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AGENDA

Committee	COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE
Date and Time of Meeting	WEDNESDAY, 4 MARCH 2020, 4.30 PM
Venue	COMMITTEE ROOM 4 - COUNTY HALL
Membership	Councillor Jenkins (Chair) Councillors Ahmed, Carter, Gibson, Philippa Hill-John, Lent, Lister 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 **HRA Business Plan 2020/21** (Pages 5 - 112) 4.35 pm

Pre-decision report.

4 **Alley Gating on Public Highways - Cardiff Council Policy & Strategy 2020** (Pages 113 - 180) 5.30 pm

Pre-decision report.

5 **Cabinet Response: "Temporary and Supported Accommodation - The Single Persons Gateway"** (Pages 181 - 214) 6.00 pm

To receive the Cabinet Response.

6 **Committee Business** (Pages 215 - 220) 6.15 pm

To receive an update on Committee Business including correspondence and task and finish status.

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7 **Way Forward**

6.20 pm

8 **Urgent Items (if any)**

9 **Date of next meeting**

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

Davina Fiore

Director Governance & Legal Services

Date: Thursday, 27 February 2020

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

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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

4 MARCH 2020

**HOUSING REVENUE ACCOUNT (HRA) BUSINESS PLAN – PRE-
DECISION SCRUTINY**

Purpose of Report

1. This report provides the Committee with background information to enable Members to carry out pre-decision scrutiny of the Housing Revenue Account (HRA) Business Plan 2020-21 prior to its consideration by the Cabinet at its meeting on the 19th March 2020.
2. A copy of the draft Cabinet Report is attached at **Appendix A**, which in turn contains, at **Appendix B** the HRA Business Plan 2020/21.

Background

3. All Local Authorities in Wales have the responsibility to plan for the housing needs of their population in their role as Strategic Housing Authority. However only 11 of the of the 22 authorities in Wales have retained their council housing stock and consequently a role in the direct delivery of affordable, good quality homes as a social housing landlord.
4. The Council's landlord functions are managed within a ring-fenced Housing Revenue Account. Every year, each of the 11 stock retaining authorities are required to present an "acceptable" Housing Revenue Account (HRA) Business Plan (including a 30 year financial model) to the Welsh Government in order for them to assess the progress of local authorities in meeting and/or maintaining the

Welsh Housing Quality Standard (WHQS) in order to be eligible for the Major Repairs Allowance (MRA) Grant (currently £9.5m).

Issues

5. The Cabinet Report attached at **Appendix A** gives an overview of what is contained in the HRA Business Plan 2020/21. This includes:
 - The Welsh Government five year rent policy which provides a maximum annual uplift of Consumer Price Index (CPI) 1.7 % +1% each year from 2020-21 to 2024-25.
 - Maintenance of the Wales Housing Quality Standard (WHQS)
 - New Build Housing Programme, including the Cardiff Living Partnership
 - Delivering Energy Efficiency
 - Remodelling and Refurbishment of existing homes
 - Estate Regeneration
 - Fire Safety Works
 - Neighbourhood Regeneration and Area Improvements
 - Support for tenants, including participation, consultation and supporting vulnerable tenants
 - Community Hubs
 - Impact of Welfare Reform

6. The HRA Business Plan 2020/21 attached as **Appendix B** aims to;
 - set out Cardiff's purpose and vision as a social housing landlord;
 - set out its objectives and standards for the service;
 - plan how the service aims to achieve the objectives and standards set out (the strategies);
 - plan resource and financial requirements;
 - provide a framework for monitoring and evaluating the progress of the housing 'business';
 - communicate Cardiff's plans to its tenants, members, the Welsh Government, other key stakeholders, partners and the wider community.

7. Members are required to reflect on the content of the HRA Business Plan, and can refer to the following sections for details. Please note that the page numbers listed below **refer to the pages of the original document in Appendix B.**

Section of HRA Business Plan	Page(s) in Appendix B
Welsh Housing Quality Standard <i>(including links with Capital Ambition, LDP and Typology of the Housing Stock)</i>	6-12
New Homes Ambition <i>(including Demand for Social Housing, Properties availability, Cardiff Living Partnership)</i>	14-28
Improving Homes & Neighbourhoods <i>(including High Rise Refurbishment Project, Planned Maintenance Works 2020-21, Programme of Work Spend Neighbourhood Regeneration)</i>	30-40
Listening to Tenants <i>(including tenant participation, Consultations, Tenant Satisfaction Survey)</i>	42-50
Improving our Services <i>(including community living, ASB, Community Safety Partnership, developing the workforce)</i>	52-57
Providing Advice & Support <i>(including Impact of Welfare Reform, Money Advice, Community Hubs)</i>	58-66
Working Together to end Homelessness	68-72
Addressing the Climate Crisis	74-77
Homes Suitable for All <i>(Safety)</i>	78-79
Financial Planning	80-90

Way Forward

8. At this meeting, the following witnesses will be in attendance:
- (i) Councillor Lynda Thorne, Cabinet Member, Housing & Communities
 - (ii) Sarah McGill, Corporate Director for People and Communities
 - (iii) Jane Thomas, Assistant Director Housing & Communities
 - (iv) Colin Blackmore, Building Improvement & Safety Operational Manager

9. Pre-decision scrutiny aims to inform the Cabinet's decisions by making evidence based recommendations. Scrutiny Members are advised to:
- i) look at the information provided in the report to Cabinet to see if this is sufficient to enable the Cabinet to make an informed decision;
 - ii) check the financial implications section of the Cabinet report to be aware of the advice given;
 - iii) check the legal implications section of the Cabinet report to be aware of the advice given;
 - iv) check the recommendations to Cabinet to see if these are appropriate.
10. Members will then be able to decide what comments, observations or recommendations they wish to pass on to the Cabinet for their consideration prior to making their decisions.

Legal Implications

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

12. 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

It is recommended that the Committee:

- i. Consider the proposed draft report attached and decide whether it wishes to relay any comments or observations to the Cabinet at its meeting on the 19 March 2020; and
- ii. Decide the way forward with regard to any further scrutiny of this issue.

DAVINA FIORE

Director of Governance and Legal Services

27 Feb 2020

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BY SUBMITTING THIS REPORT TO THE CABINET OFFICE, I, (SARAH MCGILL) (CORPORATE DIRECTOR, PEOPLE & COMMUNITIES) AM CONFIRMING THAT THE RELEVANT CABINET MEMBER(S) ARE BRIEFED ON THIS REPORT

**CARDIFF COUNCIL
CYNGOR CAERDYDD**

CABINET MEETING: 19th MARCH 2020

HOUSING REVENUE ACCOUNT (HRA) BUSINESS PLAN

HOUSING AND COMMUNITIES (COUNCILLOR LYNDA THORNE)

AGENDA ITEM:

Reason for this Report

1. To seek Cabinet approval for the Housing Revenue Account (HRA) Business Plan 2020-2021.

Background

2. All Local Authorities in Wales have the responsibility to plan for the housing needs of their population in their role as Strategic Housing Authority. However only 11 of the 22 authorities in Wales have retained their council housing stock and consequently play a role in the direct delivery of affordable, good quality homes as a social housing landlord.
3. The Council's landlord functions are managed within a ring-fenced Housing Revenue Account.
4. The 11 stock retaining authorities in Wales are required to present an "acceptable" Housing Revenue Account (HRA) Business Plan (including a 30 year financial model) to the Welsh Government each year in order that the Welsh Government can assess the progress of local authorities towards meeting and/or maintaining the Welsh Housing Quality Standard (WHQS) in order to be eligible for the Major Repairs Allowance (MRA) Grant (currently £9.5m).
5. The Plan must conform to a structure and Business Plan parameters as set out by the Welsh Government.

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6. This plan also provides the link with the Service Delivery Plan.

Issues

Housing Revenue Account Business Plan

7. The HRA Business Plan attached in appendix 1 aims to;
- set out Cardiff's purpose and vision as a social housing landlord;
 - set out its objectives and standards for the service;
 - plan how the service aims to achieve the objectives and standards set out (the strategies);
 - plan resource and financial requirements;
 - provide a framework for monitoring and evaluating the progress of the housing 'business';
 - communicate Cardiff's plans to its tenants, members, the Welsh Government, other key stakeholders, partners and the wider community.
8. The Business Plan ensures;
- efficient use of housing assets;
 - increased transparency of the HRA;
 - precise planning of the Council's housing management strategy;
9. The Welsh Government has introduced a new five year rent policy which provides for a maximum annual uplift of CPI +1% each year from 2020-21 to 2024-25 using the level of CPI from the previous September each year. The September 2019 CPI was 1.7%. CPI will be the maximum increase allowable in any one year but landlord decisions on rent must also take into account the affordability of rents for tenants. Should CPI fall outside the range of 0% to 3%, the Minister with responsibility for housing will determine the appropriate changes to rent levels to be applied for that year only.
10. In line with the above policy, it is proposed that rents increase by CPI & 1%. The average rent for a Council home in Cardiff will increase by £2.81 per week (£2.98 based on the 49 week collection) exclusive of service charges for 2020/21. This results in an average weekly rent of £106.24 for standard housing stock and is at the mid-point of the Target Rent Band set for Cardiff by WG (Low end of £101.83 per week and High end of £112.55 per week).
11. It is considered that the rent uplifts proposed above will allow for obligations to tenants and lenders to be met and help to support the financial viability of the Housing Revenue Account whilst ensuring that

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rents remain affordable for current and future tenants. This level of increase will also allow for the continuation of the Council's ambitious new build plans.

12. Cardiff will apply the full increase for 2020/21 and this was agreed at Budget Council on 27th February 2020.
13. Cardiff Council was the first authority in Wales to declare achievement of the Welsh Housing Quality Standard (WHQS), almost two months ahead of the Welsh Government deadline date of December 2012.
14. Following the completion of the WHQS for existing council housing, the Business Plan ensures the **maintenance of the WHQS** and sets out the Council's objective to deliver high quality and sustainable housing. The individual component details of every council property is held on a stock condition database which includes dates of installation or upgrade with associated component lifespan e.g. kitchen lifespan of 15 years. This enables planned programmes of work to be developed for future works and the setting aside of sufficient financial budgets.
15. A **new build housing** programme is being undertaken which will deliver at least 2,000 new council homes, of which 1,000 will be completed by 2022.
16. A summary of the various delivery streams is highlighted in the table below:

Scheme	Target Number Within 5 years	Complete (as at Feb 20)
Cardiff Living	250	119
Additional New Build	400	8
Open Market Buy-backs	100	73
Developer Package Deals	100	0
Converting Buildings to Council Homes	50	20
Meanwhile Use of Land	50	0
Council Assisted Home Ownership	50	16
Totals	1,000	236

17. A partnership with a national housing developer is already in place via the **Cardiff Living** innovative building partnership. This 10 year development programme will deliver around 1,500 new homes in total with a minimum of 600 of these being new council homes. These homes will be built over 40 sites across Cardiff split into 3 phases of development.
18. Other **Additional New Build** programmes (new build housing projects outside of the Cardiff Living scheme) are being developed in order to achieve the overall target of building 1,000 new council homes by 2022 and 2,000 in the long term. 22 Development sites have already been identified which vary in density from 16 to 400 units. One such scheme which has recently undertaken public consultation is the proposed

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- redevelopment of the Channel View estate in Grangetown. It will replace existing housing with new, sustainable, energy efficient homes.
19. There is also a real focus on delivering exciting new **independent living** “care-ready” schemes offering quality, flexible homes for older people which in turn will free up family homes for rent.
 20. Cardiff have also been successful in bidding for Welsh Governments **Innovative Housing Programme** (IHP) with around £3.8m of grant being awarded to deliver four new build schemes using innovative techniques.
 21. The Council’s **buy-back** policy sets out the criteria for the purchase of properties (both flats and houses) from the market. Often these properties will be ex-Council properties, although this will not always be the case. In determining which properties to purchase there is a focus on those in high demand and where the new build programme is unlikely to meet the need. These would include properties such as larger 3 or 4 bedroomed family homes, which would be costly to build, as well as adapted properties and ground floor flats suitable for tenants who are less mobile. Properties will also be purchased where necessary to deliver redevelopment or improvement schemes and to meet social care needs. The properties are all surveyed and valued by an independent surveyor before purchase to ensure value for money.
 22. **Package deals** are where the Council buys new properties straight from a developer. The first scheme with Cadwyn Housing Association will deliver 30 flats.
 23. **Converting Buildings to Council Homes** has been possible at two sites to date including one previous children’s home. Other sites will be considered as opportunities arise.
 24. **Meanwhile use of land** includes temporary accommodation solutions located on land awaiting permanent development.
 25. The **Council Assisted Home Ownership** scheme is available to first time buyers to help them get a foot on the property ladder. The council retains an equity share in the property, normally 70% owned by the resident and 30% by the Council.
 26. As part of the overall strategy to build 2,000 new homes, work is underway to identify suitable Council owned land or property for Council house development. In the case where Council land or property is identified as being suitable for development, consideration will be given to the **appropriation** of this land/property from the General Fund into the Housing Revenue Account. Each case will be considered on its merits and, if approved, an assessed price representing a market value will be transferred.
 27. The application to suspend the **Right to Buy** in Cardiff was approved by the Welsh Government in July 2017 which means that any properties

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purchased or built will remain available for those in housing need in Cardiff.

28. Delivering **energy efficiency** has been a key part of the HRA Business Plan in recent years with the upgrading of boilers in the housing stock being a key focus. 98% of all council homes have “A” rated energy efficient boilers delivering energy cost savings for tenants. The energy efficiency of a property is assessed using a government approved Standard Assessment Rating (SAP). Cardiff’s average SAP rating is 71.3 which is well above the Welsh Government good practice level of 65.
29. In a response to the climate emergency the Council’s first PassivHaus (ultra-low energy efficiency in buildings) scheme is underway at Highfields in Heath. This will deliver 10 new council homes and will provide the opportunity to evaluate how PassivHaus works for tenants. The award of a Welsh Government Innovative Housing Programme grant of £3.8 million will allow the service to deliver the Council’s first Zero Energy housing scheme. The Cardiff Living development at the former Rumney High school site will deliver 214 new homes to a high energy efficiency specification incorporating solar PV with batteries, ground source heat pumps and electric vehicle charging points.
30. The Business Plan also sets out plans for:
 - The **Remodelling and Refurbishment** of existing homes over the life of the plan. Following a review of the suitability of the Council’s sheltered housing accommodation a phased plan to upgrade the schemes has been agreed. One sheltered block (Sandown Court) was refurbished and rebranded as the Council’s first Community Living Scheme. The scheme offers a modern and welcoming environment which allows older persons living outside of the scheme to access the health care and social activities on site. Similar works have now been completed at Brentwood Court in Llanishen, Clos-y-Nant in Fairwater and Minton Court in Splott. The Council are now entering the next phase of improvements at Nelson House in Butetown and Poplar House in Whitchurch. Works are also expected to start later this year at Broadland Court in St Mellons and Worcester Court in Grangetown following final design and consultation with residents.
 - Major **Neighbourhood Regeneration**, works are underway at Anderson Place and Galston Street in Adamsdown and Bronte Crescent and Arnold Avenue in Llanrumney. Residents are also being consulted on proposals for a scheme in Round Wood, Llanedeyrn and initial scoping and design work has started on two estate regeneration schemes at Trowbridge green, Rumney and Lincoln Court, Llanedeyrn.
 - Other **smaller scale projects** are planned throughout the city and include garage sites refurbishments, courtyard improvements, gullies and alley gating schemes to tackle anti-social behaviour and crime issues.

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- Large scale **Capital Improvement Works** continue to be implemented including roofing to houses, front door upgrades to flats, window replacements to both flats and houses and high-rise safety works.
 - **Fire Safety works** – work has commenced to install sprinklers in all high rise blocks. An options appraisal for the recladding of 5 high rise blocks has been completed and work is underway to procure a contractor. It is anticipated that this work will commence on site later this year.
 - The continued delivery of **Community Benefits** in partnership with our external building contractors, delivery of apprenticeships for people living in Cardiff communities and the volunteering of staff time.
31. The Business Plan also sets out how the Council manages its homes as effective housing management is a key part of WHQS. This includes:
- Using key **Performance Indicators** and **Tenant Satisfaction Surveys** to measure the success of services.
 - Focusing on improving **Tenant Participation and Consultation** including examples of community projects, information on grants available and advice on how to make a difference in a community.
 - **Supporting vulnerable people**, assisting older people with independent living services, housing vulnerable homeless people through hostels and rough sleeping projects, and providing additional support to help them sustain their tenancies.
32. **Providing advice and information to tenants** is a key focus of the Business Plan. Community Hubs are designed to bring together services, share resources and enable integrated investment in better quality facilities. Services delivered through the Community Hubs are responsive to the needs and priorities of individual neighbourhoods with housing services being a key component.
33. The impact of **Welfare Reform** has been taken into account in developing the Business Plan. Financial modelling has been carried out to account for significant increases in rent arrears and the additional costs of collection. The service has put in place various measures to minimise this impact: tenants have been provided with detailed information about the changes that may affect them and their options have been set out including home swapping and property transfers for those tenants who need to downsize. Assistance has been made available to tenants who transfer to Universal Credit and there has been an increase in staffing to assist and advise tenants with debt management and budgeting, minimising the impact of the change as far as possible. This support is available from the Welfare Liaison Team which has increased staffing numbers in order to deal with the volume of complex cases.

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Scrutiny

34. The draft HRA Business Plan was presented at Communities and Adult Services Scrutiny Committee on 4th March 2020. The letter from Scrutiny is tabled and considered as part of the Cabinet meeting.

Reason for Recommendations

35. To comply with the requirement to present the HRA Business Plan to the Welsh Government.

Financial Implications

36. The HRA Business Plan has a prescribed format and content which is a requirement of application for the Major Repairs Allowance grant (MRA) from Welsh Government. It informs Welsh Government about plans for development of new homes and should be used by local authority landlords to drive improvements and value for money in the HRA.
37. The Business Plan is underpinned by a thirty year financial model which sets out estimates of planned Capital and Revenue income and expenditure over the period. This model is intended to be used as a planning and modelling document forming the basis of the HRA business, to safeguard the interests of current and future tenants and other service users and to demonstrate the long term sustainability of the HRA.
38. Any financial deficit and liabilities of the HRA are ultimately liabilities of the Council.
39. Whilst the assumptions are robust in the very short term, medium and longer term assumptions are based on a number of judgements and parameters set out by WG. It is essential that the Capital Investment Programme is based on deliverability and a sound understanding and modelling of the condition of existing housing stock to ensure all future requirements are captured.
40. The financial model includes many assumptions, particularly in respect of expenditure forecasts, capital financing, projected income levels and inflation rates. Due to the long term nature of the forecasts within the model, the uncertainty of the economic climate and the demands on the housing environment generally, these assumptions are extremely sensitive to change.
41. A number of crucial assumptions are, as follows:
 - Rent increases of 3% are forecast for the financial years 2021/22 through to 2049/50. This level has been stipulated by Welsh Government to all retaining authorities in Wales for the purposes of financial modelling.
 - Service charges are increased for future years in line with inflation for full cost recovery.

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- Void rent loss projections vary within a range of 2.17 % and 2.5%.
 - Bad debts vary within a range of 1.87% and 2.2% over the life of the plan. This takes into account the potential impact of Welfare Reform and the transfer to Universal Credit.
 - CPI is estimated to be at 2% and RPI at 2.7% throughout the model
 - The Welsh Government Major Repairs Allowance receivable is assumed to remain at previous levels of £9.5 million per annum.
42. Rent modelling is based on rent increases of 3% (CPI +1%) from 2021/22 as set out in Annex 2 of the Budget Proposals Report February 2020. Lower rates of CPI, and lower rent increases than assumed within the model will have an impact on the available revenue resources to support the plan and deliver key commitments.
43. Other risks include the certainty and level of Major Repairs Allowance which is being considered as part of the outcomes of the Affordable Housing Supply Review.
44. The Capital Investment Programme assumes a significant increase in additional borrowing to build new housing, investment in disabled adaptations and to support investment in the existing stock. This will result in additional revenue implications in terms of interest payments and provision of repayment for borrowing. Affordability is considered as part of the budget including consideration of prudential indicators.
45. Where capital investment is proposed this must be based on informed criteria, including viability or payback assessments. This is essential to demonstrate value for money, effective use of rent payer funds and to mitigate against future risks to the affordability and viability of the HRA. There should be a robust governance process that sets out the requirements and approval of investment proposals at agreed stages, reviews costs before they are incurred and as projects progress as well as the effectiveness of delivery of targets. Value for money should be assessed against set benchmarks and to ensure investment is repaid over a prudent period having regard to future rent payers. The effectiveness of that governance should be reviewed and assessed regularly.
46. Consideration will be given to bringing forward future year's budget to allow flexibility to acquire sites and buildings at an earlier stage as part of the overall programme. This must only be after consideration of viability and affordability and relevant governance processes.
47. Given the significant uncertainties and risks included in the financial modelling, the Business Plan includes a risk assessment setting out a number of key variables and any changes in these are likely to necessitate a review of priorities both in terms of capital investment and for revenue budgets.
48. A robust risk review and monitoring process should be set in place to review the HRA risk register specifically and any emerging issues that could impact on the viability of the HRA. This is to ensure that the level

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and quality of service provision to tenants is not affected and the HRA continues to be viable. Where necessary, mitigating actions will need to be taken including reducing revenue costs or reviewing plans for new build affordable housing programmes and other capital expenditure aspirations.

Legal Implications (including Equality Impact Assessment where appropriate)

49. There are no direct legal implications but the requirement for a plan is set out in the body of the report. The approval of the Business Plan is an executive function which does not have to be referred to Council.

HR Implications

50. There are no direct HR implications for this report.

Property Implications

51. To follow

RECOMMENDATIONS

- (1) Cabinet is recommend to approve the HRA Business Plan 2020-2021 for presentation to Welsh Government.

SENIOR RESPONSIBLE OFFICER	Sarah McGill
	February 2020

The following appendices are attached:

Appendix 1 - HRA Business Plan 2020-2021

The following background papers have been taken into account

- *Communities, Housing and Customer Services Directorate Delivery Plan*
- *30 Year Business Plan for Welsh Housing Revenue Accounts - Financial Model*
- *Equality Impact Assessment*

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Housing Revenue Account (HRA) Business Plan 2020-2021



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Foreword

As Cabinet member for Housing & Communities I am committed to tackling the city's housing crises. We are on target to deliver over 1,000 new Council homes by 2022 and at least 2,000 new council homes will be built in the longer term for local people who need them.

Our new housing strategy represents the largest Council housing building programme in Wales and a £280m investment into building affordable, high quality, sustainable and energy efficient homes across the city.

I am also committed to improving the quality and energy efficiency of our existing homes and ensuring our neighbourhoods are a good place to live.

I will continue to do everything I can to deliver good quality homes for the citizens of Cardiff in communities to be proud of.



Councillor Lynda Thorne

Cabinet Member for Housing and Communities

In order to deliver and improve services to our communities an important part of my role is to ensure the Council works in partnership with other public sector organisations and the third sector in a joined up integrated way.

Using this collaborative approach has already delivered successful outcomes on issues that are complex and challenging.

We are committed to meeting the needs of the aging population, building and adapting homes to help people stay independent at home.

We will also work to end rough sleeping, improving on our hostels and supported accommodation and focusing help for people with more complex needs.

Working together, we will ensure all citizens can contribute to, and benefit from good quality housing.



Sarah McGill

Corporate Director People and Communities

Housing and Communities Notice Board

Tenancy Management officers completed over 2,000 proactive visits to assess property condition in the last year.



Applying for housing, the Cardiff Housing website: www.cardiffhousing.co.uk has been further developed to help applicants look at all the options available.

So far our Housing Development team have built 150 new council properties.



Into Work Advice Services assisted 920 people into employment in 2019.



Tenancy Sign Up allows for new tenants and current tenants who are transferring to be supported and given advice on their rights and responsibilities. Tenancy Sign Up appointments for 2019/2020 up to February are 480.



Over 1,000 properties were adapted last year for the needs of the disabled.

£13 million of unclaimed benefits is identified each year by the Money Advice Team.



In 2018-2019, Caretaking services received 76 calls for removal of offensive graffiti and removed 99% in 1 working day. They also removed 621 cases of non offensive graffiti all within 10 working days.

3.3 million visits to HUBs and Libraries are expected in 2019/2020.



Over 83% of tenants are satisfied with their neighbourhood. Over 86% of tenants are satisfied with advice about rent issues and over 80% are satisfied with Cardiff Council as a landlord.



The Responsive Repairs Unit receives over 100,000 requests for repairs a year. 95% of emergency calls were fixed on the first visit, with 93% of work being done by the in-house workforce.



The Community Living Team manage 10 schemes, across the city, helping older people live more independently.

As at September 2019 the Council's housing stock consisted of 13,483 properties. This is the first significant increase in the stock since the 1980's.



The Welsh Housing Quality Standard and Beyond

Introduction to the Welsh Housing Quality Standard (WHQS)

The WHQS arose from the National Housing Strategy for Wales 'Better Homes for People in Wales'. The Standard was developed by the Welsh Government to provide a common target standard for the condition of all housing in Wales.





The Welsh Housing Quality Standard states that all households should have the opportunity to live in good quality homes that are:

- In a good state of repair.
- Safe and secure.
- Adequately heated, fuel efficient and well insulated.
- Contain up-to-date kitchens and bathrooms.
- Well managed.
- Located in attractive and safe environments.
- As far as possible suit the specific requirements of the household, (e.g. specific disabilities).

In September 2012 Cardiff was the first Council in Wales to achieve full 100% WHQS accreditation.

The Welsh Government has recognised that the standard cannot always be reached because of issues outside of the control of the Council. It has therefore introduced the concept of "Acceptable Fails" into the Welsh Housing Quality Standard revised guidance in order to recognise legitimate areas which would restrict a Council from reaching the required standard. We have a number of acceptable fails, (largely due to Resident's Choice) and have implemented measures in order to re-visit and maximise achievement of the Standard.

There are four elements:

Cost of remedy		Timing of remedy	
Residents choice		Physical constraint	

We review the standard when properties become vacant and our Tenants Participation Team to encourage tenants that have not received WHQS works or have changed their minds to contact us.

The Council engaged independent surveying consultants to carry out WHQS audit checks, of a random sample of properties. 98.7% of properties inspected were found to be compliant.

Welsh Housing Quality Standard Attainment Tracker

WHQS Standard achieved	2008	2009	2010	2011	2012	2013	2014-Date
Roofs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Windows	97%	99%	99%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
External Doors	93%	98%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Door Entry Systems	99%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Kitchens	23%	26%	43%	71%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bathrooms	24%	28%	44%	72%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Energy Efficiency	0%	0%	48%	52%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Central Heating	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Electrical Systems	0%	0%	50%	73%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Smoke Detectors	99%	99%	98%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Environmental Works	51%	52%	67%	79%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

WHQS Review by Wales Audit Office

As part of their 2017-18 performance audit programme the Welsh Audit Office (WAO) reviewed the Council's arrangements to maintain the Welsh Housing Quality Standard (WHQS).

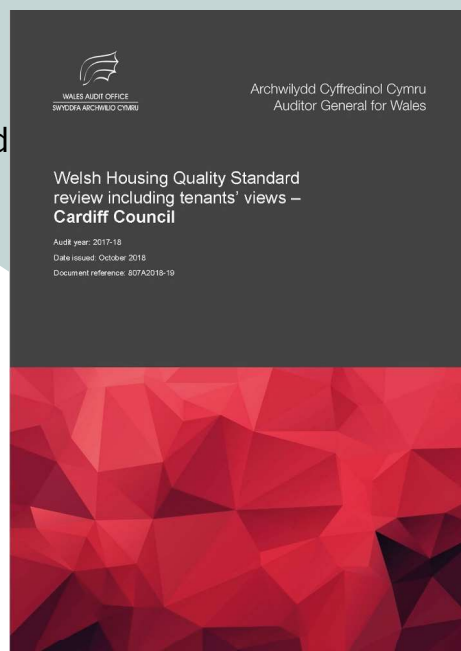
The review sought to determine whether the Council has effective arrangements in place to enable it to maintain the Welsh Housing Quality Standard (WHQS) and address the number of acceptable fails.

The auditors carried out fieldwork between March and May 2018. They undertook document reviews, interviewed a number of key officers and members, and ran focus groups with a sample of front line staff. As part of the review, the auditor commissioned a research company to carry out a telephone survey of a sample of the Council's housing tenants and commissioned Tai Pawb, Diverse Cymru and Ethnic Minorities and Youth Engagement (EYST) Wales to undertake two focus groups: one with disabled Council tenant and one with council tenants from a black or ethnic minority.

The auditor concluded that the Council met the WHQS in 2012, and its arrangements to maintain compliance with the WHQS are effective and making a positive difference to residents' lives. WAO came to this conclusion because:

- The Council's approach to the WHQS is well-integrated into its strategic housing function.
- The Council has comprehensive information on the condition of the whole of the housing stock to direct investment priorities.
- A financed and deliverable programme is in place for the repair and improvement of the housing stock, including addressing acceptable fails.
- The Council has effective arrangements to monitor and scrutinise its progress to maintain the WHQS and has learnt from its progress to date.
- The Council has a strong customer care focus to the way it interacts with its tenants.
- The Council's integrated approach to the WHQS is making a positive difference to the lives of its housing tenants.

The Council has robust, comprehensive and wide-ranging plans in place to support its ambitions in maintaining its achievements against the WHQS. These include the Cardiff Housing Strategy 2016-2021, annual Housing Revenue Account (HRA) business plans, and annual WHQS Compliance Policies. There is clear evidence in these plans of the position and compliance against the Welsh Housing Quality Standard.



Wales Audit Office said:

- The Council has an holistic approach to housing with clear links between the Council's plans for the WHQS and other aspects of housing plans and strategies. The Council's Cardiff Housing Strategy – 2016-2021, is an overarching and comprehensive 'whole service' strategy which embraces all aspects of the housing agenda, and how the service can shape the future of the City.
- Independent external validation of the housing stock condition information was carried out in 2015. The validation exercise found that 98.7 percent of property elements were compliant with the WHQS.
- Average tenants' homes are easier to keep warm in cold weather, helping to reduce energy bills and protect the environment.
- The Council has made improvements to non-WHQS elements of its housing stock on a regular and sustained basis.
- The telephone survey found that 6% of respondents said that they had refused to have improvement works done. Of those who declined improvement works, the main reason for refusing works was because they are happy with the existing state of their home.
- The Council has a strong customer care focus to the way it interacts with its tenants, the Council has effective arrangements and actions to support sound tenant involvement and participation.
- The Council has arrangements are in place to maintain community cohesion. For example, the Council's Caretaking Services Team ensure that 100% of offensive graffiti is removed within 24 hours. During a recent case of racist graffiti in Grangetown, the Council ensured that it was removed immediately, and was working the local police to ensure that community cohesion was maintained.

Most tenants are happy with the condition of their homes and the WHQS improvements the Council has made



OVERALL SATISFACTION WITH WHQS WORKS

73% of tenants who have had works are satisfied



KITCHEN

73% of tenants are satisfied with the overall condition of their kitchen



BATHROOM

76% of tenants are satisfied with the overall condition of their bathroom



TIMELINESS OF WORK

72% of tenants told us that the Council completed the works when they said they would



DESIGN

66% of those tenants who have had work were included in the design of the improvement works



OUTSIDE OF HOME

74% of tenants are satisfied with how the outside of their homes looks

Most tenants are satisfied with the Council's housing service



CONTACTING THE COUNCIL

88% of tenants can quickly and easily contact the housing service



SATISFACTION WITH OVERALL HOUSING SERVICE

78% of tenants are satisfied with the Council's housing service



SATISFACTION WITH NEIGHBOURHOOD

79% of tenants are satisfied with their neighbourhood as a place to live



RESPONDING TO VIEWS

62% of tenants think that the Council listens to their views about their home and neighbourhood and acts on them



WALES AUDIT OFFICE

SWYDDFA ARCHWILIO CYMRU

Capital Ambition

Cardiff Council's Capital Ambition is to create a greener, fairer and stronger capital city that plays a leading role in creating a better future for Wales.

In delivering its Capital Ambition, the administration will focus on four main areas:

Working for Cardiff – Making sure that everyone who lives here can contribute to and benefit from, the city's success.

Working for Wales – A successful Wales needs a successful capital city.

Working for the Future – Managing the city's growth in a sustainable way.

Working for Public Services – Making sure public services are delivered efficiently, effectively and sustainably in the face of rising demand and reducing budgets.

Housing & Communities has made four major commitments under the Council's Capital Ambition.

We will:

Work to end the city's housing crisis

- Deliver at least 2,000 new Council homes, of which 1,000 will be completed by 2022 and work with developers and partners to deliver 6,500 affordable homes across the city by 2026.
- Raise the standards of new homes in the city by updating the Cardiff Design standards implementing this across Council developments and working with partners to adopt these.
- Directly address the housing need of people across the city by delivering more:
 - accessible homes;
 - homes suitable for downsizing;
 - larger family homes; and
 - 'care-ready' and specialist properties.
- Continue to deliver innovative housing solutions, including the use of Modern Methods of Construction (factory build) and the low-carbon housing development through the Cardiff Living Scheme.
- Make sure that housing in the private rented sector and in the city's



high-rise buildings are safe and of high quality by ensuring private landlords comply with their legal obligations.

- Work with Welsh and UK Governments to retrofit the city's existing housing stock, particularly in the private rented sector, in order to tackle fuel poverty and as a core part of our response to the climate emergency.
- Work with Rent Smart Wales to place a greater focus on the quality of privately rented properties, building on the good work to identify and regulate private landlords.

End rough sleeping

- Continue to make sure that no one needs to sleep rough on the streets of Cardiff through the development and delivery of a five-year multi-agency city plan that will:
 - Develop proposals for a homeless assessment centre with clear pathways for clients based on their individual needs.
 - Improve emergency accommodation services, setting clear standards and including women only provision.
 - Pilot innovative schemes to help clients who have more complex needs to access and sustain accommodation and extend the Housing First Scheme.
- Develop a training and activities centre for single homeless people to divert them from street culture by providing a range of meaningful activities.

Invest in local communities

- Complete the second phase of the Maelfa redevelopment scheme, including a new integrated Health and Wellbeing Hub and 41 new 'care-ready' properties.
- Lead a regeneration of the Channel View estate and the South Riverside Business Corridor.
- Work with public sector partners and the third sector to design and deliver a range of integrated community facilities across the city including Community and Wellbeing Hubs in Whitchurch, Rhydypennau, Cardiff Royal Infirmary Chapel, Ely and Maelfa.
- Deliver new Youth Hubs in the city centre and in Butetown which will house integrated services for young people, helping them get the skills and experience they need to succeed.
- Establish a Domestic Abuse one-stop shop in the new Cardiff Royal Infirmary Wellbeing Hub, building on the success of our integrated Domestic Violence service.

Create safe communities

- Work in partnership with communities and public sector partners to develop targeted approaches to tackling crime and anti-social behaviour in communities with the greatest need.
- Work in partnership with South Wales Police and local communities to tackle knife crime, County Lines and serious organised crime.
- Deliver our Community Cohesion action plan, including working with our partners to actively monitor community tensions, building resilience to hateful extremism and providing support to witnesses and victims of hate crime.

Houses Built Since the 1900's

**1900-1944
(3,125)**

**1945-1964
(4,935)**

**Detached
(21)**



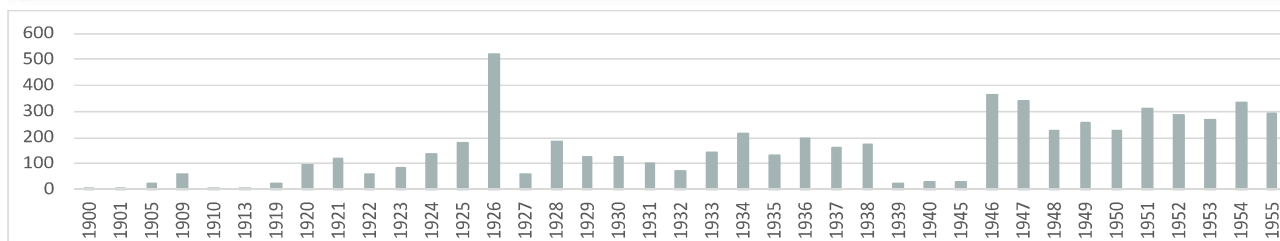
**Semi
-Detached
(3,354)**



**Terraced
(4,652)**



**Flats and
Maisonettes
(5,456)**



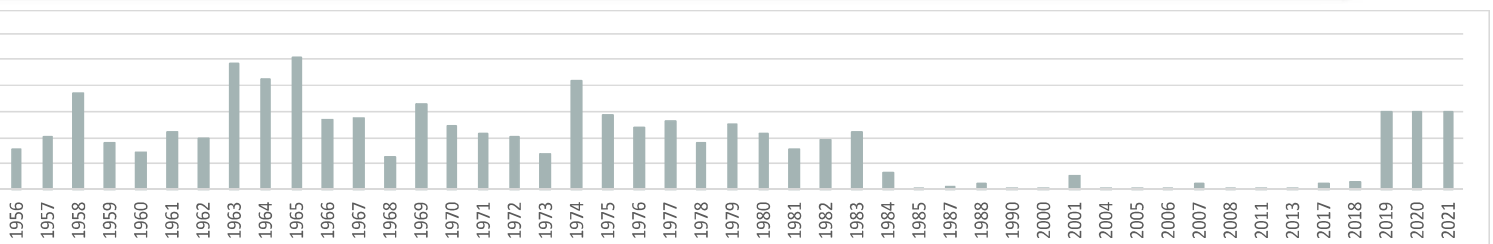
**1965-1989
(5,230)**



**1990-Date
(193)**



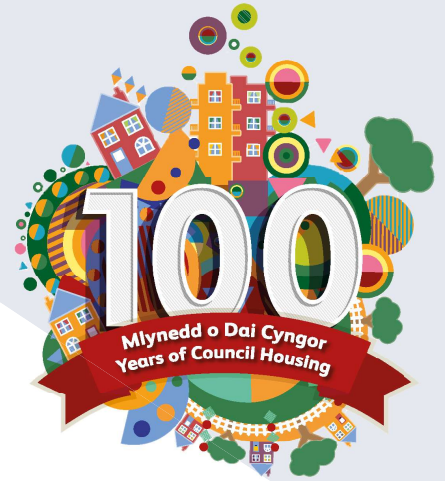
**By 2022
(Target of 1,000)**



Time-line of Council houses built in Cardiff by year

Homes Fit for Heroes

2019 saw the celebration of 100 years of council housing. The end of the First World War in 1918 created a huge demand for working-class housing in towns throughout Britain. In 1919, Parliament passed the ambitious Housing Act which promised government subsidies to help finance the construction of 500,000 houses within three years.



