



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

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

AGENDA

Committee	COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE
Date and Time of Meeting	WEDNESDAY, 7 OCTOBER 2020, 4.30 PM
Venue	REMOTE MEETING
Membership	Councillor Jenkins (Chair) Councillors Ahmed, Carter, Gibson, Philippa Hill-John, Lent, Lister and McGarry

Time
approx.

1 Apologies for Absence

To receive apologies for absence.

2 Declarations of Interest

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

3 Minutes - to follow

To approve as a correct record the minutes of the meeting held on 14 September 2020.

4 Performance Reports Adult Social Services & People & Communities Q4 2019/20 & Q1 2020/21 (Pages 5 - 74)

4.30 pm

Performance Monitoring.

5 Council House Build Programme Update (Pages 75 - 96)

5.15 pm

Committee Briefing.

Appendix 1 is not for publication as it contains exempt information of the description contained in paragraphs 14 and 21 of Schedule 12A of the Local Government Act 1972

6 Committee Business (Pages 97 - 104)

6.00 pm

Work Programming 2020/21

7 Urgent Items (if any)

8 Date of next meeting - 4 November 2020

Davina Fiore

Director Governance & Legal Services

Date: Thursday, 1 October 2020

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

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CYNGOR CAERDYDD
CARDIFF COUNCIL

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

7 Oct 2020

**QUARTER FOUR 2019/20 & QUARTER ONE 2020/21 - PERFORMANCE
REPORT**

Purpose of Report

1. To present the Performance Reports with reference to the periods Quarter 4 (Jan-March) and Quarter 1 (Apr-June). The Performance Report for Adult Social Services is attached at **Appendix A & B**; and the Performance Report for People & Communities: Housing & Communities is attached at **Appendix C**.
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. Members will note that the periods covered within the Performance Reports capture the periods both prior to, and during the initial outbreak of Covid-19. Members are advised that due to resource pressures within both service areas following the outbreak of covid-19, the format of the reporting, is different to that previously received.

Quarter 2 Delivery and Performance

5. Performance reporting which cover the periods Jan – June 2020 (Q4 & Q1) for both Adult Social Services and People & Communities: Housing & Communities are attached to this report as follows;

- **Appendix A** – Adult Social Services Q4 2019-20 (Jan – March)
- **Appendix B** – Adult Social Services Q1 2019-20 (April – June)
- **Appendix C** – People & Communities: Housing & Communities – overview of both periods with specific reference to Covid-19 response data.

6. The performance reports are structured to reflect the following priorities:

Adult Social Services Q4 2019-20 (Jan–March):

- First Point of Contact & Prevention (pages 2-3)
- Assessment & Outcome Focussed Care Planning (pages 4-8)
- Commissioning & service Provision (pages 9-11)
- Safeguarding (Adult) (pages 12-14)
- Managing People, Resources, Systems and Processes (pages 15-16)
- Quality of Practice (pages 17-18)
- Additional Information & Corporate Plan KPIs (pages 19-23)

Adult Social Services Q1 2020-21 (Apr-June):

- First Point of Contact & Prevention (pages 2-3)
- Assessment & Outcome Focussed Care Planning (pages 4-7)
- Commissioning & service Provision (pages 8-10)
- Safeguarding (Adult) (pages 11-13)
- Managing People, Resources, Systems and Processes (pages 14-15)
- Quality of Practice (pages 16-17)
- Additional Information & Corporate Plan KPIs (pages 18-22)

People & Communities:

- Progress against the Corporate Plan Performance Indicators - overall 2019-20 (page 2)
- Progress against the Corporate Plan Performance Indicators – Quarter 1 2020-21 (page 2)
- Covid-19 Response Data – Domestic Violence (page 4)
- Covid-19 Response Data – Homelessness (page 5)
- Covid-19 Response Data – Supporting Vulnerable People (page 6)

Previous Scrutiny on Performance Reports

7. Members are reminded that under the Adult Social Services directorate concerns previously raised by the Committee include:

- Lack of prominence within the report surrounding the 'strength based approach' work being progressed by the directorate
- Capacity issues being adequately addressed (particularly around day centres).
- Sickness rates.
- Members also requested that the annual figure for delayed transfers of care 2019/20 (2.33) be revisited to a more realistic figure and;
- Formatting of the report to ensure all axes and tables title are all encompassed together on one page and comparable data from previous years is also provided.

For People & Communities, Members have previously raised concerns regarding:

- The Amber RAG status for the Council House build target (as a result Members recommended that any known challenges or variables which may be expected or apparent are detailed in reports going forward).
- How social isolation for single adults who live alone is addressed (Members received a subsequent briefing note on this matter).
- For management of void properties - How the in house team is being expanded with particular reference to the avenue of utilising apprenticeships.
- Difficulties in moving individuals on from second-stage accommodation
- Members felt a significant amount of the targets within the P&C report were static, with little movement from previous years

For ease of reference the letters sent following 2019/20 Quarter 2 scrutiny and the subsequent responses are attached to this report as **Appendix D**.

8. For consideration of this item, the proposed running order will be as follows:

Adult Social Services

Members to receive the Cabinet Member's statement (should they wish to provide one). Officers from the Adult Social Services directorate, will then take Members through the results as set out in **Appendix A** and will also answer Members' questions on Adult Social Services performance.

Following consideration of the Adult Services performance, Members attention will then be taken to the People & Communities performance report.

People & Communities

Members to receive the Cabinet Member's statements (should they wish to provide one). Officers from People & Communities will take Members through the results as set out in **Appendix B** and will also answer Members' questions on People & Communities performance.

Legal Implications

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

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

1 Oct 2020

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ADULT SERVICES

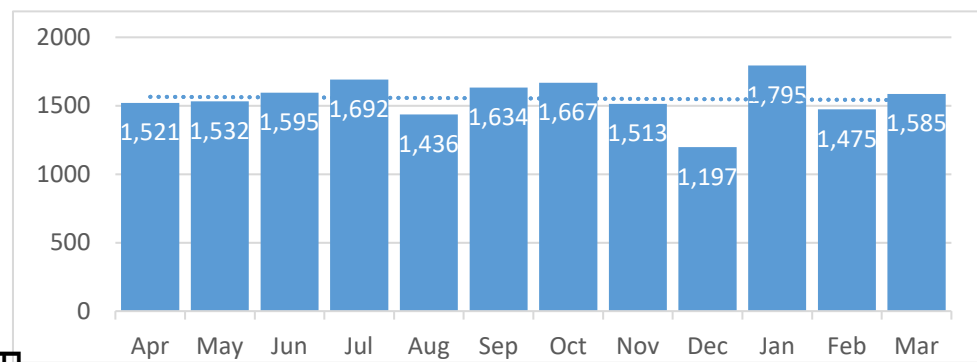
PERFORMANCE REPORT

QUARTER 4 2019-20

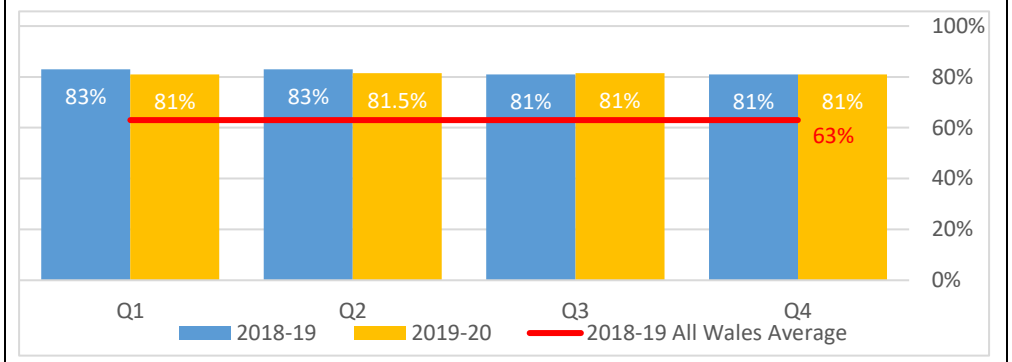


First Point of Contact and Prevention

Number incoming of calls to First Point of Contact by month

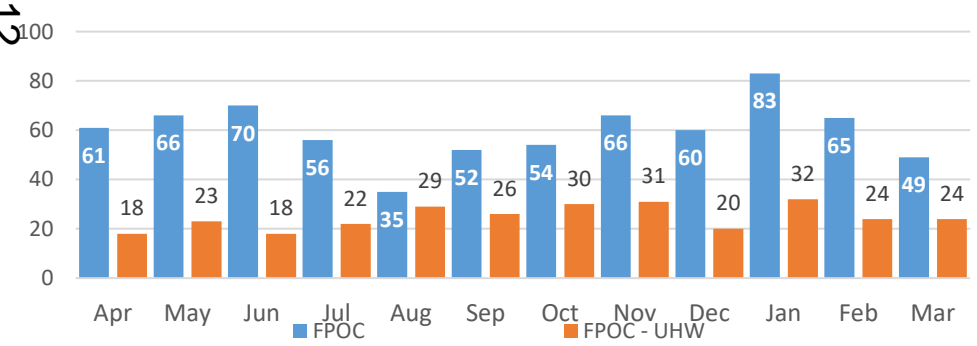


SSWB 23 The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months

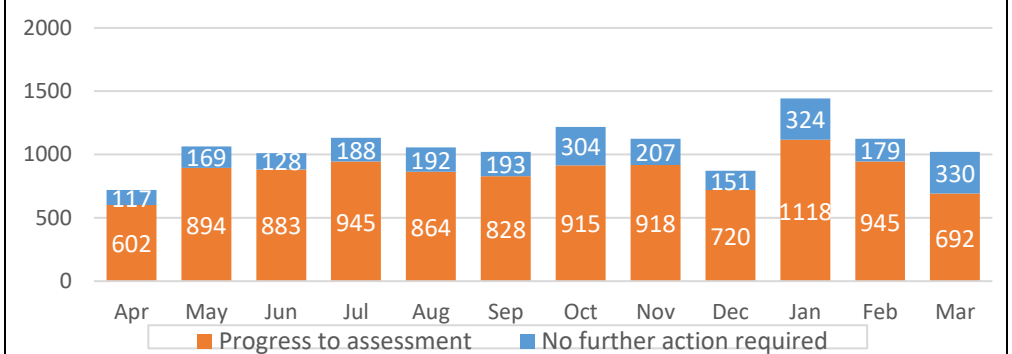


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Well-being Referrals marked immediate assessment from First Point of Contact to Adult Social Services



All Well-being Referrals received by outcome

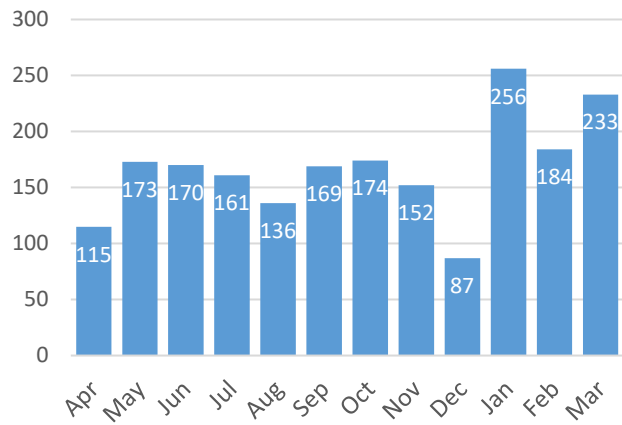


Of the 1,498 referrals received by First Point of Contact in Quarter 4, 197 were marked for immediate assessment by Adult Social Services. An additional 381 referrals were received by FPOC UHW, 80 of which were marked for immediate assessment by Adult Social Services.

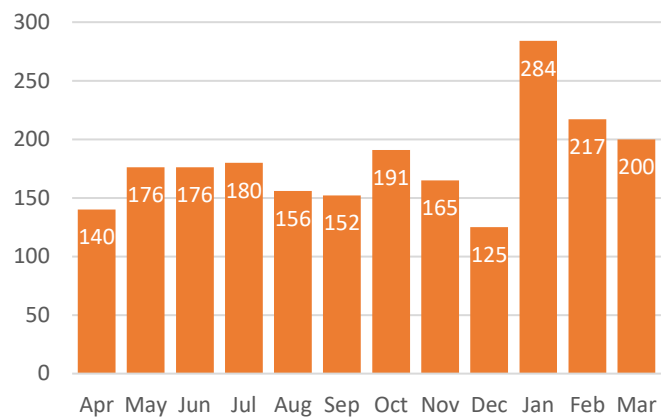
Includes all referrals to Adult Services; the majority of which come through FPOC and FPOC UHW. Does not include referrals to Community Mental Health Teams. There was an increase in demand from Q3 to Q4 2019-20:
 2019-20; Q1 = 2,799 referrals; 2,379 progressed to assessment (85%).
 2019-20; Q2 = 3,212 referrals; 2,637 progressed to assessment (82%).
 2019-20; Q3 = 3,216 referrals; 2,553 progressed to assessment (79%).
 2019-20, Q4 = 3,588 referrals, 2,755 progressed to assessment (77%)

Source of referral

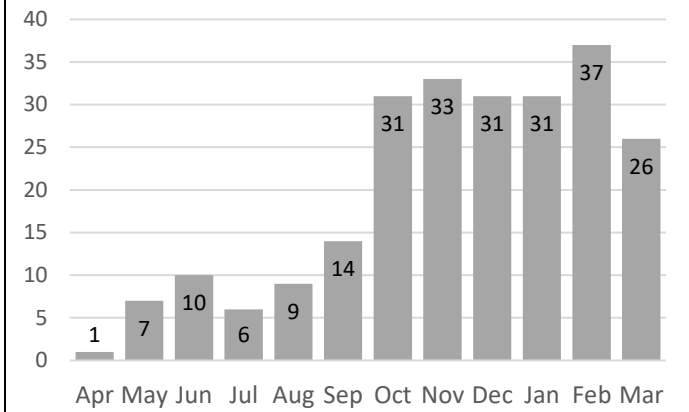
Self



Family



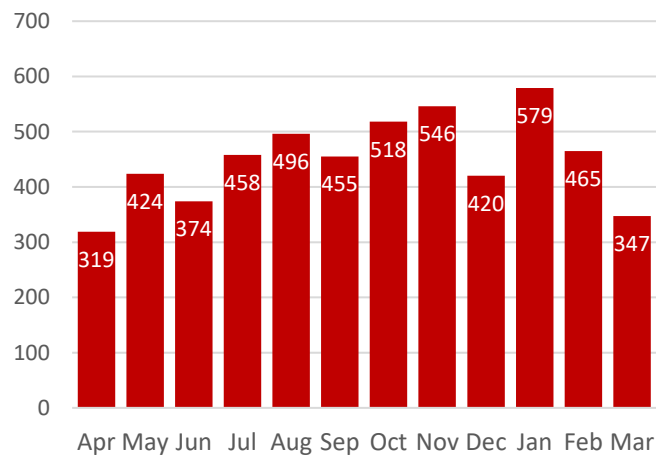
Carer



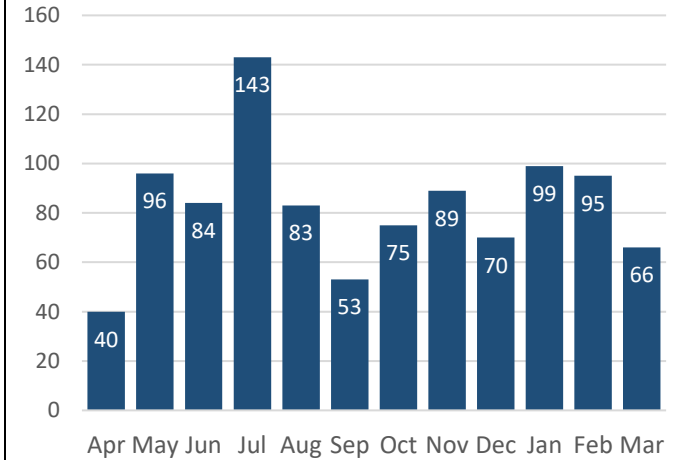
Professional



Health Professional

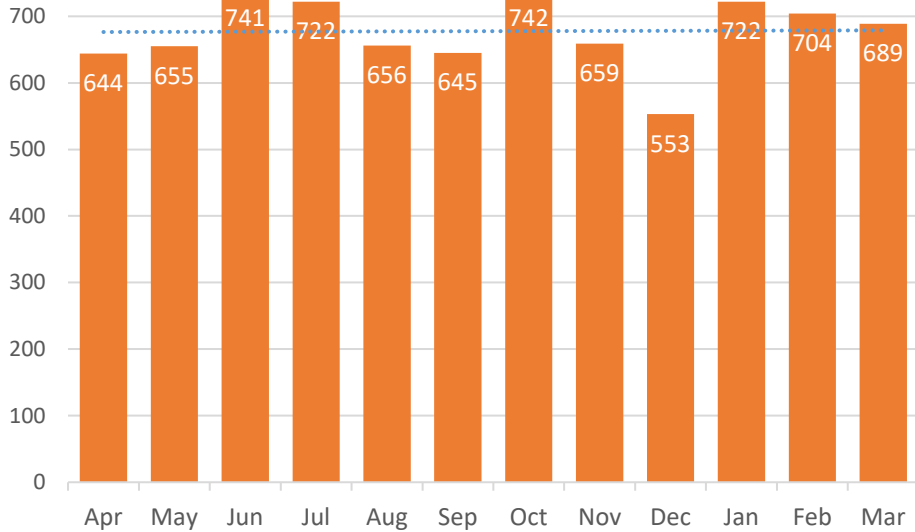


Other Organisation

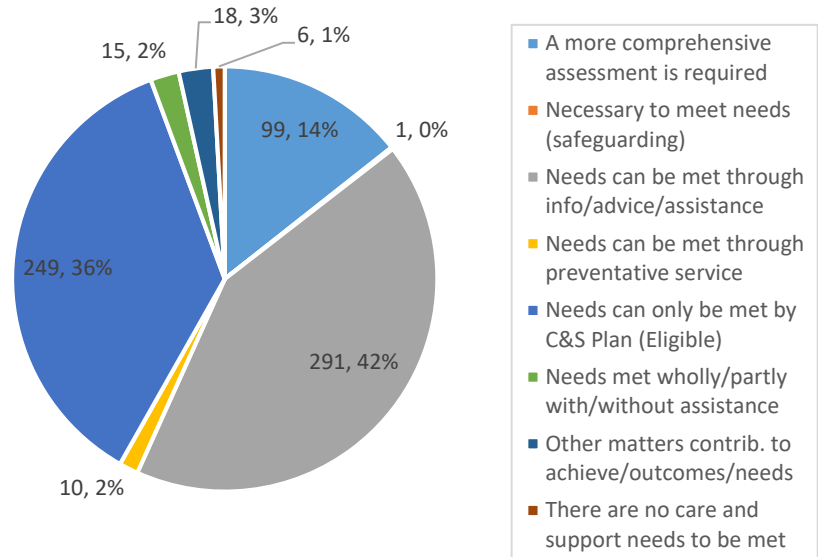


Assessment and Outcome Focussed Care Planning

Number of Well-being Assessments completed by month



Number of Well-being Assessments completed by outcome March 2020

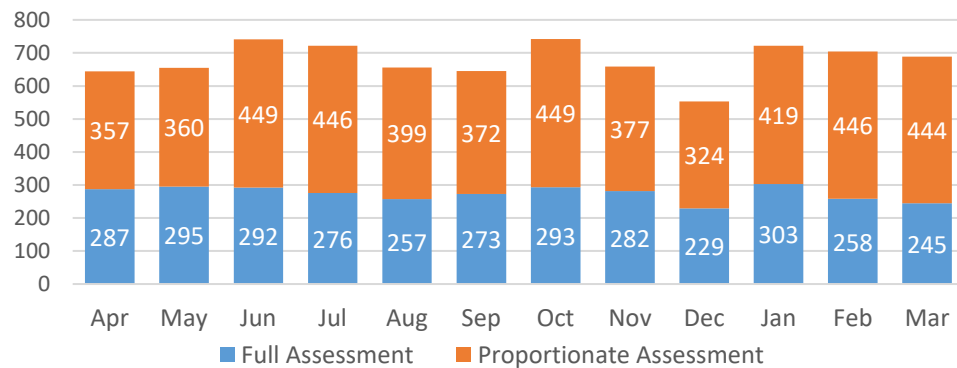


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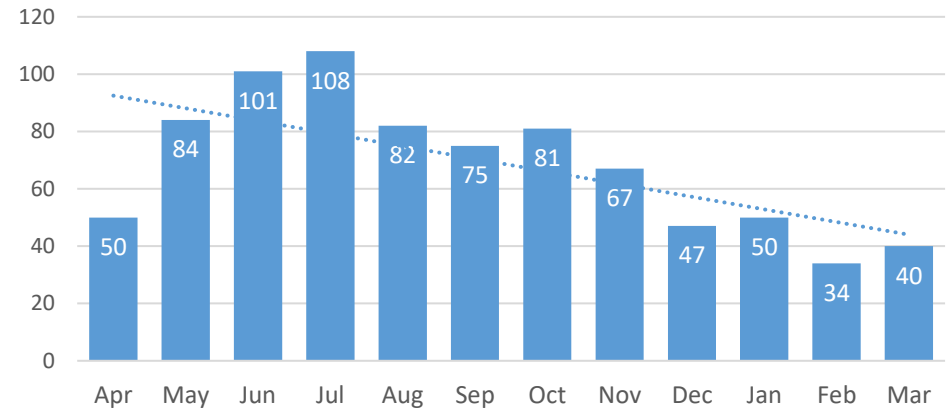
The number of well-being assessments completed increased by 161 in Quarter 4 2019-20 compared with Quarter 3 2019-20:
 Q1 2019-20 = 2,040; Q2 2019-20 = 2,023; Q3 2019-20 = 1,954; Q4 2019 = 2,115

Of the 2,115 well-being assessments completed in Quarter 4, 41% (875) people's needs could be met through provision of information, advice and assistance and 36% (760) required a care and support plan.

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



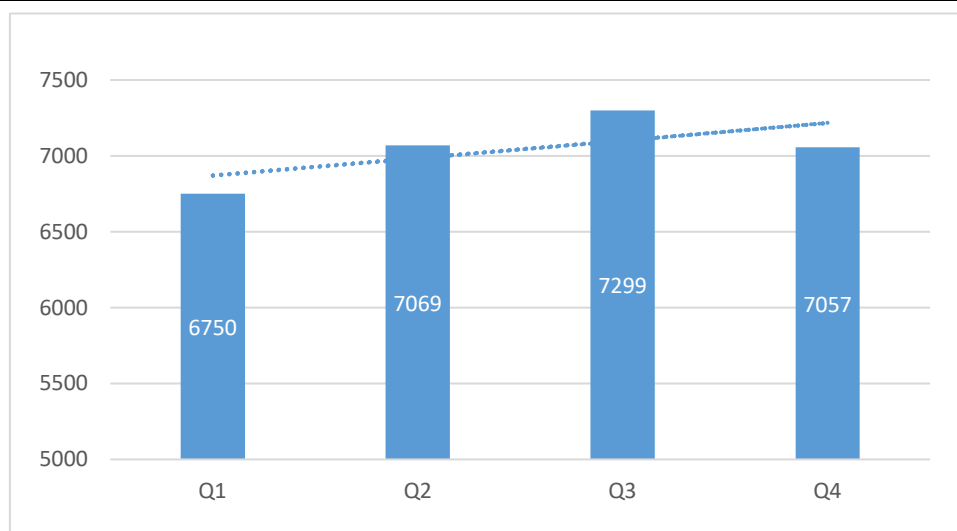
Number of Well-being Carers Assessments completed by month



Two more full assessments were completed during the quarter 4 than quarter 3.

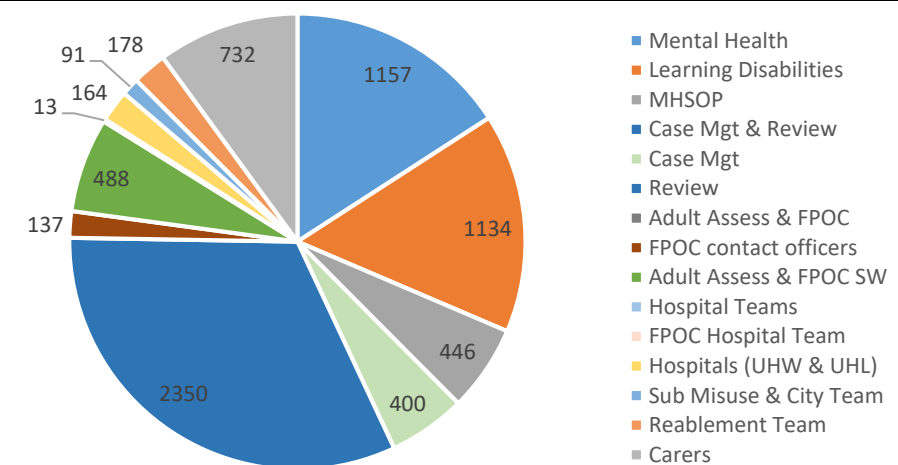
124 carers assessments were completed in Quarter 4 compared with 195 in Quarter 3.

Number of open cases



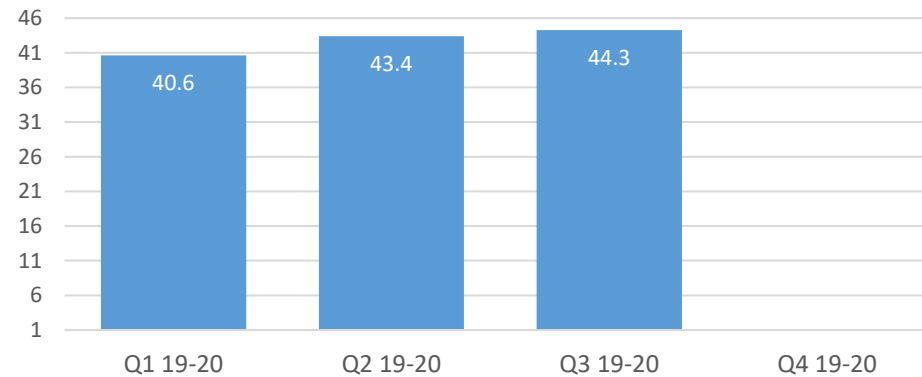
There were 7,057 open cases at the end of March 2020.

Number of open cases per team March 2020

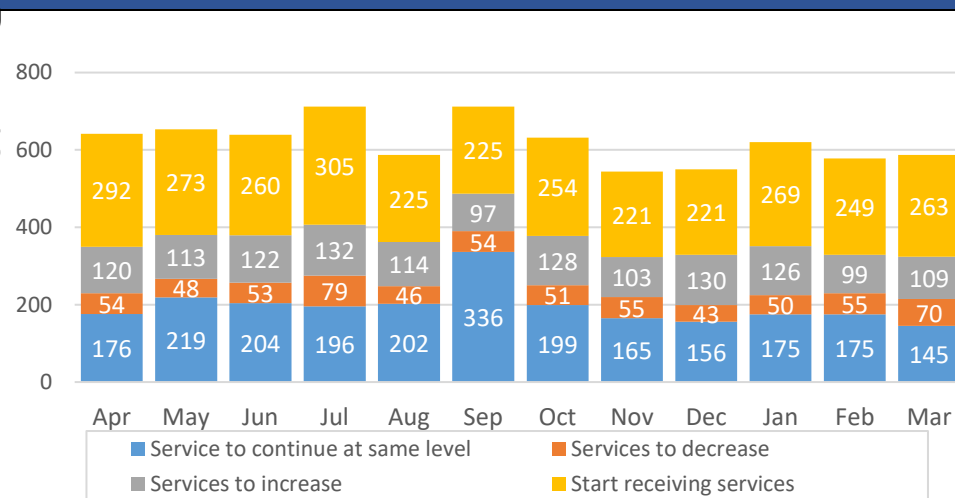


2,350 cases were managed by the review team; 1,134 were people with a learning disability and 1,157 were people with mental ill health.

