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AGENDA

Committee	COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE
Date and Time of Meeting	WEDNESDAY, 2 OCTOBER 2019, 4.30 PM
Venue	COMMITTEE ROOM 4 - COUNTY HALL
Membership	Councillor Jenkins (Chair) Councillors Ahmed, Carter, Ebrahim, Gibson, Goddard, Philippa Hill-John, Lent and McGarry

*Time
approx.*

1 Apologies for Absence

To receive apologies for absence.

2 Declarations of Interest

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

3 Minutes (Pages 5 - 10)

To approve as a correct record the minutes of the meeting held on 11 September 2019.

4 Older People: Access to Information, Advice and Services 4.35 pm
(Pages 11 - 90)

Committee briefing on how the Council is accommodating the need of the older Council services and how the development of the digital strategy is being aligned with the needs of an ageing community.

5 Council House Build and Design Standards Update 5.35 pm
(Pages 91 - 104)

Committee briefing

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6 Way Forward

To review the evidence and information gathered during consideration of each agenda item, agree Members comments, observations and concerns to be passed on to the relevant Cabinet Member by the Chair, and to note items for inclusion on the Committee's Forward Work Programme.

7 Work Programme (Pages 105 - 106)

8 Correspondence Statement (Pages 107 - 110)

For Members to consider correspondence sent and received since the last Committee meeting and receive an update on any items outstanding.

9 Urgent Items (if any)

To include any new items received past the publication date, or any supporting information for the agenda items such as appendices or presentations received past publication date.

10 Date of next meeting

The next meeting of the Community & Adult Services Scrutiny Committee is scheduled for 6 November at 4:30pm in Committee Room 4, County Hall, Cardiff.

Davina Fiore

Director Governance & Legal Services

Date: Thursday, 26 September 2019

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

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COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

11 SEPTEMBER 2019

Present: Councillor Jenkins(Chairperson)
Councillors Ahmed, Carter, Goddard, Philippa Hill-John, Lent
and McGarry

21 : APOLOGIES FOR ABSENCE

Apologies were received from Councillors Ebrahim and Gibson

22 : DECLARATIONS OF INTEREST

None received.

23 : MINUTES

The minutes of the meeting held on 3 July 2019 were agreed as a correct record and signed by the Chairperson.

24 : CARDIFF AND VALE OF GLAMORGAN REGIONAL SAFEGUARDING
BOARDS ANNUAL REPORT 2018-2019

Members were advised that this was a briefing to Committee on the contents of the Cardiff & Vale of Glamorgan Regional Safeguarding Annual Report 2018-19. Members were reminded that in line with the Committee's terms of reference, this item would focus on the work of the Adults Safeguarding Board.

The Chairperson welcomed Cllr Susan Elsmore Cabinet Member for Health, Social Care and Wellbeing, Claire Marchant Director of Social Services and Co-Chair of the Board and Kate Bishop, Business Manager in Safeguarding Services.

The Chairperson invited the Cabinet Member to make a statement in which she said that this was an important item and the report references the number of partners who are importantly involved. It was noted that the Social Services and Well Being Act set out statutory footing for Regional Safeguarding Board's and requires them to publish Annual Reports. There has been an increased focus on working together in the sector, work has progressed in the care provider protocols and the importance of having regional escalating concerns procedures. The Cabinet Member wished to reference the Safeguarding Awards which recognised the work of the Board, which is supported by a small business unit, hosted by Cardiff Council and managed by Kate Bishop.

Members were provided with a presentation by Kate Bishop, after which the Chairperson invited questions and comments:

Members referred to attendance figures for the Board and noted that representatives from the Ambulance and Fire Service had not attended; Members asked if substitutes were sent and if they had attended the sub-groups. Officers advised that in relation to the Fire service there had been a change in staff so there were gaps that were now being addressed; Links had been made with the Ambulance service and they

have since attended the Board. In relation to sub-groups, a piece of work was being undertaken on monitoring attendance. It was noted that not all Regional Safeguarding Boards (RSB's) publish attendances in their Annual report.

Members referred to the Audit Sub-Group figures and asked how the RSB's interpret trends etc. Officers explained that the significant increase in referrals is seen as a positive as awareness around duty to report has increased. There was useful work being done in relation to high volume referrals and what does/does not need reporting. Preventative measures were being implemented and there as a focus on Neglect/Self-Neglect.

Members noted that there were no Adult Safeguarding Orders and sought more information on this. Officers explained that this was the picture across Wales and in fact there had only ever been 2 in Wales. The Director added that this gives assurances around the exceptional powers under the Social Services Well Being Act.

Members asked if there were any BME organisations represented on the Board. Officers weren't able to answer but offered to take it to the Board as a query.

Members noted the references in the report in relation to the Children's and Adults Practice Review, Significant backlogs and that the Board had experienced difficulties in reaching Board agreement etc. and asked for more information on this. Officers explained that 3 years ago there had been a backlog due to there being just 1 business manager and no support; processes weren't as robust as they could have been and cases weren't completed in the time they would have wanted. This is no longer the case, there are very robust processes in places and all staff are on board and understand them. With reference to the Board disagreements, this was due to the knowledge and experience around the Children and Adult Practise Review, it was very new then and people had had to get to grips with it. The Director added that arrangements are now very effective, there has been a need to address historic issues and reviews, lot of work in relation to this learning was now being disseminated.

AGREED: that the Chairperson, on behalf of the Committee, writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.

25 : QUARTER 1 PERFORMANCE 2019-20, ADULT SOCIAL SERVICES & PEOPLE & COMMUNITIES

Members were advised that this item would consider Quarter 1 Performance in two parts: Part one would consider performance from the Social Services – Adult Services Directorate and Part two would consider the relevant performance from the People & Communities Directorate.

Social Services – Adult Services

The Chairperson welcomed Cllr Susan Elsmore Cabinet Member for Health, Social Care and Wellbeing and Claire Marchant Director of Social Services.

The Chairperson invited the Cabinet Member to make a statement in which she said that she was pleased to introduce the report, and she was pleased to welcome Care Inspectorate Wales (CIW) in April after which positive feedback had been received.

Co-location had made a real difference in collaborative work; CIW had noted that staff treated people with respect and were positively enthusiastic. The Cabinet Member was pleased to see the increase in First Point of Contact/Independent Living Team and positive outcomes were already being seen here. There had been a slight increase in delayed transfers of care (DToc) usually there was a reduction following winter pressures, but this hadn't been the case this year. This was being addressed however by collaborative working by staff and the Chief operating Officer had commended staff for their efforts.

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

Members noted the references to capacity in the report and asked how this issue had come about and how it was being addressed. The Director stated that there had been a significant programme of transformation, there was lots of work still to do and it needs to be properly resourced. There was money from Welsh Government/ICF/Transformation Fund and a whole system transformation was underway. It had been considered right and proper to include and highlight the issues in the report and that they are being addressed.

Members asked if transformation was impacting on capacity issues and how this may effect a restructure. The Director stated that she wasn't referring to a restructure, it was about having an effective operating model which was critical; a strength based approach working in a 'what matters' way requires the whole workforce to be trained. Lots of work was already underway with regards to commissioning, learning disabilities etc. so it was more about a change in the way of working rather than a restructure.

Members asked why sickness rates were 4.5 average up on last year. The Director acknowledged that this was an area of concern, officers were working with HR People Services and had invested for more support. The highest sickness rates were with Direct Services, there were issues with the age of the workforce as well as the type of work undertaken. Officers were trying to get to the root causes and were supporting people into the right jobs for them.

Members considered that the report formatting was difficult to read across and cross reference and that also in some areas there was no comparative data.

Members asked if there was a realistic working target in relation to DToc and if there were issues in relation to delay/move on space, The Director explained that she hasn't revisited the target as yet, this year it will inevitably be higher than last year due to a number of factors, mainly capacity in the Domiciliary Care Market, challenges with recruitment and retention and Regulation Inspection of Care Act. There was a major retender early next year and it was hoped that things would be more sustainable going forward. An increased demand in hospital setting had placed pressure on the whole system. The Director agreed to bring a report back to committee on the review of the Community Resource Team and Intermediate Care.

Members asked why there was difficulty in recruiting Mental Health practitioners. Members were advised it was because they were highly skilled. A focus on this issue would remain and it was important to have succession planning in place.

People & Communities

Cllr Elsmore remained for this part of the item. The Chairperson welcomed Cllr Thorne, Cabinet Member for Housing and Communities, Sarah McGill, Corporate Director People & Communities, and Jane Thomas, Assistant Director Housing & Communities.

The Chairperson invited Councillor Thorne to make a statement in which she said that she was pleased to introduce the report; Housing and Communities were making excellent progress against their corporate commitment and performance indicators. Cardiff had been recognised for its innovative council housing programme including its approach to developing difficult sites delivering quality sustainable homes. The shipping containers had been delivered to the Bute Street site making progress on the innovative scheme to house homeless families, providing 13 flats, short term homes while long term solutions are found. There was continued success with the community hubs, officers were working with the communities on a number of projects. The multi-disciplinary homeless team are fully operational and working to address the complex needs of rough sleepers.

The Chairperson invited Councillor Elsmore to make a statement in which she said that she was pleased to introduce the elements of the report that fall within her portfolio. Members were updated on Older Person's accommodation and the Sandown Court refurbishment scheme which had received a platinum level award, which was a hallmark of good practice recognised by Welsh Government. There were plans to refurbish Worcester Court and these were progressing. The Cabinet Member emphasised the importance of addressing older people's needs especially VAWSAV which requires a personalised approach, there was work being done on this with multi agency partnership working but still some way to go, a report would be brought to a future committee.

The Chairperson invited questions and comments from Members.

Members asked if the statistics in the report only related to Council Homes and were advised they did, there was a significant amount more that were sold through Wates.

Members asked why the target for building council homes was green when in previous years the target had not been met. Officers explained that the development programme doesn't follow a steady path, they have to take a view and it was likely that the target would be achieved; officers remain confident even though development is very complex and there are lots of variables. Members considered it would be useful to be informed of any concerns or reservation in meeting the target.

Members referred to the negative press that Container Homes has received in the national press in relation to air circulation, overheating, and overcrowding and sought assurances on this. Officers explained they have been very careful over the quality of the containers and they exceed space standards. Lots of work has been done in terms of heating and air quality and officers were confident with the containers.

Members wished to congratulate staff on exceeding the targets of providing advice on Universal Credit and the excellent work carried out.

With reference to it being a red target, Members asked what work was being done to lobby Welsh Government on the Local Housing Allowance. The Cabinet Member explained that this was a national issue, it was a huge problem, with people on very low incomes being forced into private rented accommodation and having to top up

the rent. Staff have been fantastic and proactive in contacting people rather than waiting for them to seek advice.

Members noted the work being done to address social isolation in relation to older people and families but asked what was being done about people living alone. Officers explained that there are programmes run through the Hubs, delivered by third sector partners that promote activities for people of all ages. It is a major issue, also seen via the gateway and complex needs clients and it is something that can be taken forward.

Members asked for an update on Satellite Pods. Officers explained that they have identified two sites and they have been referred to Planning, however there hasn't been an encouraging response. The Cabinet Member stated that she has contacted the Chief Planning Officer and explained the issues so they understand the priorities.

Members asked for the definition of 'temporary' in relation to the satellite pods and were advised that they would be temporary for each individual, so transient in effect. It was further explained that they are temporary buildings, aimed at clients who do not want to engage, it is a pilot to see if it works.

Members referred to the difficulties experienced with contractors and asked for more information on this. Officers explained that there is a lot of competition in Cardiff for builders, a tender had been put out recently and only 2 builders had come back on it. There has been difficulties with vacant property work, so issues in the framework need to be addressed. One more contractor has also withdrawn. It was explained that the supply chain was a challenge, along with a level of national uncertainty at the present time.

Members noted the levels of voids, and that quarter by quarter the numbers are increasing; and that the time taken to bring the voids back to use. Members asked for more information on this. Officers explained that this was a huge amount of work and some factors can and cannot be addressed. Often properties became empty due to the age of the previous and tenant and some have had no work carried out in them for years, so need lots of maintenance work. There had been issues with the previous contractor but now there was a service in place and there should be capacity to clear the voids and backlog by the end of the year, with the note that it is difficult to know how many will come in each month and what needs to be done to each one. Currently all have WQHS kitchens and bathrooms fitted and a certain standard of decoration before re-letting, but it may need to be considered that this slips if the numbers continue to come in as they have been, this is an ongoing piece of work.

Members considered it was time for a serious radical review of the overly complicated procurement process.

Members referred to the Commissioning Service for Male Victims of Domestic Abuse and asked for an update on the current position. Members were advised that Bridgend/Vale of Glamorgan/Cardiff will commission and other local authorities will observe for now and hopefully come on board once services are commissioned and they can see how well they are working.

AGREED: that the Chairperson, on behalf of the Committee, writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.

26 : COMMUNITY AND ADULT SERVICES SCRUTINY COMMITTEE - DRAFT
WORK PROGRAMME 2019/20

The Principal Scrutiny Officer updated Members on the work programme and advised that it is a working document that needs to remain flexible for additional items to be added to agendas as and when needed. The work programme would be reviewed by Committee throughout the year.

Members discussed various topics for inclusion in the work programme and the Principal Scrutiny Officer advised that she would circulate the work programme to Members in the coming week but emphasised that it would be a working document that could be revised and updated as needed.

27 : CORRESPONDENCE STATEMENT

Noted.

28 : URGENT ITEMS (IF ANY)

None received

29 : DATE OF NEXT MEETING

2 October 2019 at 4.30pm in Committee Room 4 County Hall, Cardiff.

The meeting terminated at 6.50 pm

**CITY & COUNTY OF CARDIFF
DINAS A SIR CAERDYDD**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

2 October 2019

OLDER PEOPLE: Access to Information, Advice and Services

Purpose of Report

1. During work programming for 2019/20, Members considered a range of source documents to assist in identifying and prioritising appropriate areas for scrutiny. During deliberations, Members confirmed they would like Scrutiny to support policy development on older people's access to information, advice and services.

2. During September's Committee, Members confirmed they wished for an update on how the Council is accommodating the need of the older person in accessing services, focusing on:
 - How the development of the Council's digital strategy is being aligned with the needs of an ageing community.
 - An overview of how the hubs are specifically accommodating the need of older people accessing information, advice and services.

Scope of Scrutiny

3. The scope of this scrutiny is to use the evidence presented to Committee to judge whether the Council's commitments, and the digital inclusion of the elderly, are being delivered effectively.

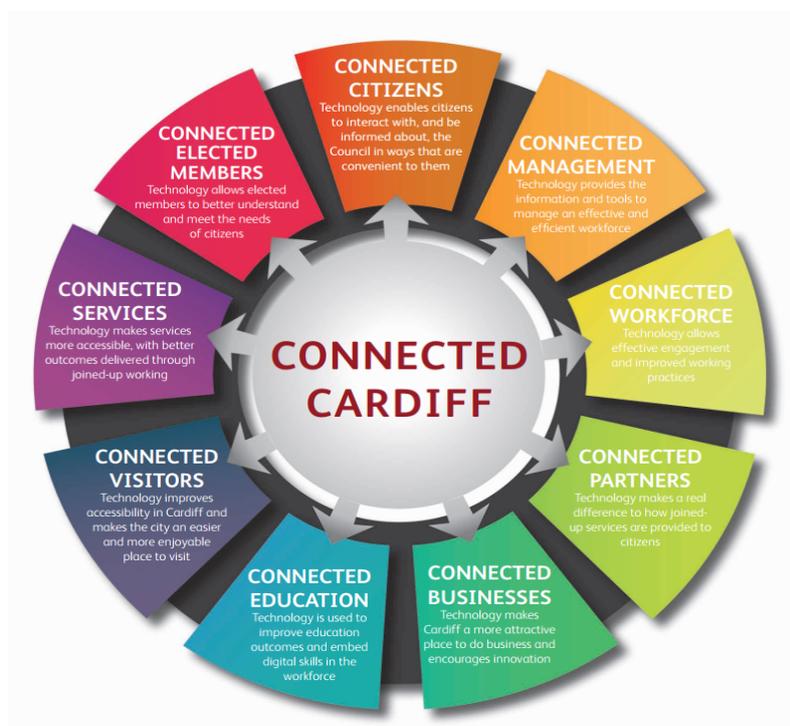
4. Relevant Cabinet Members and Cardiff Council officers will be in attendance to brief Members and answer questions.

Background

- As detailed in the Council's Corporate Plan (2019-22), the number of people living in Cardiff aged between 65 and 84 is expected to rise 40% in the next twenty years¹. As such, with the development of a digital agenda and digital services, the inclusion of the elderly and their needs must be at the forefront of service developments.

Cardiff Council's Digital Strategy

- Cardiff Council's Digital Strategy (attached at **Appendix A**) has been established in order to provide guidelines which support the Council's Capital Ambition commitment to adopt a 'Digital First' approach; making the best use of new technologies to run the Council's services as efficiently and effectively as possible.
- The digital vision for Cardiff is a Connected City. There are 9 strands that make a 'Connected Cardiff.'



¹ Cardiff Council's Corporate Plan is available at: <https://www.cardiff.gov.uk/ENG/Your-Council/Strategies-plans-and-policies/Corporate-Plan/Documents/Corporate%20Plan%202019-22%20FINAL%20ENG.pdf>

8. Action Plans were developed for each 'Connected Cardiff' strand which sets out current positions and future aspirations. The remit of this committee allows for scrutiny into the Connected Citizens, Connected Partners and Connected Services strand; the Action Plan for which is attached at **Appendix B**.



Digital Strategy
Cardiff Council

CONNECTED CITIZENS

Technology enables citizens to interact with, and be informed about, the council in ways that are convenient to them

What citizens of Cardiff can expect from the Council



- 1.** Develop a roadmap of services that will become available to citizens across digital platforms (Cardiff.gov website, mobile app, emerging technologies) that are fully integrated with back office systems to secure better, quicker outcomes for citizens.
- 2.** Deploy emerging technology in the field of artificial intelligence, such as virtual agent, to support citizens needs 24/7.
- 3.** Apply consistent service standards across social media platforms to ensure that accessibility and usability is equivalent.
- 4.** We will continue to work with suppliers and other public sector organisations to ensure the Council fulfils its obligations under Welsh language standards, enabling citizens to access services in their language of choice.
- 5.** We will work closely with telecommunication suppliers to ensure that digital infrastructure is expanded to provide improved coverage across Cardiff.
- 6.** The laying of greater fibre networks will increase choice, reduce cost and improve quality of service for citizens. We will work with internal and external partners to increase fibre availability, facilitating the use of emerging and future technologies. We will ensure inclusion of fibre assets in infrastructure projects to increase and improve connectivity for citizens.

- We measure our success by setting ourselves targets, and monitoring our performance using Key Performance indicators relevant to each priority
- We are taking a Digital First moving to a Digital by Default approach, in order to ensure digitally excluded citizens are accounted and provided for every step of the way

- [Connected Elected Members](#)
- [Connected Visitors](#)
- [Connected Services](#)

9. During the meeting, Members will be briefed by officers from the Resources and People & Communities Directorate about how the relevant strands meet the need of an elderly population and how it is being implemented (See **Appendix C**).

Dewis Cymru

10. Dewis is a gateway service providing information and advice about health and well-being in Wales. Its aim is to provide quality information, from a network of social care, health and third sector organisations within one online resource directory.

11. Dewis Cymru was established following the Social Services and Well-being (Wales) Act 2014 which put in place the requirement for individuals to get the help they need in order to lead healthy, happy lives.

12. Council officers from Social Services Directorate who are responsible for the delivery of Dewis Cymru across the region in providing information, advice and assistance to the elderly will be in attendance to brief Members on the progress Dewis has made within this field, how they tie into the agenda of digital inclusion for the elderly along with an update on their outreach work. See **Appendix D**.

Directorate Delivery Plan

13. The Council's Directorate Delivery Plans detail how each Directorate is working to deliver the commitments set out within the Council's Corporate Plan. The People & Communities Directorate Delivery Plan, 2019-20 contains the following commitments relating to digitalisation of public facing services:

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2019-2020	Link to Equality Objective	Link to Child Friendly Cities
DDP	Improve the digitalisation of housing services.	April 2019	March 2020	Laura Garvey	<p>Q1: Scope out timescales for key projects and develop Housing Digitalisation action plan, consulting with key partners and stakeholders.</p> <p>Q2: Develop project plan for moving rent accounts online. Consult with key individuals affected and establish working groups for project.</p> <p>Q3: Continue to progress project plan for moving rent accounts online. Scope out timescales and plan for launching the housing waiting list online.</p> <p>Q4: Progress the rent accounts online project to testing and implementation phase. Develop working groups and finalise action plan for launching the housing waiting list online.</p>	5. Provide support to those who may experience barriers to achieving their full potential	1. Every child and young person is valued, respected and treated fairly.

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2019-2020	Link to Equality Objective	Link to Child Friendly
DDP	<p>Deliver a new Hubs and Library Services Strategy. The strategy will ensure that the Universal Offers are fully delivered to citizens and will focus on the following key aims:</p> <ul style="list-style-type: none"> • Encouraging Reading • Promoting Health, Well-being and Community Inclusion • Supporting Children and Young People • Providing Information and Advice & Promoting Digital Inclusion • Tackling Poverty by helping people into Work & Encouraging Learning • Celebrating Heritage and Culture 	April 2019	March 2020	Bev King	<p>Q1: Finalise Hubs & Libraries Strategy and put forward for Cabinet approval</p> <p>Q2: Undertake training with staff to ensure key strategic aims are communicated and embedded within team</p> <p>Q3: Publish and promote strategy to Cardiff's communities.</p> <p>Q4: Evaluate effectiveness of strategy through use of performance assessment indicators (including the Welsh Public Library Standards) as well as customer feedback</p>	7. Build strong and cohesive communities where people feel safe, and able to celebrate Cardiff's diversity.	1. Every child and young person is valued, respected and treated fairly.

Way Forward

14. Members are invited to consider the information set out within this report, the attached Appendix's along with the verbal briefing they will receive at Committee and consider how effective, and inclusive, the digital development of Council services is in recognising and meeting the needs of Cardiff's elderly population.

15. Councillor Susan Elsmore (Cabinet Member for Social Care, Health and Well-being) and Councillor Lynda Thorne (Cabinet Member for Housing and Communities) have been invited and may wish to make a statement. Officers from both the Resources, People & Communities and Social Services Directorate have also been invited to take Members through the current work in this field.

Legal Implications

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

Financial Implications

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

RECOMMENDATIONS

The Committee is recommended to:

- I. Consider the contents captured within this report and subsequent Appendixes', note the information received at Committee and provide the Cabinet Member and Directorates with any comments, concerns or observations.

