to Long-Term Data Adjustment

Diffusion Tubes Adjustment

The Nitrogen Dioxide (NO_2) obtained via the use of passive diffusion tubes during January to December 2017 were annualised via the method described in Box 7.10 of LAQM TG(16). As Cardiff City Centre AURN is defined by DEFRA as an Urban Background location, this site was selected to annualise any applicable data.

Table C.1– Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 47

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	20.10	0.99

Table C.2 – Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 58

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	20.96	0.95

Table C.3 – Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 101/102/103

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	23.73	0.84

Table C.4– Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 107

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	19.6	1.02

Table C.5 – Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 119

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	20.96	0.95

Table C.6 – Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 126

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	19.98	1.00

Table C.7 – Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 134

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	21.03	0.95

Table C.8 – Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 143

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	20.96	0.95

Table C.9 – Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 144

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	20.96	0.95

Table C.10 – Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 160

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	20.96	0.95

Table C.11– Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 179

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	23.73	0.84

Table C.12– Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 180

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	22.78	0.88

Table C.13– Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 181

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	22.78	0.88

Table C.14– Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 184

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	21.2	0.94

Table C.15– Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 185

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	26.00	0.77

Table C.16– Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 186

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	19.92	1.00

Table C.17– Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 187

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	22.10	0.90

Table C.18– Long term AURN site used for calculation of nitrogen dioxide annualisation ratio for Diffusion Tube 188

Site	Site Type	Annual Mean ($\mu\text{g}/\text{m}^3$)	Period Mean ($\mu\text{g}/\text{m}^3$)	Ratio
Cardiff City Centre AURN	Urban Background	19.97	19.92	1.00

QA/QC of Diffusion Tube Monitoring

The diffusion tubes are supplied and analysed by Environmental Scientifics Group Didcot, using the 50% triethanolamine (TEA) in water method. Environmental Scientifics Group Didcot participates in the Annual Field Inter-Comparison Exercise and Workplace Analysis Scheme for Proficiency (WASP) inter-comparison scheme for nitrogen dioxide diffusion tube analysis. From April 2014 the WASP Scheme was combined with the STACKS scheme to form the new AIR scheme, which Environmental Scientifics Group participates in. The AIR scheme is an independent analytical proficiency testing scheme operated by LGC Standards and supported by the Health and Safety Laboratory (HSL).

The laboratory Environmental Scientifics Group Didcot is regarded ranked as the highest rank of satisfactory in relation to the WASP intercomparison scheme for spiked Nitrogen Dioxide diffusion tubes. Information regarding tube precision can be obtained via <http://laqm.defra.gov.uk/diffusion-tubes/precision.html> Information regarding WASP results can be obtained via <http://laqm.defra.gov.uk/diffusion-tubes/qa-qc-framework.html>

Glossary of Terms

Abbreviation	Description
AQAP	Air Quality Action Plan - A detailed description of measures, outcomes, achievement dates and implementation methods, showing how the LA intends to achieve air quality limit values'
AQA	Air Quality Assessment
AQMA	Air Quality Management Area – An area where air pollutant concentrations exceed / are likely to exceed the relevant air quality objectives. AQMAs are declared for specific pollutants and objectives
APR	Air quality Annual Progress Report
AURN	Automatic Urban and Rural Network (UK air quality monitoring network)
CC	Cardiff Council
Defra	Department for Environment, Food and Rural Affairs
DMRB	Design Manual for Roads and Bridges – Air quality screening tool produced by Highways England
FDMS	Filter Dynamics Measurement System
LAQM	Local Air Quality Management
NO ₂	Nitrogen Dioxide
NO _x	Nitrogen Oxides
PM ₁₀	Airborne particulate matter with an aerodynamic diameter of 10µm (micrometres or microns) or less
PM _{2.5}	Airborne particulate matter with an aerodynamic diameter of 2.5µm or less
QA/QC	Quality Assurance and Quality Control
SO ₂	Sulphur Dioxide