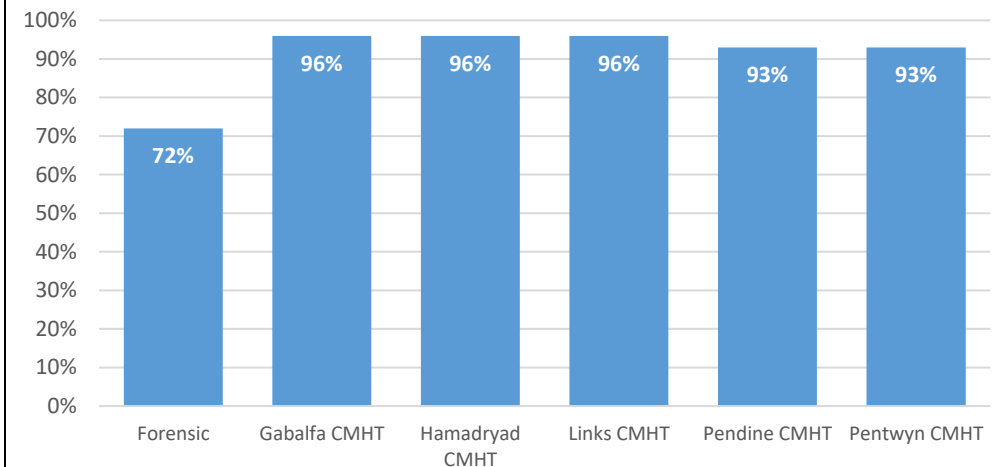
Average caseload (FTE)



Number of Care & Support Plans completed by outcome



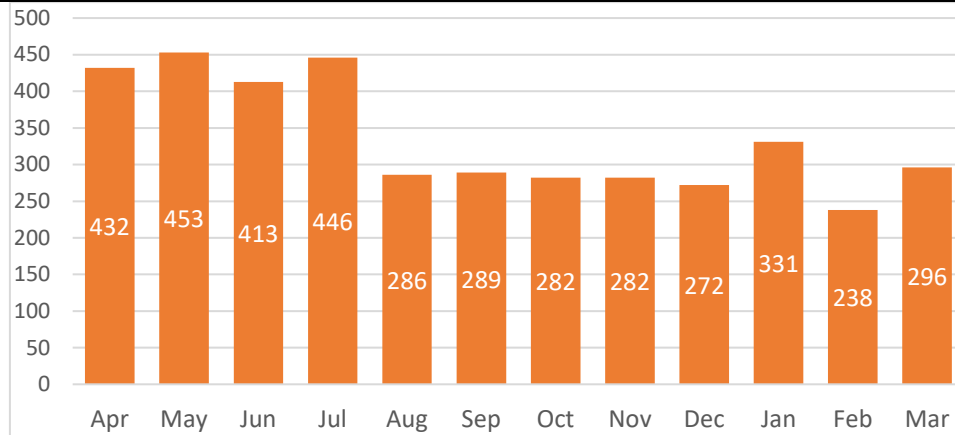
Community Mental Health – Percentage of people with and Care and Treatment Plan (Quarter 3)



Of the 1,796 Care & Support Plans completed in Quarter 4, 781 started receiving services, 495 continued with the same level of service, services increased for 334 people and decreased for 175 people.

Of the 3,192 people open to Community Mental Health services at 31st December 2019, 93% (2,963) had a Care & Treatment Plan. The Forensic team will always be a lower percentage due to the people being in a secure setting (majority of referrals to this team received from Prison Medical Service).

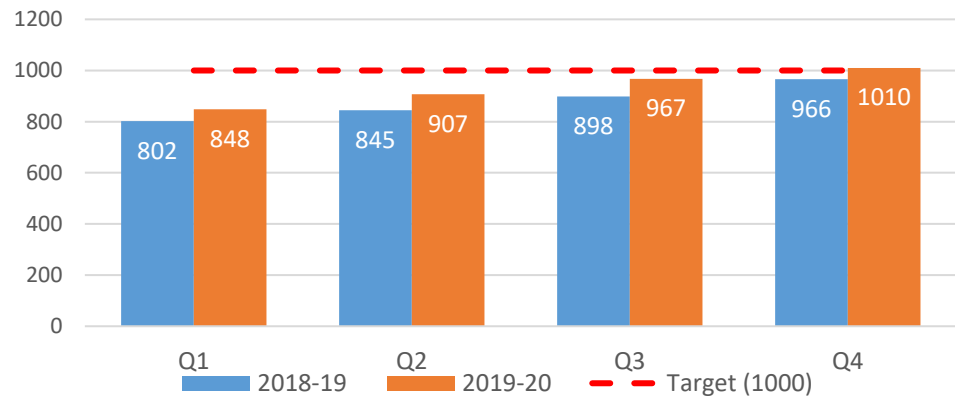
Number of Care & Support Plan reviews completed



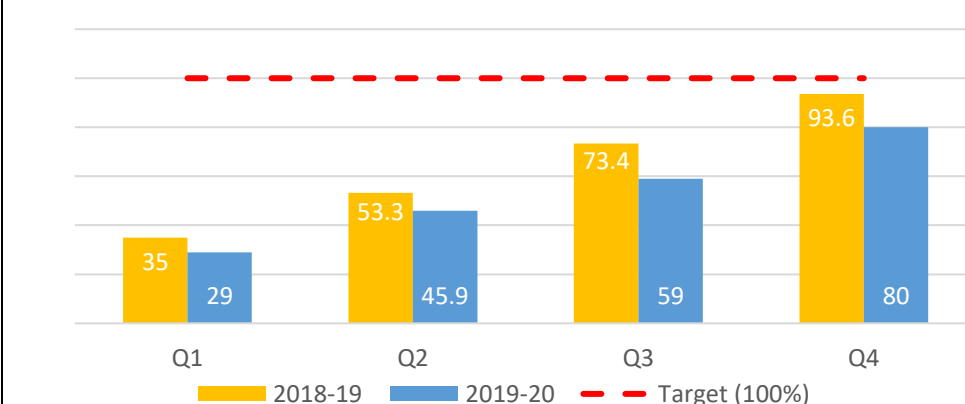
Number of pending reviews as at end March 2020

Team	Total
Adult Assessment	4
Case Management Team	11
FPOC Social Work Team	1
Hospital - Llandough	1
Learning Disabilities	126
MHSOP	9
Review Team	459
Total	611

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



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



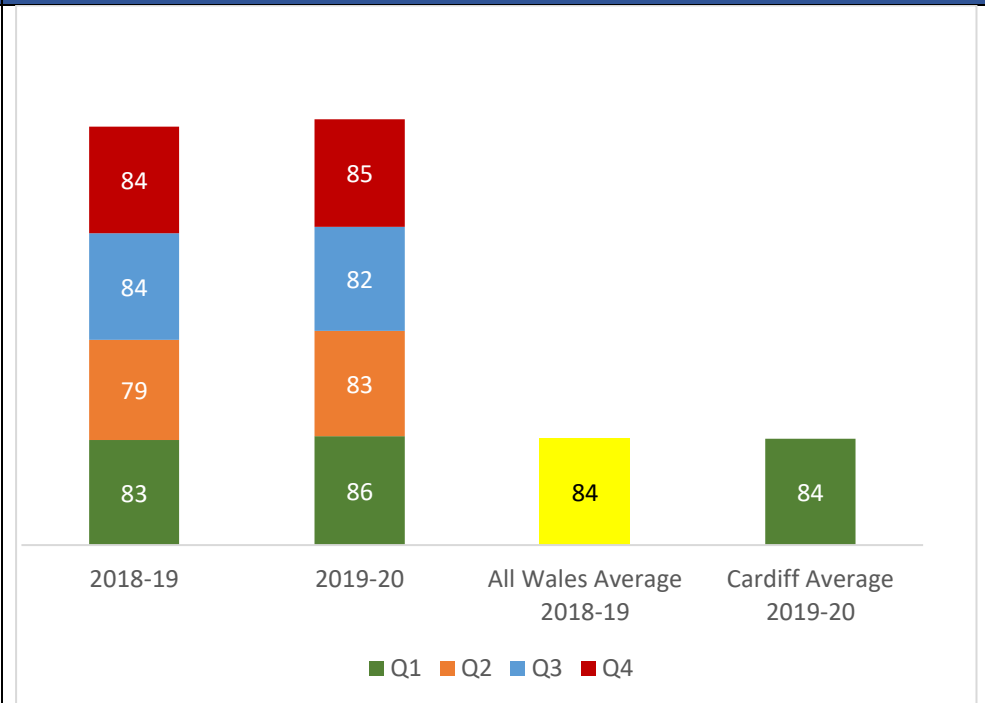
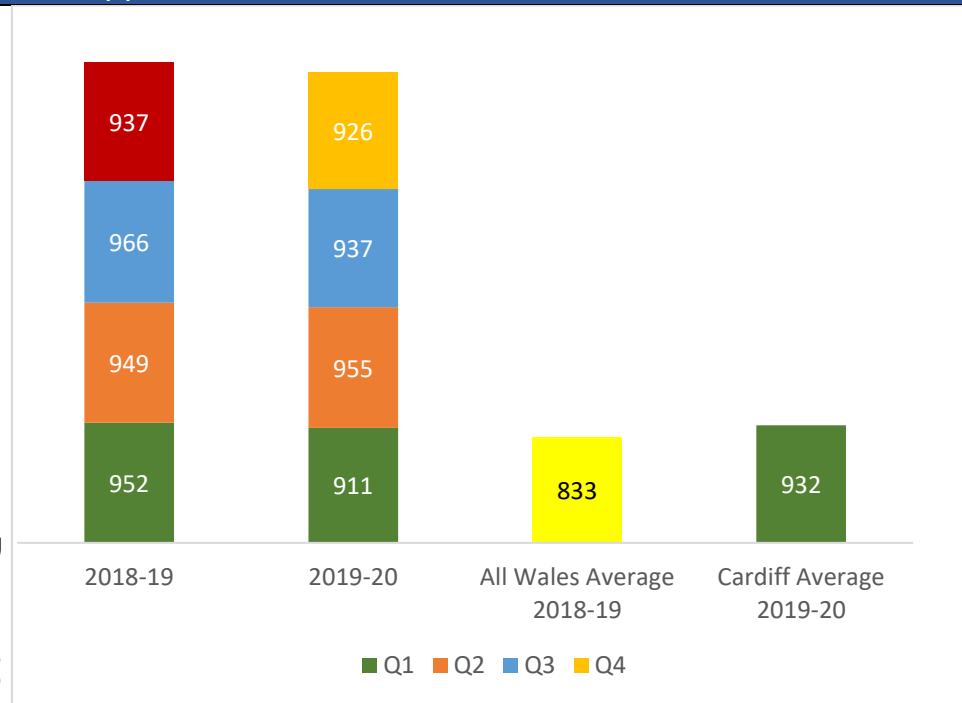
722 adults in receipt of Direct Payments during the quarter. 30 adults started Direct Payments during the quarter and 39 ceased – the main reasons for ceased were deceased and care home admission.

2,847 / 3,556 carers were offered an assessment during the year. This includes offers to new and existing carers. The PI is cumulative so performance will improve as the year progresses. Performance is closely monitored to ensure that all carers receive the offer of an assessment during the year. 1730 / 1883 (92%) new carers that started during the year were offered an assessment during the year. There is work to do to improve the recording of offers of assessments in the First Point of Contact and ensure that all carers are offered an assessment at the right time for them.

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

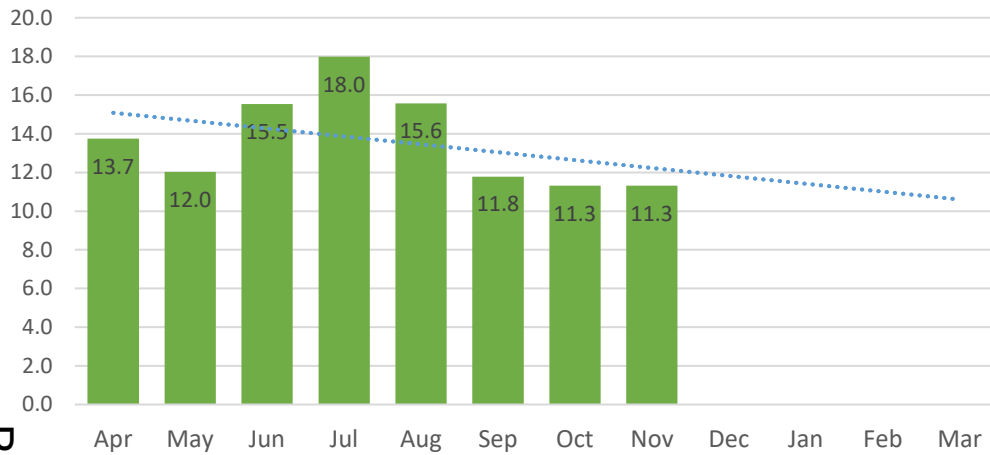
SSWB22 Average age of adults entering residential care homes

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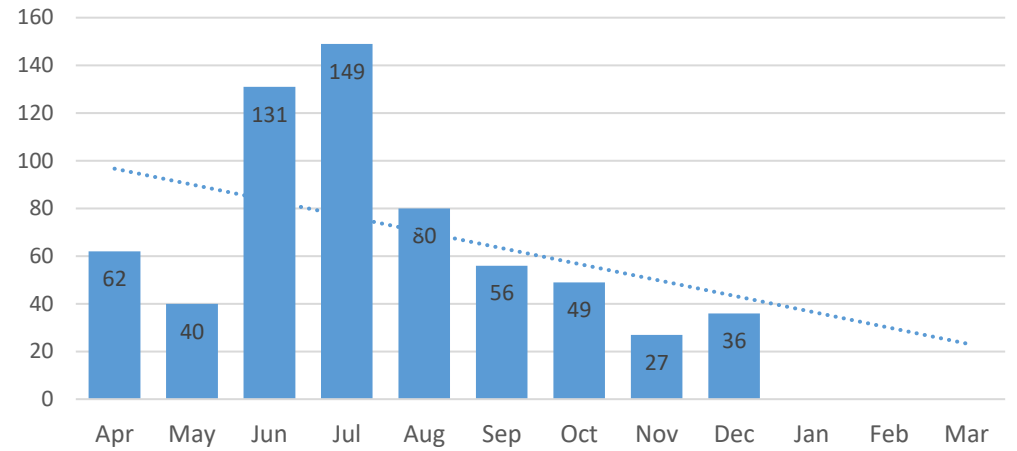


Commissioning & Service Provision

Average Number of days between Referral and Start of Package



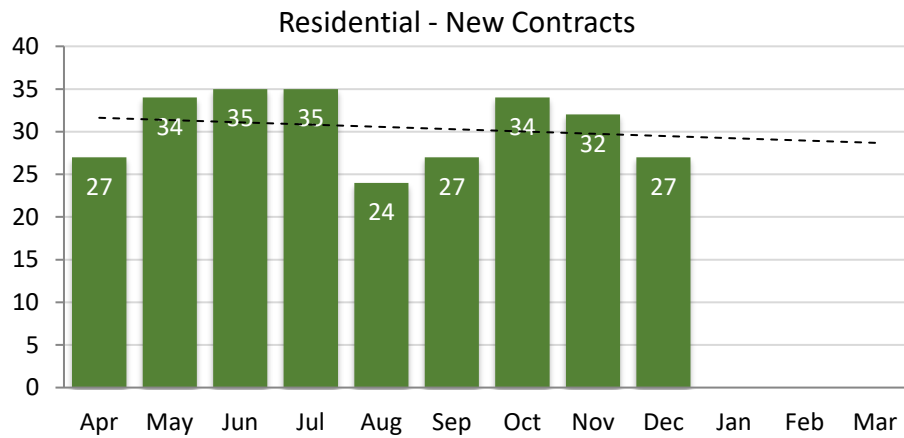
Longest time between Referral and Start of Package (in days)



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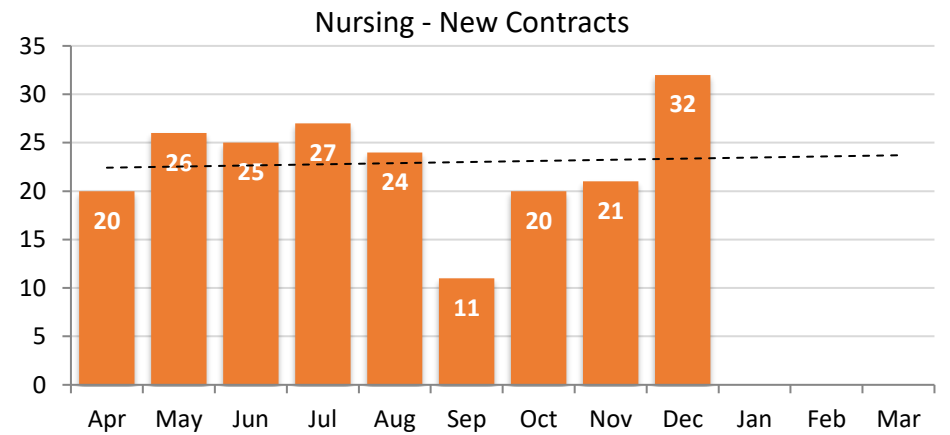
Residential Care Home - New Contracts Agreed

Data development - bars to be split to separate threshold funders

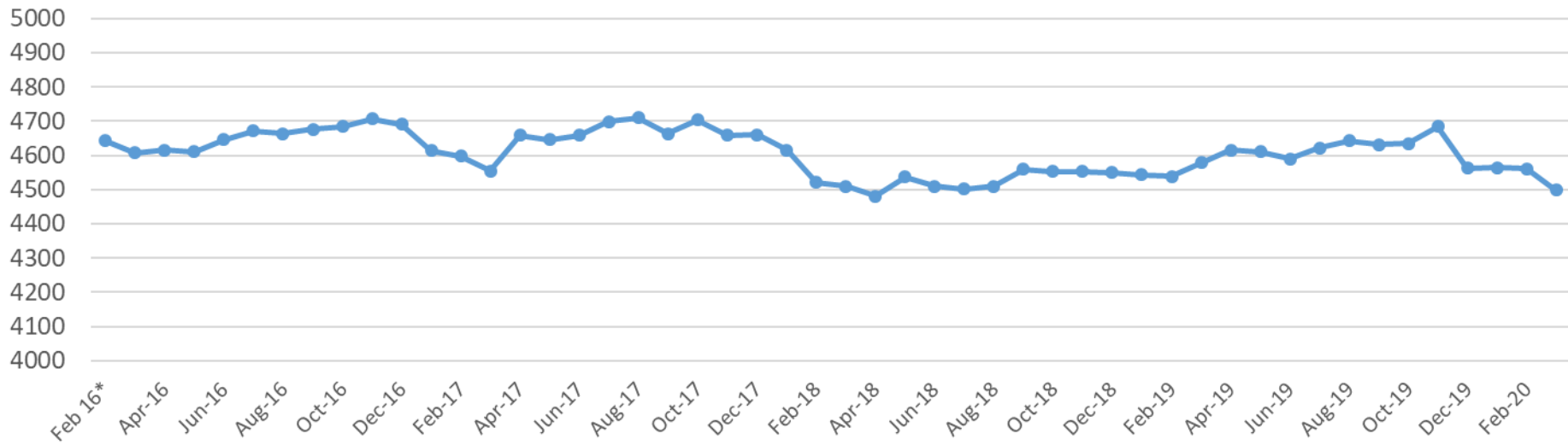


Nursing Care Home - New Contracts Agreed

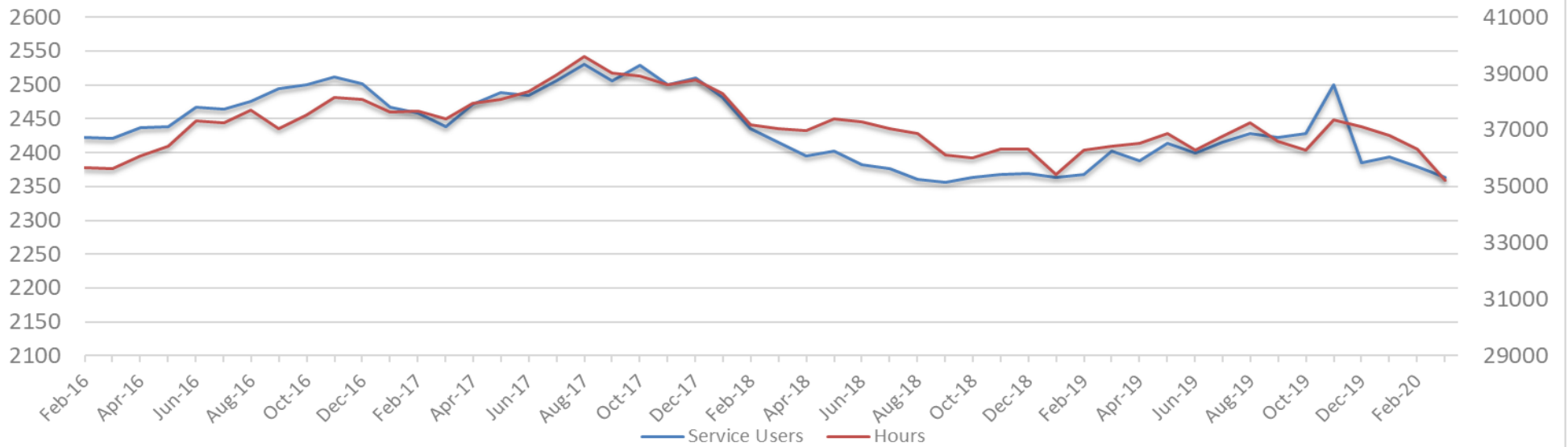
Data development - bars to be split to separate threshold funders



Number of Care and Support Packages

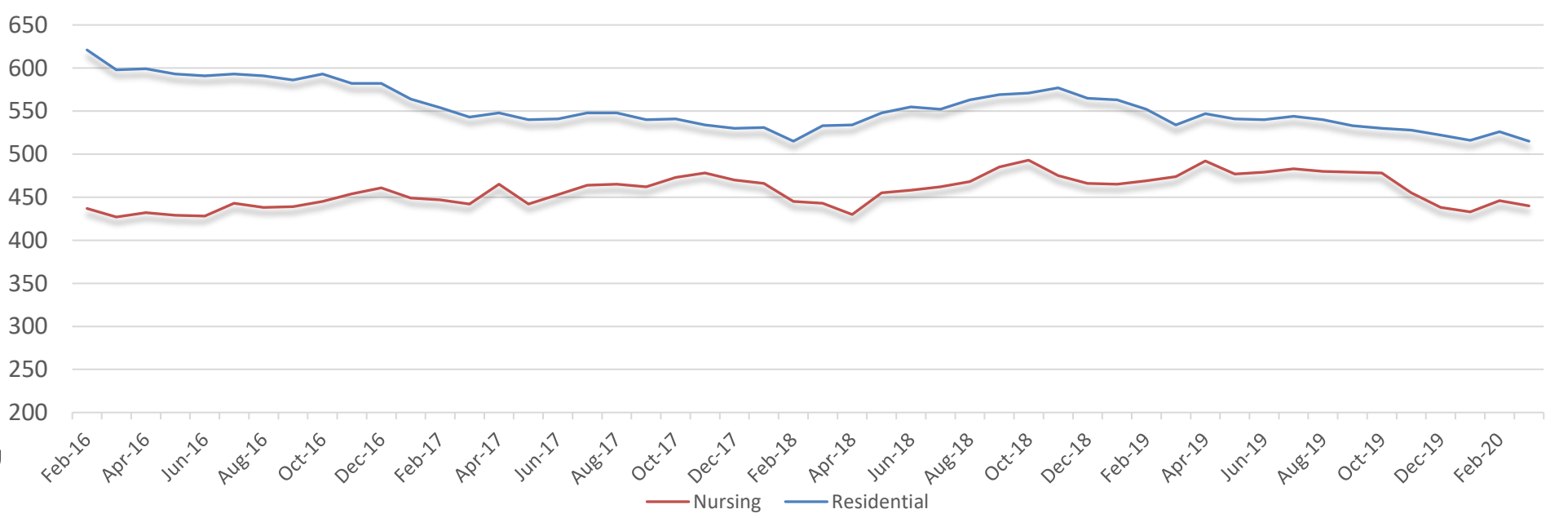


Number of people and hours - Domiciliary Care



Number of people - Residential & Nursing Care

Data development – graph to include projected numbers based on population projections



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Rate of Admissions to Residential and Nursing Care per 10,000 Population Aged 75+

Data development

Safeguarding (Adult)

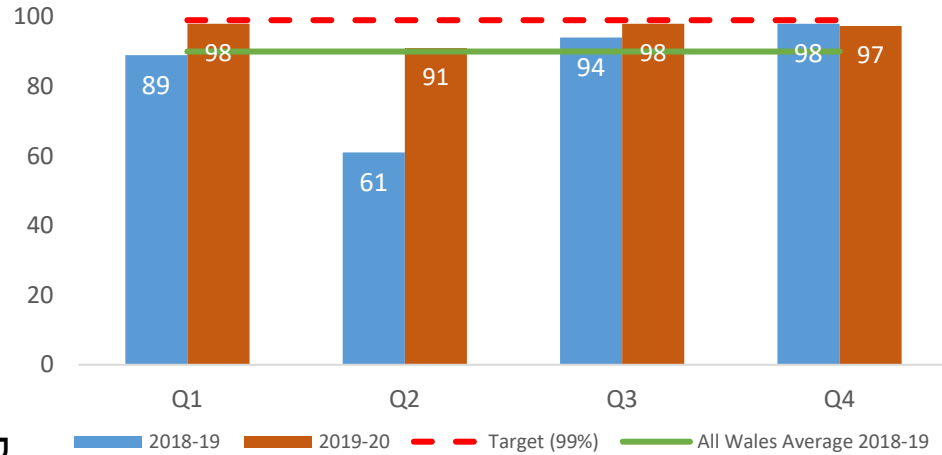
Key Statistics

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

Contracts & Service Development Team - Escalating concerns – December 2019

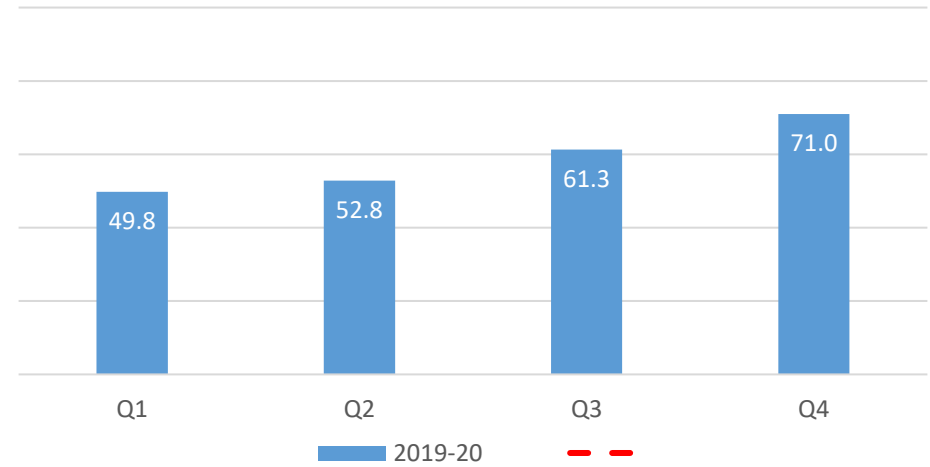
Domiciliary		Residential/Nursing Care Homes		TBC
Provider Performance Meetings	1	Provider Performance Meeting	2	
Joint Interagency Monitoring Panel	0	Joint Interagency Monitoring Panel	0	
Closure Procedure (HOSG)	0	Closure Procedure (HOSG)	0	
Number of issues reported	20	Number of issues reported	1	

SSWB18 Percentage of adult protection enquiries completed within 7 days



97.3% of adult protection enquiries (363 / 373) completed in 7 working days in Quarter 4. Performance continues to be closely monitored.