DAVINA FIORE
Director of Governance and Legal Services
26 September 2019

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STRATEGAITH

Ddigidol
Cyngor Caerdydd

DIGITAL

Strategy
Cardiff Council



CRE V GWIR IN THESE STONES
FEL GW YDR HORIZONS
OF WRNALS AWENSING

GWEITHIO DROS GAERDYDD, GWEITHIO GYDA'N GILYDD
WORKING FOR CARDIFF, WORKING TOGETHER



PURPOSE

The Cardiff Council Digital Strategy has been established in order to provide guidelines that will support Cardiff Council's ambition to digitalise services. It contains the principles that will enable Cardiff Council to deliver benefits by exploring new ways of working, increasing service accessibility, and improving customer service.

This document covers the following components;

- ▶ **Purpose**
- ▶ **Intro**
- ▶ **Where Cardiff is now**
- ▶ **Vision**
- ▶ **Principles**
- ▶ **Governance**

This strategy will enable Cardiff Council to achieve the 'Digital First' approach set out in the Capital Ambition programme, which sets out the Council's priorities for the administration over the next 5 years. This Digital Strategy is intended to run alongside the Capital Ambition plan and draw out the digital themes contained within the modernisation section, and throughout the document.

Only through the successful implementation of this digital strategy will we be able to successfully modernise and integrate our public services, thus enabling us to achieve the other six wellbeing objectives as set jointly by the public service board in Cardiff, as depicted in the diagram below.

Digital initiatives will form part of the Council's response to the provisions laid out by the Well-being of Future Generations (Wales) Act 2015. Adopting further Digital projects and ways of working will directly contribute towards the Council fulfilling its obligations under this act.



WELL-BEING OBJECTIVES



Introduction

As we become increasingly reliant on digital devices and digital services, we expect to be able to communicate with organisations at any time of day or night. We want to find information, request services or report problems quickly, easily and at our convenience. We are increasingly reliant on effective automated services as our first contact point with banks, shops and service providers. For many of us this is the easiest way to interact as we can choose when we do it whilst avoiding waiting in queues for our calls to be answered. Cardiff Council should be no different.

As a Council, we already offer online access and automated services in a number of areas, but we need to do more. By providing simple, accessible means for customers to communicate with us, we can encourage a shift away from the traditional, more expensive contact methods such as telephone and face-to-face contact. More of the high-volume, low-value contacts that we deal with should be completed at our customers' convenience, enabling Council staff to focus on the more complex and sensitive enquiries that benefit from the human touch.

Focussing on digital services doesn't just make things better for our customers – we'll be able to work more efficiently, and reassign our resources to more critical services. Customers will always be able to speak to a person when they need to, and the person they speak to will be able to provide improved customer service. Behind-the-scenes, we're using digital technology to simplify and automate processes which will reduce our reliance on expensive and bulky physical hardware. All this can help us manage the rising cost and demand pressure which the Council is facing.

We're also becoming a more agile and flexible organisation, with staff able to work from any location as we make more efficient use of physical space and mobile technology. While working around the city Council staff- such as social workers and the housing repair teams- carry smart devices which allow them to receive up-to-the-minute instructions and report on progress without the need to return to base. Simple changes like this mean that productivity has significantly increased, and our staff can focus on core business rather than administrative tasks.



This is a really exciting time for Cardiff Council. The technology we need to improve our efficiency and accessibility is becoming more and more affordable, making its adoption both a realistic proposition and an obvious choice. We continue to face operational challenges because of ongoing reductions in funding. At the same time we're seeing unprecedented growth across Cardiff with more businesses, more workers, and more residents choosing to move to the capital. The only way that we can continue to provide the breadth and quality of services to our citizens is to make significant improvements in how we operate.

In this Digital Strategy, we've laid out our approach to transforming Cardiff Council into a modern, digitally supported organisation - able to maintain excellent service delivery in a more efficient, simple and accessible way. We have agreed and adopted a set of simple principles so that we can all pull in the same direction. Improving outcomes for citizens remains our first priority, and we're confident that the opportunities afforded to us by new digital technologies will enable us to make improvements across the board that will be of benefit everyone.



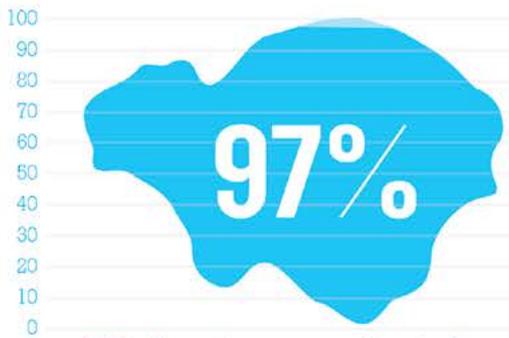
READY



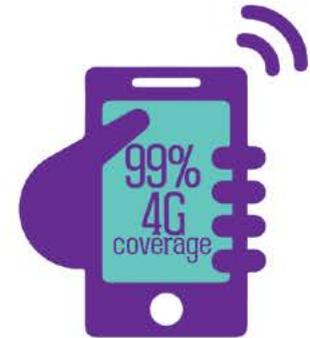
Over 120 free wifi points across the city via the Cardiff Free Wi-Fi scheme



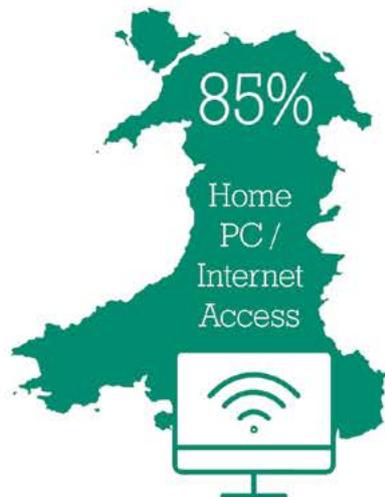
19 Hubs and libraries across the city with internet access for the use of citizens



97% of premises across the city have broadband speeds over 30M/bits per second available (Ofcom Connected Nations report 2018)



4G mobile phone service available from 4 or more operators in 99% of the area covered by the local authority (Ofcom Connected Nations report 2018)



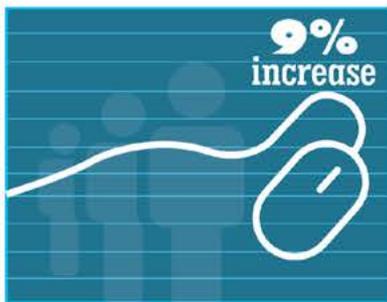
Across Wales 85% of households now have a home computer and internet connection (Office of National statistics)

★★★★★
CARDIFF.
GOV.
UK



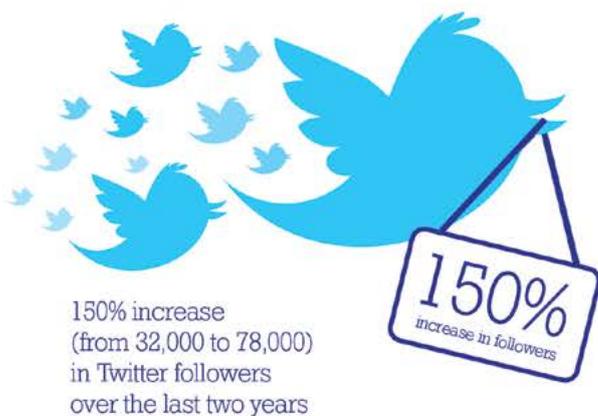
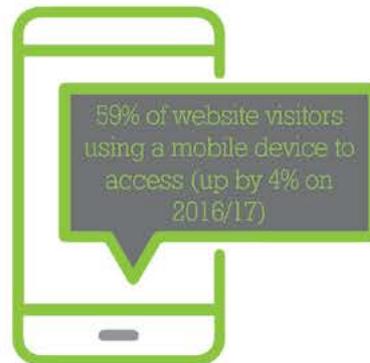
SOCITIM 4* rated website – only local authority in Wales.

WILLING



2016/17 2017/18

2017/18 website visitors up by 9% from 2016/17

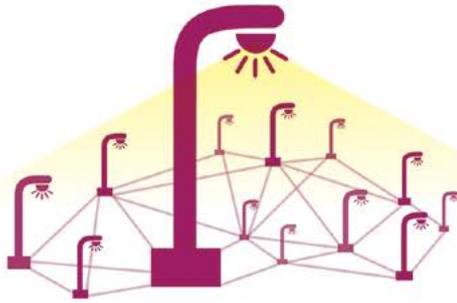


150% increase (from 32,000 to 78,000) in Twitter followers over the last two years



11,000 followers on Facebook

ABLE



14,000 connected street lights on
our road network



3,300 parking sensors across our city
over 3,000 downloads of the parking
app within the 1st 6 months



19,539 additional transactions
totalling £1.7 million made
when compared to 2016/17



Council tax portal
supports over 35,000 visits
for citizens to view their
account online

ABLE

CARDIFF GOV APP



Cardiff Gov App launched for citizens in June 2018

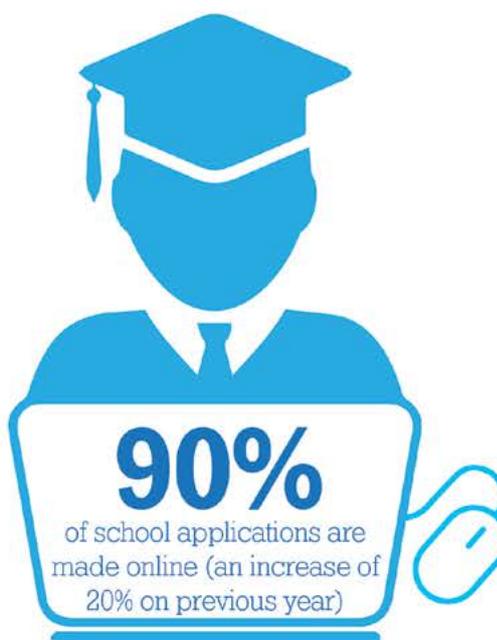


increase in online parking permit applications

75.7%



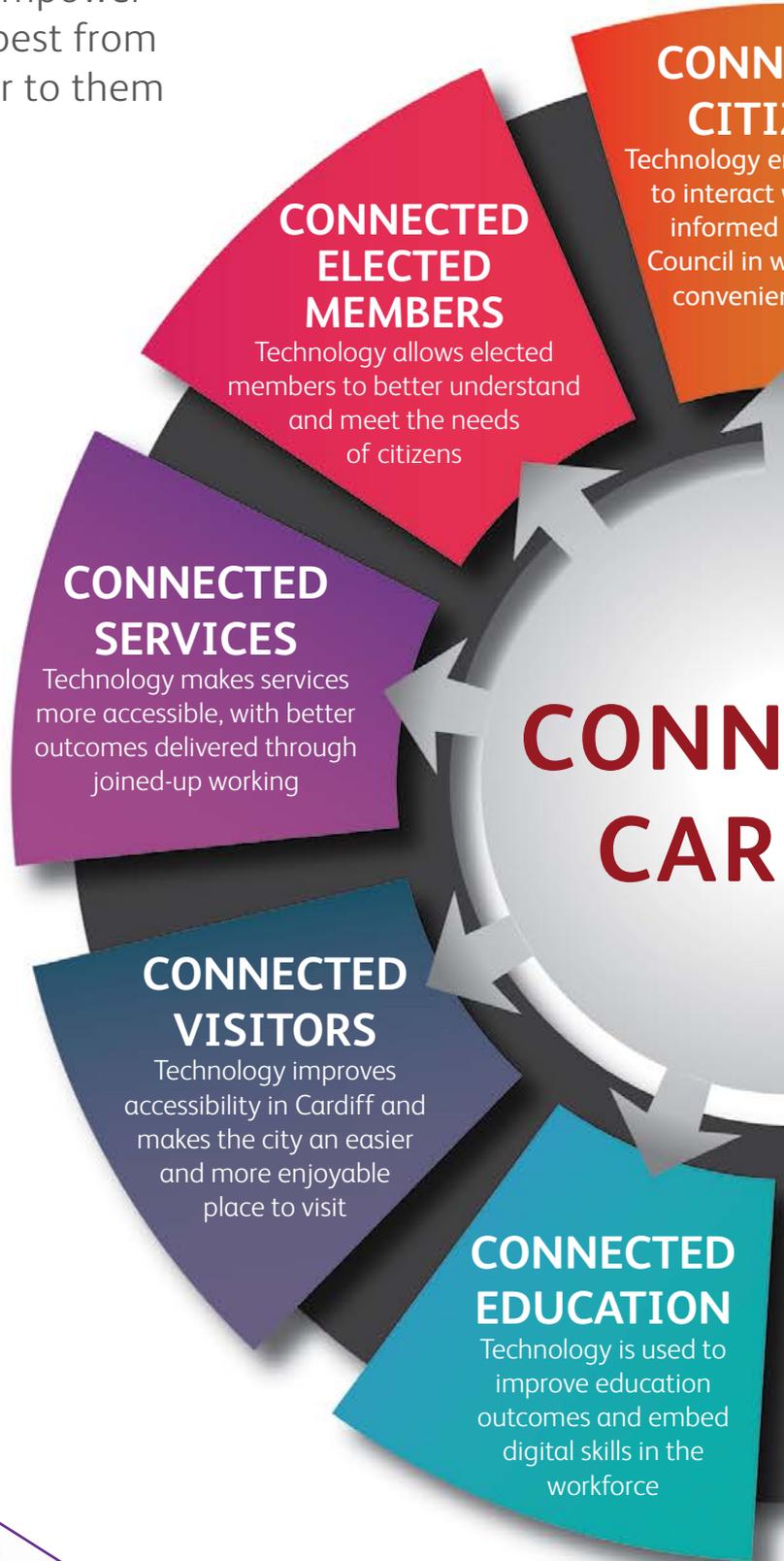
75.7% of recycling bags and waste caddies are requested online



90%
of school applications are made online (an increase of 20% on previous year)

Vision for our Digital Strategy

Our digital vision for Cardiff is a **connected city** in which new technologies empower citizens to get the best from services that matter to them



**CONNECTED
CITIZENS**

Technology enables citizens to connect with, and be involved in, the ways that are important to them

**CONNECTED
MANAGEMENT**

Technology provides the information and tools to manage an effective and efficient workforce

**CONNECTED
WORKFORCE**

Technology allows effective engagement and improved working practices

**CONNECTED
PARTNERS**

Technology makes a real difference to how joined-up services are provided to citizens

**CONNECTED
BUSINESSES**

Technology makes Cardiff a more attractive place to do business and encourages innovation

**CONNECTED
CARDIFF**



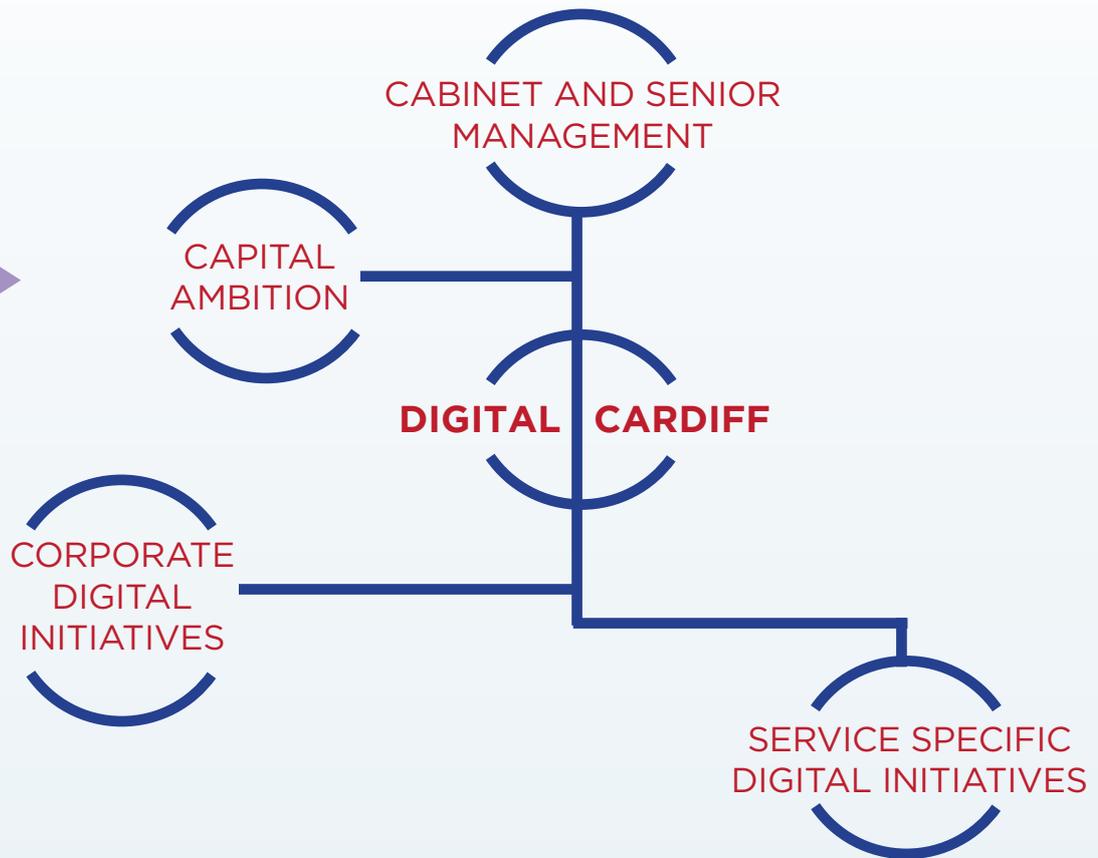
Key Principles

PRINCIPLE:	DESCRIPTION:
The customer experience comes first	<ul style="list-style-type: none"> • Delivering exceptional experience to our citizens and staff remains our primary focus. • No Digital project will ever have a negative impact on the customer experience. Whether we are delivering changes to customer-facing processes or behind-the-scenes we will ensure that the current standard of customer experience is maintained or, wherever possible, improved. • We will ensure that the same range of services and customer experience is available to our customers, regardless of the channel by which they contact us.
Digital interactions will become the first choice for our customers	<ul style="list-style-type: none"> • We will deliver simple, efficient and attractive Digital services that customers will choose to use instead of the traditional contact channels. We refer to this as making our services 'Digital First'. • Over time we will aim to make appropriate services 'Digital by Default', meaning that they will primarily be available digitally. • We recognise that not every citizen will be able to use digital services so we will always ensure that there is an accessible route for them to interact with us. However, this will become the exception rather than the norm. We will also work to improve levels of digital inclusion across Cardiff.
Modern, fit-for-purpose technology will be used to ensure efficiency	<ul style="list-style-type: none"> • We aim to use Cloud-based solutions wherever we can in order to reduce reliance on physical hardware that must be maintained, repaired and replaced. • We will ensure that our technology platforms can be rapidly scaled up or down to ensure that the associated costs directly relate to service demand. We should only pay for services that we use. • We will seek to make the most of emerging technologies; delivering enhanced customer service through the use of smart devices, virtual assistants and social media platforms

PRINCIPLE:	DESCRIPTION:
<p>Technology solutions will be re-used, purchased and developed responsibly</p>	<ul style="list-style-type: none"> • Our default approach to the procurement of technology solutions is to re-use before we buy, and to buy before we develop something new. <ul style="list-style-type: none"> o We will re-use existing technology where it is fit-for-purpose o If our existing technology is not fit-for-purpose we will seek to procure an existing solution that is the best fit for our requirements o If no solution exists that can fulfil our requirements we will seek to develop a solution • When buying or developing a technology solution we will ensure that we identify the best fit option to meet our current and future requirements, and to provide value for money. • We will ensure that existing technology platforms are fully supported, that solutions are developed to a corporate standard, and that our ICT Service team has the required training, knowledge and support to ensure ongoing maintenance and support can be delivered.
<p>Digital services will support collaborative working to improve outcomes for our customers</p>	<ul style="list-style-type: none"> • Digital solutions will be implemented across service areas and external suppliers to improve collaborative working. The adoption of Cloud-based solutions will increase accessibility and agility. • Cardiff Council will prioritise analysis of the service data that we gather so that we can make better decisions, handle and forecast customer demand, and improve collaborative working. • Where appropriate we will share data across areas in support of improved service delivery and to improve outcomes for citizens. Security controls will be proportionate, to protect data and services, but not impede user accessibility.
<p>Digital services will be continually monitored, assessed and improved</p>	<ul style="list-style-type: none"> • We will always test Digital services thoroughly before releasing them for general use. This will include piloting them to assess the customer experience and completing detailed technical testing to check that they fulfil requirements. • Digital services will be monitored to assess the user experience and levels of engagement. We will use the data that we gather to make continual improvements to services. • We will document the lessons we have learn as we expand the number of Digital services we offer and will seek advice and guidance from organisations that have experience in Digital transformation to avoid reinventing the wheel or making the same mistakes that they have made.

Governance

Various groups and boards will have responsibility for providing governance on Digital projects and initiatives. Key responsibilities are outlined below:



- Cabinet and SMT accountable for delivering Digital agenda
- The Cabinet Member for Finance, Modernisation and Performance will oversee the delivery of the programme
- Digital Cardiff Board to drive Digital First agenda, offering leadership, support and challenge
- Monthly meetings chaired by Chief Executive
- Regularly updated on initiatives
- Ensure coherent approach, enable and maximise synergies
- Strategic management by Chief Digital Officer



Technology enables citizens to interact with, and be informed about, the council in ways that are convenient to them

Time period (April 2018 - March 2019)



Website

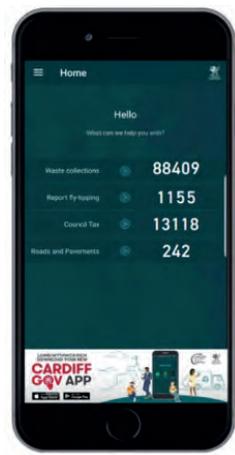
A total of 2.37 million visitors - 61% of access was via a mobile device



SOCITIM 4* rated website – only local authority in Wales.

Mobile App

Since Cardiff.gov app launched in June 2018, there have been 11,740 downloads with a total of 102,924 contacts



C2C



627,521

Cardiff's multimedia contact centre, including social media transactions and web chat functionality. Web chat has increased by 183% in the last year.



