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## AGENDA

**Committee** COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

**Date and Time of Meeting** WEDNESDAY, 11 SEPTEMBER 2019, 4.30 PM

**Venue** COMMITTEE ROOM 4 - COUNTY HALL

**Membership** Councillor Jenkins (Chair)  
Councillors Ahmed, Carter, Ebrahim, Gibson, Goddard, Philippa Hill-  
John, Lent and McGarry

*Time  
approx.*

- 1 Apologies for Absence** 4.30 pm  
To receive apologies for absence.
- 2 Declarations of Interest**  
To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.
- 3 Minutes (Pages 5 - 14)**  
To approve as a correct record the minutes of the previous meeting.
- 4 Cardiff and Vale of Glamorgan Regional Safeguarding Boards Annual Report 2018-2019 (Pages 15 - 72)** 4.35 pm  
An item to review the content of the Cardiff and Vale of Glamorgan Regional Safeguarding Annual Report (Adults) 2018 – 2019.
- 5 Quarter 1 Performance 2019-20, Adult Social Services & People & Communities (Pages 73 - 134)** 5.05 pm  
Performance Monitoring.

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- 6 Community and Adult Services Scrutiny Committee - Draft Work Programme 2019/20** (Pages 135 - 142) 6.05 pm
- An item to review the proposals contained within the Community and Adult Services Scrutiny Committee Draft Work Programme 2019/20.
- 7 Way Forward** 6.15 pm
- To review the evidence and information gathered during consideration of each agenda item, agree Members comments, observations and concerns to be passed on to the relevant Cabinet Member by the Chair, and to note items for inclusion on the Committee's Forward Work Programme.
- 8 Correspondence Statement** (Pages 143 - 146) 6.40 pm
- For Members to consider correspondence sent and received since the last Committee meeting and receive an update on any items outstanding.
- 9 Urgent Items (if any)**
- 10 Date of next meeting**
- The next meeting of the Community & Adult Services Scrutiny Committee is scheduled for 2 October at 4:30pm in Committee Room 4, County Hall, Cardiff

**Davina Fiore**

**Director Governance & Legal Services**

Date: Thursday, 5 September 2019

Contact: Andrea Redmond, 02920 872434, [a.redmond@cardiff.gov.uk](mailto:a.redmond@cardiff.gov.uk)

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COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

3 JULY 2019

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

12 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Gibson and Goddard.

13 : DECLARATIONS OF INTEREST

None received.

14 : MINUTES

The minutes of the Community & Adult Services Scrutiny Committee Meeting held on 5 June 2019, were agreed as a correct record and signed by the Chairperson.

15 : CARDIFF & VALE OF GLAMORGAN AREA PLAN FOR CARE & SUPPORT NEEDS 2018 - 23.

The Chairperson advised Members that this item provided them with an update on the implementation of the Cardiff & Vale Area Plan for Care & Support Needs 2018 – 2023 subsequent to its initial consideration at Committee on 14 March 2018.

The Chairperson welcomed Councillor Susan Elsmore, Cabinet Member for Social Care, Health & Well-being; Claire Marchant Director Social Services; and Meredith Gardiner Programme Manager, Cardiff & Vale of Glamorgan Integrated Health & Social Care Partnership to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she said that the area plan is the founding document that is worked to; there is a five-year plan and she was pleased to be at Committee to present an update on progress in implementing the priorities of the Area Plan. As Chair of Cardiff & Vale Regional Partnership Board (RPB) it's important that all partners work together to deliver outcomes that people want and in particular, because these are some of the concerns that have been raised by Committee in the past, the regional partnership board are committed to working with Public Services Boards in Cardiff and the Vale of Glamorgan to ensure the effective delivery of all elements of the area plan; it focuses the work on ensuring that an effective range of preventative services are in place to maintain the independence of citizens for as long as possible and seek to provide services as close to people's homes as possible.

The Cabinet Member was pleased to say that they would be bringing clarity on the governance arrangements that exist between the RPB and the Public Services Boards in Cardiff and Vale and will then provide an update on the implementation of plans for our priority population groups across the region which include older people, Children and Young People, people with learning disabilities and autism and finally Carers.

The Cabinet Member also wanted to update the Scrutiny Committee on progress against key priorities to enable integration and these include work with housing colleagues, the development of a social value forum and the regional commissioning programme.

In response to Committee's specific request there was also an update on the work to support Migrants, Refugees and Asylum seekers and an update on how we continue to streamline consultation and engagement methods.

The Chairperson invited Meredith Gardiner to make a statement in which she said that scrutiny members received the Area Plan and corresponding action plan in March 2018; the report provides an update on the progress of the Regional Partnership Board and implementing the priorities of that plan overall we can provide assurance that substantial progress has been made across all areas of the plan but today the focus would be upon the key issues on which Committee Members requested an update in particular.

In relation to governance arrangements the RPB has sought to develop closer links with the Public Services Boards across both Cardiff and the Vale of Glamorgan, minutes of the formal meetings are now shared between the boards on a regular basis to ensure alignment of our plans. It is anticipated that a joint meeting will take place between the two public Service Boards imminently, after which it may be possible to convene a dialogue which includes RPB members.

Moving on she was very pleased to demonstrate progress in implementing priorities for key population groups identified within the area plan. In relation to older people our key focus has been upon delivering services around the needs of individuals within their own homes there are a range of services funded through the Integrated Care Fund and transformation monies which are being implemented across the region. In particular she wanted to highlight the work of the independent living service which has assisted around 5000 Cardiff residents in the last year alone, to live more independently. This service is now being extended to hospital inpatients and is already demonstrating a very positive impact on hospital length of stay, overall recovery rates and ongoing requirements for social care services.

The dementia friends' programme continues with Cardiff becoming a dementia friendly city in May 2018; with nearly 26 thousand dementia friends across our region.

In April this year new ICF and transformation funding was received for children on the edge of care, a really exciting development providing a platform on which to develop a shared framework with agreed common approaches to working with children and young people across the region. To support the development, there has been a review of governance arrangements and agreement to establish a regional board to drive a forward looking approach to service change and enhance the level of influence for children and their families. Work to bring together integrated services for children with complex needs, adults with learning disabilities and those with autism, continues apace in line with the Area Plan priorities as you would expect.

Finally in relation to carers the RPB now has a region wide partnership forum through which a variety of carers work streams are co-ordinated. Committee Members will see that were in the process of tendering for a new carers Gateway, a service which has been requested by carers from across the region to provide streamlined access

to information and support. Resource has also been secured to drive forward a region wide strategy for carers and consultation on this has just been completed.

She also wanted to highlight work to enable partnership development in other key areas identified in the area plan; this includes housing, where all registered social care landlords from across the region have agreed to form a new Housing and Care Board with responsibility for informing new cluster care models which promote asset based community development and two of those and registered social landlords are also now part of our regional partnership board which has very warmly welcomed.

The social value forum, which incorporates Third Sector representatives from across the region is also working well having delivered a local Toolkit for commissioning which will now be tested over the coming year.

The regional commissioning programme continues to oversee a transactional pooled budget for care home accommodation for older people, similarly a commissioning strategy for learning disability services was launched in a user led event in late June.

Committee Members also requested an update on work to address the needs of asylum seekers and refugees. The report references the work led via the regional refugee leadership committee to take forward local plans. It's particularly welcome news that the region has recently received funding for three community cohesion workers to provide grassroots support over the next two years.

Finally, Committee's attention was drawn to the update on consultation and engagement highlighting the various consultation exercises which have been undertaken across the region, it is the intention to formalise this work via an engagement framework in the coming months and again some support is now in place to take that forward.

The Chairperson invited questions and comments from Members;

Members thanked witnesses for the concise and helpful overview.

Members referred to Dementia Friendly and noted that the Plan makes reference to Cardiff being declared a Dementia Friendly City but that the Vale of Glamorgan was not as yet. Members asked whether having half of the partnership not yet a Dementia Friend would cause any issues. Members were advised that this had been discussed fully at a recent RPB meeting and it was explained that the Vale are taking a different approach, looking at citizens and from grassroots upwards. It was noted that there was no one size fits all and that it would be beneficial for the region to have as deeper understanding of Dementia as possible.

Members discussed Governance arrangements and noted the sharing of minutes but wished to know more about the responsibility of each body to deliver the plan to ensure its effective delivery. Members were informed about the Welsh Government's upcoming review of partnership arrangements. The Cabinet Member stated that she is comfortable with Cardiff's arrangements, and even though there has been a change in political arrangements in the Vale, she was positive that this wouldn't derail arrangements going forward to ensure alignment of agendas, resources etc. Members were also informed that the RPB would evaluate the impact of all Governance arrangements on citizens, always looking to see if they are effective, not

overloaded and that working groups etc. are focused on that impact and delivering on the priorities set out in the Area Plan. It was added that there are nuances in different localities but there is a common Health board.

Members noted the reference to Adults with complex needs being able to access day opportunities where they had been previously excluded from doing so and asked why this was. Members were informed that this would have been due to services in their area not meeting their needs, this would have been reviewed, changes incorporated, and ensuring that there were local services to meet their needs, and service users being introduced to these with support.

Members referred to the Carers Gateway and a consultation that had taken place, and asked what bodies had been included in the consultation and how they had been chosen. It was explained that there are numerous stakeholder groups across the region and all are consulted with. A full list of consultees would be provided to Members outside of the meeting. The Cabinet Member added that there were also Carer and Young Carer representatives on the RPB.

Members asked how far the service goes in so far as walking the customer path with the ILS and return home and gaining a review of the customer's experience of the service. Members were advised that previously the ILS would contact people who had phoned the first point of contact and where appropriate offered an ILS officer to meet them at their home and have a person centred conversation with them on what matters to them, how they cope etc. with the aim of trying to maintain and strengthen a very specific individual focus. This same conversation is now taking place earlier at the hospital and an individual focussed plan is developed. There are also quality assurances in the service through a follow up on customer experience and satisfaction.

Members noted the support for Asylum Seekers and Refugees in the report but noted that there was no detail on whether host communities are supported during resettlement. The Cabinet Member stated that she would prefer an in-depth scrutiny on this, as it involves Community Safety, Community Cohesion Officers etc., but assured Members that lots of work is done to support local communities. The Chair asked that a briefing paper be provided to Members.

Members were pleased to see the work with Registered Social Landlords, but noted the challenge of Older Persons Accommodation and asked if there was an opportunity to involve the private sector in this provision. The Cabinet Member said there was, the RPB's planning arrangements have developed over time with regard to housing, including regional housing arrangements; they are looking across portfolio on how to meet the accommodation needs of the older population. Officers also stated that the Older Persons Strategy had been to Committee and made reference to the private sector.

Members asked what provision was being planned for the BAME older community to ensure that it meets their cultural and religious needs. The Cabinet Member stated that a cross party meeting was planned with the BAME community, to determine how their needs can be met culturally and sensitively and work was in development.



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

16 : SOCIAL SERVICES DIRECTORATE DELIVERY PLAN 2019/20 (ADULT SERVICES)

The Chairperson welcomed Councillor Susan Elsmore, Cabinet Member for Social Care, Health & Well-being; Claire Marchant Director Social Services; and Louise Barry, Assistant Director Adult Services to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she said that she was pleased to introduce the plan, which provides a brief self-assessment. There has been significant progress in the last financial year however there are challenges to face moving forward. There is a focus to set out what to do over the next year to meet Capital Ambition and Corporate Plan ambitions. The Cabinet Member made reference to the 4 key priority areas and the focus on various issues going forward such Get me Home and Get me Home Plus; New day opportunities for people with learning disabilities and health issues; improved opportunities for Volunteering and Into Work Services; New Model of the Community Resource Teams and continuing work with Dementia.

Members were provided with a presentation on the Social Services Directorate Delivery Plan 2019/20 (Adult Services) after which the Chairperson invited questions and comments from Members;

Members made reference to the KPI's, noting some had remained stable, some had decreased and asked if the 2019/20 KPI's were ambitious as by looking at the current statistics it was difficult to conclude whether the culture of continuous improvement was an issue or that the KPI's were not relevant. Members made reference in particular to dip in 2017/18 and 2018/19. Officers explained that the dip was due to the Adult Safeguarding Improvement Plan and related systems issues with the 7 day enquiries, this was able to be put right quickly. Generally in relation to KPI's, in contrast to Children's Services, Adult services statistics only tell a small part of the story; Quality Assurance is properly embedded, triangulated with internal systems to get a rounded judgement of performance; KPI's give a flavour but there is much more to it.

Members noted the top 5 Challenges referred to in the Social Services Annual Report and had assumed that they would be well reported in the delivery plan. Members found they had to really look for the information and asked if this was a presentation issue and whether there was confidence that the Directorate Delivery Plan is focussed on these challenges. Officers said there was absolute confidence, it was what they will spend their time on in the coming year; all the top 5 challenges were reflected. Officers considered that in future years it may be useful to scrutinise the Director of Social Services Annual Report and the Directorate Delivery Report together.

Members referred to the Community Service Review and asked for an update on the current position. Officers stated that they found the Committee's letter very helpful in

identifying that there was no clear strategy or way forward but focussed on accommodation issues. There was a need to develop the strategy in an integrated way with Health Board colleagues and bring back to a future committee, with witness from both Local Authorities and the Health Board. Members hoped there would be a push for the Health Board action plan too.

Members noted there was no new target for the reablement service and the move to Get me Home plus. Members also noted the new models in Domiciliary Care and asked for more detail on what this means for services users. Officers explained that they are repurposing Community Resource Team and Get me Home Plus with a focus on the new model so that all people who need domiciliary care have reablement. They were at the stage to pilot this with colleagues and they would need to determine what the measures are. Interconnected with this was the recommissioning of Domiciliary Care to provide a locality based, Dementia specialist and outcome based approach. A bid was in with the Welsh Government to trial the new ways of working.

Members noted that in relation to young people, including disabled young people, so not have the skills/support to transition to Adults; the risk was Red/Amber and asked for more information on this. Officers stated that they have reshaped how they will manage Children to Adults. Now there was an all age disability approach under 1 manager; robust procedures in place; greater continuity for families, empowering/supporting them to live as independently as possible. Risks are mitigated moving forward.

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

## 17 : PEOPLE AND COMMUNITIES DIRECTORATE DELIVERY PLAN 2019/20

The Chairperson welcomed Councillor Elsmore, Cabinet Member for Social Care, Health & Well-being; Councillor Lynda Thorne, Cabinet Member for Housing & Communities; Sarah McGill Corporate Director for People and Communities and Jane Thomas; Assistant Director Housing & Communities to the meeting.

The Chairperson invited Councillor Elsmore to make a statement in which she said that pleased to introduce this plan with Councillor Thorne. The plan includes Housing and Communities, Housing Development and Regeneration and developing Provision for Older people through the Older Persons Strategy. There was lots on addressing social isolation and enhancing the quality of life for older people, including intergenerational works, hubs etc. There was more on continuing to build on Dementia Friendly City and growing the number of Dementia Friends. Finally she referred to ILS and First Point of Contact and noted the excellent work being done.

The Chairperson welcomed Councillor Thorne to make a statement in which she said that the delivery plan shows how the 7 wellbeing goals will be met. The plan flags up risks and challenges associated with the roll out of Universal Credit in late 2020. The Cabinet Member stated she is proud of the ongoing support that is already provided to those affected by Universal Credit and they would continue to work to mitigate the

effect, especially for vulnerable people and families affected. Homelessness and Rough Sleep was highlighted as another risk and the Cabinet Member explained that they are making progress and are continuing to work to address Rough Sleeping with excellent partnership working, with plans to build on the existing multi-agency team to further address complex issues. The Homelessness Strategy also works with partners to prevent homelessness and meet housing needs, through a variety of channels including work with private sector landlords to develop more focussed and targeted prevention services. Further development of the Community Wellbeing Hubs is progressing; there are also plans to progress Youth Hubs and work is ongoing with the Health Board. The Cabinet Member reiterated the commitment to develop 1000 new Council Homes by the end of the Administration, this was progressing well and the Council have also identified land to develop at least 2000 overall.

Members were provided with a presentation on the People and Communities Directorate Delivery Plan 2019/20 after which the Chairperson invited questions and comments from Members;

With reference to the delivery of Council Homes, Members noted that 15 were delivered in 2017/18 and 60 in 2018/19; Members also noted that the target for the current year was 340 and asked if this was achievable. Officers stated that it was and noted the nature of development and the issue of time; stating that it takes a very long time to get through the planning process to delivery, but there was confidence that as more sites come through, the target would be delivered. The Cabinet Member added that she shares the concerns, she has looked at innovative schemes and even these have proved to take longer than anticipated; lessons had been learned along the way the process should be quicker going forward.

Members asked if they should have access to KPI's on the sale of houses; Officers said they would be delighted to provide those figures, most were sold off plan and were hugely popular and all had been sold.

Members noted the target of 70% of households avoiding homelessness and that 77% was hit this year. Members wondered if the target was too low. Officers were cautious to increase the target as numbers are rising all the time, last year there was a 10% rise. Officers stressed that the real target was 100% but recognising the increase in numbers and pressures felt it was better to stay with 70%.

Members referred the numbers of people supported into accommodation and asked if this should be percentage rather a number. Officers explained that they don't use a percentage for this as it was difficult to know what it was a percentage of; the number of people on the streets is very fluid and changes day to day. There is more work being done on tracking rough sleepers as they move around and use services so there would be more information on individuals. Officers confirmed that the numbers related to incidents not individuals, with work being done to see of people are in and out of accommodation.

Members discussed voids and issues with contractors; noting that 56 properties had been completed and were waiting to be let. Members noted that previously Committee had recommended that work is done to get tenants ready for when the

properties are completed. Officers stated that this is what they had tried to do, but due to issues they did not know when the properties had been completed, this had meant a lot of disappointed people. If they could have been sure of completion dates they could have let them in advance. The Cabinet Member shared the concerns and those of the timescales of going back out to tender for a new contractor, she had written to the Chair of PRAP to look into this and also raised it at Cabinet.

Members asked about the relationship with private landlords and how they could be incentivised to provide accommodation. Officers explained that they offer more and more incentives to private landlords to provide accommodation for benefit recipients, including money bonds, agency fees, rent in advance, smoke alarms, tenant finder and the Council acting as a guarantor; however the bar continues to rise and more incentives are asked for.

Members asked if the Council needs to prove to landlords that it will support people with complex needs when in accommodation. Officers said yes and they have succeeded in doing that with Housing First, even though it is very resource intensive.

Members asked for more information on the satellite pods for rough sleepers. Officers explained that it was a pilot initially for those people who did not want to engage with support workers and hostels; the pods were out in the community on a very fluids basis. The intention was that they would settle and then engage with services and move on. A level of engagement would be needed initially with an outreach worker to get access to the pods. Officers agreed it was a difficult balance on how people are supported on the street or to move on.

Members asked for more information on the issues faced with contractors and the Cabinet Member advised that her issue was the time it takes to appoint a new contractor. Officers stated that initially they had 3 contractors, 1 dropped out straight away, 1 is performing well and 1 is not. Issues faced were return dates that did not happen, properties not completed as stated, saying a property had been started but on visit it had not and refusal to take work. Officers stressed that the issue is being monitored carefully but is very challenging.

Members asked if there has been success stories with satellite pods elsewhere and were advised that Glasgow and Finland have had great success although the offer is slightly different, there are similarities such as multi-agency approach, emergency accommodation straight to independent living with Health support. It was considered that further information be provided to Committee in a briefing report.

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

18 : CORRESPONDENCE STATEMENT

The Chairperson advised Members that this item enabled them to consider correspondence sent and received since the last Committee meeting.

RESOLVED: to note the report.

19 : URGENT ITEMS (IF ANY)

None received.

20 : DATE OF NEXT MEETING

The next meeting of the Community & Adult Services Scrutiny Committee is scheduled for 11 September at 4:30pm in Committee Room 4, County Hall, Cardiff.

The meeting terminated at 7.00 pm

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

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**11 September 2019**

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**ADULT SAFEGUARDING – CARDIFF AND VALE OF GLAMORGAN  
REGIONAL SAFEGUARDING BOARD ANNUAL REPORT 2018/19.**

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**Purpose of Report**

1. To provide Members with background information to inform their scrutiny of the Cardiff and Vale Regional Safeguarding Board Annual Report 2018 – 2019. This report provides: an overview of the duties regarding adult safeguarding, as set out by the Social Services and Wellbeing (Wales) Act 2014; an overview of the Regional Safeguarding Adults Board; and a copy of the *Cardiff & Vale Regional Safeguarding Board Annual Report 2018/19*, attached at **Appendix A**.

**Overview of Adult Safeguarding**

2. The Social Services and Wellbeing (Wales) Act 2014 (hereafter referred to as the Act) sets out the duties and responsibilities for local authorities and relevant partner organisations<sup>1</sup> with regard to safeguarding. Part 7 of the Act details the specific duties and requirements regarding safeguarding. Other parts of the Act also apply to safeguarding cases, such as the overarching duty to promote well-being, to have regard to people's individuality, dignity and views, and support them to participate including considering whether advocacy support is necessary. Practitioners must also have regard to the United Nations Principles for Older

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

Persons, the United Nations Convention on the Rights of Disabled People, as well as the European Convention of Human Rights.

3. The Act sets out a new pathway for adult safeguarding which includes:
- A new definition of an adult at risk
  - A new duty for all relevant partners to report an adult at risk
  - A new duty for a local authority to make enquiries if it has reasonable cause to suspect that a person within its area (whether or not ordinarily resident there) is an adult at risk.

### Adults Pathway



4. The **new definition of an adult at risk** is an adult who:
- Is experiencing, or is at risk of, abuse or neglect.
  - Has needs for care and support (whether or not the authority is meeting any of those needs).
  - As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.




5. Abuse and neglect include :

**Abuse and neglect**

- Physical
- Sexual
- Psychological
- Emotional
- Financial
- Neglect
  - Taking place in any setting

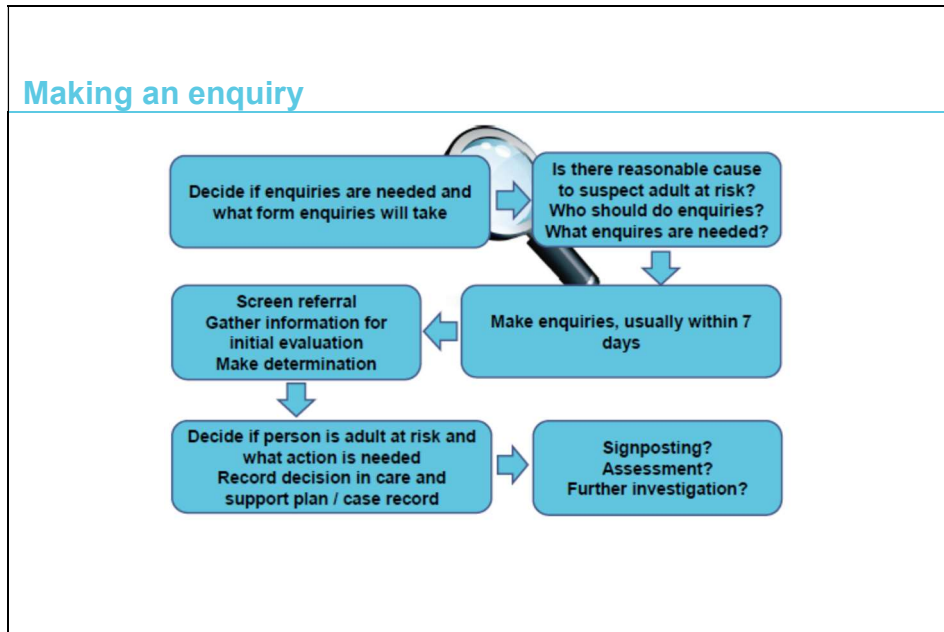
- Violent offences
- Sexual offences
- Property offences
- Hate crime
- Exploitation



6. The **new duty to report an adult at risk** requires relevant partners that have reasonable cause to suspect that a person is an adult at risk and appears to be within the authority's area, or within another local authority's area, to inform the local authority of that fact. Information must be shared in accordance with the 'Welsh Accord for the Sharing of Personal Information' (WASPI). This accord clarifies that organisations should share the minimum necessary information on a need-to-know basis with the person's consent, but can share without consent where there is a risk of abuse or serious harm to themselves, or others.

7. The **duty for local authorities to make enquiries** applies if a local authority has reasonable cause to suspect that a person within its area (whether or not ordinarily resident there) is an adult at risk. The local authority must:

- Make (or cause to be made) whatever enquiries it thinks necessary to enable it to decide whether any action should be taken (whether under this Act or otherwise) and, if so, what and by whom.
- Decide whether any such action should be taken.



8. Enquiries must start with the person’s wishes, feelings, views and needs. However, practitioners should consider whether coercion or intimidation is being used to persuade the person to refuse to participate. Practitioners must also consider mental capacity and must consider advocacy. Enquiries end with a determination about what is needed next, which may be a formal investigation or a criminal investigation or, where the adult is not at risk, signposting, information or assessment. The decision must be recorded in the care and support plan if there is one, or on the case record if not. Enquiries should be completed within seven working days of a local authority being notified.

### Overview of Regional Safeguarding Adults Boards

9. The Act established Regional Safeguarding Boards across Wales. A range of statutory agencies are represented on Boards, including health, probation, the

police and local authorities. Regulations of the Act stipulate a Safeguarding Adults Board to cover the Cardiff and Vale of Glamorgan region.

10. Cardiff & Vale of Glamorgan Regional Safeguarding Board is a multi-agency partnership comprising of statutory, independent and charitable organisations who work together to safeguard adults and children from abuse. There are two regional safeguarding boards covering the Cardiff and Vale of Glamorgan health board and local authority areas, one being responsible for safeguarding adults in the area and one for safeguarding children.

11. The Cardiff and the Vale of Glamorgan Regional Safeguarding Adults Board (RSAB) was established in 2015 as a result of merging two separate safeguarding boards that covered the regions of Cardiff and the Vale respectively. The role of the RSAB is to ensure the effective coordination of services to safeguard and promote the welfare of local adults who may be at risk of abuse and neglect within the Cardiff and Vale of Glamorgan area. The Board aims to promote awareness and understanding of abuse and neglect among service users, carers, professionals, care providers and the wider community and works to generate community interest and engagement to ensure that safeguarding is “Everyone’s Business”.

12. The main objectives of the Board, as outlined in the Social Services & Wellbeing (Wales) Act 2014 are:

- To protect adults within its area who have needs for care and support (whether or not a local authority is meeting any of those needs) and are experiencing, or are at risk of, abuse or neglect.
- To prevent those adults within its area mentioned above, from becoming at risk of abuse or neglect.

## **Cardiff and the Vale of Glamorgan Regional Safeguarding Board Annual Report 2018-2019**

13. Each year, the Cardiff and the Vale of Glamorgan Regional Safeguarding Adults Board publishes its annual reports setting out its progress, achievements and forthcoming priorities. The Board's 2018-2019 Annual report is **attached at Appendix A.**

The report sets out:

- What is Safeguarding (page 5)
- Introduction
  - I. What are the Cardiff and Vale of Glamorgan Regional Safeguarding Boards? (page 6)
  - ii. Annual Report (page 7)
- Membership (pages 10 – 11)
- Meetings and Attendance (page 13)
- Safeguarding Adults
  - I. Identified priorities (page 20)
  - II. Addressing the priorities (page 20 – 21)
  - III. Other Activity and Our Agenda (pages 22-23)
- Collaboration Work
  - I. Adults and Children Safeguarding Agenda (pages 24-27)
  - II. Work of the Sub Group (pages 27-37)
  - III. Collaboration work with other Safeguarding Boards and the Welsh Government (page 37)
- Managing Resources – Budget & Expenditure (pages 28 – 40)

15. As set out in the Annual Report, the Board has identified the following priorities for the year ahead:

- Domiciliary and Care Home Sector
- Workforce

16. Under each headlined priority, a number of actions have also been agreed:

- **Domiciliary and Care Home Sector**

- I. Domiciliary and Care Home Forums;
- II. Aligning the two local authorities care provider protocols;
- III. CIW Inspection Reports taken to the Board on an exception basis;
- IV. Increased engagement and involvement with people who hold care and support needs
- V. Develop advocacy arrangements

- **Workforce**

- I. Development of policies and procedures for workforce responsibilities
- II. Multi-agency training

### **Scope of Scrutiny**

17. Members may wish to review and assess the Board's identified priorities and how it plans to address them and pass on any comments or recommendations to the Co-Chair of the Board, Claire Marchant and Cabinet Member for Health, Social Care and Well-being Cllr Susan Elsmore.

### **Way Forward**

18. Members are invited to consider the information set out in the attached report at **Appendix A**, and identify any issues they wish to receive further information on.

19. Councillor Susan Elsmore (Cabinet Member for Health, Social Care and Well-being) has been invited and may wish to make a statement. Claire Marchant, Director of Social Services and Co-Chair of the Regional Safeguarding Board and Kate Bishop, Safeguarding Services Manager have also been invited to take Members through the Annual report.

## **Legal Implications**

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

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

## **RECOMMENDATIONS**

The Committee is recommended to:

- I. Consider the contents of the Regional Safeguarding Annual Report attached at **Appendix A** and provide the Cabinet Member and Director of Social Services with any comments, concerns or observations.

**DAVINA FIORE**

**Director of Governance and Legal Services**

5 September 2019

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CARDIFF AND VALE OF GLAMORGAN  
REGIONAL SAFEGUARDING BOARDS

ANNUAL REPORT

2018 – 2019

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

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# FOREWORD

We are pleased to be able to present this Safeguarding Annual Report for Cardiff and the Vale of Glamorgan.

The work of the board has developed significantly over the last 12 months with a purposeful concentration on ensuring the day to day safeguarding business in the region is effective and that practice is up to date with current guidance.


We are pleased to be leading the review of the Wales Safeguarding Procedures and to be able to report that this is developing at an appropriate pace, with good support from colleague professionals across all agencies and regions. We are expecting that a full and balanced set of procedures for Wales will be widely available from November 2019.

While we can be proud of our achievements to date, we acknowledge that there is a still more to be done. We are confident that the Safeguarding Business Unit is supporting the boards and their associated activity. We are in a much stronger position with regard to providing evidence of the work that we have completed in following our areas of priority. We have also made significant progress in dealing with a backlog of Child and Adult Practice reviews and more importantly ensuring that we oversee any associated improvements in practice

We believe we now have focussed actions and plans in place to develop a strong and effective safeguarding community across the region,

Claire Marchant

Lance Carver



Co-Chair & Director SS CC

Co-Chair & Director SS VoG

# WHAT IS SAFEGUARDING?

Safeguarding is about protecting children and adults from abuse or neglect. Whilst everyone has a responsibility for safeguarding children and adults at risk, accountability is vested in particular bodies and individuals. Regional Safeguarding Boards are accountable in statute for leadership of safeguarding in a region. Every child and adult at risk should be protected from being hurt, put at risk of harm or abused, regardless of their age, gender, religion or ethnicity.

A child or adult at risk is abused or neglected when somebody inflicts harm, or fails to act to prevent harm.

Children and adults at risk could be at risk of abuse in a family, institutional or community setting, by those known to them or, more rarely, by a stranger.