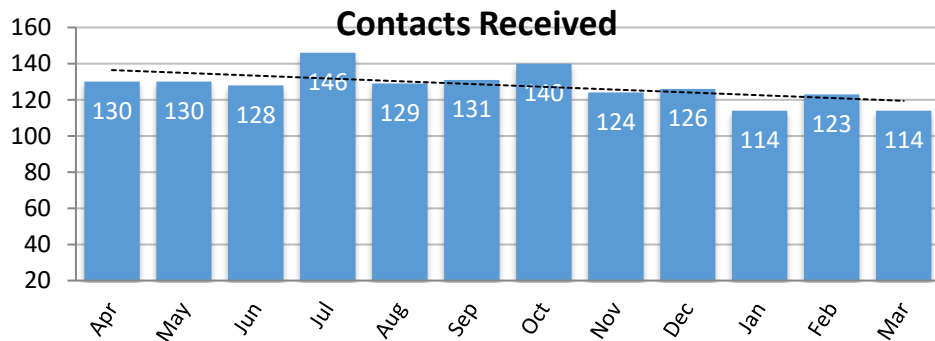
RES15 Percentage of council staff completing Safeguarding Awareness training



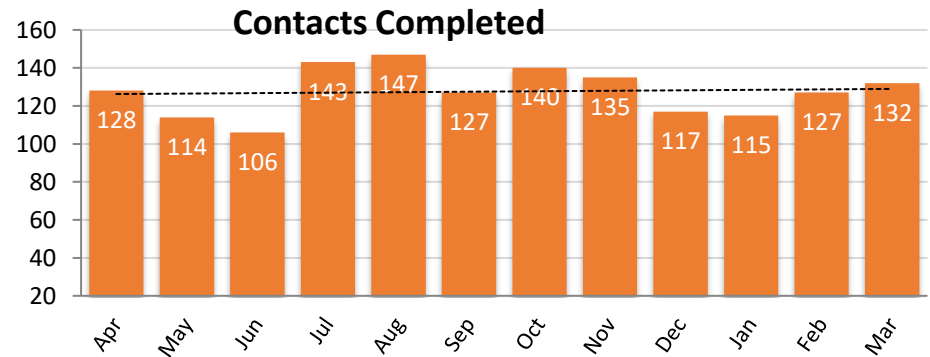
Results are provisional whilst work is ongoing to improve the collation method of this PI. This may mean the results are no longer comparable to previous years.

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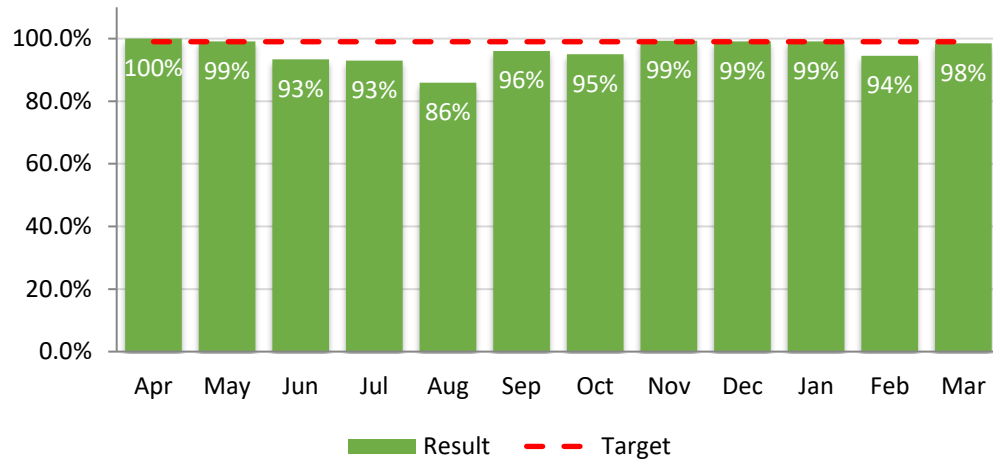
1. Number of contacts received



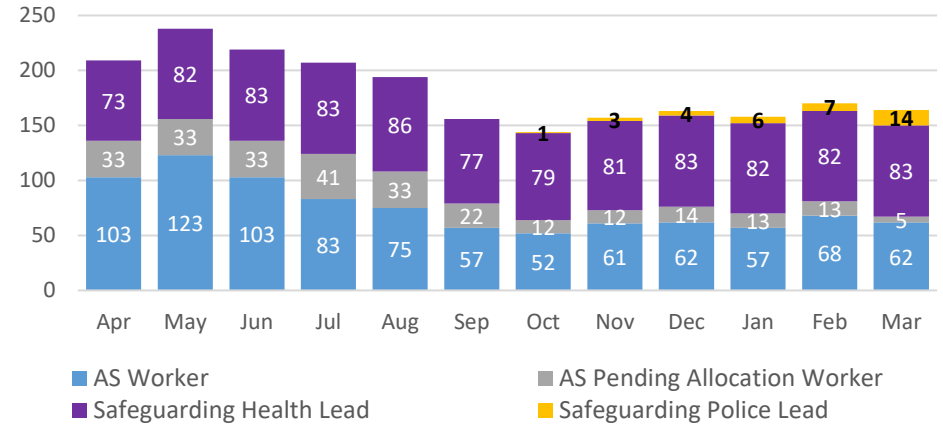
2. Number of contact records completed



3. Percentage of contacts completed within 7 days



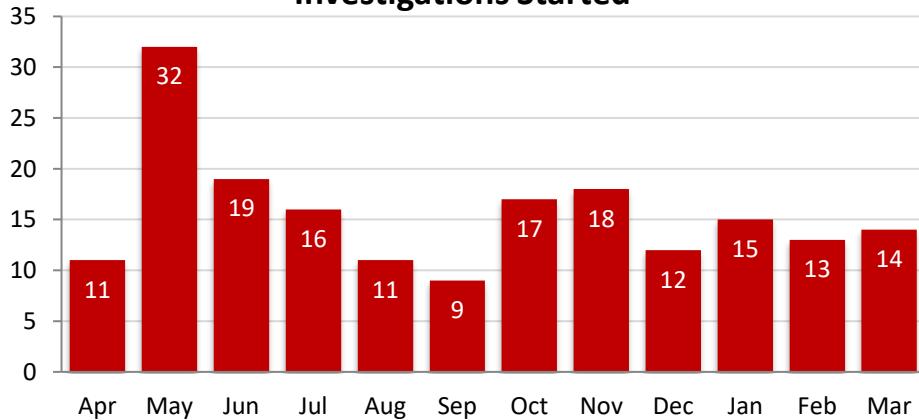
4. Number of pending investigations



5. Number of investigations started

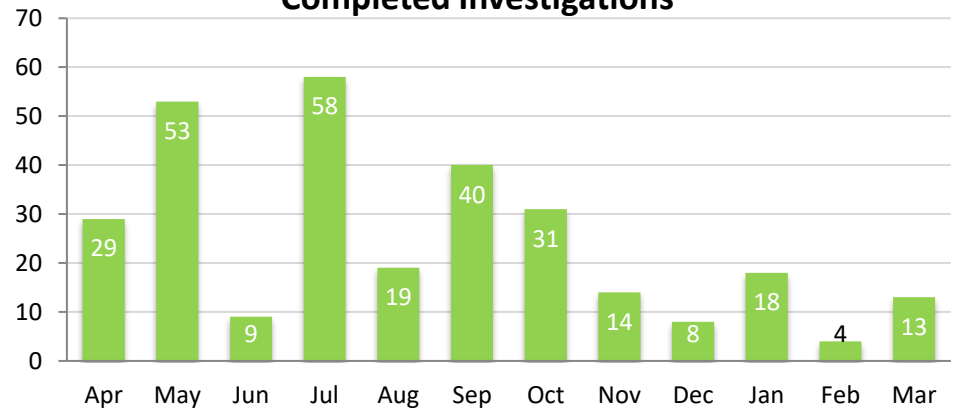
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Investigations Started



6. Number of investigations completed

Completed Investigations



Managing People, Resources, Systems and Processes

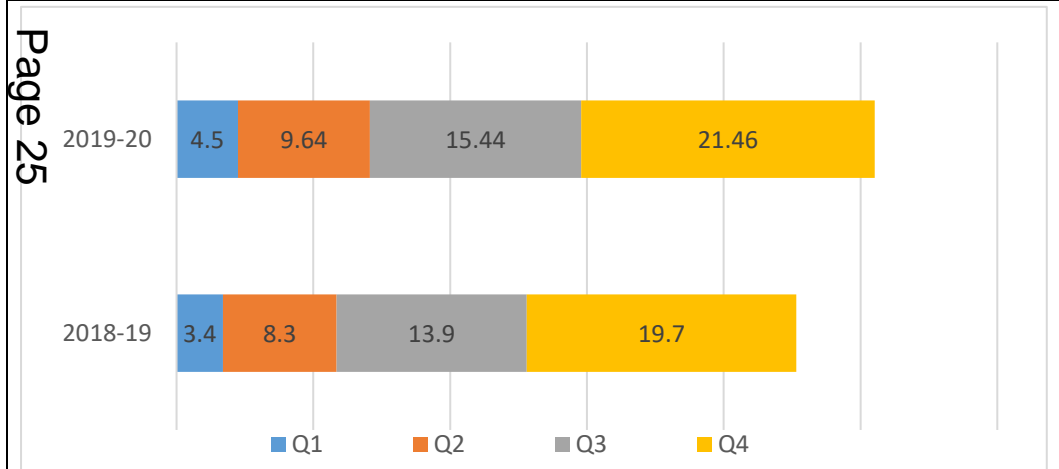
Key Statistics

Sickness – Adult Services

	Ave FTE Staff No. (forecast)	FTE Target	Target FTE days lost	FTE days lost	Forecast based on Qtr. result	RAG
Q1	535	16.4	8,771	4.5	19.33	
Q2	535	16.4	8,771	9.64	21.21	
Q3	535	16.4	8,771	15.44	21.61	
Q4	535	16.4	8771	21.46		

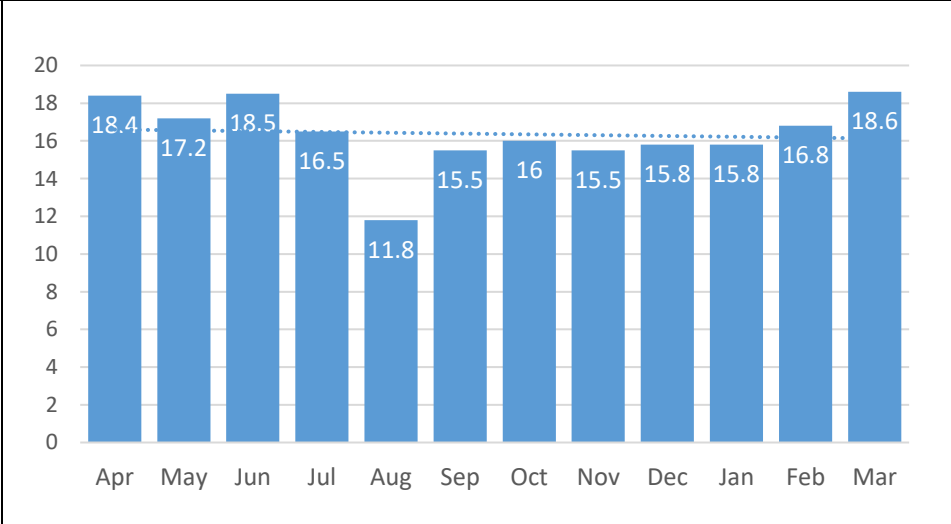
- Top 4 reasons for sickness during the quarter (All Social Services): Data to be confirmed
- | | |
|---|--|
| 1 | |
| 2 | |
| 3 | |
| 4 | |

Sickness Rate (FTE)



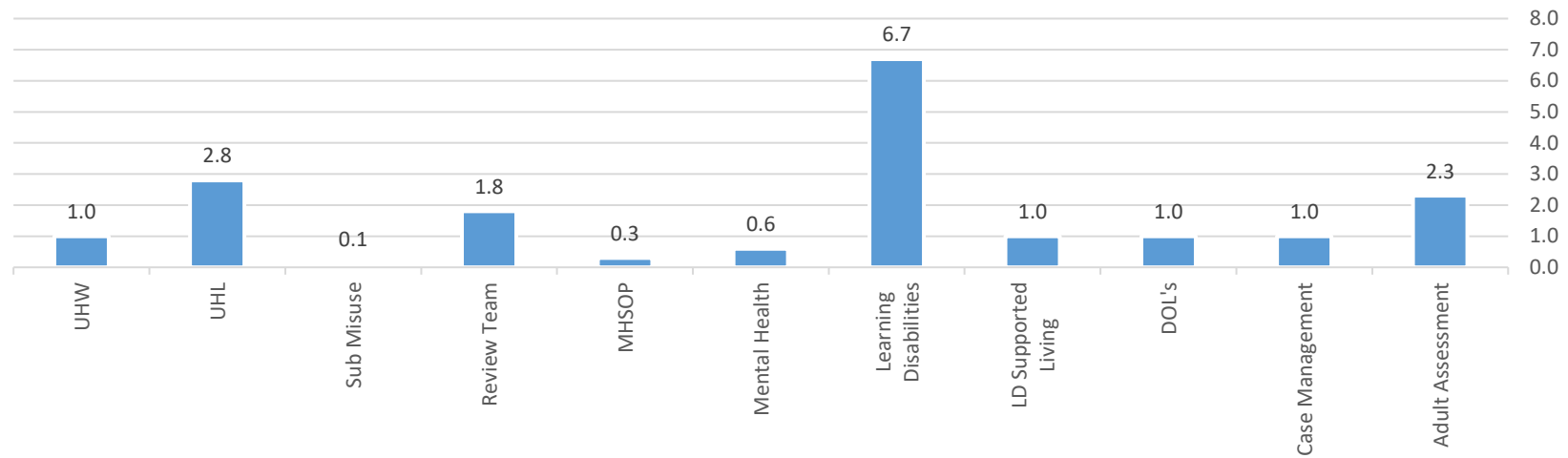
Data development - include breakdown that shows % sickness in Direct Services

Number of social work vacancies out of total FTE of 137.4)



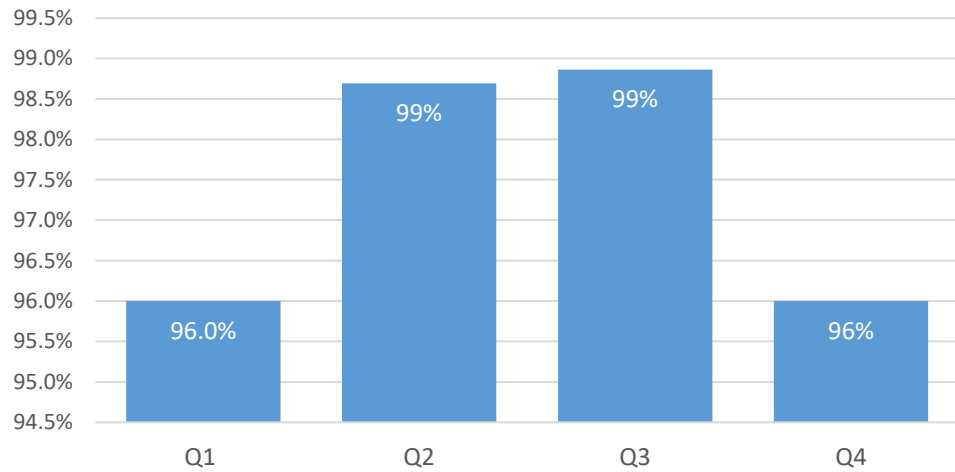
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Social work vacancies by team March 2020

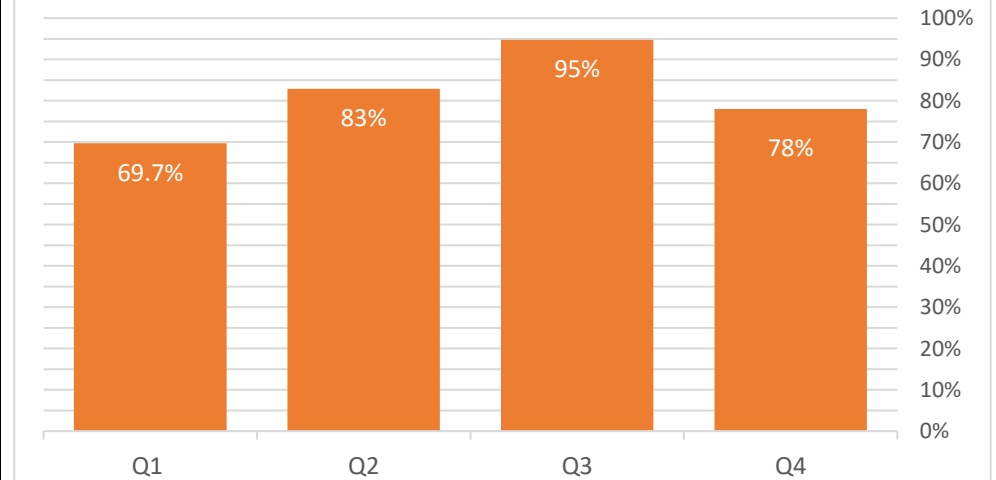


Learning Disability Team, vacancies have all been backfilled with Agency staff.

Percentage of return to work interviews completed



Percentage of trigger interviews completed



Quality of Practice

Key Statistics

Adult & Carer Survey 2019-20				
Survey Type	Population	Sent	Response	Response Rate
Adult Survey	4,415	2,210	529	24%
CRT Survey	117	117	46	39%
IAA Survey	152	152	40	26%
Adults Survey Total	4,684	2,479	615	25%
Carers Survey Total	679	292	152	52%

Case file audits completed during the year TBC

Adult Audits	Q1	Q2	Q3	Q4
Safeguarding Audits completed	230	180	109	
Outcomes, learning and recommendations include the numbers of recommendations opened and closed. [Data not yet available]				

Case File Audits	Since November 2019, 20 audits have been completed. The audit cycle was paused in January and will recommence on 11 th February.
Outcomes, learning and recommendations include the numbers of recommendations opened and closed. [Data not yet available]	

Compliments & Complaints Q3 2019-20 TBC

Compliments & Complaints

Stage 1 Complaints	No.
Complaints received	18
Responded on time	9
Responded late	3*
Open at quarter end	10

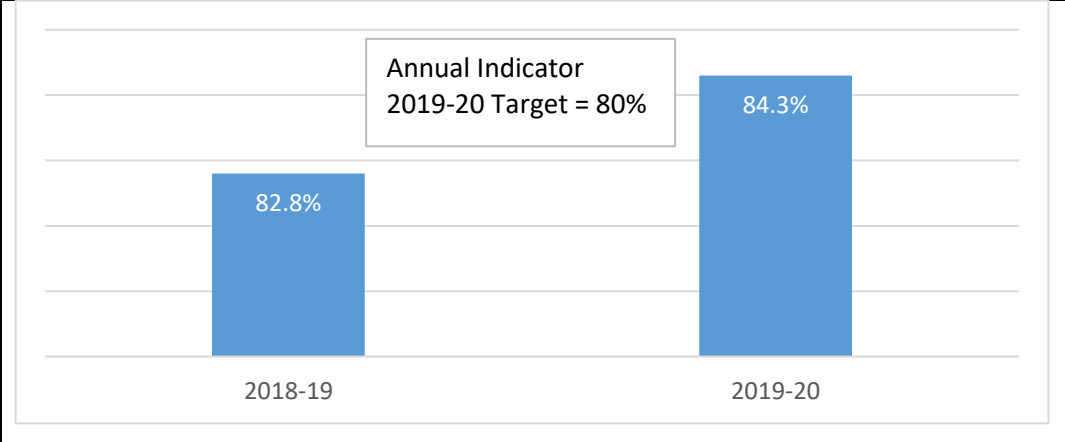
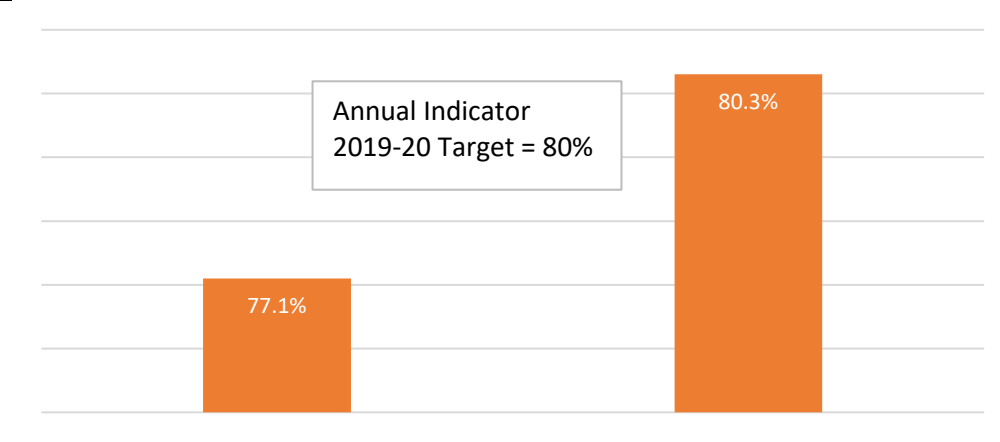
Stage 2 complaints	No.
Open from Q3	2
Initiated during Q4	0
Closed during Q4	0
Open at quarter end	2

Compliments
19

*6 complaints remain open as of 28th July 2020. Unfortunately, it has not been possible to respond to all complaints as all Council officers have been concentrating on making sure that vital services are available to those residents who need them the most. We have received clear guidance from the Public Services Ombudsman for Wales that they understand our ability to respond will be affected during the pandemic. However, it is more important than ever that we keep our complainants informed if there is going to be a delay in responding to a complaint and the complaints team have been doing this regularly.

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

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

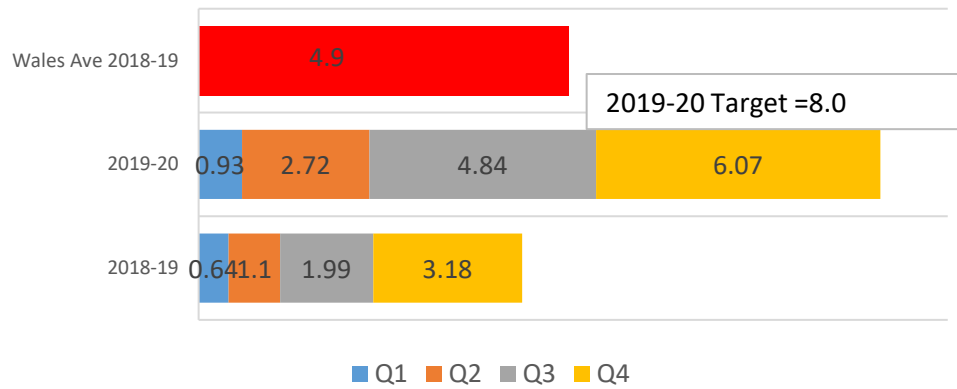


80.3% of adults (321) reported that they felt involved in any decisions made about their care and support.

84.3% of adults (354) reported that they are satisfied with the care and support they receive.

Additional Information and Corporate Plan PIs

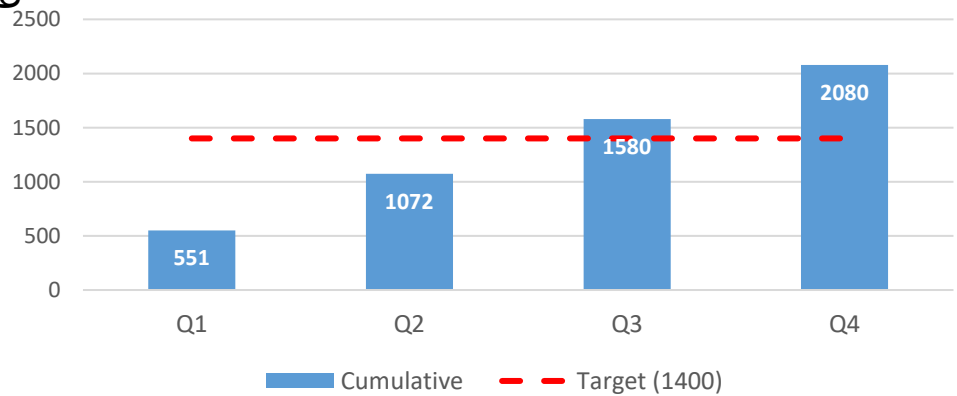
SSWB19 Rate of delayed transfers of care for social care reasons aged 75+ (cumulative)



Winter pressures have over run into the spring / summer months. The Welsh Health Boards have four different levels of escalation which define pressures on emergency services and how hospitals should respond. The University Hospital Wales has been at a Level four status, described as “extreme pressure” over the summer months, which is the highest state of pressure for a hospital. Increase in number of Delayed Transfers of Care - 42 people aged 75+ in July, August and September compared with 11 in the same period last year. The original target for 2019-20 is under review in light of Quarter 1 and 2 performance and a more achievable target will be set. Please note that this PI is cumulative.

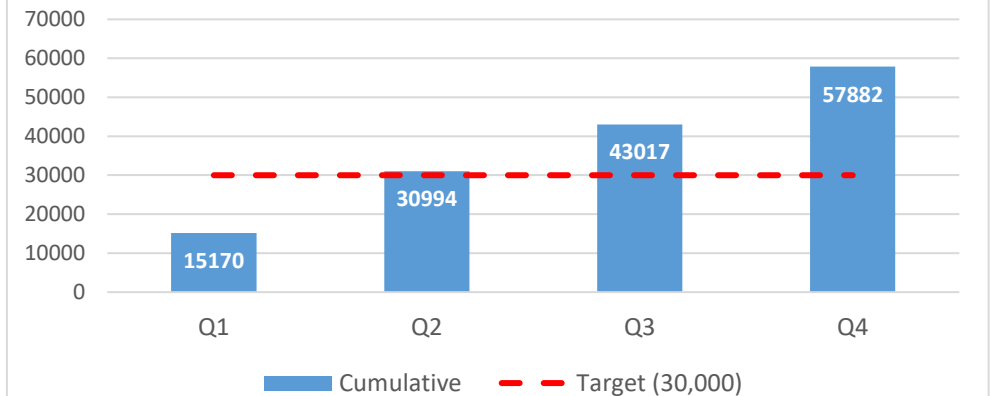
Page 29

CRT 1 Number of people who accessed the Community Resource Team



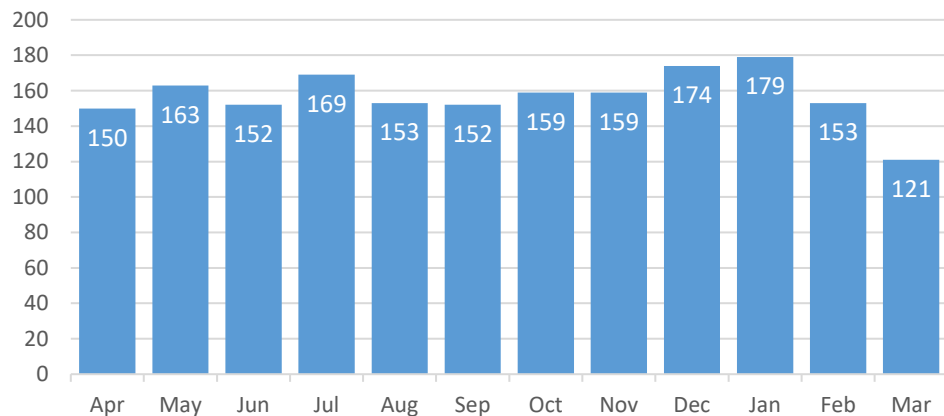
Cumulative data: 2,048 people accessed year to date. Q1: 551 people, Q2: 521 people, Q3 508 people & Q4 500 people.