78,058



9,889



83,142

Libraries & Hubs



A network of 19 hubs and libraries with 3.4 million visits and 215,171 hours of PC utilisation having taken place

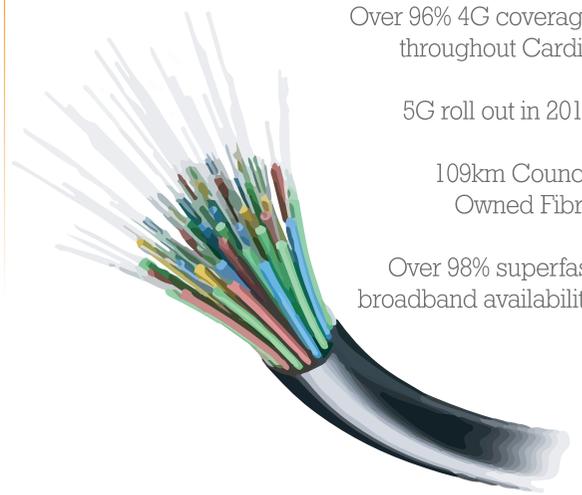
Social Media



21,224 followers on Facebook

Council presence on Twitter and Facebook platforms with 83k messages received

Connectivity



Over 96% 4G coverage throughout Cardiff

5G roll out in 2019

109km Council Owned Fibre

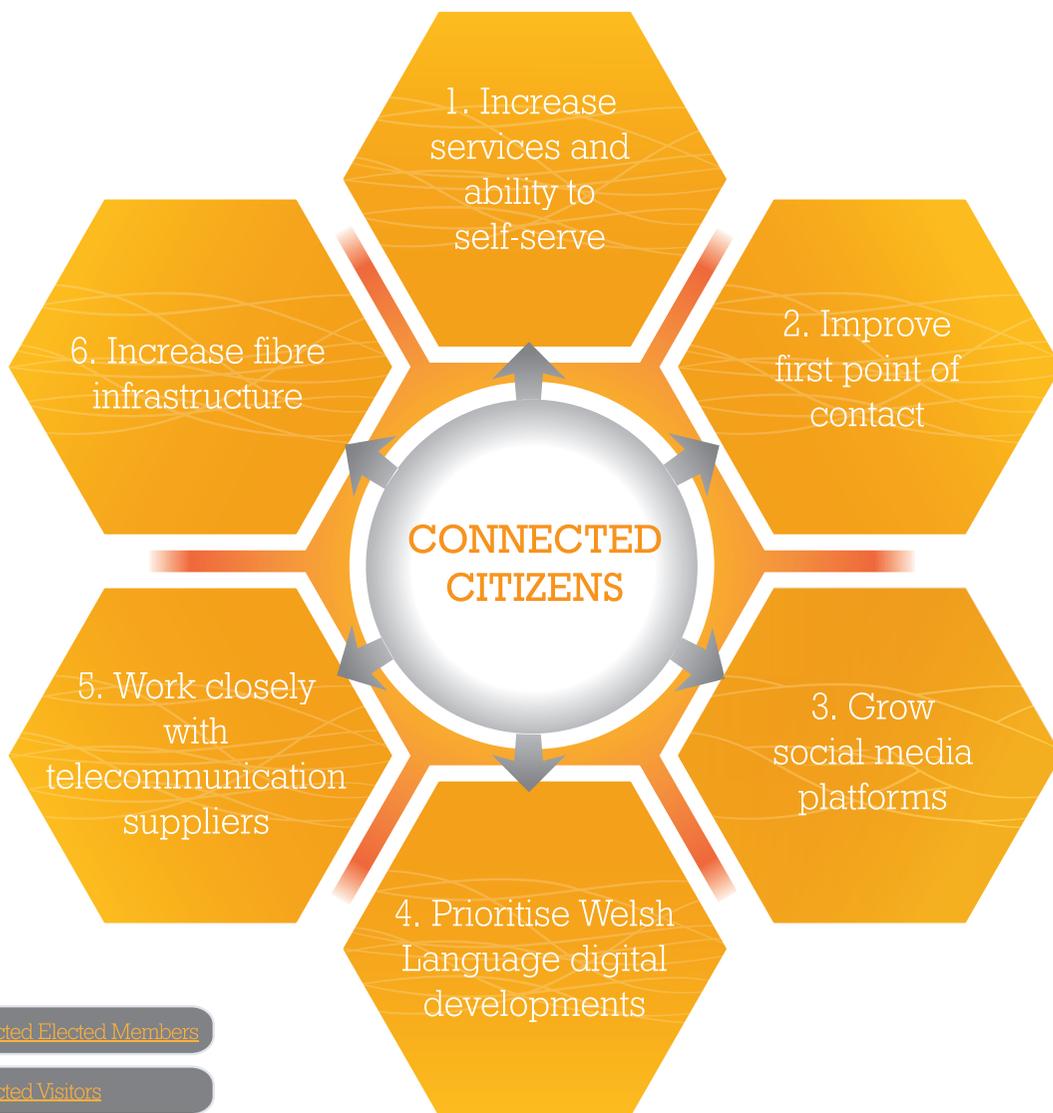
Over 98% superfast broadband availability

- [Connected Elected Members](#)
- [Connected Visitors](#)
- [Connected Services](#)

CONNECTED CITIZENS

Technology enables citizens to interact with, and be informed about, the council in ways that are convenient to them

What citizens of Cardiff can expect from the Council



1. Develop a roadmap of services that will become available to citizens across digital platforms (Cardiff.gov website, mobile app, emerging technologies) that are fully integrated with back office systems to secure better, quicker outcomes for citizens.
2. Deploy emerging technology in the field of artificial intelligence, such as virtual agent, to support citizens needs 24/7.
3. Apply consistent service standards across social media platforms to ensure that accessibility and usability is equivalent.
4. We will continue to work with suppliers and other public sector organisations to ensure the Council fulfils its obligations under Welsh language standards, enabling citizens to access services in their language of choice.
5. We will work closely with telecommunication suppliers to ensure that digital infrastructure is expanded to provide improved coverage across Cardiff.
6. The laying of greater fibre networks will increase choice, reduce cost and improve quality of service for citizens. We will work with internal and external partners to increase fibre availability, facilitating the use of emerging and future technologies. We will ensure inclusion of fibre assets in infrastructure projects to increase and improve connectivity for citizens.

-  [Connected Elected Members](#)
-  [Connected Visitors](#)
-  [Connected Services](#)

-  We measure our success by setting ourselves targets, and monitoring our performance using Key Performance indicators relevant to each priority
-  We are taking a Digital First moving to a Digital by Default approach, in order to ensure digitally excluded citizens are accounted and provided for every step of the way

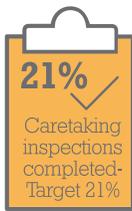
CONNECTED MANAGEMENT

Technology provides the information and tools to manage an effective and efficient workforce

Time period (April 2018 - March 2019)

Dynamic Statistics

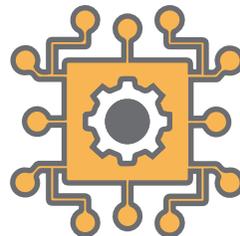
Frontline services generate a lot of data which is labour intensive to make best use of. The right technology can help.



Data led performance management is a proven method of service improvement, and can be made easier by moving the information collection and analysis to be more technology driven.

Governance

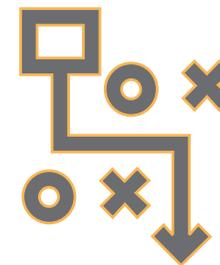
Where available, technology automates the completion of audit requirements by collecting the information as part of day to day working practices.



Vehicle checks at start of shift, Fire Safety Checks, Sickness Absence procedure through DigiGOV.

Workforce Planning

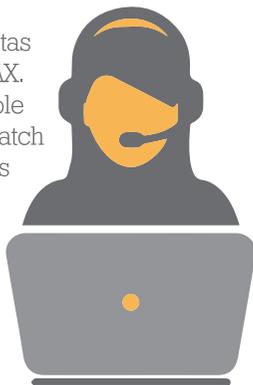
4.7%
increase in number of staff app downloads



HR currently consolidating employee info to enable direct management of sickness, leave and recruitment by managers. DigiGOV and Staff App also aim to increase accessibility to workforce. Talentlink will integrate with this in order to reduce the current 4-12 week recruitment lead time.

Demand Analysis

We use data to understand the demands on services. C2C monitor call volumes and call handling capacity to match rotas of staff to demand using QMAX. Mobile Scheduling tools enable Responsive Repairs Unit to match appropriate operatives to jobs based on skills, location and urgency of required work.



Embracing Digital Solutions

Making best practice from combination of new and reusable technologies with existing and redesigned processes. Combine data to better support service users, management decisions, and teams in their delivery.

Education Support Services moving 42 teams onto the existing Capita one system.



Connected Managers



The Academy offer 1-2-1 training for managers in DigiGOV.

Management teams require further support, training, and assistance to reach a consistent level of understanding and ability.

This will enable them to support staff and lead by example in adopting new ways of working. **#Digital**

8.53%

8.53% of Return to Work not completed during reporting period

[Connected Workforce](#)

[Connected Services](#)

[Connected Citizens](#)

CONNECTED MANAGEMENT

Technology provides the information and tools to manage an effective and efficient workforce



1. Managers are supported and enabled to better understand service demand and delivery, through the use of their own data, and Big Data. Evidence based decisions for continuous improvement become engrained in management culture, as does designing processes with data best practice in mind.
2. Review and realignment of agreements, processes, and integrations to facilitate the collection, sharing and use of data between council departments, and with partner organisations. The data will remain identifiable, mappable and trackable throughout its journey.
3. Integrated employee data in DigiGOV enhances Workforce Planning. New and newly promoted staff will have appropriate training automatically identified, existing staff can have performance management linked to available training and support resources in a more objective manner. Success of training and coaching regimes can be evaluated, and worked on within the team, within the service, and shared with training providers.
4. Automatic collection of Workforce Information will rebalance management time, allowing more focus on employee support in Health and Wellbeing, Development, and Service Delivery Improvement. Availability of resources, progress and performance will be shared with partners to improve collaboration. Overtime, mileage, rotas etc. will be automated as much as feasible.
5. To enhance evidence based decision making, the range of data sources in use will be expanded, including those from external partners. The introduction and use of data science techniques, alongside increased understanding, will incorporate seemingly unrelated datasets, e.g. weather conditions and predicted demand for Support Services- into a broader view of causes and effects.
6. Integrate technology into service area plans using data and staff feedback. Changes will work towards continuous process and service improvement, maximising use, benefits, and sharing of technologies. Procurement will align with technologies fitting to and informing change - neither will be led solely by the other.

 [Connected Workforce](#)

 [Connected Services](#)

 [Connected Citizens](#)

CONNECTED WORKFORCE

Technology allows effective engagement and improved working practices

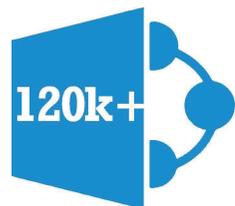
Time period (April 2018 - March 2019)

ICT provisions



ICT enable the workforce to utilise the technology available to them. Over 2,000 mobile devices provided to staff.

Service Desk provide a responsive ICT support structure across the authority with remote and on-site support staff. Over 30,000 Tickets raised through Service Desk.



Transition of 47 services from traditional storage documenting methods to **SharePoint**. 120,000+ documents migrated to date. In-built document retention system helps create robust governance working practises.

Mobile Working

Several Departments have bespoke systems in order for staff to be able to carry out Role-specific work remotely and securely.



These systems enable the mobile workforce to receive and complete their work out and about and away from the office. It allows them to communicate with colleagues and management to manage workload more efficiently as well as giving employees a consistent working pattern.

Self - Service

DigiGov - Self service HR Tool. Allows employees to view their leave requests, track claims and view/edit their personal information without contacting HR.



Staff App launched in November 2016. Allows for staff to access their electronic payslips as well as receive Staff Information and notifications (training)

Requests create an auditable trail of actions. An average of **15,000** transactions per month through system.



Internal Communications



Implemented an internal instant messaging service allowing for more efficient communications between staff. Reduces pressures that current email volumes put on Council ICT infrastructure. **173% increase** in Instant Messaging usage across the authority.

Internal intranet is the online hub for staff information. Staff are kept informed of Council news via circulation of Core Brief and Staff Information emails.

Staff Surveys are completed online via web-based form allowing for non-office based employees to complete.

Workforce Stats



50 Civil Enforcement Officers issued 6000 Parking and 15,000 MTC fines in the field on average per month.

129 Responsive Repair Operatives using electronic scheduling system, over 9000 visits booked per month.



29 Refuse vehicles with digital waste collection trackers. Provides real-time Waste Collection updates to customer service staff.



Over 18,000 Caretaking visits carried out arranged via Caretaking Application.

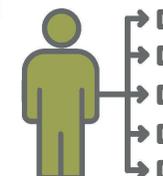
Personal Development



Wide-range of online training and modules available through Academy Online Portal. More than **24,000 e-learning courses** and modules completed.

Essential Skills course delivered to front-line staff in conjunction with Cardiff and Vale college has provided staff with basic Digital Skills.

The Academy's "Learning with Technology" Week offered basic skills such as Excel, Word basics all the way to Social Media Boot camps.



Personal Reviews offers workers to sit down 121 with their managers. Allows for training needs to be identified and courses to be booked in there and then via DigiGov. 95% of all staff completed their personal reviews in 18/19

- [Connected Management](#)
- [Connected Services](#)
- [Connected Citizens](#)

CONNECTED WORKFORCE

Technology allows effective engagement and improved working practices



1. Migrate all staff to emerging communication, storage and collaborative platforms. Office 365 allows for easier and more effective communication with 3rd parties via Skype and gives colleagues the ability to work across multiple devices. Full SharePoint migration allows staff to utilise collaborative digital work spaces, both internally and with 3rd parties and move away from physical storage of documents and policies.
2. Increase the capabilities of the Staff app by granting staff the ability to submit claims, track request status on the go. Explore integration of Workforce Planning into DigiGov ensures that relevant training is linked to each job role. Increase self-service options across ICT Service Desk.
3. To encourage smarter working, a combination of hardware, software and networks allows the workforce to take the office with them wherever they work. Automated workflows guide staff through the steps involved in the business as usual tasks, and automatically collects required audit and client information.
4. Strive to adequately equip the workforce with the skills necessary to successfully deliver digital solutions. By raising digital literacy throughout authority we will prepare the workforce for the Digital by Default working landscape. By expanding on the success of Essential Skills workshops we can supply employees with digital skills that can be utilised both in work and in their personal lives.
5. With efficiencies found through technology, the workforce has the capacity to increase their participation in engagement events such as Health and Wellbeing and Employee Roadshows. It also allows for employees to seek out training courses and have more 1-2-1 time with their managers.
6. ICT will continue to work to enable colleagues to utilise the digital tools available to them. This includes facilitating improvements to Wi-Fi in Council buildings, infrastructure improves to support digital working practices as well as opening up Self-Service tools for common ICT issues.

 [Connected Management](#)

 [Connected Services](#)

 [Connected Citizens](#)

CONNECTED PARTNERS

Technology makes a real difference to how joined-up services are provided to citizens

Cardiff and its partners

These include, but are not limited to:

3rd Sector Organisations



Volunteer Cardiff is a digital platform run by Cardiff Council that promotes everything to do with volunteering in Cardiff.



It unites key organisations and signposts Cardiff residents to all opportunities available to support volunteering.



Emergency Services



Agile work stations enable partnership and collaborative working between Cardiff Council and Emergency Services.

18 council devices in Cardiff Bay police station

1 council device in Cardiff prison

There is an agreement for staff to have access to computers and digital infrastructure situated in each others buildings.

Gateway Services



Gateway Services are digitally accessible for citizens and link with a wide range of internal and external partners to provide advice and support to citizens.



The Joint Equipment Stores formal partnership with Vale of Glamorgan Council and Health board provide one service to citizens. Upgraded ICT system allows paper-free end to end processes.

Community Organisations

Digital platform in place providing information and advice to community organisations.



Cardiff Council and **Housing associations** in the city have a joint Housing Allocation Scheme and operate a common waiting list for their properties.



Universities



Joint working with our universities and colleges to focus on improving service delivery.

- Working collaboratively with **Cardiff University** on a number of initiatives. Cardiff Council has worked in partnership with the National Software Academy to develop the next generation of Software Engineers.



- Adult Learning liaise with CAVC on an annual basis to plan and offer Digital training.

Citizen Wellbeing



Network of HUBs and Libraries providing citizens with access to numerous services, such as **Citizens Advice**.



Dewis Cymru is an online resource directory which provides citizens information and advice about services available for health and well-being.



CONNECTED PARTNERS

Technology makes a real difference to how joined-up services are provided to citizens

Cardiff in the Welsh region

These include, but are not limited to:

Connected Network



Public Sector Broadband Aggregation (PSBA) connects Welsh public sector organisations to a private, secure, wide area network.

Over 110
organisations

Nearly
5,000
sites

This enables organisations to deliver services through a safe, fast and resilient connection.

All 22 Local Authorities
CONNECTED

Cardiff Capital Region City Deal



UK Government agreed £1.2 billion City Deal for **Cardiff Capital Region** in partnership with the Welsh Government and 10 local authorities.

Hosted Services

Services provided to citizens across Wales which interacts seamlessly on a digital platform with other organisations and local authorities.

WITS – The Wales Interpretation and Translation Service deals with requests for professional interpreters and translators.

Rent Smart Wales – Easily accessible website and training platform which enables digital applications, reporting and online training.



34,258
requests



11,955
licences issued

Local Authorities

Increased collaborative working between local authorities within Wales to provide services to citizens

Wales Pension Partnership established in 2017 to pool their investments with aim to reduce investment costs. The Cardiff and Vale of Glamorgan Pension Fund is one of the eight Local Government Pension Scheme in this partnership.

Adoption Services in Cardiff are managed by the Vale, Valleys and Cardiff Adoption Collaborative and supported by the National Adoption Service.

Central South Consortium is a Joint Education Service for 5 local authorities which develops a school improvement service to raise standards.



Shared Regulatory Services covers the council areas of Cardiff, Bridgend and Vale of Glamorgan Council. Serving over 600,000 residents and 10,000 businesses.

Cardiff & Vale Regional Safeguarding board in place with representatives from Cardiff and Vale of Glamorgan Council bringing together the main agencies that have day-to-day responsibility for child and adult safeguarding (16 in total).

All Wales Library Management System implemented by 17 local authorities.

The Cardiff and Vale Integrated Health and Social Care Partnership ensures partners work together effectively to set priorities and improve outcomes and wellbeing for citizens.

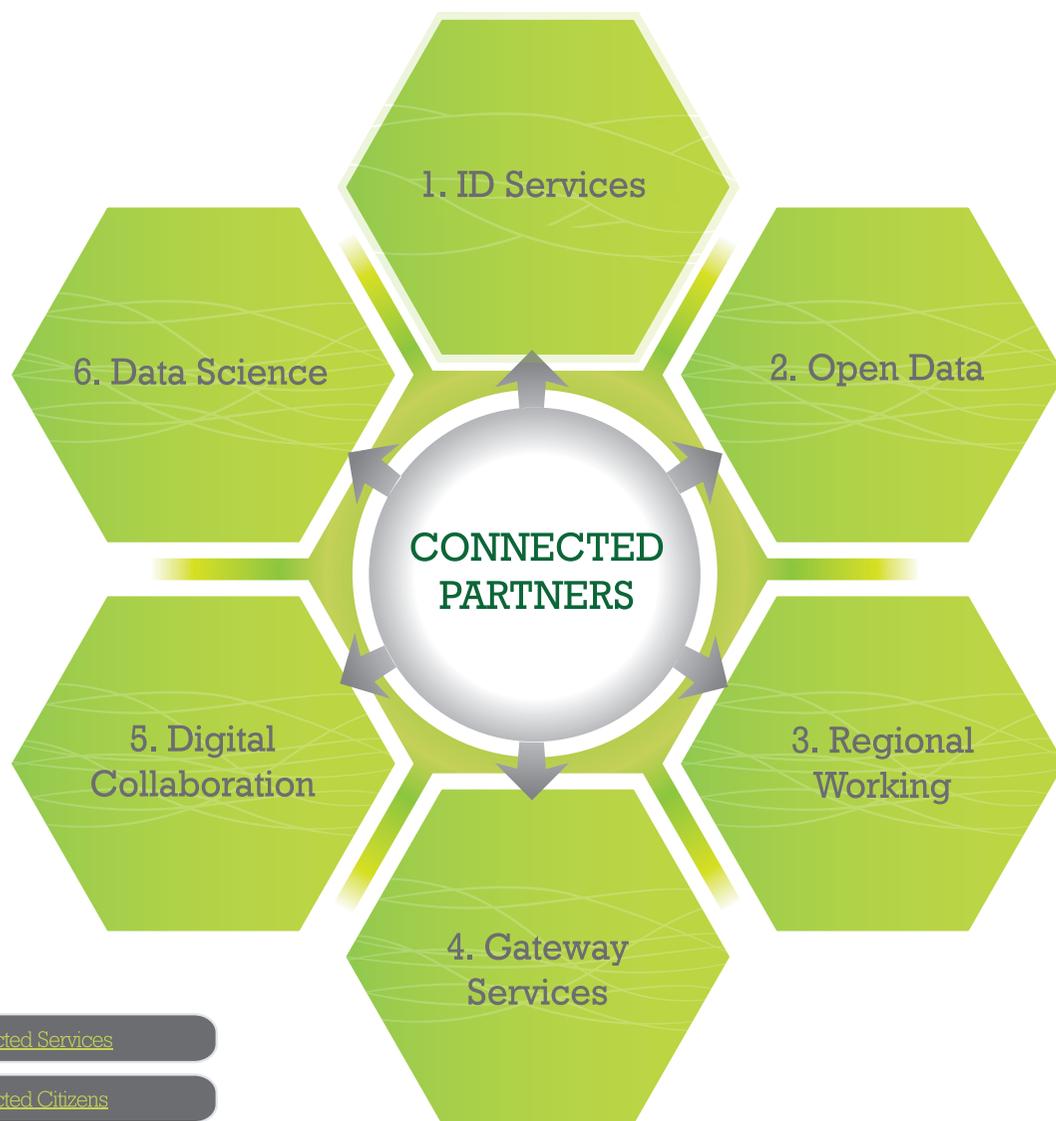
[Connected Services](#)

[Connected Citizens](#)

[Connected Businesses](#)

CONNECTED PARTNERS

Technology makes a real difference to how joined-up services are provided to citizens



1. Explore the possibilities of creating one view of the citizen for all council services, in collaboration with partners. Unique identifier provides the ability for a single departmental view of the citizen to feed their specific data into multiple views, which can be seen by all relevant, verified partners.