The 1919 Act - often known as the 'Addison Act' after its author, Dr Christopher Addison, the Minister of Health - was a highly significant step forward in housing provision, effectively the birth of council housing. The Act, which came from a pledge by the then Prime Minister David Lloyd George "to make Britain a fit country for heroes to live in" made housing a national responsibility, and local authorities were given the task of developing new housing and rented accommodation where it was needed by working people.

Internal facilities were considered just as much as external appearances, and the space standards (large three bedroom houses were the most common type recommended and built) and amenities such as indoor toilets, baths and hot water plumbing were key aspects of the drive to permanently raise the standard of working class housing.

From 1919 Cardiff Council built over 30,000 homes for families, this building boom peaked in the 1950's with 7,321 properties being built.

Council estates development over the decades:

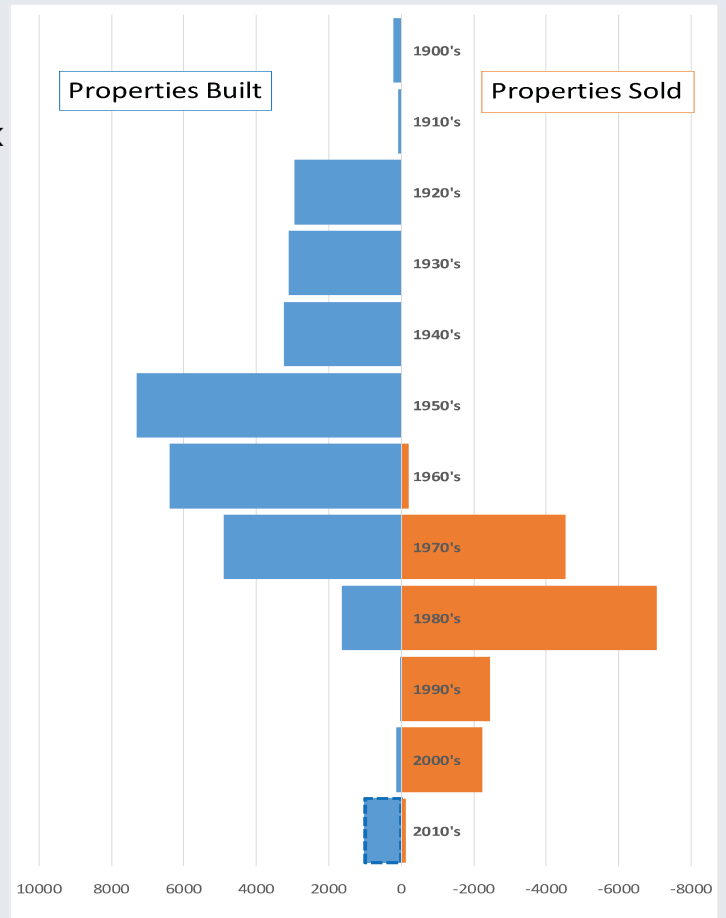
- Ely in the 1920's
- Splott, 1930's
- Llandaff North, Caerau & Splott 1940's
- Llanrumney & Llanishen 1950's
- Fairwater & Trowbridge 1960's
- Llanedeyrn 1970's
- Trowbridge 1980's



Over 16,000 council properties in Cardiff were sold under the Right to Buy scheme, since Right to Buy was introduced in 1980 - social housing stock across the city has declined significantly - making it harder for people to get the social housing they badly need.

In 2018 Cardiff Council announced that due to the very high level of housing need in the city and the shortage of affordable housing they were seeking Welsh Government approval to suspend Right to Buy for five years to safeguard homes for the future. Since then the Right to Buy has ceased across Wales.

The Council runs an Assisted Home Ownership scheme, which enables first time buyers to purchase a home. This is open to everyone who lives or works in Cardiff not just council or housing association tenants. Under this scheme the Council retains a percentage of the property, however no rent is paid.



Cardiff Council has set a target of building at least 1,000 new Council homes by May 2022 and at least 2,000 new council homes in the longer term to meet the increasing demand for good quality, affordable social housing. This will include “care ready” homes for older people such as homes planned for the Maelfa scheme below.



Maelfa Older Persons Independent Living scheme

Demand for Social Housing

There is a high demand for social housing in Cardiff and a limited number of properties become available to let each year. Cardiff Council, Cadwyn, Cardiff Community, Hafod, Linc Cymru, Newydd, Taff, United Welsh and Wales & West Housing Associations operate a Common Housing Waiting List for social housing.

In order to offer applicants the widest choice of accommodation applicants are considered for suitable properties regardless of landlord. All applicants are given the opportunity to express preferences about the areas of the city in which they want to live and will be offered up to date information about likely waiting times for social housing in their preferred areas.

All applicants wanting to join the Housing Waiting List are invited to an interview and given full advice about their housing options. Applicants can register for as many preferred areas as they wish, some areas have more availability of social housing than others, applicants are encouraged to take this into consideration when they register as this can affect how long someone may have to wait for accommodation. Applicants are also encouraged to consider private sector rented accommodation as this may be more suitable for their needs.

The partners aim to assist applicants who are in housing need before those without identified need. The level of housing need is used as one of the measures to determine an applicant's position on the Waiting List :

- Immediate, urgent, high and medium levels of housing need are recognised and used to inform applicants' position on the Waiting List.
- Applicants with no identified housing need may be admitted to the Housing Waiting List, but will be registered in a lower Band than those with identified housing need.

Where it becomes apparent during the application interview that the applicant may be homeless / threatened with homelessness a referral is made to the Housing Options Service. Homeless advice is provided in the Hubs, increasing the accessibility of services.

At end of December 2019, there were 7,882 applicants on the common waiting list.

680 Council homes were let (April to December 2019).

40% were let to homeless households.

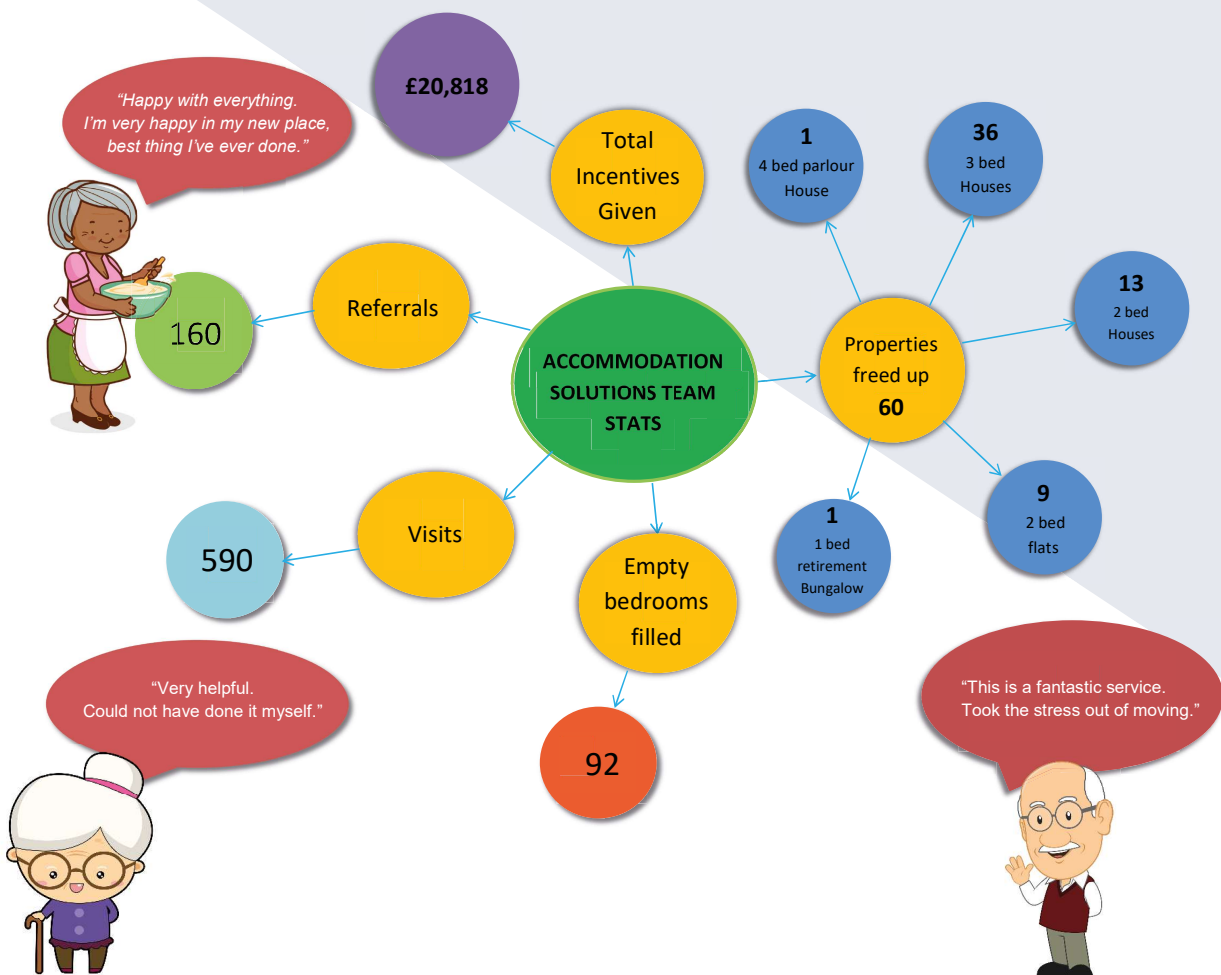
Finding Accommodation Solutions

The Accommodation Solutions team was set up to provide assistance for those who are looking to downsize from larger family accommodation. Particularly older people who wish to move to more appropriate accommodation for their needs and who may find the whole process a bit daunting.

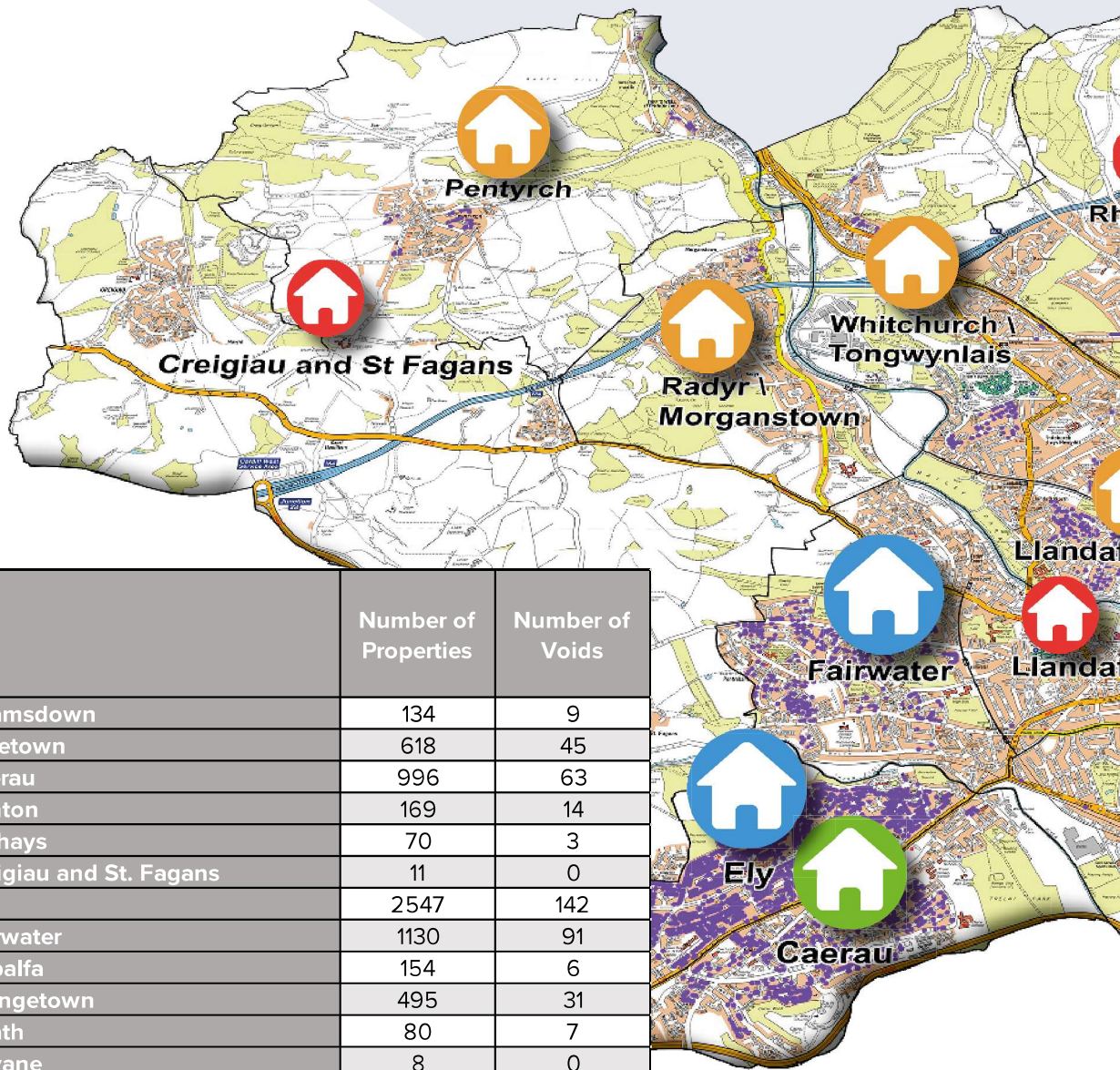
The Team are available to assist from the time a tenant joins the waiting list until after they have moved in, ensuring they have settled in comfortably. The aim is to give people the peace of mind of having one single contact and a face they know when taking on the task of moving from their current accommodation.

Accommodation Solutions officers understand that moving can be a big decision for tenants, especially if this has been their long term family home. The aim is to make the process as easy as possible.

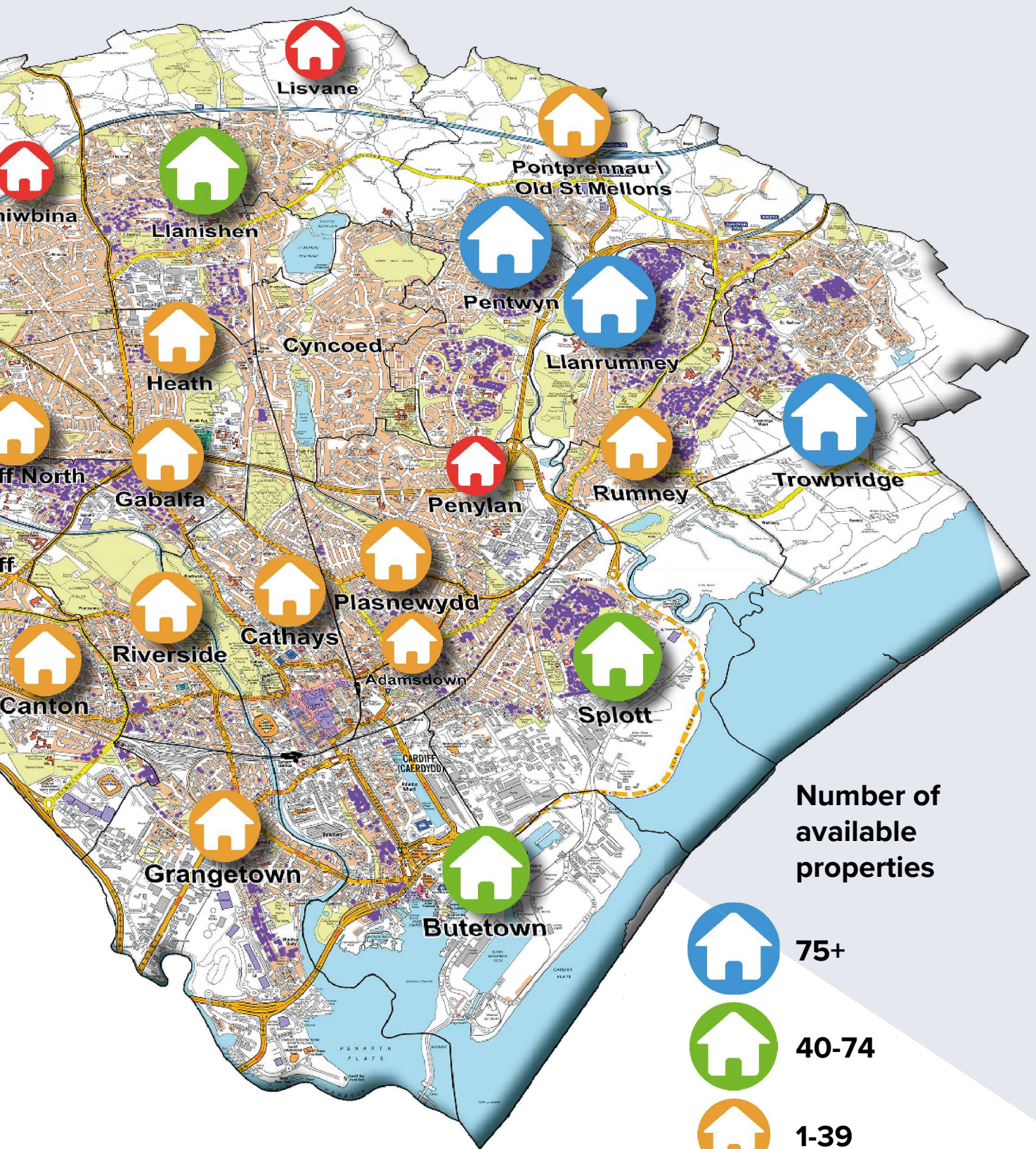
The Accommodation Solutions team can help tenants think about how they will move, what to do with any unwanted items and give the support the tenant may need following the move. They can also offer financial assistance to help towards moving costs or to decorate their new home.



Number of Properties and Availability 2018-2019



	Number of Properties	Number of Voids
Adamsdown	134	9
Butetown	618	45
Caerau	996	63
Canton	169	14
Cathays	70	3
Creigiau and St. Fagans	11	0
Ely	2547	142
Fairwater	1130	91
Gabalfa	154	6
Grangetown	495	31
Heath	80	7
Lisvane	8	0
Llandaff	1	0
Llandaff North	652	29
Llanishen	621	47
Llanrumney	1316	75
Pentwyn	1153	77
Pentyrch	104	7
Penylan	2	0
Plasnewydd	128	8
Pontprennau and Old St. Mellons	27	4
Radyr and Morganstown	20	3
Rhiwbina	20	0
Riverside	316	15
Rumney	483	31
Splott	685	44
Trowbridge	1031	95
Whitchurch and Tongwynlais	512	28
Grand Total	13483	874



Number of available properties



75+



40-74



1-39



0



Council properties

New Homes Ambition

Cardiff Council has set a target of building at least 1,000 new Council homes by May 2022 and at least 2,000 new council homes in the longer term to meet the increasing demand for good quality, affordable social housing.

The need for housing is increasing year on year and the Council is committed to delivering new Council housing schemes and finding new and innovative ways of doing this. Our programme currently represents the largest council house build programme in Wales and will see around £350 million invested into delivering a variety of new council homes in volume and at pace.

Our aspiration to build Council homes directly complements the Welsh Government's target of delivering 20,000 affordable homes throughout Wales over this term of government.

We have been successful in our bids for the Welsh Government's Innovative Housing Programme (IHP) with around £3.8 million of the grant being awarded to Cardiff Council to deliver 4 new build schemes totalling £13.8m using innovative techniques.



Two of the Innovative Housing Programme funded schemes comprise refurbishing shipping containers to provide temporary/emergency accommodation for homeless families and hostel provision. The projects are due to be completed in December 2019 and January 2020. Combined, these will deliver 21 new flats.

Another Innovative Housing Programme funded scheme to deliver highly energy efficient homes built to PassivHaus standards will start on site in the Spring of 2020 as part of our Cardiff Living programme with Wates Residential. The final scheme at Highfields, Heath will deliver 17 new homes using a 'modular' system – the units will be built off-site which vastly reduces construction time and improves the quality of the build.



CARTREFI CAERDYDD CARDIFF LIVING



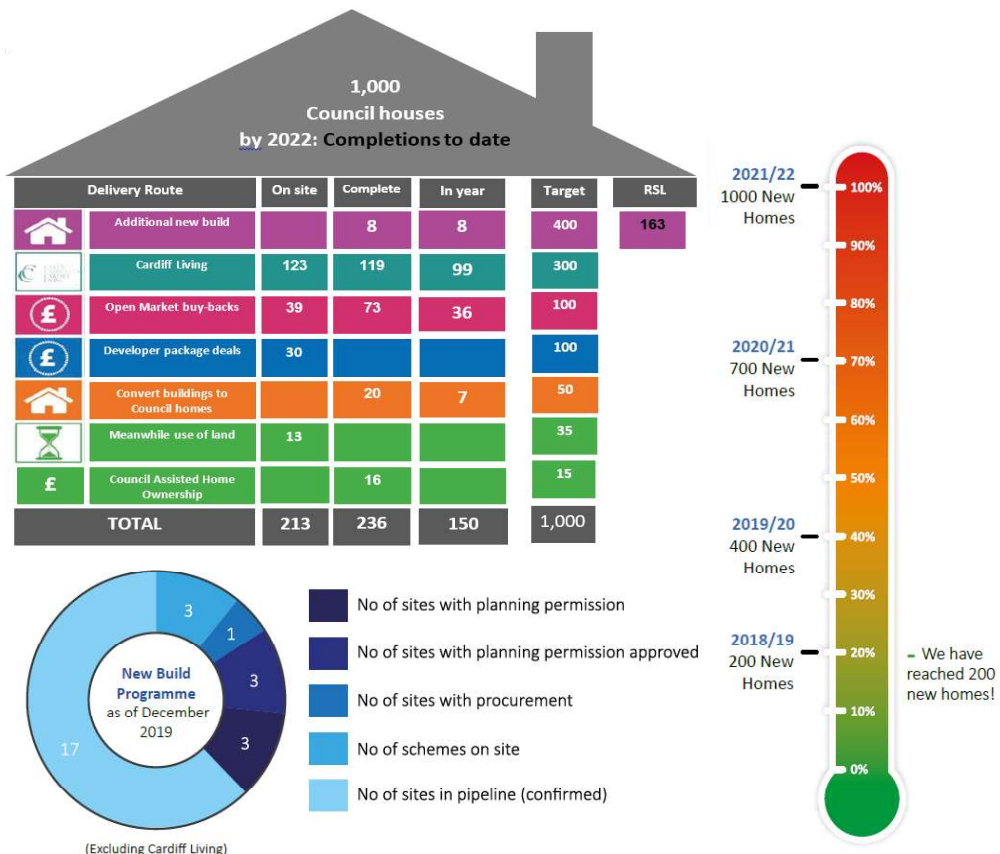
New Homes Progress to Date

Not only have we implemented the innovative Cardiff Living Programme in Partnership with Wates Residential, we also have a number of other delivery routes that we are using to provide new council homes. Our Additional Build programme currently includes 22 development sites.

Schemes vary in density from 16 units to 400 units and through this programme we are able to deliver a complete mix of council properties, targeting the specific housing needs of the area. We have a real focus on delivering exciting new independent living 'care-ready' schemes offering quality, flexible homes for older people which in turn will help free up family homes for rent.

Our scheme in Caldicot Road, Caerau will shortly be going out to tender for a contractor and a number of projects are progressing through the planning process with a view to start on site in 2020.

We are also bringing forward a number of developer led 'Package Deal' arrangements and our first scheme with Cadwyn Housing Association for the delivery of 30 flats at Courtenay Road, Splott is on site with an anticipated completion date of March 2020. Further discussions are also ongoing regarding a number of other package deal opportunities across the city.



We have recently undertaken public consultation on exciting redevelopment proposals for the Channel View estate in Grangetown, replacing the existing housing stock with new, sustainable, energy efficient homes. It is early days for this project but initial feedback from residents has been largely positive and we will now progress with an outline planning submission and continue detailed consultation with residents. We have recently issued a tender for Master Planning Services to progress this exciting opportunity through to a planning application stage by summer 2020.

The Council's innovative development partnership with Wates Residential continues to go from strength to strength. This partnership, known as Cardiff Living, will see around 1,500 new homes built across the city on council land with at least 600 of these being new council homes.

The programme is split into three phases of development with work on phase 1 having commenced in June 2017. There are six development schemes actively on site at Willowbrook West in St Mellons, Braunton Crescent in Llanrumney, Mount Pleasant Lane Llanrumney, Walker House in Llanishen, Snowdon Road in Ely and Ty Newydd in Caerau. Phase 1 will deliver 195 new council homes in total including older person independent living units and a small number of wheelchair accessible bungalows and flats.



Cllr Thorne with Assembly Member Vaughn Gething visiting our latest new build properties in St Mellons

New Homes Progress to Date



Engineer inspecting the roofs at Willowbrook West, St Mellons

Our scheme at Ty-To-Maen in St Mellons was completed in December 2018, 69 new council homes have been completed through the Cardiff Living Programme with around 150 new homes earmarked for hand over by 31st March 2020.

The first 3 schemes to be delivered through phases 2&3 of the Cardiff Living programme are being considered by Planning Committee in January 2020. If approved these 3 developments will deliver a further 104 new council homes.

Not only is Cardiff Living delivering high quality, much needed new council homes, it is also providing wide ranging community benefits, providing training opportunities, apprenticeships, local jobs and promoting the use of local supply chains.

When considering new council housing developments its vitally important that we ensure the schemes are financially viable and that the rental income from the properties can pay back the capital investment over a set period. In order that we can demonstrate scheme viability we use a viability assessment tool.

An assessment is made for every scheme which includes the cost of development, the on-going responsive and planned maintenance costs and the management costs. All these costs are considered along with the rental income and value of the properties being built.

Whilst a scheme may be viable, its affordability and whether it progresses depends on the overall affordability of the business plan which is subject to a number of parameters including future rent levels, operating costs and other risks. Care will be taken to ensure that any borrowing is affordable, prudent and sustainable.

Project viability is assessed at the key stages of scheme development including;

Stage 1 : Land appraisal & feasibility.

Stage 2: Scheme options appraisal.

Stage 3: Concept design.

Stage 4: Planning.

Stage 5: Contractor procurement.



Street Scenes at Rumney High School site, Cardiff Living Phase 2.

Cardiff Older Persons Housing Strategy

The older persons' housing strategy sets out how the council and partners will shape and deliver housing and related services for older people that meet a variety of needs and aspirations, and how this provision can help address wider health and social care priorities.

Key findings:

An increasing aging population

By 2037 the number of people aged 65 to 84 will increase by 42% while those aged 85 and over will nearly double. This is likely to result in more people needing specialist accommodation or assistance that cannot be delivered in their current homes.

The comparative benefits of older persons' housing

The cost of extra care housing is on average 57% of the weekly cost of residential care. This together with higher incidence of age-related health conditions and mobility issues will put major pressures on social care services and budgets.

Understanding housing need

There is a range of social rented and private retirement housing offers for older people in Cardiff; however provision is limited outside the north and west of the city. There is an estimated additional need for 3,051 homes of older persons' accommodation by 2035.

Meeting future demand

A range of schemes for building new older person/care ready affordable homes are already planned and these will deliver 741 new homes by 2030 of which 434 will be council homes.

Supporting independence

Cardiff's independent living services provide a wide range of support focused on helping older people to stay independent at home. Considerable success has been achieved with 75% of clients supported to stay at home without the need for social services intervention. Cardiff council has invested in the provision of home adaptations.

Providing housing advice

When asked, older people were often unaware of the different housing options available and concerned about the financial, legal and practical issues associated with moving.

Supporting downsizing

There are considerable advantages to older people in downsizing to more appropriate accommodation and this can play a significant part in helping them to stay independent at home. There are large numbers of older people

Cardiff Older Persons Housing Strategy 2019-2023



under-occupying social housing. Offering them attractive housing options could encourage them to downsize, providing them with more sustainable accommodation while also freeing up much needed family accommodation.

Sheltered housing schemes

The provision of on-site support in sheltered schemes will be important in meeting the increasing needs of the older population. There is an opportunity to provide different models of support such as “sheltered plus” or “extra care light” as options to meet the range of needs of the older population.

Social housing allocation

There is a need to review the waiting list and allocation arrangements to fully reflect the housing choices and wider needs of older people.

Residential and nursing care

There is an opportunity to make greater use of new technology to support people to stay in their own homes. Residential care placements have decreased markedly over the last five years due to services now being available in the community to support increasingly frail people at home.

The importance of community

Cardiff has a wide range of services to help prevent social isolation and promote wellbeing; many are based around the council’s community hubs. A number of new initiatives are being developed to further this, including new community wellbeing hubs in the north and west of the city and proposals to open the facilities in older persons’ housing complexes to the wider community.



Activities to reduce social isolation in Llanishen Rugby club

New Homes, New Tenants



New Tenant gets her keys

In December 2019 tenants were handed the keys to their new properties in the Willowbrook development in St Mellons. A mixture of flats and houses were being allocated to applicants off the Housing Waiting List.

One new tenant we spoke to said, *“I have been on the waiting list for 7 years, 2 years living with my daughter, I’m really happy with the flat. The finish is a really high standard. I am having a knee operation in January and this flat will be perfect to help with my recuperation.”*

On the finish of the flat she said, *“I love the colour scheme they have done, its going to be perfect with my sofa, I won’t need to change a thing.”*

Another new tenant was picking up the keys to a brand new 3 bedroom house, *“I can’t wait to move in, I’ve been living with the kids at my mums. My son will probably try and nab the biggest room for himself!”*

“I have saved up enough money to get the kids beds but will need to go to the local HUB and ask for a DAF, (Discretionary Assistance Fund grant) so I can get a fridge and cooker. The kids go to school just over the road and mum lives round the corner, it’s perfect.”



New homes in St Mellons

High Rise Refurbishment Project

Following the tragedy at Grenfell Towers in London, the Council decided to test the cladding on its high rise blocks. It was found not to be the same Aluminium Composite Material, (ACM) cladding as used in Grenfell Towers but it did have a level of combustibility that would not meet current standards.

Six blocks at three locations were previously insulated with an external rain screen cladding system:

- The first is located at Lydstep Flats, which comprises of 3 blocks of general needs flats in Gabalfa.
- Nelson House and Loudoun House in Butetown, Cardiff, which comprises of 1 block of Sheltered Housing and 1 block of general needs accommodation.
- Channel View in Grangetown, also general needs accommodation.



Lydstep Flats after cladding removal

The decision was made to remove the cladding thus removing the additional risk that this posed.

Work is underway to replace the cladding at 5 of the blocks.

Atkins consultants have been commissioned to consider cladding options. They recommended that the proposals should:

- Improve the visual condition through new cladding system.
- Upgrade windows & balconies.
- Maximise energy efficiency for residents.

Following research into re-cladding options, ceramic brick is to be used. It is proposed that work will start on site in 2020 following resident consultation.



Planned Maintenance Works 2020-2021

Now that Cardiff has met the Welsh Housing Quality Standard it is important to ensure the standard is maintained and investment is planned accordingly. The level of actual investment required will vary year on year and consequently detailed programmes of work require adjustment on a yearly basis. A detailed draft programme of works for the next five financial years is included on the Five Year Capital and Revenue Budgets pages. The Business Plan includes a provision for kitchens and bathrooms that are deemed as acceptable fails, e.g. tenant refusal. These will be improved as properties become vacant or tenants change their minds.

30 Year Plan

The 30 year plan incorporates life cycles of property elements and budgetary commitments. Due to the high amount of work completed on properties in the run up becoming WHQS compliant a large number of elements become due for renewal in a short space of time. To ease budget constraints and improve efficiency of renewal the 30 year plan goes through a smoothing process.

Component Lifespan

Typical components	Roof	Wiring systems	Bath room	Windows	Boiler	Doors	Door entry system	Kitchen	Smoke alarms	Painting
Average life (years)	40	30	25	25	20	20	15	15	10	8
Average cost of replacement	£7,000	£1,300	£1,000	£2,500	£3,000	£1,500	£5,000	£1,500	£250	£400

The Council's stock condition database provides details of the improvements carried out to each individual property, block of flats or maisonette within the Council. This will provide more accurate forecasts and will allow for the programmed works to be planned and costed accordingly. The Council will seek to achieve value for money in all respects by the most efficient, effective and economic use of resources.

Sustainability

The Council works in partnership with suppliers and contractors to acquire the best quality materials for the best value. We ensure that environmental criteria are used in the award of contracts, when assessing value we consider the whole life cycle of a material, including installation, maintenance and final disposal. The Council will source green energy wherever possible and consider suppliers environmental credentials. This means that the cheapest product does not necessarily deliver the best value.

Roofs: £2.25m

High Rise
Upgrades:
£1.65m

Front doors to
Flats:
£1.5m

Sheltered
Accommodation
£1.2m

Kitchens &
Bathrooms:
£750k

Windows &
Doors:
£750k

Boilers:
£750k

Contingency:
£500k

BISF:
£500k

Rewire:
£450k

Lift
upgrades:
£250k

Fencing:
£250k

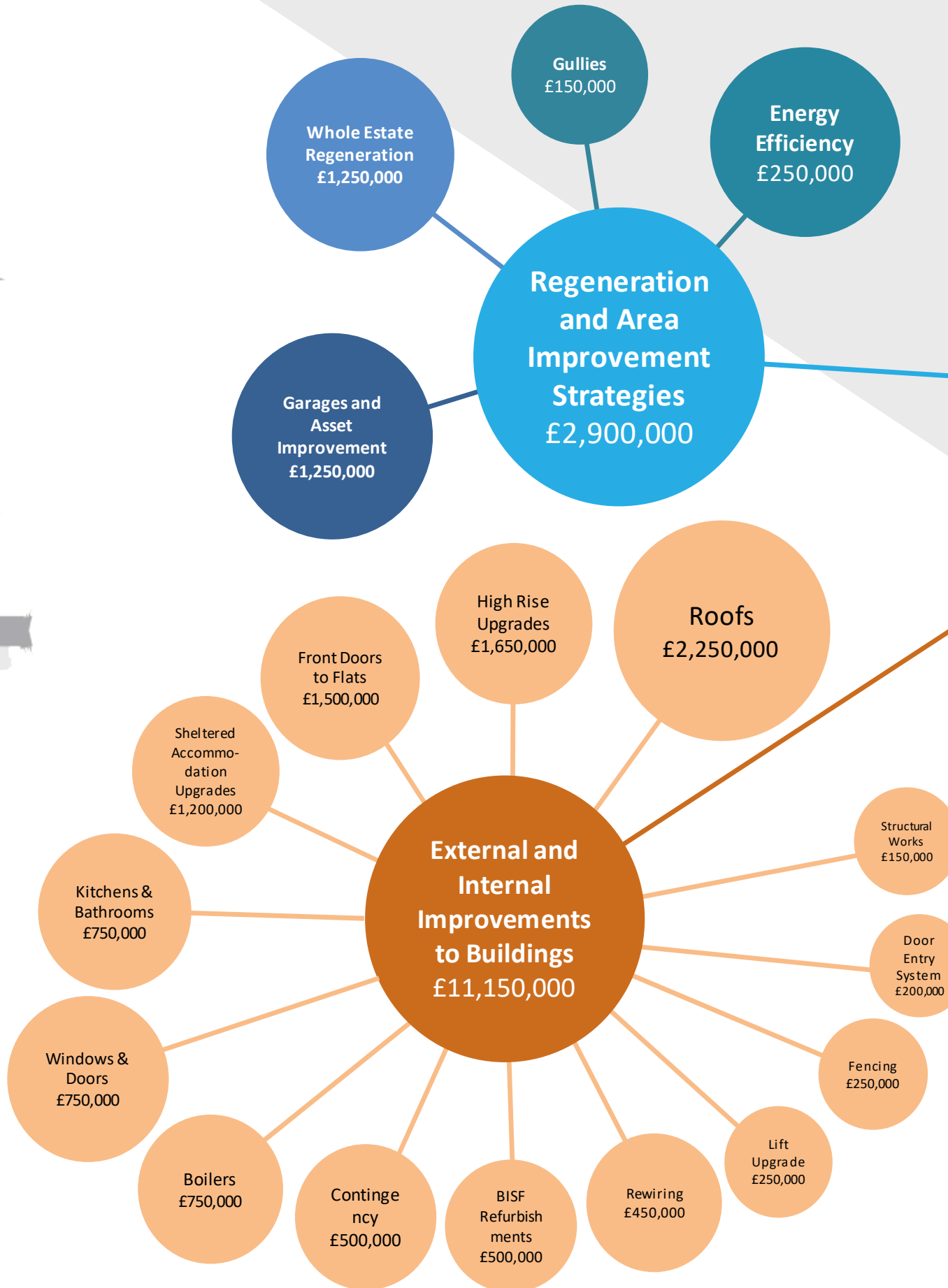
Door entry:
£200k

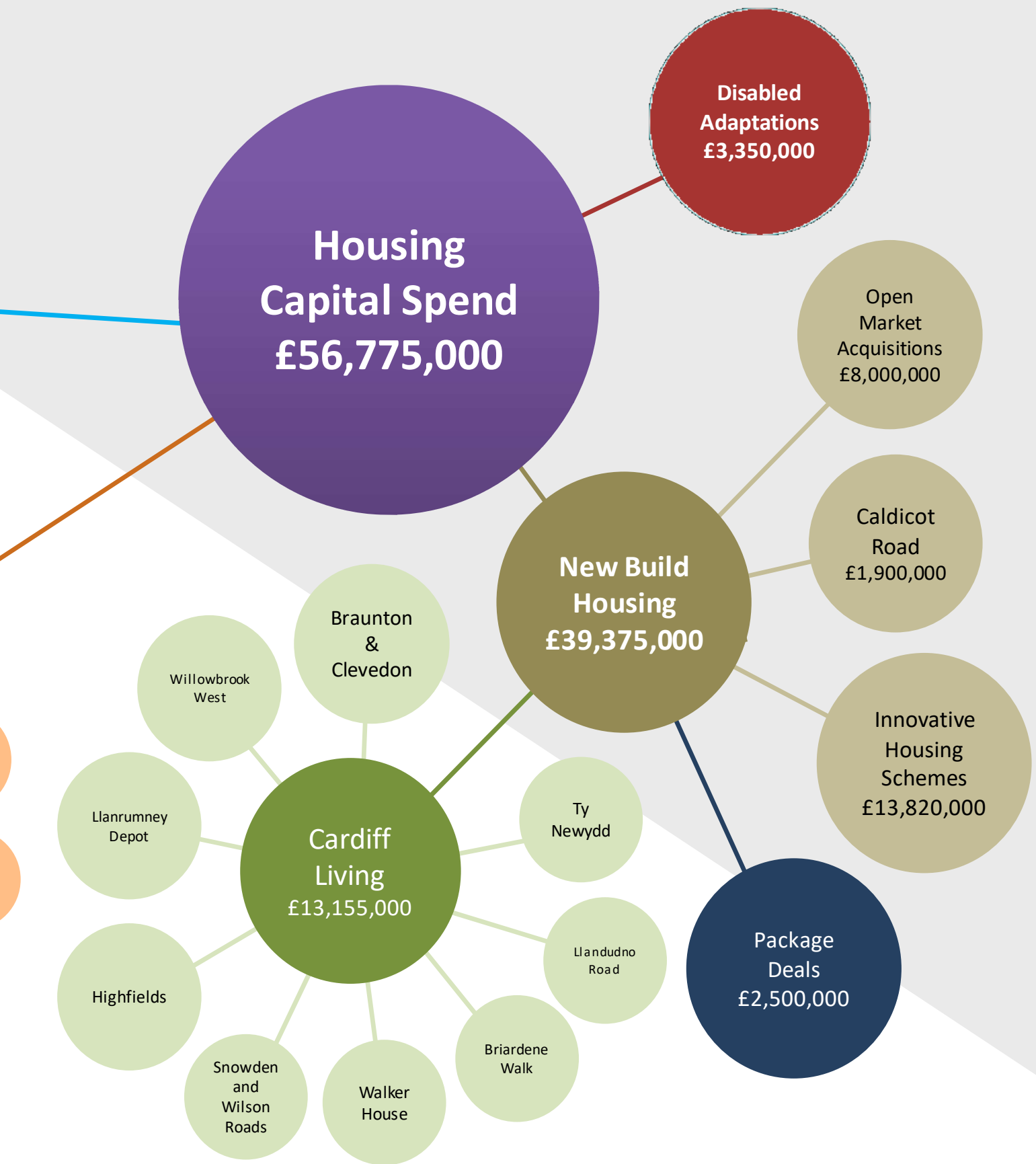
Structural
works:
£150k



Boundary and Public Space Improvement Works

Programmes of Work Spend 2020-2021





Asset and Regeneration Schemes

The Land and Asset team develops strategies and delivers effective management of housing land, assets and sustainable housing solutions for mainstream and specialist accommodation. These include:

- Community Living refurbishment schemes
- Garage site improvement projects
- Courtyards and defensible space improvement projects

The Land and Asset programme focuses on identifying and delivering schemes that enhance the external fixtures such as courtyards and boundaries to houses, flats and land.