## Adult at risk

The Social Services and Well-Being (Wales) Act 2014 states that an adult at risk is an adult who is experiencing or is at risk of abuse or neglect, has needs for care and support (whether or not the local authority is meeting any of those needs), and as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

## Abuse

“Abuse” means physical, sexual, psychological, emotional or financial abuse (and includes abuse taking place in any setting, whether in a private dwelling, an institution or any other place), and “financial abuse” includes:-

- having money or other property stolen;
- being defrauded;
- being put under pressure in relation to money or other property;

# INTRODUCTION

## i. WHAT ARE THE CARDIFF AND VALE OF GLAMORGAN REGIONAL SAFEGUARDING BOARDS?

There are two regional safeguarding boards covering the Cardiff and Vale of Glamorgan health board and local authority areas, one being responsible for safeguarding adults in the area and one for safeguarding children.

The Cardiff and Vale of Glamorgan Regional Safeguarding Children Board (RSCB) was established in April 2013 as a result of merging the two separate safeguarding children boards that covered the Vale of Glamorgan and Cardiff Council areas respectively and which had been in place since 2007. The Cardiff and the Vale of Glamorgan Regional Safeguarding Adults Board (RSAB) was established in 2015. Again, this regional board was the result of a merger of two previously separate boards in each of the local council areas.

Cardiff Council's Director of Social Services hosts the Safeguarding Business Unit that supports the operation of both boards.

These Regional Boards were established to reflect the legal requirements of the Social Services and Well Being (Wales) Act 2014 (SSWBWA). The work of the Boards flows from, and is informed by, national and local priorities.

Whilst the remit of each regional board is distinct in terms of focusing expertise, resources and attention on the needs of children and adults respectively and the membership of each reflects those distinct needs, both boards bring together the main agencies that have day-to-day responsibility for protecting children, young people and adults from abuse, neglect and other forms of harm. Although each board has a distinct identity and each requires different professional expertise to function effectively, the two boards also share common challenges and approaches in delivering safeguarding responsibilities, particularly in relation to young people in transition from childhood to adulthood in terms of the multi-agency nature of safeguarding and protection and the need to work with a range of non-statutory providers to protect and support. To ensure efficiency and engagement the boards are run back to back with appropriate agenda items shared. Over the last year, the shared elements of the board agendas have grown and developed.

### **Safeguarding Adults and Children Boards – Synergy and Partnership**

Both boards are facilitated by running board meetings consecutively under the chairpersonship of 'Co-Chairs' who share responsibility for both boards. This allows for a degree of continuity and shared expertise. It also recognises the spirit and intent of the SSWBWA as outlined below:

"There is one set of regulations for the functions and procedures of both Safeguarding Adults Boards and Safeguarding Children Boards. This is in line with the commitment to provide a framework for improving safeguarding arrangements for everyone and that any artificial barriers based on age begin to be broken down. It recognises that Boards will operate in parallel that arrangements for the Boards should allow sharing, exchange and joint-working on matters of mutual concern, and that this should be supported wherever possible by common functions and procedures." (Part 7 of the Social Services and Well-being (Wales) Act 2014)

These arrangements have been in place since November 2017. Board members have subsequently reviewed these arrangements as part of the individual development days and subsequent board meetings. Partners concluded not only that the new arrangements saved time and repetition, but also that they afforded the opportunity to address the increasing range of issues that affect both adults and children and so it was unanimously considered that this arrangement should continue.

## **Safeguarding Business Unit**

Cardiff Council Social Services Directorate hosts the Joint Safeguarding Business Unit for the Boards, which is funded based on the National formula. The Business Unit is managed by Cardiff's Operational Manager for Safeguarding and Review and the Business Manager is responsible for overseeing its day-to-day work.

The Operational Manager for Safeguarding and Review in Cardiff, the Operational Manager for Safeguarding and Service Outcomes in the Vale, and the Business Manager for the Boards bring an energy, commitment and focus to the Board Business. The Boards have a fully functional Safeguarding Business Unit, comprising of a Strategic Business Manager, two dedicated Strategic Business Coordinators and a Business Administrator.

## **ii. ANNUAL REPORT**

This Annual Report reviews the strategic priorities, key actions and milestones, for the period April 2018 to March 2019. It takes into account both the current requirements placed on Safeguarding Boards by Welsh Government and the statutory guidance in relation to Part 7 of the [Social Services and Well-being \(Wales\) Act 2014 \(SSWBA\)](#). Under that legislation, Safeguarding Boards are required to produce and publish an annual report each July, evidencing progress made against the previous year's Annual Plan. The Act, supplemented by the regulations, provides for when and how the annual plans and reports are to be published and prescribes the content of both the annual plans and the annual reports. The content of this report will cover all 14 points outlined in paragraph 209 in the SSWBA guidance, 'Working Together to Safeguard People – Volume I – Introduction and Overview'.

# MEMBERSHIP

## i. REGIONAL SAFEGUARDING CHILDREN BOARD

The membership complies with the guidance issued under Part 7 (Section 134(2) of the SS&WB Act 2014). A list of members is below:

Name	Position
<b>Local Authority</b>	
Claire Marchant <b>CO-CHAIR</b>	Director of Social Services, Cardiff
Lance Carver <b>CO-CHAIR</b>	Director of Social Services, Vale of Glamorgan
Deborah Driffield	Assistant Director of Children's Services, Cardiff
Rachel Evans	Head of Service for Children and Young People Services, Vale of Glamorgan
Alys Jones	Operational Manager of Safeguarding and Review, Cardiff
Natasha James	Operational Manager of Safeguarding and Service Outcomes, Vale of Glamorgan
<b>Health Board</b>	
Jason Roberts	Deputy Executive Nurse Director, Cardiff and Vale University Health Board
Linda Hughes-Jones	Head of Safeguarding, Cardiff and Vale University Health Board
Katina Kontos	Named Doctor safeguarding Children, Cardiff and Vale University Health Board
Ruth Walker	Executive Nurse Director, Cardiff and Vale University Health Board
<b>Velindre NHS Trust</b>	
Jayne Elias	Assistant Director of Nursing & Service Improvement, Velindre NHS Trust
Susan Morgan	Executive Director of Nursing & Service Improvement, Velindre NHS Trust
<b>South Wales Police</b>	
Steve Murray	Superintendent for Eastern BCU, South Wales Police
Claire Evans	Superintendent, Central BCU, South Wales Police
Beth Aynsley	Independent Protecting Vulnerable Person Manager, South Wales Police
<b>National Probation Service</b>	
Hannah Williams	LDU Head for National Probation Service
Jane Foulner	Senior Probation Officer for National Probation Service
<b>Community Rehabilitation Company</b>	
Victoria Harris	LDU Head for Wales Community Rehabilitation Company
<b>Education</b>	
Jacqueline Turner	Assistant Director of Education and Lifelong Learning, Cardiff
David Davies	Head of Achievement for All for School Improvement & Inclusion, Vale of Glamorgan
Deborah Herald	Acting Head Teacher of Riverbank Primary School, Cardiff
Anna Davies	Deputy Head Teacher of Bryn Hafren Comprehensive School, Vale of Glamorgan



National Safeguarding Team, Public Health Wales	
Debbie Pachu	Designated Nurse, National Safeguarding Team (NHS Wales), Public Health Wales
Alison Mott	Designated Doctor, National Safeguarding Team (NHS Wales), Public Health Wales
Visas and Immigration	
Kala Smith	Technical Specialist & UASC Lead for UK Visas and Immigration
Rhiannon Chatterton	Head of Asylum for UK Visas and Immigration
Housing	
Pam Toms	Operational Manager of Housing Services, Vale of Glamorgan
Jane Thomas	Operational Manager of Housing Services, Cardiff
Youth Offending Service	
Paula Barnett	YOS Manager for Children and Young People Services, Vale of Glamorgan
Kate Hustler	YOS Manager for Children and Young People Services, Cardiff
Welsh Ambulance Service NHS Trust	
Nikki Harvey	Head of Safeguarding, WAST
Third Sector	
Tracy Holdsworth	Service Manager, NSPCC
Emma Phipps Magill	Service Manager, NYAS
Liz Baker	Assistant Director, Barnardo's
Morgan Fackrell	Chief Executive of Cardiff Women's Aid
Advisors in Attendance	
Sheila Davies	Operational Manager for Legal & Democratic Services, Community Team Legal, Cardiff

**Additional representatives form the following Sub Groups:**

- **CPR/APR Practice Review Sub Group**
- **Training Sub Group**
- **Audit Sub Group**
- **Communication and Engagement Sub Group**
- **Policies, Procedures and Protocol Sub Group**
- **Thematic (Exploitation) Strategic Group**
- **Task and Finish Groups (as required)**

## ii. REGIONAL SAFEGUARDING ADULT BOARD

The membership complies with the guidance issued under Part 7 (Section 134(2) of the SS&WB Act 2014). A list of members is below:

Name	Position
<b>Local Authority</b>	
Lance Carver <b>CO-CHAIR</b>	Director of Social Services, Vale of Glamorgan
Claire Marchant <b>CO-CHAIR</b>	Director of Social Services, Cardiff
Amanda Phillips	Head of Resources and Safeguarding, Vale of Glamorgan
Suzanne Clifton	Head of Service for Adults, Vale of Glamorgan
Louise Barry	Assistant Director of Adult Services, Cardiff
Alys Jones	Operational Manager of Safeguarding and Review, Cardiff
Natasha James	Operational Manager of Safeguarding & Service Outcomes, Vale of Glamorgan
<b>National Health Service</b>	
Ruth Walker	Executive Nurse Director, Cardiff and Vale University Health Board
Jason Roberts	Deputy Executive Nurse Director, Cardiff and Vale University Health Board
Linda Hughes-Jones	Head of Safeguarding, Cardiff and Vale University Health Board
Jodie Denniss	Interim Deputy Head of Safeguarding, Abertawe Bro Morgannwg University Health Board
Suzanne Wood	Consultant, Cardiff & Vale Public Health Medicine
<b>Velindre NHS Trust</b>	
Jayne Elias	Assistant Director of Nursing & Service Improvement, Velindre NHS Trust
<b>National Safeguarding Team, Public Health</b>	
Debbie Pachu	Designated Nurse, National Safeguarding Team (NHS Wales), Public Health Wales
<b>South Wales Police</b>	
Claire Evans	Superintendent, Central BCU, South Wales Police
Steve Murray	Superintendent, Eastern BCU, South Wales Police
Beth Aynsley	Independent Protecting Vulnerable Person Manager, South Wales Police
<b>National Probation Service</b>	
Hannah Williams	LDU Head for National Probation Service
<b>Community Rehabilitation Company</b>	
Victoria Harris	LDU Head for Wales Community Rehabilitation Company
<b>HMP Cardiff</b>	
Helen Ryder	Governor
<b>Welsh Ambulance Service Trust</b>	
Nikki Harvey	Head of Safeguarding, WAST

South Wales Fire and Rescue	
Shaun Moody	Group Manager Community Safety and Partnerships
Third Sector	
Rachael Nicholson-Wright	Action on Elder Abuse
Care Providers	
Brian West	Chair of Vale of Glamorgan Care Homes/Care Forum Wales
Mandy Evans	Learning Disability & Supported Living Care Providers
Advisors in Attendance	
Carolyn Goodall	Senior Lawyer, Legal Services, Vale of Glamorgan Council

**Additional representatives form the following Sub Groups:**

- **CPR/APR Practice Review Sub Group**
- **Training Sub Group**
- **Audit Sub Group**
- **Communication and Engagement Sub Group**
- **Policies, Procedures and Protocol Sub Group**
- **Thematic (Exploitation) Strategic Group**
- **Task and Finish Groups (as required)**

# MEETINGS AND ATTENDANCE

## i. Cardiff and Vale Regional Safeguarding Children Board Meetings

During the period March 2018 to March 2019, there were four RSCB Main Board meetings held with an additional Development Day being held to discuss key priorities and to undertake self-assessment. The Business Planning Group met on five occasions. Across all meetings, there was good attendance from statutory partners.

Attendance at Board and all sub groups is monitored by the Business Unit and reported so that any gaps in representation can be addressed in a timely manner.

## ii. Cardiff and Vale Regional Safeguarding Children Board Attendance

Agency	Attended	Missed
Cardiff Children Services	4	0
Vale of Glamorgan Children Services	4	0
South Wales Police	4	0
National Probation Service	4	0
Community Rehabilitation Company	3	0
Cardiff and Vale University Health Board	4	0
Velindre NHS Trust	3	1
Cardiff Education	3	1
Vale of Glamorgan Education	4	0
Cardiff Housing	3	1
Vale of Glamorgan Housing	3	1
Cardiff Youth Offending Service	3	1
Vale of Glamorgan Youth Offending Service	4	0
Public Health Wales (National Safeguarding Team)	3	1
Welsh Ambulance Team, NHS Trust	0	4
Barnardo's	2	2
NSPCC	0	4
National Youth Advocacy Service (NYAS)	2	2
UK Visas and Immigration	2	2
Cardiff Women's Aid	0	4
National Independent Safeguarding Board Representative	1	3

### iii. Cardiff and Vale Regional Safeguarding Adults Board Meetings

During the period from March 2018 to March 2019, the RSAB met on 4 occasions to include Main Board meetings and a Development Day to discuss key priorities and to undertake self-assessment. The Business Planning Group met on five occasions. Across all meetings, there was good attendance from statutory partners.

Attendance at Board and all sub groups is monitored by the Business Unit and reported so that any gaps in representation can be addressed in a timely manner.

### iv. Cardiff and Vale Regional Safeguarding Adults Board Attendance

Agency	Attended	Missed
Cardiff Adult Services	4	0
VoG Adult Services	4	0
South Wales Police	4	0
National Probation Service	4	0
Community Rehabilitation Company	3	1
Cardiff and Vale University Health Board	4	0
Velindre NHS Trust	3	1
Public Health Wales (National Safeguarding Team)	3	1
Welsh Ambulance Service, NHS Trust	0	4
Care Providers	4	0
South Wales Fire and Rescue Service	0	4
Abertawe Bro Morgannwg University Health Board	3	1
Action for Elder Abuse Cymru	1	3
NISB	1	3

# **SAFEGUARDING CHILDREN:**

## **i. IDENTIFIED PRIORITIES**

As set out in the RSCB's 2018 – 2019 Annual Plan the Board identified the following priorities:

- 1. Effectiveness of Child Protection System**
- 2. Children on the edge of the Child Protection System**
- 3. Service User Engagement**
- 4. Learning Lessons from Reviews**

## **ii. ADDRESSING THE PRIORITIES**

Under each of these priorities, the RSCB set out a number of objectives and intended outcomes to ensure the priorities were tackled effectively and successfully. The RSCB is pleased to be able to evidence significant progress against key objectives, albeit the Board also recognises that some areas require further development. Following a Development Day on 31<sup>st</sup> January 2019, members of the RSCB have ensured that each priority has been assessed and any objectives that require further attention have been carried forward to 2019-20 annual plan with SMART actions going forward.

### **1. Effectiveness of Child Protection System**

The RSCB requires a mechanism to be established in order to provide assurance concerning the effectiveness of child protection practice in Cardiff and Vale of Glamorgan.

#### **Multi-Agency Dataset**

In 2018-2019, the RSCB set out to produce a multi-agency performance framework that would be reported to the RSCB on a quarterly basis.

The performance framework will allow the Board to analyse the information received in order to identify areas for improvement or good practice. A systematic approach to the provision of data to inform the framework is being agreed with partners. A number of different sub groups have had input into the performance framework as a way of ensuring the data is collected is meaningful and of use.

A quality assurance function is being developed and the performance framework will provide key information to target areas for further examination and inform audits. The dataset has been expanded to include quarterly figures from multiple agencies to enable effective trend analysis. The framework will continue to evolve to capture hot spots, the tracking of improvements identified through CPR, APR and MAPF recommendations, and will feed into the work-streams of the Audit Sub Groups for Children and Adults.

The performance framework is also being used as a business tool for the reporting of CPR, APR and MAPF progress and as a mechanism for tracking complaints and training attendance.

It was agreed that this on-going piece of work would remain on the Annual Plan for 2019-2020, with the aim of building further on the progress made in regards to providing a quarterly overview of safeguarding practice and the development of trend analysis.

## **Adverse Childhood Experiences (ACEs)**

As a result of a CPR recommendation, the Board wished to be assured that practitioners understand the relevance of ACEs and are aware of their long-term impact, as well as understanding the concepts of poly-victimisation and re-victimisation. Practitioners are required to apply this knowledge and give it due weight when assessing the risk to children and making decisions about their future.

In response to this multi-agency training was held, and the Board's newsletter was used to disseminate knowledge further. To further progress this work the Communication and Engagement sub group have engaged with the ACEs hub hosted by Public Health Wales in order to begin developing a suite of briefings that will incorporate guidance on ACEs and be made available to all partners.

## **2. Children on the edge of the Child Protection System**

The Board felt that this priority was key in establishing effective decision-making and assessment of need for safeguarding interventions.

### **Threshold Management**

In order to understand the operation of thresholds from the perspective of individual agencies the RSCB identified Education as an agency best placed to be the subject of the examination of referrals for care and support assessments. Representatives from the Board have been in discussions with Education with the intention of setting up a Task & Finish Group to progress this piece of work. A sample set of data from schools has been identified over a six-month period and the question set with which to interrogate the sample has been agreed. This work will be progressed by examining referrals from that agency in order to identify areas of concern, good practice and establishing clear next steps.

### **Female Genital Mutilation**

Following the excellently attended awareness-raising event in March 2018 featuring informative presentations from South Wales Police, C&V UHB, BAWSO, South West Regional FGM Strategic Lead and South Wales Police Joint Legal Services and the National FGM Centre, the Board wished to expand this work further.

In order to progress the work on FGM, two task and finish groups across partner agencies were combined to create an FGM Operational Group focusing on a multi-agency approach to tackling FGM across Cardiff and the Vale. The group has met on two occasions and hopes to progress its work in 2019-20.

### **Young People in Police Custody**

South Wales Police and Cardiff Council are working together to produce a regional protocol in relation to Young People in Police Custody. The protocol will then be remitted to the Policies, Procedures and Protocols Sub Group with the intention of it becoming a regional multi-agency protocol.

### **The Prevent Agenda**

The Board hosted multi-agency training presented by The Wales Extremism and Counter Terrorism Unit in March 2019. The training was to raise awareness and understanding of the prevent agenda and to give a Welsh context to counter terrorism. The Board have also

promoted the new Prevent referral form that was launched in March to assist with dissemination to all agencies.

### **Child/Young Person Experience**

During 2017-2018, an emerging theme from Child Practice Reviews and an element of work that members of the RSCB agreed was important to keep a line of sight on, was the inclusion and consideration of the experience of the child within partner agencies. As a result, Board members agreed to address this by each member agency providing a service user story to the Board. This would provide an insight on the work being carried out and the experience of the child. The first story came to the Board meeting in May 2019, delivered by Cardiff Council's 13+ team. This work remains as a standing agenda item going forward, with a presentation from midwifery services being due in early 2019.

## **3. Involvement of Children and Young People**

This priority continues from 2017-18, building on the good work resulting from the re-launch of the Communication and Engagement Sub Group, further development of the RSCB website and continuation of the successful introduction of the quarterly newsletter.

The focus for 2018-19 has been on understanding the level of engagement currently on going in individual agencies. Current engagement networks within each agency have been mapped by a task and finish group and is a readily available resource.

National Youth Advocacy Service Cymru (NYAS) were commissioned to produce a report to highlight methods to engage children and young people positively within the board, its decisions and work streams. Following the report, work will be undertaken in 2019-20 to take forward the development by producing a rights and participation framework in regards to participation and engagement.

Work has also taken place to develop a feedback form for children and young people involved in the child protection process. A pilot took place at the end of 2018-19 and the outcome will be presented to the Communication and Engagement Sub Group for consideration in early 2019-20.

Progress has been made in promoting the work of the Board by the further development of the website, with regular analytic reports being in place to provide intelligence on website usage and activity levels. The website is now an established portal for providing key information to the general public and a hub for safeguarding services in the region.

### **National Safeguarding Week**

National Safeguarding Week in 2018-19 was a huge success with a number of different events taking place across the region, engaging professionals as well as children and adults. The programme of events can be found in Appendix I of this report.

The key focus of the week was exploitation and awareness-raising events were delivered around this theme, including the Board's first annual children & young people's conference on 14<sup>th</sup> November, which was a huge success. Pupils from secondary schools across Cardiff and the Vale of Glamorgan were invited to attend. The conference was held at St Teilos High School in Cardiff and was opened by Keith Towler from the National Independent Safeguarding Board (former Children's Commissioner for Wales). The schools' CSE Ambassadors were invited to present at the conference and explained to the pupils about their role as ambassadors and about how to recognise the signs of exploitation. In line with the theme of exploitation, a number of interactive workshops were held on:



- Risk-taking and alcohol and substance misuse.
- Suicide prevention.
- Children's Rights
- Healthy relationships
- Safe Sharing (sexting etc.).
- Homelessness

Keynote speakers from St. Giles Trust, who were reformed gang members, spoke to the pupils about their lived experiences and the dangers of knife crime, gangs and in particular County Lines. Teachers subsequently reported that the conference had real impact on those who attended and due to its success, arrangements will be made to hold a further children & young people's conference during NSGW 2019.



*Dimitri Jordan, Jacob Riggons and Rebecca Miller, St Giles Trust at the Children and Young People's Conference.*

#### **4. Learning Lessons from Reviews**

The RSCB chose this objective in order to ensure the timely dissemination and implementation of learning arising from child practice reviews. The Board wanted to improve its ability to evidence how lessons are learned from reviews and to strengthen practice and safeguard children.

A CPR/APR Development Day was held in November 2018, facilitated by independent advisors, to discuss and provide clarity around the role of the CPR/APR Sub Group and the existing CPRAPR process. Actions from the day included producing role profiles for panel members, chairs and reviewers, which are signed to ensure that participants are fully aware of their responsibilities and requirements of the role. Role profiles for the CPRAPR sub group members have also been revised and the terms of reference for the group has been reviewed. One of the outcomes of the Development Day was the production of a presentation for wider teams and this has been rolled out by the Business Unit.

Five CPRs have been published in 2018-19, a significant achievement and is evidence of the Board processes working with improved effectiveness. The recommendations of all published CPRs have been collated by the Business Unit and extraordinary meetings of the CPR/APR sub group have been convened as a way of monitoring the progress of recommendations. Work is ongoing to improve the transparency around the implementation of recommendations further and a process review is underway to provide

reassurance to the Board that actions as a result of CPRs have been taken in a timely way.

In January 2019, a Regional Safeguarding Board Development Day was held and a part of this event focused on the themes arising from CPRs, APRs and MAPFs. This was to ensure that our actions for 19/20 focussed on the learning from these reviews. An exercise has taken place to collate any themes, and this resource will be maintained going forwards in order to give the RSCB an overview of any recurrent themes and to inform future learning.

### **iii. OTHER ACTIVITY AND BOARD DEVELOPMENT**

#### **Development Day**

On 31<sup>st</sup> January 2019, members of the RSCB took part in a Development Day, with aims to:

- To reflect on the achievements and challenges encountered by the Board in 2018-19
- To identify priorities for 2019-20
- To establish how the Board can demonstrate an understanding of safeguarding practice in the region.

The day provided an opportunity for Board members to discuss the completion of the Welsh Government Self Assessment Tool and to reflect on progress made during 2018-19.

There was much discussion during the day regarding priorities and focus of activity for the next business planning cycle. These discussions helped to inform the Annual Plan for 2019-2020.

The Development Day provided a good opportunity for Board members to build effective working relationships, share good practice and establish what the priorities for the Board needed to be. This was a successful event and one that is already shaping the activity of the Board more effectively.

#### **Section 137 – Request for Information**

Under Section 137 in the SSWBA, a Safeguarding Board may, for the purpose of enabling or assisting the Board to perform its functions, ask a qualifying person or body to supply specified information to which subsection (2) or (3) applies to—

- (a) the Board, or
- (b) a person or body specified by the Board.

This year C&V RSCB have not had to use any Section 137 requests.

#### **Safeguarding Children in the Region – Performance Data**

The following data set provides a small insight into a relatively narrow field of child protection practice and activity. Work has been ongoing in 2018-19 to establish a clear and coherent multi-agency data set that allows analysis that is more purposeful and interrogation to enable the Board to reassure itself and the public that safeguarding practice is appropriately focused, resourced and effective.

The performance data framework currently enables the monitoring of a range of indicators including: numbers of children on the child protection register for over two years, repeat referrals and de-registrations, as well as team performance data around

the timeliness of initial child protection meetings and review child protection meetings. The further development of this data set is a priority for 2019/2020.

**Number of Registrations by Category at the end of each quarter:**

Category of Abuse	Cardiff				Vale of Glamorgan			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Emotional abuse	101	105	96	82	31	35	33	41
Neglect	114	96	71	57	51	35	25	20
Neglect & Emotional abuse	0	0	0	0	0	0	0	0
Physical abuse	24	20	28	39	6	4	4	1
Physical abuse and Neglect	8	3	0	0	4	5	2	0
Physical and Emotional abuse	0	0	0	0	0	0	0	0
Sexual abuse	5	10	11	6	1	1	0	0
Sexual and Physical abuse	1	1	0	0	0	0	1	0
Sexual abuse and neglect	4	1	0	0	3	4	3	2
Grand Total	257	236	206	184	96	84	68	64

**Number of professional allegations (from April 2017-March 2018):**

	Cardiff	Vale of Glamorgan
<b>No. of allegations made</b>	154	49
<b>No. completed</b>	55	47
<b>No. of initial strat. meetings</b>	49	49

# **SAFEGUARDING ADULTS:**

Over the last year, work has been progressing on developing a robust and cohesive Adults board for the region whilst addressing the two priorities in the Annual Plan along with Core Business of the Board

## **i. IDENTIFIED PRIORITIES**

As set out in the RSCB's 2018 – 2019 Annual Plan the Board identified the following priorities:

- 1. Domiciliary and Care Home Sector**
- 2. Workforce**

## **ii. ADDRESSING THE PRIORITIES**

### **1. Domiciliary and Care Home Sector**

Within the Annual Plan, the RSAB recognised the need to be assured that the quality of care delivered by providers is of a high standard and a number of actions were agreed.

#### **Domiciliary and Care Home Forums**

In both Cardiff and the Vale of Glamorgan safeguarding was established as a standing agenda item at provider forums and board representation agreed, with the attendance of respective Operational Managers for safeguarding invited to all forums.

#### **Care Provider Protocols**

Work has progressed in regards to aligning the two local authority care provider protocols with the intention of adopting a RSAB wide single provider performance protocol. This work will ensure a consistent and robust Quality Assurance approach and will result in the implementation of a Joint Escalating Concerns procedure. The work around this procedure is advanced and will be implemented and embedded across the region in 2019-20.

#### **CIW Inspection Reports**

Learning from relevant Care Inspectorate Wales (CIW) inspections within the region has been made available to the RSAB as reports are now taken to Board meetings on an exceptions basis. Once care homes are required to complete annual reports as a part of the new requirements under Regulation and Inspection of Social Care (Wales) Act (RISCA), these reports will be key to local authority contract monitoring, and exceptions will be reported to the Board from April 2020.

Work continues on the performance framework and as this expands performance indicators in relation to the resilience of the domiciliary care market will develop across the region, this work will continue in 2019-20.

#### **Domiciliary and Care Home Engagement and Involvement of People with Care and Support Needs**

In order to identify the voice of the adult and their carers and to gather feedback from adults about the quality of care they experience work has commenced within the Communication and Engagement Sub Group. Current networks within partner agencies are being mapped in order to inform priorities in 2019-20 and how best to take this work forward.

## **Advocacy**

The RSAB identified the objective of reviewing and understanding the lessons from current care home advocacy arrangements, exploring best practice across Wales with the intention of the development of a tool that captures residents' views, and feeding into contract monitoring arrangements in 2020. Progress has been made in scoping information around advocacy services, resulting in Board promotion of the Cardiff & Vale Advocacy Gateway via a presentation and newsletter article. Work continues within the Communication and Engagement Sub Group to develop advocacy arrangements further and a tool as part of the 2019-20 annual plan.

## **2. Workforce**

The RSAB requires assurances that there are effective inter-agency safeguarding practices, supported by policies, procedures and robust multi-agency training in respect of management of professional allegations.

### **Development of Policies and Procedures**

The development of procedures across the RSAB region has been advanced by the Policy, Procedures and Protocols Sub group. The group have worked to ensure that our workforce are supported to be aware of safeguarding duties, have policies, procedures and processes to reflect these duties, and that agencies have routes and mechanisms for ensuring appropriate responses and management of adult safeguarding referrals. This work will be continued in 2019-20 as the Wales Safeguarding Procedures are rolled out, implemented and embedded within each partner agency.

### **Multi-agency Training**

Multi-agency training is key to developing skills, resilience and confidence amongst the workforce. The Training Sub Group has established a register of all current training and made this easily accessible on the RSAB website. Successful multi-agency was facilitated by the RSAB in 2018-19 including Prevent training, County Lines and ACEs workshops which were attended by staff from all partners. The training gave opportunity for networking and improved multi-agency working.

### **Professionals Safeguarding Conference**

As a key event in National Safeguarding Week, the Professionals Conference was held on 14<sup>th</sup> November 2018 and was attended by staff from across all agencies. A number of excellent speakers delivered presentations on 'Cyber Crime and Fraud Awareness', 'Human Exploitation in the 21<sup>st</sup> century', 'Safeguarding Children in Sport', 'Independent Inquiry into Child Sexual Abuse' and 'Boys and Young Men at Risk of Sexual Exploitation'. The voices of the young men who participated in the latter presentation based on research by Barnardos were heard along with the experiences of a survivor of child sexual abuse.



*Professionals Conference held on 14<sup>th</sup> November 2018*

### **iii. OTHER ACTIVITY AND BOARD DEVELOPMENT**

#### **Development Day**

On 31<sup>st</sup> January 2019, members of the RSAB took part in a Development Day with aims to:

- To consider progress made by C&VSAB
- To explore any emerging safeguarding issues
- To clarify priorities for 2019-2020.
- To establish how the Board can demonstrate its contribution to safeguarding improvements.

The day provided an opportunity for Board members to discuss the completion of the Welsh Government Self Assessment Tool and to reflect on progress made during 2018-19.

There was much discussion during the day regarding priorities and focus of activity for the next business planning cycle. These discussions helped to inform the Annual Plan for 2019-2020.

The Development Day provided a good opportunity for Board members to build effective working relationships, share good practice and establish what the priorities for the Board needed to be. This was a successful event and one that is already shaping the activity of the Board more effectively.

#### **Section 137 – Request for Information**

Under Section 137 in the SSWBA, a Safeguarding Board may, for the purpose of enabling or assisting the Board to perform its functions, ask a qualifying person or body to supply specified information to which subsection (2) or (3) applies to—

- (a) the Board, or
- (b) a person or body specified by the Board.

This year C&V RSCB have not had to use any Section 137 requests.

#### **Adult Protection and Support Orders (APSO)**

Under Section 127 in the SSWBA, “an authorised officer may apply to a justice of the peace for an order (“an adult protection and support order”) in relation to a person living in any premises within a local authority’s area. The purposes of an adult protection and support order are—

- (a) to enable the authorised officer and any other person accompanying the officer to speak in private with a person suspected of being an adult at risk,
- (b) to enable the authorised officer to ascertain whether that person is making decisions freely, and
- (c) to enable the authorised officer properly to assess whether the person is an adult at risk and to make a decision as required by section 126(2) on what, if any, action should be taken.

During 2018-2019, C&V RSAB did not need to use the powers under this section.