CRT 2 Total hours of support provided by the Community Resource Team



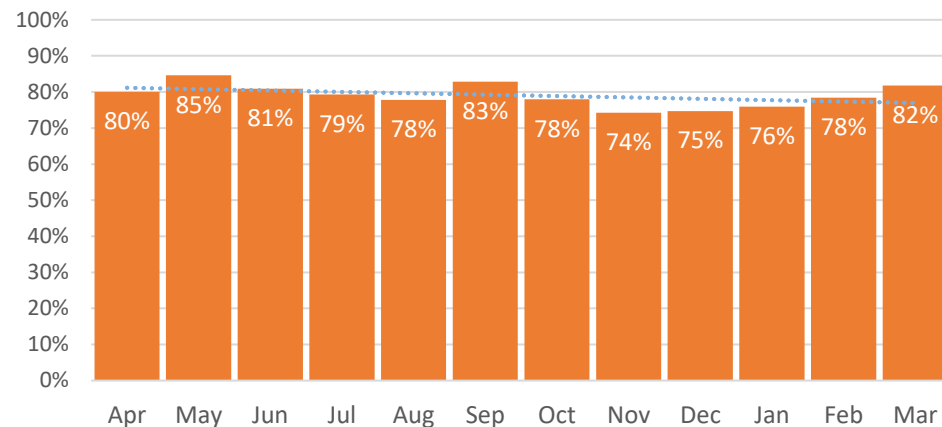
Cumulative data: 30,994 hours provided year to date. Q1: 15,170 hrs, Q2: 15,824 hrs, Q3: 12,023 & Q4 14,865.

Number of Community Resource Team (CRT) assessments undertaken following a referral



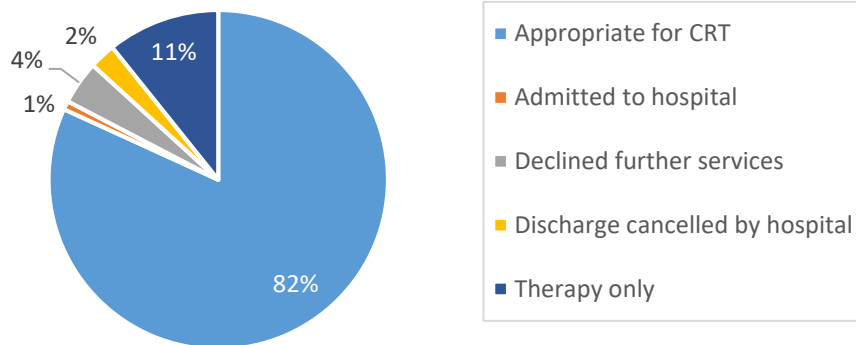
121 CRT assessments were undertaken following a referral in December.

Percentage of CRT Home Care Assessments where outcome is Appropriate for CRT



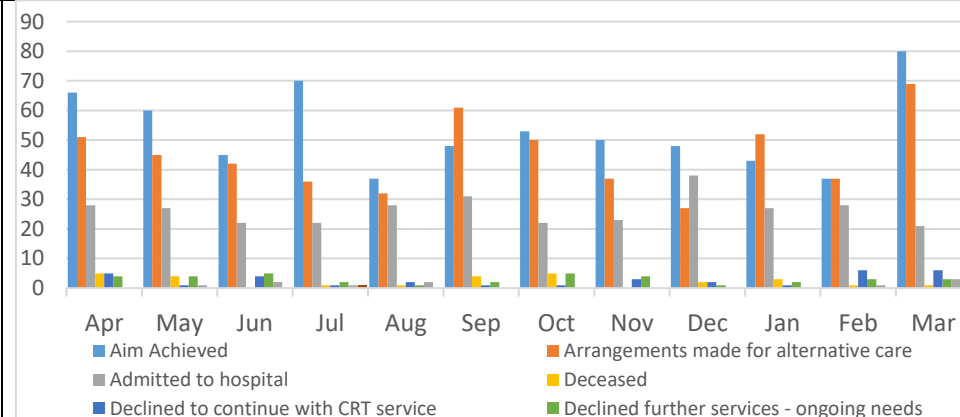
In March 82% (99/121) of CRT assessments undertaken following a referral were appropriate for CRT.

Outcome of CRT assessments undertaken following a referral March 2020



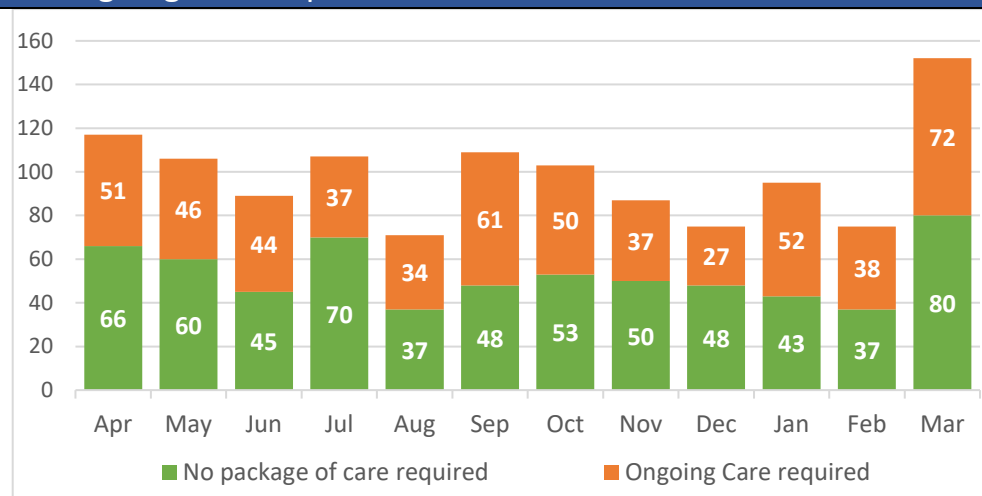
82% (99) of CRT assessments undertaken following a referral were appropriate for CRT. 0% (0) were not appropriate for CRT. Other outcomes include people being admitted to hospital, discharge being cancelled by hospital and declining services.

CRT packages ended by outcome



Of the 183 CRT packages ended in March, the outcome of aim achieved for 80 people (44%). Alternative care arrangements were made for 69 people, 21 people were admitted to hospital, 1 deceased, 6 declined to continue with CRT services, 3 declined further services – ongoing needs and 3 Residential/Nursing Care.

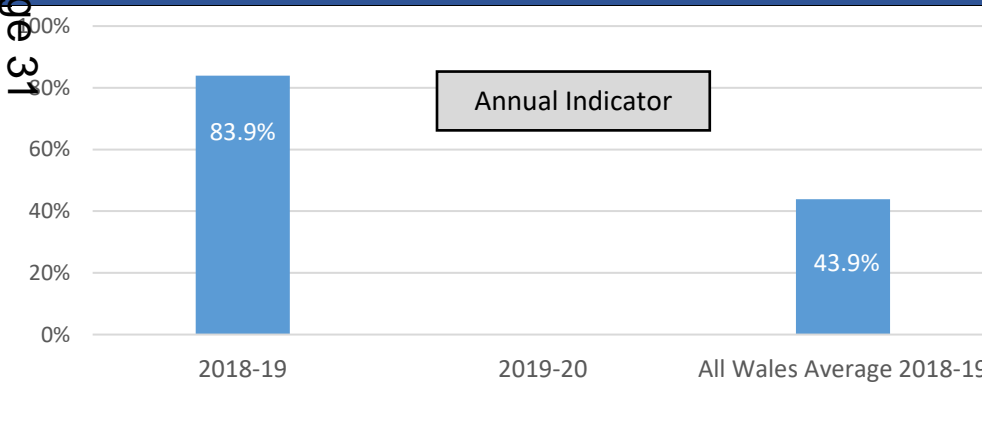
CRT packages ended by outcome – No package of care required or Ongoing care required



Number of hours saved from hospital discharge to end of CRT

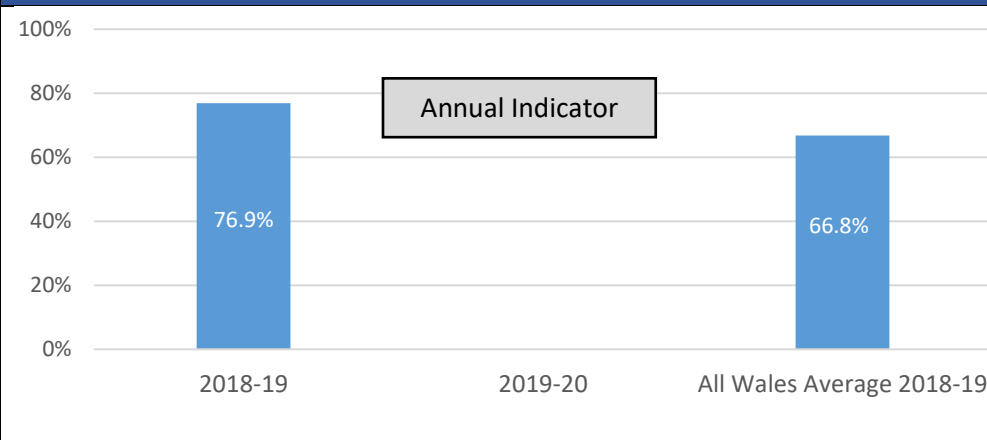
Data development - number of hours saved from hospital discharge to end of CRT intervention.

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



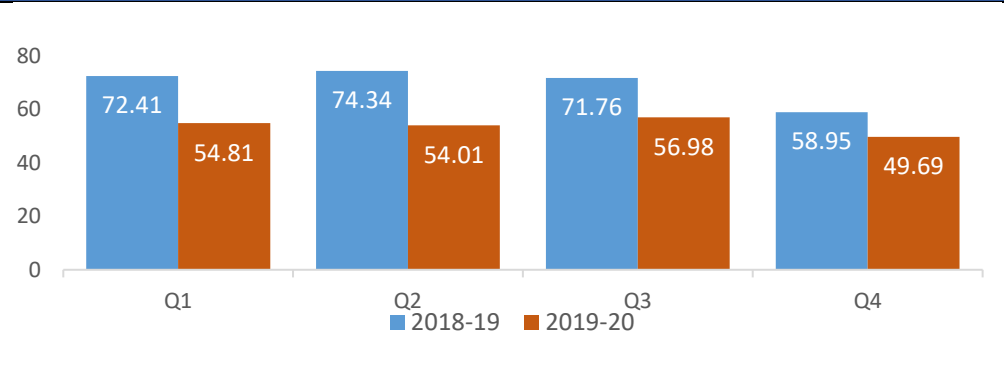
83.9% of adults (678) who completed a period of reablement in 2018-19 had a reduced package of care and support 6 months later.
Annual PI.

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



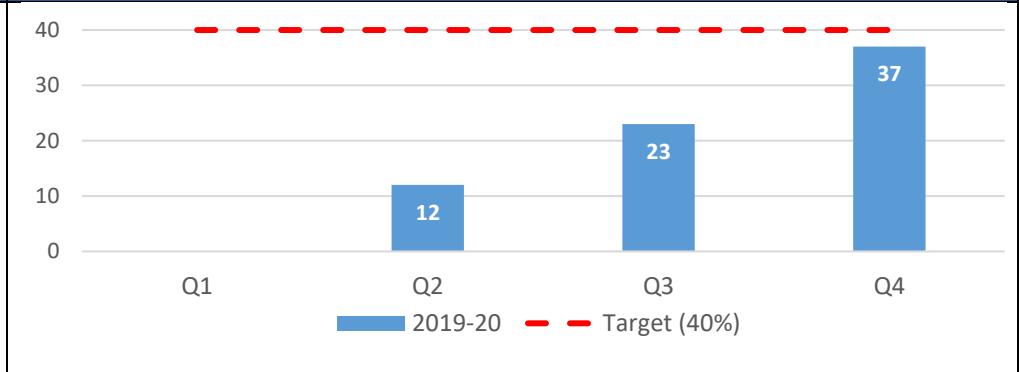
76.9% of adults (621) who completed a period of reablement in 2018-19 had no package of care and support 6 months later.
Annual PI.

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



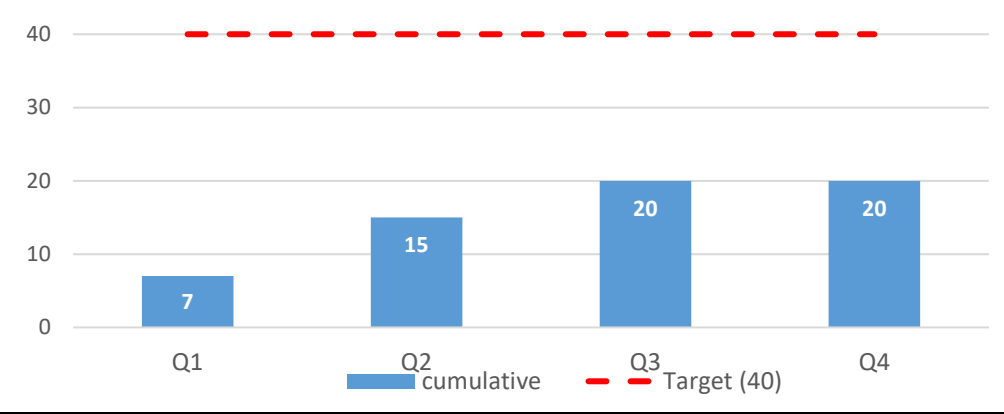
The increase in the number of people requiring long term care following reablement is a combination of Get Me Home + cases and people referred from social care for CRT to provide a period of reablement to accurately inform the social worker of the level of care required moving forward. Q4 increase due to the impact of Covid-19 where Reablement has temporarily diverted support to focus on maintaining capacity in hospitals by supporting discharge and they were not taking purely Reablement cases.

Dem 1 Percentage of staff completing dementia friendly training



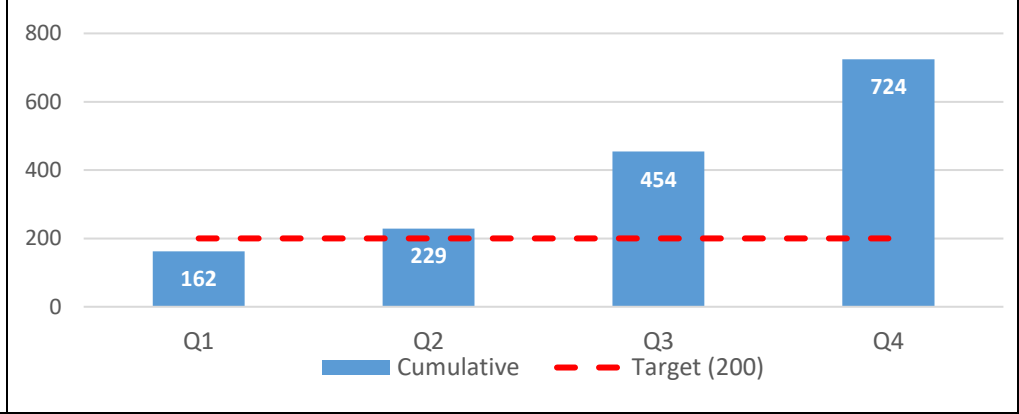
E-module became mandatory in September 2019. Quarter 1: 0 people, Quarter 2: 759 people, Quarter 3: 1441 people and Quarter 4: 2369 people. The result is provisional whilst work is ongoing to improve the collation method of this PI.

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



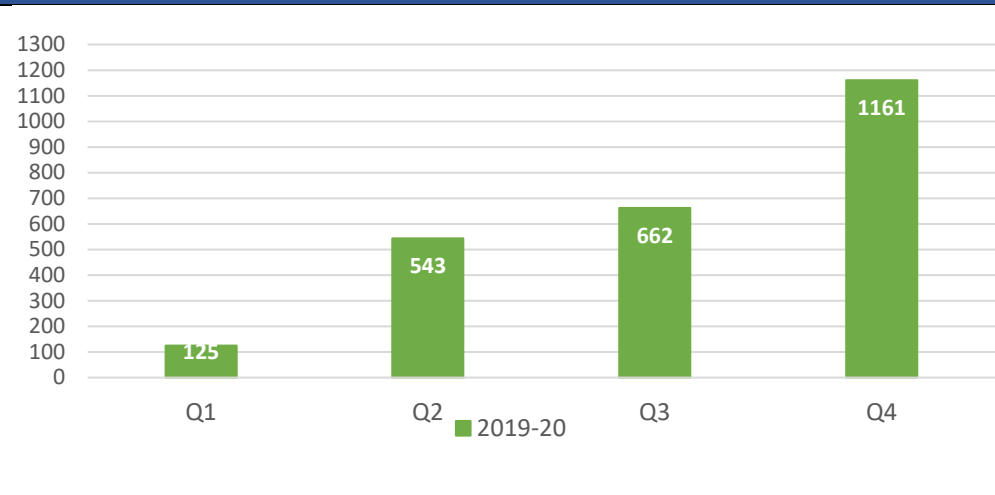
Cumulative data: 20 year to date. Quarter 1: 7, Quarter 2: 8, Quarter 3: 5 & Quarter 4: 0

Dem 3 The number of Dementia Friendly city events held

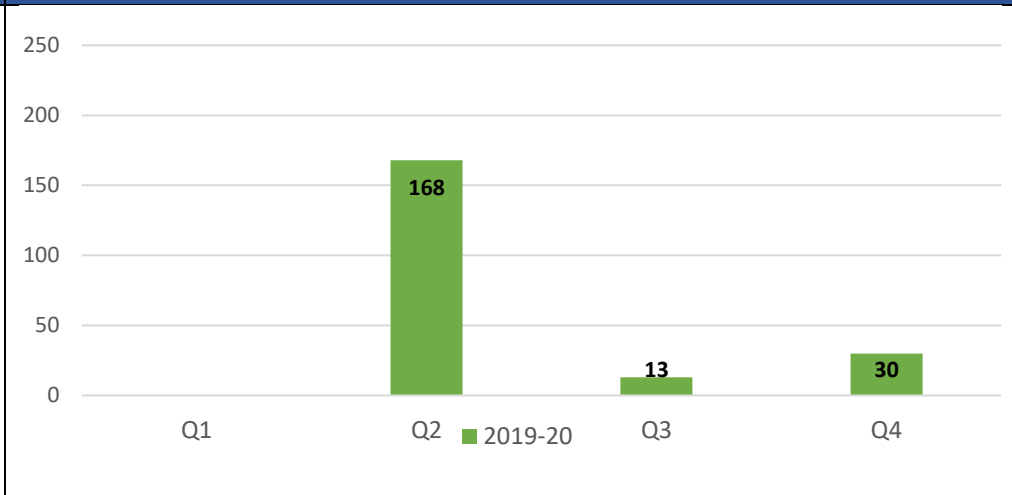


Cumulative data: 724 year to date. Quarter 1: 162, Quarter 2: 67, Quarter 3: 225 & Quarter 4: 270

RISCA 1 Number of Domiciliary Care Workers Registered with Social Care Wales



Number of Local Authority Domiciliary Care Workers Registered with Social Care Wales



ADULT SERVICES

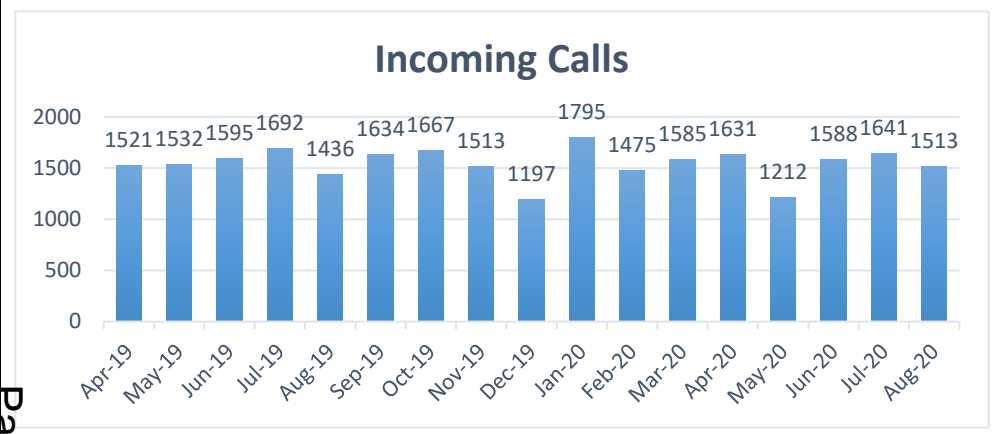
PERFORMANCE REPORT

QUARTER 1 2020-21

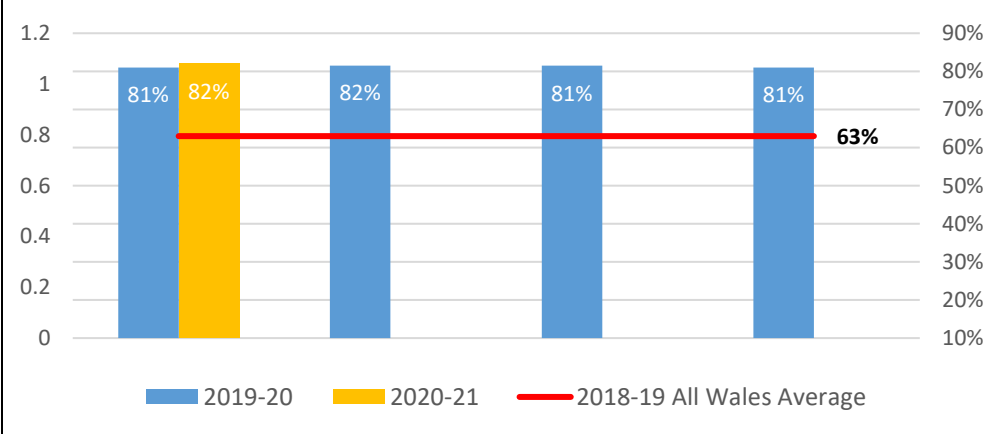


First Point of Contact and Prevention

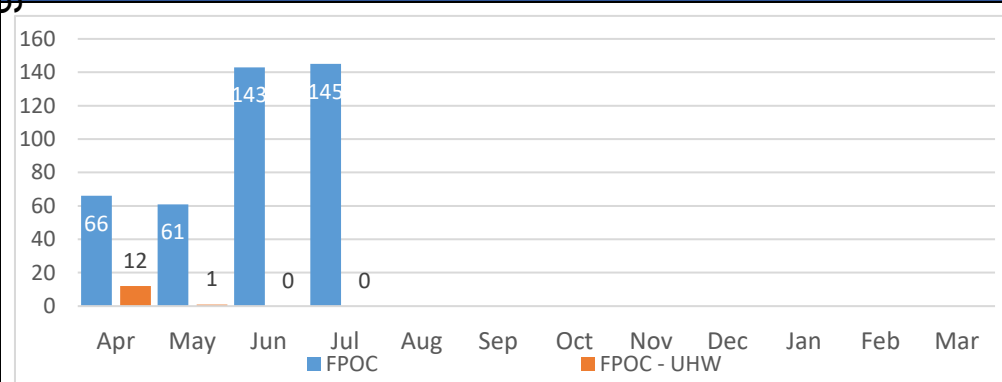
Number incoming of calls to First Point of Contact by month



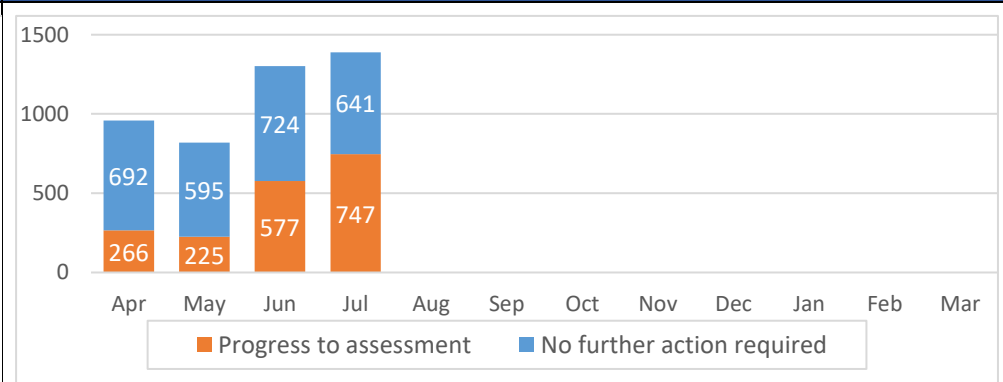
SSWB 23 The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months



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



All Well-being Referrals received by outcome

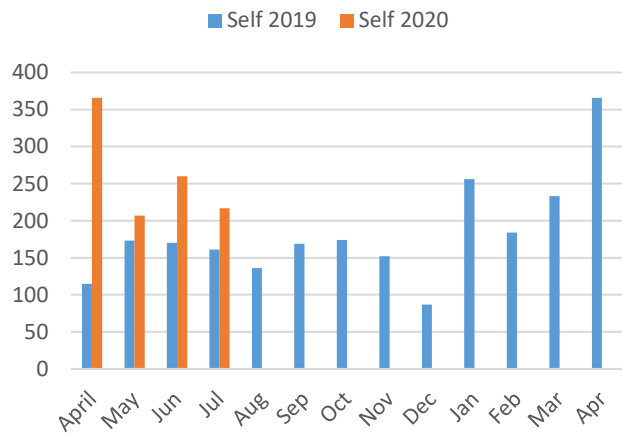


Of the 3,083 referrals received by First Point of Contact in Quarter 1. 270 were marked for immediate assessment by Adult Social Services. An additional 526 referrals were received by FPOC UHW, 12 of which were marked for immediate assessment by Adult Social Services.