The improvement programme aims to tackle community safety issues, lack of defensible space and waste storage areas for flats.

The overall aim is to provide estates that are safe and attractive places to live in as social housing has a unique and positive part to play in housing people and helping communities thrive.

The improvements to Community Living Schemes have been progressing well and the refurbishment schemes at Brentwood Court in Llanishen, Clos-y-Nant in Fairwater and Minton Court in Splott have all been completed.

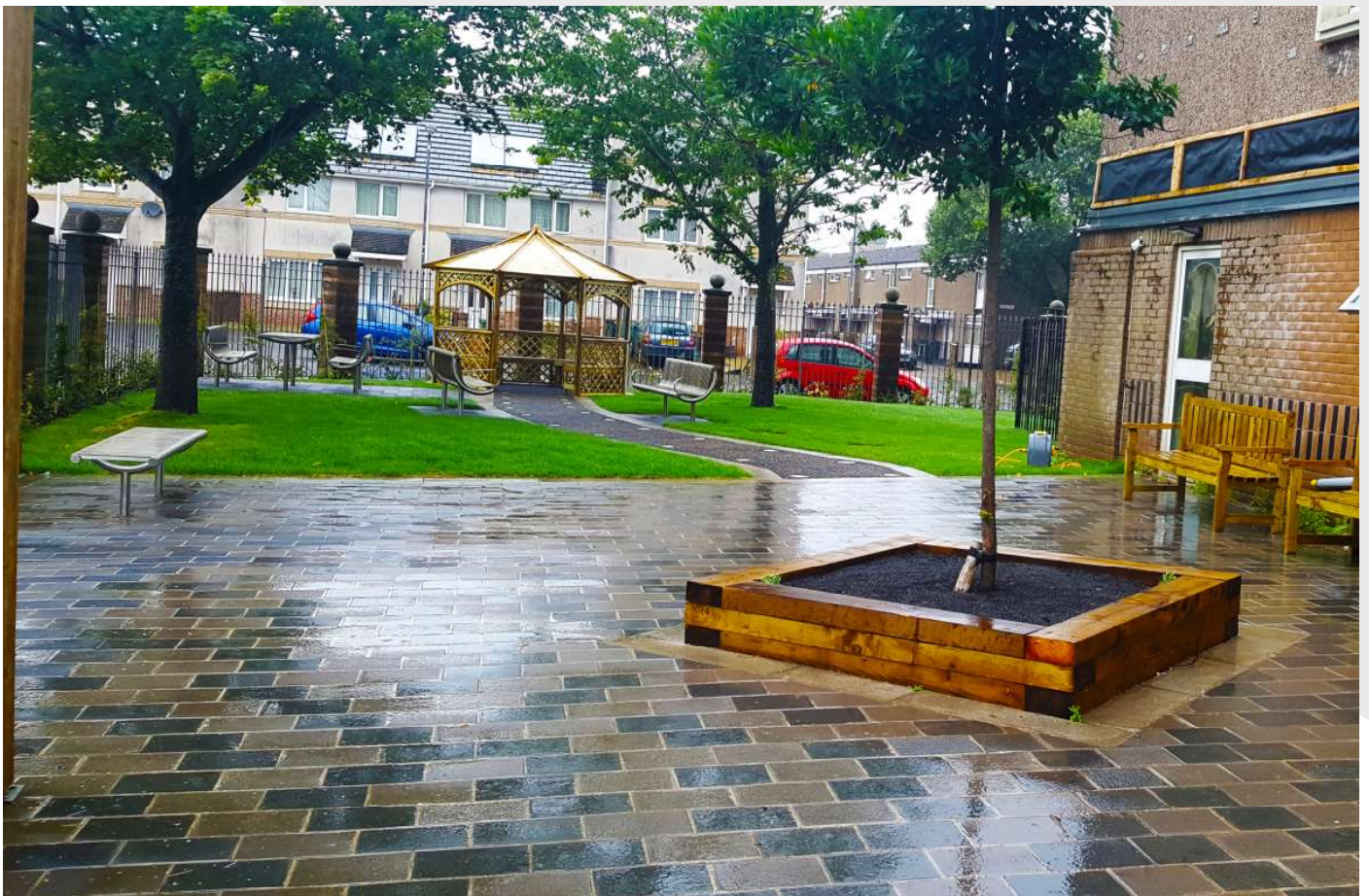


Refurbished day room in Clos y Nant sheltered accommodation



Council Technical Manager Ceri with Claudio from LCB Construction

We are now entering the next phase of the improvements and are on site undertaking improvements to Nelson House in Butetown and Poplar House in Whitchurch. We are finalising design works to Broadlands Court in St Mellons and Worcester Court in Grangetown, with a view to being on site this year.



Community garden at Nelson House, Butetown
Page 57 Improving Homes & Neighbourhoods | 37

Asset and Regeneration Schemes

The residents have been involved with the refurbishments from the concept of the scheme and there have been many consultation events throughout, which have included coffee mornings and meet and greet the contractors. The residents have had the opportunity to choose the colour schemes for the communal area and they have also had the opportunity to try out the new furniture before choosing which tables and chairs will be in these areas.

These schemes will be completed to the RNIB Visibly Better Standards, which ensure that the schemes and refurbishments enable residents with sight loss and dementia to navigate independently around the building. Cardiff is also working towards receiving accreditation of a RNIB Platinum Standard Award for these schemes. Sandown Court has achieved the highest accreditation, Platinum Standard. We have worked towards achieving Platinum Standard at Brentwood Court, Clos-y-Nant and Minton Court are awaiting the accreditation process from RNIB to be completed.

The completed refurbishments to the communal facilities have provided a modern and welcoming environment that has enhanced the resident experience and improves the community living feeling. More activities have been arranged, which has enabled the older residents outside of the schemes to share these activities in a safe, security and welcoming environment that can be enjoyed by all.



Finishing touches to Nelson House foyer improvements



Courtyard improvements in Morris Avenue

The improvements to the garages are ongoing and are progressing well. The scheme is in its fifth phase which is in the Whitchurch Ward, improving sites which are well used and are in high demand to maximise the letting potential. The works include site covering access, security and refurbishment to the individual garage units.

Courtyards and defensible space improvement projects - Working with internal partners (Caretaking Team, Waste Management and Park Services) these improvements include work to design out security issues, access, remove trip hazards and providing level access, front & rear defensible space, surface condition and installing a purpose built bin store to comply with the Waste Strategy.

Fire Safety and usability are a major concern when undertaking works, the aim is to reduce fire risk by providing secure storage for waste and recycling, positioning this away from the property to ensure that fire is contained in the event of bins being set alight. Controlling residential waste-streams will increase recycling rates and limit cross contamination also raising the profile of our communities, reducing fly-tipping and anti-social behaviour.

Neighbourhood Regeneration

Estate Regeneration Programme



Anderson Place estate regeneration work

The estate regeneration programme aims to create better and safer places to live. Consultation with tenants and residents is undertaken to identify priorities in each neighbourhood. These could include defensible space improvements, on-plot parking, better lighting, improved footpaths and gully closures.

Estate regeneration schemes are ongoing in Anderson Place / Galston Street in Adamsdown and Bronte Crescent / Arnold Avenue in Llanrumney. Residents are also being consulted on proposals for schemes in Round Wood, Llanedeyrn and initial scoping and design work has started on 2 estates regeneration schemes which are planned for 2020 - 2021 in Trowbridge Green, Rumney & Lincoln Court, Llanedeyrn.

One-off improvements to address specific environmental issues are also undertaken in response to requests from residents and councillors.

In Llanedeyrn, environmental improvements to the public realm surrounding a local shop are being undertaken to include, additional parking spaces, new paving, trees and wild flower planting and street furniture.



Taff Embankment regeneration work

In Tremorfa, a gully which has caused a wide range of Anti Social Behaviour and crime issues has been successfully closed and work undertaken to incorporate the land into gardens.

In Grangetown, boundary railings, street furniture and pavements are being renewed at Taff Embankment.



Shop environmental improvements in Glenwood, Llanedeyrn

Tenant Participation

The Tenant Participation team regularly undertake focus groups with Cardiff Council tenants with the aim of using their opinions to improve services. These cover a range of topics from waste management issues to ways to improve transport infrastructure across the city. This is a great opportunity for tenants to get directly involved with changing the services that Cardiff Council provides and earning Points4u vouchers for their valuable opinions.

The Tenant Participation Team's city-wide gardening project 'Growing Together' encourages tenants and residents to start community gardens. Tenants are given expert advice, access to tools and equipment through our special project grant.

Gardens have now been set up in different areas across the city to be used by council tenants and leaseholders including in residential areas, sheltered living complexes and schools.

As part of the Growing Together theme we also ran our largest ever Blooming Marvellous competition, a gardening competition open to all tenants and leaseholders of Cardiff Council. This competition has proved very popular and has encouraged our tenants to look after their gardens and add colour to their communities.





The winners are announced at our annual tenant's conference where different teams in the Council and other council tenants get to hear about each garden's background and story.

At the beginning of the year tenant participation launched a new gardening project 'Ready Set Grow', with the aim of opening up community gardens across our city hubs. Part of the project was set out to teach people how to grow and harvest their own fruit and veg, for a cheaper and healthier lifestyle. We also wanted to bring local communities together. So far we have set 3 gardens and groups in the hubs including Llandaff North/ Gabalfa Hub, (Fork and Trowels Group), the Star Hub, (Star Community Garden Group) and the PowerHouse Hub, (Powerhouse Gardeners).

Hanging basket event is held in Roath Park and is run by a member of staff from the Parks department. The residents who attend will receive a free hanging basket and will have the opportunity to create their own hanging basket at the event. Dave the member of staff from parks will also give tips and tricks throughout the day to help maintain the basket throughout the colder month to ensure they bloom again in the early summer.

Tenant Participation

Tenant Participation's annual Community garden tour was held at Roath Park this year. The residents we guided around the park by a member of the Parks team, where they got to visit the botanical and rose gardens.

The team organised the annual Tenants' Bus Tour during which tenants and leaseholders were taken around the city to be shown examples of Cardiff Living Housing Development Projects.

They were shown the regeneration of the Maelfa shopping centre as well as being given a guided tour of the renovated St Mellons Hub. Lunch was provided at the powerhouse HUB with information provided from the HUB staff about all the services that Cardiff East had to offer.

The Tenant Participation Team offer a grant of up to £1,000 for constituted groups of council tenants and leaseholders to support community projects or activities such as street parties, crafting groups and other community led events.



Hanging basket making event at a sheltered complex



Coco & Charlie enjoying their Dog days

The Tenant Participation team has teamed up with Dog Trust to give residents from all areas of Cardiff free health checks for their dogs. So far we have visited 4 hubs and they have been very successful and many of the dogs that attended are now chipped and healthy.

Dogs Trust give the dog owners lots of advice and goodie bags that they can go away with. We have planned more health day events in the future in many different HUBs and communities.

A very successful Big Lunch event took place in Butetown Community Centre this summer for sheltered scheme residents where they enjoyed a buffet and a disco. The theme this year was 1950's Rock and Roll.

Every year by bringing the sheltered communities together they are able to get to know each other and gives some of the residents the opportunity to meet new people.

Effective Consultation and Communication



Stalls at the tenants Conference

The Tenant Participation Team work alongside Into Work Services, Job Centre, the Hub and the Money Advice Team to provide and fund courses for council tenants to find work. The Tenant Participation Team places emphasis on the importance of the tenant sourcing the course themselves so they can pick a career path which suits them in the future. The council tenant only needs to attend a week long course with Into Work Services to prove their commitment to the training. Tenants have gone onto courses for forklift licences, HGV Licences, Asbestos Removal, Carpet fitting courses and many more.

A very successful Tenants Conference was held in October 2019. The theme of this year's conference was a celebration of 100 years of council housing. Over 100 Tenants and leaseholders attended the event. They were shown presentations on Hubs, Councils new build program and Community Group. Over 20 organisations came from within the Council and outside to take questions and inform council tenants of the services available as well as hosting workshops throughout on a variety of subjects including; First Aid, Credit Union, Downsizing, Gardening advice, Fire Safety and Rempod.

Every year we send out a Tenants Satisfaction Survey, this is looking for opinions and feedback from the residents. If the tenants and leaseholders complete the survey and send it back they will be put into a draw to win a cash prize.

We aim to keep our residents informed of all issues and campaigns that may affect them by making use of different methods of communication in the most effective way possible.

Tenants Times is a magazine that we send out twice a year to all tenants and leaseholders. It is used to provide tenants with information about community services, campaigns and initiatives. Tenants Times is also the main way that we inform our tenants about major works and general improvements to housing stock.

We also run competitions in the magazine that gives tenants the opportunity a digital camera and a voucher.

The Cardiff tenant website, (www.cardifftenants.co.uk) and Facebook pages, (www.facebook.com/TPCadiff) are continually evolving and developing. Our website has become an important communication tool for us over the past year. It allows our tenants to see what we are doing, such as events, money saving ideas, council projects and our tenants can view their Points4u scheme. We also have a Facebook page that is updated on a daily basis, with council and local information provided and shared. We also produce content for the page in the form of informative videos on varied subjects.



Tenant Satisfaction Survey 2019

The Annual Tenant Satisfaction Survey identifies levels of satisfaction and views of tenants on our services, the 2019 Survey is a 40% sample of tenants & leaseholders. They were asked to complete the survey, either online, on the telephone or on paper, from September-October 2019, (1,195 surveys were received.)

Each respondent was entered into a prize draw (first prize £200, second prize £100 and third prize £50).

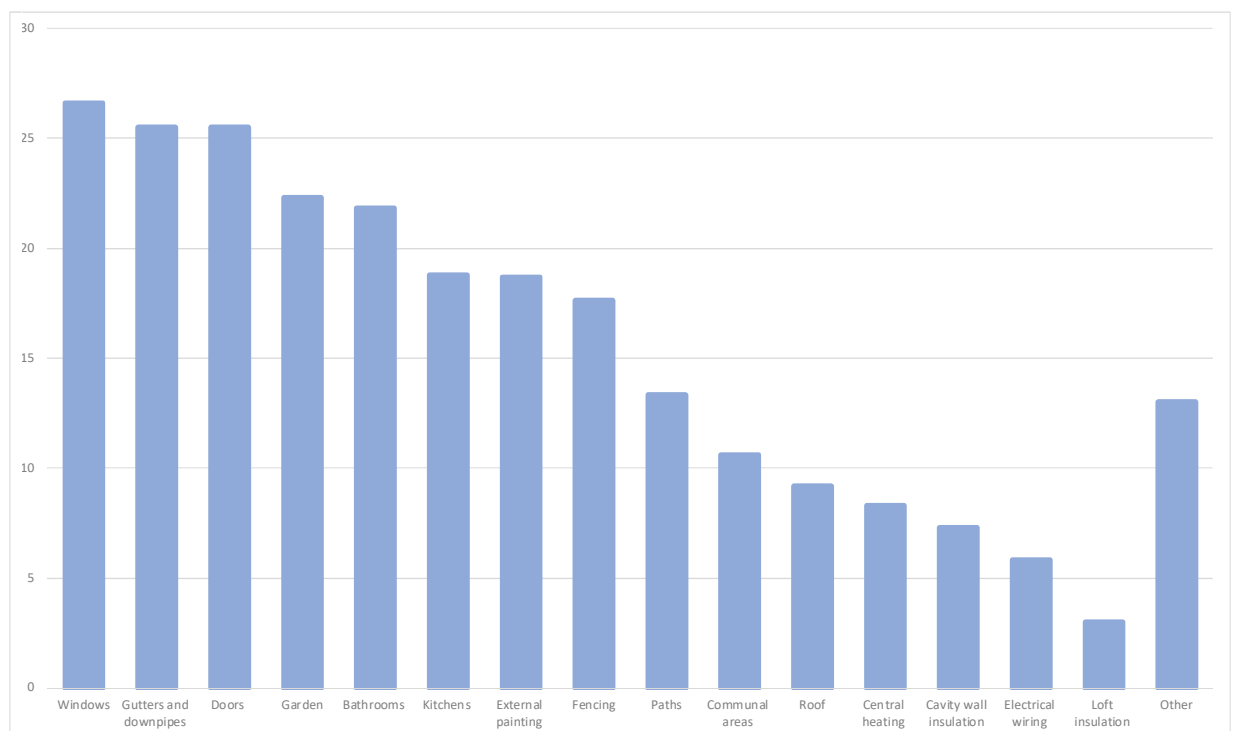
This year response rate increased to 22.8%, up from 6.8% last year.

81% of tenants were 'very' or 'fairly' satisfied with their landlord



Tenants were provided with a list of home improvements and were asked to identify from the list which of the improvements they felt their home may require. The most common improvement identified by tenants was windows (26.6%), this was followed by gutters and downpipes (25.5%) and doors (25.5%).

The graph below shows the most common improvement required by percentage. *

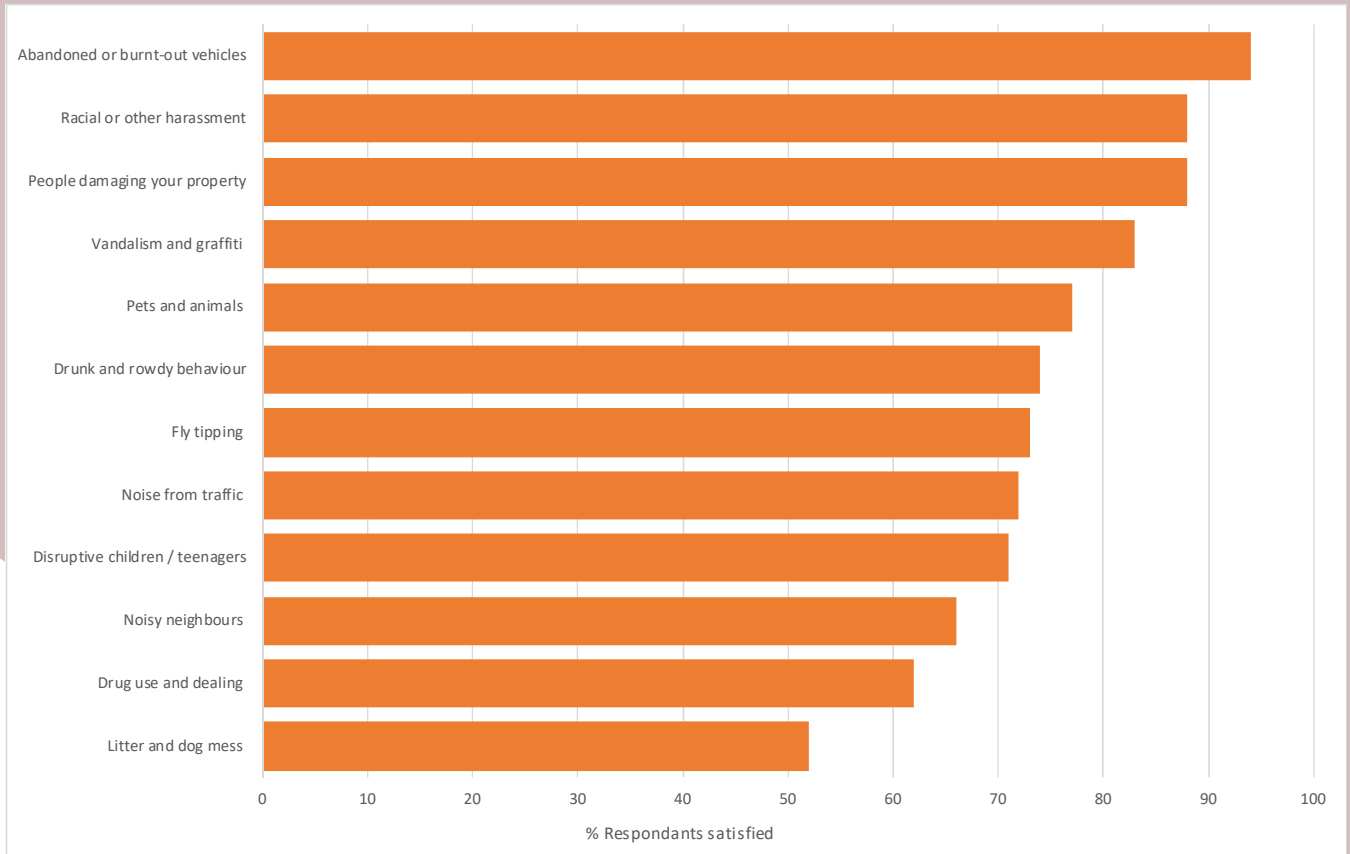


*Page 74 & 75 shows upcoming programmes of work to address the above tenant feedback.

82.6% of tenants describe the general condition of their property as either very or fairly good.



Tenants were asked: Which issues they considered to be a problem in their area?



In order to improve the management of our estates it is proposed to create a new Estate Management Service, which will take a more proactive approach and react quickly to issues in an area.

Satisfaction with the way with repairs and maintenance remains are dealt with remains high (79.1%).



Satisfaction in terms of 'attitude of workers' and 'keeping dirt and mess to a minimum' was very high. (89.2%)

Next Steps:

- Anyone who has raised specific issues or concerns will now be contacted by the relevant departments.
- We will also inviting tenants & leaseholders to attend focus groups around the issues the survey highlighted, such as ASB and the way complaints are dealt with to explore the issues in more depth.
- Tenant's views on these issues will then be used to improve services.

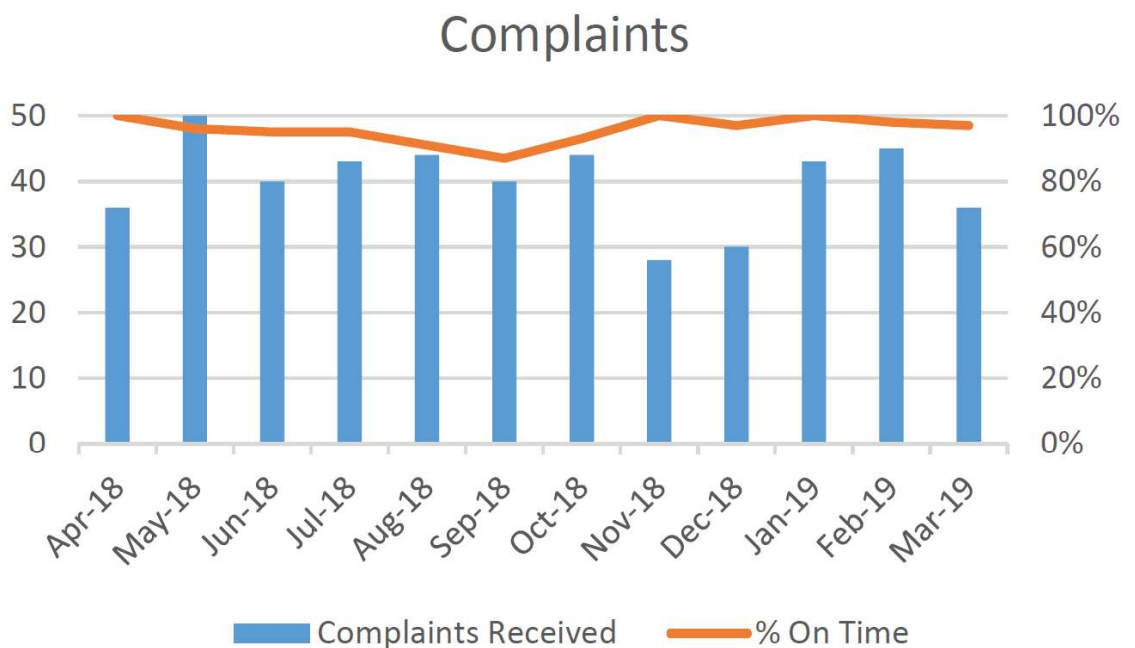
Compliments & Complaints

Customer feedback is important to us. It helps provide valuable information about how we are performing and what our customers, Cardiff citizens and communities think about our services. We use this information to improve our services, strengthen our relationships with other customers and make better use of our resources.

We deliver a multitude of different services and during the period from April 2018 to the end of March 2019, the Housing and Communities section received a total of 479 complaints.

All the feedback received does make a difference, helping us improve our services. Any lessons that can be learned from a complaint are used to deliver service improvements.

The role of the specialised Housing Complaint Officers has expanded as hoped and they now deal with complaints relating to a number of housing teams including Landlord Services (including Social Lettings, Anti-Social Behaviour and Tenancy Management), Hubs and the Responsive Repairs Unit. This allows for a consistent and thorough approach to all complaint investigations and their roles continue to evolve.



Housing and Communities also received 703 compliments for staff and services provided in the same period.

Tenant just wanted to send over a compliment to your team on housing repairs. *"I have had two problems recently and both times have had swift responses - with friendly telephone staff giving me the soonest date possible and professional, friendly workers attending the property to review and resolve the issue. My only complaint is that both workmen were on diets and didn't want the biscuits I'd bought for them - so I had to eat them all myself! Thank you very much =)"*

"To everyone at the Anti-Social Behaviour Department, we wish to express our deepest gratitude for all the help you have given us during this dramatic period in our lives. We doubt if you ever fully appreciate what it meant to us to have your support, and the knowledge that you were there to help us through our deepest and darkest moments. We never thought that we would have relied on people as much as we have in this case, and you have come through with flying colours. You have all been there as a team in a situation which we found ourselves drowning in depression and self-doubt. We cannot express our Gratitude enough. Thank You ALL."

Letter was received regarding the warden at Sandown Court. *"Having known my mother, Mrs H for only a short time, the warden noticed a deterioration in her mobility and ensured she had medical attention, rang her doctor not once but twice. He also checked on her regularly, offering assistance until her GP arrived. Following her GP visit, my mother was admitted to hospital with a severe leg infection. People are quick to pen complaints but I believe strongly that if you encounter something of merit it is equally important to put pen to paper. I feel the warden, on the day, went beyond duty in the discharge of his responsibilities. He provided reassurance to Mum at a time when she felt very vulnerable."*

Tenant was very complimentary with regard to the way Jamie from the visiting team had handled his case, as he had been left in occupation following the death of his father. He advised that Jamie had been very understanding and sympathetic concerning his situation and that he could not fault the way the matter had been handled. He felt that Jamie had delivered exactly what he had set out to do and could not praise him highly enough.



Community Living Through the Year

The Community Living team manage 10 Community Living schemes across the city, working with Telecare they provide 24/7 assistance and support.

April

On 10 April, Community Living had the Spring into the Swinging Sixties party, where some residents dressed up for the occasion - including Scheme Managers!

We invited friends from Cardiff Story to come along and bring some items from the past.



May



20th May marked the start of Dementia Action Week in 2019. As in the previous year, Community Living residents came together to celebrate and bring awareness of dementia.

From Coffee Mornings, lunches, raffles and bake sales, Community Living raised a grand total of £790 for the Alzheimer's Society.

July

In support of the Bright Start Traineeship Scheme, where children and young people are given work opportunities to help start their careers, Community Living was awarded Silver for the Bright Start Team Award!

Our Bright Start Trainee has been supporting the team in Nelson House and Brentwood Court. Her mentors, Chantelle and Ken, were also awarded for their efforts. Well done, team!



September



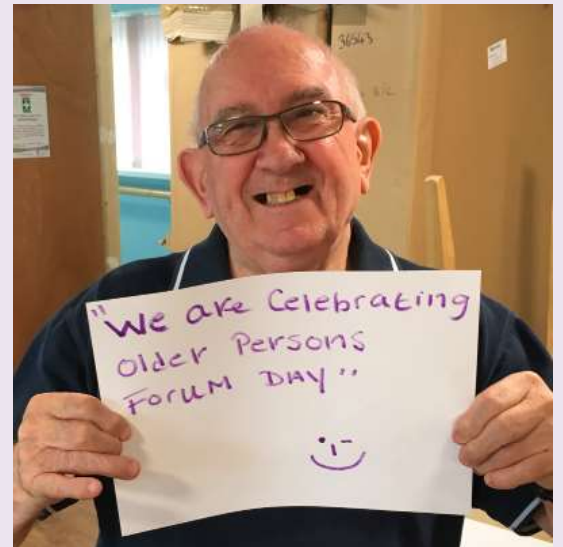
In partnership with Digital Communities Wales, Community Living hosted Digital Sessions in various schemes, where tenants were able to have a play and test some gadgets. These sessions help you learn a thing or two about the gadgets you may already own!

One tenant tried a VR headset and said that it was “like going on a mini holiday”. Another was so impressed with the headset that they bought their own soon after!

October

In October, tenants from all Community Living schemes celebrated United Nations International Day of Older Persons. This day celebrates the older people in our lives and neighbourhoods and remember their importance in today’s society.

From coffee mornings, quizzes, bingo and forums, tenants have shared stories and life experiences to raise awareness of the contributions, opportunities and challenges of growing older. After all, there is no one way to grow old.



December



Community Living’s first Christmas Party! Some have said that “this was a fantastic afternoon, and we were made to feel special from the start...”

They also “totally enjoyed ourselves... great atmosphere and 10 times better than other parties...” Overall, it was “a really good afternoon and excellent value for money.”

Managing Anti-Social Behaviour (ASB)



Local police officers enjoying a coffee at Rumney HUB

As a landlord we will take firm action to eliminate ASB. We have a dedicated Antisocial Behaviour Team that use a victim led approach in dealing with antisocial behaviour, focusing on what really matters to tenants.

Our ASB teams:

- Provide support to victims.
- Work with perpetrators to help them change their behaviour.
- Act against perpetrators who continue to be anti-social.

We also recognise that some of our tenants are vulnerable and need support to maintain their tenancies and avoid ASB. Our Tenancy Sustainment Team help to support vulnerable tenants.

Council action from April 2018 to March 2019:

- 69 notices seeking possession served on tenants for ASB.
- 8 evictions for anti social behaviour.
- 3 prison sentences.

In 2018-2019, 99% of urgent cases tenants were contacted within 24 hours. (Target 95%).

Community Safety Partnership

One of the priorities identified for the Community Safety Partnership, which is jointly chaired by Alun Michael and Cllr Lynda Thorne was the development of an area based working pilot that focusses on the Butetown area.

Key successes from the pilot this year include:

- Community Workshop held at Butetown Community Centre. This involved residents working with partners from Housing, Health, Police and the Third Sector to identify issues and develop actions together.
- Community litter pick supported by Keep Wales Tidy and Love Where You Live teams, held around Loudoun Square and Canal Park, with 13 volunteers and 13 bags of litter collected.
- Ongoing partnership work aimed at disrupting areas affected by drug activity including tackling open drug use and related ASB in and around the subway between Lloyd George Avenue and Bute Street by removing hedges and improving lighting.
- Residents and police commented on the instant reduction in drug related issues and improved feeling of safety.
- CCTV placed in identified hotspots such as a local car park had an immediate effect in reducing criminal activity in the area.
- Development of a County Lines action plan following a workshop involving 41 attendees from a range of partners on 28th February 2020.



The Police and Crime Commissioner Alun Michael opening the Community Safety Workshop held in Butetown Community Centre to look at setting the priorities for partnership working across the City.

Caretaking Services

Caretaking Services provides cleaning and caretaking services for tenants and leaseholders.

This includes:

- Cleaning and safety inspections for the communal areas of 852 low-rise blocks and 9 High-rise blocks. All blocks are cleaned fortnightly.
- Clearances of empty properties, garden and overgrowth clearance, including tree cutting.
- Cleaning of courtyards by high pressure water to provide a deep clean once a year.
- Graffiti removal over the whole of Cardiff. 99% of abusive or offensive graffiti is removed within 24 hours and other graffiti in 10 working days. In 2018-2019 the team dealt with almost 700 cases of graffiti.

Ms D called to compliment Nick and Jay who have attended the last two weeks to clean the communal areas. Ms Davies was very impressed with the efficiency, friendliness and the professional manner that they conduct themselves in. Ms D asked one of them if they could sweep the leaves on the path way, and they did this without moaning and did a brilliant job. Ms D also asked them if they could do something about her front window as it was very dirty and Jay cleaned the window from the outside. Ms D would also like the compliment to be passed on to the team leader of how impressed she is with the service.



I just want to say thank you to the Caretaking team on site today, to carry out a Deep clean of the external grounds, a BIG THANK YOU, what a vast improvement. It just looks fab.

Service User called to pass on his thanks to the two men from Clean & Clear who attended to clear out his shed - both were very pleasant and helpful - clean and efficient job carried out.

Caretaking team officer cleaning communal areas in Council blocks of flats

Developing the Workforce

Hamza is part way through a three year Apprenticeship which started in September 2019. It combines on the job training with Cardiff Council and studying at Cardiff & Vale College for an NVQ in Heating, Plumbing and Ventilation.

An apprentice Gas Engineer in Housing and Communities, Hamza Zahid has been chosen as Cardiff Council Customer Services Hero 2019.

Hamza has impressed colleagues with his attitude to work and how he deals with tenants.

Reacting to being named the very first Cardiff Council Customer Services Hero, Hamza said:

“This has come as a complete surprise, I had no idea that I had been nominated. When I was told that I had won, I honestly didn’t know what to say. I just think that how I go about my work and how I treat the people I meet is normal.”

Chief Executive of Cardiff Council, Paul Orders, visited the housing office to present Hamza with an award to recognise his new Customer Services Hero status. Paul said: *“You can tell just from meeting Hamza that he takes a lot of enjoyment from his work with the council and he is a great example of the high standard of customer service we aim to deliver in the council. Hamza thoroughly deserves his recognition and I am delighted to congratulate him on being named our Customer Services Hero 2019. We chose Hamza because the nomination showed that Hamza has great skills in his work and he also gives great customer service to our tenants in their own homes.”*

The nomination for Hamza was jointly made by gas engineers, Carl James and Matthew Hughes.

Matthew said: *“Hamza has been with the council for less than a year, and I had him working with me as my apprentice for a few months. He proved his love for people, he would never say a bad word about anyone and would always put other people first. Especially as we are working in their houses, this is essential. There were countless occasions where he would always have a chat with the elderly, help people move things and would never be shy to talk to them.*

He was brilliant at explaining faults on boilers or recommending how they should use their heating systems to save money. He always has a smile on his face when attending jobs and without a doubt people enjoyed having him in their house.”



Hamza with his award



Hamza with Paul Orders (Chief Executive)

Impact of Welfare Reform

Universal Credit Full Service has arrived in Cardiff. Universal Credit is a working age benefit that is replacing 6 means tested benefits and tax credits.

Most working age people will need to make a claim for Universal Credit instead of claiming the previous multiple benefits.

Not everyone will be required to make a new claim at the same time. Some of the changes in circumstances that could mean a new claim for Universal Credit may be required include (but are not limited to):

- Move into or out of work
- Becoming sick
- Becoming fit for work
- Gaining or losing a partner
- Becoming a carer
- Having a first child
- Youngest child turning 5
- Child leaving school

Anyone who is unsure if they should claim Universal Credit can access advice at their closest Hub or by calling the dedicated advice line.