#### **Safeguarding Adults in the Region – Performance Data**

The following data set provides a small insight into a relatively narrow field of adult protection practice and activity. Work has been progressed in 2018-19 to establish a clear and coherent multi-agency data set that enables analysis that is more purposeful and interrogation to enable the Board to reassure itself and the public that safeguarding practice is appropriately focused, resourced and effective.

The performance data framework currently enables the monitoring of a range of indicators including: sources of safeguarding reports, places abuse occurred, persons alleged as responsible, as well as numbers of investigations and repeat referrals, plus other thematic data. Further development of this data set is ongoing (**see page 12**).

**Number of referrals to Adult Safeguarding received each quarter**

	Cardiff				Vale of Glamorgan			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Number of reports of an adult suspected of being at risk	369	352	276	238	133	160	144	186

**Category of abuse or neglect reported each quarter for adults aged 18-64**

	Cardiff				Vale of Glamorgan			
Category	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Physical	54	41	42	20	9	27	24	26
Sexual	15	14	18	8	7	6	4	11
Emotional/ Psychological	41	49	35	23	11	21	12	23
Financial	21	26	39	21	12	16	10	17
Neglect	40	45	42	34	11	16	11	13
Total	171	175	176	106	50	86	61	90
Of which:								
Domestic	37	47	53	29	5	23	16	13
Domestic and racial	0	3	0	0	0	0	0	0

**Category of abuse or neglect reported each quarter for adults aged 65+**

	Cardiff				Vale of Glamorgan			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Physical	59	59	33	45	34	20	9	9
Sexual	10	7	3	4	0	3	4	0
Emotional/ Psychological	34	46	27	36	5	9	12	24
Financial	37	46	36	38	9	7	14	23
Neglect	146	138	115	90	35	35	44	40
Total	286	296	214	213	83	74	83	96
Of which:								
Domestic	37	82	35	55	3	11	5	11
Racial	0	2	0	0	0	0	0	0

# COLLABORATION WORK:

## i. EXAMPLES OF COLLABORATIVE WORKING

As well as individual agendas for safeguarding adults and children, Cardiff and Vale of Glamorgan Safeguarding Boards have ensured its meetings allows for any overlap of issues and agenda items. Some of the agenda items that have been discussed jointly are:

### **Review of All Wales Children's and Adult's Safeguarding Procedures**

We continue to lead on this extensive piece of work and are able to report it is progressing well with good support from colleague professionals across all agencies and regions. We are on course for a national launch of the procedures during Safeguarding Week in November 2019.

### **VAWDASV Strategy**

The Violence Against Women, Domestic Abuse and Sexual Violence Act (Wales) 2015 laid out a requirement for local authorities and health boards to prepare regional strategies to tackle this issue. As a result the Cardiff and Vale of Glamorgan VAWDASV Strategy 2018-2023 has been developed and widely consulted on. The Board have received regular updates at meetings regarding the action plan in order to give oversight and assurance.

### **Office of Public Guardianship**

A presentation was delivered to the Adult Safeguarding Board on the results of recent research into professionals' understanding of the Office of the Public Guardian (OPG). As there has been low numbers of Lasting Power of Attorney (LPA) take up in much of Wales there is an identified need to raise awareness of OPG functions and the searchable register. In 2019-20, the Board will promote the planned OPG campaign to improve LPA take up in order to ensure professionals become better OPG informed.

### **Safeguarding Awards**

National Safeguarding Week concluded with a Safeguarding Awards ceremony as a way of celebrating individual and collaborative safeguarding achievements within the Cardiff and Vale of Glamorgan region.

Assistant Chief Constable Jon Drake opened the ceremony, and awards were presented by Chief Superintendent Steve Jones, Councillor Graham Hinchey and Councillor Susan Elsmore. A total number of 18 awards recognising those who had made outstanding contributions to safeguarding throughout the year were presented to staff from Cardiff and the Vale of Glamorgan Local Authorities, Cardiff and the Vale Health Board, South Wales Police and the third sector.



The success of the event has been shared with other Boards in Wales, many of whom hope to replicate the event in their regions in 2019-20.



## **OTHER EMERGENT THEMES AND WORK IN PROGRESS**

### **Development of complaints procedures**

Work has been commissioned by the Policies, Procedures and Protocols Sub Group for a merged document to be developed. The policy is in final draft and awaiting further comments from Legal, once received it will go to Board for ratification. Work on a complementary Business Support procedure and process has been undertaken in preparation for implementation.

### **Crime Prevention and Safety Awareness Roadshows**

As part of National Safeguarding Week, the Board, in collaboration with Cardiff West Neighbourhood Watch Association, hosted two Crime Prevention and Safety Awareness Roadshows. The aim of the events was to advise people to be aware of scams, swindles, cold callers, home security, personal safety, safeguarding young people and car theft.

The events took place at two locations in Cardiff and featured stands from South Wales Police, South Wales Fire and Rescue Service, British Transport Police, Age Cymru Handy Van Service, Welsh Water, Victim Support, Trading Standards, Telecare Cardiff and Meals on Wheels.

National Safeguarding Week also gave the opportunity for Neighbourhood Watch collaboration across the Vale, with an event jointly organised by Vale of Glamorgan Neighbourhood Watch Association and the Safer Vale Partnership. The event was based on the theme of Modern Day Slavery.



*Vale of Glamorgan Neighbourhood Watch Association, National Safeguarding Week 2018*

## **Inspection Reports**

Board members address recommendations from the National Independent Safeguarding Board and their own concerns surrounding the openness and ability to monitor any issues arising from all individual agencies. Therefore, all partner agencies now regularly share any relevant inspection reports with summaries drawing the Boards attention to any issues or items to discuss at meetings ensuring these can be progressed and actioned as necessary.

## **Other Reviews/Teams**

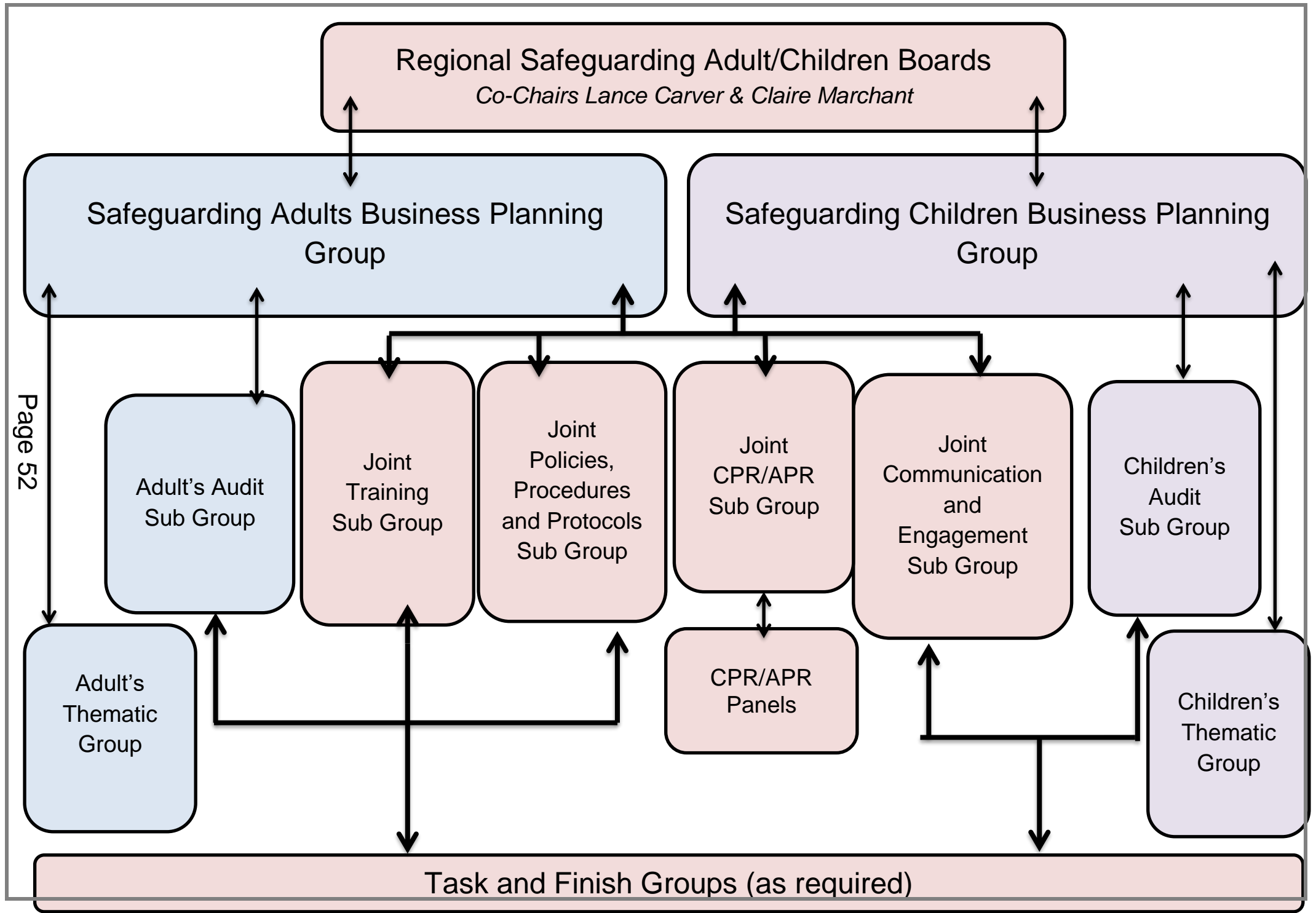
- i. Child Death Review Team**
- ii. Domestic Homicide Reviews**
- iii. Procedural Response to Unexpected Deaths in Children (PRUDiC)**

The Board have links with Community Safety Partnership Teams in both regions, the Coroner, the Child Death Review Team and colleagues working within the PRUDiC process to ensure all appropriate information sharing is in place and robust processes are developed enabling the Board to have oversight of relevant data and information. The Board monitors the PRUDiC and DHR processes initiated within its own region and ensures that they are followed to completion.

## **ii. WORK OF THE SUB GROUPS:**

Throughout 2018-2019, there has been a significant amount of work dedicated to the operation and outcomes of the individual sub-groups. All sub groups have a work plan addressing priorities for the year, linking in to the Boards' Annual Plan and any emerging themes and recommendations as a result of ongoing reviews.

Please refer to the diagram on the following page illustrating our current sub group structure.



## **Business Planning Groups**

**The Business Planning Group is key to the overall effectiveness of the Safeguarding Board in terms of delivering its objectives. The group will ensure that the priorities of the Board and the work of the Sub Groups are taken forward.**

Two Business Planning Groups exist within the RSB Structure to ensure that any operational issues can be addressed and any decisions and strategic objectives could be forwarded to the RSCB and RSAB for decisions. During the year, each Business Planning Group met on 4 occasions where the progress of the Sub Groups was monitored and any challenge appropriately addressed. These groups also monitored and contributed to the development of the RSCB and RSAB Annual Plans whilst monitoring the progress on the previous year's priorities providing updates to the RSCB and RSAB where necessary.

## **Training Sub Group**

**This group works on behalf of the Safeguarding Boards to ensure the availability and delivery of high quality training on safeguarding adult and children issues to statutory, voluntary and independent agencies.**

During the period, this sub group continued to work as a shared function across both boards in order to enhance efficiency and coherent delivery. Throughout 2018-2019, the Training Sub Group met on 6 occasions and carried out extensive work to ensure governance of the training programme across the region.

The training register compiled in 2017-18 is available for all partners and has been input on the RSB's website. Currently the majority of the training is primarily single agency, but with the option for other agencies to access as a way of providing network opportunities.

A resource from the Business Unit and a Board rep have been made available for the Social Care Wales workgroup developing a National Approach to Safeguarding Training.

Operational Managers Safeguarding for Cardiff and Vale have provided awareness training on behalf of the Board with the volunteers of the Syrian Resettlement Project in both regions.

## **Training funding from Welsh Government**

Cardiff and Vale RSB utilised the £10,000 training funding award from Welsh Government to deliver training for the implementation of Welsh Government policy and legislation during 2018-19 in a variety of ways. The grant has funded venues and activities including CPR/APR training, a workshop on Adverse Childhood Experiences, plus Prevent and County Lines training events.

## **Training and Development Strategy**

Work commenced during 2018-19 on the drafting of a Training and Development Strategy for Cardiff and Vale RSB. Forward planning has resulted in an initial proposal paper being presented to the RSB for agreement on the use of future grant monies and what training the RSB should commission directly in future years.

As a result of the work of the Training Sub Group in 2018-19, a clearer picture of training needs and implementation is now developing across partners.

## **RSB Children's Audit Sub Group**

The aim of this group is to improve outcomes for children across Cardiff and the Vale of Glamorgan, by monitoring the effectiveness of the coordination between agencies in delivering their safeguarding responsibilities by implementing a multi-agency audit mechanism.

During the year 2018-2019, the Children's Audit Sub group met on 6 occasions. The group developed the work plan considering the audits outlined in the SSWBA and issues arising from completed child practice reviews. The Children's Audit Sub Group agreed on the following priorities:

**Priority 1 – Auditing a dip sample of all ICPC for a month (January 2018) to determine whether there are missed opportunities for correct registration of risk of sexual abuse.**

This audit was in response to the action plan from a Child Practice Review in which CSA was clearly felt evident but not evidenced within the Child Protection process. The audit was completed in Summer 2018 and its findings and action plan presented to Board in November 2018. The action plan is being implemented, with the effectiveness of recommendations being monitored by the Sub Group.

**Priority 2 – Auditing children whose parents/guardians withdrew consent for a wellbeing assessment having agreed consent earlier in the referral process and checking if a referral was subsequently made to Children's Services after consent was withdrawn.**

An audit tool has been prepared for this audit, however in discussions with partners it was established that there was an issue with the availability of critical data due to system changes. The partner involved has since rectified the issue so the audit will be rearranged once there is enough data to collate in order for the findings to be meaningful and the data sample reliable and proportionate enough to give weight to any conclusions drawn.

**Priority 3 - Undertaking a CEF audit of CSE cases.**

This priority came from a recommendation following a Multi-Agency Professional Forum and RSCB asked the sub group to determine whether a framework produced as a part of the independent MAPF review was a beneficial tool for partner agencies to utilise in cases where there is CSE risk.

The audit took place in Spring 2019 with the findings and action plan to go to Board in early 2019-20.

**Priority 4 – Monitor audits and work being done around quality by individual agencies.**

This priority was agreed to ensure the group had oversight of any ongoing quality assurance work by individual agencies ensuring information could be fed into the Board when necessary and work was not duplicated on any occasion. This priority will be carried forward to 2019-20, after the Sub Group's work plan has been refreshed and agreed with the Business Planning Group.



## **RSB Adult Audit Sub Group**

The aim of this group is to improve outcomes for adults across Cardiff and the Vale of Glamorgan, by monitoring the effectiveness of the coordination between agencies in delivering their safeguarding responsibilities by implementing a multi-agency audit mechanism.

During the year 2018-2019, the Adult Audit Sub group met on six occasions. The terms of reference have been reviewed and tweaked to include a quality assurance role, through consultation with Business Planning Group. The Sub Group's work plan was completed and included the following priorities:

### **Priority 1 – Repeat VA1 referrals**

The first audit was completed by the Sub Group in Summer 2018, unfortunately the outcomes were unclear. The audit was not able to provide assurances of robust processes across both Local Authorities and Health due to the documentation provided by agencies not being comparable. The audit did highlight how the recording of whether advocacy services have been offered requires improvement. The audit outcome has been shared by agencies and a further audit is recommended in twelve months to compare achievements.

### **Priority 2 – Number of referrals received from Care Homes providing care for people with Dementia in a care setting and the outcomes (thematic)**

A desktop review was undertaken of up to sixty referrals received by both local authorities and the audit considered if the referral identified that the adult at risk had dementia and whether appropriate safeguards were in place. The audit findings and action plan were presented to Business Planning Group and Board in early Spring 2019.

### **Priority 3 – Avoidable Pressure Ulcer Damage Grade 3 and 4**

This is an alteration to the original priority in the 2018-19 work plan as it was superseded by a Health pilot into pressure ulcer management. The Sub Group will now focus on unavoidable cases of pressure ulcer damage grade 3&4 that are not reported to the Regional Safeguarding Board (RSB). The audit will be undertaken on the 25<sup>th</sup> of July 2019 with the objective of providing assurance to the RSB that there are internal safeguarding mechanisms in place for individuals presenting with unavoidable pressure ulcer damage within Cardiff and Vale University Health Board. An audit tool has been developed based on the All Wales Risk Assessment Tool and will consider the number of referrals not reported between the pilot period of December 2018 to the end of June 2019. A cross section of cases from Cardiff/Vale, community/acute will be submitted for the audit.

### **Priority 4 – To consider learning from Adult Practice Reviews and MAPFs to improve future practice**

Two Adult Practice Reviews are due to be published in early 2019-20. The Adult Audit Sub Group will consider the learning arising from these APRs and consider an appropriate audit in order to provide quality assurance around the implementation of the recommendations.

### **Process Review and Self Evaluation**

Towards the end of 2018-19, the Sub Group wished to review its processes and reflect on the successes and challenges faced during the year. As a result, a process map clearly defining the audit process and links to Business Planning Group and Board was drawn up by the Business Unit at the request of the two audit groups. This has helped

clearly define the roles and interaction of the Sub Groups, Business Planning Group and Board.

The Sub Group finished 2018-19 with the completion of a self-evaluation tool to help inform the work plan for 2019-20 and identify improvements. The work plan in 2019-20 will also incorporate the monitoring of any relevant recommendations from the two APRs that are due to be published early in the year.

## Communication and Engagement Sub Group

**This group was set up to ensure that the links between the Regional Safeguarding Boards and the community are strengthened. This will include awareness raising and co-ordination of public engagement activity in consulting with children, adults at risk, their carers and professionals on matters relating to safeguarding.**

During 2018-2019, the Communication and Engagement Sub Group met on six occasions. The priorities for this Sub Group in 2017-2018 were to ensure an effective approach to National Safeguarding Week, further development of the website for the RSAB and RSCB, continue the regular publication of newsletters, and develop an RSB alert as a new means of communicating with professionals and to raise the Board's profile.

### National Safeguarding Week

National Safeguarding Week was on 12<sup>th</sup>-16<sup>th</sup> November 2018. The week was a huge success as the result of an effective task and finish group that arranged a programme of events around the theme of exploitation. A wide range of activities and awareness raising events were delivered across the regions, including a Children and Young People's Conference, Crime Prevention and Safety Awareness Roadshows, Professionals Conference, safeguarding awareness-raising sessions for the general public, safeguarding awards ceremony and many others.

The Sub Group and task and finish groups were instrumental in shaping the week as a whole and were particularly successful in engaging a wide range of agencies to deliver the events to a far-reaching audience of children, young people, professionals, parents and carers, and as well as other groups within the general public. In addition to raising awareness of issues relating to exploitation, the sub group successfully used National Safeguarding Week as an opportunity to raise awareness of the Regional Board.





*One of the many stands across Cardiff and the Vale of Glamorgan*



*A focus group held as a part of the Professionals Conference organised by Communication and Engagement Sub Group*

### **Seven Minute Briefings**

A key element of the RSB website development has been expansion to include seven minute briefings. A suite of briefings have been developed in order to address a variety of areas of safeguarding taking in to consideration recommendations from published child practice reviews. Subject matters include adolescent neglect, child exploitation, county lines, financial abuse, and more. The seven minute briefings continue to be added to on a regular basis.

### **The 'Safeguarding Alert'**

A tool has been developed to act as a 'Safeguarding Alert' in order to highlight any new or updated procedures, policies or protocols, or safeguarding reminders to professionals. The template has been agreed by Business Planning Group and will be launched in early 2019-20.

### **Newsletters**

The Communication and Engagement Sub Group and Business Unit have been responsible for the publication of quarterly newsletters throughout 2018-19. The newsletter has been a vehicle for the dissemination of learning from CPRs, the promotion of the Board, signposting to the website, advertisement of multi-agency training opportunities.

### **Communication and Engagement Strategy**

A joint communication and engagement strategy for Children and Adults has been written and is now awaiting the completion of an Equalities Impact Assessment and consultation exercise. Once complete this will go to Board for ratification followed by dissemination within each partner agency.

### **Children, Young People and Family Engagement**

The Sub Group have contributed to this Board objective by completing a scoping exercise to understand the level of engagement currently ongoing in individual agencies.

A feedback form to capture young people's experiences of the Child Protection system has been developed and is being piloted in Cardiff and the Vale of Glamorgan.

### **Adults, Carers and Practitioners Engagement**

A task and finish group has been convened to map a process on how to engage with people and local groups and relevant work streams. This work will continue into 2019-20.

### **Child and Adult Practice Review (CPR/APR) Sub Group**

**The purpose of this Sub Group is to implement the statutory requirements outlined in the Social Services and Wellbeing (Wales) Act 2014, by considering if cases referred meet the criteria for an Adult/Child Practice Review. The group will also monitor any action plans arising from practice reviews and ensure they are progressed. Learning arising from reviews will be disseminated.**

During 2018-2019, the CPR/APR Sub Group met on seven occasions. Two of these meetings were extraordinary meetings dedicated to the discussion of recommendations from published Child Practice Review. The priorities for this Sub Group in 2018-2019 were to continue consideration of Child and Adult Practice Review referrals as they came in, monitor ongoing reviews, develop a clear CPR/APR guidance for professionals and to develop a rolling programme of workshops ensuring themes and learning from Practice Reviews are monitored and actioned.

This year the CPR/APR Sub Group faced the significant challenge of addressing a backlog in concluding a number of child practice reviews as well as dealing with new CPR and APR referrals. The backlog had been caused by an ineffective grip on the CPR/APR process in previous years, concerns about sourcing CPR/APR reviewers and authors plus difficulties in the process for reaching Board agreement. Considerable progress has been made in addressing these inter-related challenges resulting in great strides towards clearing the backlog.

The Business Unit was effective in driving the CPR/APR process forwards. In 2018-19, five Child Practice Reviews were completed, including a particularly high profile case that took considerable planning and resources to publish. The timeliness of the review process has significantly improved, evidenced by the two current adult practice reviews in process due to be published in early Summer 2019, within a calendar year of referral.

#### **Number of Child Practice Reviews/ Multi-agency Professional Forums (from April 2018-March 2019):**

	<b>Cardiff</b>	<b>Vale of Glamorgan</b>
<b>No. of referrals received</b>	6	2
<b>CPRs Agreed</b>	2	1
<b>CPRs Ongoing</b>	2	1
<b>CPRs completed</b>	4	1
<b>MAPFS Agreed</b>	2	0
<b>MAPFs Ongoing</b>	1	0
<b>MAPFs Completed</b>	0	0

## Number of Adult Practice Reviews/Multi-agency Professional Forums (from April 2018-March 2019):

	Cardiff	Vale of Glamorgan
No. of referrals received	3	1
APRs Agreed	0	0
APRs Ongoing	2	0
APRs completed	0	0
MAPFS Agreed	0	1
MAPFs Ongoing	0	1
MAPFs Completed	0	1

### Recommendations from reviews

The CPR/APR Sub Group has established a rolling programme of extraordinary meetings to focus on the monitoring of existing recommendations from CPRs and MAPFs, plus those from reviews published throughout 2018-19. To facilitate these meetings and to further support the recommendation monitoring process, the Business Unit have created and maintain a recommendation spreadsheet in order to ensure that actions are forwarded to the appropriate sub group or professional and that resulting updates are captured. This tool has been instrumental in allowing the identification of themes within CPR recommendations, and in providing an overview of any recurrent issues.

### Consolidation of the CPRAPR process

To further promote understanding of the CPRAPR process the Business Unit have attended a number of managers meetings throughout the region to deliver a presentation providing guidance on the CPRAPR process and governance. The programme of presentations continues on a rolling basis.

### Learning workshops

A programme of learning workshops has been introduced to provide opportunity to reflect on themes arising from Child and Adult Practice Reviews. This work will continue into 2019-20.

### Policies, Procedures and Protocols Sub Group

**The group will contribute towards developing and reviewing policies and procedures in order to co-ordinate what is done by the partners and members of the Board, for the purposes of protecting adults and children and preventing abuse, neglect and other forms of harm to adults and children within the area of the Board. The group will also ensure that the RSCB and RSAB are fully engaged in the work around the national policies and procedures.**

During 2018-19, this group met on four occasions. The priorities for this group were as follows:

- **Current Policies, Procedures, Protocols** (to include the scoping of policies, procedures and protocols already available in Cardiff, Vale of Glamorgan and All Wales and reviewing and updating current policies, procedures and protocols to ensure they are up to date and relevant)
- **Review policies, procedures and protocols from other regions and adopt as necessary** (to include the review of any new/updated policies from other regions and for these to be circulated to the Sub Group for discussion and recommendations to the RSCB and RSAB)

- **Review Recommendations** (to include any work commissioned by the Board for the Sub Group stemming from CPRs, APRs, MAPFs and any other relevant reviews)

The Sub Group have reviewed a number of policies for Board's ratification. These include the Resolution of Professional Differences and Self Neglect Policy. A chronology tool and guidance have been developed to facilitate multi-agency analysis, subject to Board's ratification.

Task and finish groups have been set up to work on the Self Neglect Policy and the policy on Working with Hostile and Uncooperative Parents.

As more CPRs and APRs are published, the Sub Group will develop and review protocols and procedures following recommendations agreed by the Board. These are standing agenda items for Sub Group meetings to ensure progress is monitored.

### **Wales Safeguarding Procedures and Practice Guides**

The Sub Group will be utilised to consult on the current procedures review, with the responsibility of co-ordinating responses from the RSB to the Project Team. Similarly, the Sub Group will co-ordinate the RSB responses to the Wales Safeguarding Procedures Practice Guides on children in specific safeguarding circumstances.

### **Exploitation Thematic Group**

**Following the work completed by the Board's CSE Strategic Group in 2017-18, it was agreed that CSE work was now core business within agencies. As a result, it was agreed by Board that this group would be replaced with an Exploitation Thematic Group covering exploitation and risk of exploitation of children and adults at risk.**

During 2018-19, the thematic group met on four occasions and has been focusing on the priority of writing a regional exploitation strategy.

A task and finish group was tasked with drafting the strategy with members from multiple agencies all contributing. A scoping exercise took place to identify all exploitation data being collected across agencies. The group collated examples of good practice across Cardiff and the Vale of Glamorgan and focussed on how best to create a strategy that reflects all areas of exploitation, whilst being a practical document that sets clear regional priorities.

The group has now reconvened to consider the strategy and to begin developing an action plan. It is expected that the strategy be presented to Board in Autumn 2019.

### **iii. COLLABORATION WORK WITH OTHER SAFEGUARDING BOARDS AND WELSH GOVERNMENT**

Both the RSAB and RSCB work closely with a number of different areas to ensure effective functioning and the sharing of best practice.

#### **Other Regional Safeguarding Boards**

The links with other Regional Safeguarding Boards continue to strengthen. All Regional Safeguarding Board Managers meet regularly to share good practice, discuss areas of development and identify emerging national safeguarding trends. The Cardiff and Vale RSB Business Coordinators have worked collaboratively with their counterparts across Wales to plan National Safeguarding Week, developing regional themes and sharing good practice.

Child and Adult Practice Reviews are regularly shared to ensure learning is disseminated across the regions. The Business Managers are currently working on ensuring there is consistency across the Regional Safeguarding Boards in terms of format of all published documents (e.g. Annual Plans, Annual Reports and Policies and Procedures).

#### **National Independent Safeguarding Board**

Simon Burch, a representative from the National Independent Safeguarding Board attended Board meetings on a quarterly basis and acted as a point of contact for the RSAB and RSCB. This ceased towards the end of 2018-19, due to the current NISB reaching the end of its tenure. The Board is looking forward to building another strong working relationship with the newly appointed NISB members in 2019-20.

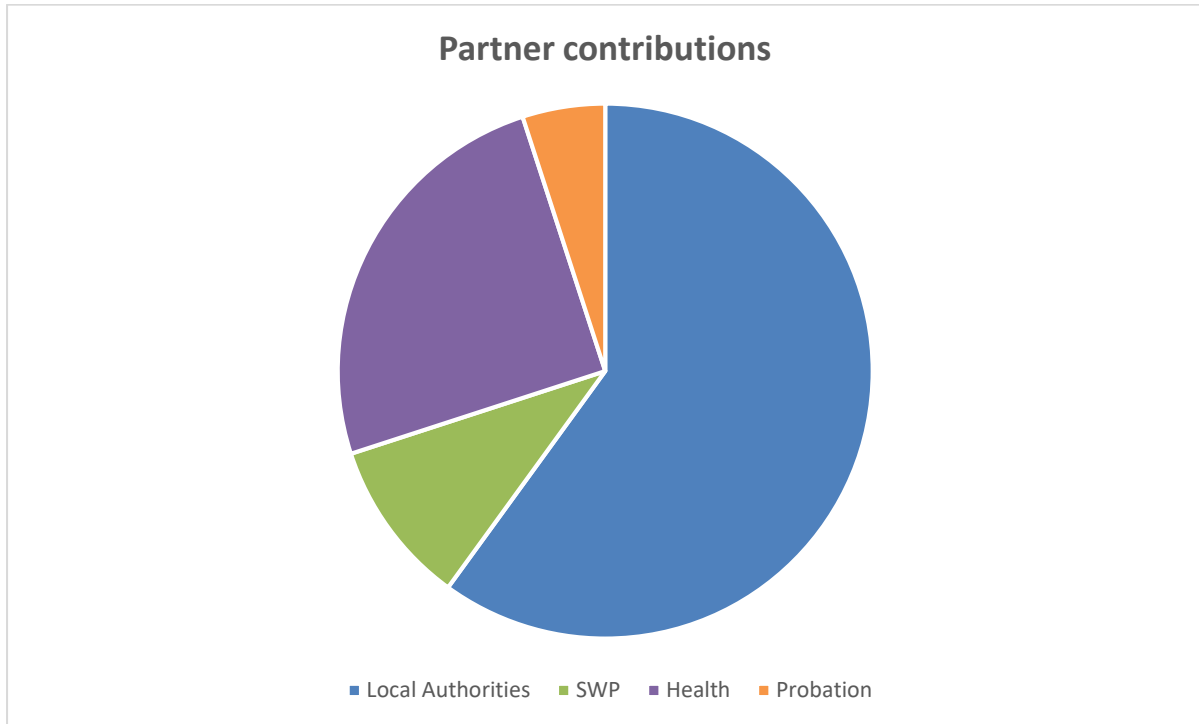
#### **Welsh Government**

The Business Unit continue to work closely with Welsh Government in the last year via attendance at regular briefing meetings. Contact is made with Welsh Government on a regular basis to ensure they are updated on Child and Adult Practice Reviews as outlined in the SSWBA (2014). There are also links made during the bi-monthly meetings with Welsh Government and other Regional Board Business Managers.