2. Cardiff Council will look to create an Open Data Strategy. The Council will investigate publishing key datasets in a non-propriety format to increase transparency and accountability. Open Data will bring wider benefits to our entrepreneurial start-ups, businesses and academics by allowing them to exploit gaps across markets, identify new business opportunities, create new products and services and develop new business models

3. Continue to encourage collaborative work within the Welsh region, with the ambition of implementing shared protocols between partners. This will allow for service review and recognise best practice.

4. Increase Gateway Services across the council and with partners, to improve first point of contact resolution and accessibility for citizens. Introduction of Cardiff Family Advice and Support service will provide a clear pathway for citizens to access information and advice.

5. Wider collaboration with partners to create a Digital Collaboration team, sitting across all organisations as part of Welsh Local Government Association (WLGA). Create a collaboration workspace which will allow all organisations involved to share data, information, systems and to work on joint initiatives. The team will focus on supporting projects and helping increase the speed of digital delivery of council services across Wales.

6. Introduce and apply data science and analytics to services to help contextualise the data available from the council and partners. This will inform business decisions, predict behaviours and support early intervention work.

CONNECTED BUSINESSES

Technology makes Cardiff a more attractive place to do business and encourages innovation

Time period (April 2018 - March 2019)

SOCIAL MEDIA



Twitter and LinkedIn are used to raise profile of Cardiff at events using event specific tags and city branding #ChooseCardiff. Encourages partner engagement through targeted promotion of partners at these events.

3.8% increase in followers following attendance at MIPIM.

CARDIFF IX



Cardiff Internet Exchange in Enterprise Zone has 21 connected businesses, the largest number outside London.

Businesses have improved bandwidth, reduced latency and allows for faster data transfer.

EMPOWERING EMERGING BUSINESS



The business sectors of Fintech, Creative Industries, Life Sciences and Complex Manufacturing have all been identified as the most requiring support from tech infrastructure.

Invest in Cardiff helping businesses in these sectors best leverage the benefits of Cardiff IX and other infrastructural benefits.

BUSINESS CRM



A Business CRM has been implemented to better manage relationships with businesses and begin building a data picture of the Council's support to businesses by sector and type of contact/support.

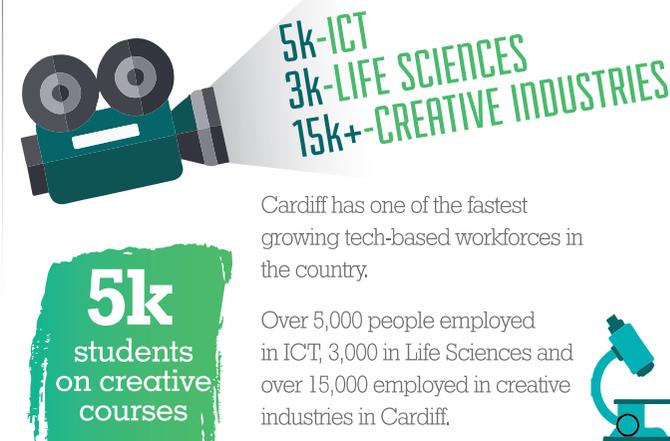
START-UP ASSISTANCE



The Council's economic development team provide support and advice to start-up businesses. Offering advice and signposting to help new businesses secure funding, find office space that supports their digital needs and help establish relationships with business support agencies within Cardiff.

A total of 1,645 new businesses started in Cardiff in 2017

TECH READY WORKFORCE



Cardiff has one of the fastest growing tech-based workforces in the country.

Over 5,000 people employed in ICT, 3,000 in Life Sciences and over 15,000 employed in creative industries in Cardiff.

There is also 5,000 students enrolled on creative courses across the 3 Cardiff Universities.

- [Connected Services](#)
- [Connected Citizens](#)
- [Connected Partners](#)

CONNECTED BUSINESSES

Technology makes Cardiff a more attractive place to do business and encourages innovation



1. 'Invest in Cardiff' website to be upgraded to bring up to modern standards. Allow prospective parties to self-serve to undertake property searches and use indicative benchmarking calculators appropriate to their business needs.
2. Continue to provide support to Fintech and Creative and Digital sector by working on upgrading of network speeds across the City and its region. Investigate feasibility of dedicated network sections for SME.
3. As part of the Smart Cities strategy we will look to create an open data platform that will provide opportunities for businesses and start-ups to create new innovative products and services.
4. Explore how to better utilise Data coming from the business CRM. Leading to better business data being collated, analysed and distributed by Economic Development.
5. Continue to contribute as part of the Cardiff Capital Region City Deal, working towards creating and supporting an innovation district.
6. Ensure that current and future generations have the relevant skills and knowledge in order to succeed in the new digital economy. Using the Future Generations act and Digital Competency Framework as base to deliver the new Digital Curriculum in Cardiff Schools.

Technology is used to improve education outcomes and embed digital skills in the workforce

Time period (April 2018 - March 2019)

Core Service

ICT supply 128 Cardiff Schools with their core service. Includes safe, filtered web access for online resources

128

5 schools trialling new delivery methods, and 1 has opted to use third party filtering and broadband

Speed and Access

2GB

Current total of 2GB bandwidth to Schools Network – Approx 16MB to each school



hwb.gov.wales

All Wales digital learning, providing resources for teachers and pupils.

Cardiff was the first LA to roll out the use of HWB



Education Support Services

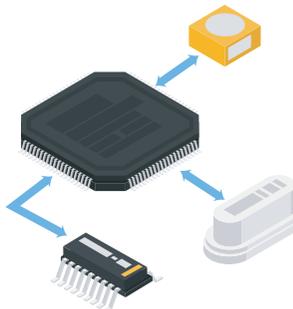
Current project to align recording, reporting, and retention of essential data for 42 teams within Education Support Services, enabling efficient data sharing



Internal Communications

Several different, non-integrated, channels of communication used by different schools and teams.

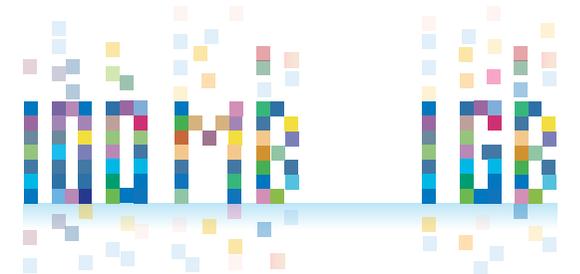
Split across 3 main suppliers Google, Microsoft, and Cardiff.Gov



Hosted Web Filtering

Collaboration between ICT and BT (PSBA) to provide safe web access

First steps towards targets of 100MB for primaries... and 1GB for secondaries bandwidth



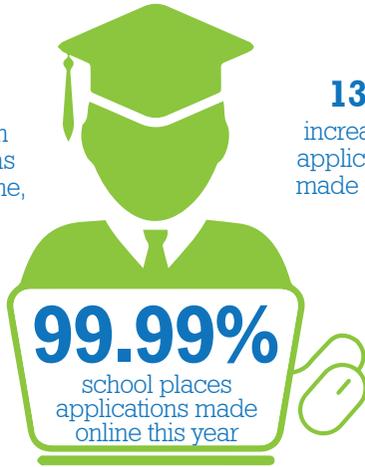
4 primaries and 1 secondary so far



Time period (April 2018 - March 2019)

Pupils Places

1.25%
increase in applications made on time,



13%
increase in applications made online

99.99%
school places applications made online this year

Cashless

Cashless payment systems for catering in all Secondary schools across Cardiff.

Top-ups can be online, or through on-site machines.

77% of all transactions completed online, accounting to

16% of total spend.

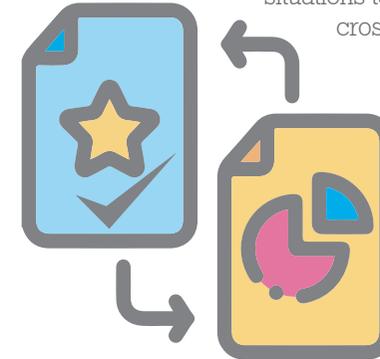


Phased roll out for primary schools, **25** schools are on the system

Computing Unlocked

A set of tools for use in classroom situations to cover both ICT and cross curricular use from Nursery to Year 9.

Ensures consistency throughout Cardiff schools. Implements the Digital Competency Framework and supports whole curriculum

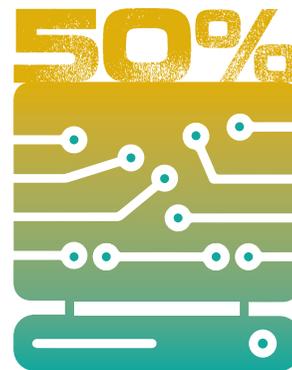


Pupils Information



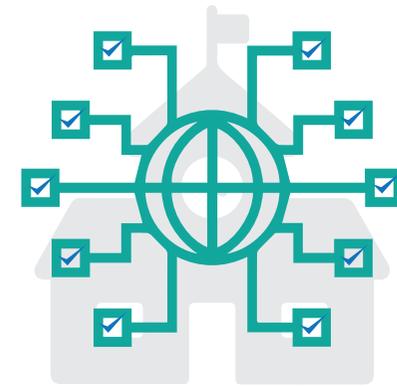
Schools Information Management System – SIMS – moved to cloud storage to reduce burden on schools maintaining individual systems, and increase use and availability of info

Computing in Class



50% of Secondary schools in Cardiff are teaching Computer Science – Coding, Programming, Algorithmic design

Digital Competency Framework

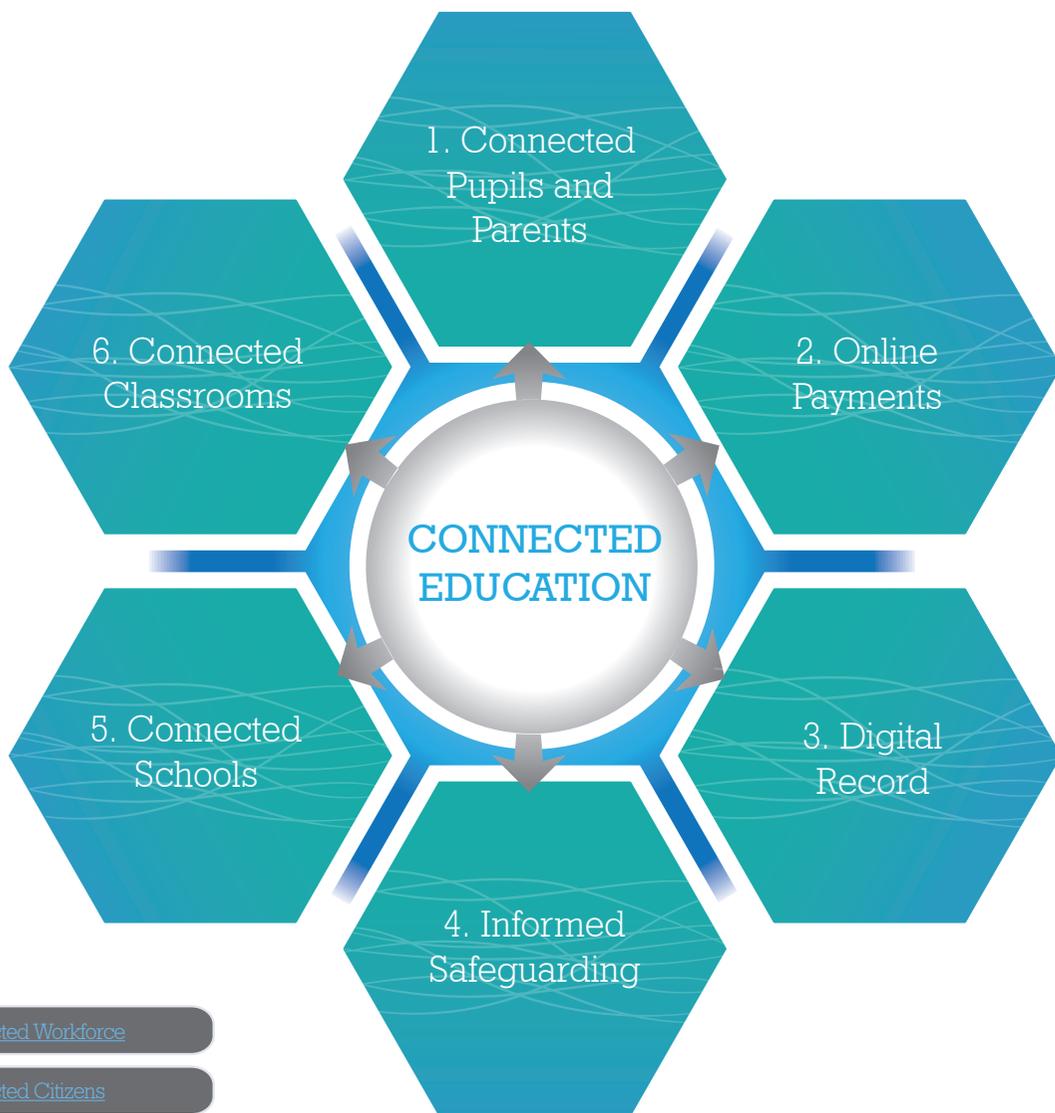


Developed by Welsh Government, utilised throughout Wales. Mandates use of ICT throughout the curriculum to create transferable digital skills and knowledge.

CONNECTED EDUCATION

Technology is used to improve education outcomes and embed digital skills in the workforce

What teachers, parents, and pupils of Cardiff can expect from the Council and Schools



1. Connected Pupils and Parents

Align existing resources to ensure teachers, parents, and pupils can communicate digitally about the things they need to, when they need to

2. Online Payments

Expand the existing cashless catering platform to become a wide ranging portal for parents to manage their financial interactions with the school

3. Digital Record

Complete the secure, portable, individual digital record for each pupil

4. Informed Safeguarding

Create systems and data sharing agreements to enhance early intervention for safeguarding purposes

5. Connected Schools

Ensure that all schools are supplied with the required connectivity to support the Digital Curriculum, Digital Competency Framework, and creation and use of joined-up data

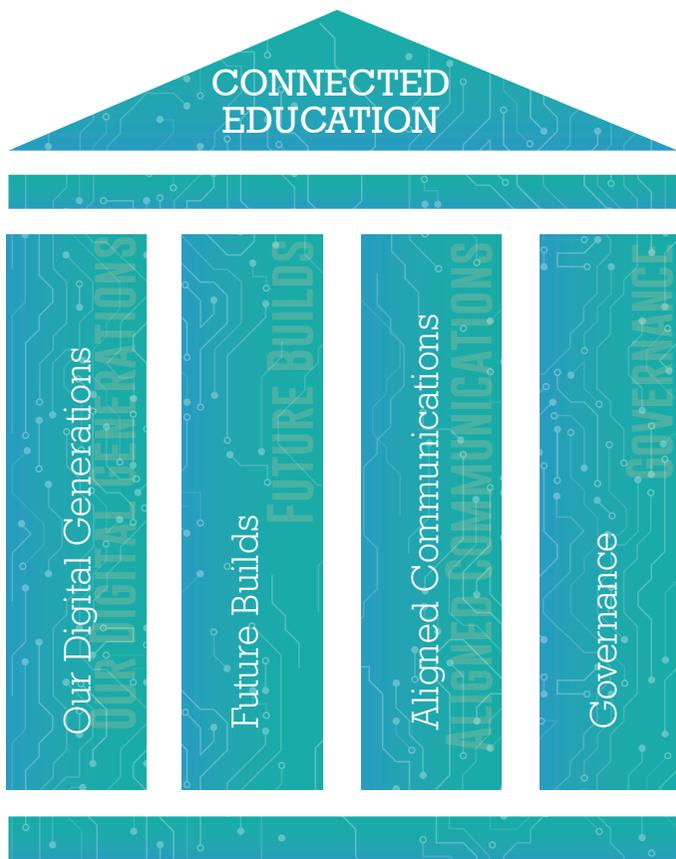
6. Connected Classrooms

Using Welsh Government's Education Digital Standards as a baseline, improve on-site infrastructure by co-operative working between the stakeholders – ICT, Schools, and Education Support Services - to ensure best use of the improved connectivity is made

CONNECTED EDUCATION

Technology is used to improve education outcomes and embed digital skills in the workforce

What teachers, parents, and pupils of Cardiff can expect from the Council and Schools



Our Digital Generations

Digital Competency Framework as a foundation to build better methods of delivering the new Digital Curriculum, with partners in business, universities and Smart Cities, and a Culture of Support for the teaching staff - ensuring future generations have the skills, knowledge, and ability to flourish in the emerging digital economy

Future Builds

Work with partners in universities, businesses, and Smart Cities to ensure that new build schools are designed with the infrastructure to be flexible and fit for the future

Aligned Communications

Strengthen links between Corporate ICT, Education, and Schools staff by aligning communication channels, increasing collaboration and share responsibility, and facilitating secure transfer of sensitive pupil and school information

Governance

Establish robust governance by all involved stakeholders to ensure these aspirations can be met, and knowledge can be created, used, and managed, to best effect.

CONNECTED VISITORS

Technology improves accessibility in Cardiff and makes the city an easier and more enjoyable place to visit

Time period (April 2018 - March 2019)

WEBSITE



The Visit Cardiff website has over 50,000 hits on average per month and is accessed from more than 200 countries. It acts as a single point of reference for visitors by surfacing information and events from engaged businesses and event partners.

www.visitcardiff.com

SOCIAL MEDIA

140k+ followers



Over 140,000 followers across 15 bilingual Social Media channels. Channels aligned to specific information -Visit Cardiff for potential visitors, Cardiff Events for events and travel info. Keeping users up to date and acting as customer query platform

METRICS



Google Analytics and social website in-built analytics can give insights into geographical reach and campaign targeting.

Informs future campaign approach and business decisions.

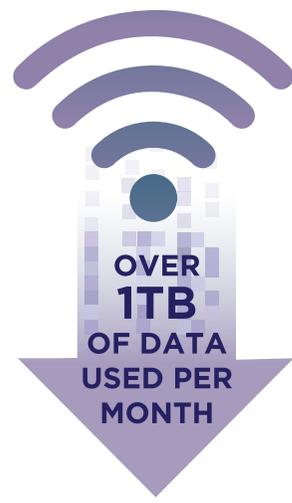
SHARING/FEEDBACK



Communications with partner businesses generally by email.

Little integration or self-serve currently available, partly due to restrictions on accessing commonly used file sharing platforms.

FREE PUBLIC WI-FI



Cardiff Free WiFi enables Cardiff City Centre and Cardiff Bay visitors to access the internet on the go, for free.



ENHANCED VISITS



Visitor experiences are enhanced by technology. 3rd party applications like Tiger Bay Trail app and History Points provide a fuller visiting experience.

Visit Cardiff site has downloadable maps and links to common map providers. Downloadable audio tours available at Cardiff Castle.

- [Connected Businesses](#)
- [Connected Citizens](#)
- [Connected Partners](#)

CONNECTED VISITORS

Technology improves accessibility in cardiff and makes the city an easier and more enjoyable place to visit



1. Curate better visitor experience by creating a more responsive and searchable events calendar and look into the possibility of ticket purchasing capabilities. Wider integration provides centralised travel information from Cardiff Airport, Traveline Cymru, NextBike and useful apps for car users, all embedded into the website.
2. Look to facilitate business partners sharing and accessing information via the new website. Possibilities of getting events and press releases "to press" quicker and keeping visitors more up to date. Feedback and analytics can be shared with businesses in a more dynamic and secure manner. Investigate feasibility of business partner portal.
3. Expand on current bilingual content and ensure core visitor information will be provided in key visitor languages. Look into possible use of advanced AI translation services in order to make tourism services easier to access for a wider range of people.
4. Re-launch of existing social media channels, focusing on user generated content to improve engagement. Present a view of Cardiff through the eyes of its residents and visitors.
5. New interactions provide more useful data, enabling Cardiff to identify conversion from online visits to actual visits. What attractions and events brought them? Did they enjoy them? Why?
6. Next generation of mobile applications enhance visits through Augmented reality, increasing accessibility for people with a wide range of needs.

 Connected Businesses

 Connected Citizens

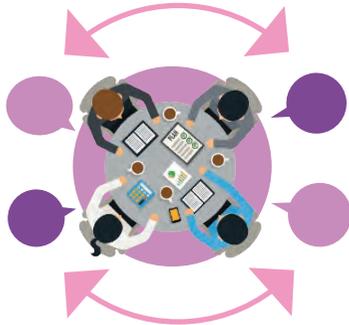
 Connected Partners

CONNECTED SERVICES

Technology makes services more accessible, with better outcomes delivered through joined-up working

Time period (April 2018 - March 2019)

INFORMED BEST PRACTICE



Participation in City Deal and Core Cities opens opportunities for collaborative working and sharing of best practise. Local Gov Digital discuss and set open standard for data and provide UK wide opportunity for collaborations.

Cardiff Free Wi-Fi model was implemented following City Deal discussions.

MODERNISATION PROGRAMME



Aiming to align and streamline working within the authority. Services share practice, resource and data through better communication to ensure better delivery of services with fuller picture of citizens.

So far, the programme has delivered the ability to access consistent services across **Cardiff Gov App** and the **Cardiff Gov Website**.

Council Tax e-billing and self service available through web and app 24/7. Over **11,000** accounts accessed since App launch in July 2018.

Customers can make **fly tipping** reports on the go, with GPS tracking. Over **2,000** reports across web and app since Aug 18.



38% of all **Highways Defects** reported since launch in Feb 19 have come through website or application.



73% of all **Parking Permit applications** now made online through Council website

Household Enquiry Forms and **CTAX review letters** can now be replied to digitally.

DIGITAL INCLUSION



Technology can only deliver benefits to customers who are able to utilise it.

Into Work service supports people in their use of ICT to help them gain employment. They assisted **2,987** claimants moving onto the online-based Universal Credit system.

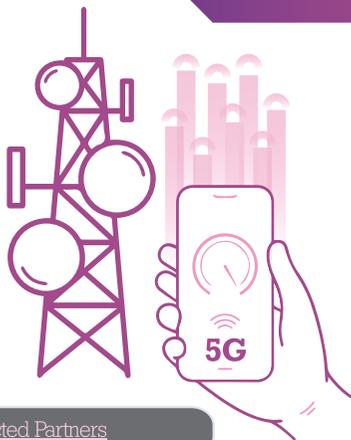


DYSGU I OEDOLION
ADULT LEARNING

Over **45,000** people attended their digital outreach and Job Club sessions.

Adult Learning provide targeted free adult skills courses and workshops alongside Good Things and Ty Canna with over **1,200** people enrolling on digital courses since September 2018.

INFRASTRUCTURE



Cardiff Council facilitate relationships between property developers and telecommunications companies to ensure new builds, both commercial and residential, are equipped with Fibre and are ready for 5G.