The Business Plan has given consideration to the ongoing impact of Welfare Reform and there has already been an increase in the cost of collection and arrears for those affected by the changes. Financial modelling has also been carried out in an attempt to understand how these costs may alter in the future, as these reforms are implemented in Cardiff and increased provision has been made for bad debt.

Universal Credit key changes	How can Cardiff Council Help?
Universal Credit will be claimed and maintained online	New self-service section in Central Library Hub. The Into Work Advice team can help to make & maintain a Universal Credit claim online.
Universal Credit will be paid in arrears	Money Advice Team can assist with accessing emergency local welfare provision such as issuing foodbank vouchers and making claims from Discretionary Assistance Fund.
Universal Credit will be paid into a bank account	Support available across the city to open a transactional bank account.
Universal Credit will include any help towards rent	Trained staff can assist with setting up direct debits and standing orders to pay rent and can liaise with landlords to agree rent payments whilst waiting for first Universal Credit payment .
Universal Credit will be paid monthly and as a single payment to the household	Money Advice Team can help with monthly budgeting and basic debt advice.
Universal Credit payments may be reduced or stopped through a sanction	The Money Advice team can help to request the decision about a sanction be looked at again by the DWP. The Into Work Advice team can help make and maintain a claim for Universal Credit.

Welfare Liaison Team

The dedicated Welfare Liaison Team was developed in 2015 to assist Council Tenants with Welfare Reform. The team visits tenants in their homes to assist those affected by the Bedroom Tax, Universal Credit and the Benefit Cap.

The team helps with:

- Advice and assistance to downsize
- Advice about the benefit cap and the schemes available to help tenants get back to work.
- Budgeting and basic debt advice using the 'Standard Financial Statement'.
- Digital and budgeting support to assist tenants to adjust to Universal Credit
- Ensure that affordable repayment arrangements can be made towards rent, utilities and debts.

Since opening in August 2015, the team has team grown in line with demand from 5 officers visiting 400 tenants between August 2015 to December 2015, to 14 officers visiting 1,358 tenants between August 2019 and December 2019.

The rent arrears procedure ensures vital support is in place for tenants struggling to meet their rent and payment of arrears.

- Early intervention and prevention
- Focus on having an open conversation with the tenant to understand underlying causes of arrears.
- Extra Support targeted towards tenants facing change/ crisis.



Money Advice

The Money Advice Team was set up in April 2013 following the biggest changes to the welfare benefit system in over 60 years.

The team has grown over this time and now includes generalist advisers, trainers, a specialist debt and benefit advisor, as well as running one off projects throughout the year e.g. Veteran specialist support and Energy projects.



The team provide a wide range of information and advice including

Advice and Support on Welfare Benefits, including claims for Universal Credit and Council Tax Reduction.

- Grants and Discounts, and assistance claiming reductions for energy and utility tariffs.



Money Advice at Central Hub

- Benefit Health Checks. Help with Debts and Budgeting, to maximise a customer's income and manage debt.
- Foodbank Vouchers and advice on emergency financial assistance.
- Signposting and referring to numerous organisations internal or external, for further specialist support.
- Council Tax Debt.
- Support with mandatory reconsiderations, when a benefit application has been refused.

The Money Advice Team operates a drop in service 6 days a week in Central Library Hub, ensuring customers get the same day advice. The team also attend 19 different locations a week on a timetabled basis.

These locations include Community Hubs, Foodbank Distribution Centres, and Supported Accommodation. The team work very closely with Citizens Advice and refer cases to one another to meet the needs of the customers.

For those that can not access face to face support or prefer to make contact in other ways, the Advice Line or email can be utilised. We can also offer home visits to families with a disabled child or young person.

Outcomes for 2018/2019:

- Total Footfall – 14,665
- Total Benefits identified - £13,738,242
- Total money saved - £522,894
- Advice Line calls - 4,170

Do you have a child with a disability and looking for disability benefit advice?

Our adviser can help with AA, DLA, PIP and ESA

- **Claims** [applications]
- **Reconsiderations** (asking for the decision to be looked at again)
- **Appeals and tribunal hearings**
- ★ **Home visits** can be arranged if you are unable to access your local Hub.

For more information call the advice line on **029 2087 1071** or email **advicehub@cardiff.gov.uk**

Into Work Advice Service

The Into Work Advice service combines income from different funders to offer help for everyone across the city whether they are in work or out of work, need light touch support or more intensive mentoring. Funding is available, where eligible, to pay for childcare, travel and training to support people into work and help remove the barriers that may be stopping them from obtaining employment.

Since the launch in April 2018, the team has experienced great successes and have supported at least 1,300 people into work.

A Gateway has made access to the service easier for customers looking for work and for organisations who need to refer their clients in for support. The Gateway ensures the service user is able to find the correct support first time, every time. To date over 70,000 people have been supported through the Gateway.

Customers are able to access the Gateway through a variety of methods, including the Advice Telephone Line, email, face to face job clubs, (which are situated in over 45 locations across the city, including a job club in HMP Cardiff), website, social media and Webchat. Job clubs offer drop in, light touch help with CV's, job applications and support with making and maintaining Universal Credit claims.



Jobs fair at local HUB



Into Work advisers helping a customer

The Employer Liaison/Work Placement Officers work with employers to access new job vacancies and work experience opportunities; the Officers also arrange jobs fairs with real job vacancies.

To date, over 260 employers have been assisted with their recruitment needs. The Adult Learning team are able to support and provide training to those who require up-skilling to obtain employment; the team are also able to create bespoke training programmes for employers who are looking to recruit skilled workers.

The Into Work Advice Service provides self-employment advice to those looking to set up their own business. In June 2019, the Pop Up Business School came to Cardiff, funded by the Council and other partners to provide a 2 week intensive course on how to set up a business. This proved hugely popular with 100 people attending the event.

Recent additions to the Into Work Advice Service include a number of new projects including Skills@Work which has been designed to help those people in work, who are suffering from in-work poverty. The focus of the project will be to up-skill people to secure higher paid/more permanent employment.

The Bright Futures project is also new. The team will be supporting care experienced young people with pre-employment skills, focussing on confidence and removing barriers to employment, education and training. This project will join up with the already established Bright Start project, which provides work placements for those care experienced young people.

Community Hubs

During 2018/19 over 3,400,000 customers visited our Community Hubs & Libraries.

In addition to providing Housing and Money Advice and Library services, the Hubs focus on engaging with local communities through a range of events and activities for everyone from children to older people.

New Tenancy Sign Up Process

The Housing Solutions Team began the Tenancy Sign Up appointments in June 2018 as a trial in Ely and Careau Hub and spread to the South of the City in September and East of the city from November 2018.

Sign-ups were also then spread to the North of the city from October 2019 and the rest of the West of the City from end of January 2020

The process allows for new tenants and current tenants who are transferring to be supported and given advice on their rights and responsibilities, prior to signing their Tenancy Agreement and being issued with keys.



Community garden projects at local community Hub

By holding the appointments in the Hubs away from the property the new tenant can focus without interruption on the information and advice being provided.

The needs of the new tenant can be identified and assistance given, whether this is to acquire furniture by applying to the Discretionary Assistance Fund (DAF), applying for discounts/grants for utilities e.g. gas, electric, water, helping to enrol in a new school and providing tenancy support or the help from the tenancy sustainment team.

Community Inclusion

Community Inclusion Officers within each district help develop community groups and volunteering opportunities. Services within each district are tailored to suit the demographic needs of the area, focusing on reducing social isolation, encouraging participation and practical advice & support.

Lunch clubs are very popular, offering set price meals, social interaction and activities, the community garden projects are a great way to keep active and make new friends.



Dementia cafés delivered from all Hubs providing advice & support for those living with dementia.

Community Hubs - 2019 Events



Llandaff North Hub - Story & Rhyme time



Llanishen Hub - Knit & Knatter group making Twiddle muffs



Fairwater Hub - Love where you live event



Ely & Caerau Hub - Christmas carols



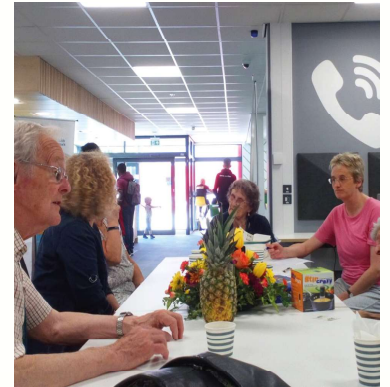
Grangetown Hub - World book day



Llanedeyn Powerhouse hub -
Mega day



Llanrumney Hub - Black
history month



St Mellons Hub -
Parkinsons awareness group



Central library -
Computer skills course



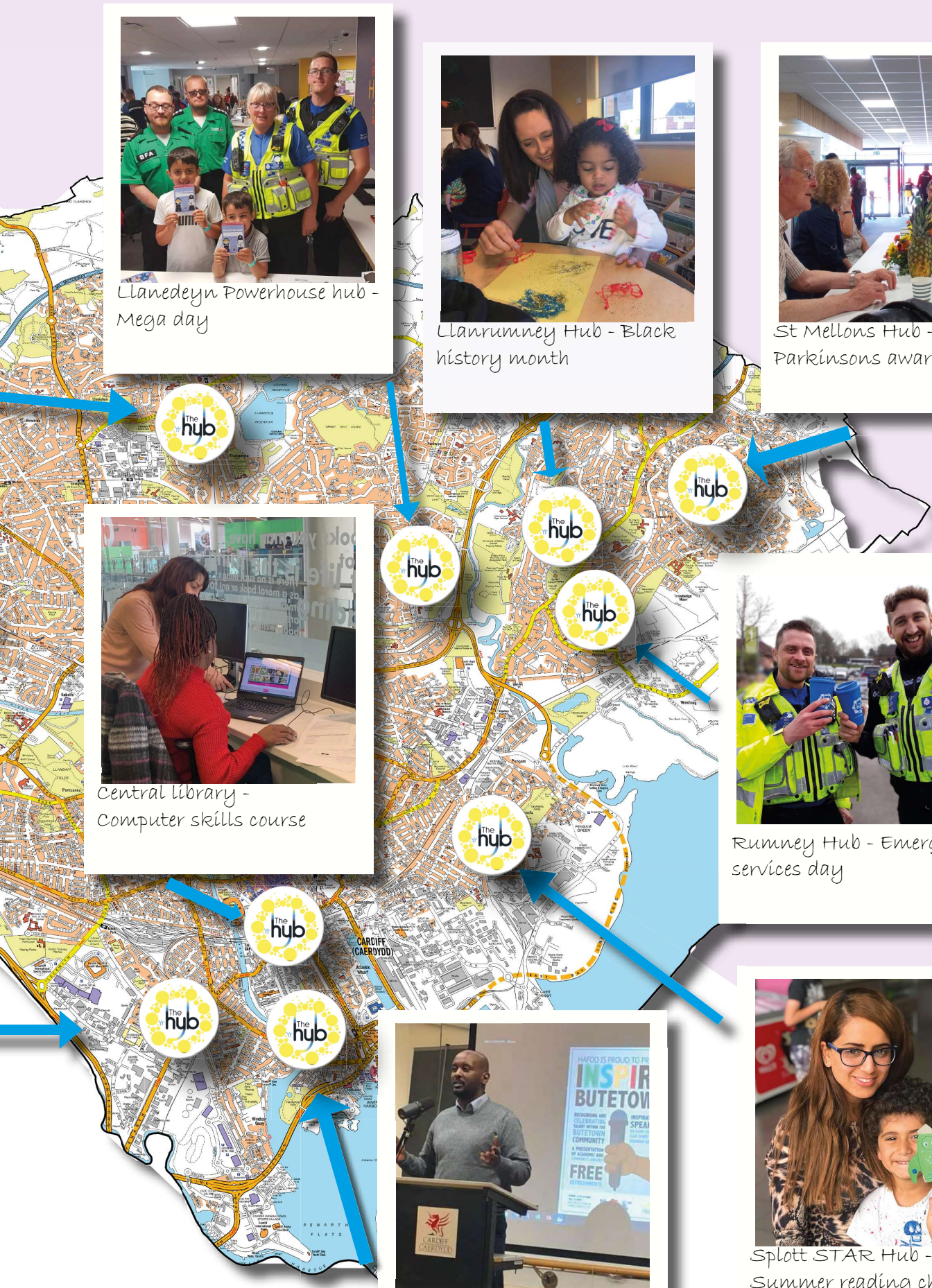
Rumney Hub - Emergency
services day



Butetown Pavilion - Inspire
Butetown awards event



SploTT STAR Hub -
Summer reading challenge



Homelessness and Housing Need



Outreach gardening project

The number of applicants who were found to be threatened with homelessness increased from 762 to 2,234 (193%) between 2015 and 2019, whilst those found to be homeless rose from 1,274 to 2,158 (69%) and the number found to be homeless and in priority need rose from 571 to 681 (19%). The Council developed a new strategy in 2018 to address the growing issue of homelessness.

If projected increases in current trends continue there is a risk that services will not be able to keep pace with demand. Cardiff has recognised the need to invest in more early intervention to address increasing homelessness. Funding has been made available for homelessness prevention work.

Cardiff Council is committed to providing a holistic housing service in which help is readily available and not only provided at the point of crisis. A joined up, person-centred service is integral to delivering the best outcomes for clients. Any underlying issues that may be contributing or will contribute in future to a person's housing situation are considered. Early intervention has been identified as key to successfully tackling homelessness and it is therefore vital that people are aware of the services and help available. More homelessness advice will be given in the Hubs from 2019.

Cardiff has a comprehensive range of front-line services working with its rough sleepers. The Council's Homeless Outreach Team undertakes day-time and evening outreach 7 days a week, engaging with people sleeping rough or who are at risk of sleeping rough. The team is able to undertake statutory homelessness assessments with clients on the streets.

The recently established Multi-disciplinary Team (MDT) works to assertively target service users caught in the 'revolving door' of homelessness and prolonged periods of rough sleeping. The team offers clients immediate access to assessment, advice, support, health and harm reduction interventions.

Linked to the MDT, the 'Warm Welcome' Scheme offers diversionary activities to individuals sleeping rough or accessing emergency overnight accommodation. The scheme aims to tackle the rise of negative street cultures and build people's skills and ability to move into independent living, through engagement into education, training and employment, and creative and therapeutic outlets.

A former Cardiff rough sleeper, who has begun training as a barista in a city coffee shop, has spoken of how he hit rock bottom before seizing the opportunity to start rebuilding his life with the help of Cardiff Council's homelessness services.



Customer enjoying the music workshop

Single Homelessness & Vulnerable People

For years, Cardiff born and bred, Craig, found himself caught in a revolving door of homelessness as alternating periods of rough sleeping on the streets and short prison sentences prevented him from engaging in a meaningful way with support services available in the city.

But today, Craig is one of many people taking advantage of 'Warm Welcome' diversionary activities organised by the council's Outreach Team to help people experiencing homelessness turn their lives around.

As part of those activities Craig recently began attending coffee mornings at the Little Man Coffee Shop, on Tudor Lane, and now, determined not to return to the streets, he's working towards a greater level of independence by volunteering at the coffee mornings to gain work experience as a barista and to build his confidence for the future.

Twenty-six-year-old Craig said: *"I was on the streets this year, but I worked with the council's outreach team to come in. I came off the drugs and I have my own flat now and am doing really well. I volunteer twice a week - I help make coffees and even do the dishes. Things are better now. I hit rock bottom and now I'm climbing back up the ladder slowly."*

"I've been advising people I know who are going through the same things I went through, to do what I've done. If I can do it, anyone can. My aim eventually is to be a support worker to help people who are homeless."



Fighting Homelessness at Llanrumney Phoenix Boxing Club

Little Man Coffee Shop manager, Laura, describes Craig as a 'real asset'.

She said: *"We started working with the council to run drop-ins at our shops on Bridge Street and Tudor Lane where people*

who are homeless or vulnerably housed can come to have coffee and meet with people to have helpful conversations. It's a great thing to be part of."

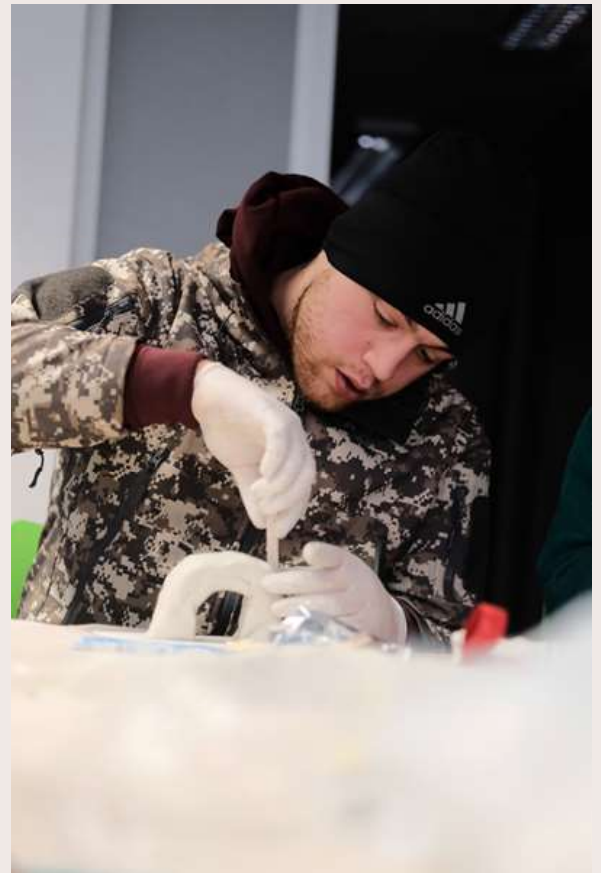
"Craig was keen to get some work experience under his belt and he's been really helpful. He gets stuck in straight away, doing all sorts of things. We love that he's working with us so we can show him a few things - he's a real asset to the team."

During his most recent spell on the streets which lasted seven months, Craig, finally decided to accept the help and accommodation that was being offered to him by the Council's outreach team. In March he moved into the Rough Sleeper Project in Litchfield Court which provided him with his own self-contained flat and then three months later he moved into a more permanent home, all the time taking advantage of the council's support services designed to help him get his life back on track.

As part of Craig's journey, he has been working with the city's new multi-disciplinary team, part of the Council's outreach services, which targets individuals trapped in the cycle of homelessness and seeks to address the underlying problems that lead to negative outcomes, such as eviction from accommodation, abandoned placements or a return to prison.

The new team includes a substance misuse worker, mental health social worker, additional homeless nurse, counsellor, peer mentors, therapeutic outreach worker, advocate and diversionary activities officer.

Since being set up earlier this year, interventions by the team have had a considerable impact on the success of supported accommodation placements, with 78% of referrals to the team resulting in a positive outcome, such as the prevention of an eviction.



Homelessness



Our outreach team is on the streets daily, from early morning to late in the evening helping people who sleep rough.

Cabinet Member for Housing and Communities, Cllr Lynda Thorne, said: *“It’s absolutely fantastic to hear Craig’s story and how he is a working hard to turn his life around.”*

“Helping people experiencing homelessness is about so much more than providing a place to stay. We’re working very hard to help people off the streets and to address the issues that led to their homelessness in the first place so that when they come into services, they’re supported to stay off the streets for good.”

“Our multi-disciplinary team is having a very positive impact by providing a tailored and holistic approach to people’s often very complex support needs. Diversionary activities have also been a resounding success with around 15 to 20 people coming along each day and we’re very grateful to the businesses and organisations in the city who are helping to deliver these activities.”

On six days a week at various locations, the Outreach Team organise coffee mornings, arts therapy, music workshops, gardening projects and more which provide people experiencing homelessness with a safe place to get together, socialise and meet with members of the multi-

disciplinary team to discuss their support needs in an informal setting. The Council's Housing First scheme has recently been enhanced to provide rapid access to safe and stable accommodation for people leaving prison. This will help address the significant number of Cardiff's rough sleepers are trapped in a harmful cycle of street sleeping, hostels and the prison system.

The Council operates two hostels - Ty Greenfarm helps homeless families, while Ty Tresillian helps single homeless people. A new night shelter and supported housing complex developed at Litchfield Court is proving successful in assisting with the growing problem of homelessness. It is planned to expand this provision with the addition of self-contained, female-only emergency accommodation in response to identified need.

Cardiff Council's Rough Sleeper Project at Litchfield Court continues to offer an alternative accommodation model based on Housing First principles. Direct referrals are made into self-contained accommodation, without preconditions or the need to move through a staged approach to independent living.

Additional pods and cabins have been developed at Ty Tresillian hostel, providing a self-contained alternative to shared emergency overnight floorspaces.

The Council's Housing First scheme has recently been enhanced to provide rapid access to safe and stable accommodation for people leaving prison. This will help address the significant number of Cardiff's rough sleepers are trapped in a harmful cycle of street sleeping, hostels and the prison system.



Climate Crisis

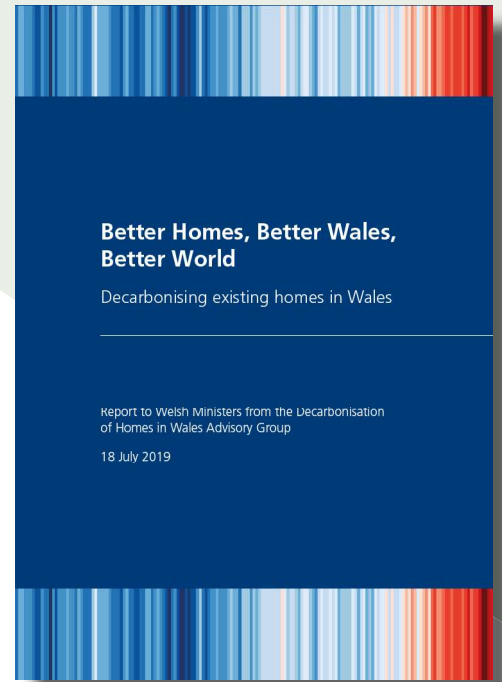
In July 2019 the Welsh Government released its report on Decarbonising existing homewes in Wales.

Our climate is changing because we have produced, and continue to produce, too much carbon dioxide from fossil fuels.

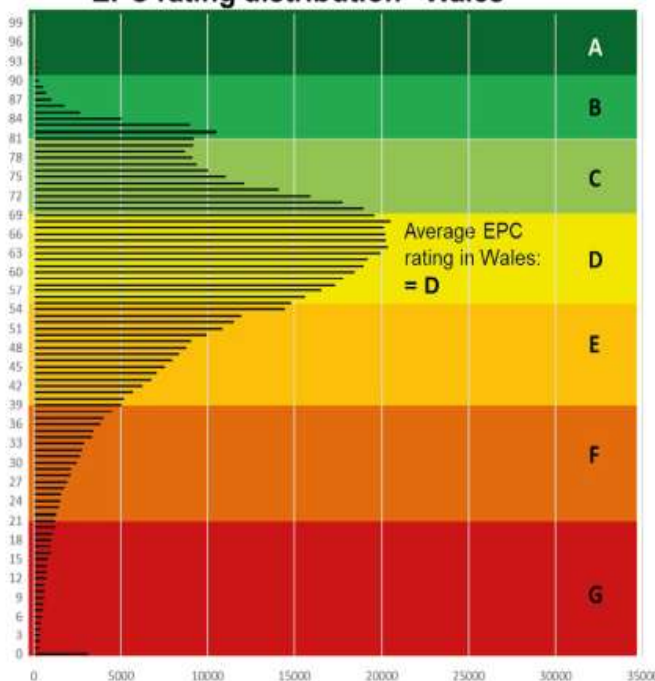
The Welsh Government's recognition of the urgency of the situation was demonstrated on 29 April 2019, when the Welsh Government declared a Climate Change Emergency.

Lesley Griffiths AM, Minister for Environment, Energy and Rural Affairs, said: "We hope that the declaration by Welsh Government today can help to trigger a wave of action at home and internationally.

From our own communities, businesses and organisations to parliaments and governments around the world."



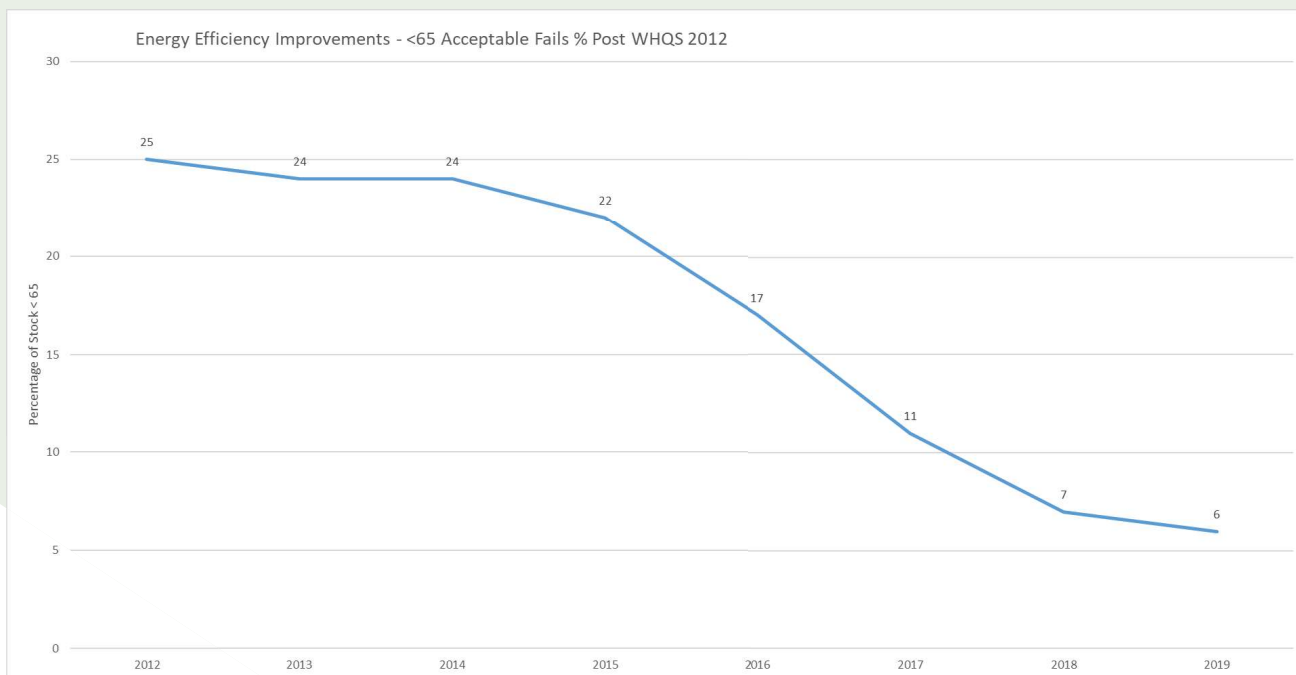
EPC rating distribution - Wales



The Welsh House Condition Survey 2019 sets out a minimum SAP rating of 65 for properties, the average SAP rating for Cardiff Council properties is 71 (band C), the average for Wales is only 61 (Band D).

These high SAP levels are due to our continued efforts in improving council stock, with the upgrading of all boilers to A rated and rolling out an insulation programme.

The Council has worked to continually improve SAP levels in all its stock and the graph below shows how the number of poor performing properties has reduced since 2012 with only 6% now below the required standard.



Every effort is being made to improve energy efficiency where possible, including increasing the amount of loft and wall insulation and by installing more efficient heating systems. “A” rated energy efficient boilers have been fitted to 98% of all Council properties.

Moving forward the service intends to pilot the retrofitting of renewable energy sources such as solar panels, in partnership with other social landlords.

A ‘Cardiff standard’ has been set for all council new builds which requires a fabric first approach to delivering energy efficient homes.

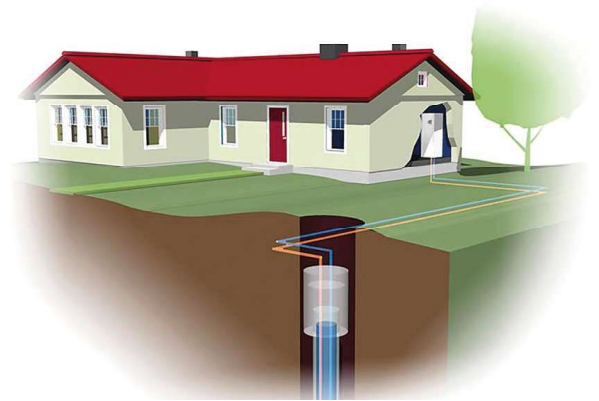
This means that the external fabric of the building is as effective as possible in reducing heat loss thereby reducing bills and helping to tackle fuel poverty.



The Move from Gas Boilers to Low Carbon

To achieve Zero Carbon we will have to look at different methods to heat our properties. Good practice is to retain to end of life efficient “A” rated gas boilers, use Hybrid systems – thermal store heated by PV / Solar and topped up with heat pumps or possibly use existing temporary gas boilers at times of high demand. Best practice, when a boiler needs replacing is to install all electric heating systems using low carbon electric suppliers. Some examples of alternate heating sources that are being explored are listed below:

Ground source heat pumps absorb solar energy —more specifically, the energy from the sun warming the ground. They consist of a series of pipes buried underground which extract this energy. This, in turn, is converted into heat for use in the home.



The **air source heat pump** gets its energy from the surrounding air and physically replaces a system boiler as the heat source

Biomass is any organic material that can be used as fuel. It includes rapeseed pellet, straw and miscanthus, but is generally taken to mean wood.



Solar thermal panels convert light to heat (more specifically, hot water). **Solar PV** can be used to generate electricity and or heat water throughout the day with an immersion heater. Roof pitch and orientation are particularly critical.



Carbon Zero New Build

The new development on the site of the former Eastern High School is being developed with quality at its heart, aiming to promote place making and a new sustainable community.

The property mix has been developed to meet housing need and includes 44 Care Ready Apartments for older people including fully wheelchair accessible units as well as a range of family housing for affordable rent, low cost home ownership and sale. House types range from 2 bed room rented and sale properties to larger 4 and 5 bedroom houses and town-houses.



All properties will achieve a 17% improvement in energy performance above Building Regulations. This is achieved through a fabric first approach, maximising the performance of the components and materials that make up the building fabric itself to sustainably address fuel poverty.

The Care Ready scheme will operate in isolation from the national power grid network, to provide maximum flexibility and utilisation of renewable energy and storage on site. Flats will be sub-metered to allow residents to further reduce their costs by reducing their consumption.

The apartments will integrate the following technologies;

- Roof mounted Solar PV & solar thermal panels
- Centralised battery storage
- Renewable heating system such as a communal ground source heat pump with individual heat pumps.
- Heat storage linked to solar thermal, providing the option for ground recharging during summer months (i.e. using excess solar thermal).
- Passive cooling option using ground water providing additional control of overheating risk.
- Metering and intelligent controls.



Homes Suitable for All

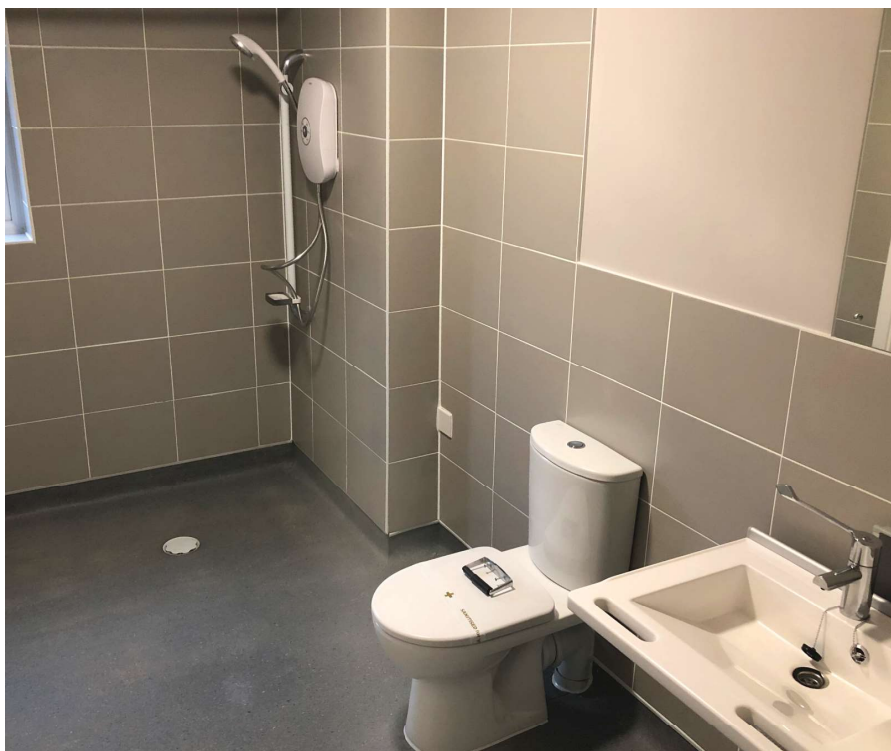
In line with the Lifetime Homes principle, all new build homes enable 'general needs' housing to provide, cost-effective adaptation, either from the outset or through simple design solutions that meet the existing and changing needs of diverse households.

This can be achieved by putting level access at doorways, adding cut away sections in the 1st floor ceiling for lifts or adapting the kitchen with raise & lower worktops and sinks.

In the Willowbrook development in St Mellons, the Council have finished their first specially adapted property. Working closely with Occupational Health officers and the prospective family, the council ensured the property was suitable for the family as a whole for the future.



Ground floor bedroom with specialised hoist



Accessible ground floor wet room

An extension was added to the standard plan, enabling a downstairs bedroom with specialised hoist that goes through to a ground floor wet room large enough to comfortably manoeuvre a wheelchair.

The property was also finished to Royal National Institute of Blind People (RNIB) standards with colour contrasting accent walls.

Ensuring our Homes are Safe

The safety of residents across the city is a key concern. The Compliance Team ensure that all blocks of flats have updated Fire Risk Assessments and identify and manage any asbestos in our properties. The team are working on several schemes to improve fire safety and work closely with residents to ensure they remain safe within their homes.

Some of the actions identified for 2020-2021:

- Low risk cladding remains on one high rise block. Fire risks to be managed until removal.
- Sprinkler systems to be installed in all high rise flats.
- Installation of upgraded fire doors to flats to be completed.
- Continuing compartmentation surveys to high rise blocks, these surveys make sure smoke and fire is contained and does not spread.
- New Fire action notices have been designed and are being put up in communal areas of flats, informing residents what to do in case of fire.
- The team will continue to work with the South Wales Fire & Rescue service carrying out fire drills on the high rise blocks.
- Monitoring and managing the condition of asbestos in properties across the city.



Channel View High Rise fire drill with South Wales Fire & Rescue Service

Financial Resources & Planning

The Housing Revenue Account (HRA) records income and expenditure in relation to Council Housing. This is required to be 'ring fenced' (kept separate) in accordance with the Local Government and Housing Act 1989.

The main expenditure items within the revenue account include maintenance and repair costs, management costs (including rent collection, housing allocations and property and estate management) and capital financing charges on borrowing (interest and provision for repayment). The major income streams include rents and income from service charges.

The above items are in accordance with legislation and guidance. The latter is being reviewed by the Welsh Government (WG) as part of a proposed new Housing Guidance Manual.

Financial Model

The Housing Revenue Account Business Plan has a prescribed format and content which is a requirement of application for the Major Repairs Allowance grant from WG. It informs WG about plans for development of new homes and should be used by local authority landlords to drive improvement and value for money in the HRA.

The Business Plan is underpinned by a thirty year financial model which sets out estimates of planned Capital and Revenue income and expenditure over the period. This model is intended to be used as a planning and modelling document forming the basis of the HRA business, to safeguard the interests of current and future tenants and other service users and to demonstrate the long term sustainability of the HRA.

Where historic trends can be identified, expenditure and income estimates reflect these trends and any additional initiatives and known commitments in the short term. However uncertainty remains over the medium to longer term, particularly in relation to capital expenditure commitments, rental income and ongoing investment requirements linked to stock condition.

Rent Policy

An independent review of the WG rent policy was carried out by Heriot Watt University as part of the Affordable Housing Supply Review and this has informed a new five year Social Housing Rent Policy starting in 2020/21.

The new policy recognises the requirement to balance the needs of landlords with the interests and affordability for tenants. It includes a requirement to make an annual assessment of affordability and cost efficiencies which demonstrate homes and services represent value for money.

The Council's rent policy is approved by Council as part of its annual budget and, in line with the new policy, provides for a maximum annual uplift of Consumer Price Index (CPI) +1% each year from 2020-21 to 2024-25 using the level of CPI from the previous September. The September 2019 CPI was 1.7%.

An increase of 2.7% in 2020-21 for all tenants was approved by Council in February 2020. Modelling is based on rent increases of 3% (CPI + 1%) from 2021/22 onwards. Council also approves the HRA Capital programme after consideration of various indicators of affordability, prudence and sustainability.

Other Assumptions

Service charges are assumed to increase in line with inflation for full cost recovery.

Voids and bad debts are assumed at 2.17% and 1.87% for 2020/21 increasing to 2.5% and 2.2% respectively from year 6 onwards which provides for an element of risk within these assumptions.

Consumer and retail price indexes are estimated to be within a range of 2% and 2.7% throughout the model.

Financial Resources & Planning

Affordability

The Welsh Government have made clear that affordability should include all costs of living in a property including rent, service charges and energy costs. A review has therefore been carried out of the affordability of living in a council property in Cardiff.

Comparative Rent levels

As set out above, an uplift of CPI +1% would result in an average rent increase of £2.81 and an average rent of £106.24. The table below shows average gross rents including service charges. Council rents are below the Local Housing Allowance (LHA) rates for Cardiff, and well below market rents. It is estimated that private tenants claiming benefits are paying on average £25 per week above LHA levels.

Council rents are broadly aligned with the rents of other social landlords in Cardiff, with rents for some property types, including one bed flats, being considerably lower than housing association rents.

No. of Bedrooms	Market Rent	Local Housing Allowance Rate 2019	Current Average Rent 2019	Estimated Average Rent 2020
1	£138.00	£103.56	£92.13	£94.62
2	£172.00	£126.92	£106.36	£109.23
3	£213.00	£150.00	£122.51	£125.82
4	£286.00	£190.38	£135.76	£139.42

It is clear that Council rents are considerably more affordable than private sector rents.

Further work is being undertaken to review Council rents against the Joseph Roundtree Foundation (JRF) Living Rents and this will be built into a review of rents and service charges due to take place in 2020/21.