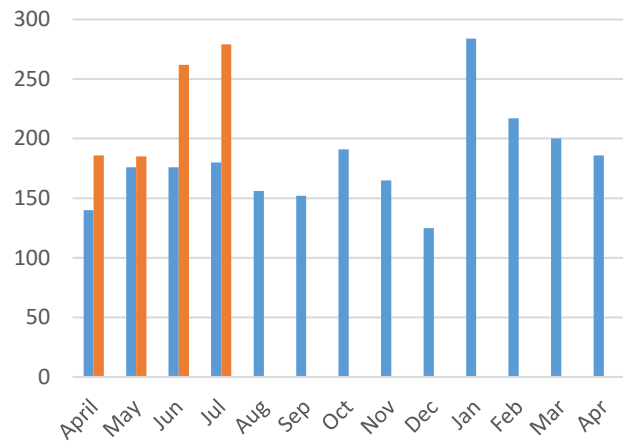
Includes all referrals to Adult Services; the majority of which come through FPOC and FPOC UHW. Does not include referrals to Community Mental Health Teams. There was a decrease in demand from Q4 2019-20 - 3,591 referrals; 2755 progressed to assessment (77%) to Q1 2020-21- 3,083 referrals; 1,068 progressed to assessment (35%).

Source of referral compared to last year

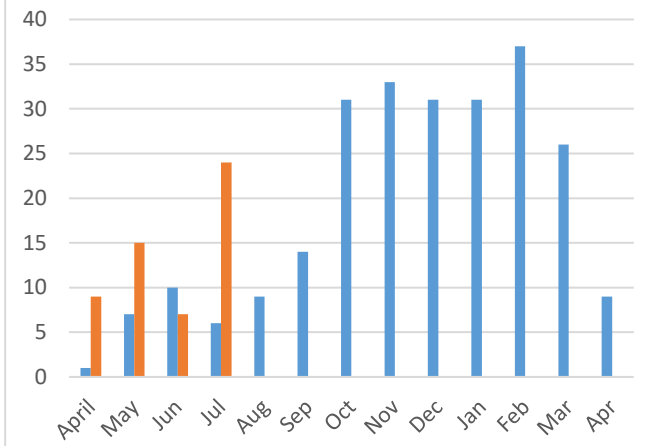
Self



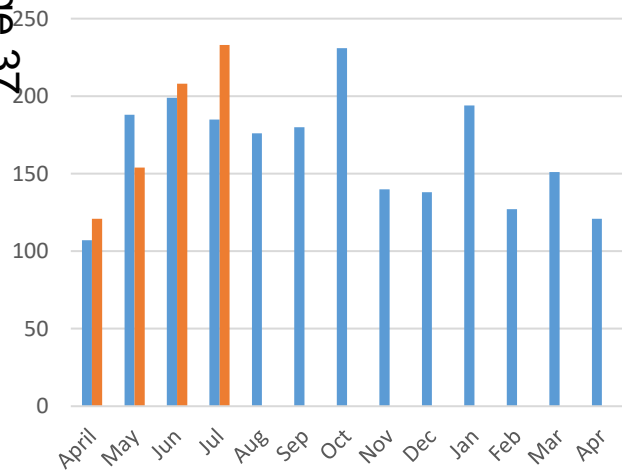
Family



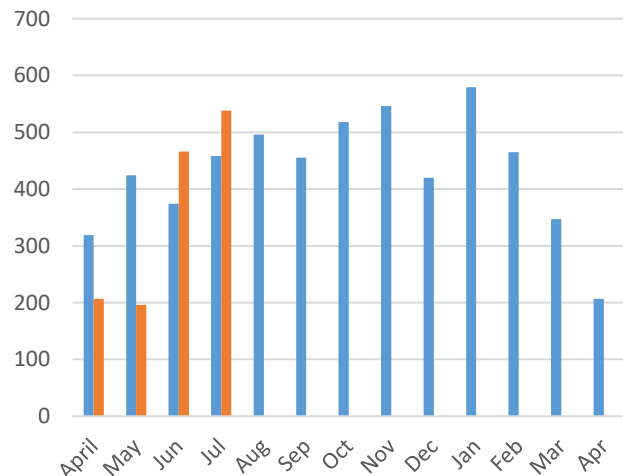
Carer



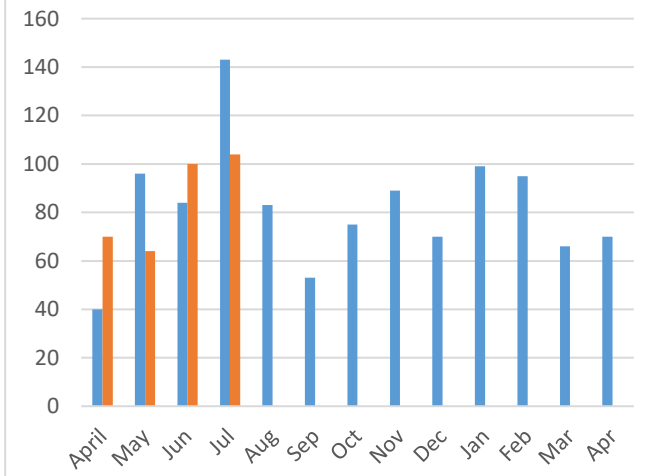
Professional



Health Professional

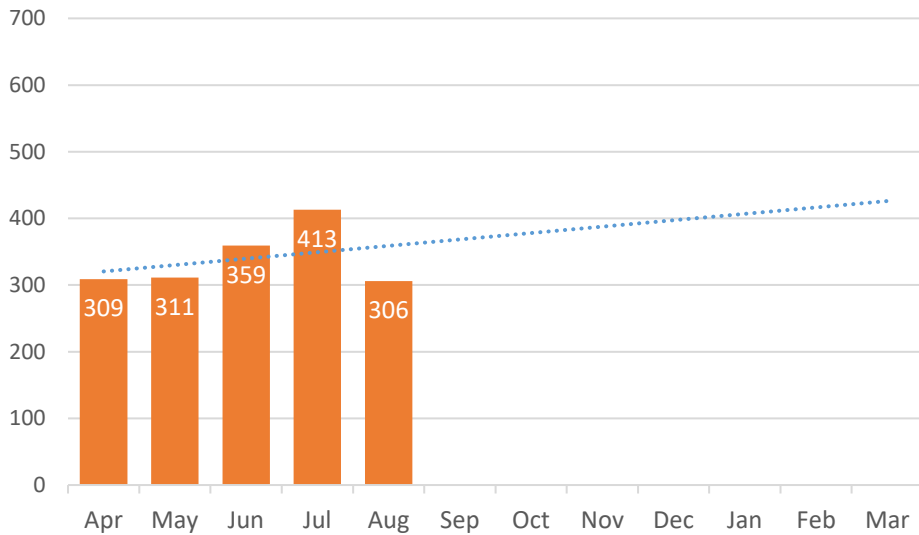


Other Organisation

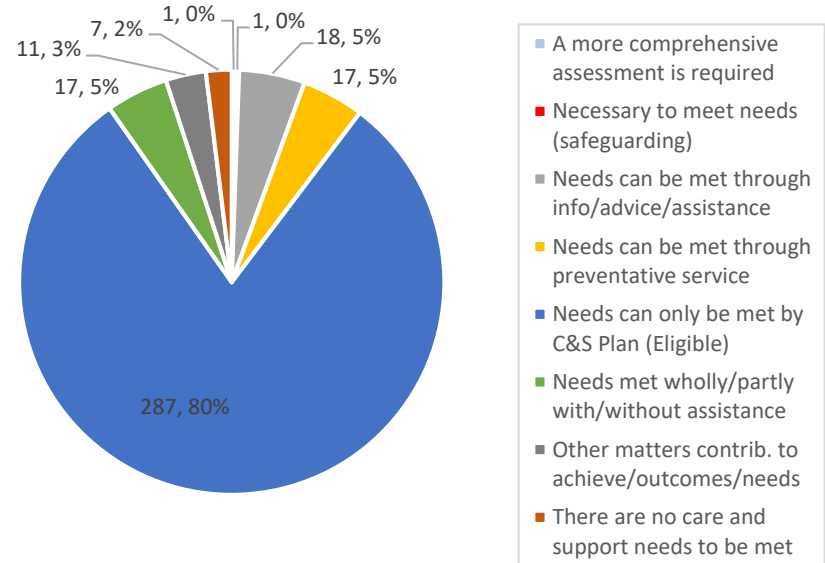


Assessment and Outcome Focussed Care Planning

Number of Well-being Assessments completed by month



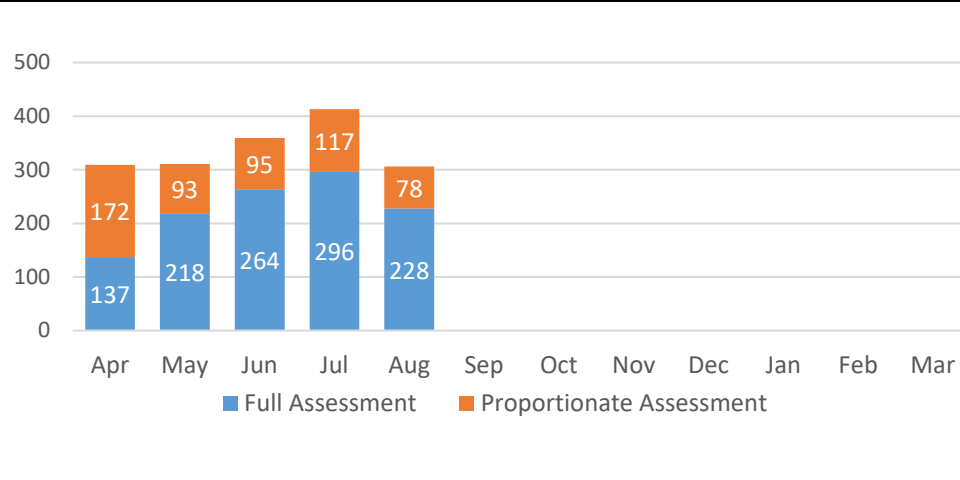
Number of Well-being Assessments completed by outcome June 2020



The number of well-being assessments completed decreased in Quarter 1 2020-21 was 975 compared with Quarter 4 2019-20: 2,115.

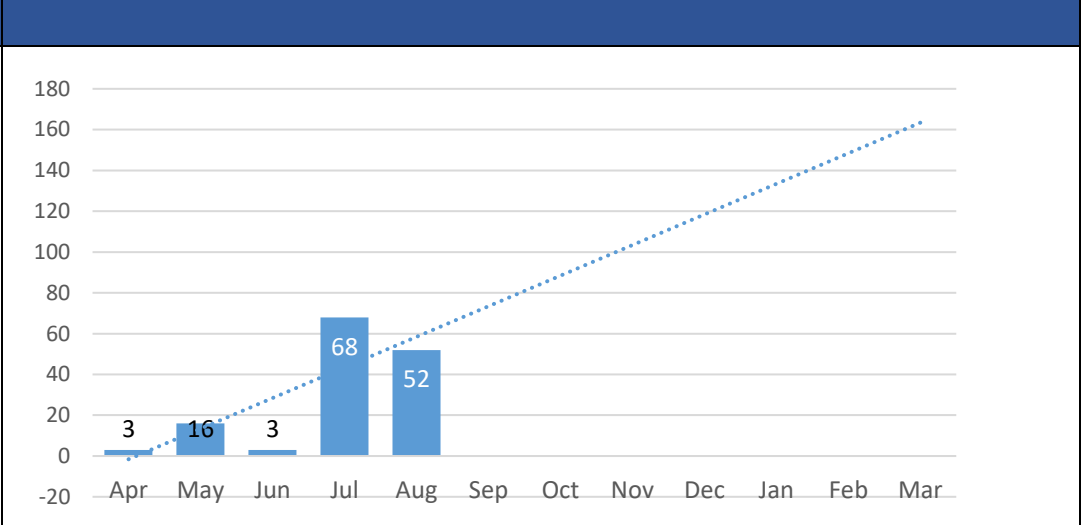
Of the 979 well-being assessments completed in Quarter 1, 6% (57) people's needs could be met through provision of information, advice and assistance and 75% (727) required a care and support plan.

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



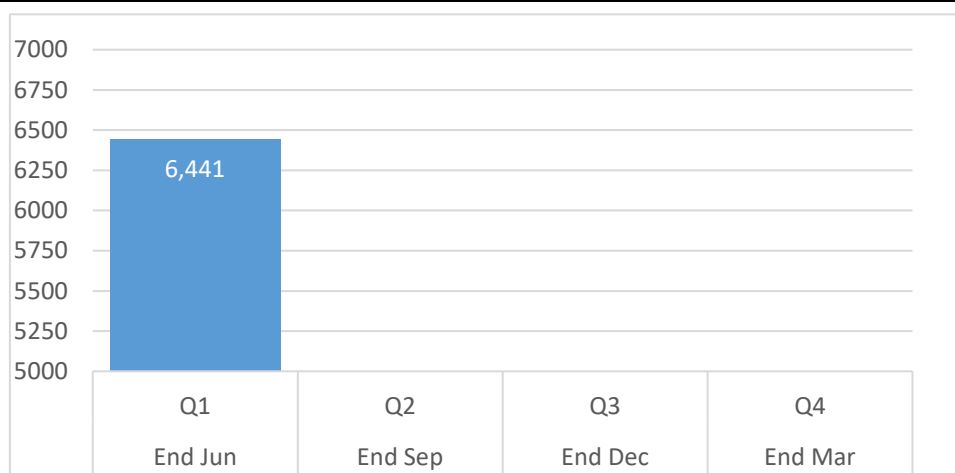
619 full assessments were completed during the quarter 1.

Number of Well-being Carers Assessments completed by month



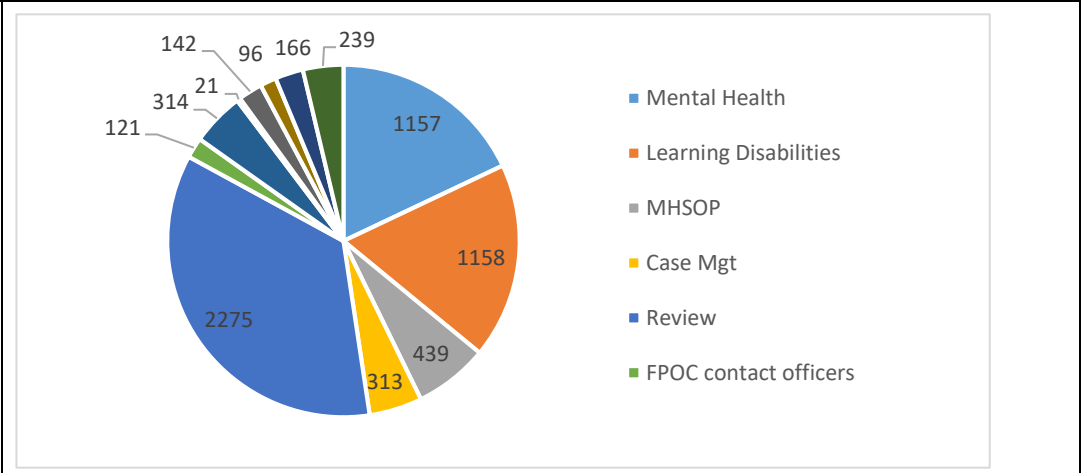
21 carer's assessments were completed in Quarter 1 2020-21; this is significantly less than usual and can be attributed to Covid-19 restrictions during this time the numbers are rising now with the easing of lockdown.

Number of open cases



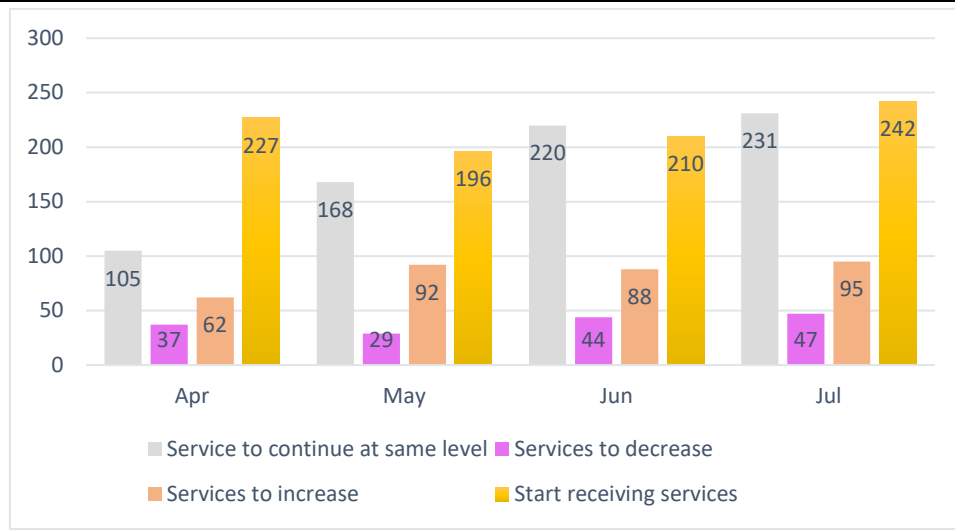
There were 6,441 open cases at the end of June 2020.

Number of open cases per team as at end June 2020



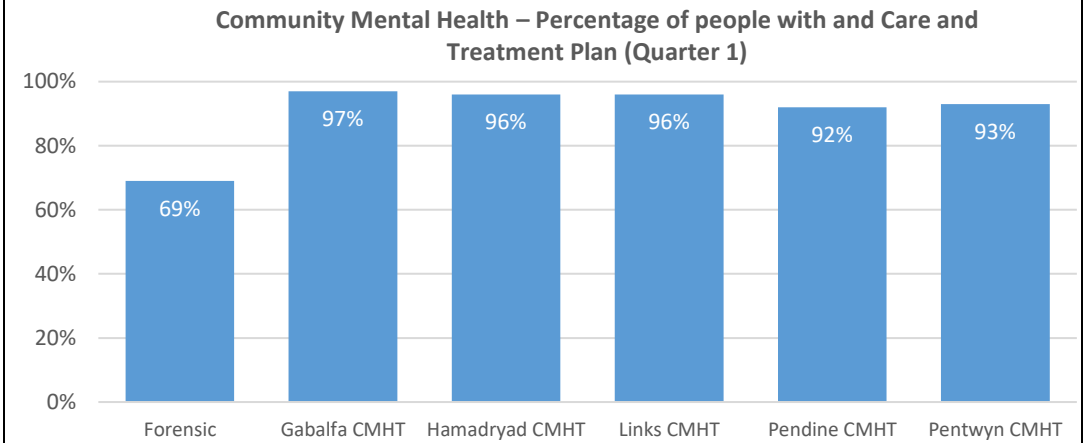
2,275 cases were managed by the review team; 1,158 were people with a learning disability and 1,157 were people with mental ill health.

Number of Care & Support Plans completed by outcome



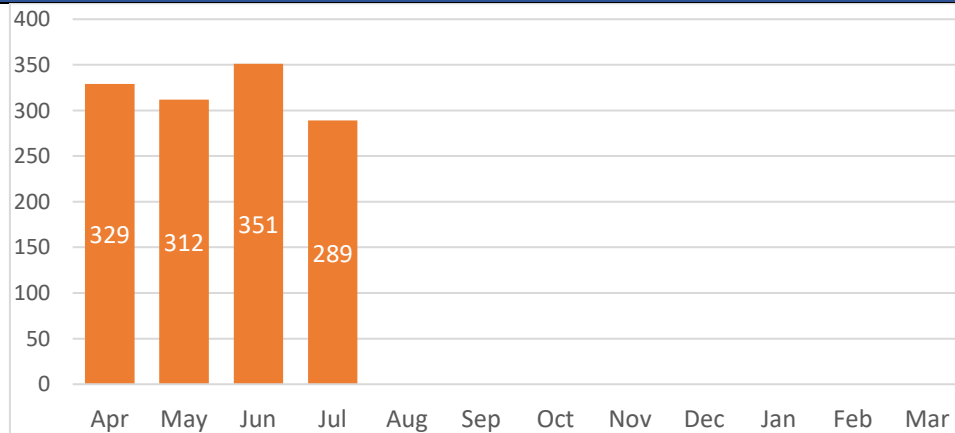
Of the 1,575 Care & Support Plans completed in Quarter 1, 633 started receiving services, 493 continued with the same level of service, services increased for 242 people and decreased for 110 people.

Community Mental Health – Percentage of people with and Care and Treatment Plan (Quarter 1)



Of the 3,018 people open to Community Mental Health services at 1st June 2020, 93% (2,885) had a Care & Treatment Plan. The Forensic team will always be a lower percentage due to the people being in a secure setting (majority of referrals to this team received from Prison Medical Service).

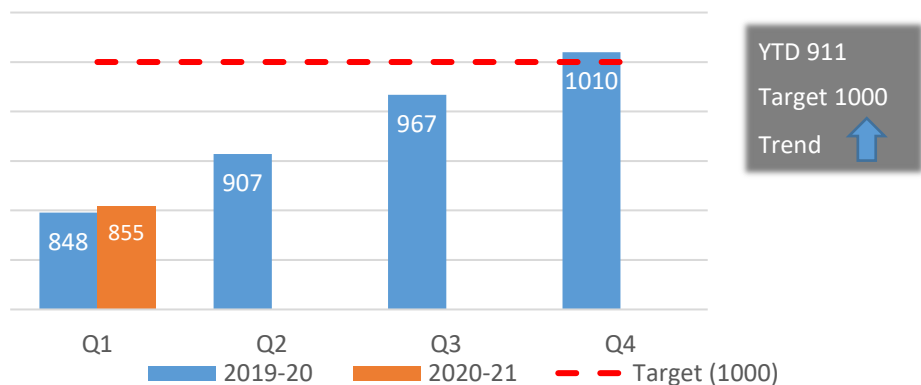
Number of Care & Support Plan reviews completed



Number of pending reviews as at end June 2020

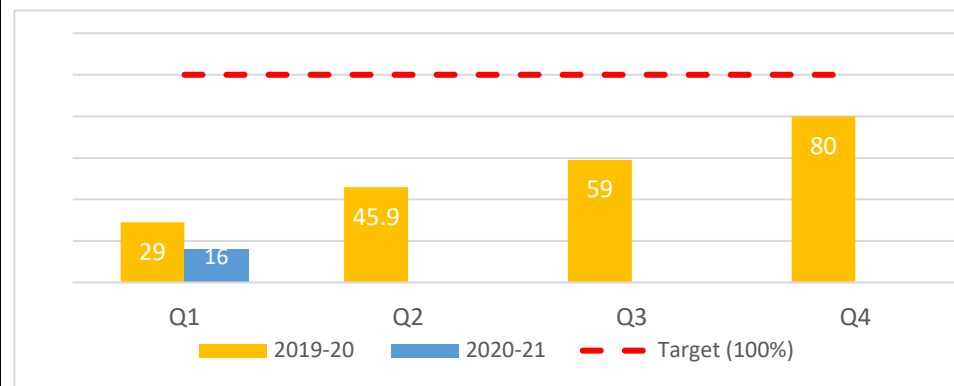
Team	Apr	May	Jun
Adult Assessment	1	2	3
Cardiff Alcohol And Drugs Team	4	4	2
Case Management Team	0	0	8
City Centre Team	1	1	2
Fpoc - Social Work Team	0	0	1
Hospital - UHL	0	0	1
Learning Disabilities Team East	2	1	33
Learning Disabilities Team West	71	67	32
MHSOP	6	8	13
Review Team	96	111	102
Total	181	194	197

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



855 adults in receipt of Direct Payments during the quarter. 13 adults started Direct Payments during the quarter and 31 ceased – the main reasons for ceased were deceased and care home admission.

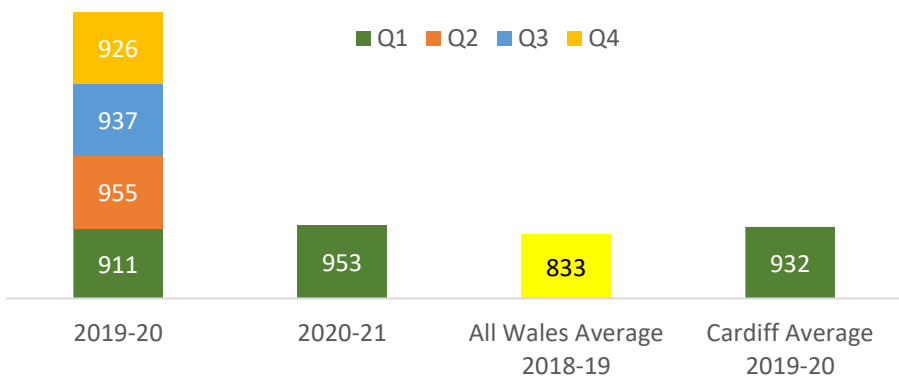
SCA018a Percentage of eligible adults who are caring for adults that are offered a carers assessment during the year



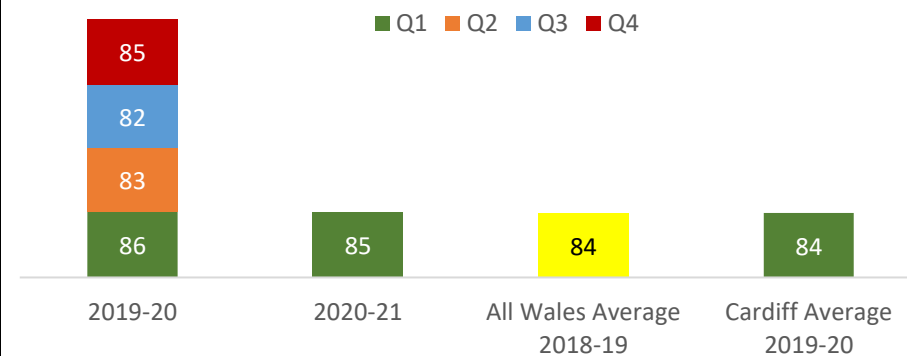
556 / 3,422 carers were offered an assessment in Q1 2020-21. This includes offers to new and existing carers. The PI is cumulative so performance will improve as the year progresses. Performance is closely monitored to ensure that all carers receive the offer of an assessment during the year. 155 / 235 (66%) new carers that started in Q1 2020-21 were offered an assessment. There is work to do to improve the recording of offers of assessments in the First Point of Contact and ensure that all carers are offered an assessment at the right time for them.