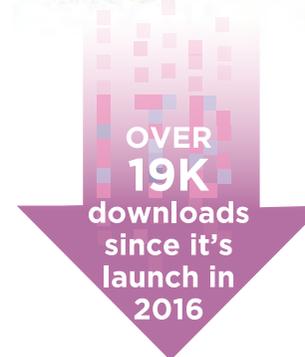
Councils own network supports Council Public Buildings and Cardiff Free Wi-Fi in the City Centre and Cardiff Bay. Enables more people to access the services available online.

EVAC CARDIFF



Cardiff Council work in conjunction with Emergency Services, Public Transport and Health Services to keep citizens informed of how to access services during events or major incidents.

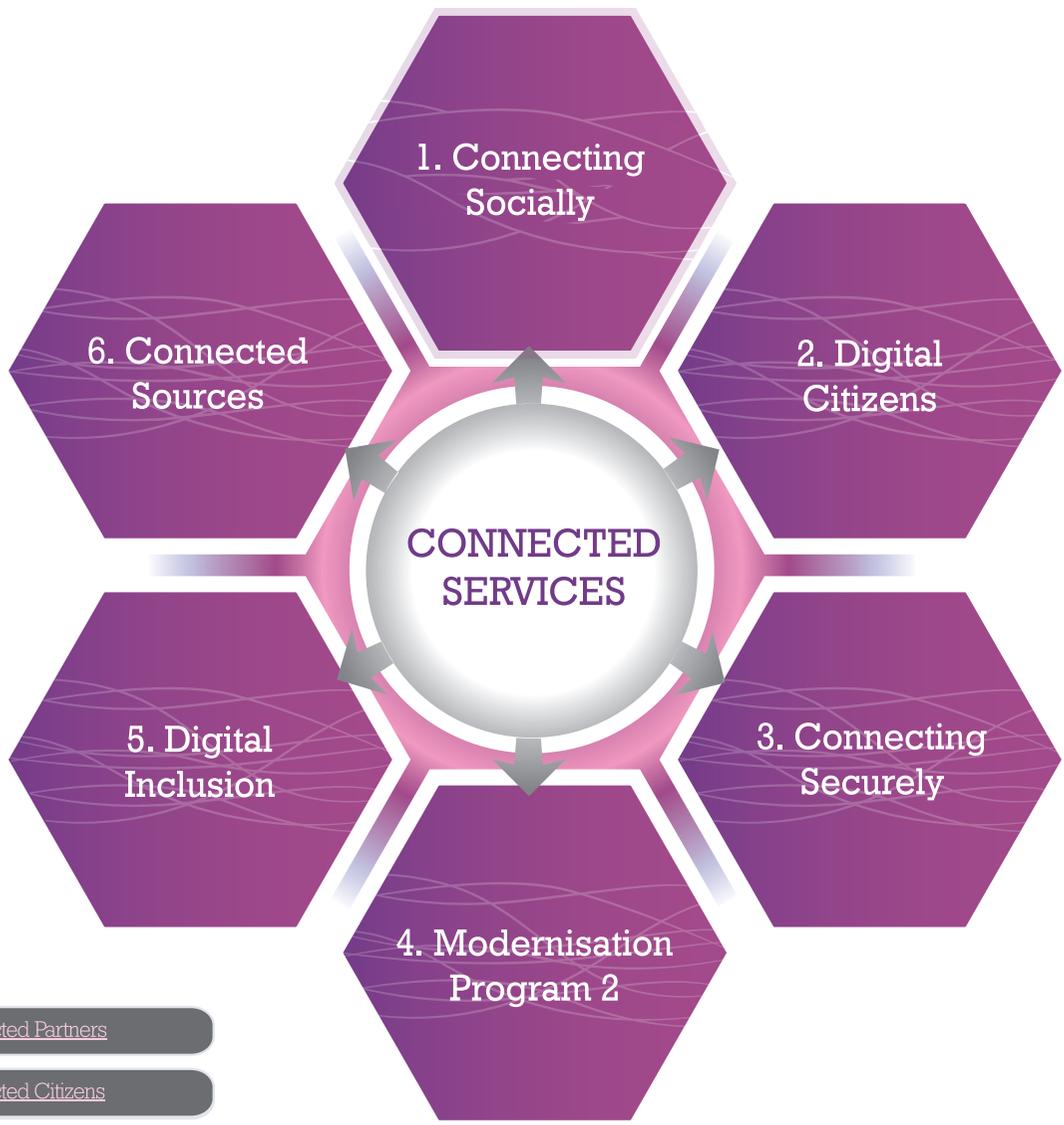
Information is surfaced through an application and a twitter account.



- Connected Partners
- Connected Citizens
- Connected Businesses

CONNECTED SERVICES

Technology makes services more accessible, with better outcomes delivered through joined-up working



1. Enhance sharing, communication and analysis between different services such as Schools, Children/Adult Services to facilitate a move towards early social intervention and preventative action.
2. Investigate feasibility of one digital ID that citizens can use to access all relevant Council services. One identifier for proof of address, linking to school applications and to cashless payment, eventually spreading to a suite of services in line with Modernisation Programme.
3. ICT and Information Management will work closely with services on enabling sharing of information with both internal and external partners through secure and efficient channels to promote and enable joined up working.
4. Internal sharing and alignment of information will allow citizens to gain a clear line of sight of service requests, their status, and completion, across all available channels of contact. Facilitated by rollout of O365, SharePoint online, Collective, and Virtual Agent.
5. Expand on the success of Into Work and Adult Learning's digital inclusion work by working closely with Digital Communities Wales. Look to offer more advanced courses such as coding clubs.
6. Connecting to partner and 3rd party sources of information to recombine, and enhance understanding of seemingly unrelated contributory factors. Helps create a more vivid and widespread image of how citizens interact with the Council and how they use services.

-  Connected Partners
-  Connected Citizens
-  Connected Businesses

CONNECTED ELECTED MEMBERS

Technology allows elected members to better understand and meet the needs of citizens

Time period (April 2018 - March 2019)

Agile working



All 75 members have the ability to work remotely via laptops, tablets and smartphones

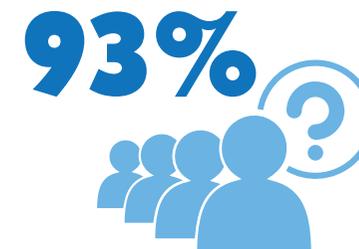


Members can stay up to date and connected with remote access to Modern.Gov, Blackberry Work and Outlook

Reporting



3,094 enquiries were submitted by Members via the Self Service Members Enquiry System. Provides automatic feedback and enquiries can be submitted at any time.



Remaining enquiries are emailed or called in directly to members services. 93% of members have used members enquiry service.

Public Engagement



Council meetings are broadcast for public viewing via Public-I and Facebook Live. Archived webcasts are available for everyone to view.

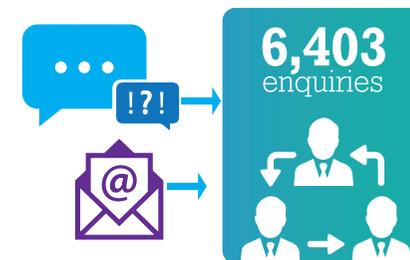


Mod.Gov allows Members and the public to access upcoming public documents as well as minutes of previous meetings.

Communications



Weekly update produced by Committee & Members services. Currently circulated every Monday via email to Members and senior management.

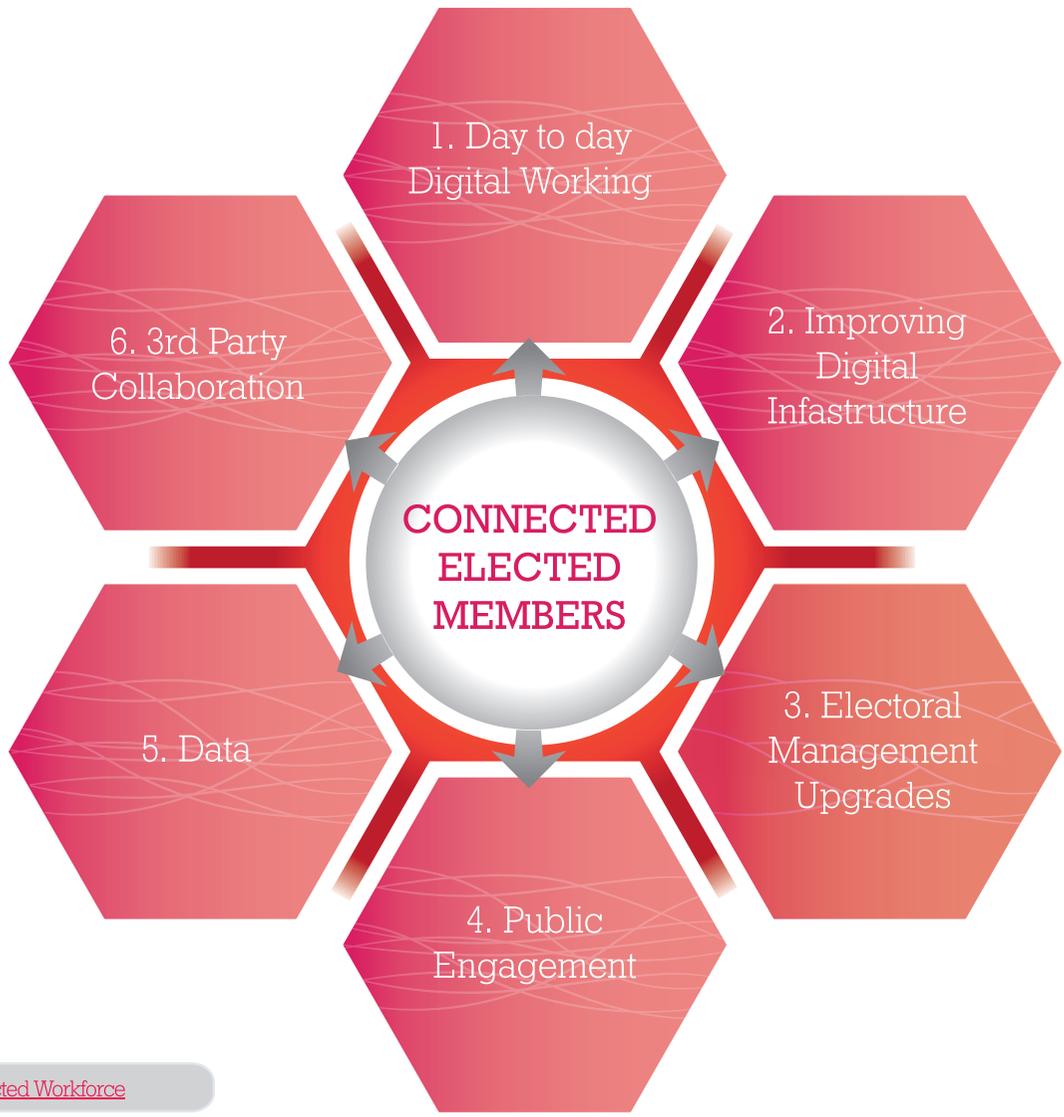


6,403 enquiries raised by members through the Member Enquiry System. This is either through Self Service or members services team



CONNECTED ELECTED MEMBERS

Technology allows elected members to better understand and meet the needs of citizens



1. Day to day Digital Working

Empower Members to work Digitally by Default by providing relevant training and continued ICT support. Upgrade and standardise Member's Mobile Working devices and undertake ICT upgrades to enable Members to remotely attend Council and Committee Meetings. Rollout of Office 365 will allow for more agile working.

2. Improving Digital Infrastructure

Improve Wi-Fi connectivity throughout Council Buildings and access to power points in Committee and Meeting Rooms to enable Members to work digitally. Undertake upgrade of Webcasting systems in order for all meeting rooms to be suitably equipped for broadcasting.

3. Electoral Management Upgrades

Upgrade of Electoral Management Software in order to maximise returns of Household Enquiry Forms and modernise Electoral processes and communications. Upgrades will introduce Mobile Canvassing and will contribute to the Council's aim of achieving 90% voter registration in 2019/2020

4. Public Engagement

Create a Social Media Engagement plan to promote and raise public awareness of the Council's Democratic workings (Surgeries, Consultations, Elections). Aim to increase views of Cabinet, Scrutiny and Committee meeting webcasts.

5. Data

Explore possibilities of providing Members with access to real-time, accurate data for the City. Ensure members have the relevant data and tools to hand in order to deal with enquiries and complaints efficiently, as well as identifying trending issues within their Wards.

6. 3rd Party Collaboration

The adoption of SharePoint Online will allow Members and Members Services to work collaboratively with other bodies, such as Welsh Government and other Local authorities, to help better understand the needs of the Public.

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Cardiff Digital Strategy



Cardiff's Digital Strategy was published in July 2018 to provide guidelines that support our ambition to digitalise services.

The digital vision for Cardiff is a Connected City. There are 9 strands that make a 'Connected Cardiff.'

Action Plans were developed for each 'Connected Cardiff' strand. Here is an example of the 'Connected Citizens' plan. Each plan outlined our current position and future aspirations which ranged from short term to long term.

The aspirations set were tasked to each area to progress and monitor within their corporate and directorate plans (see below).



Digital Strand	Name	Aspirations from overarching digital action plan with responsibility across the council	Responsibility	Stakeholders
Connected Citizens	Self Serve Ability	Develop a roadmap of services that will become available to citizens across digital platforms (Cardiff.gov website, mobile app, emerging technologies) that are fully integrated with back office systems to secure better, quicker outcomes for citizens	Rachel Bishop ICT Dev Ops GADT Web team DDT	
Connected Citizens	First Point of Contact	Deploy emerging technology in the field of artificial intelligence such as virtual agent, to support citizens needs 24/7	Rachel Bishop ICT Dev Ops Web team DDT	
Connected Citizens	Social media platforms	Apply consistent service standards across social media platforms to ensure that accessibility and usability is equivalent	Rachel Bishop	Corporate Communications
Connected Citizens	Welsh language	We will continue to work with suppliers and other public sector organisations to ensure the Council fulfils its obligations under Welsh language standards, enabling citizens to access services in their language of choice	Rachel Bishop	Bilingual Cardiff Procurement
Connected Citizens	Telecommunication suppliers	We will work closely with telecommunication suppliers to ensure that digital infrastructure is expanded to provide improved coverage across Cardiff	Phil Bear	ICT Infrastructure Enterprise
Connected Citizens	Fibre Infrastructure	The laying of greater fibre networks will increase choice, reduce cost and improve quality of service for citizens. We will work with internal and external partners to increase	Phil Bear	ICT Infrastructure Enterprise Architecture

We are taking a Digital First moving to a Digital by Default approach, in order to ensure digitally excluded citizens are ensured and provided for every step of the way.



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Cardiff Digital Strategy



**Gweithio dros Gaerdydd, gweithio gyda'n gilydd
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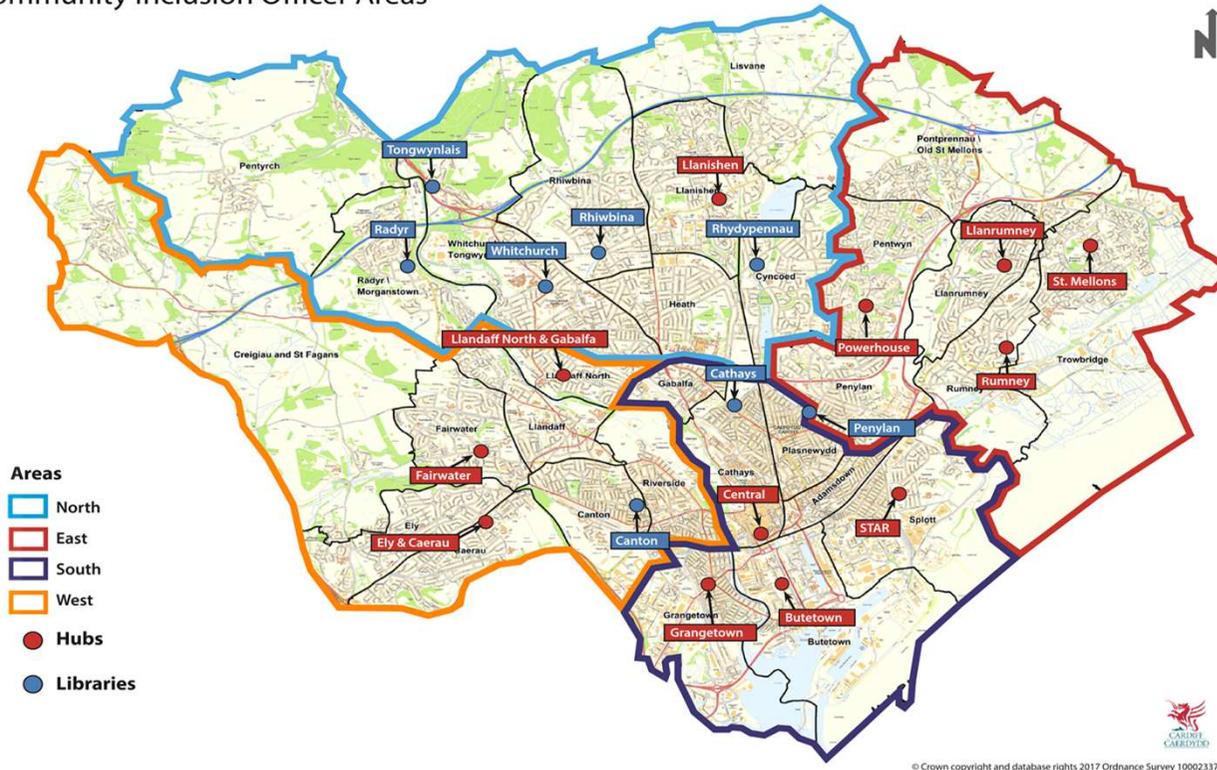
Older People: Access to Information, Advice and Services



Services across the city



Community Inclusion Officer Areas



Services provided right across the city so anyone can access, regardless of where they live



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Partnership Working



PARKINSON'S^{UK}



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Digital Inclusion by Age



Age	Do you use the use the internet (including Smart TV and handheld devices)	
	Yes %	No %
16-24	100	-
25-44	98	2
45-64	93	7
65-74	79	21
75+	49	51

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*(National Survey of Wales 2018/2019)

Dedicated Digital Officer in Adult Learning



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Drop in Digital Support



Into Work Advice Service Timetable

Central Cardiff	
Location	Times
Central Library Hub	Monday – Wednesday & Friday: 9am – 6pm Thursday: 10am – 7pm
Canton Library	Wednesday: 9am – 4pm (Closed 1pm – 2pm)
STAR Hub	Tuesday & Friday: 9am – 5pm
City Church Foodbank	Thursday: 10am – 12pm
Woodville Baptist Church Foodbank	Tuesday: 1pm – 3pm Saturday: 11am – 1pm
St Saviours Church Foodbank	Wednesday: 1pm – 3pm Thursday: 6:30pm – 8pm
Cardiff West	
Location	Times
Ely & Caerau Community Hub	Monday – Wednesday: 9am – 5pm Thursday: 10am – 5pm Friday: 9am – 5pm
Fainwater Hub	Friday: 9am – 5pm
Dusty Forge	Wednesday: 9am – 4pm
Pentrebane Zone	Wednesday: 9am – 1pm
Ely Baptist Church Foodbank	Monday and Thursday: 1pm – 3pm
Cardiff North	
Location	Times
Llandaff North & Gabalfa Hub	Monday & Tuesday: 9am – 5pm Wednesday & Thursday: 10am – 5pm Friday: 9am – 5pm
Llanishen Hub	Thursday: 9am – 5pm
Cardiff South	
Location	Times
Butetown Pavilion	Monday & Friday: 9am – 5pm Tuesday – Thursday 10am – 8pm
Grange town Hub	Monday & Tuesday: 9am – 5pm Wednesday: 10am – 5pm Thursday & Friday: 9am – 5pm
Riverside Brunel Street	Tuesday: 9am – 4pm
Cardiff East	
Location	Times
Llanedeyrn Hub	Thursday: 9am – 5pm
Llanrumney Hub	Tuesday: 9am – 5pm
Rumney Partnership Hub	Monday: 9am – 12pm
St Mellons Hub	Monday & Tuesday: 9am – 5pm Wednesday: 10am – 6pm Thursday & Friday: 9am – 5pm
St Mellons Community Centre (Foodbank)	Monday: 12:30pm – 2:30pm



Volunteers



- Digital Inclusion Officers supported by 41 'Digital Volunteer Champions' across the Hubs, to give one to one help on PCs, tablets etc
- 64 volunteers aged 60+ covering an array of Volunteering opportunities offered throughout the Hubs for older people who want to 'give something back'
- Community volunteer led clubs include - Lunch club, 'Knit and natter', gardening



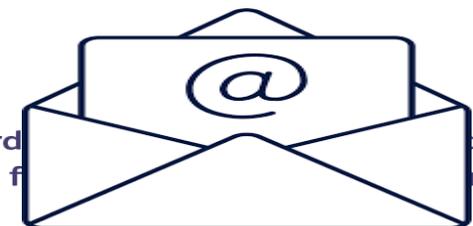
Open Access – Basic Digital Skills for Life Courses



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Gweithio dros Gaerdydd Working f



Drop In Surgery – up to date tech



ADULT LEARNING CARDIFF

DIGITAL SURGERY

New update on your smartphone? Can't figure out your tablet? Not to fear! Come along to our Digital Surgery where all of your questions will be answered. We will be exploring a range of digital skills weekly to help you feel more confident with your devices, navigating the internet and tips on how to stay safe online.

Every Friday 10am-12pm (Drop-in)
Severn Road Adult Learning Centre
Call 02920 872030 for more info

An illustration of a smartphone with a stethoscope around it, symbolizing digital health or surgery.The Windows logo.The 'Learn My Way' logo.