Energy Costs

Existing Council homes significantly exceed the energy efficiency requirements as set out in the Welsh Housing Quality Standard (WHQS) guidance. The Standard states “the annual energy consumption for space and water heating must be estimated using the Governments Standard Assessment Procedure for Energy Rating of Dwelling (SAP 2005) method. A minimum of 65 out of 100 must be achieved”. The current average SAP rating for the Council’s 13,501 properties is 71.3.

Value for Money

Value for Money is achieved by focusing on key priorities in the pursuit of social objectives that benefit a range of stakeholders / service users and delivering these priorities in an effective and efficient way. Cardiff aims to achieve this in the following ways:

- Maintaining homes to a high standard
- Building new homes
- Delivering a high standard of tenancy services
- Community investment such as work to increase employability, financial and social inclusion
- Meeting the housing needs of the most vulnerable
- Preventing evictions
- Supporting people to live independently
- Supporting national and local policy objectives

We recognise that tenants have a right to expect good value for rents and to obtain maximum impact from available resources. We consult service users when setting rents and charges to get the balance right between service costs, service levels, priorities for investment, the need for new homes and affordability.

Financial Resources & Planning

In order continue to demonstrate value for money, during 2020/21 and in future years, the Council will undertake the following:

- Review key cost drivers
- Review support recharges and overheads
- Seek opportunities to undertake external benchmarking and self-assessment with peers.
- Continue to follow the Councils best practice in relation to procurement of goods and services.
- Secure maximum value from assets through an understanding of stock and making intelligent (social) business decisions based on that understanding.
- This will necessitate:
 - Understanding condition of stock.
 - Maintenance costs and investment needs.
 - Demand within our communities.
 - Performance of the stock at an appropriate and proportionate level of detail.
 - Variation in performance across the stock.
 - Priorities for improvement.

A range of high quality services are provided to council tenants including a dedicated Welfare Liaison Team to maximise income and prevent arrears and a Tenancy Sustainment service to support more vulnerable tenants. The clear aim of the housing service is to prevent unnecessary legal action and evictions. A wide range of additional services are also available locally through the Hubs, including Into Work help and support.

A Tenants Satisfaction Survey is carried out each year. In the 2019 survey, 1,195 tenants responded to the survey and satisfaction levels were high across a range of indicators including satisfaction with the council as a landlord, their home and neighbourhood.

81.2% of tenants thought their rent was good value for money, with 46.8% being very satisfied. Only 9% expressed dissatisfaction with their rent level.

Cost Efficiencies

In 2019/20 the service commenced a review of spend and costs, to ensure that good value for money is being achieved, this included a review of spend on external contractors. This work will be continued into 2020/21 with a full review of central costs and overheads.

Financial Resilience

As well as recurring financial risks, the Council has embarked on a significant expansion of a new build programme to meet the housing needs of current and future generations. This creates a number of risks to financial resilience which needs to be monitored and managed closely.

The Council will do this by:

- Ensuring that a HRA General reserve is maintained and maintained at a prudent level.
- Create specific earmarked reserves to mitigate against increasing and unforeseen costs such as the price of materials, uncertain rent policy in the medium / long term.
- Annually updating and submitting to the Welsh Government for approval a 30 year business plan.
- Ensuring strong asset management practices and understanding of the condition of existing stock.
- Continuing to develop indicators to support assessment of financial resilience such as the existing measure of Capital Financing costs as % of Net Revenue Stream.
- Maintaining a prudent approach to repayment of capital expenditure.
- Regular monitoring and review of expenditure against approved budgets.

Revenue expenditure and income

The model details the planned revenue budget and the resources assumed to fund related expenditure over the period. The first five years are shown below.

Revenue Budget		2020/21	2021/22	2022/23	2023/24	2024/25
		£000	£000	£000	£000	£000
Expenditure	Employees	19,499	20,247	21,141	22,453	23,849
	Premises - Council House Repairs	19,387	19,969	20,568	21,184	21,820
	Premises - Other Repairs & Maintenance	1,501	1,517	1,534	1,551	1,569
	Premises - Other Premises Costs	3,028	3,078	3,131	3,182	3,235
	Transport	235	238	241	244	247
	Supplies & Services	4,691	4,749	5,002	5,114	5,304
	Support Services	6,077	6,142	6,208	6,275	6,344
	Capital Financing	29,971	31,716	33,429	37,296	39,492
	Contribution to reserves/General balances	1,000	1,000	1,000	1,000	1,000
	Total Expenditure	85,389	88,656	92,254	98,299	102,860
Resources	Rents and Service Charges	(81,460)	(84,685)	(88,242)	(94,245)	(98,760)
	Fees & Charges	(753)	(754)	(755)	(756)	(757)
	Other Income	(3,176)	(3,217)	(3,257)	(3,298)	(3,343)
	Total Resources	(85,389)	(88,656)	(92,254)	(98,299)	(102,860)

Capital Investment Programme and Funding

Planned capital investment and resources assumed to pay for the investment are also identified within the model, with the first five years shown below.

Capital Programme		2020/21	2021/22	2022/23	2023/24	2024/25	Total	
		£000	£000	£000	£000	£000	£000	
Expenditure	Regeneration and Area Improvements	2,900	2,900	2,750	2,750	2,750	14,050	
	External and Internal Improvements	11,150	17,100	16,250	9,500	9,350	63,350	
	New Build and Acquisitions	39,375	64,215	64,980	40,205	46,780	255,555	
	Disabled Facilities Adaptations	3,350	3,350	3,350	3,350	3,350	16,750	
	Total Expenditure	56,775	87,565	87,330	55,805	62,230	349,705	
Resources	Major Repairs Allowance Grant	(9,500)	(9,500)	(9,500)	(9,500)	(9,500)	(47,500)	13
	Additional Borrowing	(35,570)	(69,565)	(72,080)	(37,905)	(43,730)	(258,850)	74
	Direct Revenue Financing	(2,400)	(2,400)	(2,400)	(2,400)	(2,400)	(12,000)	4
	Grant estimates and contributions	(7,705)	(5,300)	(2,000)	(3,700)	(3,900)	(22,605)	6
	Capital Receipts	(1,600)	(800)	(1,350)	(2,300)	(2,700)	(8,750)	3
	Total Resources	(56,775)	(87,565)	(87,330)	(55,805)	(62,230)	(349,705)	100

The investment programme includes significant investment in new affordable housing from a number of measures, with major developments at sites including Channel View subject to viability assessments.

Expenditure commitments proposed include:

- Regeneration and area improvement projects aim to create better and safer places to live by undertaking Environmental works including defensible space, demolition, conversion and road/footpath realignment; energy efficiency schemes; improvements to flats, garages, gullies and open spaces.
- Planned maintenance projects aim to enhance the standard and safety of existing dwellings and maintain the achievement of the Welsh Housing Quality Standards.
- Works to the internal and external fabric of housing stock include central heating, fencing, roofing, high rise upgrades, door entry systems, window and door upgrades, kitchens and bathrooms, improvements to sheltered housing and energy efficiency measures.
- In order to meet the increasing demand for good quality, affordable social housing, new homes will be delivered via a number of routes such as construction by the Council, open market buy backs and working together with developers to acquire completed sites. Proposals include the acquisition of land as well as consultation on redevelopment proposals such as for the Channel View estate.
- Disabled adaptations to dwellings aims to help eligible tenants to live independently and improve their movement in and around the home.

Expenditure commitments beyond the very short term are assumed based on asset condition data and will therefore be subject to a level of risk and uncertainty.

In addition, the thirty year financial model assumes that the Council continues to receive the Major Repairs Allowance (MRA) grant from the Welsh Government at existing levels of £9.5 million per annum for the term of the plan and assumes a significant level of additional borrowing to pay for investment in the existing stock and to create new affordable housing.

HRA debt is measured through the Capital Financing Requirement (CFR). This is the underlying need to have borrowed to finance capital expenditure.

Housing Revenue Account				
Capital Financing Requirement as at 31 March				
2020/21 Estimate £m	2021/22 Estimate £m	2022/23 Estimate £m	2023/24 Estimate £m	2024/25 Estimate £m
326	381	441	464	493

This shows an increasing trend, with borrowing resulting in additional financing costs including:

- Interest payable and
- Prudent revenue provision for the repayment of capital expenditure paid for by borrowing.

These financial commitments arising from borrowing must be paid over future generations and are long term financial commitments for the rent payer. As such, expenditure creating such liabilities should be reviewed regularly to ensure that expenditure remains Prudent, Affordable, Sustainable and considers the future asset management requirements of the housing stock.

Sensitivity Analysis

The table below sets out a number of scenarios for key variables within the plan and measures the potential impact on those variables over the first ten year period as compared to the base model.

This is on the assumption that all other factors remain constant and no mitigation/offsetting actions are in place. In reality, as set out within the Risk Matrix table on page 84, mitigation would need to take the form of numerous and varied measures to bring the model back into a viable financial position.

Key Variables	Base Plan 2020/21	£m	Scenario 1	£m	Impact on HRA over 10 years	Scenario 2	£m	Impact on HRA over 10 years
CPI and rental income due	3%	947.5	2.5%	942.9	-4.6	4%	956.7	+9.2
Pay award agreement and staffing costs	2%	224.6	1.5%	223.5	+1.1	3%	226.8	-2.2
Construction price inflation and revenue repairs and maintenance costs	3%	223.8	2.5%	222.7	+1.1	4%	226.0	-2.2
Percentage empty (void) properties and rental loss	2.5%	24.9	2%	19.8	+5.1	3.5%	35.0	-10.1

- negative impact on the HRA + positive impact on the HRA

CPI and Rent increases

Rent increases of 3% (CPI+1%) are assumed within the budget from 2021/22 onwards in line with the WG forward indicators for inflation factors.

A reduction in CPI to 2.5% would reduce rental income due by £4.6 million over the ten year period which would have a significant impact on planned development and new build aspirations, unless mitigating actions were taken.

Conversely, a rent uplift of 4% would generate an additional £9.2 million. Rent increases/decreases via the rent policy impacts on the affordability of new housing. In broad terms, for every £1m extra income in rent after all additional costs are met, circa 100 properties can be built through additional borrowing.

The Council will continue to maximise its ambition to deliver new affordable housing but will also ensure any plans are financially viable.

Employers' pay award

In the absence of an Employers agreed pay award, a 2% uplift has been assumed. A pay award increase 1% higher than budgeted would result in an increased funding requirement of £2.2 million.

Conversely, a reduction in the Employers pay award to a 1.5% uplift would result in additional resources available estimated at £1.1 million.

Construction Price Inflation for revenue repairs and maintenance

CPI as related to the costs of materials and labour for revenue repairs and maintenance is assumed at 3% within the model.

An increase to 4% would require additional funding of £2.2 million.

A reduction in construction price inflation to 2.5% would release resources of £1.1 million.

Void property percentage

The level of void properties is budgeted at 2.5% with an estimated rental loss of £24.9 million over the ten year period.

A 1% deterioration in this position to a 3% void rent loss would result in additional rent loss of £5.1 million whilst an improvement in this position to a void rent loss of 2% would increase available revenue resources by £5.1 million.

HRA Business Plan Risk Matrix

Due to the long term nature of the Business Plan, many variables and assumptions are included which are subject to a high degree of risk and uncertainty.

The Risk Matrix below details a number of key risks and sets out the potential impact, pre and post mitigation risk and appropriate mitigating controls.

Risk Description	Impact	Pre Mitigation Risk Analysis	Mitigating Controls	Post Mitigation
Governance Arrangements	Ineffective governance leads to non-compliance with regulatory requirements, inappropriate decision making and a failure to deliver expected outcomes.	Amber	Effective control measures are in place to ensure compliance via specific targets. Increased transparency ensures outcomes are met in a timely manner consistent with policies and procedures.	Green
Asset Management	Inadequate asset management leads to a decline in stock condition and/or a failure to maximise income from assets.	Amber	Business plan resources and property improvement plans are based on periodically reviewed and tested stock condition data.	Green
Business Continuity	Failure to prevent or recover quickly from significant loss of service.	Amber	Robust facilities management and health and safety regimes are in place. Data protection policies and procedures to ensure safety and security with robust cyber security arrangements.	Green
Disaster Recovery	Failure to prevent or respond appropriately to a major incident affecting our assets.	Red	Emergency contact arrangements are in place for key staff and partners. Robust emergency plans including fire safety assessments and clear evacuation guidance.	Green
Impact of Welfare Reform and Universal Credit	Impact on tenants' ability to pay rent, resulting in increased rent arrears, requirement for bad debt provision and increased debt collection and recovery costs	Amber	Understanding of the Welfare Reform regime and risks. Information and advice to tenants, for example through Into Work Services. Maximisation of funding for promotion of available benefits and specific support e.g. the Hardship Fund and Discretionary Housing Payments grant. Regular review of bad debts provision.	Amber/Green
Contractor availability and capacity	Failure to carry out planned revenue repairs and planned capital programmes and to bring vacant properties back into use.	Amber	Upskilling of existing internal workforce through staff development programme with additional recruitment to specialist posts. Allocation of works to other contractors within existing frameworks.	Amber/Green
Health and Safety requirements	Regulations resulting in additional works / cost. Examples include sprinkler systems for new build, statutory maintenance programmes e.g. gas safety works and scaffolding.	Amber	Ensure awareness of and compliance with new and updated regulations and standards. Training and development of staff	Green

Risk Description	Impact	Pre Mitigation Risk Analysis	Mitigating Controls	Post Mitigation
Restricted rent uplift for 2020/21 and future years due to the impact of lower CPI	Significant reduction in available revenue resources to support the HRA budget and key commitments impacting on level and quality of service provision to tenants and capital schemes that can be taken forward. Affordability, prudence and sustainability of additional borrowing. Impact on local and national affordable housing targets	Red	Ongoing multivariate sensitivity and stress testing to determine potential impact. Identify operational efficiencies and savings. Revise budget and avoid over commitment of new build programme.	Green
Delay to the timing of lettings of new build properties	Reduction in rental income receivable and resources available to support the HRA budget	Red	Ongoing review of new build programme development and resources required	Amber
Cost inflation increase above rent uplifts	Increase in costs of supervision, management and repairs and maintenance	Amber	Review and reprioritise revenue operating costs and consider a reduction in planned expenditure proposed to be funded by borrowing	Green
A reduction in the (£9.5m per annum) Welsh Government Major Repairs Allowance (MRA) grant following the conclusion of the Affordable Housing Supply review	Impact on the achievability of the Capital Programme	Red	Review and reprioritisation of the Capital Programme allowing for committed spend but realigning future spend plans	Amber
Impact of Welfare Reform and Universal Credit	Impact on tenants' ability to pay rent, resulting in increased rent arrears, requirement for bad debt provision and increased debt collection and recovery costs	Amber	Understanding of the Welfare Reform regime and risks. Information and advice to tenants, for example through Into Work Services. Maximisation of funding for promotion of available benefits and specific support e.g. the Hardship Fund and Discretionary Housing Payments grant. Regular review of bad debts provision.	Amber/Green
Failure to meet new build housing programme targets	Non achievement of Capital Ambition targets. Failure to reduce housing waiting list and impact on temporary accommodation and homelessness. Holding costs of vacant sites and revenue costs of development teams.	Red	Contractual commitments are closely monitored by the New Build Board. Individual project viability is reviewed at all key stages of the scheme development.	Amber
Treasury Management	Increased costs of interest and prudent repayment of any borrowing undertaken to pay for capital expenditure proposed in the HRA Capital programme	Amber	Integrated Council wide Treasury Management policies and strategy. Regular reporting in line with best practice and independent treasury advice. Review of programme in line with affordability and government policy changes such as rent. Commitment to Wellbeing and Future Generations (Wales) Act.	Amber / Green
Challenge of Decarbonisation	<p>Failure to plan and invest strategically in order to meet carbon reduction targets could result in failure to meet WG target and will impact on tenants energy costs.</p> <p>The requirement to meet the cost of decarbonisation without additional funding will impact on other spend – could reduce borrowing capacity and reduce funds available for new build.</p>	Red/Amber	<p>Work closely with WG to understand key requirements, targets, delivery methods and costs.</p> <p>Plans in place to pilot renewable technology in order to meet the challenge.</p>	Amber

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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

4 MARCH 2020

Alley Gating Scheme on Public Highways

Cardiff Council Policy & Strategy 2020

Purpose of Report

1. This report provides the Committee with background information to enable Members to carry out pre-decision scrutiny of the Alley Gating Scheme on Public Highways, Cardiff Council Policy & Strategy 2020 prior to its consideration by the Cabinet at its meeting on the 19th March 2020.
2. A copy of the draft Cabinet Report is attached at **Appendix 1**, which in turn contains the policy document, 'Alley Gating on Public Highways' (**Appendix A**) and Statutory Screening Tool Guidance (**Appendix B**).

Background

3. Alley gating involves the installation of lockable gates to the ends of alleyways (also known as 'lanes' or 'gulleys'). The purpose of alley gating is to prevent the access to problem alleyways or highways by unauthorised people, reducing the opportunity to commit crime or behave in an anti-social way. Alley gating schemes can complement other efforts to reduce and prevent crime or antisocial behaviour.

Context: Legislative powers

4. In the past, the closure of alleyways which were public highways or public rights of way could be implemented in one of several ways:
 - By applying to the Magistrates Court to permanently extinguish the public rights over the highway, under Section 116 of the Highways Act 1980
 - By 'stopping up' a highway through Section 247 and 257 of The Town and Country Planning Act 1990 to allow development to take place
 - By making a Road Traffic Regulation Order.

5. The use of these powers was found to be slow and unwieldy at times, so in July 2008, it was decided that a request should be made to the Executive to approve an Alley Gating Policy and Strategy to implement gating orders under Section 129A of the Highways Act 1980.

6. The Clean Neighbourhoods and Environment Act 2005 inserted powers into the Highways Act, under Section 129A, introducing 'gating orders', which could be applied in areas where there are problems of crime or anti-social behaviour. The Highways Act 1980 (Gating Orders) (Wales) Regulations 2007 came into force in February 2007.

7. In 2008, Cardiff Council implemented an Alley Gating policy. Since then, over 180 lanes have been gated, benefitting approximately 7,500 properties and helping to limit opportunities for crime, anti-social behaviour and environmental issues such as fly tipping. The initiative helps to support the police and other Council services such as Street Cleansing to direct resources to other areas of need.

8. In 2014, the tools available for Local Authorities to consider alley gating changed, following the introduction of new legislation. Gating Orders (previously under the Highways Act) were replaced with the introduction of Public Spaces Protection Orders (PSPOs) under the Anti-Social Behaviour, Crime & Policing Act (the Crime & ASB Act).

Issues

9. The 2008 Alley Gating Policy is seen to be outdated, as such a new Alley Gating Policy is being put forward that continues to reflect the existing legislative requirements and current operational considerations and procedures that are involved in the delivery of gating schemes.

10. The Cabinet Report attached at **Appendix 1** gives an overview of the main changes to the new policy which include:

- Legislative changes- the use of Public Spaces Protection Orders (PSPOs) under the Anti-Social Behaviour, Crime & Policing Act.
- Clarification of current processes used to manage the demand for alley gating.
- Clarification of scheme parameters.
- Clarification of the current gating procedure used to implement each gating scheme
- Clarification of how the policy meets with the Council's current statutory requirements (via the Statutory Screening Tool, **Appendix B**)

11. The Alley Gating on Public Highways policy document attached as **Appendix A** aims to;

- set out Cardiff's purpose and vision as a social housing landlord;
- set out its objectives and standards for the service;
- plan how the service aims to achieve the objectives and standards set out (the strategies);
- plan resource and financial requirements;
- provide a framework for monitoring and evaluating the progress of the housing 'business';
- communicate Cardiff's plans to its tenants, members, the Welsh Government, other key stakeholders, partners and the wider community.

12. Members are required to reflect on the content of the Alley Gating on Public Highways policy document attached as **Appendix A**, and can refer to the following sections for details. Please note that the page numbers listed below **refer to the pages of the combined Appendix document.**

Section of Alley Gating on Public Highways – Cardiff Council Policy Document	Page(s) in Appendix
Introduction <i>(including summary, review of policy, forward, policy statement)</i>	6-15
Strategy for Implementing Alley Gating Schemes in Cardiff <i>(including Identification & Prioritisation for Alley Gating)</i>	16-19
Consultation <i>(Workforce development, High Rise Refurbishment Project, Homes Fit for Heroes)</i>	20
Installation & Maintenance of Gates <i>(including review of existing alley gating PSPOs and Resources)</i>	21 -22
Cardiff Council Alley Gating Procedure <i>(including programme delivery)</i>	23-25

Way Forward

13. At this meeting, the following witnesses will be in attendance:

- (i) Councillor Lynda Thorne, Cabinet Member, Housing & Communities
- (ii) Sarah McGill, Corporate Director for People and Communities
- (iii) Jane Thomas, Assistant Director Housing & Communities
- (iv) Rebecca Hooper, Operational Manager, Neighbourhood Regeneration

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

- i) look at the information provided in the report to Cabinet to see if this is sufficient to enable the Cabinet to make an informed decision;
- ii) check the financial implications section of the Cabinet report to be aware of the advice given;
- iii) check the legal implications section of the Cabinet report to be aware of the advice given;
- iv) check the recommendations to Cabinet to see if these are appropriate.

15. Members will then be able to decide what comments, observations or recommendations they wish to pass on to the Cabinet for their consideration prior to making their decisions.

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

It is recommended that the Committee:

- i. Consider the proposed draft report and policy document attached and decide whether it wishes to relay any comments or observations to the Cabinet at its meeting on the 19 March 2020; and
- ii. Decide the way forward with regard to any further scrutiny of this issue.

DAVINA FIORE

Director of Governance and Legal Services

27 Feb 2020

BY SUBMITTING THIS REPORT TO THE CABINET OFFICE, I, SARAH MCGILL (CORPORATE DIRECTOR, PEOPLE & COMMUNITIES) AM CONFIRMING THAT THE RELEVANT CABINET MEMBER(S) ARE BRIEFED ON THIS REPORT

**CARDIFF COUNCIL
CYNGOR CAERDYDD**

CABINET MEETING: 19 MARCH 2020

Alley Gating on Public Highways Cardiff Council Policy & Strategy 2020

**COUNCILLOR LYNDA THORNE,
CABINET MEMBER FOR HOUSING & COMMUNITIES**

AGENDA ITEM:

Reason for this Report

1. To seek approval by the Cabinet of the proposed new Alley Gating Policy Document: ***Alley Gating on Public Highways – Cardiff Council Policy & Strategy 2020*** to ensure alley gating schemes can continue to be implemented in accordance with current legislative requirements and operational practises.

Background

2. All Local Authorities and other “responsible authorities” (such as the police) have a duty under Section 17 of the Crime and Disorder Act 1998 to do all that they reasonably can to prevent crime and disorder in their areas (including anti-social and other behaviour adversely affecting the local environment).
3. Alley Gating is a simple and effective measure that helps reduce the levels of crime and anti-social behaviour that may otherwise persist to the detriment of local communities.
4. Working with the police, local businesses and residents, alley gating can help Local Authorities to deter and prevent an array of criminal and anti-social activities occurring in back lanes, including burglaries, underage drinking, substance misuse, environmental crime and arson.
5. The Alley Gating Policy underpins commitments set out in Cardiff Capital Ambition document, including:
 - **Housing & Communities:** Help make Cardiff communities a safe place to live by addressing anti-social behaviour and working with partners to promote inclusion across the city.

- **Clean Streets, Recycling & Environment:** implementing Public Spaces Protection Orders to remove anti-social behaviours with regards to littering and fly-tipping.
6. In 2008, Cardiff Council implemented an Alley Gating policy, and continues to support and recognise the importance of these schemes. Since then, over 180 lanes have been gated, benefitting approximately 7,500 properties and helping to limit opportunities for crime, anti-social behaviour and environmental issues such as fly tipping. The initiative helps to support the police and other Council services such as Street Cleansing to direct resources to other areas of need.
 7. Alley Gating Schemes have proved very popular and successful in Cardiff. There is currently a list of over 150 lanes that have been put forward for consideration for gating. Feedback on completed schemes has found that more than 83% of respondents believe that the gates help to reduce crime and ASB in their areas, and make them feel safer in their homes.

Issues

8. The 2008 Alley Gating Policy is outdated. Therefore, a new Alley Gating Policy and Strategy has been put forward to reflect the existing legislative requirements and set out the current operational considerations and procedures that are involved in the delivery of gating schemes.
9. The main changes to the new Policy account for:
 - a) Legislative changes- the use of Public Spaces Protection Orders (PSPOs) under the Anti-Social Behaviour, Crime & Policing Act.
 - b) Clarification of current processes used to manage the demand for alley gating.
 - c) Clarification of scheme parameters.
 - d) Clarification of the current gating procedure used to implement each gating scheme
 - e) Clarification of how the policy meets with the Council's current statutory requirements (via the Statutory Screening Tool, Appendix A)

a) Legislative Changes

10. In 2014, the tools available for Local Authorities to consider alley gating changed, following the introduction of new legislation. Gating Orders (previously under the Highways Act) were replaced with the introduction of Public Spaces Protection Orders (PSPOs) under the Anti-Social Behaviour, Crime & Policing Act (the Crime & ASB Act).
11. Whilst Gating Orders and PSPOs have similar effects, the Crime & ASB Act introduced additional statutory requirements that must be satisfied as part of the gating process. Under the old legislation (The Highways Act), in order to be satisfied that the Council should make a Gating Order it had to be content that premises adjoining or adjacent to the highway were affected by crime and ASB.
12. The new legislation (the Crime & ASB Act) requires that the Council must be content that activities carried out in a public space have a detrimental effect on the quality of life of those in the locality in order to make a PSPO. The shift from purely highways based issues to more wider 'public spaces' is the key statutory change. Furthermore, an additional mandatory key stakeholder is now included in the consultation process, the Police and Crime Commissioner (PCC).
13. The former Gating Orders did not have a formal expiry date whereas PSPOs are time-limited for a maximum of 3 years and so must be reviewed before they expire to determine if they should be extended, revoked or varied. There is a requirement to

consult with the same key partner stakeholders (the Police, PCC, highways) as well as residents before determining whether to extend, vary or discard the order.

14. The legislation does not clearly define the resident consultation process. The process for reviews carried out to date has involved writing a single-page letter to residents adjoining the lane to say that the intention to extend the order but offering them an opportunity to comment before the order is extended. Representations are considered prior to reaching a decision on whether to extend an order.
15. There are 151 Gating Orders and 64 PSPO's currently in place, linked to over 300 lanes across the City. To date, of the 64 PSPO's that have been made since 2015, 39 have been reviewed and following statutory and resident consultation, all 39 have been extended for a further 3 years and the gates remain in place.
16. The 151 Gating Orders (affecting over 6,000 properties), which are now subject to the current legislation are due to expire in October 2020, therefore these orders need to be reviewed prior to expiry. As further PSPO's are made there will be an additional rolling programme of reviews necessary. The review requirement of the new legislation means that there is a significant impact on both staff and legal service resources. This is currently being monitored.

b) Processes

17. Alley gating continues to be in high demand in Cardiff with over 70 requests received each financial year. Only a limited number of schemes can be delivered each year due to funding and resource constraints. Any lanes requested for gating are added to a list of requests for gating.
18. Prior to 2014, lanes were assessed on an individual basis and a prioritisation exercise covering all requests for gating was not in place. In order to ensure a fair and consistent approach, in 2014 Neighbourhood Regeneration implemented a prioritisation exercise for the purpose of identifying lanes in highest need from the list of gating requests. This is to ensure all lanes that have been requested for gating are assessed at the same time (and against the same criteria) to identify a programme of gating which focuses on the highest priorities for the Council at that time, in terms of crime, ASB and environmental conditions. This has been determined to be the fairest approach to managing the demand.
19. Those lanes identified as the highest priority (subject to funding and resource availability) are then included for further investigation as part of the alley gating programme.
20. Lanes that are not identified as part of the programme remain on a list of gating requests. Once an alley gating programme nears completion (and subject to securing further funding), the list is used to identify lanes for the next prioritisation exercise.
21. The alley gating programme is determined for a 2 year period, and the prioritised schemes are initiated at various times during the programme period to ensure they can be managed effectively with the resources available. Each scheme involves a number of stakeholders and can take in excess of 9 months to complete due to the consultation and legal processes required.
22. Funding for alley gating is secured on an annual basis. Therefore funding may need to be carried forward (or reprioritised) where schemes are unable to be completed within the allocated funding period to ensure the programme is delivered.

c) Scheme Parameters

23. Since 2008 a number of operational parameters have been applied when delivering Alley Gating schemes that were not originally captured in the Alley Gating Policy. For example:
- The Council will consider gating unregistered alley ways (i.e. not adopted) but not ahead of lanes which the Council are responsible for.
 - Privately owned lanes will not be considered for gating.
 - Requests have been made for privately funded gating schemes, however the alley gating programme is determined on a strictly evidence based approach to ensure fairness, transparency and consistency.
 - Electronic gates are not included in the scope of gating schemes due to public safety concerns.
 - Technical constraints are given due consideration, such as the position of gates, interference with garage access and adjacent boundary walls.
24. These parameters have been clarified in the updated policy.

d) Gating procedure

25. The current operational procedure has been included in the updated Policy to accurately reflect the legislative changes, updated processes and scheme parameters outlined above.
26. The PSPO review process is a significant addition to the procedure as it requires ongoing stakeholder and resident consultation along with legal input to ensure the PSPO can remain in place for periods beyond 3 years.

Consultation

27. As key partners in the process, the following Council Service Areas have been consulted on the proposed Alley Gating Policy:
- a. Planning, Transport & Environment:
 - Neighbourhood Services (Public Rights of Way / Highways Team)
 - Neighbourhood Services (Recycling Services, Waste Education & Enforcement Team)
 - Transport Planning Policy & Strategy
 - b. Housing & Communities (Anti-Social Behaviour Team)
 - c. Governance & Legal Services
28. South Wales Police is also a key partner in the alley gating process. Together with Waste Enforcement and Transport Planning, South Wales Police are engaged early in the process to identify priority lanes for the Alley Gating Programme, and continue to be consulted as individual gating schemes progress.

Local Member consultation (where appropriate)

29. Local Members are consulted as part of the operational process to investigate and deliver priority alley gating schemes.

Reason for Recommendations

30. The approval of the new Alley Gating Policy Document: ***Alley Gating on Public Highways – Cardiff Council Policy & Strategy 2020*** will ensure alley gating

schemes can continue to be implemented in accordance with current legislative requirements and operational practises.

Financial Implications

31. The installation and ongoing maintenance costs of gates installed will need to be met from existing Council budgets or bid for as part of regeneration or similar grant funding.

Legal Implications (including Equality Impact Assessment where appropriate)

32. The Cabinet Report ('the Report') recommends the adoption of an updated Alley Gating Policy and Strategy as the Council's previous policy on the same is outdated due to changes in legislation.
33. As mentioned in the Report, pursuant to the Crime and Disorder Act 1998 Local Authorities have a duty to do all they can to prevent crime and disorder in their areas which includes anti-social and other behaviour adversely affecting their areas. The Anti-social Behaviour, Crime and Policing Act 2014, allows a Local Authority, after consultation with the public, Police, Crime Commissioner and other relevant bodies/stakeholders, to make Public Spaces Protection Orders (PSPO) if it is reasonably satisfied that two conditions are met.
34. The first of these is that activities carried out in a public place within the authority's area have had a detrimental effect on the quality of life of those in the locality or that it is likely that activities carried out will have such an effect.
35. The second is that the effect or likely effect of the activities is, or is likely to be of a persistent or continuing nature; is or is likely to be such as to make the activities unreasonable and justifies the restrictions imposed by the PSPO.
36. A PSPO identifies the public place referred to and sets out a number of conditions, such as;
 - a) prohibiting specified things being done in the area,
 - b) requiring specified things to be done by persons carrying on specified activities in that area, or
 - c) covering both of those prohibitions.
37. Prohibitions or requirements may be imposed if they are reasonable to impose through the PSPO –
 - a) to prevent the detrimental effect referred to from continuing, occurring or recurring; or,
 - b) to reduce the detrimental effect or to reduce the risk of its continuance, occurrence or recurrence
38. An interested person may appeal to the High Court to question the validity of a PSPO, or a variation of a PSPO. An appeal must be made within the period of 6 weeks beginning with the date on which the PSPO or variation is made. The grounds on which an appeal can be made is that the Local Authority did not have the power to make the PSPO, or that particular prohibitions or requirements imposed by the PSPO or the requirements set by the respective legislation have not been complied with.

39. A PSPO may not have effect for a period of more than 3 years; however, that period can be extended for a further 3 years if it continues to be necessary.
40. The decision about the recommendations in the Report must be made in the context of the Council's public sector equality duties. The Council also has to satisfy its public sector duties under the Equality Act 2010 (including specific Welsh public sector duties). Pursuant to these legal duties, Councils must in making decisions have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics. The Protected characteristics are age, gender reassignment, sex, race – including ethnic or national origin, colour or nationality, disability, pregnancy and maternity, marriage and civil partnership, sexual orientation, religion or belief – including lack of belief.
41. The Report identifies that an Equality Impact Assessment ('EIA') has been carried out and is appended to the Report at Appendix C. The purpose of the EIA is to ensure that the Council has understood the potential impacts of the proposal in terms of equality so that it can ensure that it is making proportionate and rational decisions having due regard to its public sector equality duty. The decision maker must have due regard to the Equality Impact Assessment in making its decision.
42. Well Being of Future Generations (Wales) Act 2015
43. The Well-Being of Future Generations (Wales) Act 2015 ('the Act') places a 'well-being duty' on public bodies aimed at achieving 7 national well-being goals for Wales - a Wales that is prosperous, resilient, healthier, more equal, has cohesive communities, a vibrant culture and thriving Welsh language, and is globally responsible.
44. In discharging its duties under the Act, the Council has set and published well being objectives designed to maximise its contribution to achieving the national well being goals. The well being objectives are set out in Cardiff's Corporate Plan 2019-22. When exercising its functions, the Council is required to take all reasonable steps to meet its well being objectives. This means that the decision makers should consider how the proposed decision will contribute towards meeting the well being objectives and must be satisfied that all reasonable steps have been taken to meet those objectives.
45. The well being duty also requires the Council to act in accordance with a 'sustainable development principle'. This principle requires the Council to act in a way which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. Put simply, this means that Council decision makers must take account of the impact of their decisions on people living their lives in Wales in the future. In doing so, the Council must:
 - Look to the long term
 - Focus on prevention by understanding the root causes of problems
 - Deliver an integrated approach to achieving the 7 national well-being goals
 - Work in collaboration with others to find shared sustainable solutions
 - Involve people from all sections of the community in the decisions which affect them

46. The decision maker must be satisfied that the proposed decision accords with the principles above; and due regard must be given to the Statutory Guidance issued by the Welsh Ministers, which is accessible using the link below:
<http://gov.wales/topics/people-and-communities/people/future-generations-act/statutory-guidance/?lang=en>

General

47. 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 eg. standing orders and financial regulations; (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.
48. The decision maker should have regard to, when making its decision, to the Council's wider obligations under the Welsh Language (Wales) Measure 2011, the Welsh Language Standards and the Active Travel (Wales) Act 2013.

HR Implications

49. There are no HR implications for this report.

Property Implications

- 50.

RECOMMENDATIONS

Cabinet is recommend to approve the Alley Gating Policy Document: ***Alley Gating on Public Highways – Cardiff Council Policy & Strategy 2020*** (Appendix 1)

SENIOR RESPONSIBLE OFFICER	Sarah McGill
	February 2020

The following appendices are attached:

- Appendix A: ***Alley Gating on Public Highways – Cardiff Council Policy & Strategy 2020***
- Appendix B: ***2.C.PPCF.002 Statutory Screening Tool***
- Appendix C: ***Equality Impact Assessment – Alley Gating, Rear Lanes***

The following background papers have been taken into account:

- ***The Anti-Social Behaviour, Crime & Policing Act 2014***
- ***Cardiff Council's Existing Alley Gating Policy 2008***

Alley Gating on Public Highways

Cardiff Council Policy Document



JANUARY 2020

Document Control

Summary

Publication Date	July 2019
Related Legislation	Anti-Social Behaviour, Crime & Policing Act 2014
Related Legislation Sections	Sections 59-75
Replaces	Highways Act 1980, The Clean Neighbourhoods & Environmental Act 2005
Joint Policy	No
Policy Owner	David Jaques / Rebecca Hooper, Operational Managers, Neighbourhood Regeneration
Author	Daryne Keogh, Neighbourhood Regeneration

Review of Policy

Date Policy first approved	July 2008
Last Review Date	January 2020
Next Review Date	January 2023

Document Approvals

Name	Title	Date of Issue	Version Number

1. Foreword

- 1.1 Alley gating has been adopted by Cardiff Council and other local authorities as a proven means to tackle crime and disorder, help reduce the fear of crime and restore community confidence.

2. Policy Statement

- 2.1 Cardiff Council implemented an Alley Gating Policy in 2008. This document sets out the Council's current Alley Gating Policy, Strategy and Procedure. It clarifies the Council's commitment to tackling crime and anti-social behaviour through alley gating, outlines the strategy for implementing alley gating schemes and explains the procedure that is followed to ensure lanes are gated lawfully in accordance with current legislation.