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



SSWB22 Average age of adults entering residential care homes

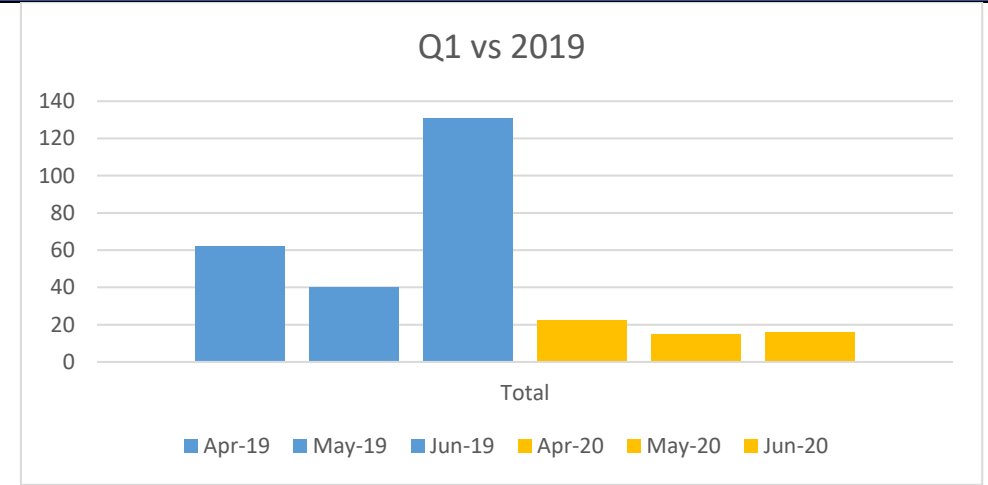
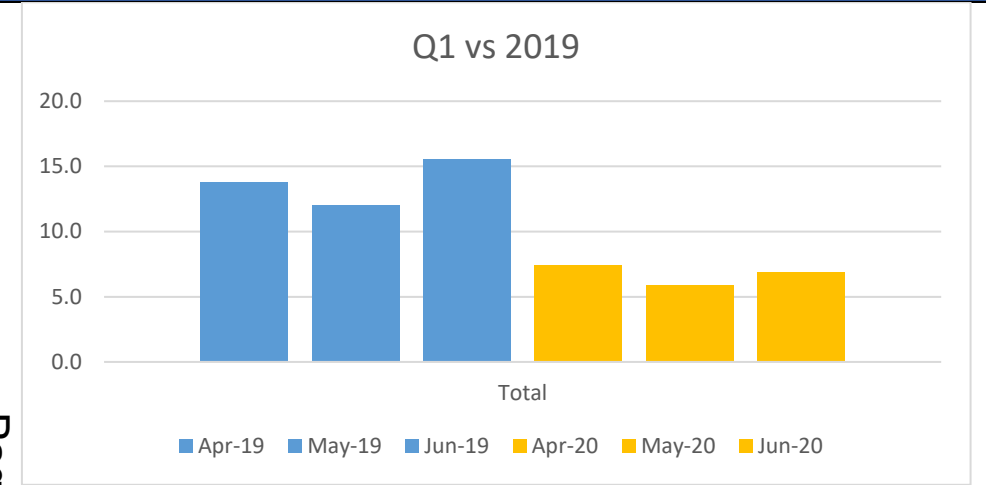


Commissioning & Service Provision

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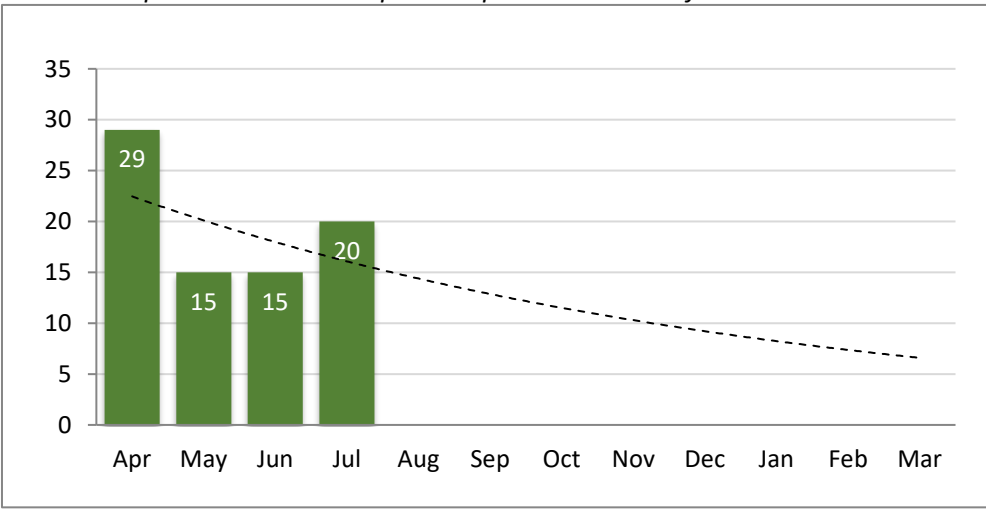
Average Number of days between Referral and Start of Package

Longest time between Referral and Start of Package (in days)



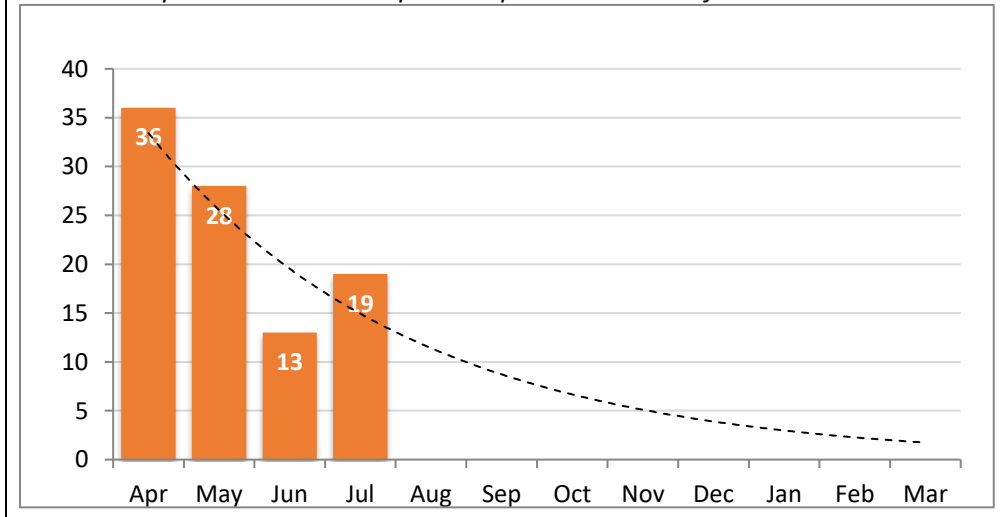
Residential Care Home - New Contracts Agreed

Data development - bars to be split to separate threshold funders

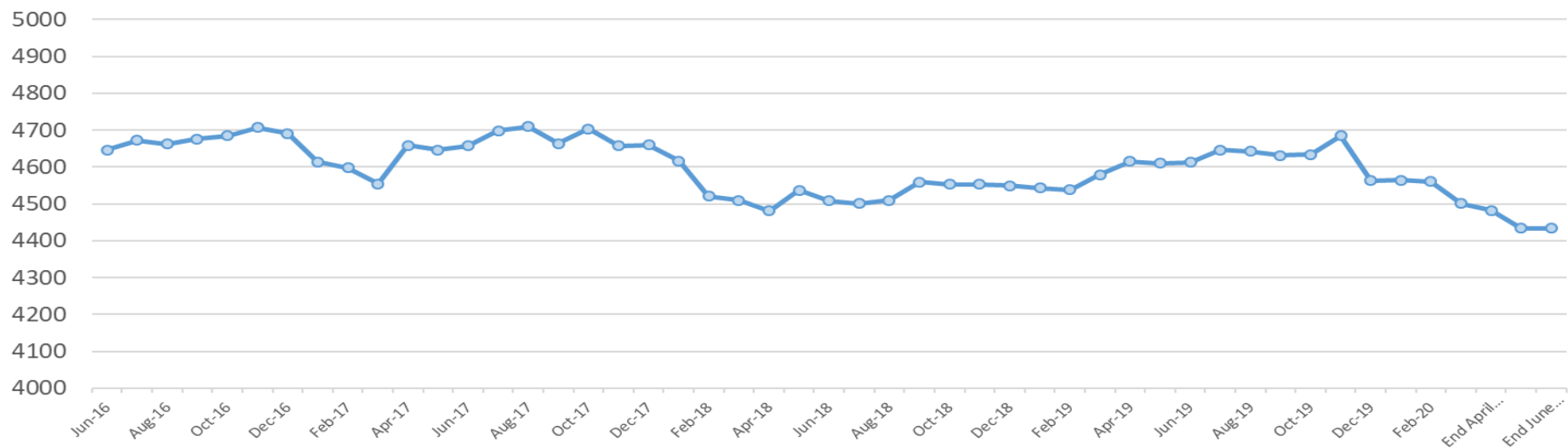


Nursing Care Home - New Contracts Agreed

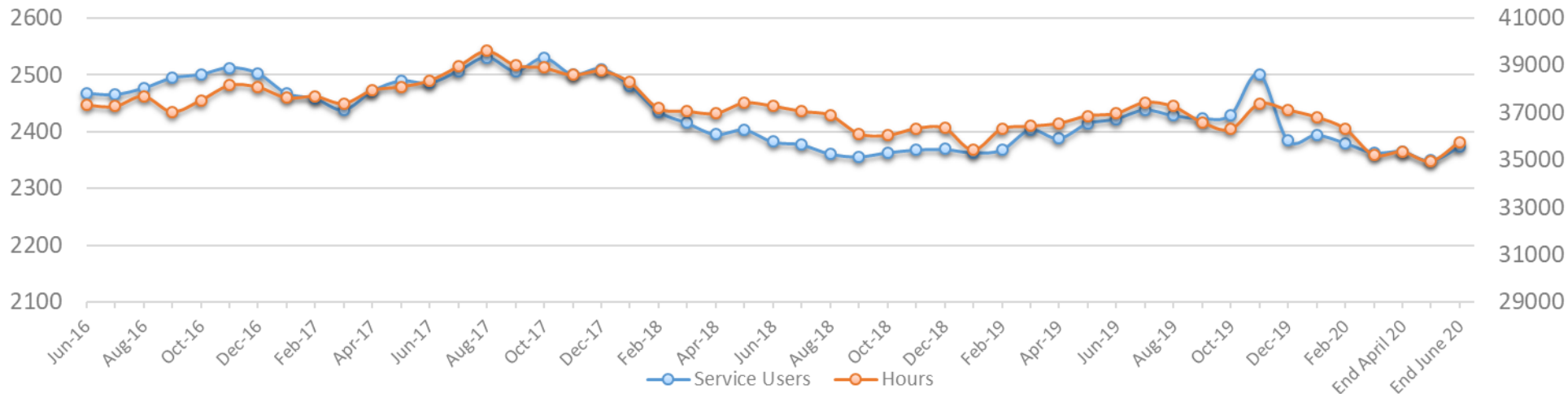
Data development - bars to be split to separate threshold funders



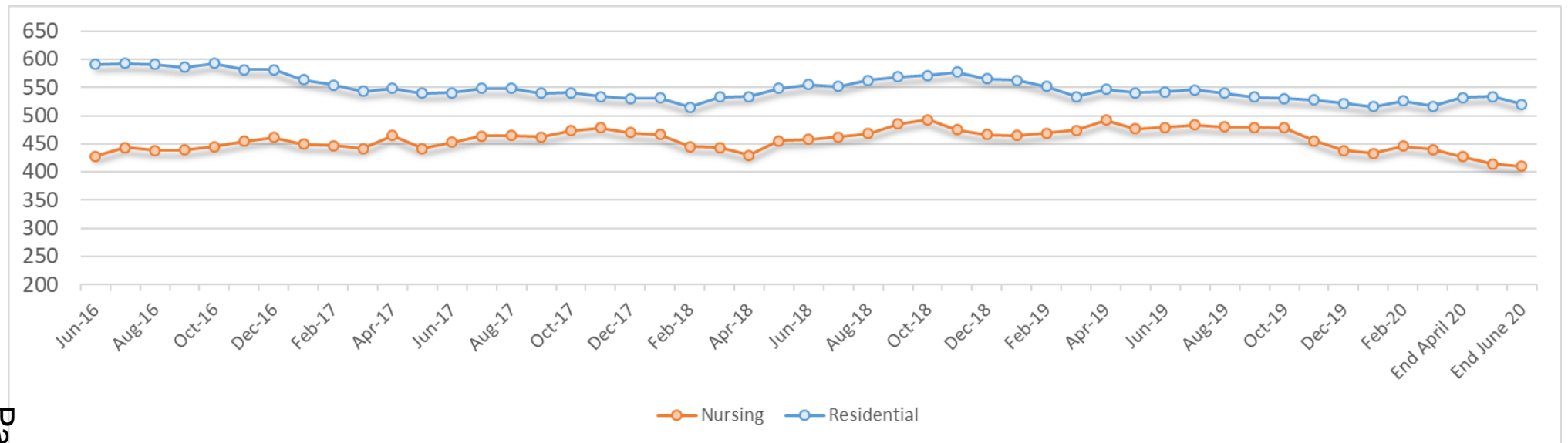
Number of Care and Support Packages



Number of people and hours - Domiciliary Care



Number of people - Residential & Nursing Care



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Rate of Admissions to Residential and Nursing Care per 10,000 Population Aged 75+

Data development

Safeguarding (Adult)

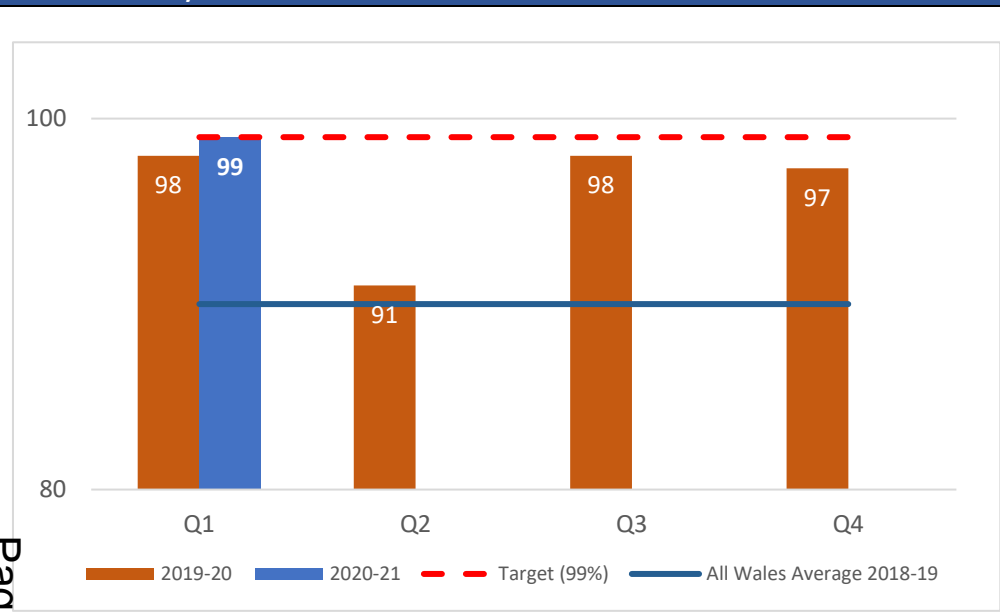
Key Statistics

- Corporate Safeguarding report card available from Quarter 1 2020-21.

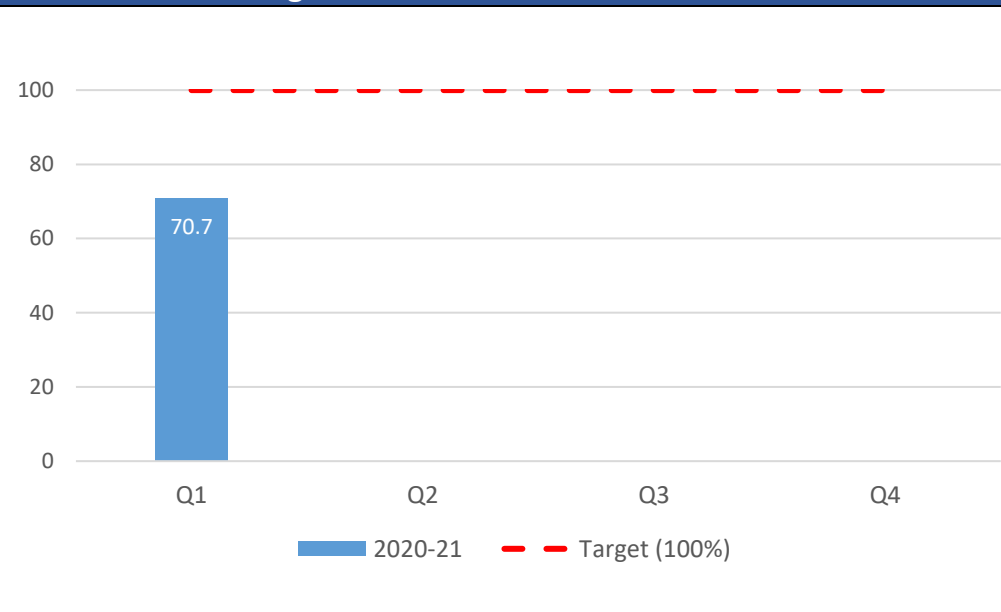
Contracts & Service Development Team - Escalating concerns – Q1

Domiciliary		Residential/Nursing Care Homes	
Provider Performance Meetings	4	Provider Performance Meeting	6
Joint Interagency Monitoring Panel	0	Joint Interagency Monitoring Panel	2
Closure Procedure (HOSG)	0	Closure Procedure (HOSG)	0
Number of issues reported	1	Number of issues reported	3

SSWB18 Percentage of adult protection enquiries completed within 7 days



RES15 Percentage of council staff completing Safeguarding Awareness training

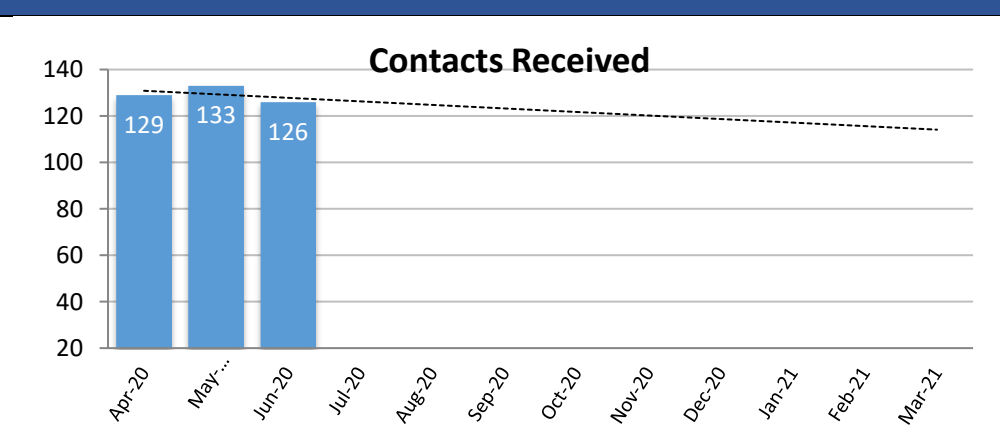


Page 6 of 6

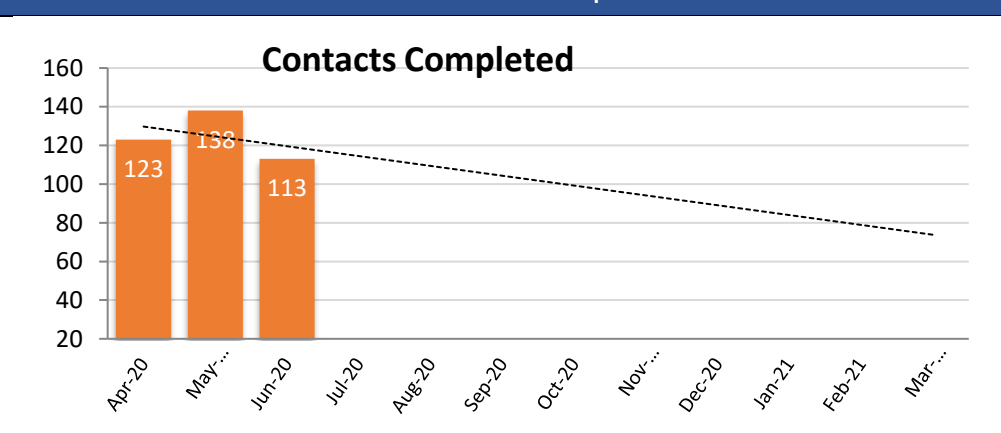
99.2% of adult protection enquiries (371 / 374) completed in 7 working days in Quarter 1. Performance continues to be closely monitored.

Results are provisional whilst work is ongoing to improve the collation method of this PI. This may mean the results are no longer comparable to previous years.

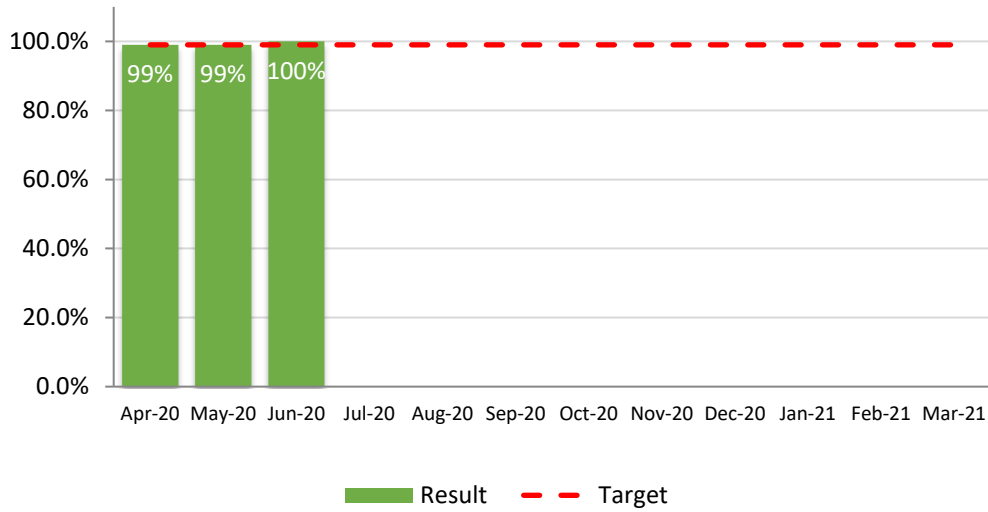
1. Number of contacts received



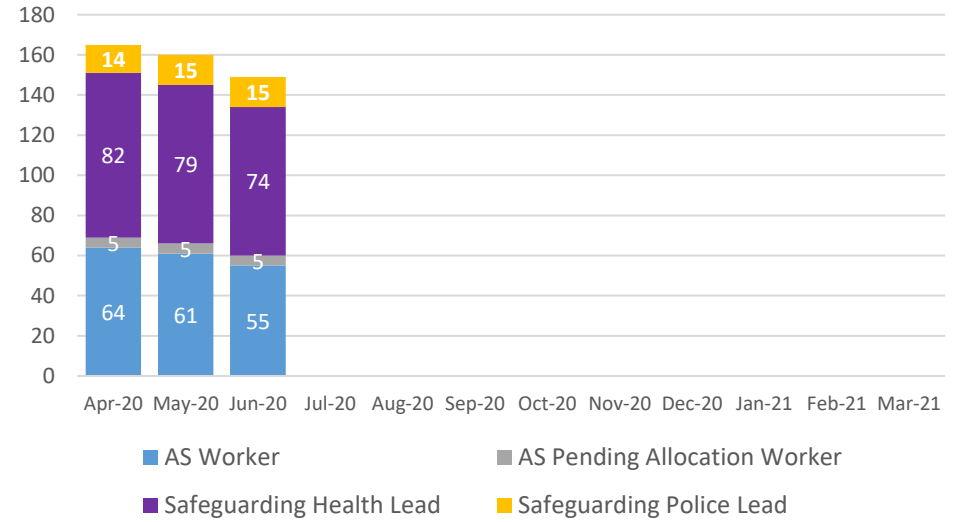
2. Number of contact records completed



3. Percentage of contacts completed within 7 days

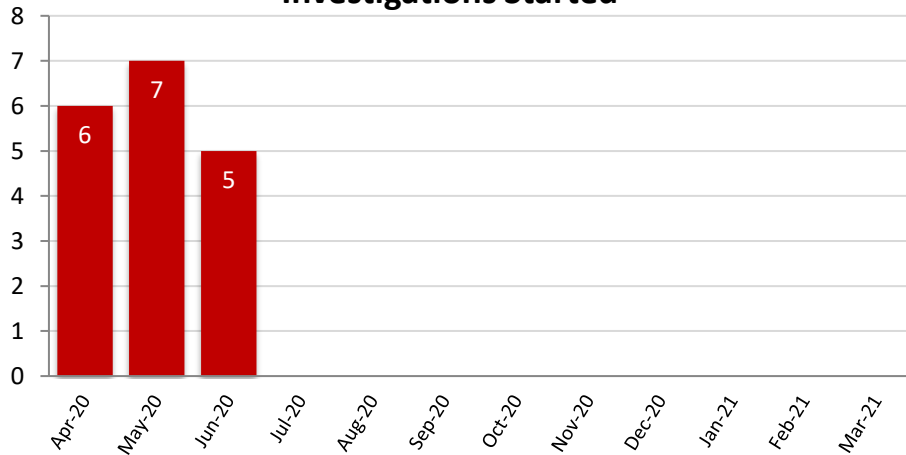


4. Number of pending investigations



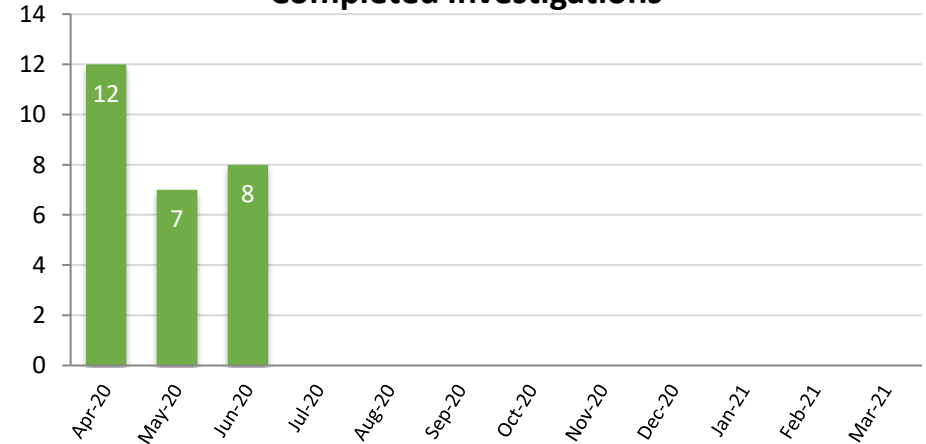
5. Number of investigations started

Investigations Started



6. Number of investigations completed

Completed Investigations



Managing People, Resources, Systems and Processes

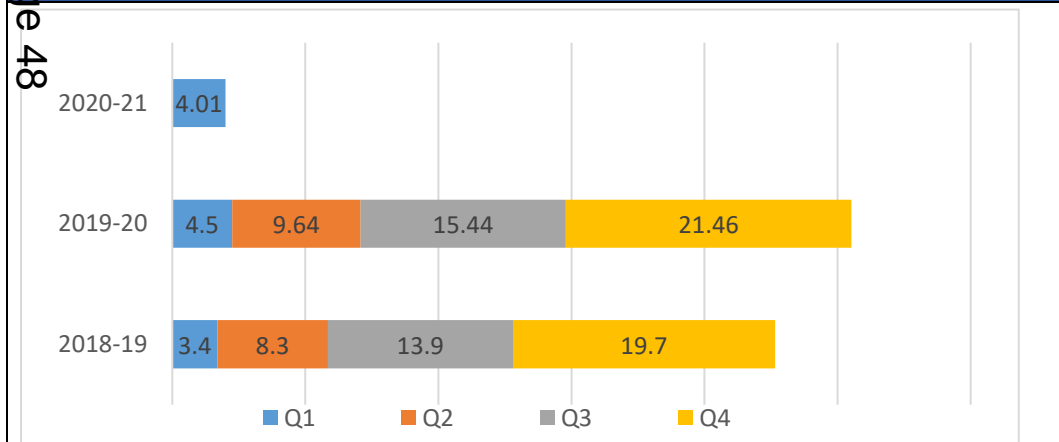
Key Statistics

Sickness – Adult Services

	Ave FTE Staff No. (forecast)	FTE Target	Target FTE days lost	FTE days lost	Forecast based on Qtr. result	RAG
Q1 2019	535	16.4	8,771	4.5	19.33	
Q1 2020	546	16.5	9,005	4.01	17.26	