# MANAGING RESOURCES

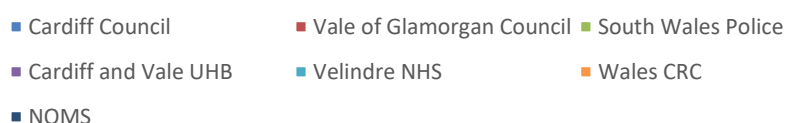
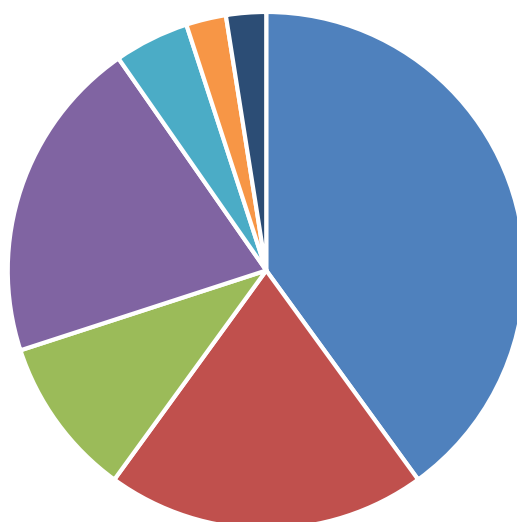
## i. BOARD BUDGET

Cardiff and Vale Regional Safeguarding Board uses the national funding formula to assess and identify annual financial contributions from statutory partner agencies. The graph and chart below show how the Board agreed funding from all agencies in 2018-19:



Organisation	Proposed Contribution Combined (%)	Organisation Split	Current Contribution to RSCB Split (%)	Proposed Contribution Split (£)
Local Authorities	60%	Cardiff Council	67%	£60,000.00
		Vale of Glamorgan Council	33%	£30,000.00
SWP	10%	South Wales Police	100%	£15,000.00
Health	25%	Cardiff and Vale UHB	81.25%	£30,468.75
		Velindre NHS	18.75%	£7,031.25
Probation	5%	Wales CRC	50%	£3,750.00
		NOMS	50%	£3,750.00
<b>TOTAL</b>	<b>100%</b>			<b>£150,000</b>

### Organisation income split



## ii. BOARD EXPENDITURE

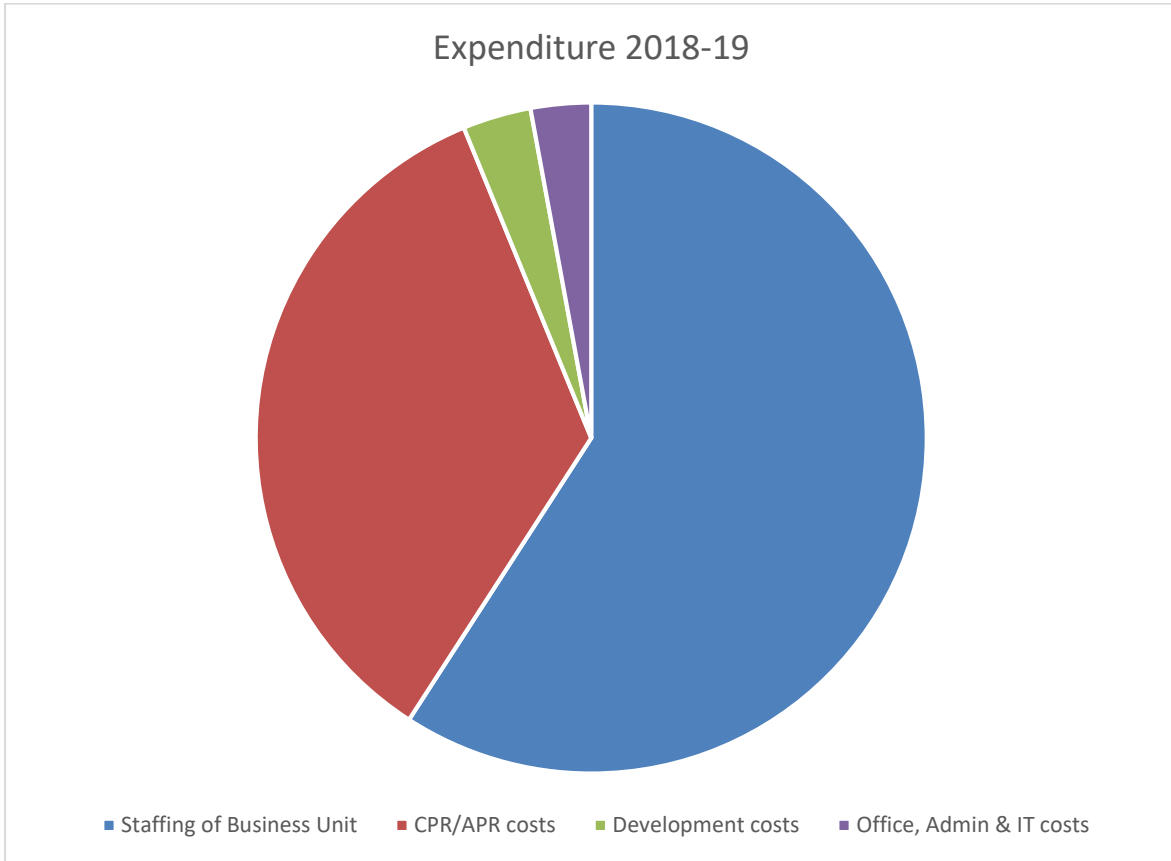
The above funds were used to manage the business of the Board to include the following:

Expenditure	Actual cost
<b>STAFFING COSTS</b>	
Strategic Business Manager	£24,826.40
Business Coordinators	£41,482.30
Administrator	£14,857.70
Extra	£433.51
<b>Total:</b>	<b>£81,166.40</b>
<b>CHILD AND ADULT PRACTICE REVIEWS</b>	
External reviewers	£44,803.84
Learning Events	£529.16
Administration materials (chronolator and printing)	£2,913.60
<b>Total:</b>	<b>£48,246.60</b>
<b>DEVELOPMENT</b>	
Room/venue hire	£3,597.02
Refreshments for Staff & Meeting	£592.00
Administration materials	£400.00
<b>Total:</b>	<b>£4,589.02</b>
<b>ADMIN</b>	
Electronics	£1,238.74
Travel	£53.22
Subsistence	£74.37
Other	£2,675.45
<b>Total:</b>	<b>£4,041.78</b>

EXTRA	
Employers Liability Ins Premiums	£33.31
Apprenticeship Levy	£472.58
Public Liability Insurance Premiums	£141.83
Miscellaneous Insurance Premiums	£73.28
Other (CRB checks, security services)	£433.51
<b>Total:</b>	<b>£1,154.51</b>

**Total spend:**

**£139,198.31**





# CONTACT US

Please contact the Safeguarding Business Unit for any additional information/guidance via the following avenues:

**Address:**

**Cardiff and Vale Regional Safeguarding Boards Business Unit**

**Room 342**

**County Hall**

**Cardiff**

**CF10 4UW**



(02920) 871891

**Email: [CardiffandValeRSB@cardiff.gov.uk](mailto:CardiffandValeRSB@cardiff.gov.uk)**

## **GLOSSARY**

**ACEs** – Adverse Childhood Experiences

**APR** – Adult Practice Review

**CPR** – Child Practice Review

**CIW** – Care Inspectorate Wales

**CSA** – Child Sexual Abuse

**CSE** – Child Sexual Exploitation

**DHR** – Domestic Homicide Review

**DoLS** – Deprivation of Liberty Safeguards

**FGM** – Female Genital Mutilation

**IMR** – Independent Management Review

**LPA** – Lasting Power Attorney

**MAPF** – Multi-Agency Professional Forum

**MASH** – Multi Agency Safeguarding Hub

**NISB** – National Independent Safeguarding Board

**NSGW** – National Safeguarding Week

**NYAS** – National Youth Advocacy Service

**OPG** – Office of the Public Guardian

**PHW** – Public Health Wales

**PRUDiC** – Procedural Response to Unexpected Death in Childhood

**RISCA** – Regulation and Inspection of Social Care (wales) Act 2016

**RSAB** – Regional Safeguarding Adult Board

**RSCB** – Regional Safeguarding Children’s Board

**SSWBA** – Social Services and Well-being (Wales) Act 2014

**VAWDASV** – Violence Against Women, Domestic Abuse and Domestic Violence

Monday 12 <sup>th</sup> November 2018			
Time	Name of Event & Description	Target audience	Venue
09:00 – 12:00	Velindre NHS Trust Stalls	General Public	Cardiff City Stadium Blood Donation Trailer
09:00 – 16:30	Cardiff Housing – Information stands	Tenants and those at risk of becoming involved in County Lines	Star Hub
09:00 – 17:00	Vale Housing – information stands <ul style="list-style-type: none"> <li>• Neighbourhood Teams</li> <li>• Money Advice Service</li> </ul>	Tenants and those at risk of becoming involved in County Lines	Civic Centre Holton Road Barry
09:00 – 17:00	Information Stands – Cardiff and Vale University Health Board	General Public	Cardiff Royal Infirmary and Penarth and Barry Young People’s Clinics
09:00 – 13:00	CSA Workshop facilitated by Lucy Faithful Foundation – delivering CSA awareness and prevention sessions to professionals and frontline workers.	Multi-Agency Professionals	TBC
13:00 – 14:00	Your Child’s Online World	General Public – specifically parents of children aged 9+	Cardiff Central Library
13:00 – 15:00	Domestic Abuse of Older People: A Hidden Problem	Velindre Staff	TBC
09:30 – 16:30	White Ribbon Campaign Stalls	General Public and Professionals	Llandough Hospital
10:00 – 12:00	Vale Home’s Safeguarding Awareness Events	Tenants and those at risk of becoming involved in County Lines	Pontalun Close, Barry
13:00 – 15:00	Vale Home’s Safeguarding Awareness Events	Tenants and those at risk of becoming involved in County Lines	Pendine Close Barry

**Tuesday 13<sup>th</sup> November 2018**

<b>Time</b>	<b>Name of Event &amp; Description</b>	<b>Target audience</b>	<b>Venue</b>
09:00 – 16:30	Cardiff Housing – Information stands	Tenants and those at risk of becoming involved in County Lines	Powerhouse Hub
09:00 – 17:00	Vale Housing – information stands <ul style="list-style-type: none"> <li>• Neighbourhood Teams</li> <li>• Money Advice Service</li> </ul>	Tenants and those at risk of becoming involved in County Lines	Civic Centre Holton Road Barry
08:30 – 12:30	Vale Home’s Safeguarding Awareness Events	Tenants and those at risk of becoming involved in County Lines	St Luke’s Avenue, Penarth
09:30 – 16:30	White Ribbon Campaign Stalls	General Public and Professionals	University Hospital of Wales
14:00 – 16:00	Frauds & Financial Abuse – what it is and how to help	Older person’s forums and local groups	Cardiff Central Library
16:00 – 17:00	Your Child’s Online World	General Public – specifically parents of children aged 9+	Albert Road Primary School Penarth

**Wednesday 14<sup>th</sup> November 2018**

<b>Time</b>	<b>Name of Event &amp; Description</b>	<b>Target audience</b>	<b>Venue</b>
09:00 – 12:00	Velindre NHS Trust Stalls	General Public	Velindre Cancer Centre
09:00 – 16:30	Cardiff Housing – Information stands	Tenants and those at risk of becoming involved in County Lines	Llanishen Hub
09:00 – 17:00	Vale Housing – information stands <ul style="list-style-type: none"> <li>• Neighbourhood Teams</li> <li>• Money Advice Service</li> </ul>	Tenants and those at risk of becoming involved in County Lines	Civic Centre Holton Road Barry
10:00 – 14:00	Young People’s Conference <ul style="list-style-type: none"> <li>• Hafan Cymru – Spectrum Project Workshop – workshop for young people on CSE</li> <li>• Demitri Jordan &amp; Jacob Riggans – St Giles Trust</li> <li>• CSE Ambassadors</li> </ul>	School Years 7, 8 and 9	St Teilos School
10:00 -13:00	Safeguarding Awareness Raising	Parents and Members of the Mosque Community	Dar ul Isra Muslim Educational and Community Centre
10:00 – 13:00	Vale Home’s Safeguarding Awareness Events	Tenants and those at risk of becoming involved in County Lines	Williams Crescent Barry
11:00 – 14:00	Crime Prevention and Safety Awareness Roadshow	Public – all ages	Christchurch Church Hall Lake Road North Lakeside Cardiff
14:00 – 17:00	Vale Home’s Safeguarding Awareness Events	Tenants and those at risk of becoming involved in County Lines	Buttrills Road Barry
18:00 – 20:00	Coffee Evening and Presentation on the various forms of Exploitation	Community Groups (Including: Neighbourhood Watch, Rural Watch, Airport Watch, Paws on Patrol)	Station 20 (Community Room) Cardiff Bay Police Station
18:00 – 20:00	Safer Vale Team – Safeguarding Awareness Evening	General Public 18+	Barry Fire Station
19:00 – 20:30	Promoting Public Safety and Security through Local Watch Co-ordination	<ul style="list-style-type: none"> <li>• All Local Watch Co-ordinators</li> <li>• South Wales Police</li> </ul>	Emergency Services Building Port Road West Barry

**Thursday 15<sup>th</sup> November 2018**

<b>Time</b>	<b>Name of Event &amp; Description</b>	<b>Target audience</b>	<b>Venue</b>
09:00 – 16:30	Cardiff Housing – Information stands	Tenants and those at risk of becoming involved in County Lines	Central Hub
09:00 – 17:00	Vale Housing – information stands <ul style="list-style-type: none"> <li>• Neighbourhood Teams</li> <li>• Money Advice Service</li> </ul>	Tenants and those at risk of becoming involved in County Lines	Civic Centre Holton Road Barry
08:30 – 12:30	Vale Home’s Safeguarding Awareness Events	Tenants and those at risk of becoming involved in County Lines	Rhoose Community Centre
09:00 – 13:00	Professional’s Conference <ul style="list-style-type: none"> <li>• NSPCC – Safeguarding Children in Sport</li> <li>• Barnardos - Boys 2 Messages from research</li> <li>• Sue James - Independent Inquiry into Child Sexual Abuse</li> <li>• Modern Slavery</li> <li>• Frauds and Scams</li> </ul>	Professionals	Committee Rooms 1 & 2 County Hall Cardiff CF10 4UW
10:00 – 11:00	Your Child’s Online World	General Public – specifically parents of children aged 9+	Barry Central Library
11:00 – 14:00	Crime Prevention and Safety Awareness Roadshow	Public – all ages	Ararat Church Main Hall Whitchurch Common Cardiff
14:00 – 16:00	Frauds & Financial Abuse – what it is and how to help	Older person’s forums and local groups	Council Chamber Civic Offices Holton Road Barry CF63 4RU
16:00 – 19:30	Velindre NHS Trust Stalls	General Public	Welsh Blood Service Llantrisant

**Friday 16<sup>th</sup> November 2018**

<b>Time</b>	<b>Name of Event &amp; Description</b>	<b>Target audience</b>	<b>Venue</b>
09:00 – 16:30	Cardiff Housing – Information stands	Tenants and those at risk of becoming involved in County Lines	Central Hub
09:00 – 17:00	Vale Housing – information stands <ul style="list-style-type: none"> <li>• Neighbourhood Teams</li> <li>• Money Advice Service</li> </ul>	Tenants and those at risk of becoming involved in County Lines	Civic Centre Holton Road Barry
10:00 – 12:00	Frauds and Financial Abuse: what it is and how to help	Professionals, staff and partners	Committee Room 1 County Hall Cardiff CF10 4UW
10:00 – 11:00	Your Child's Online World	General Public – specifically parents of children aged 9+	Llanrumney Hub Cardiff
18:00	Safeguarding Awards Evening	Professionals, 3 <sup>rd</sup> Sector Employees, Volunteers & Members of the Community i.e. Foster Carer, Campaigner etc.	4 <sup>th</sup> Floor Lounge Cardiff Central Police Station

## Are you concerned about someone?

If you suspect that a **child** or **young person** is being harmed or is at risk of being harmed then you have a duty to report it immediately. All calls concerning worries about children are treated seriously. Contact your local Safeguarding Team on the numbers provided below:

**Vale of Glamorgan:** 01446 725202  
**Cardiff Multi-Agency Safeguarding Hub (MASH):** 029 2053 6490

### Opening Hours:

Monday – Thursday 08:30 – 17:00  
Friday – 08:30 – 16:30

If you suspect that an **adult** is being harmed or is at risk of being harmed then you have a duty to report it immediately. All calls concerning worries about vulnerable adults at risk are treated seriously. Contact your local Safeguarding Team on the numbers provided below:

**Vale of Glamorgan:** 01446 700111  
**Cardiff Multi-Agency Safeguarding Hub (MASH):** 029 2053 6490

### Opening Hours:

Monday – Thursday 08:30 – 17:00  
Friday – 08:30 – 16:30

To contact Children or Adults Services outside office hours, at weekends and bank holidays, ring:  
**Emergency Duty Team** on **02920 788570**

**If you suspect that a child, young person or an adult is at immediate risk of harm call 999 and speak to the Police.**

If you would like to report a non-urgent incident, or have a problem or general query, you can call 101, the 24 hour non-emergency number for the Police. **Use 101 when the incident is less urgent than 999.**

**REMEMBER – Safeguarding is everyone’s business!**

For more information and advice, visit: [www.cardiffandvalersb.co.uk](http://www.cardiffandvalersb.co.uk)



**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**11 SEP 2019**

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**QUARTER ONE - PERFORMANCE REPORT FOR 2019/20**

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**Purpose of Report**

1. To present the Performance Reports for Quarter 1 (Apr - June) of 2019-20. The Performance Report for Adult Social Services is attached at **Appendix A**; and the Performance Report for People & Communities: Housing & Communities is attached at **Appendix B**.
2. At this Scrutiny Committee meeting, Members will be able to decide what comments, observations or recommendations they wish to pass on to the Cabinet for their consideration.

**Background to Performance Reports**

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

## **Quarter 1 Delivery and Performance**

5. The following Quarter 1 Directorate Performance reports are included as the following Appendices:
  - **Appendix A** – Adult Social Services
  - **Appendix B** – People & Communities
6. A Key part of performance management is the review of performance indicators which are included within the attached reports.
7. The Quarter 1 performance reports are structured to reflect the following priorities:

### **Adult Social Services:**

- Executive Summary (page 2)
- Quarterly Performance – Q1 2019/20 (page 3)
- KPIs – Corporate Plan (pages 4-6)
- Prevention & Wellbeing (pages 7-12)
- Assessment & Outcome Focused Care Planning (pages 13-18)
- Commissioning & Service Provision (pages 19-21)
- Safeguarding (Adult) (pages 22-24)
- Managing People, Resources, Systems and Processes (pages 25-27)
- Quality of Practice (pages 28-29)

### **People & Communities:**

- Progress against the Corporate Plan (page 2)
- Progress by Wellbeing Objective: Cardiff is a Great Place to Grow Up (page 3)
- Progress by Wellbeing Objective: Cardiff is a Great Place to Grow Older (pages 4–5)
- Progress by Wellbeing Objective: Supporting People Out of Poverty (pages 6-8)
- Progress by Wellbeing Objective: Safe, Confident & Empowered Communities (pages 9 – 10)

- Progress by Wellbeing Objective: Cardiff Grows in a Resilient Way (page 11)
- Key Directorate Progress / Good News (pages 12 - 13)
- Key Directorate Challenges (pages 14 – 15)

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

Adult Social Services

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

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

People & Communities

Councillor Lynda Thorne, Cabinet Member for Housing and Communities and Councillor Susan Elsmore, Cabinet Members for Social Care, Health & Well-being will be in attendance and may wish to make a statement on the scrutiny of People & Communities performance.

Sarah McGill Corporate Director - People & Communities and Jane Thomas, Assistant Director – Housing & Communities will take Members through the results as set out in **Appendix B** and will also answer Members' questions on People & Communities performance.

## **Way Forward**

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

## **Legal Implications**

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

## **Financial Implications**

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

## **RECOMMENDATION**

The Committee is recommended to:

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

**DAVINA FIORE**

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

**5 Sep 2019**

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# ADULT SERVICES

## PERFORMANCE REPORT

### QUARTER 1 2019-20



## Executive Summary

### What is working well?

- **Care Inspectorate Wales (CIW)** visited the **First Point of Contact (Adult Services)** in April 2019 to undertake focused activity. The feedback received was really positive and demonstrated that staff who worked within or alongside the FPoC were enthusiastic and felt that the co-location made a real difference in terms of collaborative work. CIW noted “We found staff treated people with respect and provided people with a positive first point of contact. The staff we spoke with were enthusiastic and positive about working collaboratively with other disciplines and the small sample of people we spoke with who had been in contact with services were positive about the response they received”.
- A brand new **First Point of Contact (FPoC) Hospital Team** within Independent Living Services (ILS) was established at the beginning of April to work in partnership with Health, Social Services and Third Sector colleagues. It is located at the University Hospital of Wales. There is close integrated working between the team and the hospital social work team, with regular meetings every morning to share information with the duty Social Worker who is based in the FPoC room.
- Cardiff Council proudly joined partner agencies, The Vale Council and Cardiff and The Vale University Health Board, at the launch of the joint **regional Learning Disability Strategy - Promoting Independence and Improving Lives 2019-2024**. The Strategy outlines the commitment of all partners to work together alongside people with Learning Disabilities and their carers to co-produce person-centred solutions to their needs. The event was well attended with a good mix of service providers, third sector organisations, people with learning disabilities and their families making up the 200 strong audience.

### What are we worried about?

- Difficulties in recruiting to **Approved Mental Health Practitioners in Adult Services**.
- **Capacity to take forward key pieces of work in Adult Services**.
- Capacity within Adult Services Mental Health teams to complete **Deprivation of Liberty Safeguards (DoLS) assessments**.
- **Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016** which requires all domiciliary care workers to be registered by 2020.
- Increase in number of **Delayed Transfers of Care** (22 people aged 75+ compared with 15 in Quarter 1 2018/19).

### What do we need to do?

- **Approved Mental Health Practitioner (AMHP)** lead in post and AMHP posts advertised; AMHPs have access to regular support through supervision and AMHP forum. In addition, we are implementing the Association of Directors of Adult Social Services guidance around recruitment and retention of AMHPs.
- Work is underway to scope out what **additional capacity** is required in order to deliver on key pieces of work, such as the Adult Services Strategy.
- Action plan is in place to improve timeliness of **DoLS assessments**.

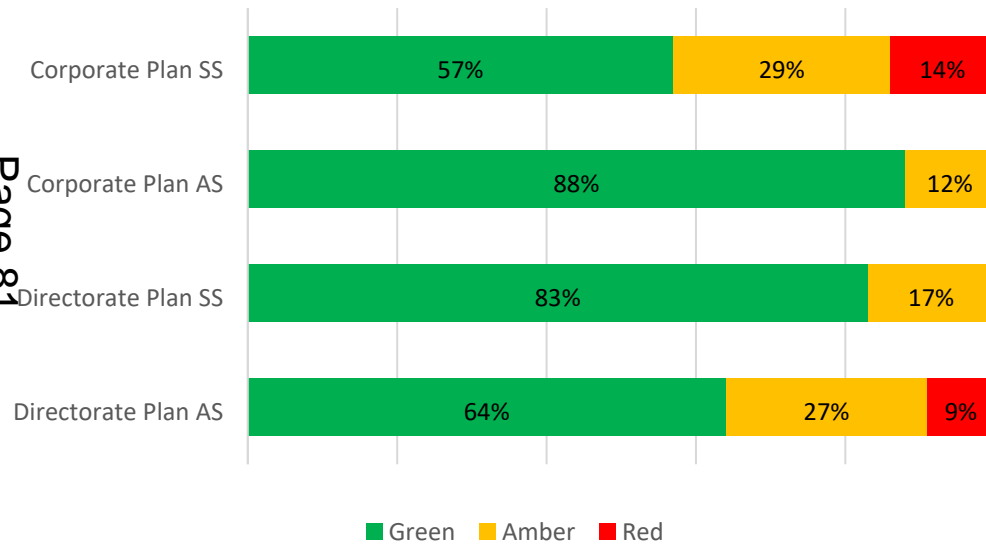


APPENDIX A

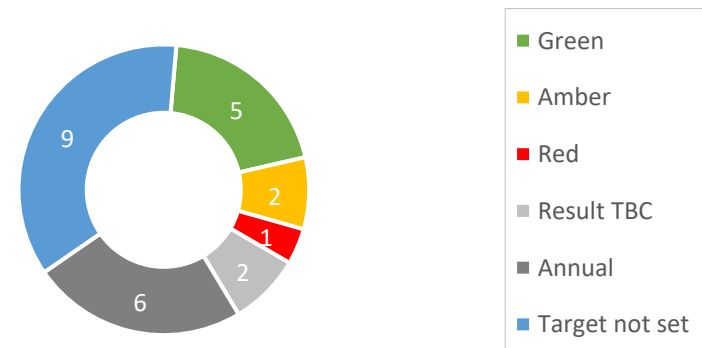
- A task and finish group to oversee implementation of the requirements of the **Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016** and ensure that all relevant professionals are appropriately qualified and registered by 2020.
- **DToC** action plan to be developed.

## Quarterly Performance – Q1 2019-20

### Progress against Corporate Plan & Directorate Delivery Plan Actions

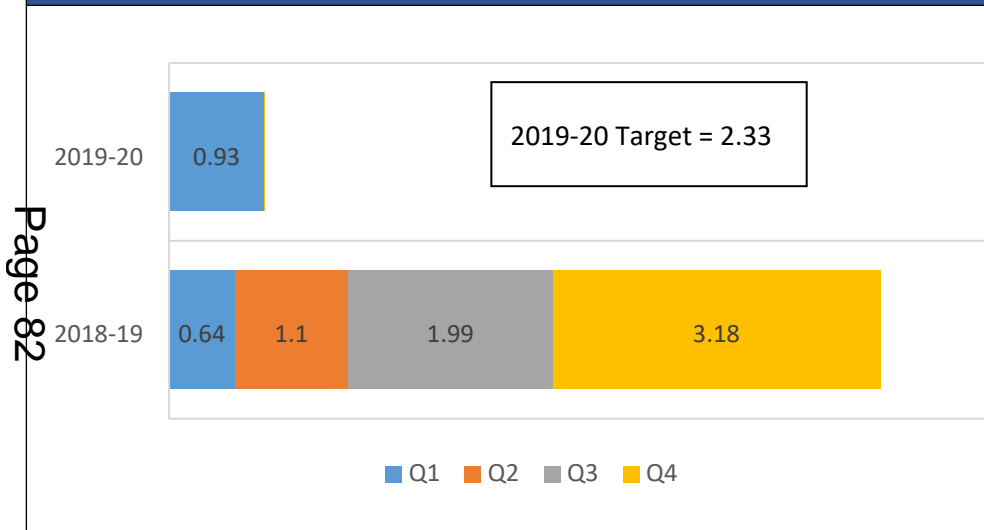


### Performance Indicator Overview

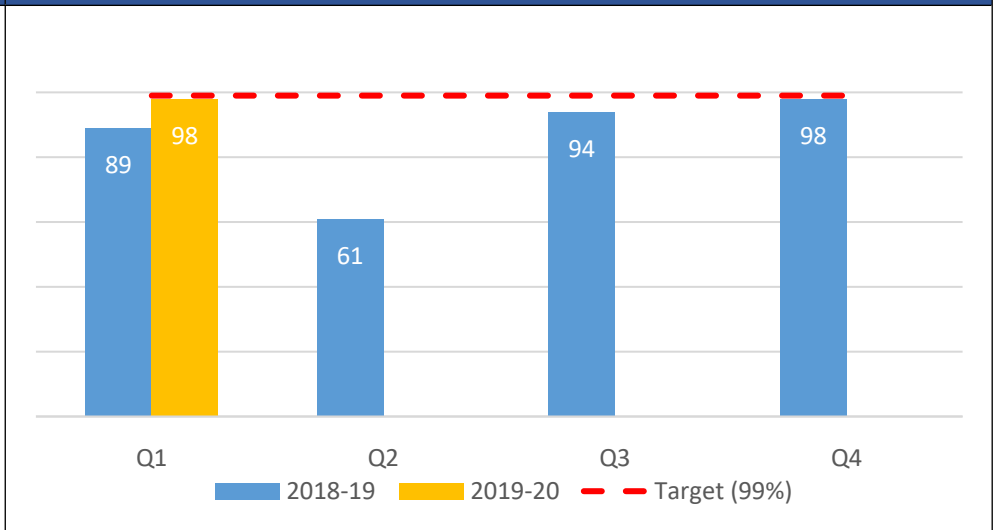


## Key Performance Indicators – Corporate Plan

SSWB19 Rate of delayed transfers of care for social care reasons aged 75+ (cumulative)



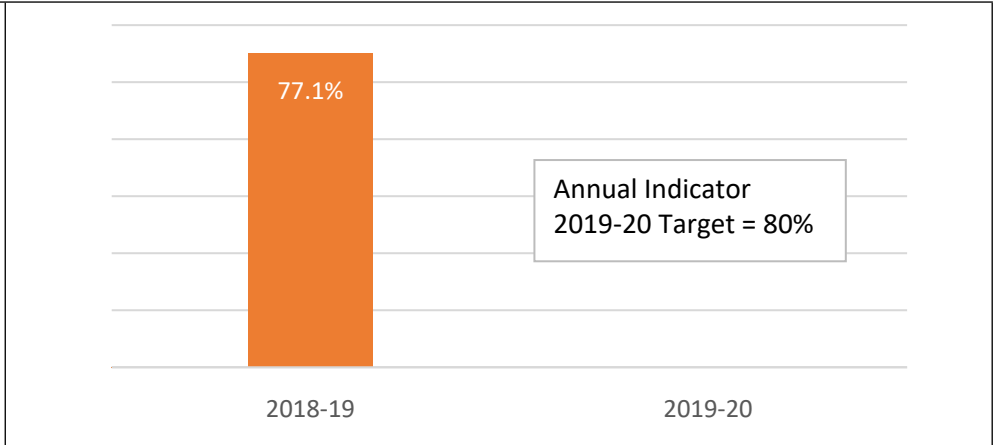
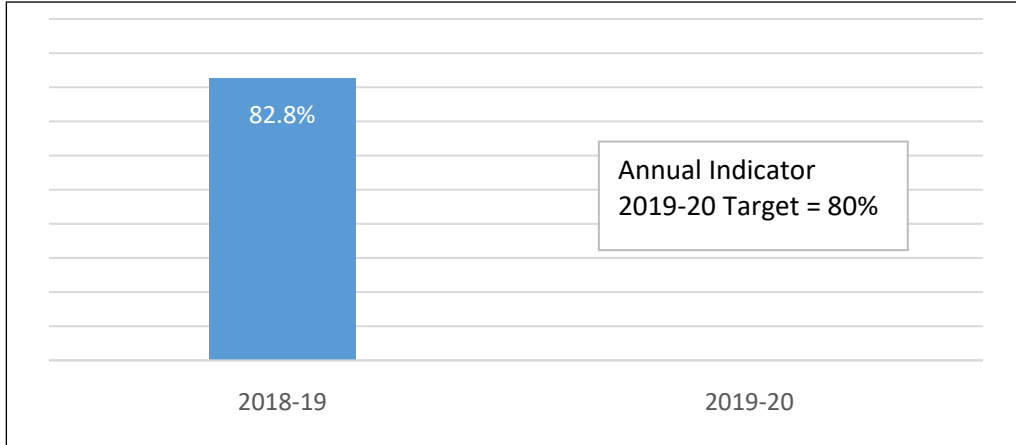
SSWB18 Percentage of adult protection enquiries completed within 7 days