Before

Impact of Alley Gating schemes



After

3. Introduction

- 3.1 Alley gating is a simple crime reduction measure of erecting lockable gates to the ends of alleyways in order to secure the backs of properties.
- 3.2 Whilst back lanes can provide useful access links for pedestrians and cyclists away from busy thoroughfares, they tend not to benefit from the levels of lighting and natural surveillance that are found on main routes. These areas can become havens for criminal and antisocial activities, including alcohol and drug use, vandalism and fly-tipping. They can also be used to gain access for domestic burglaries and provide various routes of escape for opportunists, affecting residents and businesses both financially and emotionally. Activities such as these can be frightening to the local community and make residents feel vulnerable in their own homes.
- 3.3 Any one incident or criminal / antisocial activity may not in itself warrant consideration for gating, as these behaviours may be appropriately addressed through active policing strategies and/or improved property security measures. However, where issues persist gating can be an effective deterrent. Erecting gates to the ends of alleyways can make it far more difficult for a burglar to gain entry and escape. Gating can also discourage other anti-social and environmental issues in the area as they impose blanket restrictions that serve to address an array of criminal and anti-social activities (including dog fouling, drug and alcohol misuse, arson, graffiti and fly-tipping). Therefore, as well as benefitting the local community, gating can reduce pressures on Council Services and local policing teams.
- 3.4 All Local Authorities and other “responsible authorities” (such as the police) have a duty under Section 17 of the Crime and Disorder Act 1998 to do all that they reasonably can to prevent crime and disorder in their areas (including anti-social and other behaviour adversely affecting the local environment).
- 3.5 Cardiff has many alleyways across the city, particularly in densely populated areas where there are high numbers of terraced properties. Therefore, where legally and technically possible, the Council is committed to reducing the effects of crime and anti-social behaviour on these properties by use of the Alley Gating Policy.
- 3.6 The Alley Gating Policy underpins commitments set out in Cardiff **Capital Ambition** document, including:
- **Housing & Communities:** Help make Cardiff communities a safe place to live by addressing anti-social behaviour and working with partners to promote inclusion across the city.
 - **Clean Streets, Recycling & Environment:** implementing Public Spaces Protection Orders to remove anti-social behaviours with regards to littering and fly-tipping.
- 3.7 Alley gating schemes are generally progressed on alleyways that are Council-owned, adopted or otherwise maintained at the public expense. Many of these routes have public rights of way and so in these cases alley gating is subject to consultation with the Local Highway Authority, the local community and other interested parties. A legal process (which acts to restrict the public right of way) must be followed to ensure gating is lawful.

- 3.8 Gating proposals often attract mixed views from those that may be affected, and so there has to be a balance between the crime reduction benefits of gating and the access restrictions that gates impose on the public. Therefore schemes are only progressed where there is evidence of ongoing crime and anti-social behaviour (ASB) in the vicinity, and where there is a high level of support from the police, other Council Service Areas and adjacent residents and businesses. Schemes are also subject to consideration of representations from partner agencies, the local community and any other stakeholders with a vested interest. Furthermore, some of those affected by possible restrictions may be vulnerable and so there needs to be careful consideration of what impact the proposals may have on certain groups or individuals.
- 3.9 Over the past 10 years, more than 180 lanes have been gated in Cardiff, benefitting approximately 7,500 properties. There is a list of over 100 further lanes where requests have been received for gating, and this list continues to grow as more requests are received. The list is retained in order that these lanes can be considered for future alley gating priority programmes, subject to funding and resources available at those times.
- 3.10 Feedback from residents adjacent to completed schemes found that more than 83% of respondents believe that the gates help to reduce crime and ASB in their areas, and make them feel safer in their homes.

4. Summary Policy Principles

In the development of alley gating schemes and within all relevant processes and procedures for alley gating activities, Cardiff Council will apply the following principles:

AG1: Cardiff Council (the Council) will only implement alley gating where satisfied on reasonable grounds that the installation of gates will be effective in reducing activities that have or could have a detrimental impact on the quality of life of those in the locality.

AG2: The Council will use the most appropriate legislative tools available to ensure alley gating schemes are implemented lawfully.

AG3: The Council will determine priorities for the Alley Gating Programme, giving due consideration to the impact of criminal and/or anti-social activities on the local community, other Council services, the police and other stakeholders involved.

AG4: The Council will consider gating in priority Local Regeneration Areas, where gating falls within the scope of these schemes.

AG5: The Council will only support alley gating schemes that have undergone comprehensive local consultation, and where all reasonable steps have been taken to address any local objections. Schemes will also need to demonstrate positive support from the majority of residents and owners adjoining the affected area.

AG6: The Council will ensure that provisions are made for the ongoing repair and maintenance of gates (and associated barriers) that are installed as part of any alley gating programmes.

AG7: The Council will ensure that any existing legal orders utilised for alley gating are reviewed where necessary, and prior to their expiry to determine whether the order should be extended, varied or discharged.

5. Strategy for Implementing Alley Gating Schemes in Cardiff

5.1 Policy Objectives

AG1: Cardiff Council (the Council) will only implement alley gating where satisfied on reasonable grounds that the installation of gates will be effective in reducing activities that have or could have a detrimental impact on the quality of life of those in the locality.

5.1.1 The overall policy objective is the implementation of alley gating schemes in the city through a formalised process and rational use of resources, where gating is considered the most appropriate measure to address local issues.

5.2 Legislation & Powers to Consider Alley Gating

AG2: The Council will use the most appropriate legislative tools available to ensure alley gating schemes are implemented lawfully.

5.2.1 The Council has a duty under the Crime & Disorder Act 1998 to do all they reasonably can to prevent crime & disorder in the city.

5.2.2 The Council also has a statutory duty under the Highways Act 1980 to protect all public highways and maintain the public right of way, and furthermore is committed to the Active Travel (Wales) Act 2013, which looks to promote and improve walking and cycling network routes across the city.

5.2.3 Therefore, the Council must exercise caution before embarking on any alley gating scheme, which has the potential to cause conflict between these duties and commitments.

5.2.4 The Antisocial Behaviour, Crime & Policing Act 2014 (the Crime & ASB Act) introduced several new tools for use by councils and their partners to address ASB in their local areas. These tools, which replaced and streamlined a number of previous measures, were brought in as part of a Government commitment to put victims at the centre of approaches to tackling ASB, focussing on the impact behaviour can have on both communities and individuals, particularly the most vulnerable.

5.2.5 Section 59 of the Crime & ASB Act enables Local Authorities to make a Public Spaces Protection Order (PSPO) for the purposes of restricting criminal and/or anti-social activities in an area. Under S64 of the Act, Local authorities can utilise PSPOs for the purpose of restricting the Public Right of Way over a highway, by means of erecting physical barriers (or gates) on these highways.

5.2.6 Prior to the introduction of the Crime & ASB Act, alley gating was achieved by the use of Gating Orders under the provisions of the Highways Act 1980. These provisions were repealed in 2014 and subsequent gating schemes were achieved utilising PSPOs. The Crime & ASB Act made transitional provisions for existing gating orders to be treated as PSPOs (and therefore subject to the provisions of the Crime & ASB Act).

5.2.7 PSPOs for the purposes of restricting the public right of way over a highway are subject to a number of legal conditions which must be considered by the Local Authority.

- It must be satisfied on reasonable grounds that activities are having a detrimental effect on the quality of life of those in the locality, where the effect of these activities are persistent, unreasonable and justifies the restrictions imposed (S59).
- It must consider the likely effect of a PSPO on occupiers of premises adjacent or adjoining the highway and other persons in the locality (S64.1)
- As part of the consultation process, the local authority must notify those who may be potentially affected by the Order, let them know how they can see a copy of the PSPO proposal and when they need to submit any responses. The local authority is required to consider any representations made as part of this process (S64.2).
- The Order must identify the activities that have given reason to make the PSPO (S59.7)
- Where the highway constitutes a through route, it must consider the **availability of a reasonably convenient alternative route** (S64.1).
- A PSPO may not restrict the public right of way over a highway for the **occupiers of premises** adjoining or adjacent to the highway (S64.4).
- A PSPO may not restrict the public right of way over a highway that is the **only or principal means of access to a dwelling** (S64.5).
- In relation to a highway that is the only or principal means of access to premises used for **business or recreational purposes**, a PSPO may not restrict the public right of way over the highway during periods when the premises are normally used for those purposes (S64.6).
- PSPOs are limited to a maximum period of 3 years, however they may be reviewed and extended for further periods as necessary (S60.1).

5.3 Identification & Prioritisation for Alley Gating

AG3: The Council will determine priorities for the Alley Gating Programme, giving due consideration to the impact of criminal and/or anti-social activities on the local community, other Council services, the police and other stakeholders involved.

AG4: The Council will consider gating in priority Local Regeneration Areas, where gating falls within the scope of these schemes.

5.4 Approaches to Alley Gating

There are 3 active approaches to alley gating that are being implemented:

- **As part of the Alley Gating Programme:** any lane where a request for gating has been received is added to a list of gating requests. All lanes contained on the list are periodically reviewed to identify those that will be prioritised for the next alley gating programme. Lanes are considered for gating on an individual basis. However, area-based gating schemes may also be considered where there are high concentrations of crime and antisocial behaviour in areas where multiple lanes are in close proximity, subject to the availability of funding and resources to deliver area based schemes.
- **As part of a Local Regeneration Scheme:** Gating schemes may be progressed outside of the alley gating programme where they have been identified and included within the scope of a local regeneration scheme. In these instances, gating will be funded and resourced by the team delivering the local regeneration scheme.
- **Gulley Improvement Schemes:** Some Council-owned footpaths were specifically formed in the construction of housing estates to facilitate pedestrian access to the

rear of mid terrace properties (originally to allow for coal deliveries). Locally known as housing “gullies”, many of these paths are not adopted and do not provide any useful purpose to the wider public. Where this is the case, access is generally restricted to only those occupiers of properties adjoining the gulley and so gating may be considered without the need for a PSPO. Gulley improvement/gating schemes are resourced and funded via the Housing Revenue Account.

The gating of gullies that are adopted routes (or where they provide useful thoroughfares between streets) is subject to the alley gating process, and so would need to be considered as part of an alley gating programme or local regeneration scheme.

5.3.2 Identifying Priorities

- Before any gating scheme is considered, Neighbourhood Regeneration will carry out an investigation to ascertain whether there is a history of evidence of ongoing criminal and anti-social activities that are affecting the alley and adjacent properties.
- Evidence may be obtained from police crime data records, physical evidence gathered from site visits, feedback from local policing teams, other Council service areas (such as Cleansing), ward councillors and residents.
- The investigation also considers:
 - Suitability for gating (i.e. in consideration of whether gating would be legally and technically possible);
 - Whether a gating proposal is likely to be effective in addressing the issues (i.e. would the gates be secured after use, particularly where lanes may only be partially gated or where the lane accommodates high levels of traffic associated with the adjacent dwellings and businesses).
 - Whether a PSPO is the most appropriate tool to address the issues (for instance, traffic related issues such as speeding or suitability for vehicles will be addressed more appropriately by use of Traffic Regulation Orders)
 - Whether the evidence indicates that the lane is a priority for the Alley Gating Programme (in terms of levels of crime, ASB and environmental issues associated with the area).

5.3.3 Scheme Parameters

- Any unregistered alleyway within Cardiff may be considered as part of the Alley Gating Policy, although precedence will be afforded to lanes which are Council-owned, adopted or otherwise maintained at the Council’s expense.
- Privately owned alleyways are not included in the Alley Gating Policy. However, Neighbourhood Regeneration can offer advice and support to private owners who may be considering installing gates on their land.
- The Council must retain an objective position with regards to gating and therefore applications from residents to privately fund gating schemes are not considered. Priorities for the alley gating programme are strictly evidence-based to ensure a fair, transparent and consistent approach.
- Alley gating schemes are limited to the installation of manually-operated barriers or gates. In the interests of public safety, electronic gates are not included in the scope of alley gating schemes.

- The Crime & ASB Act provides local authorities with the means to take enforcement action for breaches of an order where appropriate (for instance, financial penalties in the form of fixed penalty notices (FPNs) for carrying out prohibited activities). With regards to PSPOs utilised specifically for the purposes of alley gating, it is considered that blanket restrictions are imposed over the area by the barriers themselves, which serve to deter an array of anti-social activities. Therefore FPNs are not generally utilised in these circumstances.
- It is not possible to prevent the right of way for certain individuals or groups. In these cases access will be afforded (e.g. by the provision of keys) This includes:
 - The owner(s) of land within the affected area (including utility companies that have equipment located in the area)
 - Occupiers of premises/ businesses adjoining or within the affected area
 - Council and Emergency Services.
 - In special circumstances applications for access may also be considered from other individuals (e.g. persons with mobility impairments who might be adversely affected, where supporting medical evidence is provided).
- Where an alley way is used as the only or principal means of access for business or recreational purposes (e.g. customer parking), it may be possible to consider a “timed order” to restrict public access during the periods when public access is not required for those purposes. Timed orders are subject to reaching an agreement with the affected businesses to open and secure the gates in accordance with the times specified in the Order, for the duration of the PSPO.
- Where an alley way is used as the only or principal means of access to a dwelling (e.g. a converted rear coach house or flat that can be only accessed from the alley way), it is not legally possible to gate so as to prevent the public right of way to this property. In these instances it may be possible to partially gate the alley way. However, gating may have wider implications (such as creating dead-ends, restricting delivery vehicle access etc.) that could adversely affect adjoining properties.
- Other considerations that may limit the suitability or effectiveness of gating:
 - The nature of the criminal and or antisocial activities affecting the lane.
 - The level or frequency of vehicular / pedestrian access required by adjoining residents and businesses (is it likely that gates will be left unsecured).
 - The level of use by the wider community, connectivity with other routes, or the availability of reasonably convenient alternative routes.
 - Insufficient alley widths to ensure existing vehicle access needs can be maintained after gate installations.
 - Lack of natural boundaries near lane entrances in order that gates can provide a reasonable level of security.
 - Where there are no suitable locations for gates without materially interfering with garage or property access.
 - Where gates cannot be located near lane entrances, consideration must be given to whether adjoining residents may be adversely affected by their installation, the impact on traffic movement, the likelihood that they will be secured and if their installation will have community safety implications.

5.4 Consultation

AG5: The Council will only support alley gating schemes that have undergone comprehensive local consultation, and where all reasonable steps have been taken to address any local objections. Schemes will also need to demonstrate positive support from the majority of residents and owners adjoining the affected area.

5.4.1 Under Section 72 of the Crime & ASB Act in deciding whether to make a PSPO, a Local Authority must carry out the necessary consultation, the necessary publicity and the necessary notification (S72 of the Crime & ASB Act).

5.4.2 The “necessary consultation” is defined as consultation with:

- The chief officer of police and the local policing body
- The owner/occupier of the land within the restricted area
- Whatever community representatives the local authority thinks appropriate

5.4.3 As part of the Alley Gating procedure, Neighbourhood Regeneration carry out a preliminary consultation with the following interested parties:

• **Internal, or Stakeholder Consultation:**

- Local Ward Members
- South Wales Police
- The Police Crime Commissioner
- South Wales Fire Authority
- NHS Trust (Ambulance Service)
- The Ramblers Association
- The Highways Authority (PROW & Transport Council Service Areas)
- Emergency Planning Unit & Flood Alleviation Council Service Areas
- City Operations Council Service Areas (Street Cleansing & Street Lighting)
- Any utility companies with equipment located within the affected area
- Any other Council & external groups as determined appropriate

• **Resident Consultation:**

- Owners and occupiers of residential and businesses premises within or adjoining the affected area.

5.4.4 Neighbourhood Regeneration will only proceed to formal legal stages of alley gating where they are supported by key stakeholders, such as the police and other emergency services, The Highways Authority and the majority of residents and owners adjoining the affected areas.

5.4.5 To ensure the “necessary publicity” and “necessary notification” requirements of the Act are met, the formal legal stages of the process includes:

- The display of formal public notices regarding the alley gating proposal and subsequent making of the Order near alley way entrances (Notice of Proposal and Notice of Making).
- The distribution of said notices to properties adjoining the alley way.
- The publication of said notices and the PSPO on the Council’s website.

5.5 Installation & Maintenance of Gates

AG6: The Council will ensure that provisions are made for the ongoing repair and maintenance of gates (and associated barriers) that are installed as part of any alley gating programmes.

- 5.5.1 Alley gating serves to restrict the public right of way, however it does not change the status of the alley way. As such any existing traffic orders, traffic regulations and responsibilities to maintain the highway remain unchanged.
- 5.5.2 All gates, barriers and associated equipment are designed, manufactured and installed in accordance with the Council's contract framework specifications. Once the PSPO has come into legal effect, Neighbourhood Regeneration arrange the gate installations and distribution of keys to persons authorised for access.
- 5.5.3 As part of the Alley Gating Process, Neighbourhood Regeneration retain responsibility for the ongoing repairs and maintenance of gates, barriers and any equipment associated with an alley gating scheme. Only approved contractors are permitted to carry out repairs. Out of hours contractors will only be instructed to address emergency issues where they present a risk to life, in accordance with the Communities & Customer Services 24/7 Service policy.
- 5.5.4 Any new schemes are subject to the securing of both capital funding and revenue funding to facilitate ongoing maintenance of any existing and additional gating stock.
- 5.5.5 The effectiveness of alley gating schemes is wholly reliant on adjacent occupiers securing the gates when not in use. Where necessary, Neighbourhood Regeneration will write to residents to remind them of the importance of securing the gates.
- 5.5.6 In extreme cases (for instance where they are subjected to persistent, targeted vandalism that prevents them from being opened, or where they are otherwise being left open continuously and therefore ineffective in reducing criminal and anti-social activities), the Council may consider revoking the PSPO and permanently removing the gates.
- 5.5.7 On occasion, the Council receive requests to re-position existing lane gates (for instance, where the access needs of adjacent properties may have changed since the original Order was made). However, it may not be possible to simply reposition the gates without varying or replacing the existing legal Order. Any changes to the legal Order are subject to the necessary consultation, publicity and notification requirements of the Act. Therefore, where the re-positioning of gates are likely to affect the existing Order, the request will be added to the list of gating requests and will be considered (if prioritised) as part of any future alley gating programmes.

5.6 Review of existing Alley Gating PSPOs

AG7: The Council will ensure that any existing legal orders utilised for alley gating are reviewed where necessary, and prior to their expiry to determine whether the order should be extended, varied or discharged.

- 5.6.1 A PSPO can only be served for a maximum of 3 years and must be reviewed prior to its expiry date, or sooner if deemed appropriate. The PSPO can either be extended, varied or discharged at that time, subject to consultation. There is no limit to the number of times that the PSPO can be reviewed.

5.7 Resources

- 5.7.1 The Alley Gating Programme is subject to securing general capital funding, approved as part of the Council's annual budget allocation and managed by Neighbourhood Regeneration.
- 5.7.2 Alley gating carried out as part of a Local Regeneration scheme is subject to funding and resources available to deliver that scheme.
- 5.7.3 The ongoing repair and maintenance of alley gating stock is funded via the Council's allocation of revenue funding for alley gating and managed by Neighbourhood Regeneration.

6. Cardiff Council Alley Gating Procedure

6.1 Record of alley gating requests

- 6.1.1 Any lanes where alley gating requests have been made are added to the list of gating requests. Requests may be raised by the Police, members of the public, Councillors, other Council service areas or anyone with an interest in gating the lane.
- 6.1.2 The list is periodically reviewed to identify priority gating schemes for subsequent alley gating programmes, subject to the availability of funding and resources.

6.2 Prioritising Alley Gating schemes

- 6.2.1 The following exercise is carried out to assess suitability and priority for gating:
- Analysis of data, evidence and frontline feedback from South Wales Police and other Council Service Areas (including Waste Enforcement, Highways & Transport).
 - Determination of whether gating would be an effective solution.
 - Site assessments to examine how lanes are currently used by adjoining occupiers and the wider public, and to determine if lanes are legally and technically suitable for gating.
 - Information obtained from this exercise is used to rank lanes in order of priority. The highest-ranked lanes are included in the alley gating programme, subject to the funding and resources available at that time.
- 6.2.2 The proposed programme is finalised in discussion with South Wales Police and other Council Service Areas (including the Police, ASB Team, Highways (PROW & Transport) and City Operations (Waste Management)). The Cabinet Member for Housing & Communities is briefed on the proposal.
- 6.2.3 The decision to proceed with the alley gating programme is subject to approval by the Operational Manager for Housing & Communities.
- 6.2.4 Once approved, Ward Members are briefed on those lanes within their respective wards that are to be included in the programme.
- 6.2.5 All schemes included within the programme are subject to further detailed investigations, stakeholder and resident consultations and consideration of any representations made during the legal stages of the process. All resident Consultation documents and legal notices are bilingual (Welsh and English).

6.3 Programme Delivery

6.3.1 Detailed investigation:

- a. Check file history and lane status.
- b. Site survey to ensure there are no apparent technical / legal issues that may hinder or prevent gating.
- c. Produce lane plan indicating proposed area for gating (redline map).
- d. Carry out stakeholder consultation with other council services, Ward Members and external partners.
- e. Produce Investigation Background Report.

6.3.2 Resident Consultation:

- a. Create list of adjacent addressees and prepare consultation documents.
- b. Notify Ward Members
- c. Carry out resident consultation (bilingual) – majority support required to proceed (*min 40% on area-based schemes or in areas where the occupation of adjacent properties is highly transient*)
- d. Consider responses, prepare lane-specific Equality Impact Assessment if necessary.
- e. Produce Decision Report for Operational Manager (OM) approval.

6.3.3 Formal Legal Notice Stages:

STAGE 1: Notice of Proposal (NOP)

- a. Finalise legal Order Plan & Instruct Legal Services to commence NOP
- b. Prepare bilingual notices for site / adjacent addressees & update Ward Members
- c. Distribute / display Notices (4 weeks). Check site and website notices during period.
- d. Consider any representations & produce Objection Report (where necessary) for OM approval:
 - I. If not proceeding, consider any alternative actions possible. Update Ward Members & residents, update records and end process.
 - II. If proceeding, order keys, locks and commence instructions for gate manufacture (SIDC). Complete license agreements with private owners where necessary.

STAGE 2: Notice of Making (NOM)

- a. Instruct Legal Services to commence NOM, arrange for the Director of Governance & Legal Services to seal the Legal Order & update the council Website.
- b. Prepare bilingual notices for site / adjacent addressees & update Ward Members
- c. Distribute / display NOMs (6 weeks). Check site and website notices during period.

6.3.4 Key Distribution & Installation of Gates (*after legal Order comes into effect*):

- a. Update Cardiff Transport Services and GIS with gate and lock details.
- b. Organise bilingual key distribution & gate installation dates. Update Ward Members.
- c. Forward completed key distribution forms and surplus keys to Central Hub

Anticipated Timescale for Programme Delivery: 30-40 weeks

INVESTIGATION	CONSULTATION	LEGAL STAGE 1	REPRESENTATIONS	LEGAL STAGE 2	INSTALLATION
4 weeks	6 weeks	6-8 weeks	0-4 weeks	8 weeks	6-10 weeks

6.3.5 **Feedback:**

Feedback surveys are completed on a percentage of completed schemes, for the purposes of continuous improvement. Service Area target of 75% satisfaction rate.

6.3.6 **Maintenance of Existing Gates & Orders:**

Ongoing repairs, maintenance and operational issues are managed by Neighbourhood Regeneration.

- Repair enquiries are reported directly to Cardiff Transport Services (via C2C or Neighbourhood Regeneration) or approved contractors to action repairs.
- Out of hours contractors will only be instructed to address emergency issues where they present a risk to life, in accordance with the Communities & Customer Services 24/7 Service policy.
- If gates are repeatedly left open, Neighbourhood Regeneration will write to adjacent residents to remind them of the importance of securing them after use.
- If gates are repeatedly vandalised or left open, Neighbourhood Regeneration may consider reviewing the PSPO. In extreme cases and subject to OM approval, there be no option but to remove the gates and discharge the Order.

6.3.7 **Review of existing Orders:**

PSPOs must be reviewed before they expire, or at any time whilst they are active:

- a. Check file history, compile resident address list
- b. Stakeholder consultation (relevant Council Service Areas, Police, PCC, Ward Members)
- c. Resident Consultation (bilingual, adjacent owners/ occupiers only)
- d. Consider any representations
- e. Prepare decision report to extend, vary or discharge the PSPO as appropriate, subject to Operational Manager approval.
- f. Update Ward Members with review decision.
- g. Instruct Legal Services to extend, vary or discharge the current legal Order and update Council website. The signed ODR to be included with the instruction.
- h. Update Neighbourhood Regeneration Completed Alley Gating Schemes Register.

Appendix B

City of Cardiff Council Statutory Screening Tool Guidance

If you are developing a strategy, policy or activity that is likely to impact people, communities or land use in any way then there are a number of statutory requirements that apply. Failure to comply with these requirements, or demonstrate due regard, can expose the Council to legal challenge or other forms of reproach.

For instance, this will apply to strategies (i.e. Housing Strategy or Disabled Play Strategy), policies (i.e. Procurement Policy) or activity (i.e. developing new play area).

Completing the Statutory Screening Tool will ensure that all City of Cardiff Council strategies, policies and activities comply with relevant statutory obligations and responsibilities. Where a more detailed consideration of an issue is required, the Statutory Screening Tool will identify if there is a need for a full impact assessment, as relevant.

The main statutory requirements that strategies, policies or activities must reflect include:

- [Equality Act 2010 - Equality Impact Assessment](#)
- [Wellbeing of Future Generations \(Wales\) Act 2015](#)
- [Welsh Government Statutory Guidance - Shared Purpose Shared Delivery](#)
- [United Nations Convention on the Rights of the Child](#)
- [United Nations Principles for Older Persons](#)
- [Welsh Language \(Wales\) Measure 2011](#)
- [Health Impact Assessment](#)
- [Habitats Regulations Assessment](#)
- [Strategic Environmental Assessment](#)

This Statutory Screening Tool allows the Council to meet the requirements of all the above legislation as part of an integrated screening method and should take no longer than 1 hour to complete.

The Statutory Screening Tool can be completed as a self assessment or as part of a facilitated session, should further support be needed. For further information or if you require a facilitated session, please contact the Operational Manager – Policy, Partnerships and Community Engagement on (029) 2078 8561 or e-mail: Gareth.Newell@cardiff.gov.uk

Please note:

- **The completed Screening Tool must be submitted as an appendix with the Cabinet report.**
- **The completed Screening Tool will be published on the Council's Intranet.**

Statutory Screening Tool

Name of Strategy / Policy / Activity: Alley Gating on Public Highways – Cardiff Council Policy & Strategy 2020	Date of Screening: 09/12/2019
Service Area/Section: Housing & Communities / Neighbourhood Regeneration	Lead Officer: Daryne Keogh
Attendees:	

What are the objectives of the Policy/Strategy/Project/Procedure/ Service/Function	Please provide background information on the Policy/Strategy/Project/Procedure/Service/Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]
<p>The overall policy objective is the implementation of alley gating schemes in the city through a formalised process and rational use of resources, where gating is considered the most appropriate measure to address local issues.</p> <p>The purpose of alley gating is to deter the effects of crime and anti-social behaviour on local communities, helping residents and local businesses feel safer in their own homes and properties.</p>	<p>Cardiff Council implemented a policy and strategy for Alley Gating in 2008 to help reduce levels of ongoing crime and anti-social behaviour arising from within back lanes.</p> <p>The demographic profile of residents who make up the community in the vicinity of the lane is believed to be generally mixed across all characteristics</p> <p>All gating schemes originate from a request from adjacent residents, councillors or other affected parties, usually as a result of incidents arising from within a lane.</p> <p>Gating schemes are subject to statistical crime/asb evidence, consultation with the police and other council service areas, consultation with the owners/occupiers of all adjacent properties as well as the wider local community.</p> <p>The policy underpins commitments set out in Cardiff Capital Ambition document, including:</p> <ul style="list-style-type: none"> ➤ Housing & Communities: Help make Cardiff communities a safe place to live by addressing anti-social behaviour and working with partners to promote inclusion across the city. ➤ Clean Streets, Recycling & Environment: implementing Public Spaces Protection Orders to remove anti-social behaviours with regards to littering and fly-tipping. <p>An Equality Impact Assessment is in place for Alley Gating, which is further reviewed on a case-by-case basis where any additional issues are identified during the investigation and consultation stages of each scheme.</p>

Paper 5

Part 1: Impact on outcomes and due regard to Sustainable Development

Please use the following scale when considering what contribution the activity makes:		
+	Positive	Positive contribution to the outcome
-	Negative	Negative contribution to the outcome
ntrl	Neutral	Neutral contribution to the outcome
Uncertain	Not Sure	Uncertain if any contribution is made to the outcome

	Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation
		+	-	Ntrl	Un-Crtn	
Page 146	1.1 People in Cardiff are healthy; <i>Consider the potential impact on</i> <ul style="list-style-type: none"> the promotion of good health, prevention of damaging behaviour, promote healthy eating/active lifestyles etc, vulnerable citizens and areas of multiple deprivation Addressing instances of inequality in health 	+				Positive: Gating reduces opportunities for burglaries, assault, robbery, intimidation and other anti-social activities within a lane. Therefore, gating can: <ul style="list-style-type: none"> Prevent people from being targeted by others who seek to do harm from within the concealed confines of an alley (in particular those who may be considered more vulnerable). Prevent people from engaging in criminal activity or anti-social behaviour from within a lane during night-time, to the benefit of those who live in properties immediately adjacent to it and to the wider community as a whole Negative: vulnerable persons may rely on lanes for access to local facilities. Residents adjoining the lane are permitted keys for access, but some may find gate operation difficult.
	1.2 People in Cardiff have a clean, attractive and sustainable environment; <i>Consider the potential impact on</i> <ul style="list-style-type: none"> the causes and consequences of Climate Change and creating a carbon lite city encouraging walking, cycling, and use of public transport and improving access to countryside and open space reducing environmental pollution (land, air, noise and water) reducing consumption and encouraging waste reduction, reuse, recycling and recovery encouraging biodiversity 	+	-			Positive: Gating reduces opportunities for fly-tipping, graffiti, arson, drug and alcohol misuse and prostitution (and therefore hazardous and other environmental waste that could otherwise be discarded within a lane) Negative: lane gating removes the opportunity for the wider community to utilise them for walking and cycling. Whilst lanes can provide convenient routes away from busy roads during the day, they tend not to benefit from vehicle/pedestrian separation and street lighting levels afforded main highways. However, as part of the alley gating process, the connectivity of a lane (ie, the level of use,

	Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation
		+	-	Ntrl	Un-Crtn	
						local lane network and the availability of alternative routes) is taken into consideration to determine if it is suitable for gating.
1.3	<p>People in Cardiff are safe and feel safe; <i>Consider the potential impact on</i></p> <ul style="list-style-type: none"> • <i>reducing crime, fear of crime and increasing safety of individuals</i> • <i>addressing anti-social behaviour</i> • <i>protecting vulnerable adults and children in Cardiff from harm or abuse</i> 	+	-			<p>Positive: the main purpose of the Alley Gating Policy is:</p> <ul style="list-style-type: none"> • to reduce crime, fear of crime and increase safety of individuals • to address anti-social behaviour • to protect vulnerable adults and children in Cardiff from harm or abuse <p>Negative: due to safety concerns, only manually operated gates are installed as part of alley gating. Vehicle users would need to exit the vehicle in order to open and close the gates This could make some residents feel vulnerable, particularly where they do not otherwise have to exit the vehicle to access their properties (for example where residents already have automatic garage doors)</p> <p>Actions to address Negative impact: any representations regarding gate operation are given due consideration as part of the legal process. Gates are generally located as close as possible to lane entrances so that they can be operated in areas that benefit from street lighting and natural surveillance afforded on the main highway. Gates act to prevent unauthorised access within the lane and so deter loitering within the area.</p>
1.4	<p>Cardiff has a thriving and prosperous economy; <i>Consider the potential impact on</i></p> <ul style="list-style-type: none"> • <i>economic competitiveness (enterprise activity, social enterprises, average earnings, improve productivity)</i> • <i>Assisting those Not in Education, Employment or Training</i> • <i>attracting and retaining workers (new employment and training opportunities, increase the value of employment,)</i> • <i>promoting local procurement opportunities or enhancing the capacity of local companies to compete</i> 			Ntrl		No direct impact identified, although businesses adjoining a gated lane benefit from the additional security measures provided by the gates.

	Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation
		+	-	Ntrl	Un-Crtn	
1.5	<p>People in Cardiff achieve their full potential; <i>Consider the potential impact on</i></p> <ul style="list-style-type: none"> • promoting and improving access to life-long learning in Cardiff • raising levels of skills and qualifications • giving children the best start • improving the understanding of sustainability • addressing child poverty (financial poverty, access poverty, participation poverty) • the United Nations Convention on the Rights of a Child and Principles for Older persons 	+				<p>Positive:</p> <ul style="list-style-type: none"> • gated lanes can provide safer areas for children to be safe and to play • gated lanes can help older persons feel safer in their own homes
6	<p>Cardiff is a Great Place to Live, Work and Play <i>Consider the potential impact on</i></p> <ul style="list-style-type: none"> • promoting the cultural diversity of Cardiff • encouraging participation and access for all to physical activity, leisure & culture • play opportunities for Children and Young People • protecting and enhancing the landscape and historic heritage of Cardiff • promoting the City's international links 			Ntrl		No direct impact identified
1.7	<p>Cardiff is a fair, just and inclusive society. <i>Consider the potential impact on</i></p> <ul style="list-style-type: none"> • the elimination of discrimination, harassment or victimisation for equality groups • has the community or stakeholders been engaged in developing the strategy/policy/activity? • how will citizen participation be encouraged (encouraging actions that consider different forms of consultation, through more in depth engagement to full participation in service development and delivery)? 	+				<p>Positive:</p> <ul style="list-style-type: none"> • The Alley Gating Policy helps deter crime and asb arising within lanes, including issues associated discrimination, harassment or victimisation for equality groups. • Council Services (including Planning, Transport & Environment, Legal Services and Housing & Communities) have been engaged in the development of the new policy • In accordance with the Gating Strategy, each lane considered for alley gating is subject to consultation with relevant Council Service Areas, South Wales Police and other emergency services, the Police Crime Commissioner, the Ramblers association, and any other relevant partner organisations. Gating is subject to

Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation
	+	-	Ntrl	Un-Crtn	
					majority support from adjacent residents and businesses, and so full consultation is completed via letter drops and door-to-door engagement where necessary. Legal public notices are also displayed at lane entrances and on the Council Website to ensure the wider community is also engaged before a decision to proceed with gating is reached.
Will this Policy/Strategy/Project have a differential impact on any of the following:					<i>Please give details/consequences of the differential impact (positive and negative), and what action(s) can you take to address any negative implications?</i>
<ul style="list-style-type: none"> Age (including children and young people aged 0-25 and older people over 65 in line with the United Nations Conventions) 	+	-			<p>Positive: the installation of gates to deter groups of “undesirables” gathering in lanes would have a beneficial effect for older residents, particularly those living adjacent. This point extends to all residents, particularly those in fear of ongoing crime. Gates would reduce fly-tipping and asb, thereby reducing the risk of discarded hazardous waste in the vicinity, which could prove a risk to children and persons with impaired sight. Lanes tend not to have designated pedestrian routes, therefore alternative routes generally include pedestrian walkways, which have better lighting, natural surveillance, surfaces, etc and therefore are safer routes. As gating will prevent the lane from being used as a general thoroughfare during restricted times, the measure will:</p> <ul style="list-style-type: none"> Prevent people of any age group (in particular those who may be considered more vulnerable) from being targeted as a victim of others who seek to do harm due to their age from within the Alley's concealed confines Prevent people from engaging in criminal activity or anti-social behaviour within or from within its concealed confines during night-time, to the benefit of those who live in properties immediately adjacent to it and to the wider community as a whole

Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation
	+	-	Ntrl	Un-Crtn	
					<p>Negative: non-drivers are more likely to regularly use alleyways to access local shops, bus stops, schools etc. Elderly people and young adults/children would likely be impacted. People with mobility problems may welcome shortcuts and walks that are away from busy traffic and may be hesitant or unable to use alternative routes. Children may utilise the path as access to local schools. Residents with access to the restricted area may find gate operation difficult.</p> <p>Actions to address Negative impact: Although alternative routes can increase distances to be travelled, they can also be the safer option as they generally benefit from increased lighting, surveillance and pedestrian/vehicle separation. Residents adjoining the lane would continue to gain access. Gates are fitted with slam-lock sprung latches and additional release plungers. Locks are positioned approx. 1m from ground level for accessibility. Key aid "handles" are also available on request for residents with dexterity issues.</p>
<ul style="list-style-type: none"> Disability 	+	-			<p>Positive: gating can help reduce environmental issues that can negatively impact disability (eg, Littering / fly-tipping can make scooter / wheelchair access more difficult or make surfaces hazardous for persons with physical / visual impairments.</p> <p>Negative: people with impaired mobility may rely on access to local facilities. Gates may impact on the ease with which access is currently enjoyed. Residents with access to the restricted area may find gate operation difficult.</p> <p>Actions to address Negative impact: Gates are fitted with slam-lock sprung latches and additional release plungers. Locks are positioned approx. 1m from ground level for accessibility. Key aid "handles" are also available on request for residents with dexterity issues. Although alternative routes can increase distances to be travelled, they can also be the safer option as they generally benefit from increased surface maintenance, street lighting, surveillance and pedestrian/vehicle separation</p>

Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation
	+	-	Ntrl	Un-Crtn	
• Gender Reassignment	+				Positive: gating can help deter those that seek to do harm to others due to their personal characteristics from within the concealed confines of a rear lane.
• Marriage & Civil Partnership	+				Positive: gating can help deter those that seek to do harm to others due to their personal characteristics from within the concealed confines of a rear lane.
• Pregnancy & Maternity	+	-			Positive: gating can help deter those that seek to do harm to others due to their personal characteristics from within the concealed confines of a rear lane. Gating can help deter fly-tipping of general and hazardous waste, reducing the risk of falls and/or injury
• Race	+				Positive: gating can help deter those that seek to do harm to others due to their personal characteristics from within the concealed confines of a rear lane.
• Religion/Belief	+				Positive: gating can help deter those that seek to do harm to others due to their personal characteristics from within the concealed confines of a rear lane.
• Sex	+				Positive: gating can help deter those that seek to do harm to others due to their personal characteristics from within the concealed confines of a rear lane.
• Sexual Orientation	+				Positive: gating can help deter those that seek to do harm to others due to their personal characteristics from within the concealed confines of a rear lane.
• Welsh Language			Ntrl		All consultation documents, legal notices and gate signs are provided in both English and welsh.

	Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation									
		+	-	Ntrl	Un-Crtn										
	<table border="1"> <thead> <tr> <th></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>Is a full Equality Impact Assessment required?</td> <td>yes</td> <td></td> </tr> <tr> <td>Is a full Child Rights Impact Assessment required?</td> <td></td> <td>no</td> </tr> </tbody> </table>		Yes	No	Is a full Equality Impact Assessment required?	yes		Is a full Child Rights Impact Assessment required?		no					A generic Equality impact Assessment has been completed for Alley gating, which is reviewed on a case-by-case basis, subject to any further issues identified during consultation on individual schemes.
	Yes	No													
Is a full Equality Impact Assessment required?	yes														
Is a full Child Rights Impact Assessment required?		no													
1.8	<p>The Council delivers positive outcomes for the city and its citizens through strong partnerships</p> <p><i>Consider the potential impact on</i></p> <ul style="list-style-type: none"> <i>strengthening partnerships with business & voluntary sectors</i> <i>the collaboration agenda and the potential for shared services, cross-boundary working and efficiency savings</i> 	+				Positive: gating involves partnership working with the police and other emergency services, organisations with a vested interest (such as the Ramblers Association and Sustrans), as well as local businesses that may be impacted by potential gating schemes.									

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SUMMARY OF APPRAISAL (highlight positive and negative effects of the policy / plan / project being assessed, demonstrating how it contributes to the economic, social and environmental sustainability of the city):

Alley gating can be an effective measure to reduce crime and anti-social behaviour and help residents and businesses feel safer in their local communities. Whilst they can have a negative impact on pedestrian and cycling routes, they are generally only considered on lanes that are not well-used routes and/or where reasonable alternative routes are available.

WHAT ACTIONS HAVE BEEN IDENTIFIED OR CHANGES BEEN MADE TO THE POLICY / PLAN / PROJECT AS A RESULT OF THIS APPRAISAL:

No changes have been identified

Part 2: Strategic Environmental Assessment (SEA)

		Yes	No
2.1	Does the plan or programme set the framework for future development consent?		no
2.2	Is the plan or programme likely to have significant, positive or negative, environmental effects?		no

Is a Full Strategic Environmental Assessment Screening Needed?		Yes	No
<ul style="list-style-type: none"> ▪ If Yes has been ticked to both questions 2.1 and 2.2 above then the answer is Yes ▪ If a full SEA screening is required then please contact the Sustainable Development Unit to arrange (details below) 			no

If you have any doubt about your answers to the above questions, then please consult the Sustainable Development Unit for advice on (029) 2087 3228 or email: sustainabledevelopment@cardiff.gov.uk

Part 3: Habitat Regulation Assessment (HRA)

		Yes	No	Unsure
3.1	Will the plan, project or programme results in an activity which is known to affect a European site, such as the Severn Estuary or the Cardiff Beech Woods?		no	
3.2	Will the plan, project or programme which steers development towards an area that includes a European site, such as the Severn Estuary or the Cardiff Beech Woods or may indirectly affect a European site?		no	
3.3	Is a full HRA needed?		no	

Details of the strategy will be sent to the County Ecologist on completion of the process to determine if a Habitat Regulation Assessment is needed. For further information, please phone (029) 2087 3215 or email: biodiversity@cardiff.gov.uk

Part 4: Welsh Language (Wales) Measure 2011

		Yes	No	Unsure
4.1	Have you considered how the policy could be formulated so that the policy decision would have positive effects, or increased positive effects on opportunities for persons to use the Welsh language?	yes		
4.2	Does the policy ensure that the Welsh language is treated no less favourably than the English language?	yes		

If you have any doubt about your answers to the above questions, then please consult the Bilingual Cardiff team for advice on (029) 2087 2527 or email: Bilingualcardiff@cardiff.gov.uk

Appendix 1 – Statutory Requirements

It is possible that the Statutory Screening Tool will identify the need to undertake specific statutory assessments:

- **Equality Impact Assessment:** *This assessment is required by the Equality Act 2010 and Welsh Government's Equality Regulations 2011.*
- **Wellbeing of Future Generations (Wales) Act:** *The Act requires sustainable development to be a central organising principle for the organisation. This means that there is a duty to consider sustainable development in strategic decision making processes.*
- **Welsh Government Statutory Guidance - Shared Purpose Shared Delivery:** *The Welsh Government requires local authorities to produce a single integrated plan to meet statutory requirements under a range of legislation. The City of Cardiff Council must therefore demonstrate its contribution towards Cardiff's own integrated plan: "What Matters".*
- **United Nations Convention on the Rights of the Child:** *The Children Act 2004 guidance for Wales requires local authorities and their partners to have regard to the United Nations Convention on the Rights of a Child.*
- **United Nations Principles for Older Persons:** *The principles require a consideration of independence, participation, care, self-fulfillment and dignity.*
- **Welsh Language (Wales) Measure 2011:** *The Measure sets out official status for the Welsh language, a Welsh language Commissioner, and the freedom to speak Welsh.*
- **Health Impact Assessment:** *(HIA) considers policies, programmes or projects for their potential effects on the health of a population.*
- **Habitats Regulations Assessment:** *The Conservation (Natural Habitats, &c.) (Amendment) Regulations 2007 provides a requirement to undertake Habitats Regulations Assessment (HRA) of land use plans.*
- **Strategic Environmental Assessment:** *A Strategic Environmental Assessment (SEA) is an European Directive for plans, programmes and policies with land use implications and significant environmental effects.*

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Appendix C

Equality Impact Assessment

Procedure
Alley Gating, Rear Lanes
New/Existing/Updating/Amending: Existing

Who is responsible for developing and implementing the Project	
Name:	Job Title:
Service Team: Neighbourhood Regeneration	Service Area: Communities, Housing and Customer Service (Housing and Neighbourhood Renewal)
Assessment Date:	

1. What are the objectives of project?

Gating Objectives:-

Gating is a method of crime reduction which involves the installation of lockable gates to the ends of lanes/alleyways (generally those which run behind and between properties). The aim is to reduce anti-social behaviour and crime and provide a safe and secure environment for the residents adjacent to the walkway. The purpose of gating is to prevent access to problem lanes/alleyways or highways by unauthorised persons (i.e. those who do not own, live or work in those properties which are immediately adjacent to them) thus reducing the opportunity for crime or anti-social behaviour to be committed in or from them.

Gating schemes are in the main rolled out in similar lanes across the City, using a standard gate materials and design. This assessment has been completed to consider generically the impact of standard gating schemes on protected characteristics. This document will also form the basis for consideration of any characteristic-related issues that may have not already been considered, due to lane observations or feedback from consultation. Should any characteristic-related issues arise, a lane-specific EqIA will be initiated to consider these issues (and any potential solutions or actions) prior to reaching a decision whether or not to proceed with gating.

General Considerations

Cardiff Council agreed a policy for alley gating in 2008. Requests for gates come from residents and/ or local councillors who are concerned about instances of crime and anti-social behaviour, believing the alley to be a contributory factor. The issues have impacted upon the resident's quality of life.

The gating proposal consists of installing gate(s) to the lane. Gate positions are dictated by legal requirements (the presence of businesses and dwelling sole access within the lane) and technical aspects (such as the height / position of adjacent boundary walls, garage access, buried services, road camber etc). Proposed gate positions will be consulted on with local residents.

The gates meet with the standard design for alley gates (appendix 1).

Where alleys afford vehicle access, in general gates will not be fitted so as to prevent vehicle access. [A minimum clear opening of 2.7m will be afforded \(3.2m where the lane provides access for heavy goods vehicles to business premises\).](#)

In line with the Building Regulations Part M the clearance between gate posts will be no less than 850mm where gating non-vehicle pedestrian footpaths.

Gates are fitted with slam-lock sprung latches and additional release plungers, thereby addressing dexterity issues as far as reasonably practicable.

Consideration has been made towards electronically operated gate mechanisms. However, this option has been dismissed due to the risk of entrapment should the gates suffer mechanical or electrical failure

Through routes:

The placement of gates will prevent anyone who isn't a resident / occupier / owner / employee in one of the properties immediately adjacent to the lane from using it as a through route. This has the potential to impact on any age group, who will have to use an alternative route between one lane entrance point and the other. This impact could be positive or negative. Gating also has the potential to impact on those with access due to the requirement to operate the gates each time access is required.

Non through routes:

It is generally considered that anyone who isn't a resident / occupier / owner / employee in one of the properties immediately adjacent to the lane would not otherwise have reason to access the lane. Therefore the impact would be restricted to those with access due to the requirement to operate the gates each time access is required.

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

Cardiff Council Alley Gating Procedure (outline)

Cardiff Council's Alley Gating procedure defines the process by which alley gating as a method of crime and anti-social behaviour reduction is implemented within Cardiff Council Local Authority Boundaries.

The document explains the procedure and stages by which decisions to install alley gates is conducted. Such stages include: a request, investigation to establish suitability of the lane/alleyway for gating, assessment of problems associated, resident consultation / engagement, legislative requirements, consideration of objections to the gating order and to what happens after gating has been completed. ***(Please see Cardiff Council Alley gating procedure)***

Consultations will be carried out with the police, Police crime commissioner, Highways, Waste Management, Transport, Ramblers and other stakeholders as deemed appropriate for the specific scheme. Consultation will also be carried out with owners and occupiers of properties adjoining the lane proposed for gating. Residents are asked to state if they have any concerns about operating the gates. Any equality-related concerns raised by any consultees will trigger the initiation of an EqIA specific to the lane, to consider these concerns in addition to those already considered in this document.

3 Assess Impact on the Protected Characteristics

3.1 Age

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

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

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

The details/consequences of any potential differential impact is provided below, with supporting evidence and, if any, likely consequences.

Area / Location Specific Objectives:-

Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....

The lane(s) is located in an established residential area where there are a mix of property styles, sizes and ages. These properties are in a mix of Council and private ownership, which are either owner occupied or tenanted. The lane provides a useful route for access to local facilities such as a local library and nearby schools.

The demographic profile of residents who make up the community in the vicinity of the lane is believed to be generally mixed across all characteristics, including age.

Negative: non-drivers are less likely to use a car, therefore more likely to regularly use alleyways to access local shops, bus stops, schools etc.. Elderly people and young adults/children would likely be impacted. People with mobility problems may welcome shortcuts and walks that are away from busy traffic and may be hesitant or unable to use alternative routes. Children may utilise the path as access to local schools. Residents with access to the restricted area may find gate operation difficult.

Positive: There is a generally agreed perception that older people are more fearful of crime so the installation of gates to deter groups of “undesirables” gathering in lanes would have a beneficial effect for older residents, particularly those living adjacent. This point extends to all residents, particularly those in fear of ongoing crime. Gates would reduce fly-tipping and asb, thereby reducing the risk of discarded hazardous waste in the vicinity, which could prove a risk to children and persons with impaired sight. Lanes tend not to have designated pedestrian routes, therefore alternative routes generally include pedestrian walkways, which have better lighting, natural surveillance, surfaces, etc and therefore are safer routes. As gating will prevent the lane from being used as a general thoroughfare during restricted times, the measure will:

- Prevent people of any age group (in particular those who may be

considered more vulnerable) to being targeted as a victim of others who seek to do harm due to their age from within the Alley's concealed confines

- Prevent people from engaging in criminal activity or anti-social behaviour within or from within its concealed confines during night-time, to the benefit of those who live in properties immediately adjacent to it and to the wider community as a whole

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

The choices available are to either proceed with gating or not proceed with gating. It has been demonstrated that although alternative routes can increase distances to be travelled, they can also be the safer option. It is our opinion that the positive impact of installing gates is significant enough to justify proceeding with gating. No further actions to address the negative impact have been identified at this time.

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3.2 Disability

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

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

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

The details/consequences of any potential differential impact, is provide provided below with supporting evidence and if any likely consequences.

Area / Location Specific Objectives:-

Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....

The lane(s) is located in an established residential area where there are a mix of property styles, sizes and ages. These properties are in a mix of Council and private ownership, which are either owner occupied or tenanted. The lane provides a useful route for access to local facilities such as a local library and nearby schools.

The demographic profile of residents who make up the community in the vicinity of the lane is believed to be generally mixed across all characteristics, including age.

This has the potential to impact on any disability group, who will have to use an alternative route between one lane entrance point and the other. This impact could be positive or negative.

Negative: people with impaired mobility may rely on access to local facilities. Gates may impact on the ease with which access is currently enjoyed. Residents with access to the restricted area may find gate operation difficult.

Positive: the introduction of gates can help reduce issues such as crime and asb. Littering can be one issue associated with ASB (discarded bottles / cans etc) which in turn can make scooter / wheelchair access more difficult or make surfaces hazardous for persons with physical / visual impairments. As gating will prevent the lane from being used as a general thoroughfare during restricted times, the measure will:

- Prevent people (in particular any who may be considered more vulnerable) to being targeted as a victim of others who seek to do harm due to their impairment
- Prevent people from engaging in criminal activity or anti-social

behaviour (including substance misuse) within or from within its concealed confines, to the benefit of those who live in properties immediately adjacent to it and to the wider community as a whole

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

The choices available are to either proceed with gating or not proceed with gating. It has been demonstrated that although alternative routes can increase distances to be travelled, they can also be the safer option. It is our opinion that the positive impact of installing gates is significant enough to justify proceeding with gating.

However, further measures have been introduced:

- Gates are fitted with slam-lock sprung latches and additional release plungers. Locks are positioned approx. 1m from ground level for accessibility. Key aid “handles” are also available on request for residents with dexterity issues. These measures aid operation and address dexterity issues as far as reasonably practicable.

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3.3 Gender Reassignment

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

	Yes	No	N/A
Transgender People	√		

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

The details/consequences of any potential differential impact, is provide provided below with supporting evidence and if any likely consequences.

Area / Location Specific Objectives:-

Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....

The lane(s) is located in an established residential area where there are a mix of property styles, sizes and ages. These properties are in a mix of Council and private ownership, which are either owner occupied or tenanted. The lane provides a useful route for access to local facilities such as a local library and nearby schools.

The demographic profile of residents who make up the community in the vicinity of the lane is believed to be generally mixed across all characteristics, including Transgender.

The placement of gates will prevent anyone who isn't a resident in one of the properties immediately adjacent to the lane from using it as a through route. This has the potential to impact on any group, who will have to use an alternative route between one lane entrance point and the other. This impact could be positive or negative.

Negative: Transgender people may rely on access to local facilities. Gates may impact on the ease with which access is currently enjoyed. Residents with access to the restricted area may find gate operation difficult.

Positive: the introduction of gates can help reduce issues such as crime and asb. As gating will prevent the lane from being used as a general thoroughfare, the measure will:

- Prevent people (in particular any who may be considered more vulnerable) to being targeted as a victim of others who seek to do harm due to their characteristic from within the Alley's concealed confines.
- Prevent people from engaging in criminal activity or anti-social behaviour (including substance misuse) within or from within its concealed confines, to the benefit of those who live in properties immediately adjacent to it and to the wider community as a whole

No further positive or negative impact specifically related to this group has been

identified

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

Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....

The choices available are to either proceed with gating or not proceed with gating. It has been demonstrated that although alternative routes can increase distances to be travelled, they can also be the safer option. It is our opinion that the positive impact of installing gates is significant enough to justify proceeding with gating.
No further actions to address the negative impact have been identified at this time.

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3.4. Marriage and Civil Partnership

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** [on marriage and civil partnership?

	Yes	No	N/A
Marriage		√	
Civil Partnership	√		

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

The details/consequences of any potential differential impact, is provide provided below with supporting evidence and if any likely consequences.

Area / Location Specific Objectives:-

Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....

The lane(s) is located in an established residential area where there are a mix of property styles, sizes and ages. These properties are in a mix of Council and private ownership, which are either owner occupied or tenanted. The lane provides a useful route for access to local facilities such as a local library and nearby schools.

The demographic profile of residents who make up the community in the vicinity of the lane is believed to be generally mixed across all characteristics, including those married or in civil partnership.

The placement of gates will prevent anyone who isn't a resident in one of the properties immediately adjacent to the lane from using it as a through route . This has the potential to impact on any group, who will have to use an alternative route between one lane entrance point and the other. This impact could be positive or negative.

Negative: This group may rely on access to local facilities. Gates may impact on the ease with which access is currently enjoyed. Residents with access to the restricted area may find gate operation difficult.

Positive: the introduction of gates can help reduce issues such as crime and asb. As gating will prevent the lane from being used as a general thoroughfare during restricted times, the measure will:

- Prevent people (in particular any who may be considered more vulnerable) to being targeted as a victim of others who seek to do harm due to their characteristic from within the Alley's concealed confines.
- Prevent people from engaging in criminal activity or anti-social behaviour (including substance misuse) within or from within its concealed confines, to the benefit of those who live in properties immediately adjacent to it and to the wider community as a whole

No further positive or negative impact specifically related to this group has been

identified
What action(s) can you take to address the differential impact?
<i>Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....</i>
The choices available are to either proceed with gating or not proceed with gating. It has been demonstrated that although alternative routes can increase distances to be travelled, they can also be the safer option. It is our opinion that the positive impact of installing gates is significant enough to justify proceeding with gating. No further actions to address the negative impact have been identified at this time.

3.5 Pregnancy and Maternity

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

	Yes	No	N/A
Pregnancy	√		
Maternity	√		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
<i>The details/consequences of any potential differential impact, is provide provided below with supporting evidence and if any likely consequences.</i>
Area / Location Specific Objectives:- <i>Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....</i>
The lane(s) is located in an established residential area where there are a mix of property styles, sizes and ages. These properties are in a mix of Council and private ownership, which are either owner occupied or tenanted. The lane provides a useful route for access to local facilities such as a local library and nearby schools.
The demographic profile of residents who make up the community in the vicinity of the lane is believed to be generally mixed across all characteristics, and could include individuals who are pregnant and/or within the period of maternity.
The placement of gates will prevent anyone who isn't a resident in one of the properties immediately adjacent to the lane from using it as a through route. This has the potential to impact on any group, who will have to use an alternative route between one lane entrance point and the other. This impact could be positive or negative.
Negative: This group may rely on access to local facilities. Gates may impact on the ease with which access is currently enjoyed. Residents with access to the restricted

area may find gate operation difficult.

Positive: the introduction of gates can help reduce issues such as crime and asb. Littering can be one issue associated with ASB (discarded bottles / cans etc) which in turn can make surfaces hazardous for individuals who are pregnant and/or within the period of maternity. As gating will prevent the lane from being used as a general thoroughfare during restricted times, the measure will:

- Prevent people (in particular any who may be considered more vulnerable) to being targeted as a victim of others who seek to do harm due to their characteristic from within the Alley's concealed confines.
- Prevent people from engaging in criminal activity or anti-social behaviour (including substance misuse) within or from within its concealed confines, to the benefit of those who live in properties immediately adjacent to it and to the wider community as a whole

No further positive or negative impact specifically related to this group has been identified

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

Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....

The choices available are to either proceed with gating or not proceed with gating. It has been demonstrated that although alternative routes can increase distances to be travelled, they can also be the safer option. It is our opinion that the positive impact of installing gates is significant enough to justify proceeding with gating.

However, further measures have been introduced:

- Gates are fitted with slam-lock sprung latches and additional release plungers. Locks are positioned approx. 1m from ground level for accessibility.
- Key aid "handles" are also available on request for residents with dexterity issues. These measures aid operation and address dexterity issues as far as reasonably practicable.

3.6 Race

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

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

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

The details/consequences of any potential differential impact, is provide provided below with supporting evidence and if any likely consequences.

Area / Location Specific Objectives:-

Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....

The lane(s) is located in an established residential area where there are a mix of property styles, sizes and ages. These properties are in a mix of Council and private ownership, which are either owner occupied or tenanted. The lane provides a useful route for access to local facilities such as a local library and nearby schools.

The demographic profile of residents who make up the community in the vicinity of the lane is believed to be generally mixed across all characteristics, including Race.

The placement of gates will prevent anyone who isn't a resident in one of the properties immediately adjacent to the lane from using it as a through route. This has the potential to impact on any group, who will have to use an alternative route between one lane entrance point and the other. This impact could be positive or negative.

Negative: Local people may rely on access to local facilities. Gates may impact on the ease with which access is currently enjoyed. Residents with access to the restricted area may find gate operation difficult.

Positive: the introduction of gates can help reduce issues such as crime and asb. As gating will prevent the lane from being used as a general thoroughfare during restricted times, the measure will:

- Prevent people (in particular any who may be considered more vulnerable) to being targeted as a victim of others who seek to do harm due to their characteristic from within the Alley's concealed confines.
- Prevent people from engaging in criminal activity or anti-social behaviour (including substance misuse) within or from within its concealed confines, to the benefit of those who live in properties immediately adjacent to it and to the wider community as a whole

No further positive or negative impact specifically related to this group has been identified

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

Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....

The choices available are to either proceed with gating or not proceed with gating. It has been demonstrated that although alternative routes can increase distances to be travelled, they can also be the safer option. It is our opinion that the positive impact of installing gates is significant enough to justify proceeding with gating.

No further actions to address the negative impact have been identified at this time.

3.7 Religion, Belief or Non-Belief

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on people with different religions, beliefs or non-beliefs?

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

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

The details/consequences of any potential differential impact, is provide provided below with supporting evidence and if any likely consequences.

Area / Location Specific Objectives:-

Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....

The lane(s) is located in an established residential area where there are a mix of property styles, sizes and ages. These properties are in a mix of Council and private ownership, which are either owner occupied or tenanted. The lane provides a useful route for access to local facilities such as a local library and nearby schools.

The demographic profile of residents who make up the community in the vicinity of the lane is believed to be generally mixed across all characteristics, including Religion, Belief or Non-Belief.

The placement of gates will prevent anyone who isn't a resident in one of the properties immediately adjacent to the lane from using it as a through route. This has the potential to impact on any group, who will have to use an alternative route between one lane entrance point and the other. This impact could be positive or negative.

Negative: Local people may rely on access to local facilities. Gates may impact on the ease with which access is currently enjoyed. Residents with access to the restricted area may find gate operation difficult.

Positive: the introduction of gates can help reduce issues such as crime and asb. As gating will prevent the lane from being used as a general thoroughfare during restricted times, the measure will:

- Prevent people (in particular any who may be considered more vulnerable) to being targeted as a victim of others who seek to do harm due to their characteristic from within the Alley's concealed confines.
- Prevent people from engaging in criminal activity or anti-social behaviour (including substance misuse) within or from within its concealed confines, to the benefit of those who live in properties immediately adjacent to it and to the wider community as a whole

No further positive or negative impact specifically related to this group has been identified

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

Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....

The choices available are to either proceed with gating or not proceed with gating. It has been demonstrated that although alternative routes can increase distances to be travelled, they can also be the safer option. It is our opinion that the positive impact of installing gates is significant enough to justify proceeding with gating. No further actions to address the negative impact have been identified at this time.

3.8 Sex

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

	Yes	No	N/A
Men	√		
Women	√		

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

The details/consequences of any potential differential impact, is provide provided below with supporting evidence and if any likely consequences.

Area / Location Specific Objectives:-

Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....

The lane(s) is located in an established residential area where there are a mix of property styles, sizes and ages. These properties are in a mix of Council and private ownership, which are either owner occupied or tenanted. The lane provides a useful route for access to local facilities such as a local library and nearby schools.

The demographic profile of residents who make up the community in the vicinity of the lane is believed to be generally mixed across all characteristics, including Sex.

The placement of gates will prevent anyone who isn't a resident in one of the properties immediately adjacent to the lane from using it as a through route. This has the potential to impact on any group, who will have to use an alternative route between one lane entrance point and the other. This impact could be positive or negative.

Negative: Local people may rely on access to local facilities. Gates may impact on the ease with which access is currently enjoyed. Residents with access to the restricted area may find gate operation difficult.

Positive: the introduction of gates can help reduce issues such as crime and asb. As gating will prevent the lane from being used as a general thoroughfare during restricted times, the measure will:

- Prevent people (in particular any who may be considered more vulnerable) to being targeted as a victim of others who seek to do harm due to their characteristic from within the Alley's concealed confines.
- Prevent people from engaging in criminal activity or anti-social behaviour (including substance misuse) within or from within its concealed confines, to the benefit of those who live in properties immediately adjacent to it and to the wider community as a whole

No further positive or negative impact specifically related to this group has been

identified

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

Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....

The choices available are to either proceed with gating or not proceed with gating. It has been demonstrated that although alternative routes can increase distances to be travelled, they can also be the safer option. It is our opinion that the positive impact of installing gates is significant enough to justify proceeding with gating. No further actions to address the negative impact have been identified at this time.

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3.9 Sexual Orientation

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

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

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

The details/consequences of any potential differential impact, is provide provided below with supporting evidence and if any likely consequences.

Area / Location Specific Objectives:-

Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....

The lane(s) is located in an established residential area where there are a mix of property styles, sizes and ages. These properties are in a mix of Council and private ownership, which are either owner occupied or tenanted. The lane provides a useful route for access to local facilities such as a local library and nearby schools.

The demographic profile of residents who make up the community in the vicinity of the lane is believed to be generally mixed across all characteristics, including Sexual Orientation.

The placement of gates will prevent anyone who isn't a resident in one of the properties immediately adjacent to the lane from using it as a through route. This has the potential to impact on any group, who will have to use an alternative route between one lane entrance point and the other. This impact could be positive or negative.

Negative: Local people may rely on access to local facilities. Gates may impact on the ease with which access is currently enjoyed. Residents with access to the restricted area may find gate operation difficult.

Positive: the introduction of gates can help reduce issues such as crime and asb. As gating will prevent the lane from being used as a general thoroughfare during restricted times, the measure will:

- Prevent people (in particular any who may be considered more vulnerable) to being targeted as a victim of others who seek to do harm due to their characteristic from within the Alley's concealed confines.
- Prevent people from engaging in criminal activity or anti-social behaviour (including substance misuse) within or from within its concealed confines, to the benefit of those who live in properties immediately adjacent to

it and to the wider community as a whole

No further positive or negative impact specifically related to this group has been identified

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

Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....

The choices available are to either proceed with gating or not proceed with gating. It has been demonstrated that although alternative routes can increase distances to be travelled, they can also be the safer option. It is our opinion that the positive impact of installing gates is significant enough to justify proceeding with gating.

No further actions to address the negative impact have been identified at this time.

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3.10 Welsh Language

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** on Welsh Language?

	Yes	No	N/A
Welsh Language	√		

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

The details/consequences of any potential differential impact, is provide provided below with supporting evidence and if any likely consequences.

Area / Location Specific Objectives:-

Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....

The lane(s) is located in an established residential area where there are a mix of property styles, sizes and ages. These properties are in a mix of Council and private ownership, which are either owner occupied or tenanted. The lane provides a useful route for access to local facilities such as a local library and nearby schools.

The demographic profile of residents who make up the community in the vicinity of the lane is believed to be generally mixed across all characteristics, including Welsh Language

The placement of gates will prevent anyone who isn't a resident in one of the properties immediately adjacent to the lane from using it as a through route. This has the potential to impact on any group, who will have to use an alternative route between one lane entrance point and the other. This impact could be positive or negative.

In order to proceed with gating, extensive local consultation is held at various stages of the process.

Negative: Local people may rely on access to local facilities. Gates may impact on the ease with which access is currently enjoyed. Residents with access to the restricted area may find gate operation difficult.

Positive: the introduction of gates can help reduce issues such as crime and asb. As gating will prevent the lane from being used as a general thoroughfare during restricted times, the measure will:

- Prevent people (in particular any who may be considered more vulnerable) to being targeted as a victim of others who seek to do harm due to their characteristic from within the Alley's concealed confines.
- Prevent people from engaging in criminal activity or anti-social behaviour (including substance misuse) within or from within its concealed

confines, to the benefit of those who live in properties immediately adjacent to it and to the wider community as a whole

No further positive or negative impact specifically related to this group has been identified

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

Provide in Depth and Specific Information e.g. Location. Service Users Data Against Demographic Statistics, Request based on, Crime Statistics illustrated, Etc.....

The choices available are to either proceed with gating or not proceed with gating. It has been demonstrated that although alternative routes can increase distances to be travelled, they can also be the safer option. It is our opinion that the positive impact of installing gates is significant enough to justify proceeding with gating.

All consultation documents, legal notices and gate signs are provided in both English and Welsh.

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4. Consultation and Engagement

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

Provide information regarding the engagement that you have conducted e.g. dates of site visits, dates of letters (anonymised), Councillors, Diverse Cymru Involvement Occupational Health involvement etc....

In line with the Gating Procedure, consultation has taken place with:

- Ward Councillors: *[any further impact identified?]*
- Residents who live in all properties immediately adjacent to the lanes were invited to comment: *[any further impact identified?]*
- The wider community: *[any further impact identified?]*
- Police / Police Crime Commissioner: *[any further impact identified?]*
- Various agreed stakeholders (including other relevant Council departments, local police, other emergency services and the Ramblers Association): *[any further impact identified?]*

Note: initiate lane-specific EqIA if any further impacts are identified

5. Summary of Actions

Groups	Actions
Age	
Disability	
Gender Reassignment	
Marriage & Civil Partnership	
Pregnancy & Maternity	
Race	
Religion/Belief	
Sex	
Sexual Orientation	
Welsh Language	
Generic Over-Arching [applicable to all the above groups]	No further actions identified at this time. However, this may be reviewed should further consequences be identified by any interested parties

6. Further Action

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

(List And Explain Further Actions E.G. Additional Fencing, Alterations To Lighting, CCTV)

No further action at this time.

7. Authorisation

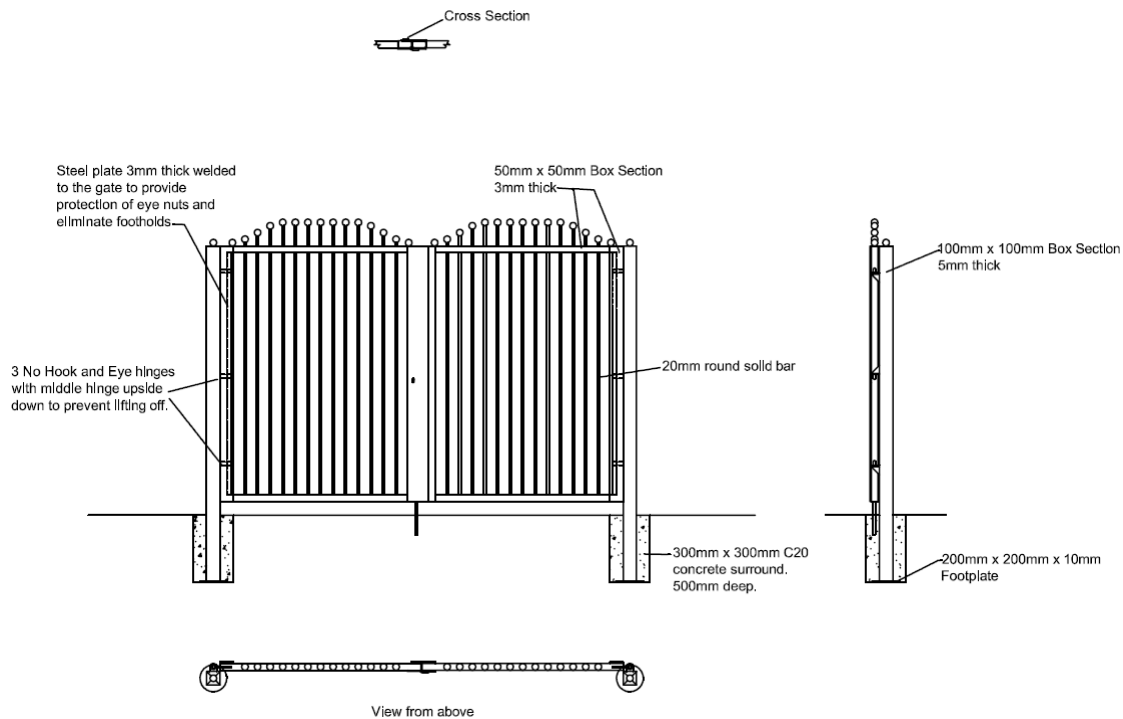
The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Process Start Date:	Date:
1 st Review:	Date:
2 nd Review:	Date:
Approval:	Date:
Completed By:	Date:
Designation:	
Approved By:	
Designation:	
Service Area:	

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

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

Specification – Alley gates



Gates:

to in general be no higher than 2m, max 2.2m to head of decorative rail-head balls.
 Powder coated finish.
 Overlap sections to include anti-jemmy plates with rubber strips to lesson noise.
 Lightweight drop bolt located in central post, concealed when gates closed.
 Hook and eye hinges to be located on internal face to prevent climbing.
 Sprung plunger incorporated in overlap to aid gate release when unlocked, to make opening of gates easier.

Locks:

Euro cylinder located approx. 1m above ground so accessible for most users
 Signet euro cylinder, suited lock, (preventing the copying of keys by unauthorised persons).
 Sprung loaded chamfered latch to ensure gates can be secured without the use of a key, to aid daily operation.

Other:

Responsive team available to carried out repairs as necessary

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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES
SCRUTINY COMMITTEE**

4 March 2020

Cabinet Response to a Report of the Community & Adult Services Scrutiny Committee – Temporary and Supported Accommodation: The Single Person’s Gateway.

Purpose of report

1. To update Members on the Cabinet response to the recommendations made in the Community & Adult Services Scrutiny Committee report entitled, *Temporary and Supported Accommodation - The Single Person’s Gateway*, published in September 2019.

Background

2. At a meeting of the Community & Adult Services Scrutiny Committee (CASSC) on the 5th December 2018¹, Members received the “Homelessness and Housing Review Strategy 2018-22”. At this meeting, Members agreed that they wished to hold an additional meeting, dedicated to looking at temporary and supported accommodation via the Single Persons Gateway.
3. The aim of the meeting would be to obtain views from a range of sources, to explore views around the following issues:
 - An update on winter arrangements for 2018/19.
 - Are services fit for purpose?
 - How the hostels work together – is it effective?

¹ <http://cardiff.moderngov.co.uk/documents/g3438/Printed%20minutes%2005th-Dec-2018%2016.30%20Community%20Adult%20Services%20Scrutiny%20Committee.pdf?T=1&LLL=0>

- Supported accommodation – how effective is it? What kinds of support is on offer?
 - Do people coming through the gateway get the support they need?
 - The complexities of the service and the people that use it.
4. A CASSC meeting was held on the 21st January 2019 and heard from a range of witnesses, with focus on the bullet points detailed in paragraph 3 of this report. At this meeting, Members heard from a range of witnesses, including:
- Cabinet and Senior Officers in Cardiff Council
 - The Huggard Centre
 - The Wallich
 - Salvation Army
 - Ty Tresillian and the Outreach Team
 - Tamsin Stirling, Independent Housing Consultant
5. Prior to the meeting, Members also received a copy of Shelter Cymru's Report entitled "*Trapped on the Streets Understanding Rough Sleeping in Wales*"; as well as a written submission from United Welsh Housing.
6. The evidence gained at the meeting was used to identify key findings and to develop recommendations based on the evidence heard.
7. The subsequent report following the meeting was taken to the Cabinet meeting held on 26 September 2019.

Cabinet Response to Recommendations

8. The Cabinet agreed their response to the Committee's report at its meeting on 19 December 2019. Attached at **Appendix A** is the report to Cabinet, which includes the Committee's report at **Appendix 1** and a full copy of the Cabinet Response at **Appendix 2**. The Report outlines the recommendations made and the Cabinet response to each recommendation.

9. Overall, the Committee made 9 recommendations to the Cabinet. The Cabinet response (*Appendix 2*) shows that:
- 7 of the recommendations are agreed – *R1, R2, R3, R4, R5, R6, R9.*
 - 2 of the recommendations have been agreed in principle:
 - R7**-Work with the Welsh Government to explore ways of changing the laws so that organisations can work more effectively with individuals with substance use problems. With a particular focus on changing provisions so that this group will better engage with services.
 - R8** - Seek long-term funding for those organisations that are only receiving short-term funding so that the services, that are vital in addressing rough sleeping, are sustainable

Way Forward

10. Councillor Lynda Thorne (Cabinet Member – Housing & Communities) and officers from the People & Communities Directorate have been invited to present the response to the inquiry.

Legal Implications

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

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

Recommendation

The Committee is recommended to receive the Cabinet response and agree the way forward for receiving progress reports on the work required to implement the agreed recommendations.

DAVINA FIORE

Director of Governance & Legal Services
27 February 2020

THE SINGLE PERSON GATEWAY – TEMPORARY AND SUPPORTED ACCOMMODATION FOR SINGLE PEOPLE AND ACCOMMODATION & SUPPORT RECOMMISSIONING

HOUSING & COMMUNITIES (COUNCILLOR LYNDA THORNE) & CABINET MEMBER FOR SOCIAL CARE, HEALTH & WELL-BEING (COUNCILLOR SUSAN ELSMORE)

AGENDA ITEM: 10

Reason for this Report

1. To respond to the report by Community & Adult Services Scrutiny Committee entitled “Temporary and Supported Accommodation – The Single Persons Gateway”
2. To update Cabinet on the work to address single person homelessness in the city and proposed way forward for the redesign of services.
3. To update Cabinet on the recommissioning of accommodation and support services and to set out proposals for a regional commissioning of services for male victims of abuse.

Background

4. The Single Persons Gateway is the access point to a range of accommodation and support for single homeless people and couples. This is one of 4 such gateways operated in Cardiff the others being Family, Young People and Gender Specific, the latter being for women affected by violence and abuse.
5. The Single Persons Gateway accommodation consists of a range of hostel and supported accommodation, managed by the council and partner organisations. On average 1400 individuals are housed in the Single Persons Gateway each year. There are 7 hostels with 261 units of accommodation and 363 units of second stage supported accommodation mostly in houses within the community. In addition there are more than 100 emergency bed spaces / short term accommodation.
6. There are a number of challenges facing the Single Person Gateway:

- There is growing demand as homelessness increases. Requests for assistance from homelessness services have increased by 84% since 2015/16. At the same time rough sleeping in the city has increased from 31 individuals in 2015/16 to 87 September in 2019. 91 individuals were assisted into accommodation between April and September 2019, however numbers of rough sleepers remain very high.
 - The single homeless client group is changing, those sleeping rough are much more likely to use illegal substances. In September 64 of the 87 rough sleepers had a lead support need of drug use while only 5 had a lead need of alcohol
 - Poly-drug use is more common and there are a higher number of clients with both mental health and substance misuse issues. Traditional health and support services struggle to cope with this mix of issues, tending to focus on a single issue.
7. As a result there are an increased number of complex individuals with chaotic behaviour which current accommodation and support services are struggling to assist. This has resulted in a high number of evictions from hostels and supported accommodation, with people revolving between homelessness, hostel and prison.
8. On average there are only 39 positive exits per month from the Gateway accommodation (moves into social or private housing or return to friends and family). While there are on average 91 negative exits per month (abandoned, evictions, prison and hospital). Repeat evictions, abandonments and placement breakdowns are common – 83 clients have been housed more than 20 times since 2015
9. There are significant issues with move on from hostel, although considerable priority is given on the social housing waiting list there are not sufficient lets to address this issue. Private sector accommodation is increasingly inaccessible due to high rents and the need for guarantors and bonds. Long times spend in unsuitable accommodation can lead clients to abandon properties and return to the street.