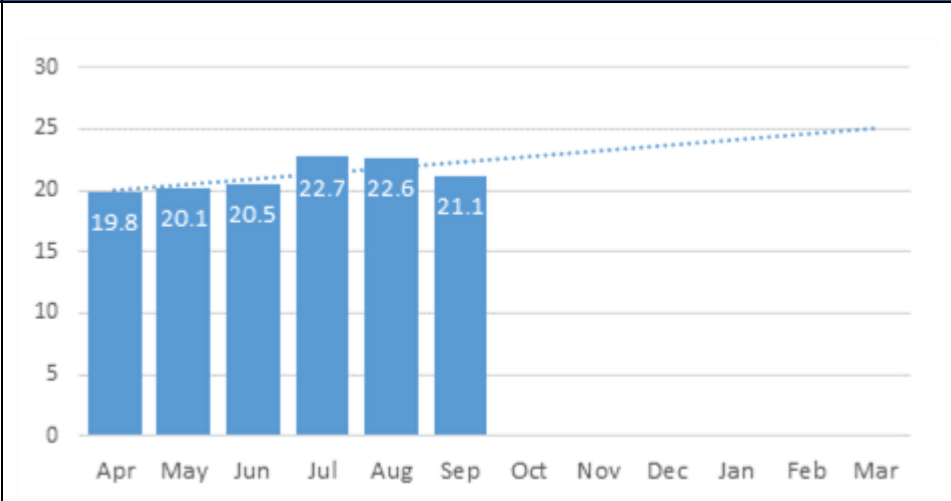
- Top 4 reasons for sickness during the quarter (All Social Services):
- | | |
|---|-----------------------|
| 1 | Stress |
| 2 | Stomach/Liver/ Kidney |
| 3 | Infection |
| 4 | Other |

Sickness Rate (FTE)



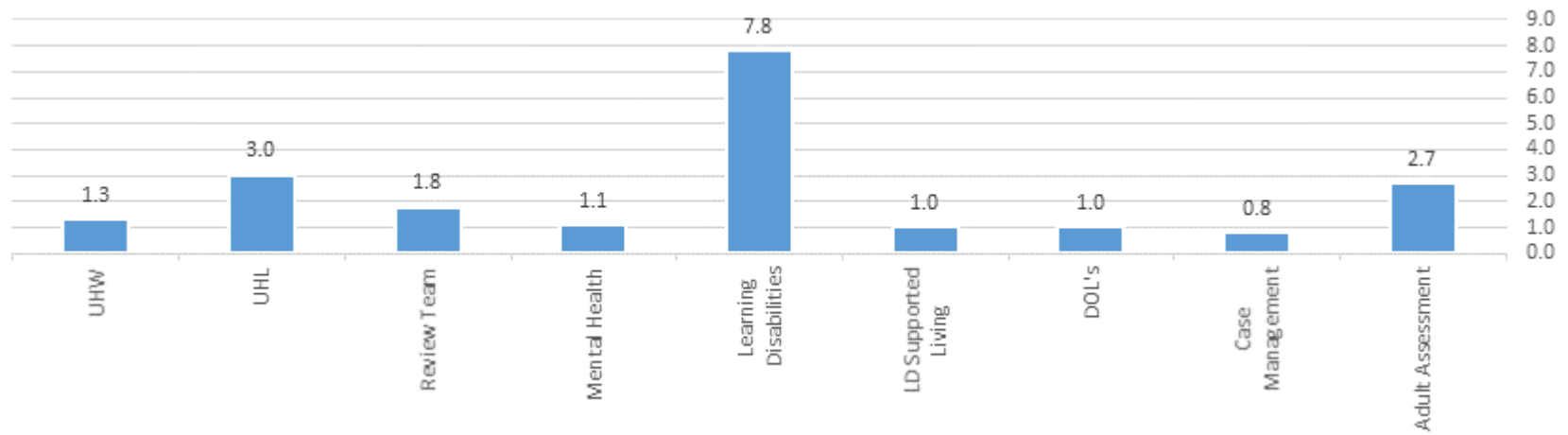
Data development - include breakdown that shows % sickness in Direct Services

Number of social work vacancies out of total FTE of 137.4)



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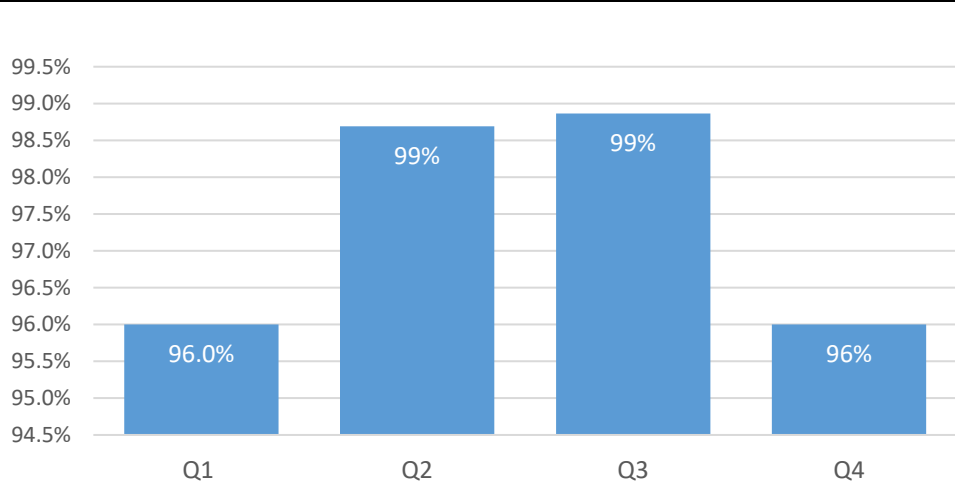
Social work vacancies by team March 2020



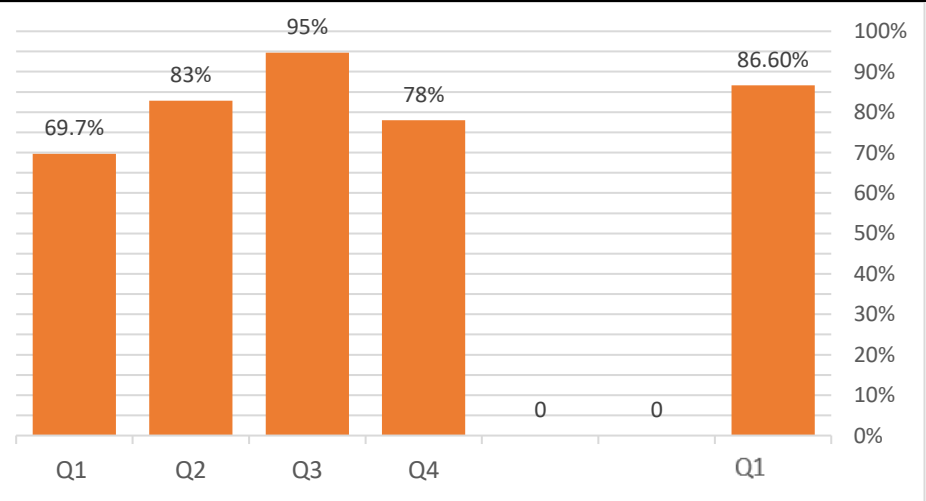
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Earning Disability Team, vacancies have all been backfilled with Agency staff.

Percentage of return to work interviews completed



Percentage of trigger interviews completed



Quality of Practice

Key Statistics

Adult & Carer Survey 2019-20					
Survey Type	Population	Sent	Response	Response Rate	
Adult Survey	4,415	2,210	529	24%	
CRT Survey	117	117	46	39%	
IAA Survey	152	152	40	26%	
Adults Survey Total	4,684	2,479	615	25%	
Carers Survey Total	679	292	152	52%	

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Compliments & Complaints Q1 2019-20

Stage 1 Complaints	No.	Stage 2 complaints	No.	Compliments
Complaints received	14	Open from Q4	2	4
Responded on time	4	Initiated during Q1	0	
Responded late*	6	Closed during Q1	0	
Open at Q1 end	4	Open at quarter end	2	

*In this context, 'late' refers to outside of our statutory timescales. However, we have received clear guidance from the Public Services Ombudsman for Wales that they understand our ability to respond within statutory timescales will be affected during the pandemic. However, it is more important than ever that we keep our complainants informed if there is going to be a delay in responding to a complaint and the complaints team have been doing this regularly.

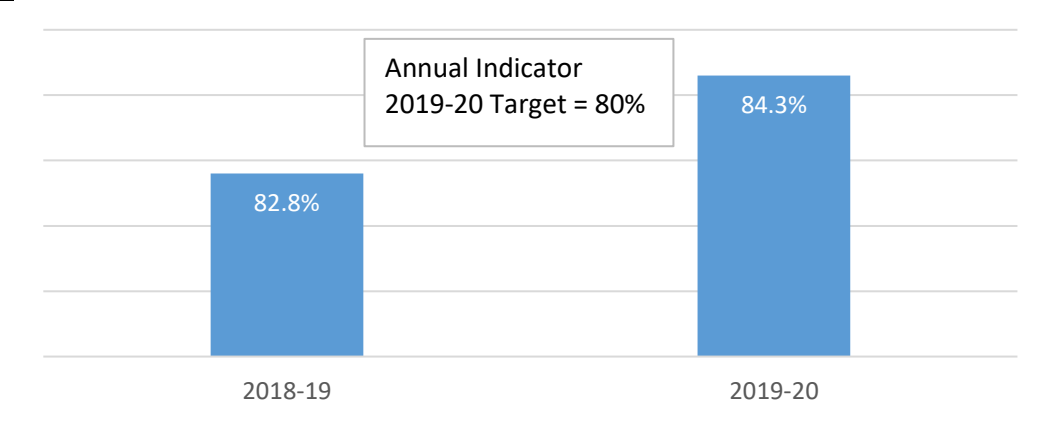
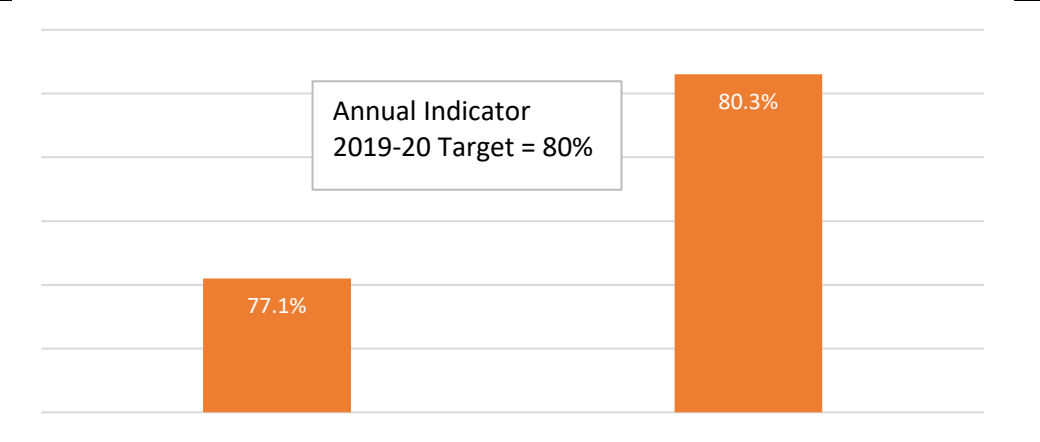
Compliments & Complaints Q2 so far

Stage 1 Complaints	No.	Stage 2 complaints	No.	Compliments
Complaints received	10	Open from Q1	2	3
Responded on time	4	Initiated during Q2	1	
Responded late*	2	Closed during Q2	1	
Open at Q2 end	4	Open at quarter end	2	

Less complaints have been received so far in Q2 and only 2 were responded to outside our statutory timescales.

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

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

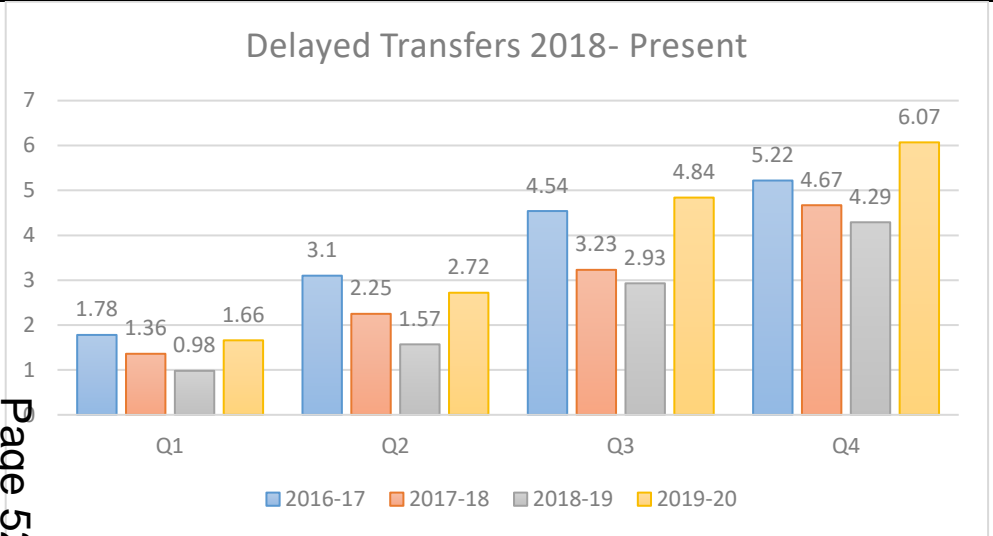


80.3% of adults (321) reported that they felt involved in any decisions made about their care and support.

84.3% of adults (354) reported that they are satisfied with the care and support they receive.

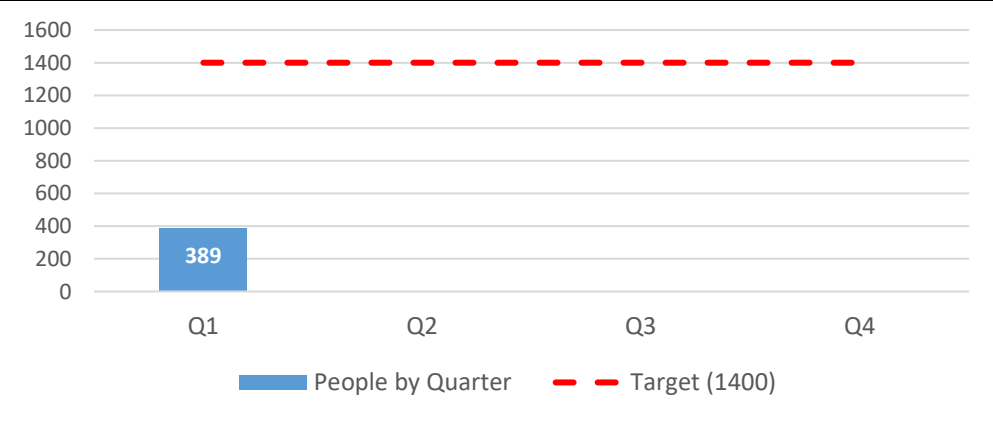
Additional Information and Corporate Plan PIs

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



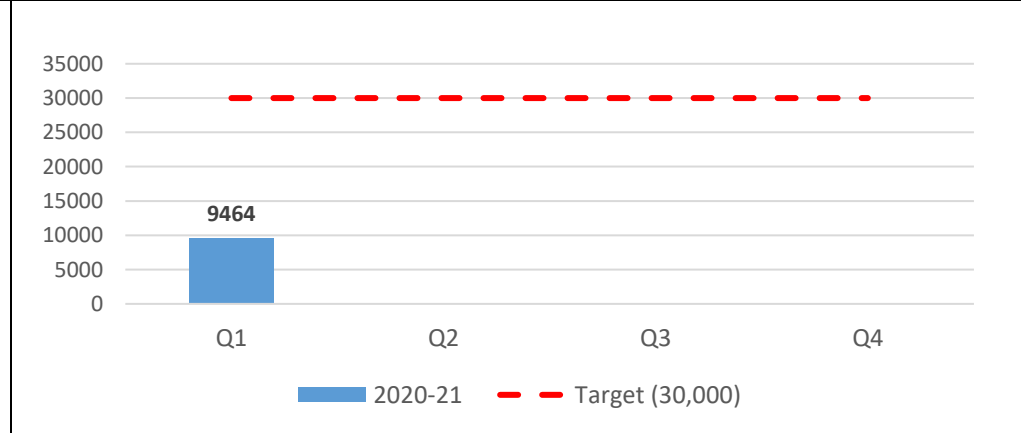
*No figures for Q1 as these come from WG and they have suspended collection due to COVID will advise us when/if they will resume.

CRT 1 Number of people who accessed the Community Resource Team



Cumulative data: 389 people accessed year to date. Q1: 389 people

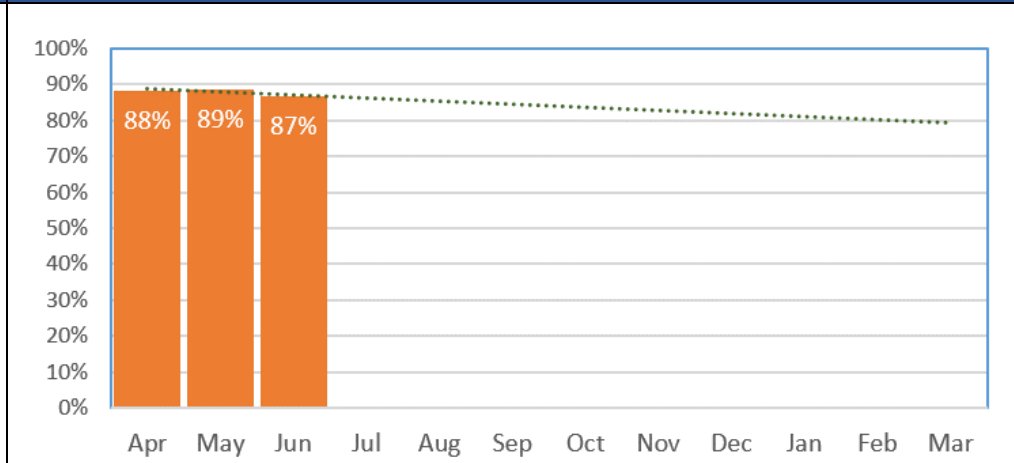
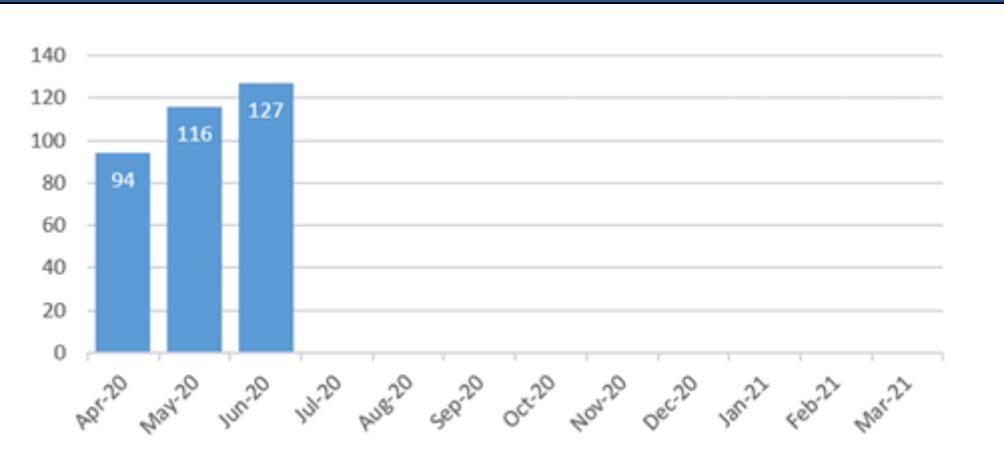
CRT 2 Total hours of support provided by the Community Resource Team



Cumulative data: 9464 hours provided year to date. Q1: 9464 hrs

Number of Community Resource Team (CRT) assessments undertaken following a referral

Percentage of CRT Home Care Assessments where outcome is Appropriate for CRT

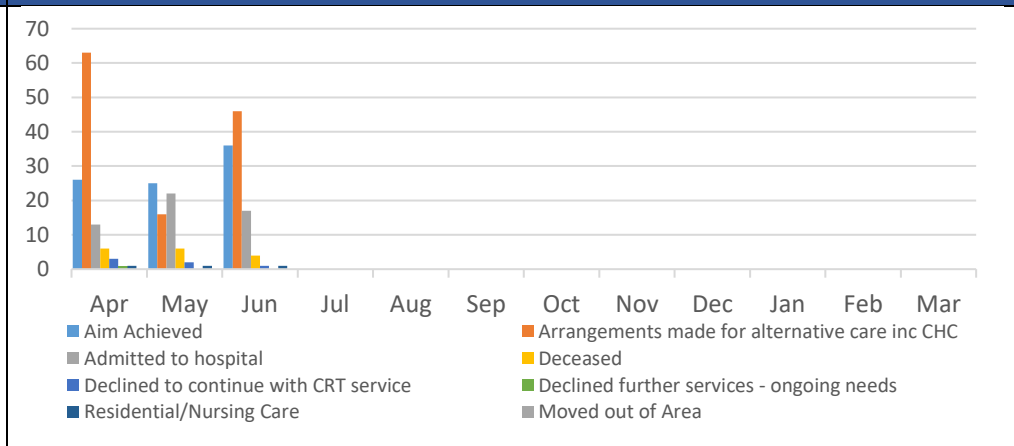
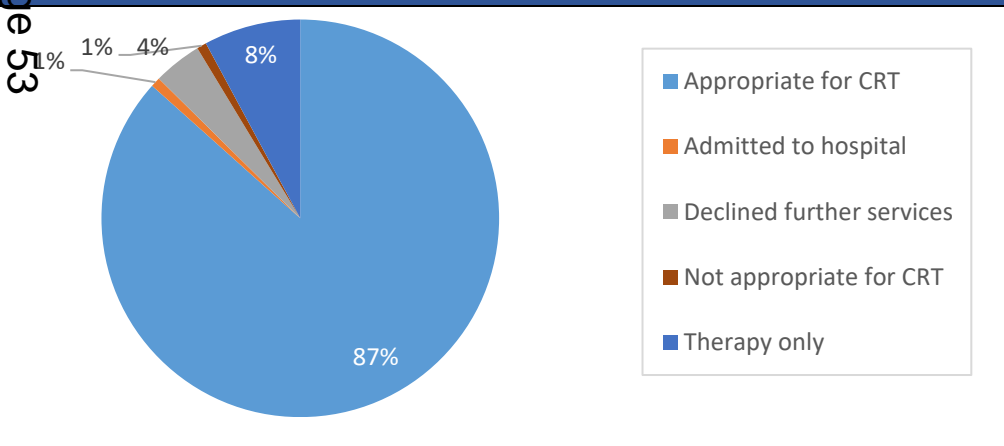


337 CRT assessments were undertaken following a referral in Q1 2020-21.

In June 87% (110/127) of CRT assessments undertaken following a referral were appropriate for CRT.

Outcome of CRT assessments undertaken following a referral June 2020

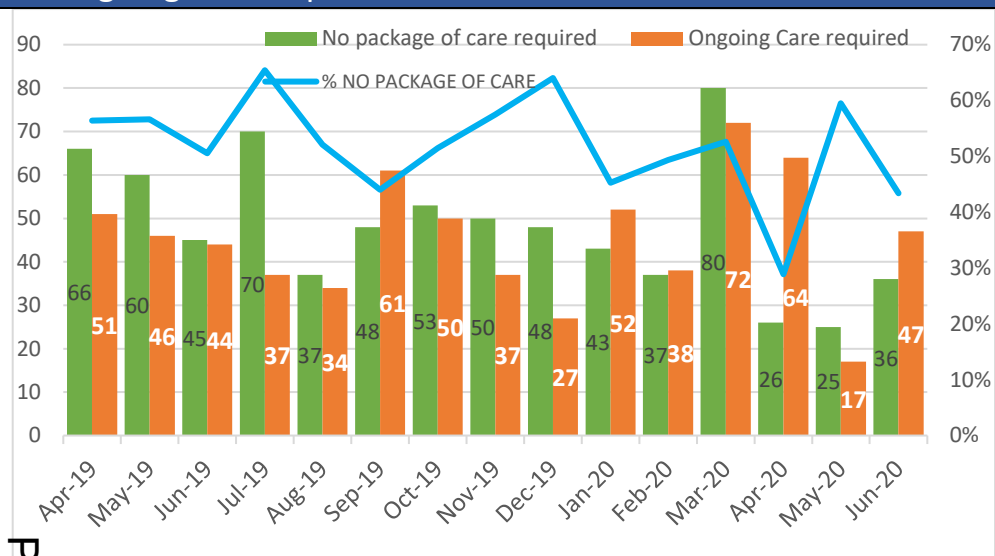
CRT packages ended by outcome



87% (110) of CRT assessments undertaken following a referral were appropriate for CRT. 1% (1) were not appropriate for CRT. Other outcomes include people being admitted to hospital, discharge being cancelled by hospital and declining services.

Of the 105 CRT packages ended in June, the outcome of aim achieved for 87 people (34%). Alternative care arrangements were made for 46 people, 17 people were admitted to hospital, 4 deceased, 1 declined to continue with CRT services, 0 declined further services – ongoing needs and 1 Residential/Nursing Care.

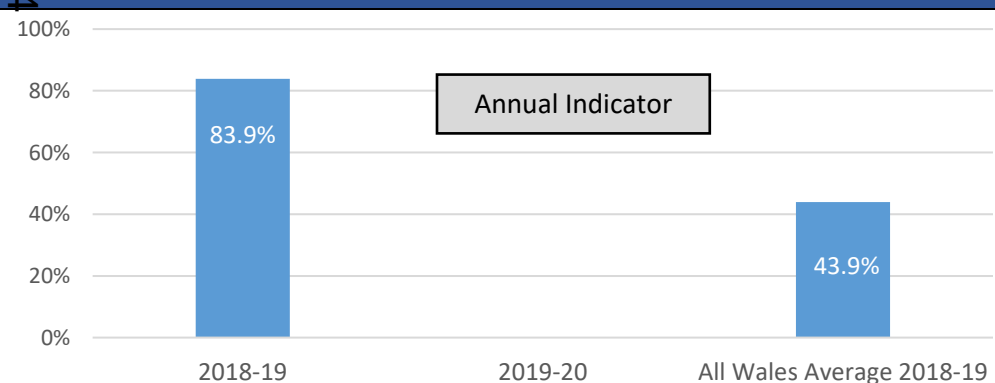
CRT packages ended by outcome – No package of care required or Ongoing care required



Citizens not requiring packages of care saw a significant decrease during the start of Lockdown and look to be starting to return to normal, having a second localised lockdown could potentially influence these numbers again over the coming months.

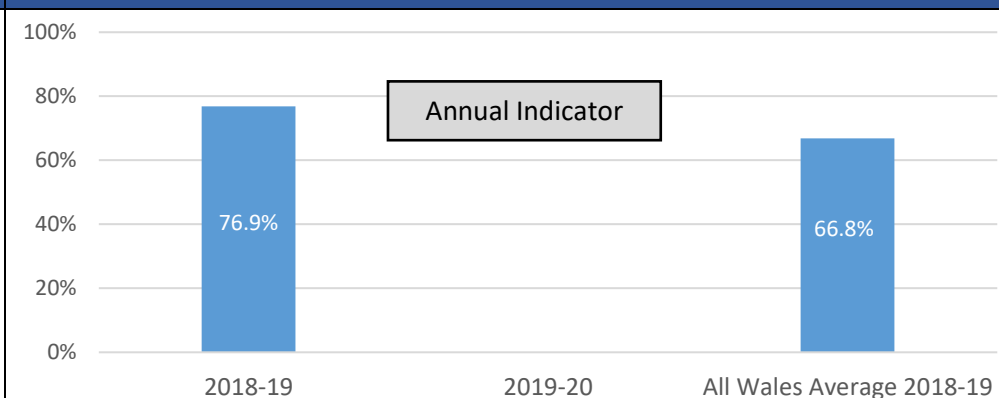
The blue percentage line tracks the difference in percentage of people that require no package of care against the total number of packages investigated.