Adult who are satisfied with the care and support they receive

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

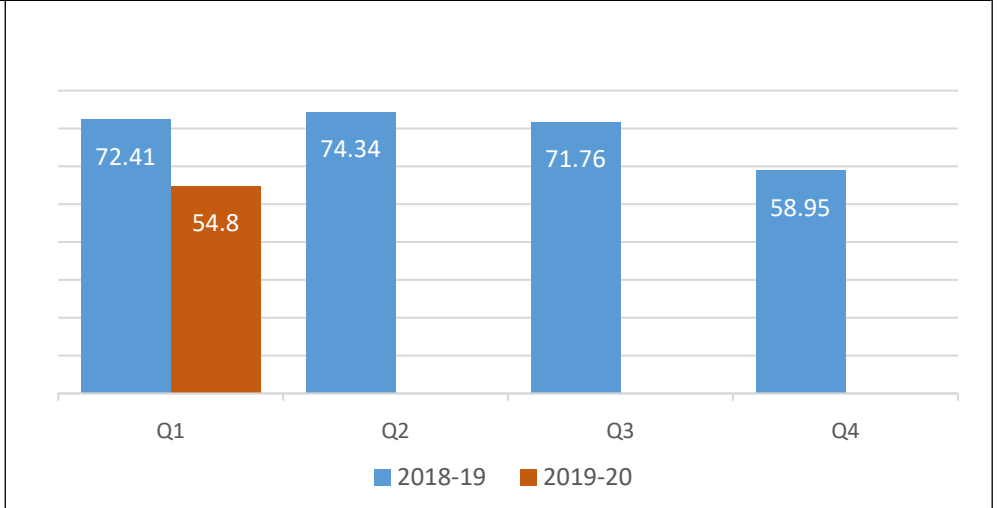
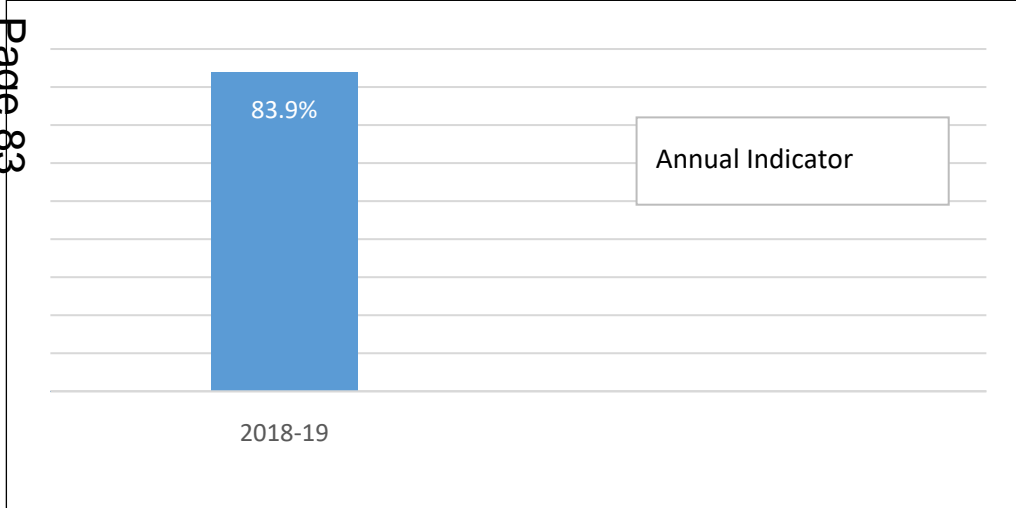
APPENDIX A



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

SCAL23 Percentage of people helped back to independence without ongoing care services, through short term intervention (quarterly / proxy indicator for SSWB20a)

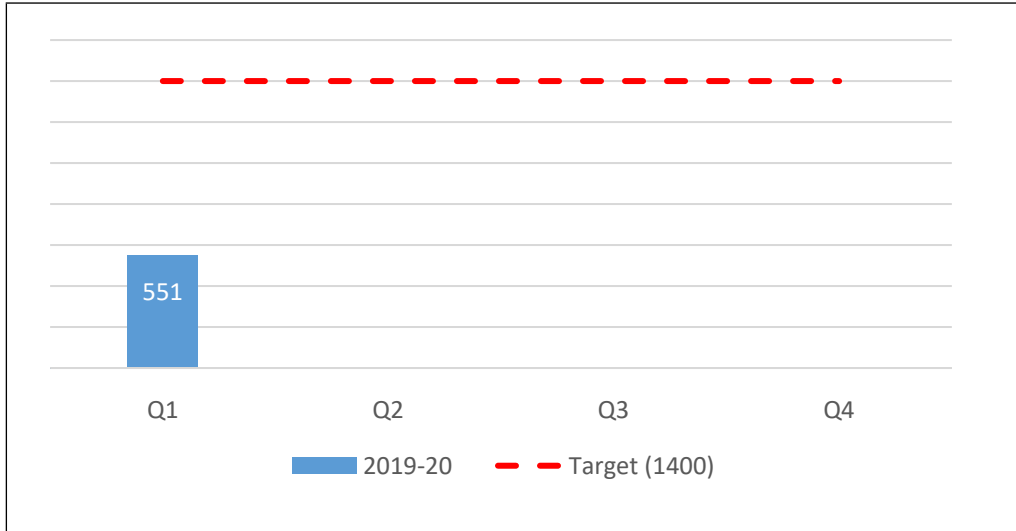
Page 83



CRT 1 The number of people who accessed the Community Resource Team (cumulative)

CRT 2 The total hours of support provided by the Community Resource Team (cumulative)

APPENDIX A

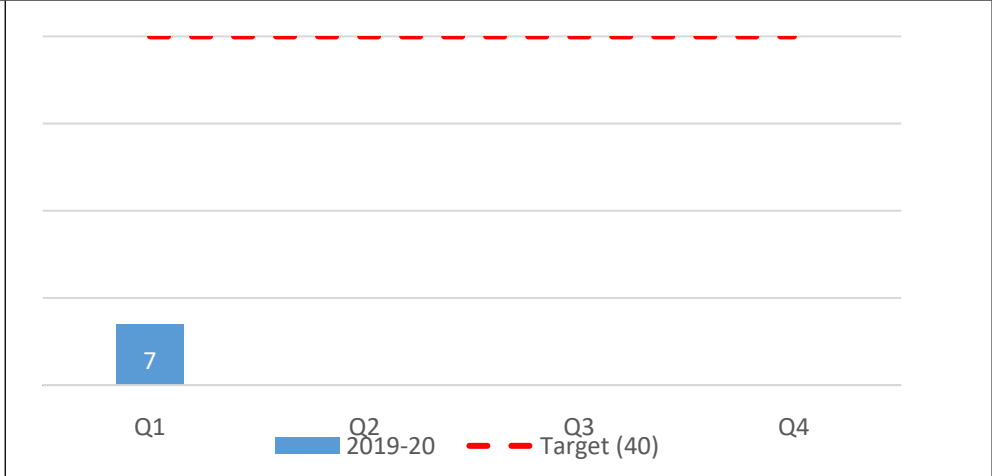


2019-20 Target = 30,000  
 PI currently in development

Dem 1 The percentage of Council Staff completing Dementia Friendly training (cumulative)

Dem 2 The number of businesses pledging their commitment to work towards becoming Dementia Friendly (cumulative)

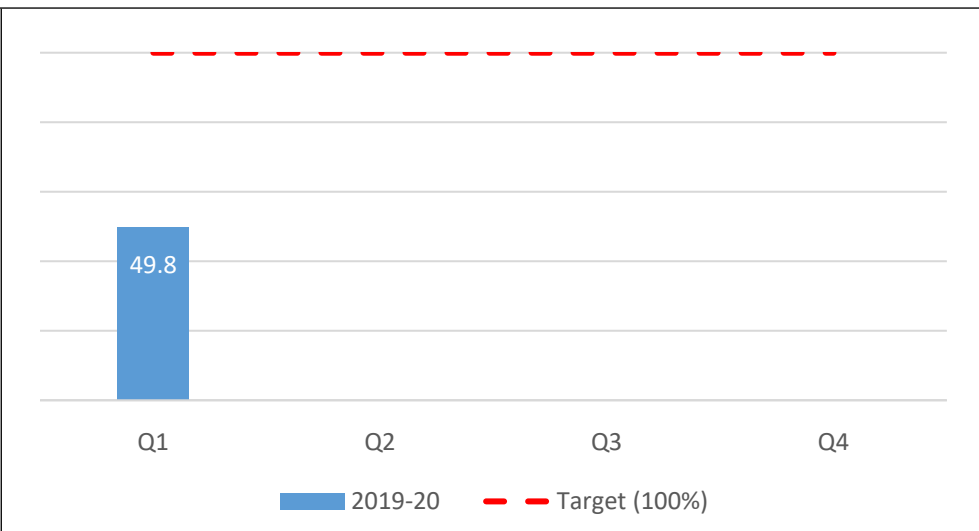
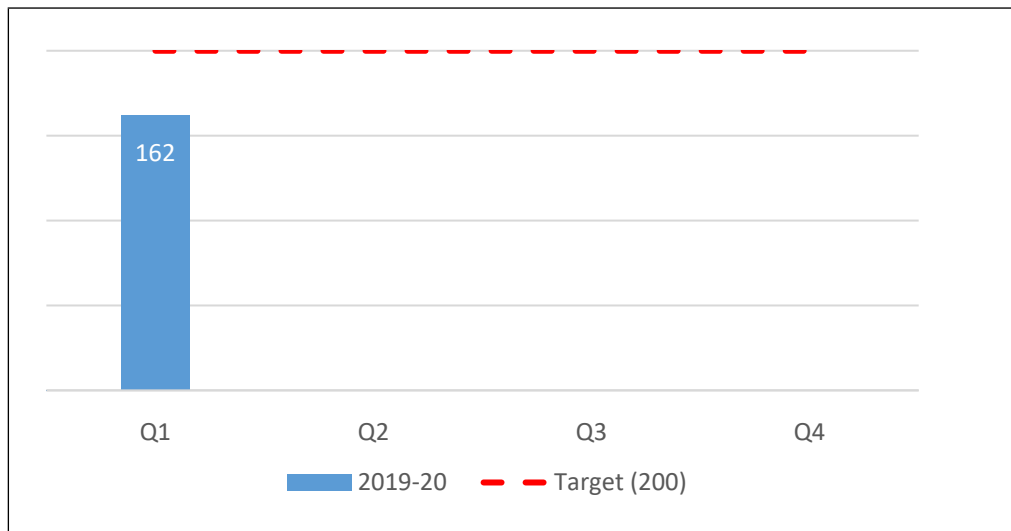
2019-20 Target = 40%  
 E-module becomes mandatory in September 2019



Dem 3 The number of Dementia Friendly City events held (cumulative)

Res 15 The Percentage of council staff completing Safeguarding Awareness training (cumulative)

APPENDIX A



## Prevention and Well-Being

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>Care Inspectorate Wales visited the First Point of Contact in April 2019 to undertake focused activity. The feedback received was really positive and demonstrated that staff who worked within or alongside the FPoC were enthusiastic and felt that the co-location made a real difference in terms of collaborative work.</li> <li>Locality Services Home Care Manager/s are working closely with re-ablement carers, the lead Health Manager for Occupational Therapy,</li> </ul>	<ul style="list-style-type: none"> <li>Community Resource Team (CRT) capacity.</li> <li>Capacity in the Domiciliary Care Market is still fragile.</li> <li>Increase in number of Delayed Transfers of Care (22 people aged 75+ compared with 15 in Quarter 1 2018/19).</li> </ul>	<ul style="list-style-type: none"> <li>Current CRT system is in review with a view to trialling new model.</li> <li>Ongoing dialogue with providers.</li> <li>Test and learn session with IPC in relation to future model.</li> <li>Action plan to be developed.</li> </ul>

APPENDIX A

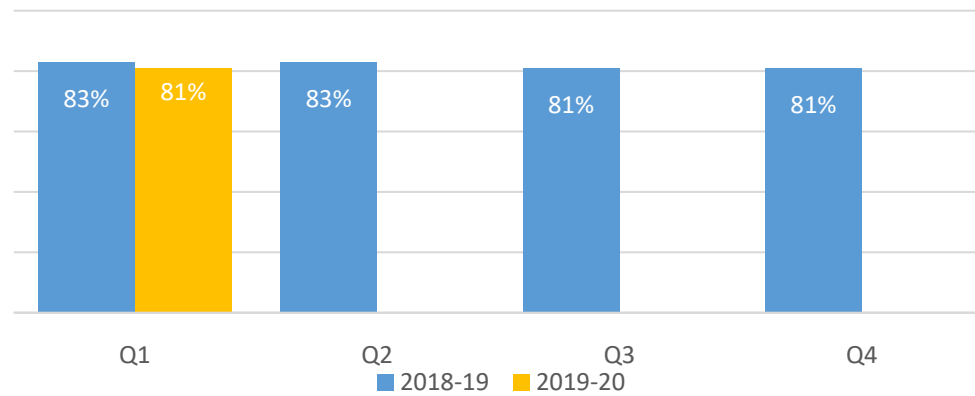
<p>Health Hospital ward staff and Get Me Home Officers to better support a person’s timely discharge from hospital and providing information and advice about Council services and activities within their communities.</p> <ul style="list-style-type: none"> <li>• Collaborative working with Programme Partnerships team, Alzheimer’s Society and Bilingual Cardiff and Dementia Friendly Cardiff.</li> <li>• All teams have started strengths based training and systems are being reviewed to ensure that people are being supported to work in a strengths based way.</li> <li>• Work commenced and in very early stages with Communities and GP clusters in a particular area to implement Multi Disciplinary Team working in the community.</li> </ul>	<ul style="list-style-type: none"> <li>• Transformation funding has only been secured for 18 months.</li> <li>• Adoption of the pledge scheme by business - limited capacity to target businesses, although networking has taken place.</li> </ul>	<ul style="list-style-type: none"> <li>• Through joint working with health secure more sustainable integrated funding.</li> <li>• Contribute to the development of a formalised communication plan to encourage business to create supportive dementia environments.</li> </ul>
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**Key Statistics**

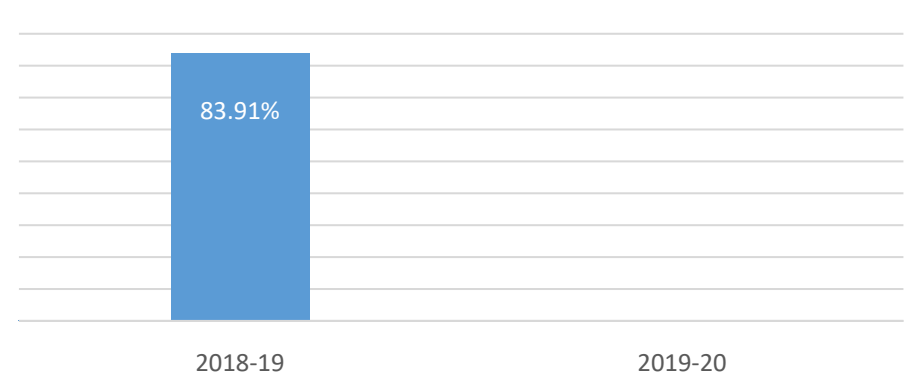
<ul style="list-style-type: none"> <li>• Number of Well-being Referrals:              Mental Health Services for Older People: April: 10, May: 11, June: 14              Learning Disabilities: April: 7, May: 2, June: 4              Community Alcohol &amp; Drug Team and City Centre Team: April: 9, May: 6, June: 8              Hospital UHW &amp; UHL: April: 33, May 48, June: 38              UHW First Point of Contact: April: 47, May: 69, June: 67</li> <li>• Well-being Referrals pending as at 30<sup>th</sup> June: 39.</li> <li>• Well-being Referrals outcome progress to safeguarding: April: 3, May: 1, June: 1</li> <li>• Referrals into Adult Assessment: April: 60, May: 56, June: 40</li> <li>• Referrals into Adult Assessment Team relating to capital limit threshold for care home placements (dropped funds in self-funding care home placements): April: 8, May: 8, June: 2</li> <li>• Referrals into Adult Assessment Team relating to visual impairment: April: 5, May: 7, June: 5</li> <li>• Referrals into Adult Assessment Team relating to hearing impairment: April, May &amp; June : 0</li> </ul>
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APPENDIX A

SSWB 23 Percentage of adults who have received advice and assistance from the Information, Advice & Assistance function and have not contacted the service during the year



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



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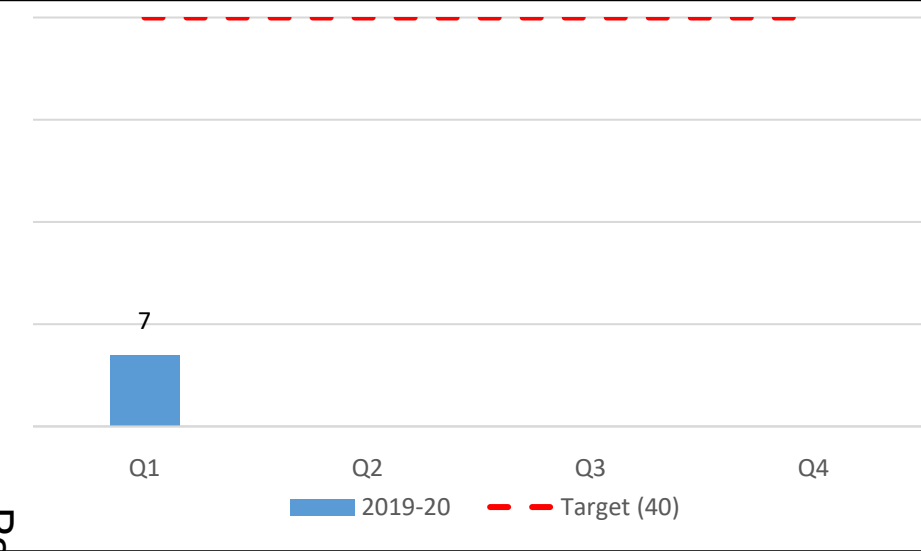
SSWB20b Percentage of adults who completed a period of reablement (b) have no package of care and support 6 months later

CRT 1 Number of people who accessed the Community Resource Team

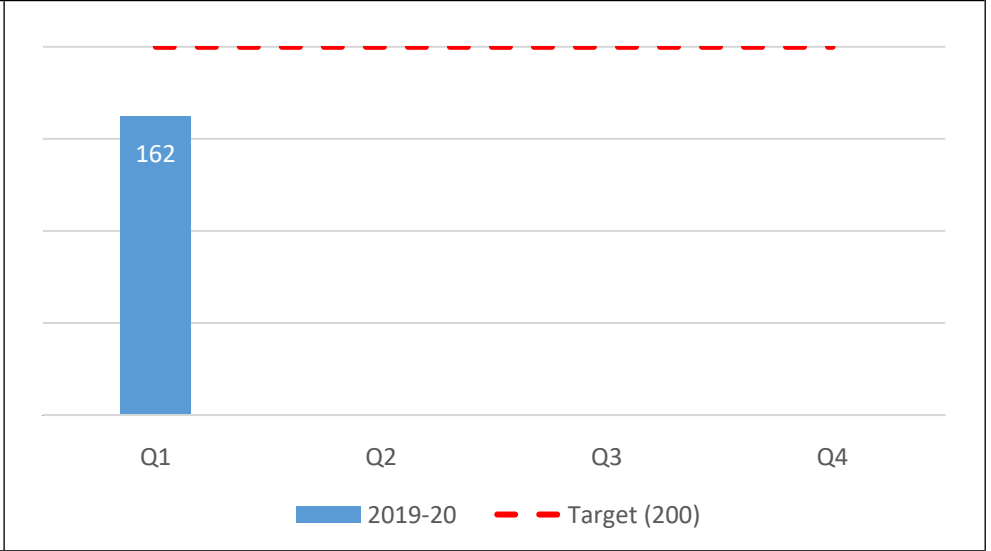
<p>A bar chart with two bars. The first bar, labeled '2018-19', has a value of 76.86%. The second bar, labeled '2019-20', is not visible, indicating a value of 0%.</p>	<p>A bar chart with four bars representing quarters Q1, Q2, Q3, and Q4. The Q1 bar has a value of 551. A red dashed horizontal line represents a target of 1400, which is above the Q1 bar and extends across all four quarters.</p>
<p>CRT 2 Total hours of support provided by the Community Resource Team</p>	<p>Dem 1 Percentage of staff completing dementia friendly training</p>
<p>2019-20 Target = 30,000 PI currently in development</p>	<p>2019-20 Target = 400 E-module becomes mandatory in September 2019</p>



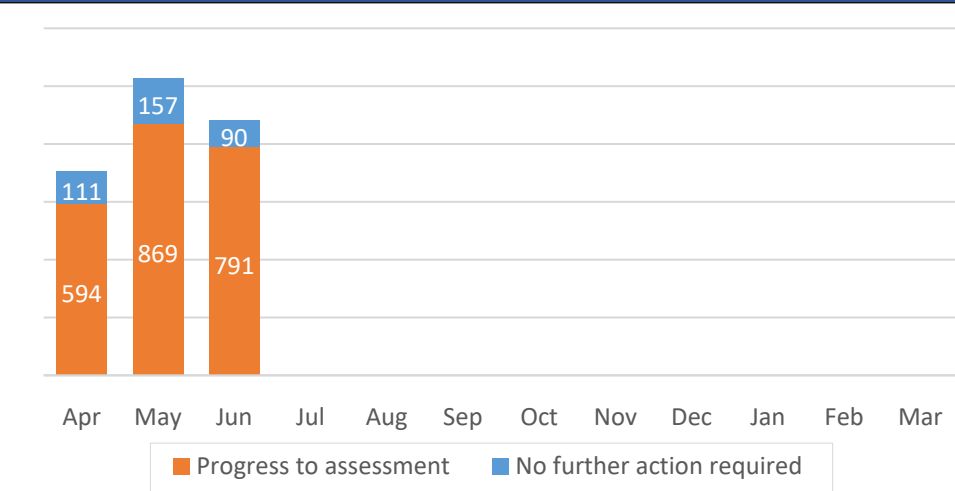
Dem 2 Number of businesses pledging their commitment to work towards becoming Dementia Friendly



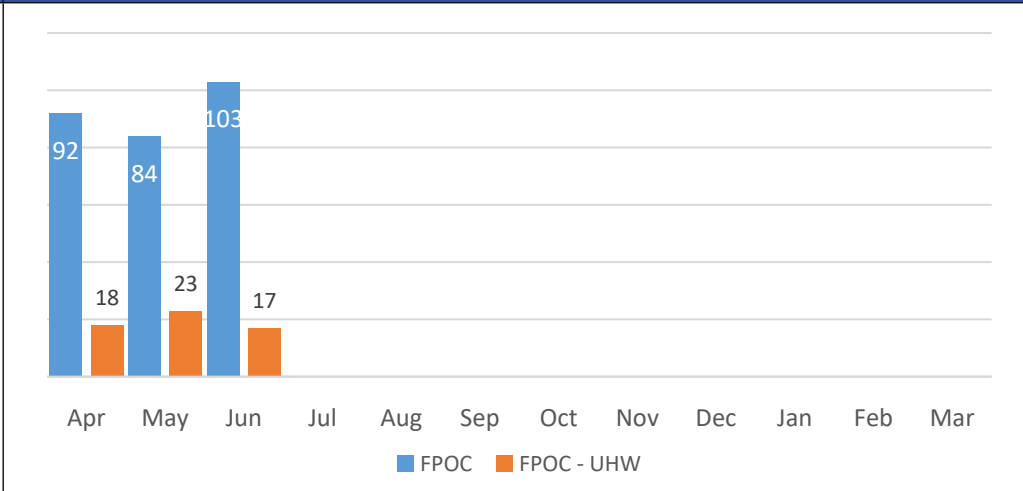
Dem 3 The number of Dementia Friendly city events held



Well-being Referrals received by outcome



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



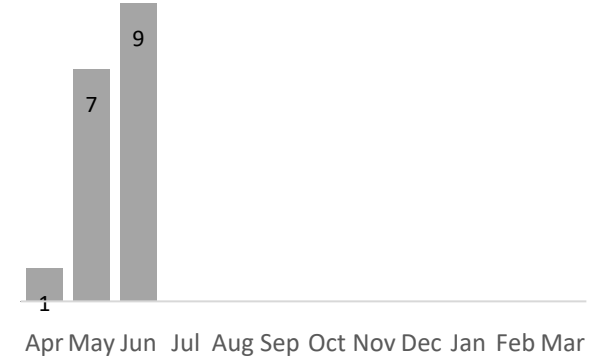
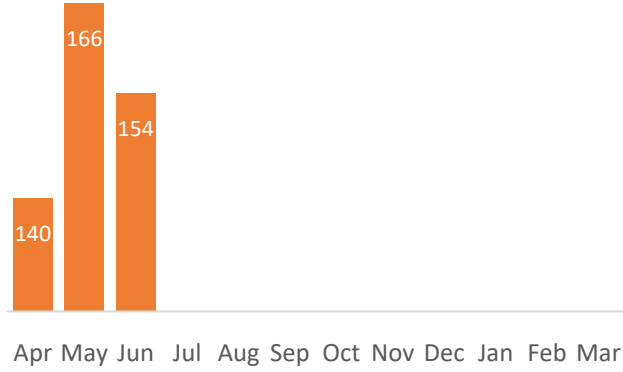
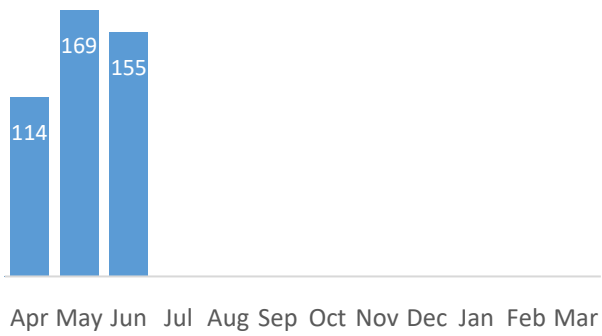
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Source of referral

Self

Family

Carer

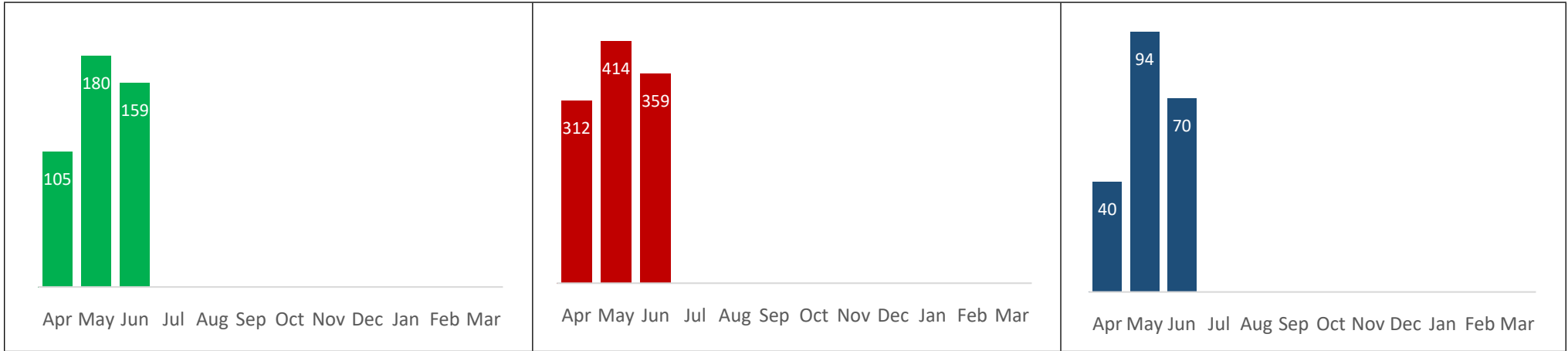


Professional

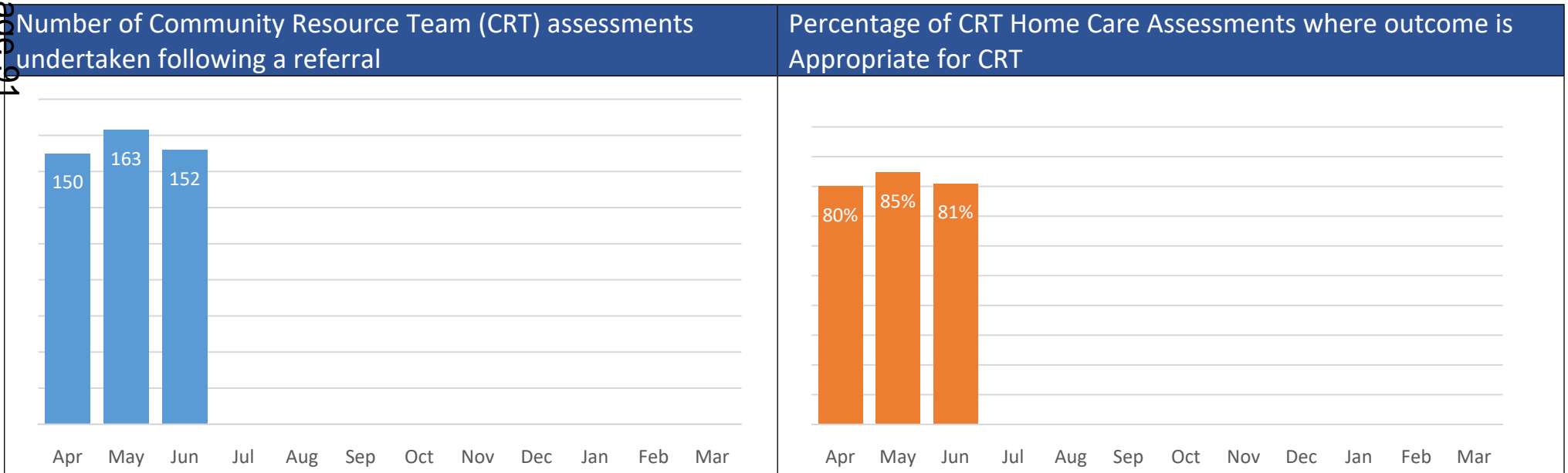
Health Professional

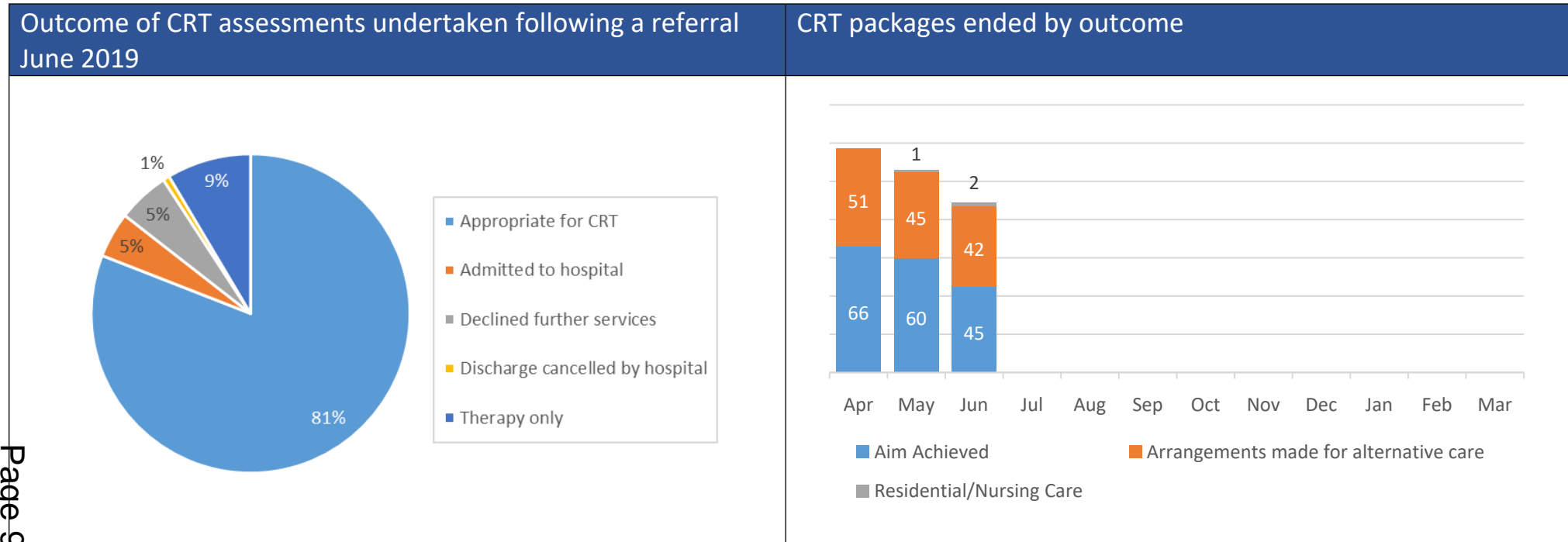
Other Organisation

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## Assessment and Outcome Focussed Care Planning