Issues

Community and Adult Services Scrutiny Committee (CASSC) Review

10. On 21st January 2018 CASSC held a meeting to review the temporary and supported accommodation provided via the Single Persons Gateway. The Committee heard from a wide range of witnesses including representatives from organisations that provide services as part of the Gateway: the Huggard Centre, the Wallich, and the Salvation Army, and representatives from the Council's own Supported Accommodation and Outreach team. An Independent Housing Consultant also gave evidence to the Committee and a number of publications were considered. The Committee's report can found at Appendix 1.

11. The Committee's findings very much reflect the issues set out above, including the difficulties involved in assisting those affected by substance misuse, which is made more difficult by the current legislation, and the increasing complexity of the needs of clients which require a different approach in terms of accommodation and support and a greater involvement from health partners in addressing the client's underlying issues.
12. The Committee's report made 9 recommendations all of which have been accepted in full or in principle. The response to each recommendation is set out at appendix 2.

Action taken to date

Increased Outreach Services

13. The Council's Homeless Outreach Team work on the streets 7 days a week and late into the evening. The team carry out homeless assessments and use informal methods to engage with clients, holding coffee mornings and arranging events and activities such as gardening clubs where engagement can take place. The size of the team has been increased and funding bids have recently been made to increase this further so that a full case management approach can be taken to those living on the streets.

Multi Disciplinary Team

14. The partnership working with health and police colleagues has improved significantly recently, with regular strategic meetings and the development of a multi-disciplinary outreach team (MDT) to address the underlying causes of homelessness. The MDT is based in the Housing Options Centre but engages with clients on the street, at the homeless day centre or specially arranged coffee mornings and events.
15. The MDT is made up of the following partners:
 - Mental Health Worker
 - Advocate
 - Additional Primary Care Nurse
 - Substance Misuse Outreach Worker
 - City Centre Social work team
 - Mental Health social worker
 - Rapid Prescribing Service
 - Therapeutic Outreach Workers and access to ring-fenced psychological services
 - Counselling
 - Peer Mentor Co-ordinator
 - A probation officer will join the team shortly
16. To date, the Multi-disciplinary Team has opened 270 cases to specialist workers. Of the 58 cases that have been closed, 33 clients (57%) have successfully secured accommodation or maintained their existing accommodation.

Housing First

17. Housing First takes those sleeping rough directly into permanent, self-contained accommodation with intensive support. Experience elsewhere has shown that Housing First is much more successful at helping clients to retain accommodation than traditional hostels or supported accommodation.
18. There are 3 Housing First pilots in operation in Cardiff using Welsh Government funding:
 - Salvation Army Scheme - 12 clients have sustained tenancies (2 failed)
 - Council private sector scheme – 8 clients sustained tenancies
 - New Council prisoner scheme – 1 client has moved in recentlyWhile an excellent option for some, Housing First in the community does not meet everyone's needs.

Additional Supported and Accommodation

19. Since 2017 the following additional accommodation has been created for single homeless people:
 - 41 additional emergency accommodation spaces (individual or shared spaces - not floor space).
 - 40 self-contained supported accommodation units specifically for rough sleepers /those at risk of rough sleeping. Plans are in place to increase this to 60.

Work to prevent evictions

20. Work is ongoing with partners to reduce evictions, a process has been put in place to notify the Gateway if evictions are imminent. An Advocate service is in place to intervene where there is a threat of eviction. Despite this negative exits from the gateway remain high.

The Need for a more fundamental Review of Services

21. It has become increasingly clear that there is a need for whole system multiagency review of services for single homeless and vulnerable people
 - In 2018 Cardiff commissioned research by Homeless Link, a well-known homelessness organisation. Their report has recently been completed and a large number of recommendations have been made to change services.
 - During summer 2019 the Cabinet Member for Housing and Communities led a multi-agency delegation to Helsinki, and Glasgow to review good practice
 - More recently the Welsh Government Homeless Action Group has reported on changes needed to support for homeless people.

Taking the recommendations / learning forward

22. To take forward the findings from the above a Strategic Review of services for Single Homeless and Vulnerable people has been established with key partners from health, third sector, probation and the police.
23. The work-streams covered by the review are:
- Accommodation and Support
 - Assessing and meeting complex needs
 - Prevention and rapid rehousing
 - Street based lifestyles, including harm reduction and addressing community impact
- The aim of the review will be to deliver a vision for future services in Cardiff and to inform future recommissioning.

Recommissioning of Services

24. In January 2018 Cabinet considered the phased recommissioning of accommodation and support services. The report set out detailed proposals for the recommissioning of young person's accommodation and support and this has now been completed with a full service now in place for both homeless and looked after young people. The report indicated that further cabinet reports would be brought forward for the recommissioning of services for male victims of abuse and for supported housing, specialist floating support and hostels.

Single Persons Gateway Supported Accommodation and Hostels

25. Given the need to carry out the review as outlined above it is not proposed to take forward full recommissioning of the Single Person Gateway accommodation and support services at this time, instead it is proposed to work in partnership with existing providers to reconfigure services to better meet needs of current clients. A strategic review of services will then be undertaken.
26. There is clearly a need for more accommodation for those with complex needs and more challenging behaviours. For some this may mean Housing First in the community and for others this will mean a higher standard of supported accommodation, with greater support on site to help tenants maintain their accommodation.
27. It is equally clear that there is a need to assess those with low needs quickly and to provide separate services focused on rapid rehousing, with only a short stay in an appropriate hostel or supported housing, where necessary.
28. It is proposed that most services shall have their contracts extended for a further year, with some reconfiguration as above. However where a review of performance shows that services are not meeting current need and reconfiguration is not possible, it is proposed that the contract for

these services cease or are phased out releasing funding to be used to pilot alternative approaches. It is proposed that the Assistant Director of Housing and Communities should take this work forward in consultation with the Cabinet Member for Housing and Communities.

29. A further cabinet report will be brought forward to set out the results of the Strategic Review, the vision for future services and the approach to be taken to recommissioning of services.

Male Victims of Abuse and Sexual Violence

30. A collaborative approach with other funders has been taken for services to male victims of abuse due to the smaller size of the client group and to offer economies of scale. Following lengthy consultation with other local authorities across South Wales and Gwent, it is proposed that a regional tendering exercise take place for Cardiff, the Vale of Glamorgan and Bridgend Councils to procure a specialist service for male victims of domestic abuse and sexual violence. It is proposed that Cardiff Council will take the lead in the commissioning process on behalf of the region, and facilitate the option for other authorities to purchase elements of the service at a later date within the term of the contract.
31. It is proposed that there will be one contract for Accommodation and Support services delivered either by a single provider, a lead provider with sub-contractors or a consortium, to include provision of advice; information and signposting; management of Police referrals; supported accommodation; floating support, including assistance throughout court proceedings and therapeutic support.
32. The proposed contract duration would be an initial fixed period of 3 years with the option to extend, provided that the contract term did not exceed 7 years in total; the total value of the contract is not expected to exceed £3m combined for all partners, over the full term. The contract will include the ability to amend the terms should funding decrease or following a change in legislation or demand.
33. Stakeholder consultation: Two consultation workshops took place in April 2018 and May 2019, one with statutory partners and stakeholders, one with other local authorities throughout South Wales and Gwent. From this a comprehensive needs assessment is nearing completion, which will inform the design of the new service. Feedback from service providers and prospective tenderers will help inform the detailed specification.
34. Service user consultation: A questionnaire asking male victims about their experiences of services, how the service could be improved and what they want from a service has been completed. Face to face interviews also took place. It is proposed that further focus groups will be held to garner additional feedback from those either previously in receipt of services, or who would be the beneficiaries of a future bespoke service.

35. A detailed specification will be developed using feedback from current service providers, statutory partners and survivors. Quality criteria will be a significant part of the assessment process. It is envisaged that quality will have a higher weighting than price in the assessment. It is anticipated that the procurement process for Accommodation and Support Services for male victims of domestic abuse and sexual violence will commence in January 2020, with the aim of having new contracts in place by August 2020.
36. It is proposed that the Director of People and Communities, in consultation with the Cabinet Member for Social Services, Health and Well-being, should take forward the regional recommissioning of services for male victims of abuse.

Reason for Recommendations

37. To respond to the report of Community and Adult Services Scrutiny Committee Temporary and Support Accommodation – The Single Person Gateway.
38. To agree interim arrangements for the Single Person Gateway Accommodation and Support Services ahead of the strategic review
39. To agree to the approach to regional commissioning of services for male victims of abuse.

Financial Implications

40. The report proposes a number of actions in response to a scrutiny report and Strategic Review of services for Single Homeless and Vulnerable people. Any actions will need to be taken and prioritised within existing Council budgets, in accordance with the terms, conditions and eligibility for any Welsh Government Housing Support Grant allocated to the Council and in accordance with the respective responsibilities of the General Fund and Housing Revenue Account. Where activities are undertaken with partners, the financial implications on the Council, including VAT will need to be understood as part of the development of such proposals.

Legal Implications

The First Recommendation

41. This raises no direct legal implications.

The Second Recommendation

42. Any variations and termination of contracts must be carried out in accordance with the Public Contracts Regulations 2015 (“the Regulations”) and the Councils Contract Procedure Rules. Accordingly,

Legal, procurement and HR advice should be sought on the proposals in respect of the individual contracts prior to implementation.

43. Further Legal implications will be set out in the Officer Decision Report.

The Third Recommendation

44. It is understood that the proposed services fall within the Schedule 3 list of Services to the Public Contracts Regulations 2015 ("PCR 2015"). Where the estimated contract value for Schedule 3 services is £615,278 or above, what is known as the Light Touch Regime ("LTR") applies. This means that when procuring these services the Council should comply with the mandatory requirements of the LTR set out in Regulations 74-77. Detailed Legal advice should be sought on the proposed procurement strategy, the proposed procurement route and collaboration arrangements.
45. It is noted from the body of the report that further consultation to develop the specification will be undertaken. Consultation gives rise to a legitimate expectation that the outcome of the consultation will be taken into account in determining the way forward

General Legal Advice

46. The decision regarding these recommendations must be made in the context of the Council's public sector equality duties. The Council also has to satisfy its public sector duties under the Equality Act 2010 (including specific Welsh public sector duties). Pursuant to these legal duties, Councils must in making decisions have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics. The Protected characteristics are: age, gender reassignment, sex, race – including ethnic or national origin, colour or nationality, disability, pregnancy and maternity, marriage and civil partnership, sexual orientation, religion or belief – including lack of belief.
47. The Well-Being of Future Generations (Wales) Act 2015 ("the Act") places a 'well-being duty' on public bodies aimed at achieving 7 national well-being goals for Wales – a Wales that is prosperous, resilient, healthier, more equal, has cohesive communities, a vibrant culture and thriving Welsh language, and is globally responsible.
48. In discharging its duties under the Act, the Council has set and published well being objectives designed to maximise its contribution to achieving the national well being goals. The well being objectives are set out in Cardiff's Corporate Plan 2019-22: <https://www.cardiff.gov.uk/ENG/Your-Council/Strategies-plans-and-policies/Corporate-Plan/Pages/Corporate-Plan.aspx>
49. The well being duty also requires the Council to act in accordance with 'sustainable development principle'. This principle requires the Council to act in a way which seeks to ensure that the needs of the present are

met without comprising the ability of future generations to meet their own needs. Put simply, this means that Council decision makers must take account of the impact of their decisions on people living their lives in Wales in the future. In doing so, the Council must:

- Look to the long term
 - Focus on prevention by understanding the root causes of problems
 - Deliver an integrates approach to achieving the 7 national well-being goals
 - Work in collaboration with others to find shared sustainable solutions
 - Involve people from all sections of the community in the decisions which affect them
50. The decision maker must be satisfied that the proposed decision accords with the principles above; and due regard must be given to the Statutory Guidance issued by the Welsh Ministers, which is accessible using the link below: <http://gov.wales/topics/people-and-communities/people/future-generations-act/statutory-guidance/?lang=en>
51. The Council has to be mindful of the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards when making any policy decisions and consider the impact upon the Welsh language, the report and Equality Impact Assessment deals with all these obligations. The Council has to consider the Well-being of Future Guidance (Wales) Act 2015 and how this strategy may improve the social, economic, environmental and cultural well-being of Wales.

RECOMMENDATIONS

Cabinet is recommend to:

1. Note the issues facing services assisting single homeless people and to agree the response to Community and Adult Services Scrutiny Committee regarding the Single Person Gateway set out at appendix 2.
2. Delegate authority to Assistant Director Housing and Communities, in consultation with the Cabinet Member for Housing and Communities to take forward the reconfiguration of single person gateway accommodation services as set out in the report, including the ending of some contracts.
3. To note that a decision will be sought from the Corporate Director - People and Communities in consultation with the Cabinet Member for Social Services, Health and Well-being to carry out a procurement exercise on behalf of Cardiff, the Vale of Glamorgan and Bridgend Councils to establish a specialist regional service for male victims of domestic abuse and sexual violence.

SENIOR RESPONSIBLE OFFICER	Sarah McGill Corporate Director People & Communities
	13 December 2019

The following appendices are attached:

Appendix 1 - Community & Adult Services Scrutiny Report – Temporary and Supported Accommodation – the Single Persons Gateway. 21 January 2019

Appendix 2 - Response to the CASSC report – Temporary and Supported Accommodation – the Single Persons Gateway.

The following background papers have been taken into account:

Homeless Link - Review of Services for Homeless People in Cardiff with Complex Needs

Welsh Government Homeless Action Group -Preventing rough sleeping in Wales and reducing it in the short-term

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**21ST JANUARY 2019****TEMPORARY AND SUPPORTED ACCOMMODATION – THE SINGLE PERSON'S
GATEWAY****Background**

1. At a meeting of the Community & Adult Services Scrutiny Committee (CASSC) on the 5th December 2018¹, Members received the “Homelessness and Housing Review Strategy 2018-22”. At this meeting, Members agreed that they wished to hold an additional meeting dedicated to looking at temporary and supported accommodation via the Single Persons Gateway.
2. The aim of the meeting would be to obtain views from a range of sources, to explore views around the following issues:
 - An update on winter arrangements for 2018/19.
 - Are services fit for purpose?
 - How the hostels work together – is it effective?
 - Supported accommodation – how effective is it? What kind of support is on offer?
 - Do people coming through the gateway get the support they need?
 - The complexities of the service and the people that use it.
3. A CASSC meeting was held on the 21st January 2019. The meeting heard from a range of witnesses, with focus on the bullet points in paragraph 2 above. At this meeting, Members heard from a range of witnesses, including:
 - Cabinet and Senior Officers in Cardiff Council
 - The Huggard Centre

¹ <http://cardiff.moderngov.co.uk/documents/g3438/Printed%20minutes%2005th-Dec-2018%2016.30%20Community%20Adult%20Services%20Scrutiny%20Committee.pdf?T=1&LLL=0>

- The Wallich
 - Salvation Army
 - Ty Tresillian and the Outreach Team
 - Tamsin Stirling, Independent Housing Consultant
4. Prior to the meeting, Members also received a copy of Shelter Cymru's report entitled "*Trapped on the Streets Understanding Rough Sleeping in Wales*"; as well as a written submission from United Welsh Housing. Both are attached at **Appendices A and B** respectively.

Issues

5. The Single Persons Gateway was created in 2015 to ensure that supported accommodation provision would only be accessed by those that are most in need, and to control the numbers being placed in accommodation without a local connection.
6. Provision:
- Emergency Accommodation - 71 Units
 - Hostels - 232 Units
 - Supported Accommodation - 256 Units
 - Cold Weather Provision provides an additional 90+ Units.
7. The Single Persons Gateway provides a single point of access pathway into a range of supported accommodation for single people and couples.
8. Single homeless people can access the Single Persons Gateway without a priority need, and the level of accommodation provided will be dependent on the client's vulnerability.

9. The majority of Gateway accommodation is used as temporary housing for homeless clients until suitable permanent accommodation is sourced. Some clients will remain in the Single Persons Gateway for a longer time while their support needs are addressed, and a small number of clients may remain in certain projects on a more permanent basis due to their needs.

10. There are various specialist pathways into the Single Persons Gateway to ensure ease of access for vulnerable groups such as rough sleepers or those leaving prison.

11. Single Persons Gateway data is continually monitored. In 2017/18 1,409 people used the service, however 3,208 placements were made, demonstrating that many individuals are placed within the service more than once in a year. This may be due in part to moving between different types of accommodation within the Gateway, however, improved monitoring has shown that a high number of clients are abandoning or being evicted from accommodation and re-entering at a later date. 51 clients have been housed more than 20 times since the Gateway was launched in 2015 and the number of negative moves out of the Gateway far exceeds positive move on. There has been some improvement in the number of positive moves during 2017/18 however negative moves out of single persons accommodation remains an issue of concern.

12. There is a range of support in place to help people move on from the Single Persons Gateway once they are ready. The traditional pathway is to progress people from placements in emergency accommodation, through to frontline hostels and if needed into secondary supported accommodation, and finally into independent living in permanent accommodation.

13. As part of the planned changes to the Cardiff Housing Allocation Scheme, a more robust strategy for clients ready to move on from hostel or supported accommodation will be developed. Clients will be required to pick at least four

higher availability areas to increase the chance of an appropriate social housing offer becoming available within a reasonable time.

The Meeting

14. As already stated, the meeting on the 21st heard from a number of witnesses (see paragraph 3 above) and the draft minutes from this meeting are attached at **Appendix C**.

15. At the meeting, Members received presentations and case studies and these are attached as follows:

- **Appendix D** – Overview of the Single Persons Gateway by Cllr Thorne, Sarah McGill and Jane Thomas
- **Appendix E** – Presentation by the Salvation Army, plus case studies
- **Appendix F** – Presentation about the Multi-Agency Task Group by Ian Ephraim
- Attached at **Appendix G** is a list of studies in relation to this topic, as referenced by Tamsin Stirling in her presentation.
- **Appendix H** is a written submission by the Chair Trustee of Cardiff Foodbank regarding Church Night Shelters.

KEY FINDINGS**Current Provisions & Safety**

- KF1. There are a range of varying accommodation provisions available in Cardiff with an additional 3 Housing First Units currently being developed. Accommodation provision is assigned in line with the individuals need and vulnerability.
- KF2. There is a need for a greater understanding of the complexities of the individuals requiring immediate accommodation assistance. Such knowledge would aid services in ensuring an individual's accommodation is maintained, whilst avoiding the likelihood of negative moves and an individual re-entering the system on a continued basis.
- KF3. There are a number of specialist projects in place for homeless women, with an additional precautionary measure of women within hostels being segregated.
- KF4. Prevalent across all partners is the difficulty of moving people on into secure, sustainable, long-term accommodation. Reasoning for this is due to difficulties in identifying complex needs.
- KF5. There appears to be a lack of national priority for investment in alternative accommodation provisions.
- KF6. Within Cardiff, there is a lack of available social housing and private rented sector housing engaged in the system.

Engagement

- KF7. Additional, positive and innovative advertising regarding provisions for the homeless is required.
- KF8. Reasoning for some individuals not engaging with, and using, the provisions available are due to the perceived restrictive rules in place surrounding substance use.
- KF9. There is a need to challenge the mind-set around rough sleepers and shape public perceptions of rough sleepers with a move towards a “kinder Cardiff”.

Service Users' Needs

- K10. There has been a significant change in the needs and complexities of clients – many are younger and have a range of issues such as mental health and substance misuse.
- K11. Current drugs laws prevent organisations from fully exploring alternative ways of working with homeless individuals who may be alcohol or drug dependant.
- K12. The vast majority of rough sleepers have either a mental health problem or a substance misuse problem and most of them have both.

Partnership Working

- K13. There is a frontline hostel network that meets monthly where data is fed in and collaborative working is developed.
- K14. Short-term funding is not conducive to planning and developing services and places smaller organisations at a disadvantage.

K15. Key to the long term picture is the inclusion, and collaboration with, health and this is a key objective of Cardiff's multi-disciplinary team. Certain organisations are involved in the homelessness agenda such as the Public Services Board, however collaborative working is an area that needs to be improved.

RECOMMENDATIONS

The Community and Adult Services Scrutiny Committee has identified opportunities for placing the service user at the heart of service provision which will require raising the profile of homeless provisions both politically and operationally. Members consider these step changes are well within the organisations reach.

The Cabinet is recommended to:

- R1. Due to the high level of engagement of individuals with mental health and/or substance misuse with low-threshold day centre services; more work is required in order to develop additional open access provision of harm-reduction advice and therapeutic intervention work.
(KF2,4,10,12)
- R2. Review hostels across Cardiff to assess whether there is enough provision for couples, women and vulnerable individuals and ensure all provision is assigned in line with an individuals need and vulnerability.
(KF1,2)
- R3. Actively promote investment in, and seek funding for, alternative accommodation provisions.
(KF5)

- R4. Engage with Registered Social Landlords and Landlords in the Private Rented Sector to find ways of encouraging them to house single homeless people whilst encouraging the importance that people with substance use problems and/or mental health problems need to be supported.
(KF2,4,6)
- R5. Provide funding, or seek funding, for more support for individuals with complex needs when they are 'moved on' from hostels.
(KF2,4)
- R6. Provide additional, positive and innovative advertising regarding provisions for the homeless with the intention of changing the mind-set around rough sleepers and the perception of rough sleepers.
(KF7,9)
- R7. Work with the Welsh Government to explore ways of changing the laws so that organisations can work more effectively with individuals with substance use problems. With a particular focus on changing provisions so that this group will better engage with services.
(KF8,11)
- R.8 Seek long-term funding for those organisations that are only receiving short-term funding so that the services, that are vital in addressing rough sleeping, are sustainable.
(KF14)
- R.9 Ensure that collaboration with the Health Board is continued and improved with a particular focus on early interventions to try and prevent mental health or substance misuse problems.
(KF15)

LEGAL IMPLICATIONS

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. Any report with recommendations for decision that goes to Executive/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers of behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. 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

There are no direct financial implications arising from this report. However, financial implications may arise if and when the matters under review are implemented with or without any modifications.

COMMUNITY & ADULT SERVICES SCRUTINY

COMMITTEE MEMBERSHIP

AS AT JANUARY 2019



[Councillor Ali Ahmed](#)



[Councillor Mary McGarry](#)
(Chairperson)



[Councillor Bablin Molik](#)



[Councillor Susan Goddard](#)



[Councillor Kathryn Kelloway](#)



[Councillor Joe Carter](#)



[Councillor Shaun Jenkins](#)



[Councillor Saeed Ebrahim](#)



[Councillor Sue Lent](#)

TERMS OF REFERENCE

To scrutinise, measure and actively promote improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of community and adult services, including:

- Public and Private Housing
- Disabled Facilities Grants
- Community Safety
- Neighbourhood Renewal and Communities First
- Advice & Benefit
- Consumer Protection
- Older Persons Strategy
- Adult Social Care
- Community Care Services
- Mental Health & Physical Impairment
- Commissioning Strategy
- Health Partnership

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

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

To be the Council's Crime and Disorder Committee as required by the Police and Justice Act 2006 and any re-enactment or modification thereof; and as full delegate of the Council to exercise all the powers and functions permitted under that Act.

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**Cabinet Response to the Community and Adult Services Scrutiny Committee
Report entitled Temporary and Supported Accommodation – The Single
Persons Gateway**

R1. Due to the high level of engagement of individuals with mental health and/or substance misuse with low-threshold day centre services; more work is required in order to develop additional open access provision of harm-reduction advice and therapeutic intervention work.

(KF2,4,10,12)

RESPONSE: This recommendation is agreed

Many rough sleepers are presenting with complex needs, including substance misuse (including poly drug use) and mental health issues. It is agreed that it is essential to develop additional services to meet the needs of this group including assertive and open access services for this client group.

In 2018/19 a bid was made to the Welsh Government to set up a Multi-disciplinary Outreach team to address the underlying causes of homelessness. This MDT includes:

- Mental Health Worker
- Advocate
- Additional Primary Care Nurse
- Substance Misuse Outreach Worker
- Rapid Prescribing Service
- Therapeutic Outreach Workers and access to ring-fenced psychological services
- Counselling
- Peer Mentor Co-ordinator
- Diversionary activities

The team provides wrap around support to the most entrenched rough sleepers or those who have been evicted repeatedly from supported accommodation. Support is provided wherever needed, including on the street and in the Huggard day centre.

To the end of September, the Multi-disciplinary Team has received 298 referrals, with 270 cases opened to specialist workers. Of the 58 cases that have been closed, 33 clients (57%) have successfully secured accommodation or maintained their existing accommodation.

Funding for this MDT was initially for one year only, further funding bids were made for 2019/20 and were successful and more recently WG funding has been secured for 2020/21.

Action - Moving forward a more fundamental review is needed of how harm reduction advice and therapeutic services are provided in Cardiff (see below for details of the proposed strategic review)

R2. Review hostels across Cardiff to assess whether there is enough provision for couples, women and vulnerable individuals and ensure all provision is assigned in line with an individuals need and vulnerability.
(KF1,2)

RESPONSE: This recommendation is Agreed

A strategic review of services for single homeless and vulnerable people has commenced. Work so far includes:

- Research commissioned by the council and carried out by Homeless Link
- Site visits to Helsinki and Glasgow
- A Needs Assessment – showing current client support needs as compared to current provision and how this is likely to change in the future.

The findings from this activity are to be taken forward as a strategic project chaired by Cllr Thorne and involving partners from Housing, Social Care, Health, Police, Probation and third sector providers. The aim of this project is to set out a way forward for future homelessness services in Cardiff.

The effective assessment of individual needs will be a key element of the review. It is clear that current services are not meeting the needs of our more complex and vulnerable clients.

It should be noted that some improvements have already been made to services for couples. While there are some separate services for women, the need for urgent improvement in this area has been recognised and work on this has commenced.

Action – take forward a review of hostels and other services for vulnerable people as part of the strategic review.

R3. Actively promote investment in, and seek funding for, alternative accommodation provisions.
(KF5)

RESPONSE: This recommendation is Agreed

Officers are constantly seeking additional funding to invest in services and accommodation in Cardiff. During 2018/19 an additional supported housing complex of 40 units was established specifically targeted at clients with complex needs.

Welsh Government funding has been achieved for 3 Housing First schemes in Cardiff:

- Salvation Army Scheme - 12 clients have sustained tenancies so far (2 failed)
- Council private sector scheme – 8 clients sustained tenancies
- New Council prisoner scheme – 1 client has moved in recently

Housing First takes those sleeping rough directly into permanent, self-contained accommodation with intensive support.

The Needs Assessment currently being carried out (see response to R2 above) has revealed that there is insufficient accommodation and support for the most complex cohort of rough sleepers. Once the quantum of this additional need becomes clearer bids will be made to the Welsh Government to fill this gap. This need will also inform future building of specialist support units.

Action: to continue to seek additional funding for alternative accommodation provision.

- R4. Engage with Registered Social Landlords and Landlords in the Private Rented Sector to find ways of encouraging them to house single homeless people whilst encouraging the importance that people with substance use problems and/or mental health problems need to be supported.
(KF2,4,6)

RESPONSE: This recommendation is Agreed

Both RSLs and private landlords do already house single homeless people as do the Council.

Both RSLs and private landlords are providing properties for the Housing First schemes.

In 2017/18, 27% of social housing one bedroom properties that were let went to single homeless people. Unfortunately this was only 188 properties showing the low number of overall social housing lets.

Changes to the social housing Allocation Policy made recently will give all those dwelling within the Single Persons Gateway accommodation priority for social housing with higher priority being given to those who are most vulnerable.

It is accepted that more needs to be done to demonstrate that all social housing partners are housing single homeless people and therefore reporting will be improved to ensure that this can be monitored effectively and consideration will be given to setting specific targets for housing this group.

Unfortunately access to the private rented sector is becoming more difficult. There is evidence that private landlords are leaving the market, a range of factors such as welfare reform, removal of tax incentives and more regulation are making the private rented market unattractive.

Rents in Cardiff are well above the level that can be claimed through housing benefit. Local Housing Allowance rates, the maximum that can be claimed in benefit in the private rented sector, have been frozen for 3 years. Previously LHA rates were based

on the bottom third of rents so they were below average rents before the freeze. Benefit claimants in Cardiff are paying £24.08 a week or £1,252.41 a year on average towards their rent. Representations are being made to UK Government to raise the LHA rates from next year.

While some success has been achieved in using the private rented sector for single homeless people, this is quite limited due to the factors above. Funds have been made available to key partners to allow them to offer bonds and rent in advance. Where private accommodation is used for Housing First the Council acts as guarantor.

It is agreed that a more consistent approach to support on move on from hostel is required and a clear pathway is being developed. Floating support is available to help clients to achieve a successful move and officers will work with supported housing providers to ensure that this is arranged in all cases.

Action:

- Improve the reporting of social housing lets to single homeless people
- Ensure there is a clear pathway for move on from supported housing and that floating support is made available to those with ongoing support needs.

R5. Provide funding, or seek funding, for more support for individuals with complex needs when they are 'moved on' from hostels.
(KF2,4)
Agreed

Floating support is available to assist with moved on however it is agreed that there is a need for more assertive support for clients with more complex needs as they move on. Defining this need will form part of the Review mentioned above and services will be remodelled or additional funding bids made as appropriate.

Action: Review the support available for those with complex needs when they move on from hostels as part of the Strategic Review of services.

R6. Provide additional, positive and innovative advertising regarding provisions for the homeless with the intention of changing the mind-set around rough sleepers and the perception of rough sleepers.
(KF7,9)

RESPONSE: This recommendation is Agreed

Much work has been done over the past year to improve the understanding of the public about rough sleeping and the services available.

In February a social media campaign was commenced focussing on positive real life stories – rough sleepers who have come into services and are turning their lives around as an encouragement to others still sleeping out and also to dispel the myth that there isn't enough help available in the city.

Videos, infographics and gifs about services were created and general awareness raising about what to do if a person has concerns about someone sleeping rough, are if they are at risk of homelessness themselves. The activity reached 3.6m people, was generally well received and attracted a lot of attention with almost 180 comments/messages, most of which were responded to.

Also over the winter advertising was developed for displays on the big screens in town, encouraging people to access services, not only so people who are rough sleeping are aware of provision but also to raise public awareness of services.

Postcards printed for the Outreach Team to deliver to clients on the streets as well to encourage them to come to diversionary activities.

During the Homeless World Cup this summer, some of the client videos were re-run, together with some new content promoting diversionary activities including a volunteer at the coffee mornings being operated in the city centre. That campaign reached 3.4m people and the overall feedback was generally positive.

There have been a number of very positive stories about Fighting Homelessness recently, both on Wales Online, in the Echo, on ITV Wales and Capital FM, as well as across our own Council channels.

Although much good work has been done this is an ongoing issue and further ways will be sought to get key messages across.

Action: continue to explore innovative ways to change mind sets around rough sleeping.

- R7. Work with the Welsh Government to explore ways of changing the laws so that organisations can work more effectively with individuals with substance use problems. With a particular focus on changing provisions so that this group will better engage with services.
(KF8,11)

RESPONSE: This recommendation is Agreed in principle

There is evidence to show the potential benefits that changing the approach to substance misuse could have, including safe injecting spaces.

Safe injecting spaces are currently illegal in this country and despite representations made by Glasgow council and other organisations there are no proposals to change the law in this regard.

Current legislation can also prevent support workers from engaging fully with their clients. Change in this regard lies with the UK government as is it not a devolved issue.

Officers are currently working with partners to develop a joined up approach on this issue.

Action: Once review is complete consideration will be given to lobbying the UK Government about changes to the law to allow services to work more effectively with those with addictions to illegal substances.

- R.8 Seek long-term funding for those organisations that are only receiving short-term funding so that the services, that are vital in addressing rough sleeping, are sustainable.
(KF14)

RESPONSE: This recommendation is Agreed in principle

Unfortunately much of the funding for homelessness services is grant funding received via the Welsh Government. The case for longer term certainty for this funding was made forcibly recently during the consultation on the new Housing Support Grant. This grant brought together a number of housing grants such as supporting people grant and the homeless prevention grant into one funding stream.

When recommissioning services, Cardiff does award contracts for longer periods, in the case of the Young Persons Accommodation and Support contracts awarded recently, for up to 7 years. However due to the uncertainty around funding break clauses are included in the contract to allow for changes to funding.

Unfortunately the Welsh Government has indicated that they will not be confirming the grant for a longer period. Officers will continue to raise this issue at every opportunity, however further representations at this time would not be appropriate.

Action: continue to press for longer term allocation of funding to the Housing Support Grant.

- R.9 Ensure that collaboration with the Health Board is continued and improved with a particular focus on early interventions to try and prevent mental health or substance misuse problems.
(KF15)

RESPONSE: This recommendation is Agreed

It is agreed that collaboration with Health is essential to address issues of mental health and substance misuse. The recent site visits mentioned above included the Director of Public Health for the University Health Board who has also agreed to be part of the board overseeing the strategic review mentioned above. Other health colleagues will also take part in the task and finish work- streams that are to be set up as part of the review.

Action: continue to develop improved links with Health Board to address issues of mental health and substance misuse.

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CYNGOR CAERDYDD

CARDIFF COUNCIL

COMMUNITY AND ADULT SERVICES SCRUTINY COMMITTEE

4 MARCH 2020

COMMITTEE BUSINESS REPORT

Background

1. This report sets out a summary of the Committee's business. This includes:
 - A correspondence update;
 - An updated Work Programme attached at **Appendix A** for information;
 - Task & Finish Group

Correspondence update

2. At the time of writing this report, the current correspondence sent from this Committee which are awaiting a response are as follows:
 - I. *Awaiting a response* – from the Chair to Cabinet Member for Social Care, Health & Well-being and Cabinet Member for Housing & communities following Committee's consideration of the Q2 Performance Reports, 16 Dec 2019.
 - II. *Awaiting a response* – from the Chair to Cabinet Member for Housing & Communities following Committee's consideration of the Council House Building Strategy, 16 Dec 2019.
 - III. *Awaiting a response* - from the Chair to Cabinet Member for Social Care, Health & Well-being following Committee's consideration of Recommissioning of Care at Home, 8 Jan 2020.

- IV. *Awaiting a response* - from the Chair to Cabinet Member for Social Care, Health & Well-being following Committee's consideration of the Charging Policy for both Residential and Non-residential provisions, 8 Jan 2020.

Work Programme 2019/20

3. Attached as **Appendix A** is the latest version of the CASSC Work Programme for Members information. At this meeting of the Committee, Members will have the opportunity to review the upcoming agendas in line with the verbal updates they receive.

CASSC Inquiries/Task & Finish Activity

Closer to Home

4. Members of the Committee are advised that the Final Report for the current Task and Finish inquiry is currently being finalised. Members are therefore requested to consider possible areas for the Committees next inquiry.

Way Forward

5. During the meeting, Members may wish to:
- Reflect on the correspondence update;
 - Note the updated Work Programme attached at **Appendix A**;
 - Consider the request for consideration to future Task & Finish inquiries.

Legal 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 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

7. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct 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 correspondence update;
- Note the updated Work Programme attached at **Appendix A**;
- Consider the request for consideration to future Task & Finish inquires.

DAVINA FIORE

Director of Governance and Legal Services

27 Feb 2020

CASSC Work Programme 19/20 Appendix A

	11/09/2019	02/10/2019	06/11/2019	16/12/2019	08/01/2020	17/02/2020	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	Older Peoples Care Homes Fee Setting Strategy 2019-2024	2019/20 Quarter 2 Performance Adult Social Services & People & Communities	Charging Policy (charges for residential care and non residential care).	Corporate Plan	HRA Business Plan - 2020/21		DDP 20/21 People & Communities (Q3 & 4 as Appendices)	Cardiff & Vale Carers Strateg	The effectiveness of multi-agency work in addressing rough sleepers needs	Local Authority Social Services Annual report 2019/20
Committee Item 2	2019/20 Quarter 1 Performance - Adult Social Services & People & Communities		Housing Benefit Risk Based Verification	Council House Build & Design Standards - Committee Briefing	Re-comissioning of Care at Home	2019/20 Budget	Alley Gating on Public Highways - Cardiff Council Policy & Strategy 2020		DDP 20/21 Adult Social Services (Q3 & 4 as Appendices)	Access to Mental Health Services - SHORT SCRUTINY	SHORT SCRUTINY	
Committee Item 3	CASSC Work Programme 2019/20		Cabinet Response to CYP & CASSC's Inquiry ' Preventing Young People's Involvement in Drug Dealing		Fear of Crime and its effect on Cardiff's Communities		Cabinet Response SPG		Strategic Plan to Deliver Excellent Outcomes for Adults	CASSC Annual Report 2019-2020		
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 Preparations	Voids Management Update <i>To also include an update on the recommendations submitted in the Committee's 2015 Performance Panel Report</i>	Impact of Renting Homes Wales Act 2016		Regulation & Inspection of Social Care (Wales) Act 2016 - Quarterly Update	Council House Build & Design Standards - Quarterly Update	Winter Plan Briefing (Ref: Dec Committee Letter)	Voids Management	Implementation of the Learning Disabilities Commissioning Strategy's Action Plan	A further update on the Drug inquiry action plan (taken in Nov Committee)	Voids Management								
Briefs/Reports/ Updates outside of Committee	WAO Corporate Safeguarding							Regulation & Inspection of Social Care (Wales) Act 2016 - Quarterly Update	Council House Build & Design Standards - Quarterly Update	Implementation of the Learning Disabilities Commissioning Strategy's Action Plan	Regulation & Inspection of Social Care (Wales) Act 2016 - Quarterly Update								
Briefs/Reports/ Updates outside of Committee									Domiciliary Care - Cost of Care Exercise (Jan agenda item)										
Cabinet Dates	26-Sep	10-Oct	21-Nov	12-Dec	23-Jan	20-Feb	19-Mar	02-Apr	14-May	TBC	TBC								