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Formal Courses



'Improve your Digital Skills'

'Advanced Digital Skills'

'Get to know your Smartphone and Tablet'

'ICT and Essential skills'



'Computers for Beginners'

'Digital Creativity'

'Appy Hour'



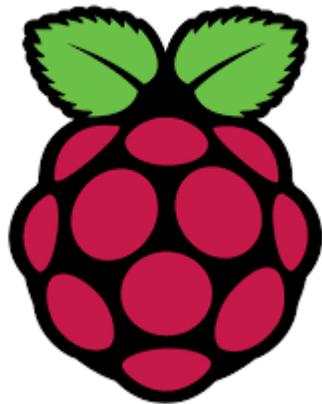
Digital Social Clubs



- Targeted at older / vulnerable learners across the city
- Smaller classes than traditional digital training courses
- Bring Your Own Device encouraged
- How to change accessibility settings

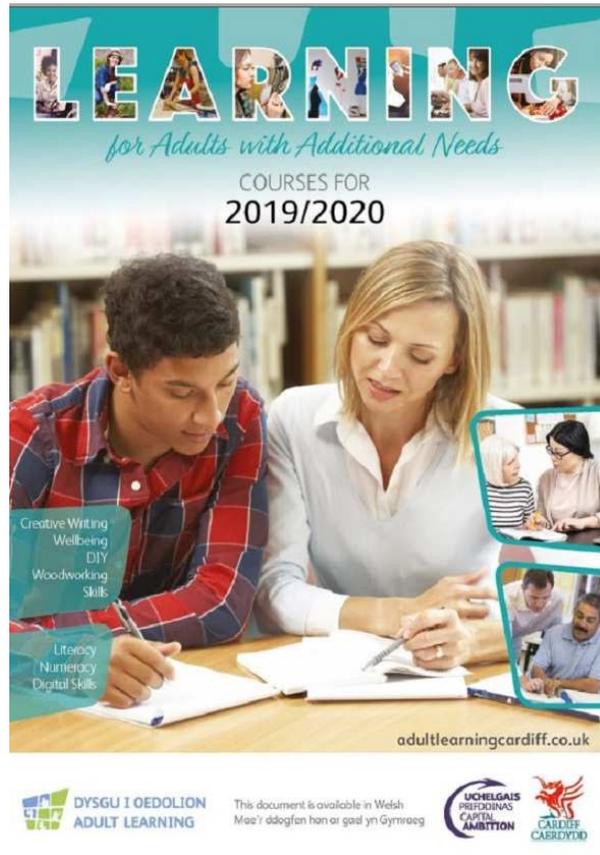


Partnership Working- Tackling Digital Exclusion for older people



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Supporting people with a disability



DICE – Disability Inclusion in Community Education Courses for people who have physical or mental impairments

- Specific Digital classes across the city, (PC software for accessibility – Supanova/ JAWS) including Llandough, Ty Canna, 4 Winds
- One to one help as required on tech – free software they can download to assist them - accessibility
- Specialist advisors for disability and other welfare benefits, who will carry out home visits
- Robust referrals to Citizens Advice for other specialist help
- Partnership Working (Cardiff Deaf Centre, Cardiff Institute for the Blind, working with Community Inclusion Officers to set up community groups)
- RADAR keys available across all Hubs

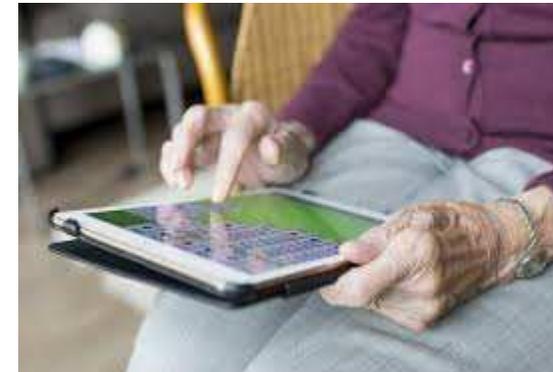
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Future Plans



Proposed pilot with Digital Community Wales to loan tablets to older people to use in their homes. Bid submitted to WG 'Digital 2030' to purchase tablets to be loaned out. Housebound and mobile service to deliver tablets and support users.



Tablet loan scheme



GP social prescribing

“Digital Health Initiative” Working with GP’S, Public Health Wales and Digital Communities Wales. Social Prescribing courses, using Fitbits to improve the health and fitness of socially isolated adults. Adult Learning team, through Hubs would loan Fitbits and show people how to sync with phone/ tablet to access information about their health. Looking at health and well being apps. Signposting to services in their local area eg walking football club



Dewis Cymru is THE place for well-being information in Wales

APPENDIX D



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Cardiff Scrutiny Committee

2 October 2019

Sharon Miller

Regional Coordinator Sustainable Social Services

Jessica Player

Regional Dewis Project Manager (Acting)



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Dewis Cymru - the national context



Dewis Cymru forms part of the local government response to the **Social Services and Well-being (Wales) Act**

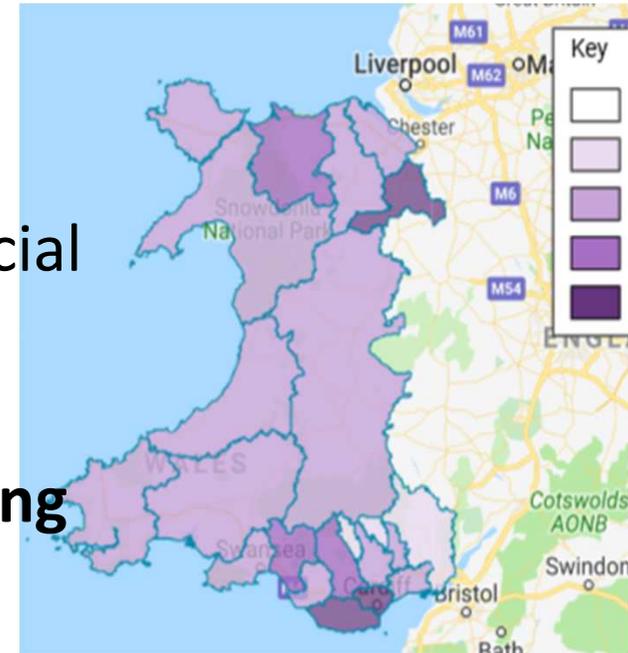
Duty to provide information about the **range** of locally available services

Formally **endorsed** by the Association of Directors of Social Services in Wales

Adopted by **ALL 22** local authorities

Dewis Cymru is developed and hosted centrally – **reducing costs and avoiding duplication**

Dewis Cymru is **free to use** - owned and funded by local authorities across Wales



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What is Dewis Cymru?

- Dewis Cymru is **THE** place to find information about well-being services in Wales
- Dewis Cymru gives citizens **choice** and **control** over the services they engage with
- Helping people find practical sources of help and support



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What do we mean by 'Well-being'?

When we talk about *well-being*, we don't just mean our health. We mean things like **where you live**, how **safe and secure** you feel, **getting out and about**, **keeping in touch** with family and friends, and being **part of your community**.

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No two people are the same and well-being means different things to different people. So Dewis Cymru is here to help people find out more **about what matters** to them.



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Helping people find practical help



A Resource Directory containing national and local

resources:

Services – social care, housing, leisure, libraries, education, waste etc.

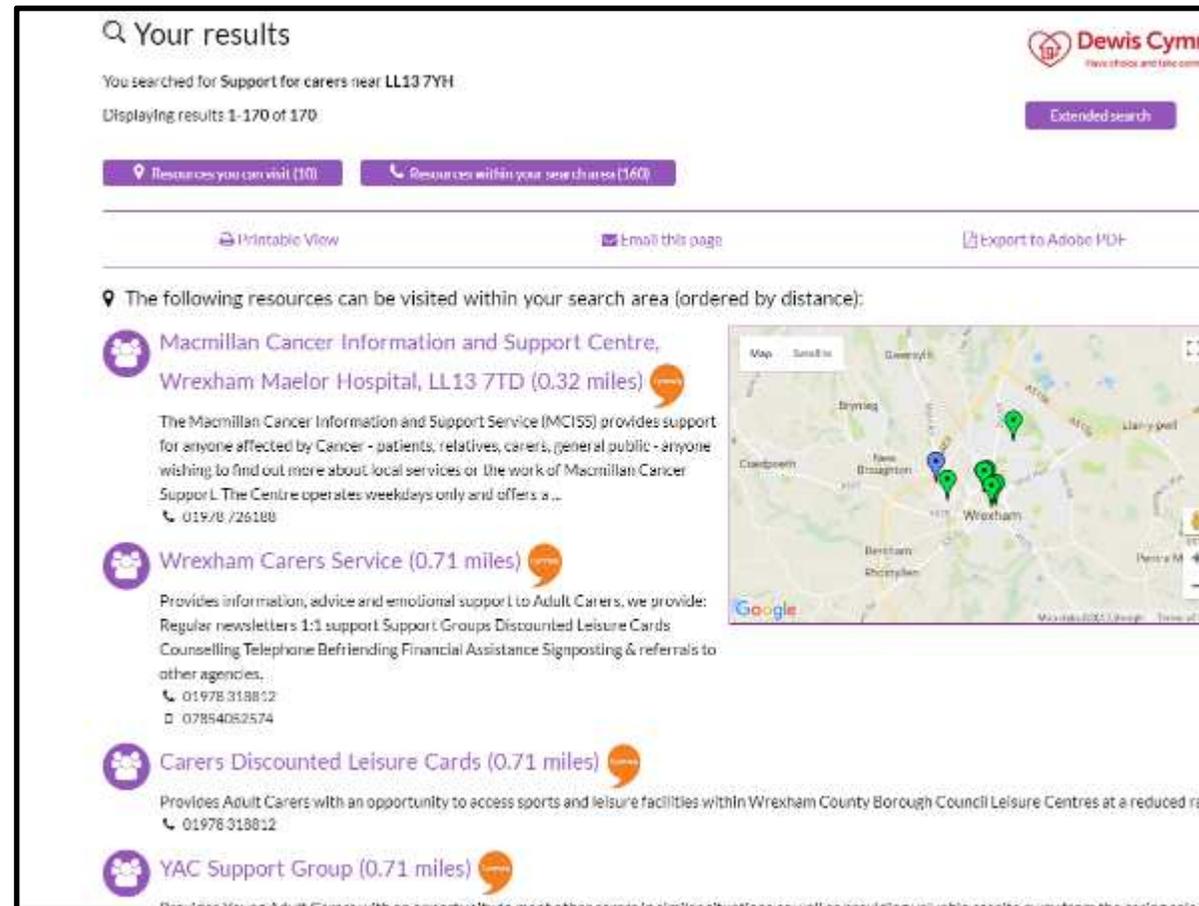
3rd sector organisations

Community Groups

Commercial companies

Events

Videos/Books



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Helping people consider What Matters...



Nationally developed and maintained **information pages** to help citizens think about What Matters to them



The screenshot shows the Dewis Cymru website. The header includes the logo and navigation links. The main content area is titled 'Support for carers' and contains text about the challenges of caring for someone. On the right, there is a sidebar with a search bar and a 'More information' section with links to 'Taking care of yourself' and 'Getting support for the cared-for person'.

Dewis Cymru
Have choice and take control

Home / About Dewis / Events / Contact Us / Manage resources / Manage roles / Reports / Members

Home / Looking after friends and family / Support for carers

Support for carers

Looking after someone - even somebody you love dearly - can be extremely demanding. Whether you are caring for your husband or wife, a disabled child, an elderly parent or a close friend, there are bound to be times when you feel tired, angry, depressed and even resentful.

If you also have family and career responsibilities, are caring from a distance or you are a young carer still in education, you may sometimes wonder what you have taken on.

Whatever your situation, it is not reasonable for anyone to expect you to care for someone without support. In fact, the Social Services and Well-being (Wales) Act 2014 says that local councils must ensure they meet their duty to promote the well-being of carers who need support.

Taking care of you both

First and foremost, it's important that you **take care of yourself** because if you become physically or mentally unwell you will be unable to continue in your caring role.

Make sure the person you are looking after is getting all the **support** they need. This might not always mean social care services - there is now much more emphasis on preventative services and giving people the

Find resources that can help you

More information

- Taking care of yourself
- Getting support for the cared-for person



A reliable source of information?



Up to date

- Information has a 'shelf life'
- System notifications prompt for updates
- Out of date information is hidden from the public

Assurance

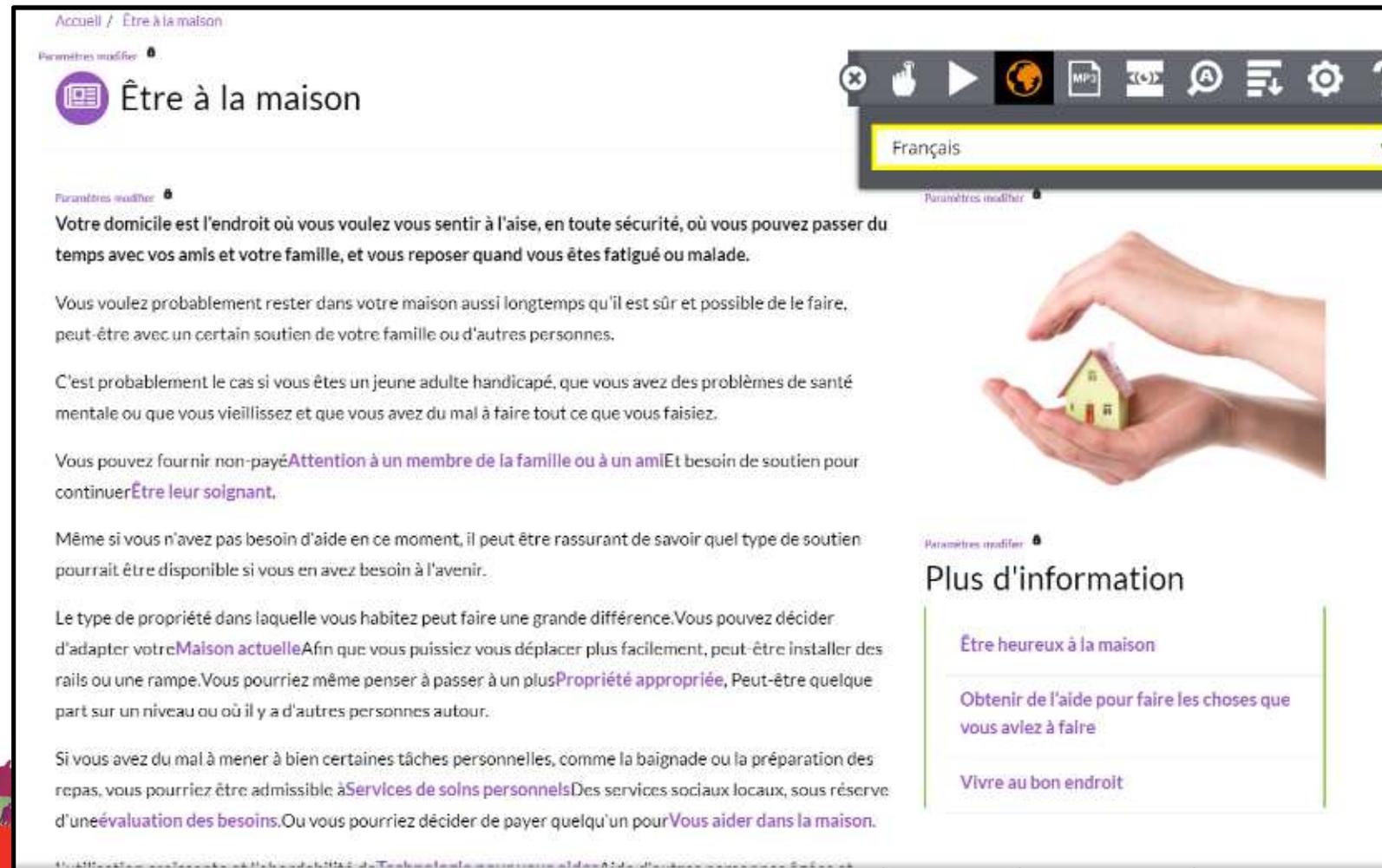
- Entries have to be reviewed by a local 'Editor' prior to publication and after each 'edit'
- Users can provide feedback on listed resources
- 'Editors' have the ability to hide information where concerns are raised
- Central Dewis 'team' see all feedback and can act where necessary



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Working for Cardiff, working together

Some unique features...

‘Browsealoud’ functionality will translate content into over 40 languages and can read site content to the user – here’s the ‘Being at home’ page in French!



Accueil / Être à la maison

Paramètres modifier

Être à la maison

Paramètres modifier

Votre domicile est l'endroit où vous voulez vous sentir à l'aise, en toute sécurité, où vous pouvez passer du temps avec vos amis et votre famille, et vous reposer quand vous êtes fatigué ou malade.

Vous voulez probablement rester dans votre maison aussi longtemps qu'il est sûr et possible de le faire, peut-être avec un certain soutien de votre famille ou d'autres personnes.

C'est probablement le cas si vous êtes un jeune adulte handicapé, que vous avez des problèmes de santé mentale ou que vous vieillissez et que vous avez du mal à faire tout ce que vous faisiez.

Vous pouvez fournir non-payé **Attention à un membre de la famille ou à un ami** et besoin de soutien pour continuer **Être leur soignant**.

Même si vous n'avez pas besoin d'aide en ce moment, il peut être rassurant de savoir quel type de soutien pourrait être disponible si vous en avez besoin à l'avenir.

Le type de propriété dans laquelle vous habitez peut faire une grande différence. Vous pouvez décider d'adapter votre **Maison actuelle** afin que vous puissiez vous déplacer plus facilement, peut-être installer des rails ou une rampe. Vous pourriez même penser à passer à un plus **Propriété appropriée**, peut-être quelque part sur un niveau ou où il y a d'autres personnes autour.

Si vous avez du mal à mener à bien certaines tâches personnelles, comme la baignade ou la préparation des repas, vous pourriez être admissible à **Services de soins personnels**. Des services sociaux locaux, sous réserve d'une **évaluation des besoins**. Ou vous pourriez décider de payer quelqu'un pour **Vous aider dans la maison**.

Paramètres modifier

Plus d'information

- Être heureux à la maison
- Obtenir de l'aide pour faire les choses que vous avez à faire
- Vivre au bon endroit



How to get there....



h In Mae'r wefan hon ar gael yn y Gymraeg

Dewis Cymru

speakers, trips and meals out. At 12.00, prior to the Friendship Club starting , there is a pre-club 3 course luncheon for only £3.00.
Contact Pearl Criddle on 029 2091 4126.

Who do we support

Older people

Is there a charge to use this

Yes - £1 per meeting which includes tea and a pre-club 3 course meal.

Can anyone use this service

Any older person can use this resource

Website

<http://whitchurchmethodistchurch-cardiffchurches.php>

Address

Church Hall
Copleston Road
Llandaff North

Cardiff
Cardiff
CF14 2JF

Contact methods

029 2091 4126

Opening times

Friday, once every three weeks, 12.00 - 4pm

Accessibility



CF5 2DZ

Public tran

Get directions

Walking directions

are in beta. Use caution – This route may be missing pavements or pedestrian paths.

High St, Cardiff CF5 2DZ, UK

1.0 mi. About 10 mins

Walk to Black Lion
About 2 mins

Black Lion

25 Bus towards Gabalfa Interchange via Whitchurch
07:38–07:41 (3 mins, 3 stops)
Service run by [Cardiff Bus](#)

Ysgol Glantaf

Walk to Copleston Rd, Cardiff CF14 2JF, UK
About 5 mins

Copleston Rd, Cardiff CF14 2JF, UK



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Advanced search functionality



I'm looking for...

Everything

- Search for ALL of these words
- Search for ANY of these words

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Order my results by...

- Relevance
- Alphabetically

Hide National Resources

Hide National Information pages

Show me results from...

All categories

Show me results in...

All counties

-  Accessible toilets
-  Accessible parking
-  Hearing loop
-  Lift
-  Automatic doors
-  Access by ramps/level access

What matters to me is...

All outcomes

Where?

Nationally

Of

Postcode

 Search now

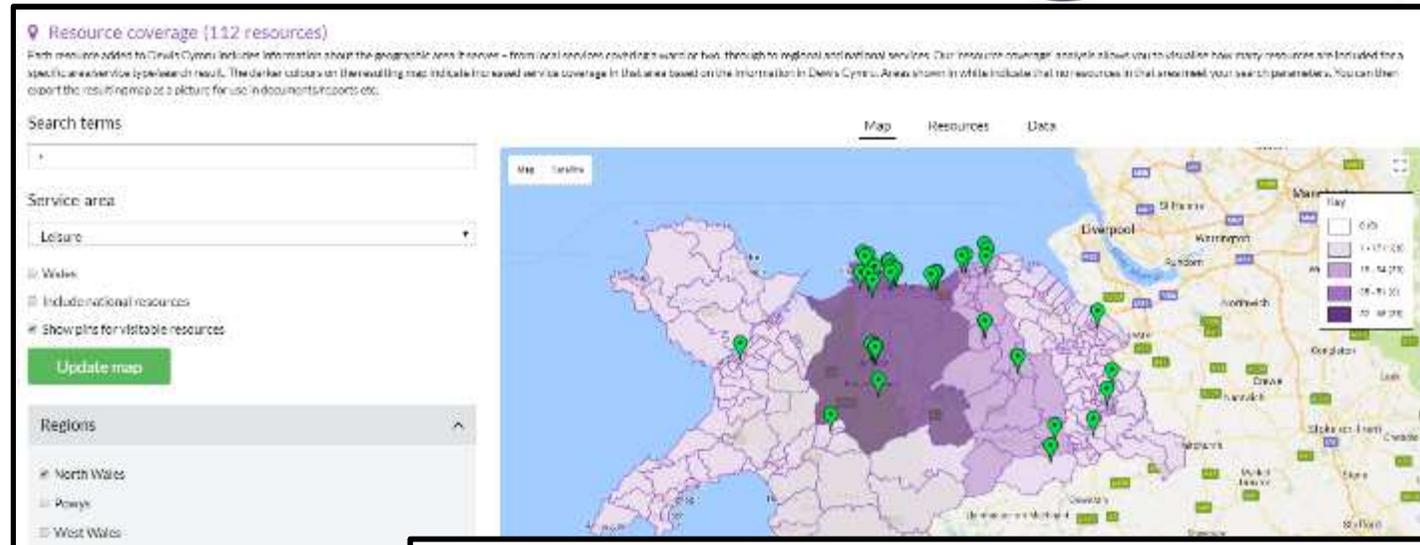
 [Basic search options...](#)



Supporting better understanding...

Analytics

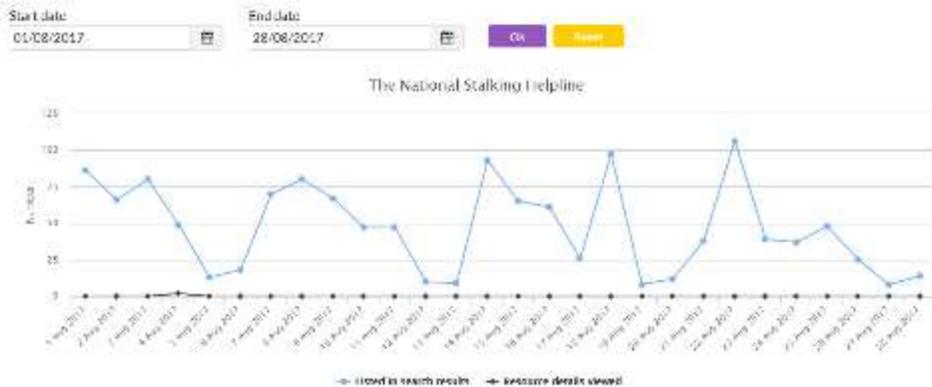
- Help services understand how their entries are being viewed
- Allow authorities to understand the progress of their implementation
- Allow authorities and their partners to understand service coverage



Statistics about this resource

This chart shows how many times your resource has been listed in search results and how many times its detail has been viewed in the last 24 days.