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>Comprehensive training programme has commenced in relation to a strength based model for Adult Services.</li> <li>Weekly catch up meetings are in place in relation to developing a new way of delivering domiciliary care and the pace of work has picked up since these have been</li> </ul>	<ul style="list-style-type: none"> <li>Embedding strength based practice across the whole workforce.</li> <li>Progress in relation to the Community Services Review of mental health services.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that engagement is continual and embed an approach which focuses on the strengths and resources people have in their own circles of family and friends.</li> <li>A further update following a root and branch review of progress will be presented in</li> </ul>

APPENDIX A

<p>put in place</p> <ul style="list-style-type: none"> <li>Engagement events have assisted in the development of the Cardiff &amp; Vale Carers Strategy and associated priorities.</li> </ul>	<ul style="list-style-type: none"> <li>Capacity within Adult Services Mental Health teams to complete Deprivation of Liberty Safeguards (DoLS) assessments.</li> <li>Decrease in the percentage of carers assessments offered.</li> </ul>	<p>Quarter 3.</p> <ul style="list-style-type: none"> <li>Continue to implement action plan to improve timeliness of DoLS assessments and review of regional service underway.</li> <li>This PI is cumulative as carers are reviewed during the year, so performance will improve as the year progresses.</li> </ul>
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Key Statistics

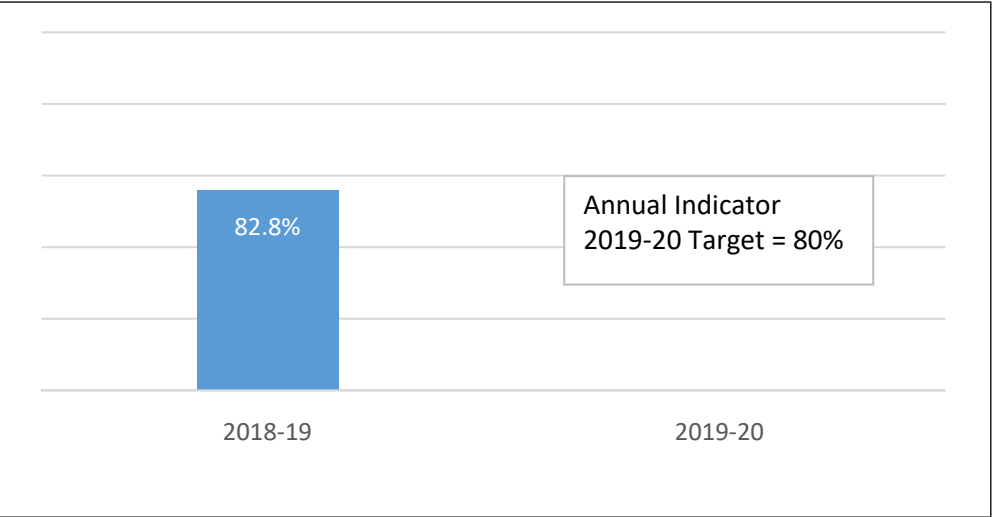
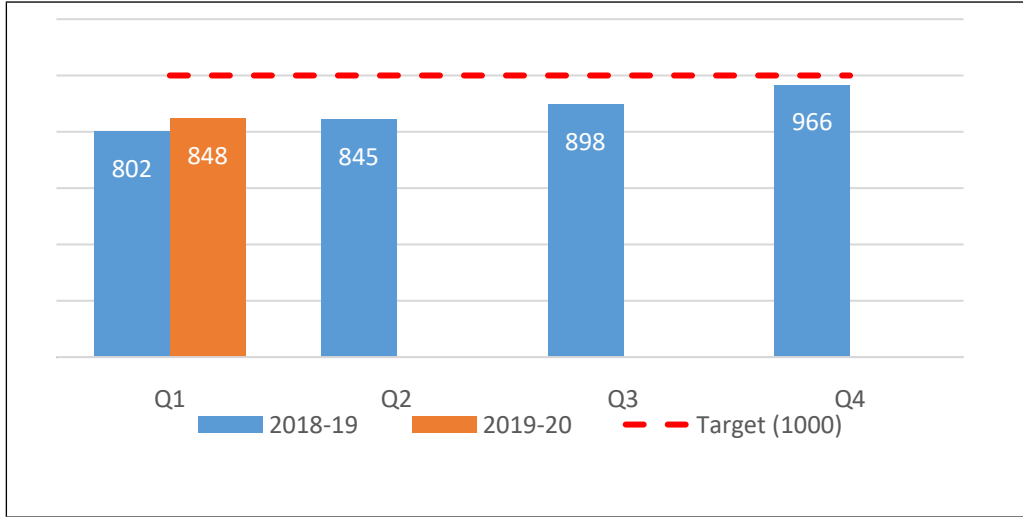
- Number of completed Well-being Assessments in secure estate: April & May : 0, June: 1
- Number of people who had review: April - June: 1,158
- At the referral and/or assessment stage, 18% of adults answered No to "is the person able to participate fully in the assessment, Care & Support Planning or safeguarding process (523 / 2,988 people). Of those, 90%, 470 people had an appropriate person to assist them, 3% (14) answered no and 7% (39) did not have the answer recorded.
- Number of Care & Support Plans outcome No Longer Required: April-June 13

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

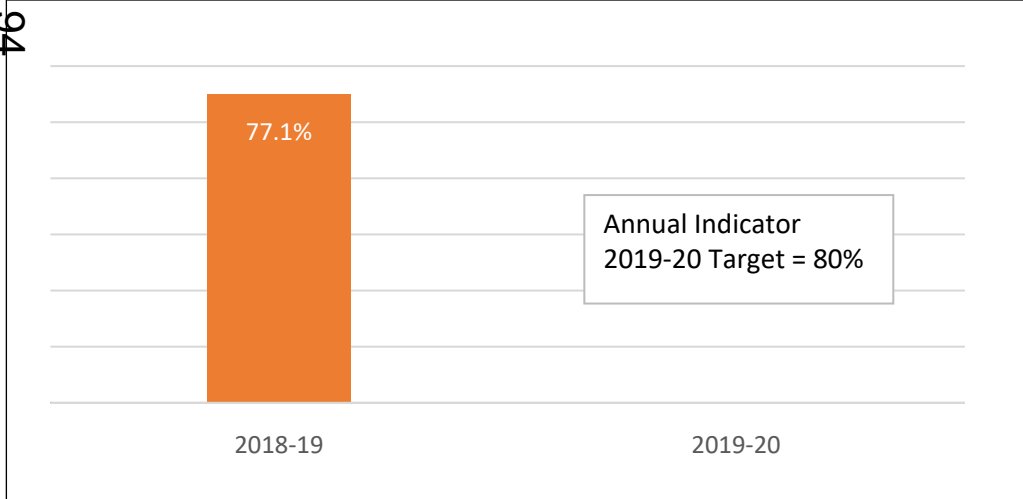
SSWB13 Adults who are satisfied with the care and support they received

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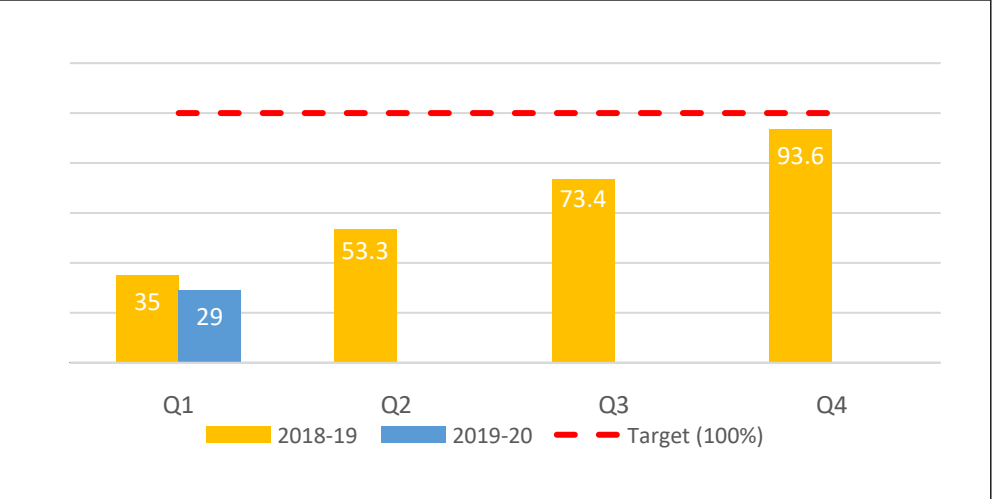


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SSWB 12 Adults reporting that they felt involved in any decisions made about their care and support



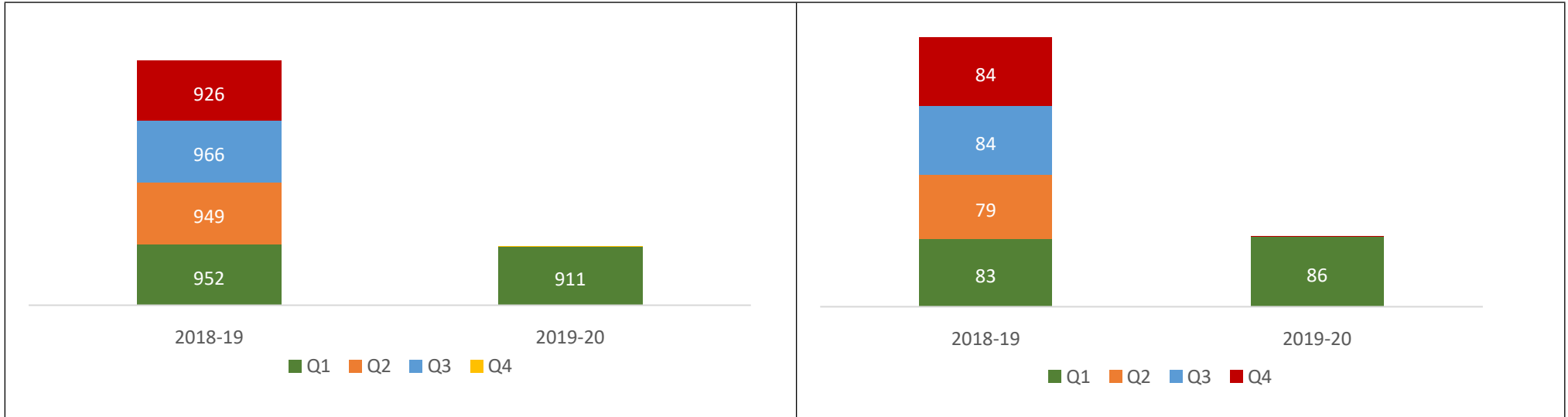
SCA018a Percentage of eligible adults who are caring for adults that are offered a carers assessment during the year



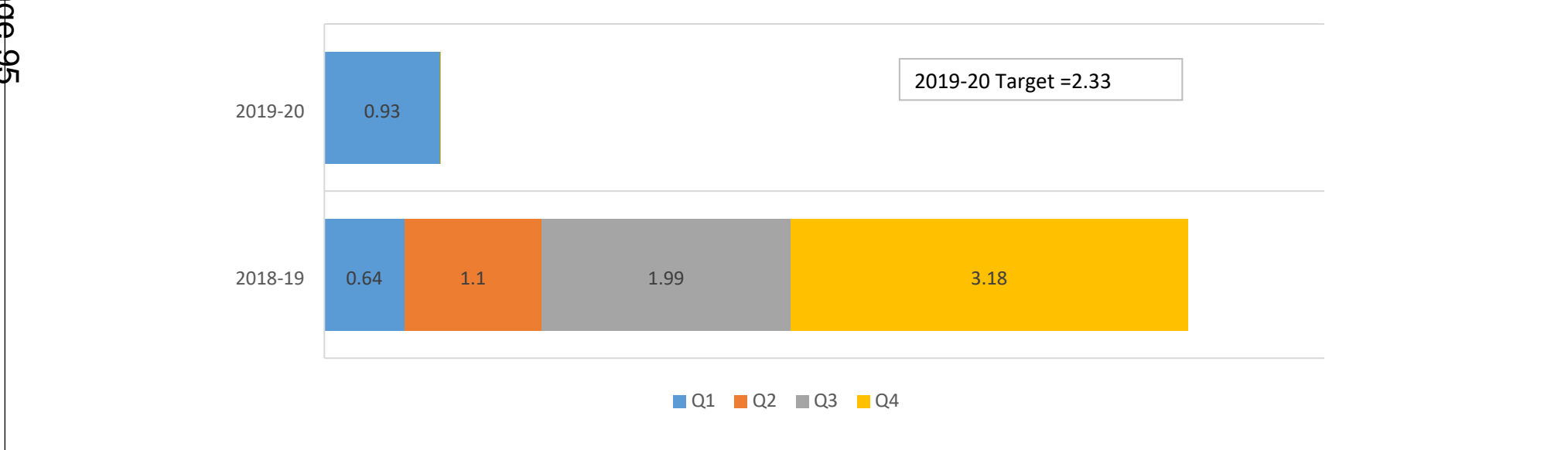
SSWB21 Average length of time adults (aged 65 or over) are supported in residential care homes

SSWB22 Average age of adults entering residential care homes

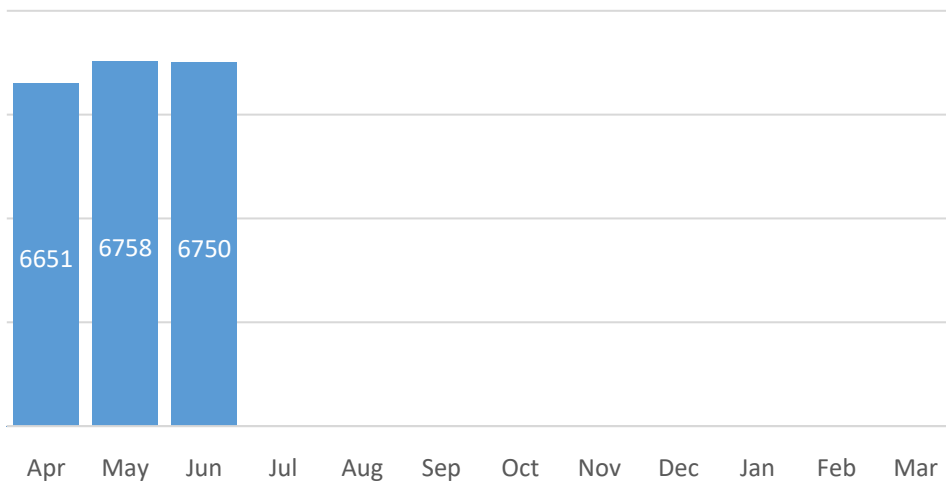
APPENDIX A



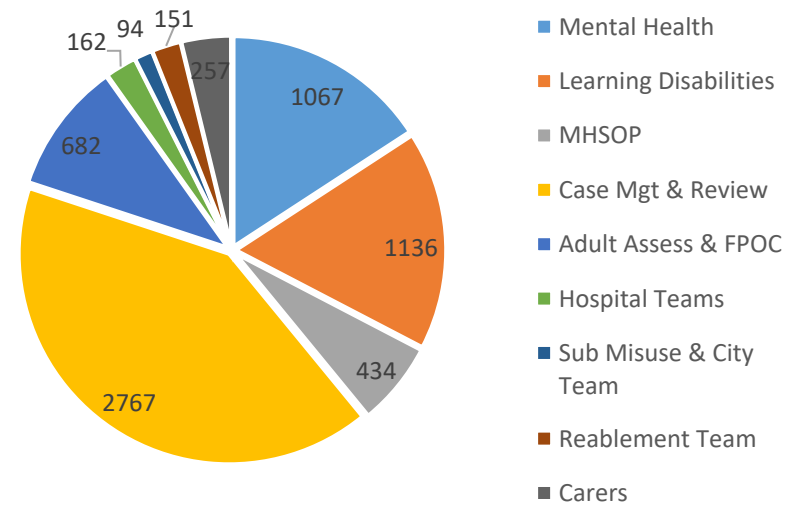
SSWB19 Rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over



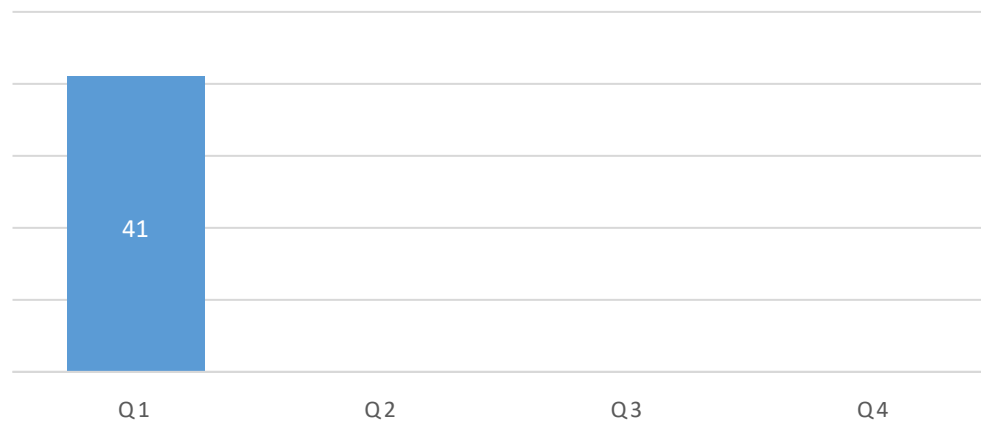
### 1. Number of open cases



### 2. Number of open cases per team June 2019



### 3. Average caseload (FTE)

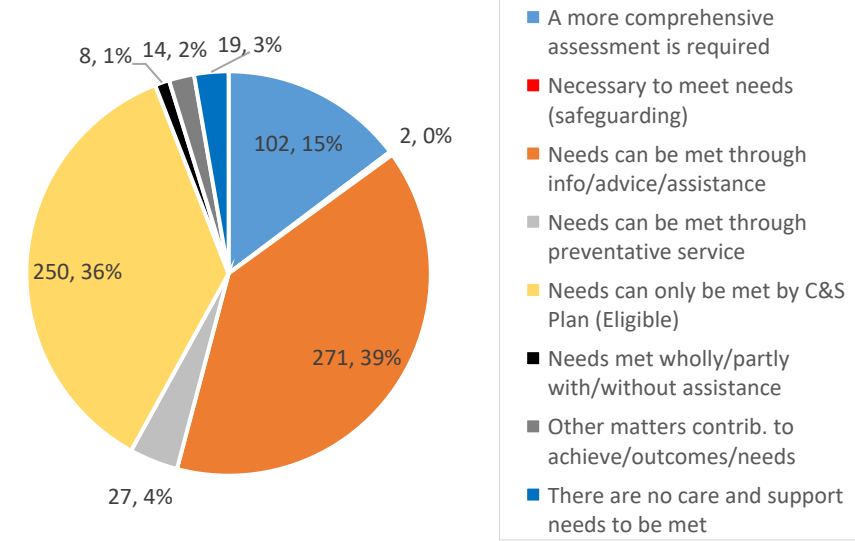




4. Number Well-being Assessments completed by month



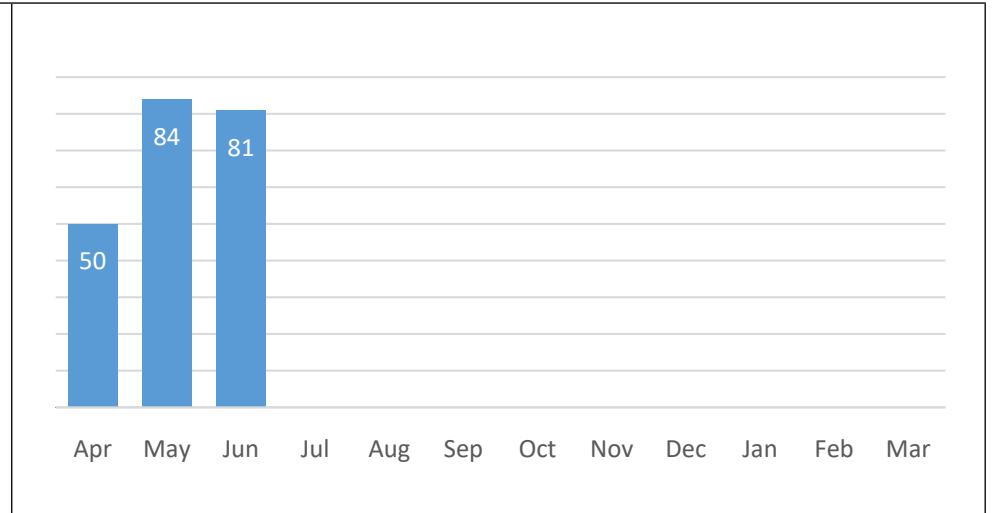
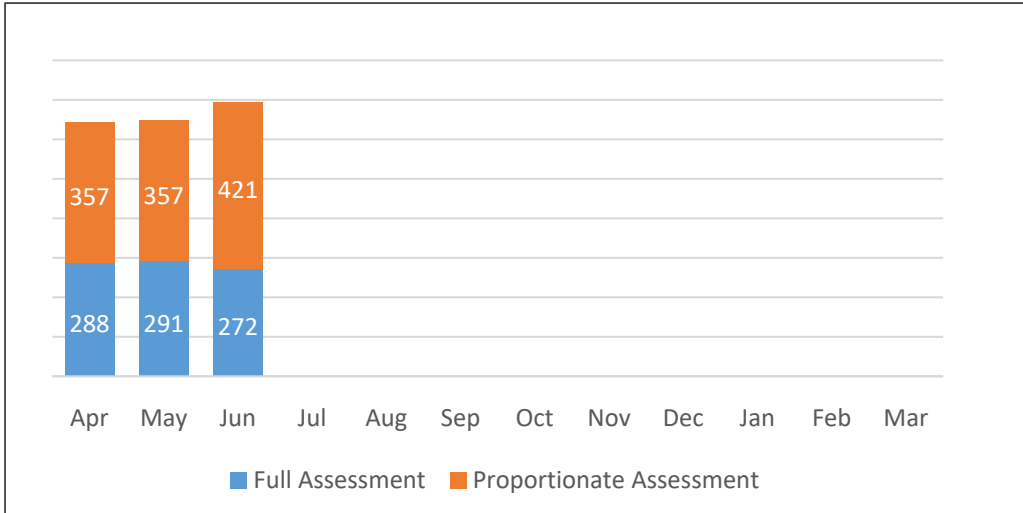
5. Number of Well-being Assessments completed by outcome June 2019



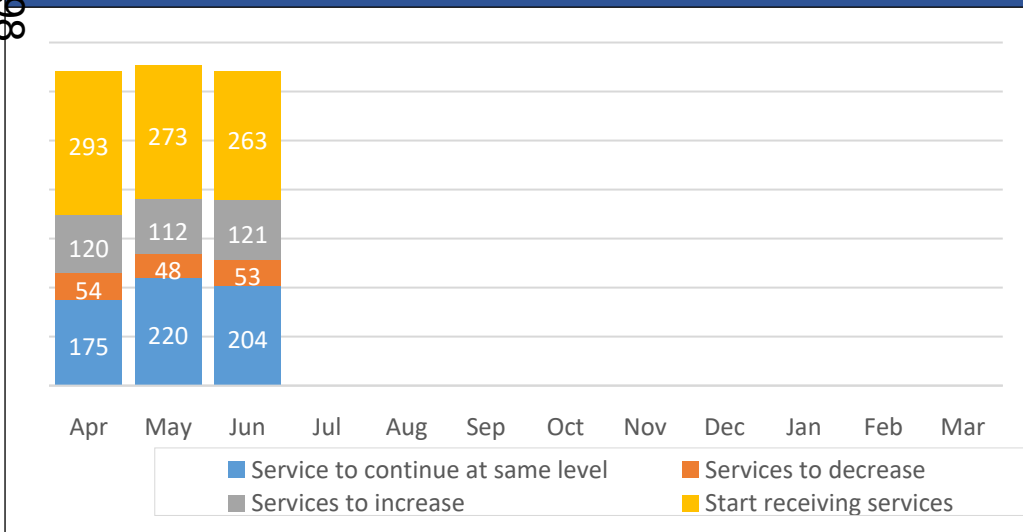
6. Number of Well-being Assessments - Proportionate and Full Assessments completed by month

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

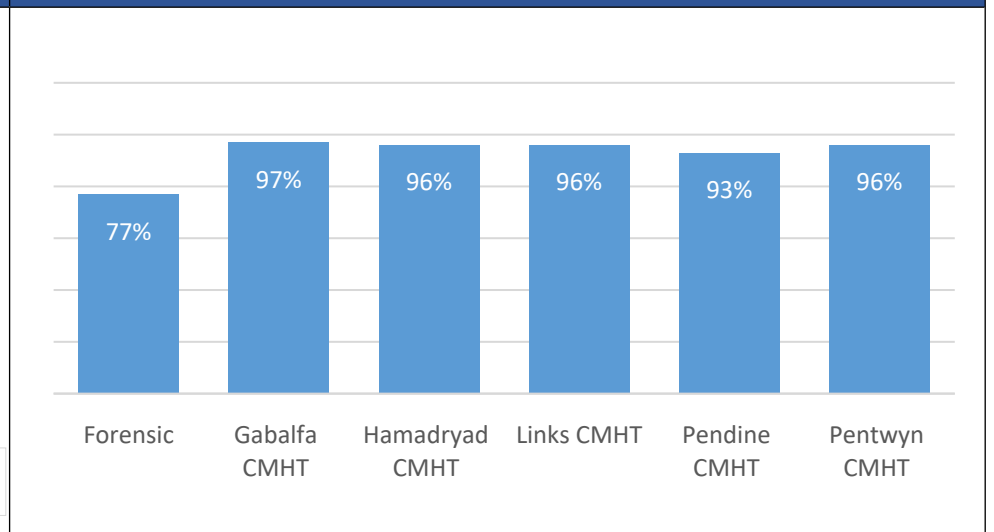
APPENDIX A



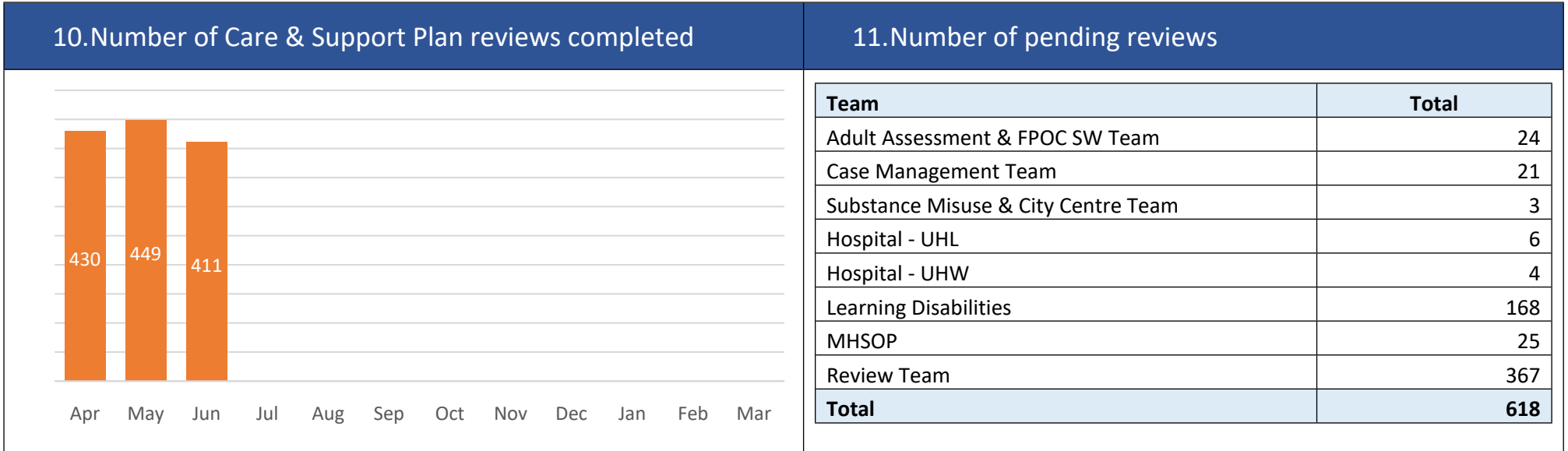
8. Number of Care & Support Plans completed by outcome



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



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## Commissioning & Service Provision

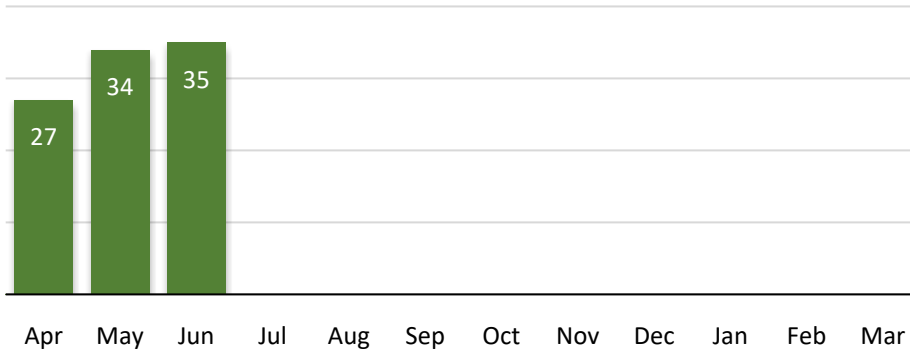
What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>• Launch of Learning Disability Commissioning Strategy “Promoting Independence and Improving Lives”.</li> <li>• Authority to invite to tender for Supported Living for Adults with a Learning Disability agreed and obtained and issued during Quarter 1.</li> </ul> <p>Although the group of providers who have engaged in the cost of care exercise is relatively small, engagement has been good and many providers have reported that they felt the process has been worthwhile.</p>	<ul style="list-style-type: none"> <li>• Cost and capacity in the domiciliary care sector.</li> <li>• Increased demand for supported living accommodation.</li> </ul>	<ul style="list-style-type: none"> <li>• Work with providers to understand how these issues can be addressed moving forward.</li> <li>• Work with Housing and partners to identify to develop more accommodation options locally to support people to return to Cardiff with the right care and support.</li> </ul>