You can change the dates below. Press 'OK' to redraw the chart.



Dewi Site Analytics

Choose your metric

Total number of published resources at the end of the month

Choose your area

Pembrokeshire

Start date

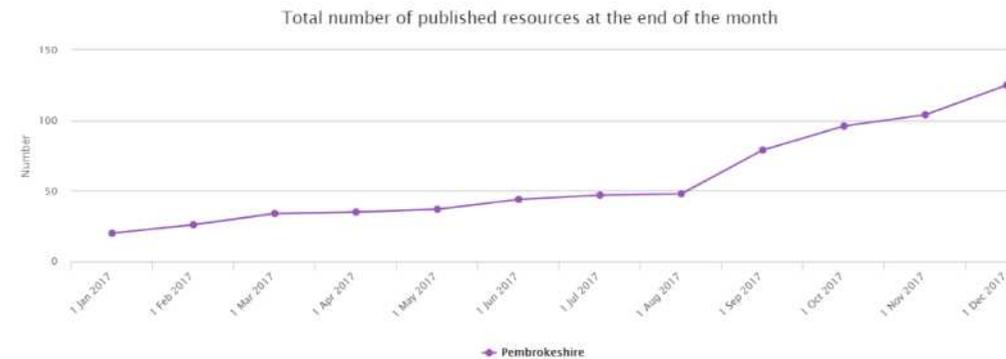
01/01/2017

End date

01/12/2017

OK

Reset



Information where people need it...



- Not everyone will go to www.dewis.wales
- Dewis Cymru acts as an information store for use by local authorities, their partners and others
- 'Embedded search' allows you to present branded Dewis search results from **ANY** website
- The embedded results benefit from Dewis functionality

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Vale Council Care Services



Home > living > social_care > adult_services > Residential Homes

Residential Homes

Care in your own home and nursing homes.



Dewis Cymru

Have choice and take control

[About this site](#) [What matters to you?](#) [Events](#)

[Q Your search results](#)

[⚙️ Refine your search](#)

There are a number of homes that are

☎ 02920701271
✉ cliffhavencarehome@yahoo.co.uk



Dan Y Bryn House Care Home - Residential care

Residential care home in the Vale of Glamorgan, We are on the Council's Approved Provider List.

☎ 01446 406204



Island View Care Home - Residential care

Residential care home in the Vale of Glamorgan, on the Council's Approved Provider List. Facilities & Services: Day Care • Respite Care • Convalescent Care • Separate Dementia Care Unit • Own GP if required • Own Furniture if required • Close to Local shops • Near Public Transport • Minibus or...

☎ 01446 734462

✉ islandview89@yahoo.co.uk



Kington House Care Home - Residential care

Residential care home in the Vale of Glamorgan, on the Council's Approved Provider List. Kington House is a bespoke specialist service for individuals with Mental Health and Acquired Brain Injuries. We focus on improving independent life skills and community rehabilitation. The friendly...

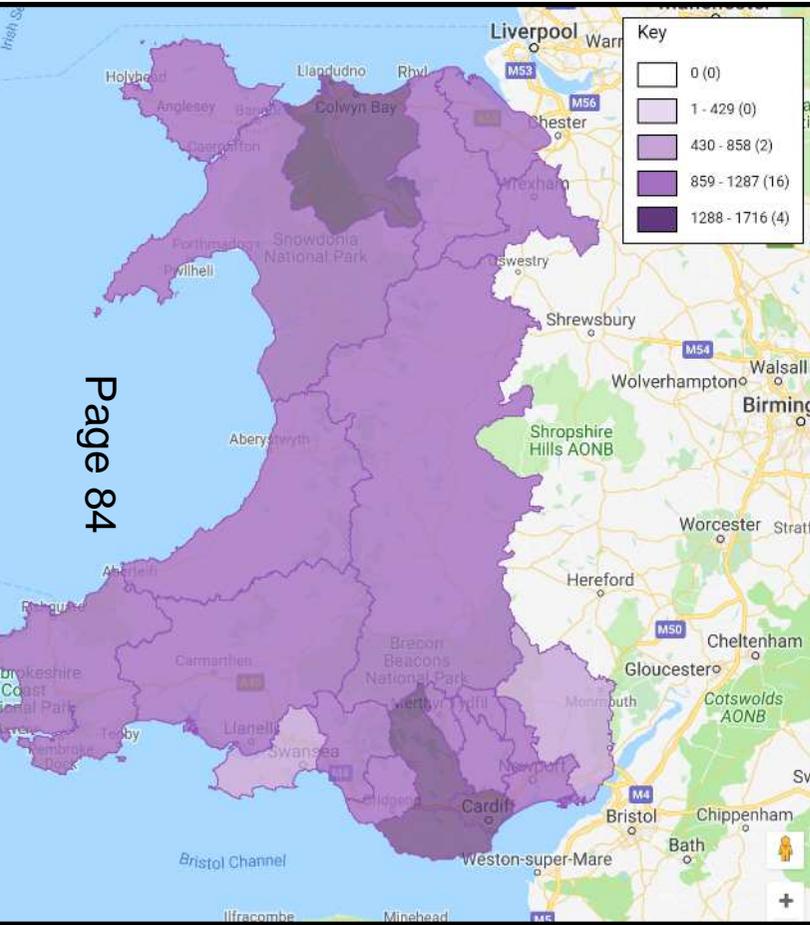
☎ 01446 736137



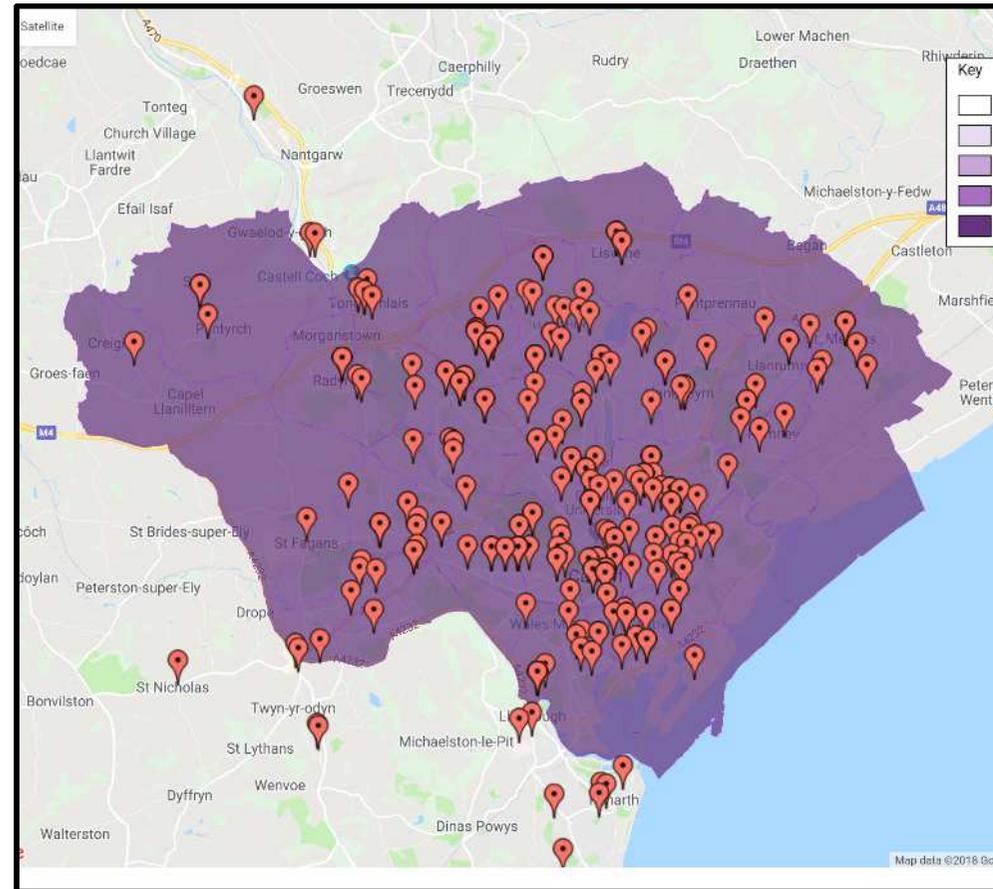
Gweithio dros Gaerdydd, gweithio gyda'n g...
Working for Cardiff, working together

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Lewis Cymru in Cardiff



- 1210 local resources currently 'live' in Cardiff plus almost 1000 National services listed



Usage in Cardiff...

Total number of published resources at the end of the month

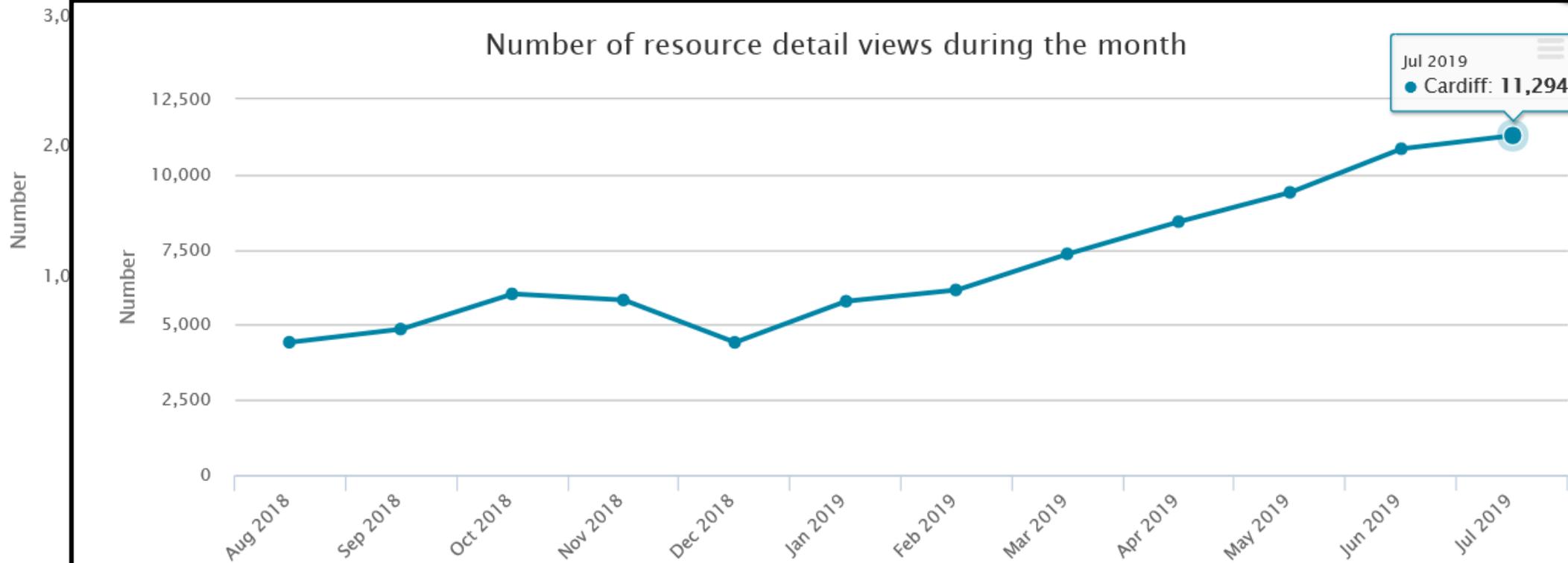
Total number of registered users

Number of resources listed in search results during the month

Number of resource detail views during the month

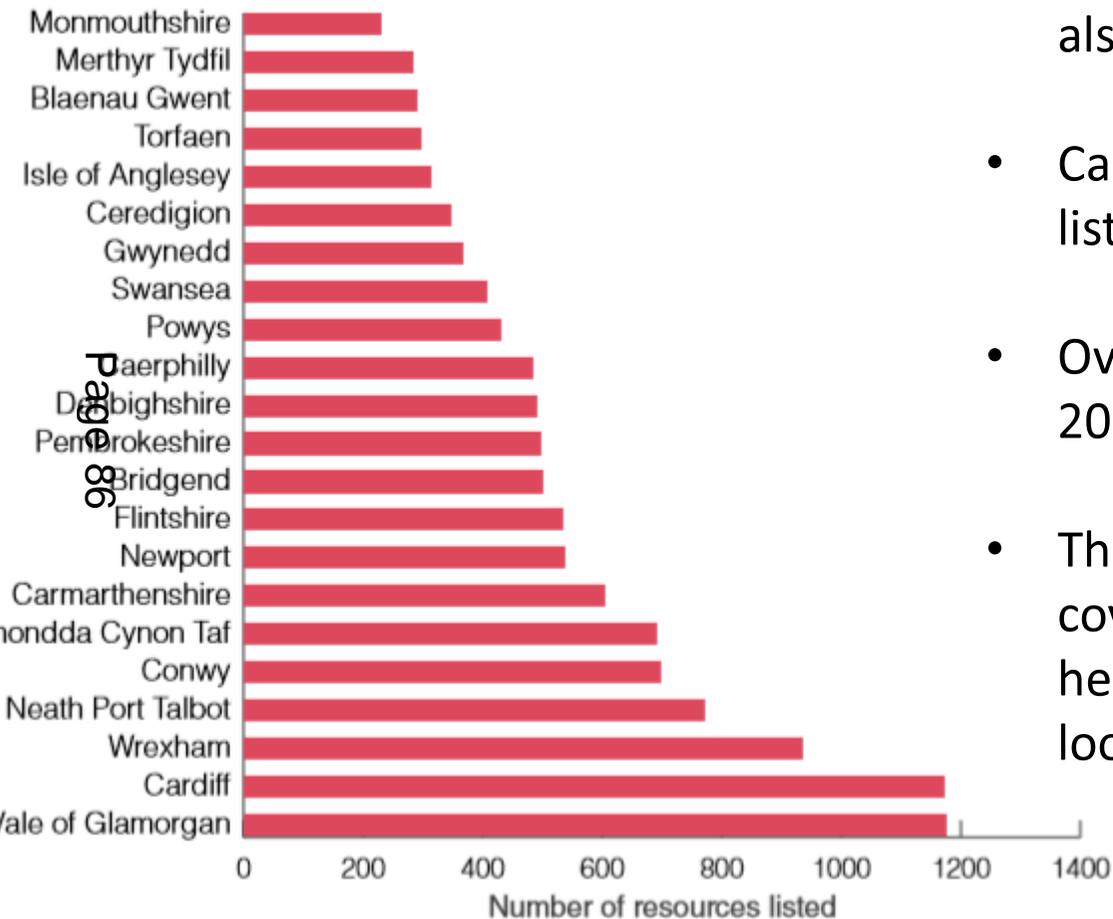
Number

Page 85



Cardiff

Across Wales



- Dewis Cymru holds details of over 10,000 local and also almost 1,000 national resources listed.
- Cardiff and the Vale of Glamorgan have the most listings with over 1,200 local resources listed.
- Over 25 million search results presented in March 2019.
- There are over 250 National Information Pages covering issues such as being well, social activities, help at home, being safe, managing your money and looking after someone.



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Avoiding duplication



Information already shared between Dewis Cymru, Infoengine (with appropriate consent) and NHS Direct resource directories.

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Dewis Cymru
Have choice and take control

Home About Dewis Events Contact Us Manage resources FIS Reports Members

infoengine Information provided by our partner, Infoengine. [Click here](#) to view the information in Infoengine.

Powys County Council Money Advice Team
Last updated: 03/08/2018

What we do

We provide free, impartial and confidential advice and support to residents of Powys in connection with welfare benefits, personal budgeting and dealing with debt. We also offer advice and support to residents of Powys either by phone or by personal appointment at your local Job Centre or in your community, to help you with getting on line to make a claim for Universal Credit using a personal computer or your own device.

Is there a charge to use this service?

Depends - Please contact the resource directly for more information.

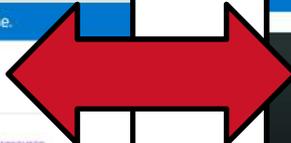
Website

<http://www.powys.gov.uk/en/benefits/money-advice-welfare-rights/>

Address

You can visit us here:
Powys County Council Money Advice Team
County Hall
Spa Road East
Llandrindod Wells

Where do we provide our service?



Projects - Projects

infoengine Short list Recent

Dewis Cymru Information provided by our partner Dewis. [Click here](#) to view the information in Dewis.

Hafal Gwynedd Resource Centre
Presented by
Hafal Gwynedd Resource Centre

Location

Visible Address
118 High Street
Porthmadog
Llanwrda

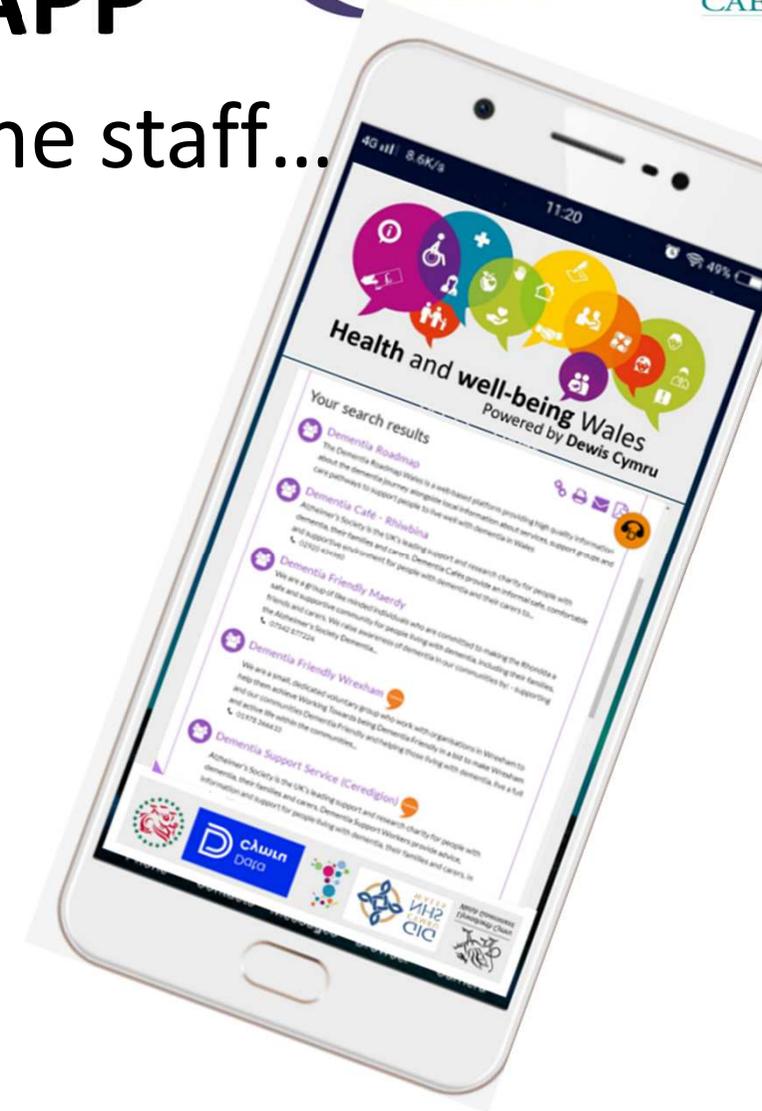


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'Health & Well-being Wales APP

Information in the hands of front-line staff...

- Available to registered users with 'whitelisted' e-mail addresses*.
- Service details and contact information for over 10,000 local and national organisations, community groups and services on local mobile devices.
- No internet connection required for day-to-day use.
- Prompts user to update information periodically – required for ongoing use of the App.



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Supporting Older People

Together with our partners in the 3rd sector we are:

- **Attending outreach sessions specifically for older people**, for example '50+ Active Body Healthy Mind Festival' ; 'Knit and Natter' sessions; Chair Yoga sessions for the elderly; Goldies (older persons singing groups)
- **Informally collecting information from older people on whether they use the internet** and if they do how.
- **Talking to people about Dewis** at outreach events; conducting searches on Dewis with them, writing down different options and contact details for them and making some initial phone calls to resources help get the ball rolling.
- **Working with the Cardiff Independent living team and Day Opportunities teams** who are now using Dewis when they go out on their visits to older people, and use Dewis to find activities and services suitable for them.
- **Undertaking a social media campaign** with targeted facebook adds and tweets, specifically aimed at older people



Going forward.....



- Continue to develop local ownership and lead on the co-ordination and editing of local information published on Dewis
- Work with other service arrears to further develop Dewis and link information on the website to Dewis
- Produce learning videos to help people use and update Dewis
- Increase our presence on social media
- Continue attending outreach events and supporting older people to use Dewis.

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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

2 Oct 2019

COUNCIL HOUSE BUILD & DESIGN STANDARD: Committee Briefing

Purpose of Report

1. Following the Committee's Work Programing Forum for 2019-20, Members agreed to receive quarterly updates on the Council's Council House Development Strategy – with the first item being a verbal briefing at Committee.
2. In particular, Members wished for the update to include:
 - An update on the current status of property developments;
 - An update on the scheduling of planning submissions
 - A focused update on design standards – to include an update on possible work with shared design standards with Housing Associates (*as mentioned at CASSC's June 2019 Committee*) and detailed progress of the required update on Design Standards (*as mentioned at CASSC's May 2019 Committee*)
 - Update on place making – with particular focus on what is informing place making.

Background

3. In line with Capital Ambition, the Council's Housing Development team are aiming to build 1,000 new homes by May 2022, delivering 2,000 new homes in the longer term.
4. Currently, there are just under 8,000 people on the housing waiting list. A recent Local Housing Market Assessment indicated that 2,024 new affordable homes

are required each year to meet the demand. However, on average over the last 5 years the social housing sector has only delivered around 250 new homes each year.

5. The key objectives for the strategy are:
 - Clear Vision
 - Understanding Need
 - Land
 - Procurement
 - Delivering in Volume and at Pace
 - High Standards

6. Within the meeting, Members will receive the presentation attached at **Appendix A** in order to be informed on the current status of developments, the current scheduling of planning submissions and the required update on design standards.