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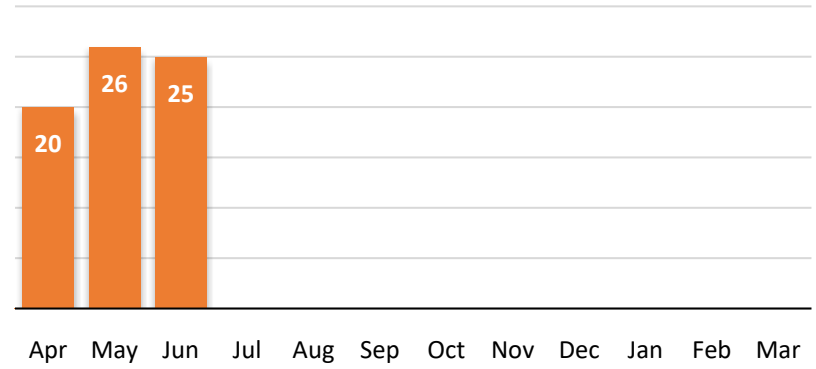
### Key Statistics

- Average age of people entering of residential care – April: 86, May : 86.3, June: 84.1
- Average age of people entering nursing care – April: 83.3, May 80.8, June: 83.0

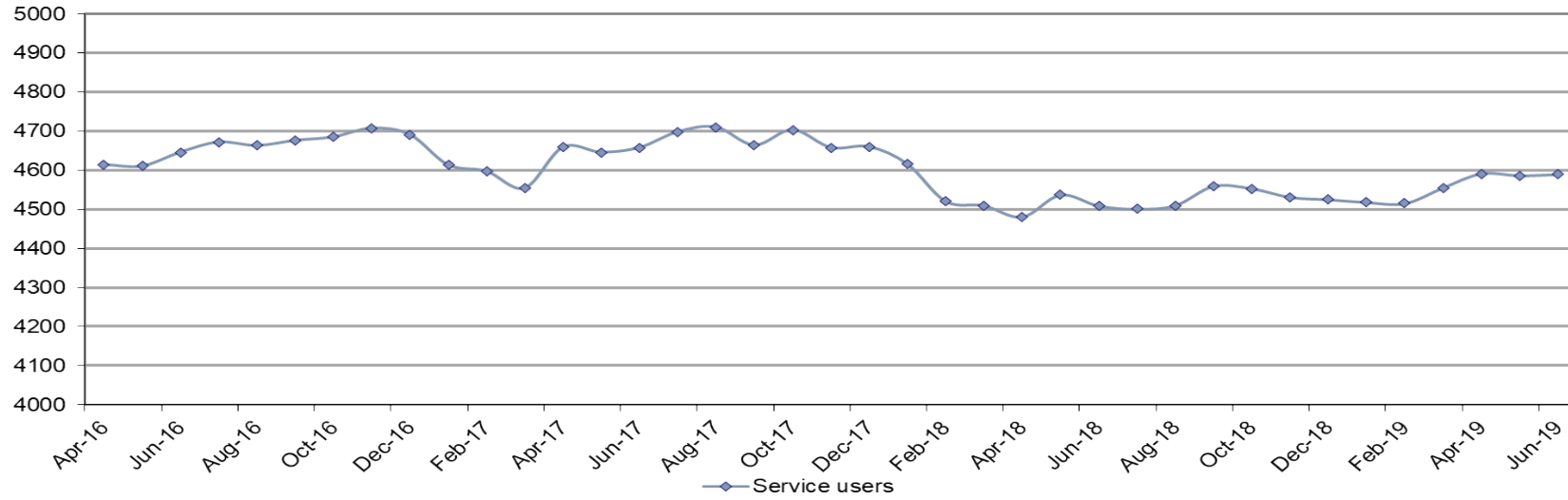
1. Residential Care Home - New Contracts Agreed



2. Nursing Care Home - New Contracts Agreed

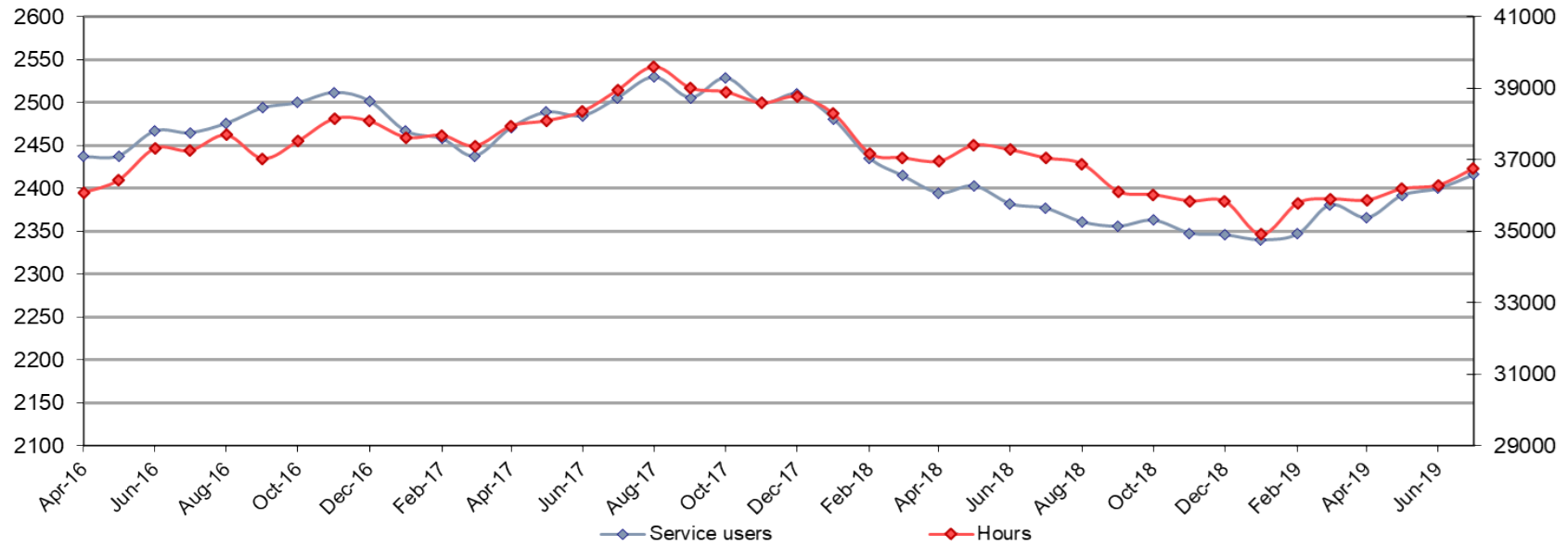


3. Number of Care and Support Packages

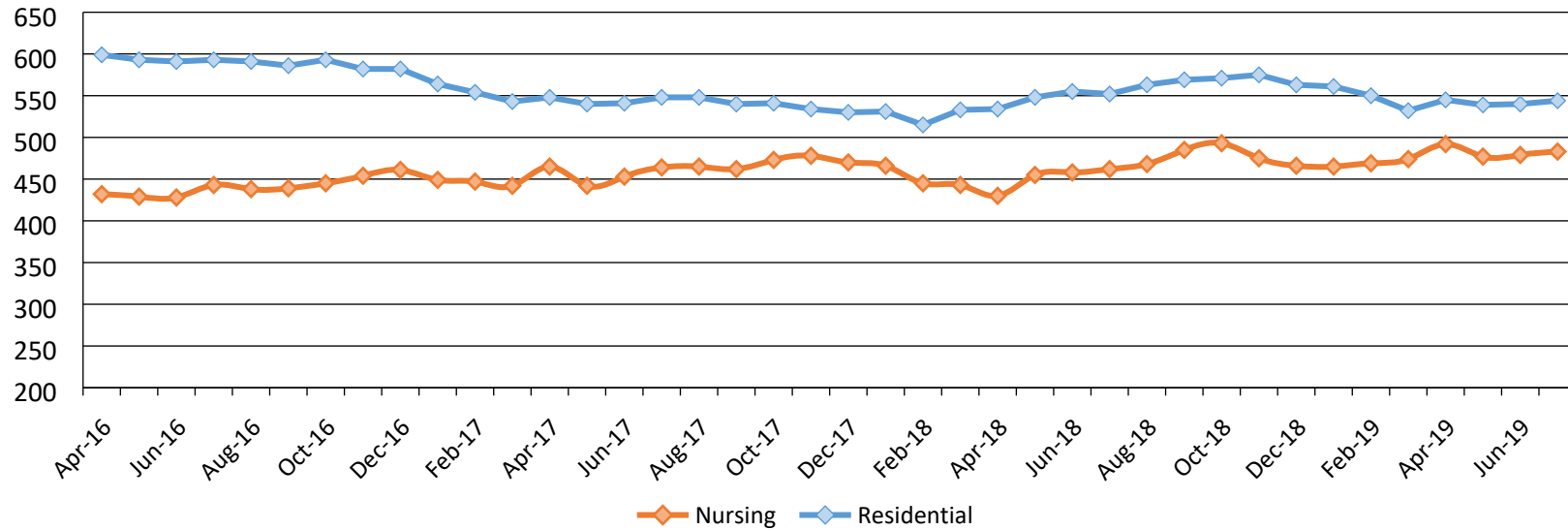


4. Number of people and hours - Domiciliary Care

APPENDIX A



5. Number of people - Residential & Nursing Care



## Safeguarding (Adult)

What is working well?	What are we worried about?	What do we need to do?
<p>Page 104</p> <ul style="list-style-type: none"> <li>Exploitation Strategy is being developed to include adults and all forms of exploitation.</li> <li>The bespoke training for Designated Lead Managers (DLMs) has been positively received. It has enabled both DLMs and Operational Managers in Adult Services to understand each other's roles better and strengthen working relationships between Adult Services and the Safeguarding team with the aim of improving the quality of information recorded.</li> </ul>	<ul style="list-style-type: none"> <li>Ensuring a consolidation of approaches from Children's to Adult Services.</li> </ul>	<ul style="list-style-type: none"> <li>Discuss and develop clear pathways between Children's and Adult Services over a number of months and develop and agree joint processes and procedures. Consider good practice from elsewhere – Family Safeguarding + model.</li> </ul>

### Key Statistics

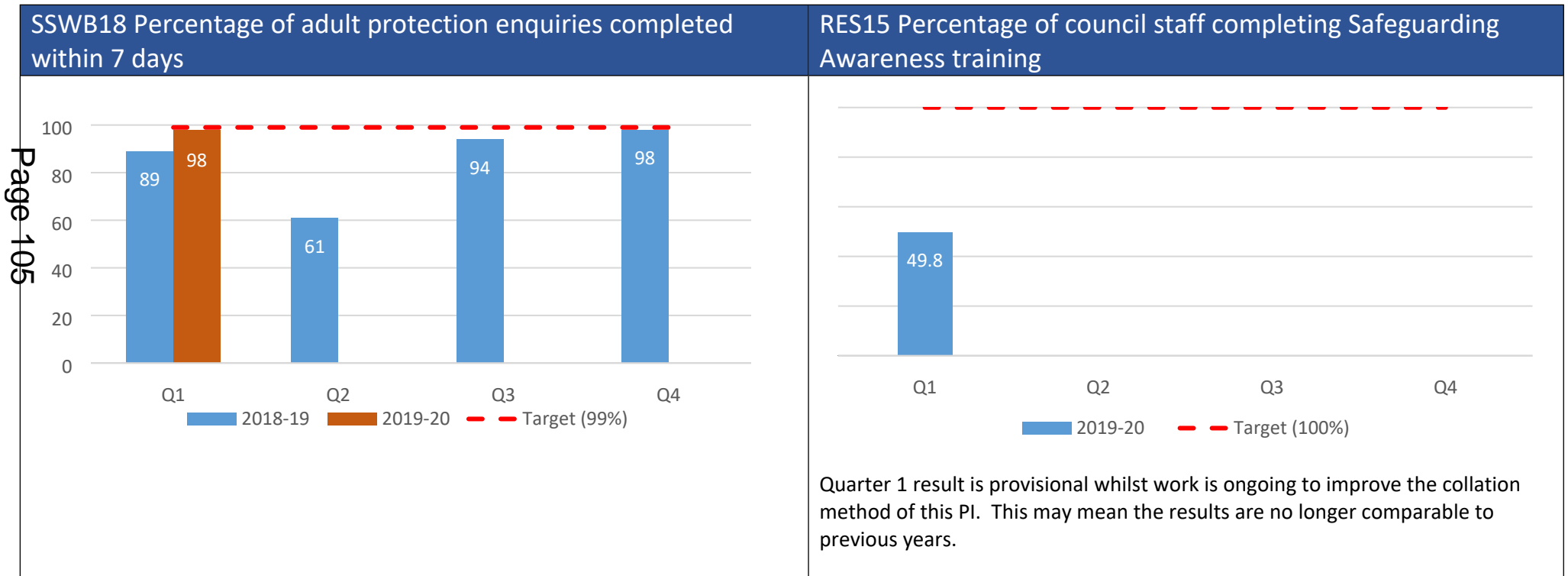
- Corporate Safeguarding report card available from Quarter 1 2019-20

**Contracts & Service Development Team**  
**Escalating concerns – June 2019**

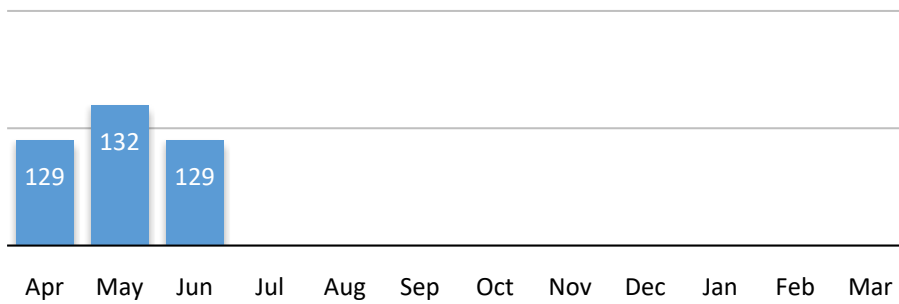


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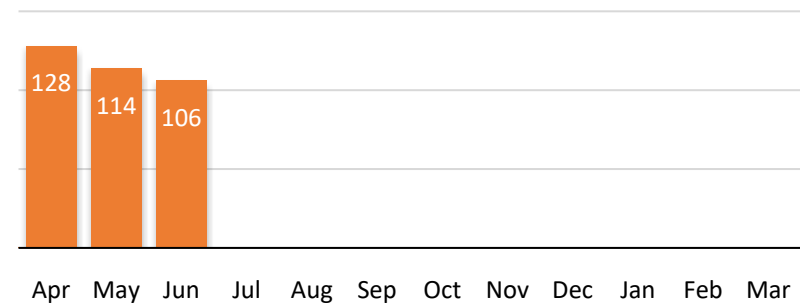
Domiciliary		Residential/Nursing Care Homes	
Provider Performance Meetings	2	Provider Performance Meeting	5
Joint Interagency Monitoring Panel	0	Joint Interagency Monitoring Panel	1
Closure Procedure (HOSG)	0	Closure Procedure (HOSG)	0
Number of issues reported	38	Number of issues reported	9



1. Number of contacts received



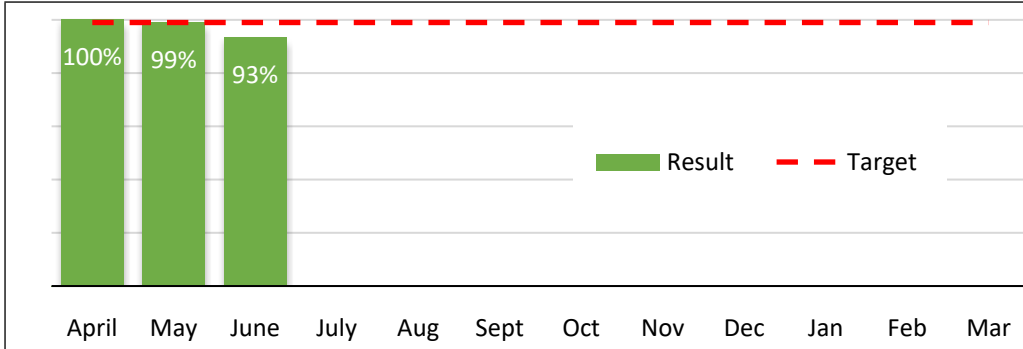
2. Number of contact records completed



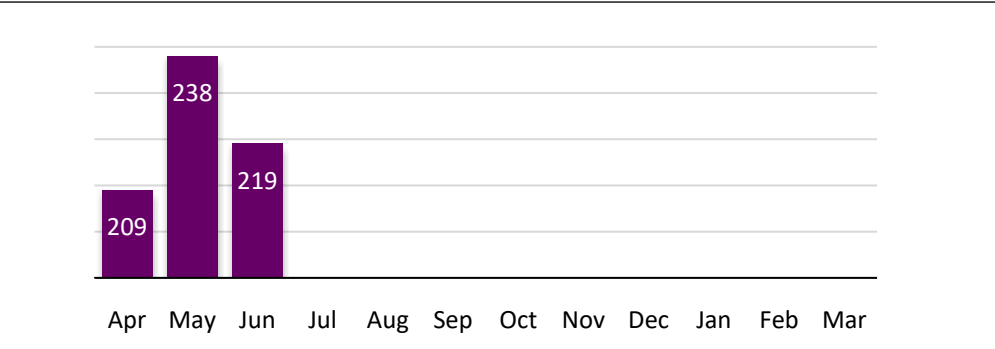
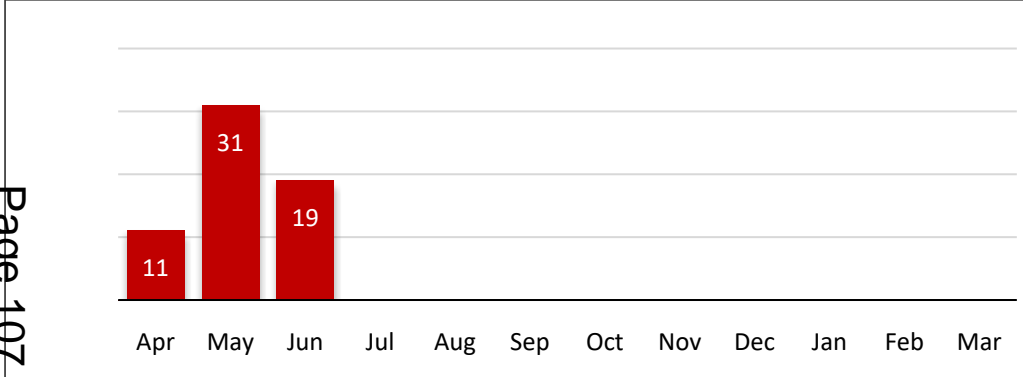
3. Percentage of contacts completed within 7 days

4. Number of pending investigations

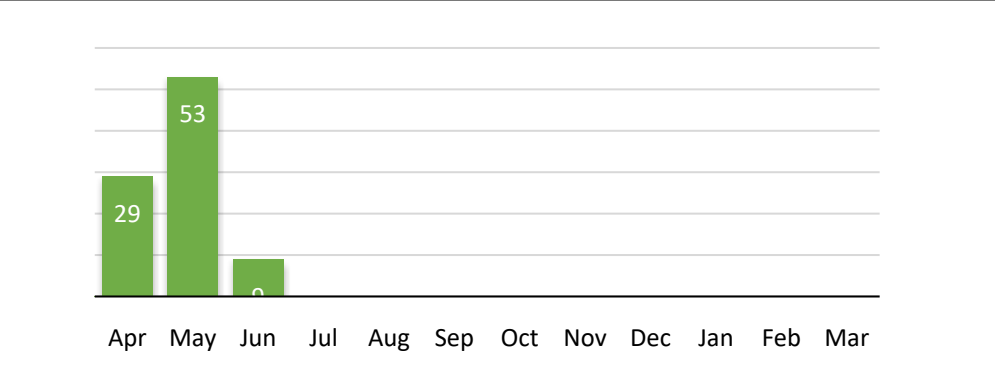
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5. Number of investigations started



6. Number of investigations completed



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Managing People, Resources, Systems and Processes

What is working well?

What are we worried about?

What do we need to do?

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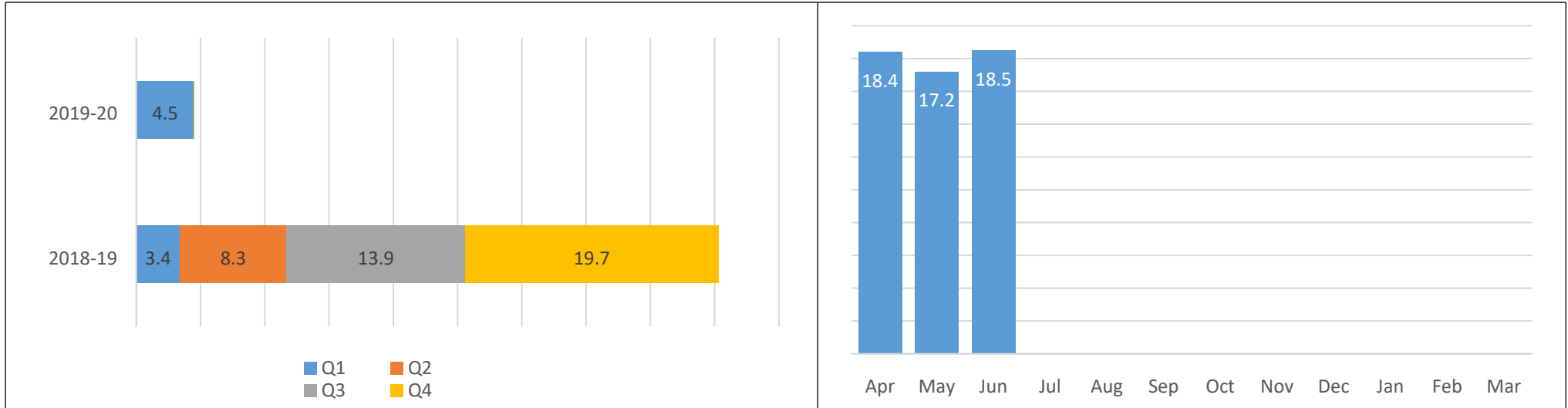
<ul style="list-style-type: none"> <li>• Good staff retention across Adult Services, low levels of agency workforce.</li> <li>• Appointment to senior management posts in Adult Services.</li> </ul>	<ul style="list-style-type: none"> <li>• Recruitment to Approved Mental Health Practitioner (AMHP) vacancies is difficult.</li> <li>• Registration figures for external providers in response to the Registration and Inspection of Social Care (Wales) Act 2016 remain low.</li> <li>• Getting new starters into post in a timely manner.</li> <li>• Sickness levels in some parts of adult services</li> </ul>	<ul style="list-style-type: none"> <li>• Approved Mental Health Practitioner (AMHP) lead in post and AMHP posts advertised; AMHPs have access to regular support through supervision and AMHP forum. We are currently reviewing retention packages across a number of local authority areas. In addition, we are implementing the Association of Directors of Adult Social Services (ADASS) guidance around recruitment and retention of AMHPs.</li> <li>• Work with providers on an individual basis to guide them through the registration process.</li> <li>• Learn from experience and developments in Children’s Services.</li> <li>• Increased capacity in place to support sickness management.</li> </ul>
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Key Statistics						
<b>Sickness – Adult Services</b>						
	<b>Ave FTE Staff No. (forecast)</b>	<b>FTE Target</b>	<b>Target FTE days lost</b>	<b>FTE days lost</b>	<b>Forecast based on Qtr result</b>	<b>RAG</b>
Q1	535	16.4	8771	4.50	<b>19.33</b>	
<b>1. Sickness Rate (FTE)</b>					<b>2. Number of social work vacancies (Total FTE = 137.4)</b>	

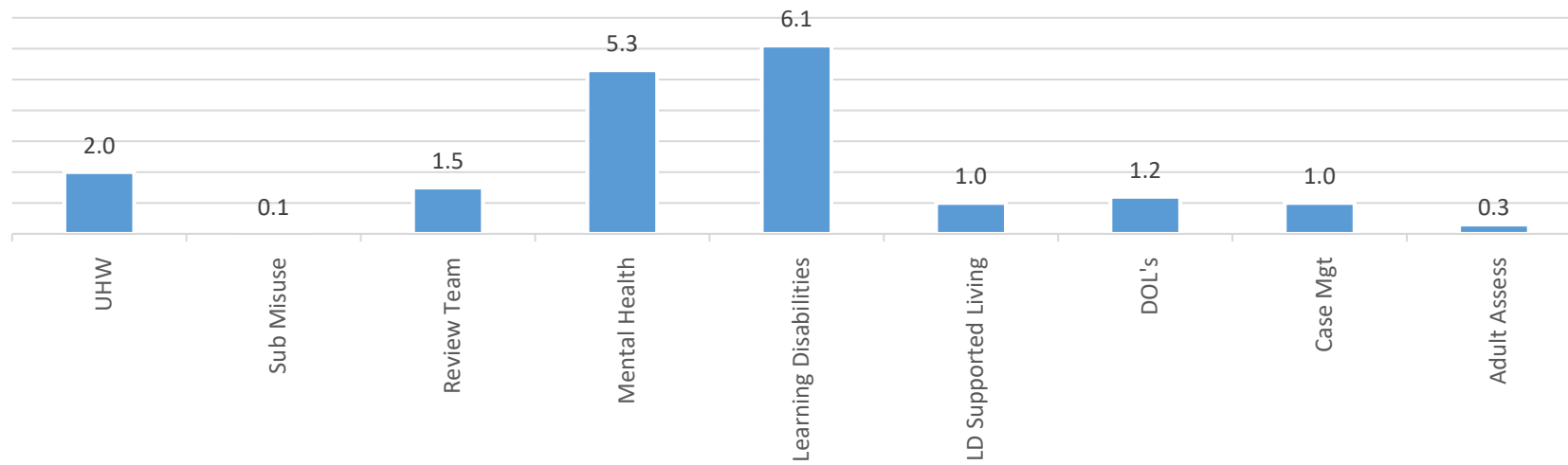
• Top 4 reasons for sickness during the quarter:

1	Stomach-Liver-Kidney
2	Chest-Respiratory
3	Stress
4	Eye-Ear-Nose-Mouth

APPENDIX A

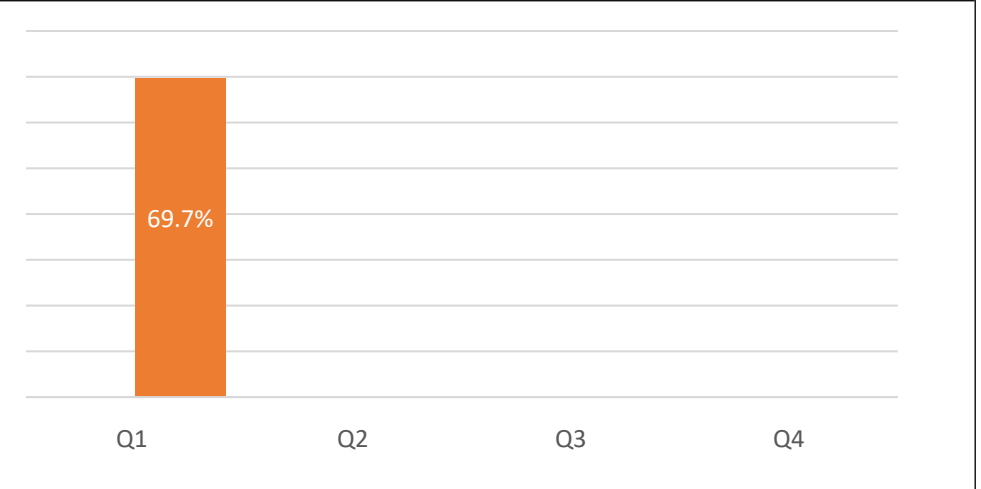
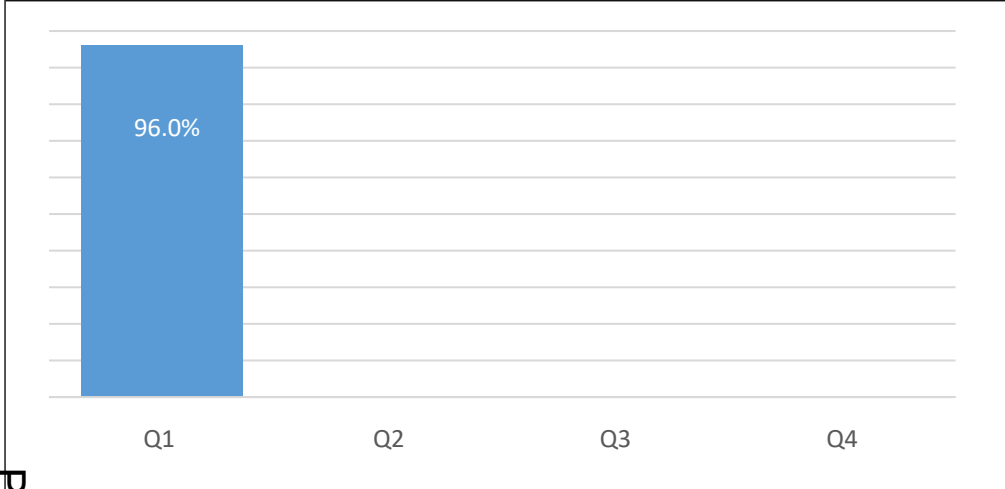


3. Social work vacancies by team June 2019



4. Percentage of return to work interviews completed

5. Percentage of trigger interviews completed



## Quality of Practice

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>• Quality Assurance Framework developed.</li> <li>• Letter received from Ombudsman recognising good practice in relation to complaints – no action required in 2018-19.</li> </ul>	<ul style="list-style-type: none"> <li>• Consistency of practice across all teams.</li> <li>• There is a need to ensure consistency of quality assurance processes to support practice improvement.</li> <li>• Ensuring consistency of quality assurance mechanisms across Social Services where appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Introduction of strength based practices. A major programme of work to embed strength based approaches in partnership with Social Care Wales launched in April 2019.</li> <li>• Implement a Quality Assurance Panel to work on ensuring consistency of quality assurance process and embed learning from audits and celebrate success.</li> <li>• Session planned for Quarter 2 to map our areas of consistency across Social Services.</li> </ul>

## Key Statistics

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Adult & Carer Survey 2018-19				
Survey Type	Population	Sent	Response	Response Rate
Adult Survey	4,513	2,705	865	32%
CRT Survey	191	191	75	39%
IAA Survey	154	154	55	36%
<b>Adults Survey Total</b>	<b>4,858</b>	<b>3,050</b>	<b>995</b>	<b>33%</b>
Carers Survey Total	362	353	126	36%

1. Case file audits completed during the year

In progress

2. Compliments & Complaints Q1 2019-20

**Compliments & Complaints**

Stage 2 complaints	No.
Open from Q4	1
Initiated during Q1	0
Closed during Q1	0
Open	1

Compliments
10



# People & Communities: Housing & Communities

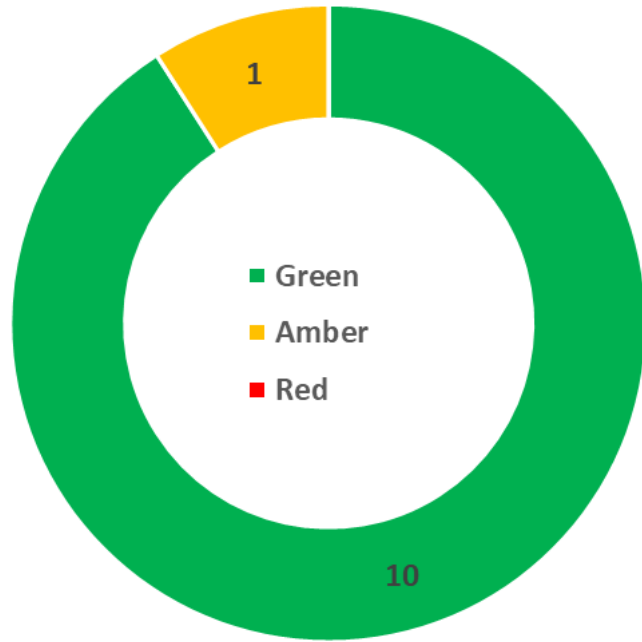
Performance Report

Quarter 1 2019-2020

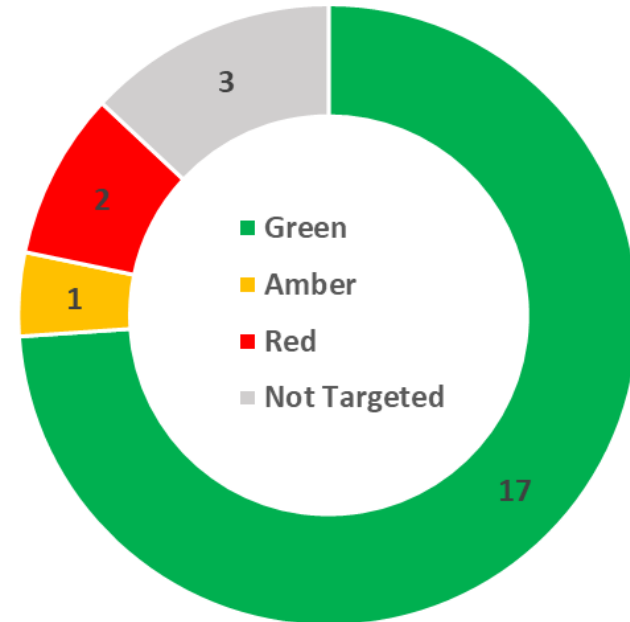


# Progress against the Corporate Plan

Corporate Plan Commitments (Lead and Shared)



Corporate Plan Performance Indicators



# Progress by Wellbeing Objective: Cardiff is a Great Place to Grow up

Commitment (shared)	Update
<p>Improve mental health and emotional well-being for young people by working in partnership to deliver an integrated approach to Children and Young People Emotional and Mental Health Support.</p>	<p>Family Gateway contact officers have referral pathways in place for children and young people to access Barnardos Emotional Well-Being Service. Emotional Mental Health support being offered by Family Help Advisors at the lower level of need. Work is underway with Community Child Health team to ensure join up with Early Help services.</p>
<p>Develop a new delivery model for an integrated early help and prevention service for families, children and young people by March 2020, with the aim of reducing the impact of adverse childhood experiences on their well-being:</p> <ul style="list-style-type: none"> <li>• Launching the new delivery model by June 2019 that will bring together a variety of multi-agency provision across three distinct services – Family Gateway, Family Help and Family Support;</li> <li>• Reviewing the current arrangements within the Multi-Agency Safeguarding Hub (MASH) to take account of the new Early Help Service.</li> </ul>	<p>The Family Gateway Service commenced in April, using temporary staff initially while permanent Gateway staff were recruited and trained. Family Advice Service commenced, with some staff transferring from the previous service provider and recruitment to fill the remaining posts underway.</p> <p>Governance arrangements reviewed &amp; Early Help Operational Group established.</p> <p>Service name &amp; branding established.</p> <p>Early Help Referral Form Pilot commenced with Cardiff West Community High School, Moorland Primary School; Fitzalan Cluster, ACE GP cluster, Plasmawr cluster, Education Strategy Group, Education Emotional Health &amp; Well-Being Officers, Adams Court, Greenfarm Hostel and Salvation Army, Health Visitors, CAMHS.</p> <p>Family Gateway &amp; Family Help performance framework developed</p> <p>Quality assurance framework and performance measurement tools developed</p> <p>Gateway processes &amp; procedures in development</p> <p>Current case management system in place. This does not meet full requirements and a new system will be needed going forward.</p>

Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	Q1 2019-20 Result/RAG
Number of people supported through the Family Gateway	NEW	NEW	NEW	NEW	NEW	NEW	1,681
Number of people supported by the Family Help Team	NEW	NEW	NEW	NEW	NEW	NEW	306

\* The above measures record the volume and the impact of the new Early Help Service, which had a soft launch at the beginning of the year.



Number of people supported by the Family Support Team	NEW	NEW	NEW	NEW	NEW	NEW	526
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## Progress by Wellbeing Objective: Cardiff is a Great Place to Grow Older

Commitment (shared)	Update
<p>Deliver the Older Persons Housing Strategy to support independent living, fully understanding their housing needs and aligning work between Council and Health Services including:</p> <ul style="list-style-type: none"> <li>• <b>Working to build and refurbish 'care-ready' schemes for older people;</b></li> <li>• <b>Developing an Older Persons &amp; Accessible Homes Unit to provide person-centred information, advice and assistance;</b></li> <li>• Developing innovative models of care, support and nursing services.</li> </ul>	<p>The Care-Ready Older person specification has been agreed and is being used as a key document to instruct design teams preparing new older persons developments.</p> <p>Designs plans for the refurbishment works for Worcester Court are currently being developed and once complete consultation with residents will commence. Concept plans for Broadlands House have been completed and consultation with residents commences during July.</p> <p>Work to set up the Older Persons and Accessible Homes Unit is well underway. A manager has been recruited and the Accessible Homes staff have transferred into the Council. Work on reviewing processes has commenced and scoping of the new service is also underway. Some amendments to the allocations policy have been agreed, further work is needed to implement these changes.</p> <p>The Sandown Court refurbishment scheme was completed to the RNIB Cymru Six Standards Accreditation, which focuses on the various different aspects of accessibility. Cardiff Council have officially been awarded the Platinum Level Visibly Better for Sandown Court. This is a hallmark of good practice which is recognised by Welsh Government.</p>



Address social isolation and enhance quality of life of older people by developing inter-generational working with schools, Hubs, community groups, and private sector partners.

Community Inclusion Officers are now in place and are putting in place a range of community activity across the city including intergenerational events, community litter picks, knit and natter groups, gardening groups, and much more.

Planning is well underway with community groups for a range of events to be held in the summer.

## Progress by Wellbeing Objective: Cardiff is a Great Place to Grow Older

Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	2019-20 Target	Q1 2019-20 Result/RAG
The percentage of clients who felt able to live independently in their homes following support from the Independent Living Services	95%	100%	100%	99%	99%	99%	95%	98%
The percentage of new cases dealt with directly at First Point of Contact (FPOC) with no onward referral to Adult Services	72%	75%	75%	76%	75%	75%	70%-80%	75%
The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)	190	187	183	183	194	194	180	196*
The percentage of people who feel reconnected into their community through interventions by the Day Opportunities team	70%	89%	88%	86%	86%	86%	80%	90%



APPENDIX B

**\*There are currently contractor issues in delivering disabled adaptations, as one contractor left the programme. The remaining 2 contractors are struggling with the volume of work and so the agreed delivery time was extended from 40 days to 80 day. This temporary arrangement will end shortly and both contractors have agreed to increase capacity, so coming quarters will show improvements.**



# Progress by Wellbeing Objective: Supporting People Out of Poverty

Commitment	Update
<p><b>Better support people into work by further integrating employment support services.</b> This will include:</p> <ul style="list-style-type: none"> <li>• Ensuring that the Gateway into employment is accessible across the city;</li> <li>• Ensuring that Into Work Advice Services and Adult Community Learning fully align with the new Gateway by September 2019;</li> <li>• Providing effective employer engagement and assistance into self-employment;</li> <li>• Promoting and extending volunteering opportunities by October 2019.</li> </ul>	<p>Footfall information about the use of Into Work services is reviewed on a monthly basis. Locations are reviewed considering past usage and demand for the service. Additional services have been added at Llanrumney Boxing Club, Ty Danescourt, Ty Seren (young person’s hostel) and Grass Roots. Recent publicity campaign took place for the into work advice service, social media was used, including Facebook, Twitter, Instagram and Snapchat to attract people, in particular young people, who wouldn’t ordinarily access the service. Where services are poorly used consultation takes place before services are removed/ relocated.</p>



## APPENDIX B

Ensure support is available to mitigate potentially negative consequences associated with the roll-out of Universal Credit by:

- Providing digital access and assistance across the city;
- Working with private landlords to identify how the Council can help them with the change by March 2020;
- Working with Jobcentre Plus, Registered Social Landlords and other partners to ensure that vulnerable individuals get the budgeting support they need;
- Further developing the telephone advice line for customers.

Review of digital access has been undertaken and more volunteers are to be recruited where needed. Digital training has been provided to all Hub staff. Further investigation needed into wifi capability in Central Library Hub.

Due to the ever growing demand of clients looking for support with UC more volunteers are being recruited across the Hubs especially Ely and Central Hubs.

A detailed training plan has been rolled out to all staff across the Hubs and libraries so that they are able to identify when a claim for UC should be made and how to support clients to make their claim.





# Progress by Wellbeing Objective: Supporting People Out of Poverty

Commitment	Update
<p>Deliver the Rough Sleeper Strategy, and the Homelessness Strategy, to address rough sleeping in the city by:</p> <ul style="list-style-type: none"> <li>• Extending the 'No First Night Out' policy;</li> <li>• Extending the capacity of the Housing First scheme to make better use of the private rented sector;</li> <li>• Building on the multi-agency team around rough sleepers to include substance misuse, probation and mental health services;</li> <li>• Complementing the diversionary pathway for anti-social behaviour and begging in partnership with South Wales Police.</li> </ul>	<p>The Multi-disciplinary homeless outreach team (MDT) is now fully operational and draft aims and objectives have been agreed.</p> <p>The Single Person Gateway database is now in place and will allow full performance monitoring of both the Multi-disciplinary team and accommodation services. The Wales Accord for Sharing Personal Information (WASPI) is in the process of agreement, to allow data sharing across the partnership.</p> <p>Good progress made on the begging pathway, the Police Street-Safe officer will be based with the MDT one day per week.</p> <p>There has been significant reduction in the number of tents in the city during the quarter, despite a recent increase in new tents.</p> <p>Huggard Pods are now in use and an additional 3 places have been added to TY Nos Nightshelter.</p> <p>Two dedicated Emergency Overnight Stay officers are working with clients in emergency accommodation in order to better understand needs of people using this accommodation regularly.</p> <p>A feasibility study is being completed for the creation of Satellite pods in two locations in the City on a pilot basis, and work on further diversionary activities are underway.</p>

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# Progress by Wellbeing Objective: Supporting People Out of Poverty

Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	Annual Target	Result/RAG
The number of interventions which supported people receiving into work advice through the Gateway	43,000	10,069	20,984	31,721	45,497	45,497	43,000	14,722
The number of clients that have been supported into employment having received tailored support through the Gateway	623	201	367	586	787	787	623	335
The number of employers that have been assisted by the Council's employment support service.	80	87	174	193	211	211	200	36
The number of customers supported and assisted with their claims for Universal Credit	1,500	767	2,170	3,644	5,375	5,375	1,500	681
Additional weekly benefit identified for clients of the City Centre Advice Team	£13m	£4.3m	£8.6m	12.7m	£16.2m	£16.2m	£13m	£4.7m
The number of multi-agency interventions that supported rough sleepers into accommodation	168	55	83	115	157	157	168	45
The percentage of households threatened with homelessness successfully prevented from becoming homeless	60%	72%	74%	75%	77%	77%	70%	73%
The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service	70%	85%	78%	78%	82%	82%	70%	90%
The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	50%	100%	100%	100%	91%	91%	60%	80%
The number of people positively moved on from second-stage accommodation	NEW	NEW	NEW	NEW	NEW	NEW	150	23*



APPENDIX B

**\*Move on from the Single Person Gateway second stage accommodation remains a problem, new priority has been given to hostel move on under the Allocations policy and this will be in place shortly. Work is ongoing to encourage move on into the Private Rented Sector however with the freeze on Local Housing Allowance rates this remains a challenge.**



# Progress by Wellbeing Objective: Safe, Confident and Empowered Communities

Commitment	Update
<p>Deliver the actions identified in the Cardiff &amp; Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy 2018-2023 including the commissioning of a regional service for male victims.</p>	<p>All statutory partners in the region have been asked to update on the progress of their revised policies – many are in the process of being approved. The specialist RISE-Cardiff service has offered support to assist partners to review or revise their policies. Do date Bridgend Council have confirmed to be part of the commissioning process, and a number of councils are still considering involvement.</p>



APPENDIX B

Invest in the regeneration of local communities by:

- Delivering a new three-year programme of Neighbourhood Renewal Schemes;
- Completing Phase 2 of the Maelfa redevelopment scheme by summer 2020;
- Implementing priority schemes identified in the Estate Regeneration Programme;
- Progressing opportunities for funding through the Targeted Regeneration Investment Programme.

Consultation has taken place on the lower Llanrumney estate regeneration plans. Round Wood consultation plans are being prepared. Design work for Year 1 Neighbourhood Renewal Schemes is taking place in line with programmes.

Demolition of the remainder of the Maelfa shopping centre is complete & site clearance is taking place.



# Progress by Wellbeing Objective: Safe, Confident and Empowered Communities

Commitment		Update						
<p><b>Continue to deliver the Community Well-being Hubs programme</b>, in collaboration with partners, including:</p> <ul style="list-style-type: none"> <li>• Progressing plans for Youth Hubs in the City Centre, Butetown and Ely;</li> <li>• Working with the Health Board on the Cardiff Royal Infirmary and other Wellbeing Hubs;</li> <li>• Exploring opportunities for investment in Community Well-being Hubs;</li> <li>• Ensuring people are connected with local service providers and activities in their neighbourhood through Community Inclusion Officers.</li> </ul>		<p>Tender returns have come in for Butetown Youth Hub. Information required for final Welsh Government approval of funding have been submitted. Construction work at the Cardiff Royal Infirmary is progressing well.</p> <p>Whitchurch &amp; Rhydypennau consultation is completed &amp; reports created allowing for scoping of service planning. Library/Hub staff have completed Hub training. 4 x Community Inclusion officer recruited – early work has gone well. Ongoing training &amp; meetings to progress role. Interior design packages for Whitchurch and Rhydypennau are complete.</p>						
Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	Annual Target	Result/RAG
The percentage of Council staff completing the Level 1 online module of the National Training Framework on violence against women, domestic abuse and sexual violence as a percentage of all staff	100%	16%	27%	33%	52%	52%	100%	57%*
The percentage of customers satisfied with completed regeneration projects	70%	83%	88%	92%	93%	93%	75%	100%
The number of visitors to libraries and Hubs across the city	3,300,300	634,282	1,321,762	1,955,011	3,400,748	3,400,748	3,300,000	635,192
The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/I got what I needed'	95%	97%	98%	98%	98%	98%	95%	99%
The number of visits (page views) to the volunteer portal	50,000	13,363	31,330	49,459	70,856	70,856	55,000	20,074



\*There is a continued personalised approach to encourage staff completions, and IT issues with reporting are currently being worked through.

# Progress by Wellbeing Objective: Cardiff Grows in a Resilient Way

Commitment	Update
Deliver 2,000 new Council homes, of which at least 1,000 will be delivered by May 2022.	<p>A developer (United Living) has now been appointed for the Caldicot Road scheme. This will scheme deliver 16 new council homes for rent. The scheme will commence on site in September 2019. A Cabinet Report outlining the Housing Development Programme was approved in June 2019. The report outlined the strategy for delivering 2,000 new homes, identified the sites proposed for the programme and sought approval to role onto the next phases of development for the Cardiff Living Programme.</p> <p>By the end of Quarter 1 a total of 109 new council homes were handed over with a further 191 being built on site</p>

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Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	Annual Target	Result/RAG
Total number of new Council homes completed and provided	200 (cumulative)	23	36	53	65	65	400 (cumulative)	109



# Key Progress/Good News

## Community Inclusion Officers

4 Community Inclusion Officers are now settled into their new posts anchored within the Community Hubs. As it is a gardening time of year, all the Inclusion Officers have been working with Community groups on garden projects within each district. Highlighting educational awareness in understanding wildlife, various plants and the benefits of growing produce along with encouraging communities to become socially active. Work is currently underway in designing & creating a Dementia Friendly garden at Llanrumney Hub.

STAR hub community garden has an environmental partnership with the Bowls club where they donate their grass cuttings, which goes into the Hubs compost bin to assist in growing produce. The opening of the garden is planned for July 18th and will be supported by the RSPB, with the aim of becoming an Urban Buzz Zone. Inclusion Officers across the city are planning summer events to engage local communities including fun days, encouraging and setting up more Knit n Knatter groups, building on our very successful intergenerational group in Radyr. Goldies sessions are being rolled out to more hubs, Local history sessions and Dementia cafes along with music sessions.

The Inclusion Officer in the North of the city has been busy setting up Community litter pick groups, already successful in Radyr with over 45 volunteers joining. Llanishen had their first community litter pick in the first week of July and attracted over 30 volunteers.

The West Inclusion Officer has been busy organising events to celebrate Ely & Caerau Hubs 5th Birthday, arranging a range of activities for all ages to try throughout July including a Health & Wellbeing day on 26th July with over 21 partners in attendance.





**New Build Housing**

The shipping containers have now been delivered to the Bute Street site as work progresses on our innovative housing scheme for homeless families. 13 flats are being constructed using shipping containers to create safe, warm and comfortable homes available to homeless residents in the short term whilst a long-term housing solution is found. The scheme has been awarded Welsh Government Innovative Housing funding and is our first scheme using innovative construction methods. Work has started on our first PassivHaus scheme at the Highfields site in Heath. The scheme is being delivered through the Cardiff Living Programme and will deliver 32 homes for market sale and 10 for council rent. The enabling work includes the diversion of services running through the site to enable the main contract works to take place.

The Cardiff Living scheme has recently won a Constructing Excellence Wales award for collaboration & integration at the 2019 CEW annual awards. The award recognises the approach taken to collaboration in developing difficult sites and delivering quality, sustainable affordable homes.

## Key Progress/Good News



**VAWDASV – Violence against Women, Domestic Abuse and Sexual Violence Strategy**

The first year of the implementation of the Cardiff and Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy action plan has seen fantastic partnership working to improve the response to victims.

This is exemplified by the attendance of many multi-agency partners in the various groups within the new governance structure, including representation from survivors of abuse.

Over the past year partners have improved the multi-agency process for managing police referrals and have also helped to develop the referral and support pathways between RISE-Cardiff and the Early Help services being developed for families. The development of proposals for a specialist service for to male victims of domestic and sexual abuse has been progressing throughout the year, with interest being shown by local authorities across South Wales and Gwent in participating in the procurement of a wider regional service.

Work for 2019/20 is already underway including a new needs assessment being undertaken to inform the development of a regional commissioning strategy for Violence against Women, Domestic Abuse and Sexual Violence services and work to develop a pilot for a new stalking assessment tool. The full annual report on the progress of the strategy will be published in the next 2 weeks.

The RISE-Cardiff service continues to support victims and professionals with advice and support covering all aspects of violence against women, domestic abuse and sexual violence and, in its first year, received 8,098 referrals, half of which were from the Police, with self-referrals averaging 180 per month. Cardiff Women's Aid, the lead partner for the RISE-Cardiff service, has received additional funding to further roll out the IRIS model of training and support to GP services to help identify and support male victims, any children affected by abuse and to identify and signpost perpetrators, in addition to supporting and referring female victims.

**CEW Integration & Collaborative Working Award**

Cardiff Council and Wates Residential were recognised for the Innovative Cardiff Living Programme on the 7<sup>th</sup> June, winning the Integration & Collaborative Working Award at the Constructing Excellence Wales (CEW) 2019 awards. Cardiff Council and Wates were shortlisted against 5 other construction projects for the award and were announced overall winners of this category, with CEW commending the approach to partnership working and collaboration between Client & Developer in delivering quality, energy efficient and well-designed homes for council rent, low-cost home ownership and market sale.

CEW were impressed with the approach taken to enable difficult sites to be developed for much needed new homes whilst ensuring the developments have place-making at their heart, helping to regenerate communities and build affordable homes for sale targeted at local communities. Having won the Integration & Collaborative Working Award in Wales the project now gets shortlisted for the National CEW awards held in London in November.

## Key Challenges



### **Homelessness and Rough Sleeping**

The issues facing Cardiff with homelessness and rough sleeping are well known, and despite the hard work of the Council and partners people are still sleeping on the streets in the city centre, and while the number of tents are reducing, new encampments keep appearing around the city. The city centre services face unprecedented pressure. The below projects are working to address the issues:

- **Multi-Disciplinary Homeless Outreach team (MDT)**

The MDT has been set up to address the underlying issues of those sleeping rough in the city centre or who struggle to maintain even hostel accommodation. The team is specifically built to address the complex health and emotional issues facing these rough sleepers by providing a mainstreamed multi-agency response. The team meet weekly and work from a number of outreach locations including street based working, the Breakfast Run, the Wallich Welfare Vehicle (weekly) as well as the Huggard and Ty Tresillian, Litchfield Court and Emergency Overnight Stay spaces.

- **Housing First**

In order to reduce the number of rough sleepers on the street, in particular those affected by the revolving door of homelessness, with complex and entrenched issues, the Council has established two Housing First pilots, run both internally and by the Salvation Army. The Council project utilises properties within the Private Rented Sector, aiming to increase the choice of housing available to those sleeping rough, providing intensive holistic support to ensure individuals with especially complex issues can have a successful pathway out of homelessness. These individuals are often entrenched and repeatedly move through mainstream services unsuccessfully.

Since the implementation of the pilot in September 2018, and the addition of the Council run project, a total of 18 service users have been placed in accommodation, with 16 successfully maintaining tenancies at present, and all are reporting general improvements in their health and wellbeing. The remaining 2 individuals continue to be supported until another offer of accommodation becomes available. Due to the initial success of the scheme plans are now being considered to expand this service over the coming financial year.

### **Violence against women, domestic abuse and sexual violence e-learning module**

An ongoing challenge is to ensure all staff have completed this training. Previously, personalised email contact had a positive impact, but system issues are having impact on our ability to regularly report and identify individuals who have not completed the training.



# Key Challenges

## Current pressures & risks associated to new build and other council works

Capacity within the building sector, particularly in Cardiff is stretched. The social housing sector is busy and as such to some extent contractors are able to be selective on the projects they bid for. As an example we recently tendered for a contractor to build 16 new council homes for us at Caldicot Road in Caerau. We issued the tender documents through Sell 2 Wales but only had two bids back. This indicates that smaller projects are currently not that attractive to the market. There is also uncertainty and risks associated with Brexit and we have already seen the price for some materials increase. Most contractors are planning for Brexit however, due to the unknown factors with this new contract clauses are being proposed by some developers removing the risk from them for delays or increased costs to do with Brexit. There is an aging workforce for some trades including bricklaying & carpentry – this is a known risk within the industry and the Cardiff Living Programme aims to go some way to addressing this by bring forward specific training programmes and apprenticeships.

This will also affect Cardiff Council going forward as the new build properties will require maintenance and voids works, again the recruitment of trades persons is much more difficult within Cardiff at present. Cardiff is carrying out workforce planning especially within these high demand areas and encouraging the recruitment of apprentices going forward to ensure we have enough resources available going forward.

With specific regard to the provision of disabled facilities adaptations; on a monthly basis Framework contractors are informing us that they are currently struggling to recruit and retain certain trades, these are primarily ‘wet’ trades including plastering, brick-laying, ground works, concreting and tarmacking. The lack of available trades is adversely impacting on delivery times for some disabled facilities grants and whilst anecdotal evidence is never reacted to, each of the Framework contractors have separately confirmed these issues.

The same issues are having an impact on council house voids works. A 2<sup>nd</sup> contractor has withdrawn from the contract and employees working on that contract will TUPE across to the council in quarter 2.

Linked to the challenge identified above, the following additional directorate level measure is provided for information.

Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	Annual Target	Q1 2019-20 Result/RAG
Vacant Local Authority stock as percentage of overall stock	1.5%	1.53%	1.68%	1.77%	1.93%	1.93%	1.5%	1.99%



APPENDIX B

Average calendar days taken to re-let council properties (days)	80	88	95	85	95	91	80	94
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**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES  
SCRUTINY COMMITTEE**

**11 September 2019**

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**WORK PROGRAMME 2019/20**

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**Purpose of the Report**

1. To seek Members' approval for the Committee's 2019/20 planned programme of work.

**Background**

2. In line with the requirements of the Council's Constitution and good scrutiny practice, each Scrutiny Committee sets its own work programme for the forthcoming year (*Scrutiny Procedure, Rule 7*). The Committee is therefore tasked with constructing a work programme that ensures the time available to the Committee is used most effectively by considering items in a timely fashion that maximise the impact of scrutiny.

**Role of the Committee**

3. Scrutiny plays an essential role in promoting accountability, efficiency and effectiveness in the Council's decision-making process and the way in which it delivers services. The main roles of the Scrutiny Committees are:
  - Holding the Cabinet and officers as decision-makers to account.
  - Being a 'critical friend', through questioning how decisions have been made to provide a 'check and balance' to decision makers, adding legitimacy to the decision making process.
  - Undertaking reviews of Council services and policies.
  - Undertaking reviews to develop Council services and policies.

4. At the Annual General Meeting (AGM) of Council on 23 May 2019, a provisional calendar of Committee meetings were provided. Members considered these at its meeting on 5 June and put forward amendments to its October and January dates and agreed that, due to limited options, no meeting will be set for April 2020; which will be subject to change. The Committee collectively agreed the following meetings dates, which fall on a Wednesday starting at 4:30pm (discounting February's Budget meeting):

<b>11 September 2019</b>	<b>TBC February 2020</b> ( <i>Budget proposals 2020/21</i> )
<b>2 October 2019</b>	<b>4 March 2020</b>
<b>6 November 2019</b>	<b>6 May 2020</b>
<b>4 December 2019</b>	<b>3 June 2020</b>
<b>8 January 2020</b>	<b>8 July 2020</b>

The Committee will therefore meet a minimum of ten times between September 2019 and July 2020, and must look ahead at possibilities for its forward work programme.

### **Work Programming**

5. The work programme, whilst constructed at the beginning of the municipal year, is updated and amended during the year in order to respond to urgent priorities, policy developments, and unplanned pre-decision opportunities. It also has to remain flexible and responsive in order to cover any urgent issues occurring throughout the year.
6. In June 2019, Members agreed to hold an informal work-programming forum of the Committee. This informal forum discussion took place on 23 July 2019. At the Forum, Members considered 57 Items from the following sources:
- CASSC Terms of Reference



- Community & Adult Services Scrutiny Committee Annual Report 2018/19
- Scrutiny Member suggestions
- Cabinet Forward Plan
- Relevant extracts from:
  - Corporate Plan;
  - Capital Ambition;
  - Service Delivery Plans.
- External organisations' work streams that could be reported to the Scrutiny Committee
- Key stakeholder suggestions.

7. At this meeting, Members also agreed that, in order to aid in focussing the agendas more effectively and maximise the impact of the scrutiny, the scrutiny of agenda items would include:

- A system of briefs/updates/progress reports be established, to free up valuable Committee time, but also to keep Members informed of progress against these issues. Should any concerns or questions be raised these would then be brought onto the Committee's Agenda for formal consideration (*Please note, some of these are yet to be timetabled*).
- Increase input from external witnesses – public, stakeholders, service providers, service users etc.
- Consider more 'deep dives' on scrutiny items within Committee, allowing greater time for agenda items and more in depth analysis. Which in turn, will result in more effective scrutiny.

8. Prior to the Committee's work programming forum, all Council Members were invited to put forward suggested topics and issues they wished to be considered for the Committee's forthcoming work programme.

9. Following the Forum the resultant list of potential committee items were then inputted into a work programme calendar (attached at **Appendix A**) to form a work programme for the full year.
10. The prioritised topic list has been developed into a draft of how the Committee's work programme might look should Members decide to go ahead with topics as identified and prioritised. This draft programme, attached at **Appendix A**, will need to allow flexibility for inevitable additional items over the year and revisions to the Cabinet Forward Plan. It will therefore be updated throughout the year to ensure that scrutiny focus remains in line with the ambitions of the Council and thereby adds value to the Council's service improvement agenda.
11. In the interests of better public engagement, the Committee's Forward Plan will be published on the Council website. It will be refreshed on a quarterly basis and look ahead a minimum of 4 months.

### **Way Forward**

12. Members are invited to discuss and agree priorities, and whether any amendments are required, prior to circulation of the final programme.
13. Members will have the opportunity to reflect on possibilities identified for task and finish work, steer an appropriate scrutiny approach, and express an interest in topics identified.

## **Legal Implications**

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

15. 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 consider its work programme for 2019/20, including:

- i. The Draft Work Programme at **Appendix A**, becomes the outline work programme for the Committee, notwithstanding matters that arise throughout the year that are unknown to the Committee at this point in time.
- ii. Note that the work programme will be updated on a quarterly basis

**DAVINA FIORE**

Director Governance & Legal

5 September 2019

Appendix A

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

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

**CYNGOR CAERDYDD  
CARDIFF COUNCIL****COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE****11 Sept 2019**

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**COMMITTEE BUSINESS - CORRESPONDENCE REPORT**

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**Background**

1. Following most Committee meetings, the Chair writes a letter to the relevant Cabinet Member or officer, summing up the Committee's comments and recommendations regarding the issues considered.
  
2. At the Committee meeting on 3 July 2019, Members received an update detailing the correspondence sent and received up to that meeting. Since then, additional correspondence has been sent and received. The current position is set out below:
  - i. *Response received*– from the Cabinet Member for Social Care, Health and Well-being, regarding the Joint Commissioning Strategy for Adults with a Learning Disability (*Subsequent to 1 May, 2019 Committee*).
  - ii. *Response Received*– from the Cabinet Member for Social Care, Health and Well-being regarding Social Services Quarter 4 Performance Report (*Subsequent to 5 June, 2019 Committee*)
  - iii. *Response Received* – from the Cabinet Member for Housing & Communities, regarding how the Council engages with Housing Associations (*Subsequent to 5 June, 2019 Committee*).
  - iv. *Response Received* – from the Cabinet Members for Social Care, Health & Well-being and Children and Families regarding the Local Authority's Social Services Annual Report 2018-2019 (*Subsequent to 26 June, 2019 Joint Scrutiny Committee*).
  - v. *Response Received* – from the Cabinet Member for Social Care, Health & Well-being regarding the Cardiff & Vale of Glamorgan Area Plan for Care & Support Needs 2018-2023 and Social Services Directorate Delivery Plan 2019-20 (*Subsequent to 3 July 2019 Committee*)

- vi. *Response Received* – from the Cabinet Member for Housing & Communities regarding the People & Communities Directorate Delivery Plan (2019-20)  
(*Subsequent to 3 July 2019 Committee*)

There are currently no letters from the Community & Adult Services Scrutiny Committee which are awaiting a response.

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

### **Way Forward**

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

### **Legal Implications**

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



## **Financial Implications**

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

## **RECOMMENDATIONS**

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

**Davina Fiore**

**Director - Governance and Legal Services**

**5 Sep 2019**

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