Scope of Scrutiny

7. The scope of this scrutiny is to use the evidence presented to Committee to judge whether the Council's developments in its Council House Build programme is progressing sufficiently and being delivered effectively.

Way Forward

8. Councillor Lynda Thorne, Cabinet Member for Housing & Communities has been invited to attend for this item and may wish to make a statement. She will be supported by officers from the People & Communities Directorate who will be providing Members with a briefing on their requested areas.

Legal Implications

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

Financial Implications

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

RECOMMENDATIONS

The Committee is recommended to:

- i. Consider the information provided in this report, its Appendix and information received at the meeting;
- ii. Decide whether it wishes to relay any comments or observations to the Cabinet.

DAVINA FIORE

Director of Governance and Legal Services

26 Sep 2019



Delivering 2000 council homes Within a robust Design Standard

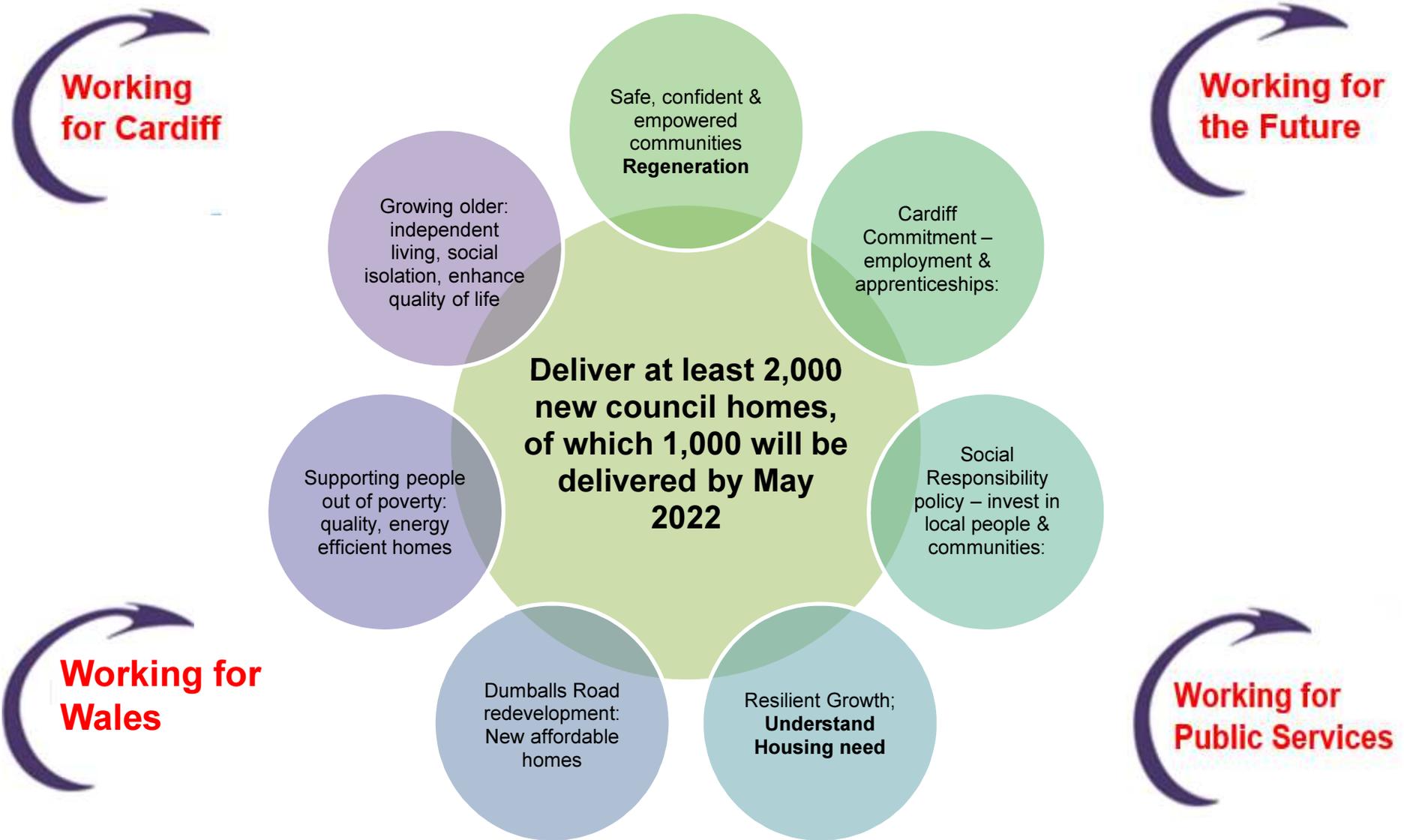
David Jaques
September 2019



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Working for Cardiff, working together



Delivering new homes within Cardiff's overall Capital Ambition Objectives



Current progress

Capital Ambition Update TTD (Council Homes)								
Deliver 2,000 new Council homes, 1,000 by May 2022								
Scheme	Target Number (within 5 years)	Pipeline	In Planning	Planning approved	At Procurement stage (out to tender)	On site	complete (total to date)	Totals
Other new Build	400	1436	41	113	16	8		1614
Cardiff Living	300	271	9	128		123	68	599
Buying Property from the market	100					92	46	138
Package Deals	100	35				30		65
Converting buildings	50						8	8
Meanwhile use of land	50					13		13
Total	1000	1742	50	241	16	266	122	2437
							2437	

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- Leading the way – **Largest council build Programme in Wales**
- Total projected budget £350 million
- Innovative Housing Schemes
- Strong desire to lead the way in design
- **Exciting opportunities**



Working for the Future

3.1 Cardiff Grows in a Resilient Way



Cardiff Design Standards 2015

The Cardiff Design Standard will help to ensure that the HPP delivers:

- A high level of energy efficiency in all homes and tenures that will assist with tackling fuel poverty through a fabric first approach.
- A high quality of design and architectural standard across all tenures
- A high standard of urban design and place making
- Sustainable communities by creating well connected and inclusive developments
- High quality build standards and specifications for the affordable units



Design principles:

We will be assessing the submissions against the questions set out in the ISDS which reflect the principles below. The principles reflect the objectives of good design in the updated Technical Advice Notice 12 (Design) and Manual for Streets.

1. Access/ movement / legibility and public realm
2. Character - Context and Design Quality
3. Character - Compactness/Density
4. Designing safer environments / Community safety
5. Environmental Sustainability and Code for Sustainable Homes



Cardiff Design Standard 2015

- Reviewed good practice
- Policy & technical guidance
- Input from a range of internal partners & external consultants

National planning policy and guidance:

- Technical Advice Notice (TAN) 12 – Design (2014)
- Technical Advice Notice (TAN) 18 – Transport (2007)
- Planning Policy Wales.
- Welsh Government Guidance on 'Planning for Sustainable Buildings'
- Manual for Streets 1 & 2
- Equalities Act 2010
- Current Welsh Building Regulations and any future changes

Other best practice guidance:

- Building for Life (CABE)
- Delivering Great Places to Live (CABE)

Cardiff Council Policy and Guidance:

- **Cardiff Residential Design Guide** (Supplementary Planning Guidance SPG)
- **Cardiff Infill Design Guide** (SPG) (This will be more relevant for the smaller sites within the HPP)
- **Cardiff Access, Circulation and Parking Standards** (SPG Jan 2010)
- **Cardiff Waste Collection and Storage Facilities** (SPG March 2007)
- **Cardiff Local Development Plan** (The Cardiff Local Development Plan 2006-2026 (LDP) will provide the legal framework for the development and use of land within Cardiff for the period up to 2026. It will also provide the context for determining local planning applications. (Adoption and implementation is expected in October 2015)

The following guidance and policy has been used to develop the **affordable housing** units specification set out in section 4a

- **Secured by Design** – New Homes 2010 The Safer Place.
- **Lifetime Homes** – Joseph Rowntree Foundation
- **Welsh Government's Development Quality Requirements**
- **Welsh Housing Quality Standards**
- **Inclusive Mobility** (Welsh Government).



Cardiff Design Standard 2015

Character, Access & Movement – key principles

To consider and be assessed at detailed solutions and final tender stage

- Buildings should have a variety of heights and forms for an interesting urban frontage and to avoid negative impacts on existing buildings.
- Well proportioned facade with generous openings, provide double or even triple aspects where appropriate
- Establish a distinct, cohesive architecture for the whole development, including the public realm and landscaping.
- Use materials and build quality in line with best practice to ensure longevity.
- Materials should be used that provide a distinct neighbourhood identity and where appropriate, link new proposals to other adjacent buildings.
- Emphasise corners in the elevation design by including corner windows and balconies to increase overlooking.
- Have dwelling layouts that encourage connection to gardens, terraces or balconies using patio or other doors.
- There should be a clear relationship between the buildings and the street.

To consider and be assessed at outline solutions stage.

- An appropriate mix of house sizes, types and tenures
- Tenures to be visually indistinguishable and integrate market and affordable within the development and in relation to existing dwellings.
- Buildings should take account of their orientation with the aim of maximising useful light and sunlight access but also produce a strategy to deal with overheating.

- Internal design review –placemaking
- Larger schemes reviewed at design Commission for Wales
- Tenure blind Market sales, Social rent & AHO

A wider programme, updated Design Standards

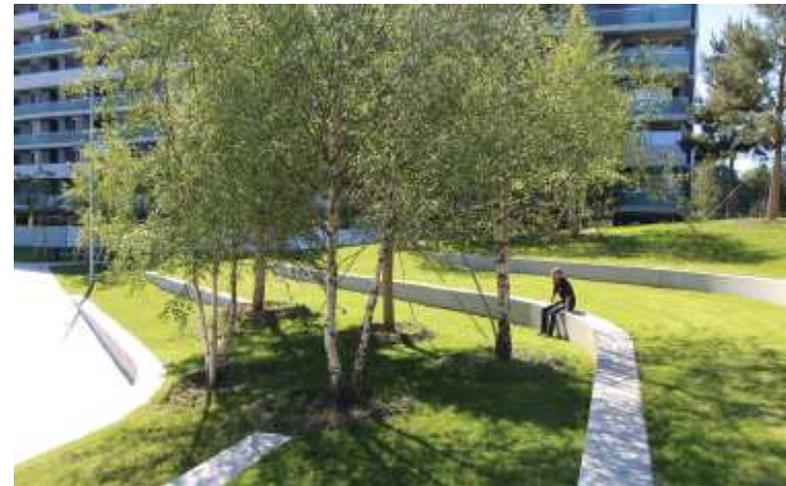
Why update?

- Changes in Planning Policy
- Suds & SAB
- A Standard to cover all of the council's schemes
- An updated review of good practice
- Affordable Housing review
- Opportunities within the programme



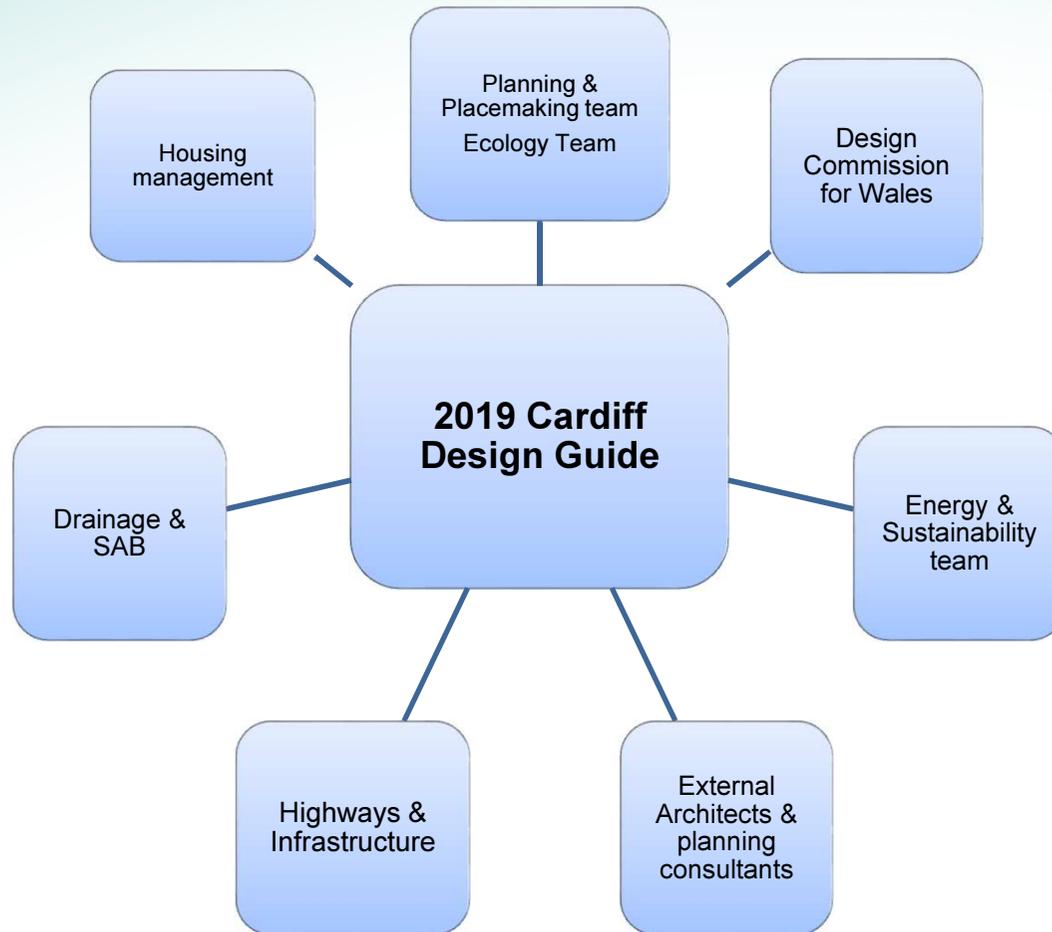
A focus on.....

- Urban design
- Placemaking
- Green infrastructure
- Community gardens/growing spaces
- Sustainability & Innovation
- Tenure blind
- Designing out crime



A wider programme, updated Design Standards

Who is involved?



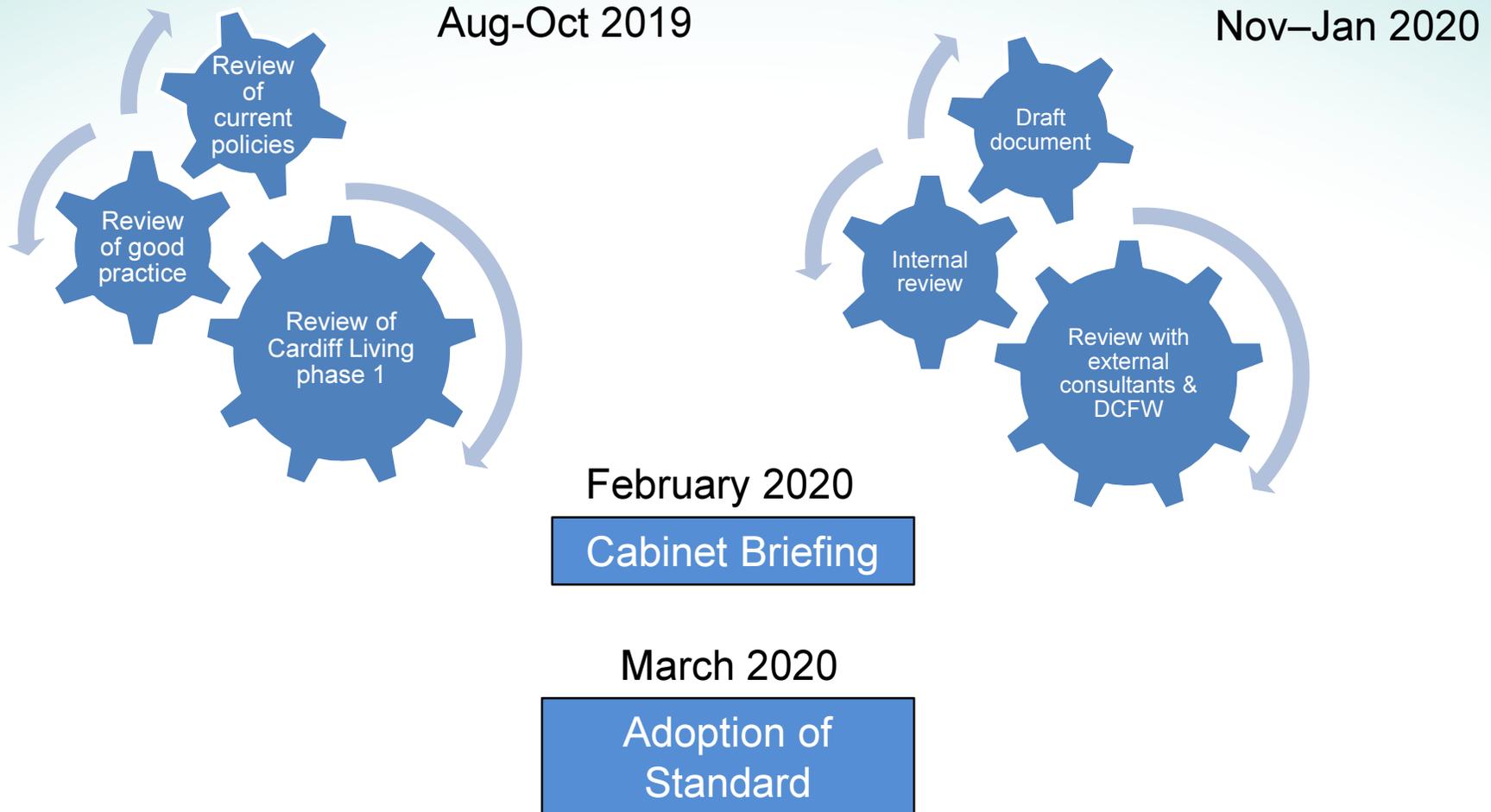
What are we reviewing?

- What has worked well?
- Exemplar schemes
- Design Guides & good practice
- Welsh Government Affordable Housing review
- Welsh Government DQR review
- Space standards for council homes
- Space standards for sale units



A wider programme, updated Design Standards

Timescales ?



Working together – delivering more....



Channel View

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

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



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

ITEM 7: WORK PROGRAMMING

	11/09/2019	02/10/2019	06/11/2019	04/12/2019	08/01/2020	FEB DATE TBC	04/03/2020	Currently No Scrutiny Scheduled (subject to change)	06/05/2020	03/06/2020	08/07/2020	TBC
Committee Item 1	RSAB Annual Report 2018-2019	Older People - Access to information, advice and services	Care Home Fee Setting strategy 2019 - 2024	Fear of Crime and its effect on Cardiff's Communities SHORT SCRUTINY	Strategic Plan to Deliver Excellent Outcomes for Adults (Ref to Capital Ambition Delivery Programme)	Corporate Plan	The effectiveness of multi-agency work in addressing rough sleepers needs SHORT SCRUTINY		DDP 20/21 People & Communities (Q3 Performance as a Supplement)	2019/20 Quarter 4 Performance		Local Authority Social Services Annual report 2019/20
Committee Item 2	2019/20 Quarter 1 Performance - Adult Social Services & People & Communities	Council House Build & Design Standards - Committee Briefing	Community Well-being Hubs Programme - 12 month update tied in with Hub & Library Strategy		Cardiff & Vale Carers Strategy	2019/20 Budget			DDP 20/21 Adult Social Services	CASSC Annual Report 2019-2020		
Committee Item 3	CASSC Work Programme 2019/20		Disable Facility Adaptations - review of outcomes for individuals and value for money	Domicilliary Care Re-tender	2019/20 Quarter 2 Performance		HRA Business Plan		2019/20 Quarter 3 Performance	Access to Mental Health Services		
			Cabinet Response to CYP & CASSC's Inquiry ' Preventing Young People's Involvement in Drug Dealing'									
Committee Business Items -	Correspondance ,FWP	Correspondance & FWP	Correspondance & FWP	Correspondance & FWP	Correspondance & FWP		Correspondance & FWP		Correspondance & FWP	Correspondance & FWP	Correspondance & FWP	
Inquiries	"Closer To Home"/ Out of County Adult Placements											

monitoring	pre-decision	policy development/ review	
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Briefs/Reports/ Updates outside of Committee	Brexit Preperations	Voids Management Quarterly Update <i>To also include an update on the recommendati ons submitted in the Committee's 2015 Performance Panel Report</i>	Impact of Renting Homes Wales Act 2016		Voids Management - Quarterly Update	Council House Build & Design Standards - Quarterly Update		Voids Management - Quarterly Update	Implementation of the Learning Disabilities Commissioning Strategy's Action Plan		Voids Management - Quarterly Update		
Briefs/Reports/ Updates outside of Committee	WAO Corporate Safeguarding				Regulation & Inspection of Social Care (Wales) Act 2016 - Quarterly Update	CRT & DOM. Care Re- Modelling Briefing		Regulation & Inspection of Social Care (Wales) Act 2016 - Quarterly Update	Council House Build & Design Standards - Quarelty Update		Regulation & Inspection of Social Care (Wales) Act 2016 - Quarterly Update		
Briefs/Reports/ Updates outside of Committee													
Cabinet Dates	26-Sep	10-Oct	21-Nov	12-Dec	23-Jan	20-Feb	19-Mar	02-Apr	14-May	TBC	TBC		

**CYNGOR CAERDYDD
CARDIFF COUNCIL****COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE****2 Oct 2019**

CORRESPONDENCE REPORT

Background

1. Following most Committee meetings, the Chair writes a letter to the relevant Cabinet Member or officer, summing up the Committee's comments and recommendations regarding the issues considered.

2. At the Committee meeting on 11 Sep 2019, Members received an update detailing the correspondence sent and received up to that meeting. Since then, additional correspondence has been sent. The current position is set out below:
 - i. *Awaiting a response* – from the Chair to the Cabinet Member for Social Care, Health and Well-being, providing the Committees comments on the Cardiff & Vale Regional Safeguarding Board Annual Report 2018-19 (Re: Adults Board) and Quarter One Performance Report 2019-20.
 - ii. *Awaiting a response* – from the Chair to the Cabinet Member for Housing & Communities, providing the Committees comments on People and Communities Quarter One Performance Report 2019-20.

3. Copies of the Chair's letters and responses received can be found on the Council's website page for the relevant Committee meeting, with a hyperlink provided at the top of the page, entitled '*Correspondence Following Committee Meeting*'. Access to the page can be found [here](#).

Way Forward

4. During their meeting, Members will have the opportunity to reflect on the correspondence update.

Legal Implications

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

Financial Implications

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

RECOMMENDATIONS

The Committee is recommended to reflect on the update on committee correspondence.

Davina Fiore

Director - Governance and Legal Services

26 Sep 2019

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