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



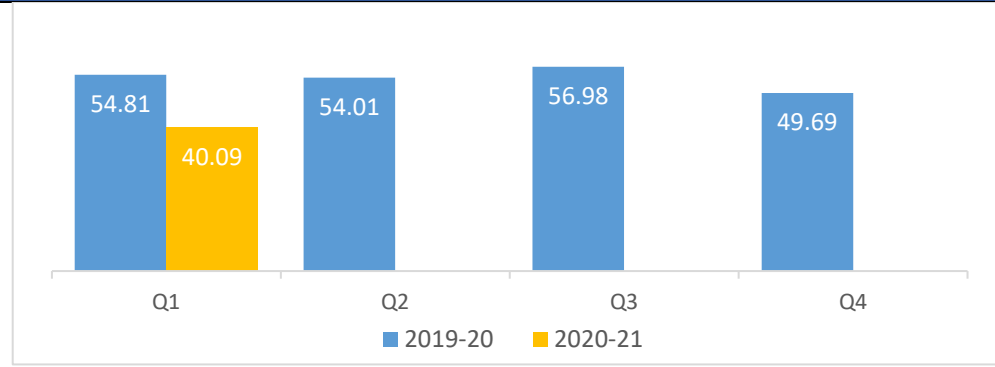
83.9% of adults (678) who completed a period of rehabilitation in 2018-19 had a reduced package of care and support 6 months later. Annual PI.

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



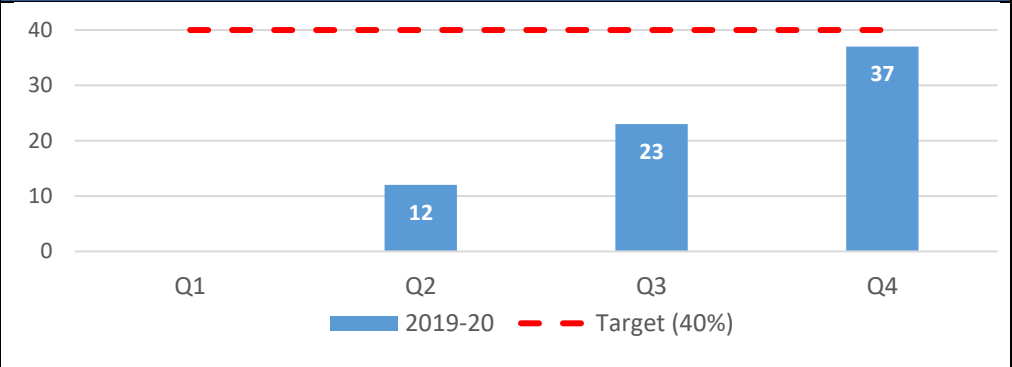
76.9% of adults (621) who completed a period of rehabilitation in 2018-19 had no package of care and support 6 months later.

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



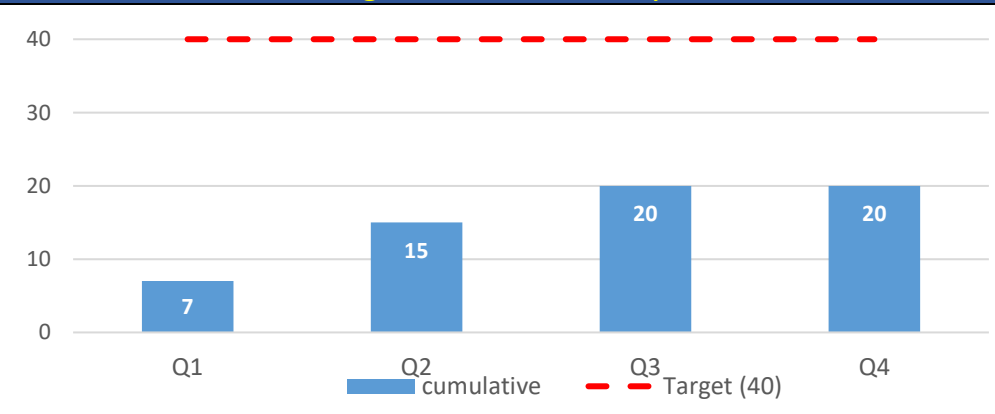
The increase in the number of people requiring long term care following reablement is a combination of Get Me Home + cases and people referred from social care for CRT to provide a period of reablement to accurately inform the social worker of the level of care required moving forward. Q4 increase due to the impact of Covid-19 where Reablement has temporarily diverted support to focus on maintaining capacity in hospitals by supporting discharge and they were not taking purely Reablement cases.

Dem 1 Percentage of staff completing dementia friendly training



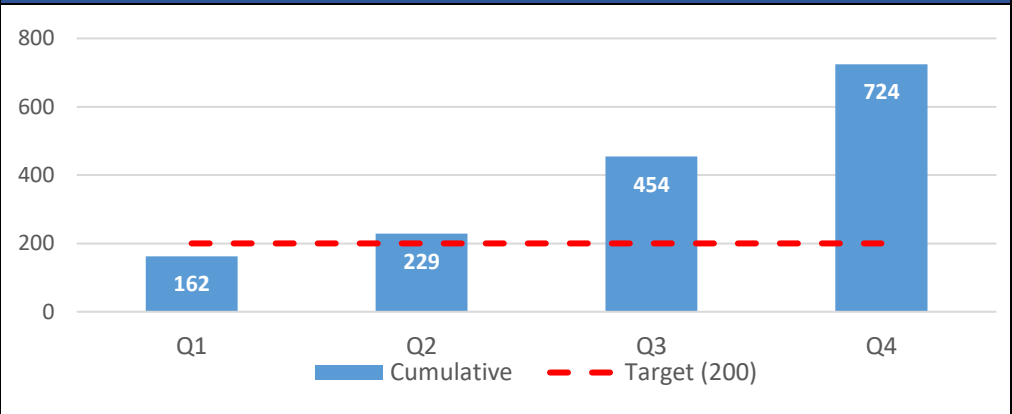
E-module became mandatory in September 2019. Quarter 1: 0 people, Quarter 2: 759 people, Quarter 3: 1441 people and Quarter 4: 2369 people. The result is provisional whilst work is ongoing to improve the collation method of this PI. **Not received latest figures, aiming to have them at the same time as Q2*

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



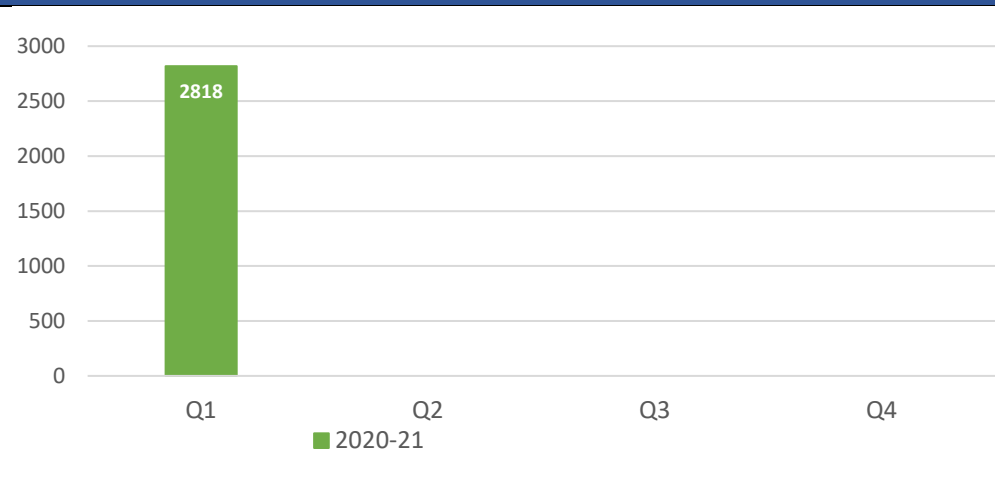
Cumulative data: 20 year to date. Quarter 1: 7, Quarter 2: 8, Quarter 3: 5 & Quarter 4: 0 **Waiting for updated figures, should have them for Q2*

Dem 3 The number of Dementia Friendly city events held

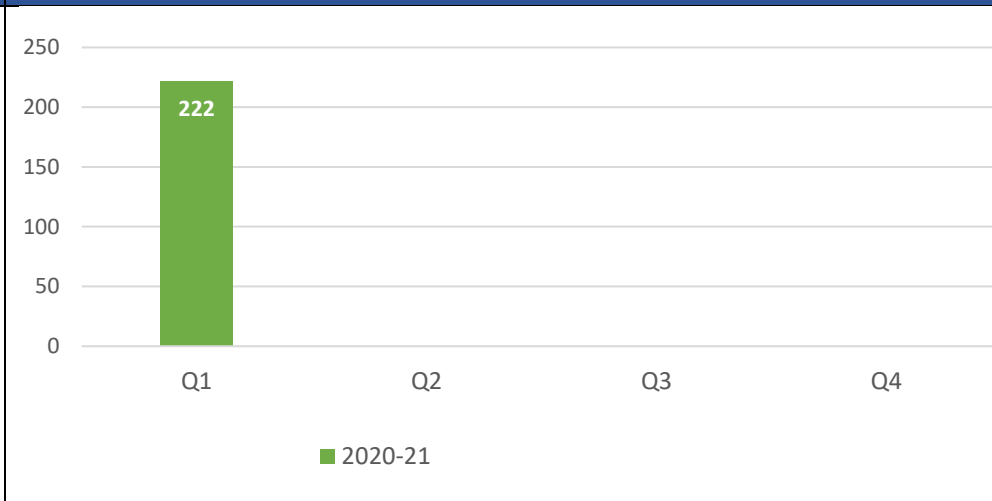


Cumulative data: 724 year to date. Quarter 1: 162, Quarter 2: 67, Quarter 3: 225 & Quarter 4: 270 **Waiting for updated figures, should have them for Q2*

RISCA 1 Number of Domiciliary Care Workers Registered with Social Care Wales



Number of Local Authority Domiciliary Care Workers Registered with Social Care Wales



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APPENDIX C

People & Communities: Housing & Communities Performance Report September 2020

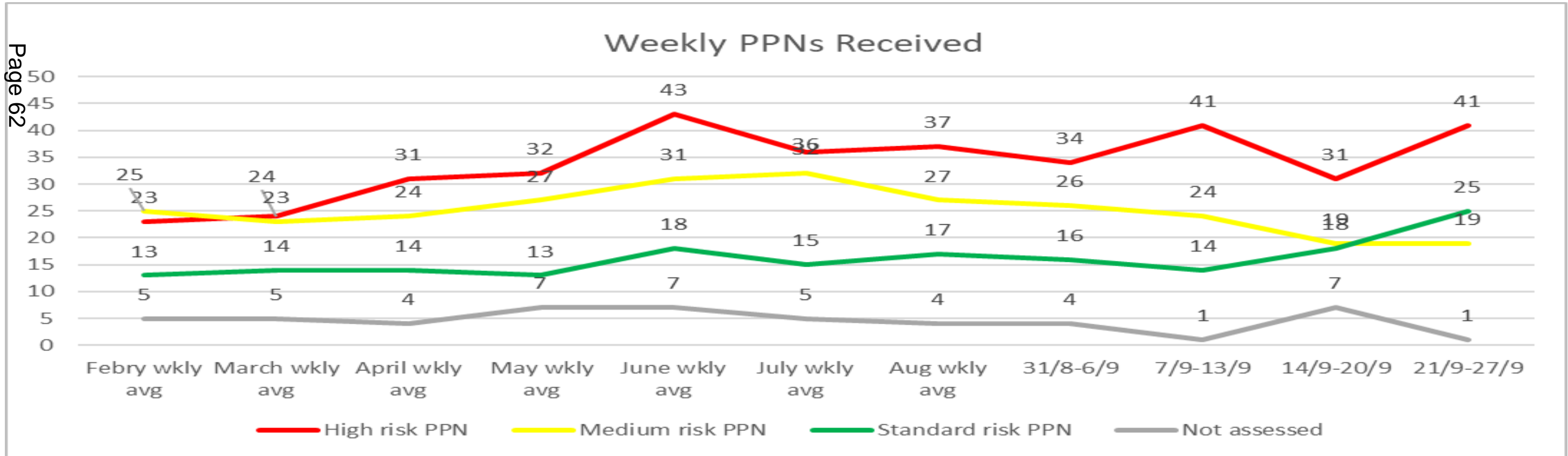
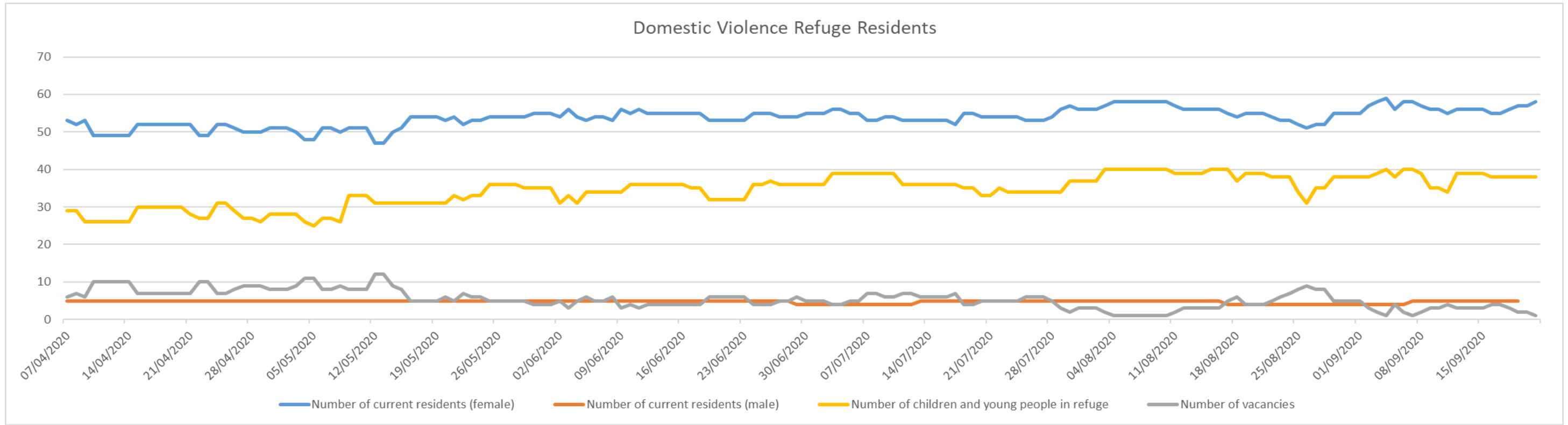
2019-2020 Corporate Plan Performance Indicators

Wellbeing Objective	Performance Indicator	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result
Cardiff is a Great Place to Grow Up	Number of people supported through the Family Gateway	No target	1,681	3,435	5,622	8,205
	Number of people supported by the Family Help Team	No target	306	731	1,198	1,582
	Number of people supported by the Family Support Team	No target	526	1,053	1,512	2,019
Cardiff is a Great Place to Grow Older	The percentage of clients who felt able to live independently in their homes following support from the Independent Living Services	95%	98.00%	99%	97%	96%
	The percentage of new cases dealt with directly at First Point of Contact (FPOC) with no onward referral to Adult Services	70%-80%	75.07%	74.91%	71.73%	71.97%
	The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)	180	196	190	194	186
	The percentage of people who feel reconnected into their community through interventions by the Day Opportunities team	80%	90.00%	87%	86%	89%
Supporting People out of Poverty	The number of interventions which supported people receiving into work advice through the Gateway	43,000	14,722	27,571	39,608	51,449
	The number of clients that have been supported into employment having received tailored support through the Gateway	623	347	596	826	1,050
	The number of employers that have been assisted by the Council's employment support service.	200	36	129	175	191
	The number of customers supported and assisted with their claims for Universal Credit	1,500	687	1,554	2,472	3,348
	Additional weekly benefit identified for clients of the City Centre Advice Team	£13m	£4,873,275	£8,948,520	£12,599,961	£15,865,681
	The number of multi-agency interventions that supported rough sleepers into accommodation	168	45	91	147	200
	The percentage of households threatened with homelessness successfully prevented from becoming homeless	70%	80.00%	80%	77%	78.00%
	The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service	70%	93.75%	87.30%	89.74%	89.01%
	The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	60%	88.89%	90%	93%	95.00%
	The number of people positively moved on from second-stage accommodation	150	23	42	69	119
Safe, Confident and Empowered Communities	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%	57.00%	58.90%	60%	62%
	The percentage of customers satisfied with completed regeneration projects	75%	100.00%	94%	95%	96%
	The number of visitors to libraries and Hubs across the city	3,300,000	635,252	1,319,688	1,954,560	3,266,110
	The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/I got what I needed'	95%	99.00%	99.00%	98%	98%
	The number of visits (page views) to the volunteer portal	55,000	20,074	42,805	66,198	123,409
Cardiff Grows in a Resilient Way	Total number of new Council homes completed and provided	400	109	124	185	316

Quarter 1 2020-2021 Corporate Plan Performance Indicators

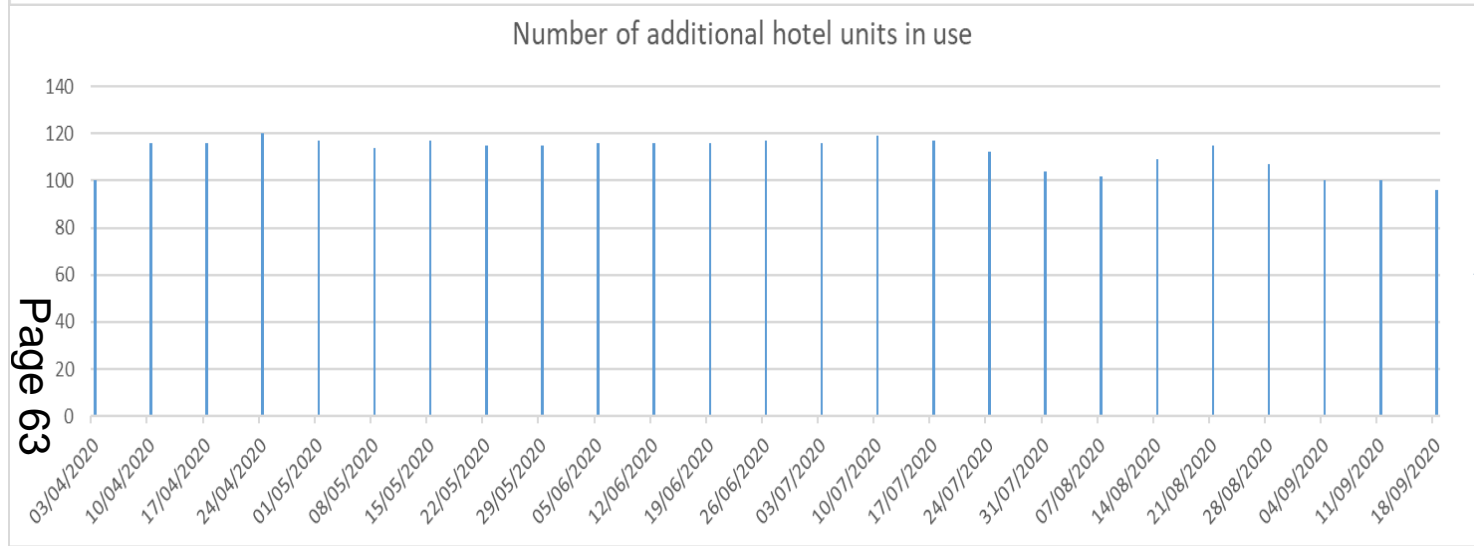
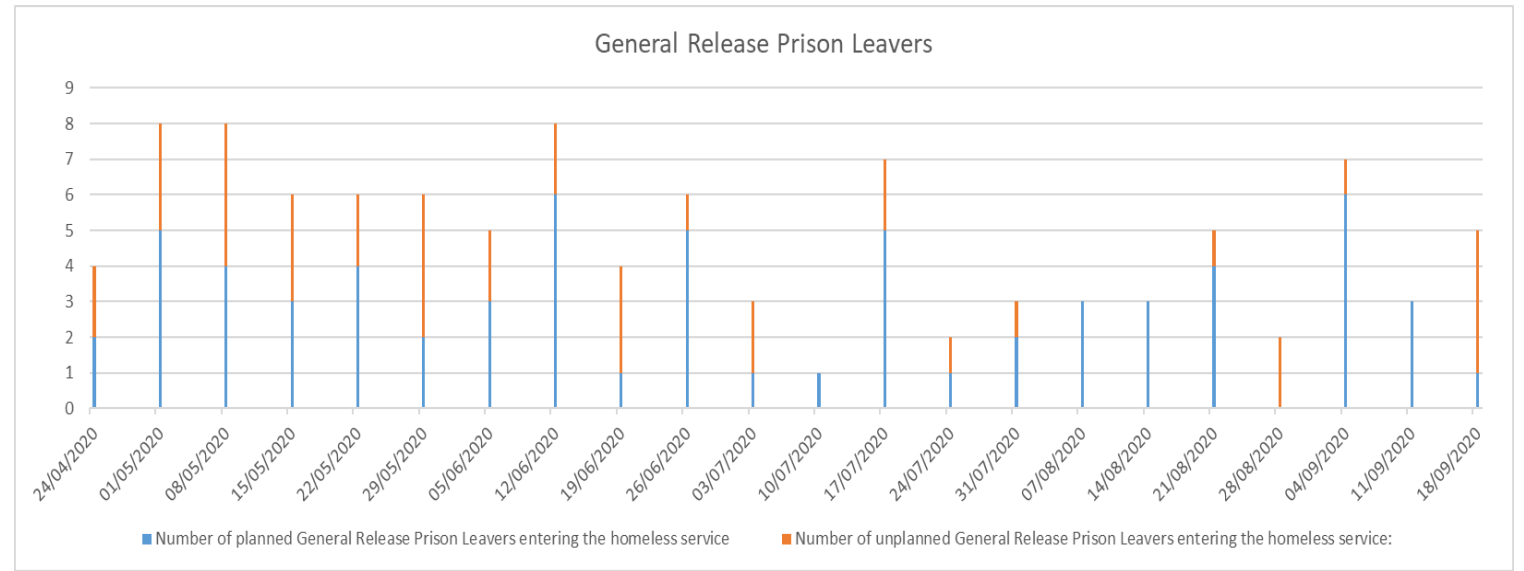
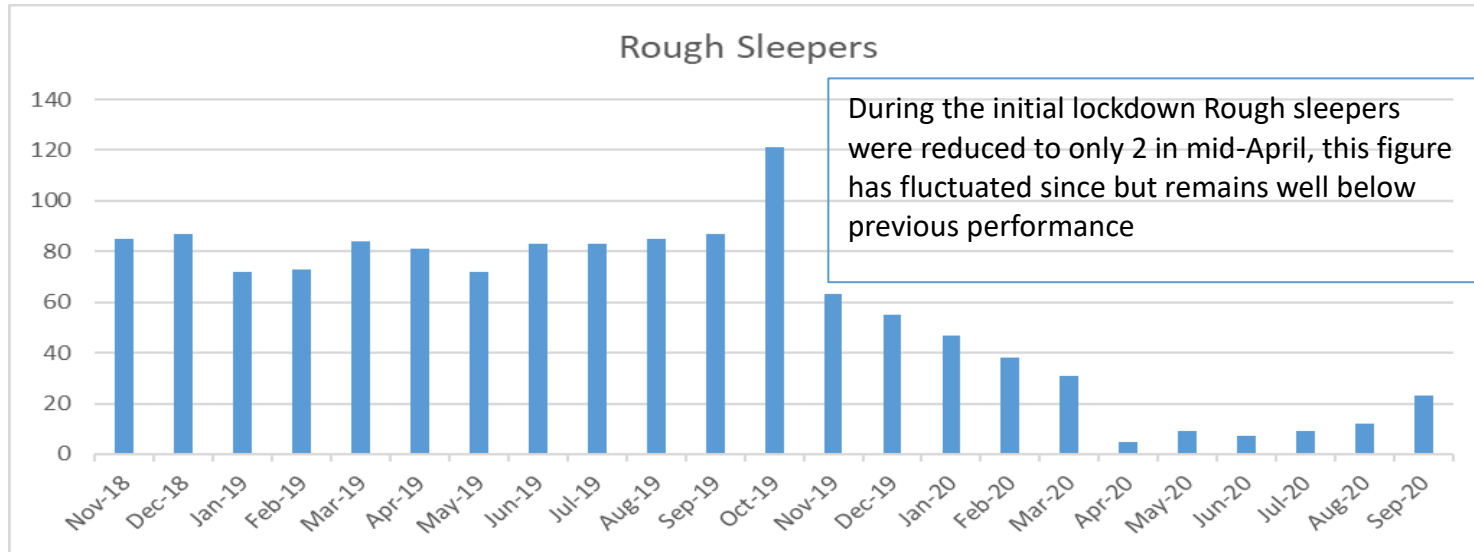
Wellbeing Objective	Performance Indicator	Target	Result
Cardiff is a Great Place to Grow Up	Number of people supported through the Family Gateway	1,875	1,409
	Number of people supported by the Family Help Team	375	338
	Number of people supported by the Support4Families Team	450	417
Cardiff is a Great Place to Grow Older	The percentage of clients who felt able to live independently in their homes following support from the Independent Living Services	95%	92%
	The percentage of new cases dealt with directly at First Point of Contact (FPOC) with no onward referral to Adult Services	70%	90%
	The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)	185	75
	The percentage of people who feel reconnected into their community through intervention from the Day Opportunities team	85%	This service couldn't be provided during Q1 and staff were internally redeployed
Supporting People out of Poverty	The number of interventions which supported people receiving into work advice through the Employment Gateway	11,500	16924
	The number of clients that have received tailored support through the Employment Gateway and who secured work as a result of the support received	213	88.00
	The percentage of those supported through targeted intervention who ceased engagement with no verified positive destination	20%	6%
	The number of employers that have been assisted by the Council's employment support service.	55	12
	The number of customers supported and assisted with their claims for Universal Credit	375	439
	Additional weekly benefit identified for clients of the City Centre Advice Team	£3,500,000	446,169
	The number of hours given volunteering within the Advice & Benefits Service	1,625	1,543
	The percentage of households threatened with homelessness successfully prevented from becoming homeless	80%	73%
	The number of multi-agency interventions which supported rough sleepers into accommodation	42	41
	The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service	75%	89.47%
	The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	70%	93%
Safe, Confident and Empowered Communities	Total number of new Council homes completed and provided	138	356
	The percentage of residents satisfied with completed regeneration projects	90%	No surveys were carried out during Q1
	The number of visitors to libraries and Hubs across the city	630,000	25,628
	The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/I got what I needed'	95%	No surveys were carried out during Q1
	The number of visits (page views) to the volunteer portal	17,500	56,066
	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%	60.34%
	The percentage of high-risk domestic abuse victims referred by South Wales Police attempted contact by the specialist service within one calendar day of receiving the referral	90%	92.36%

COVID-19 Response Data – Domestic Violence

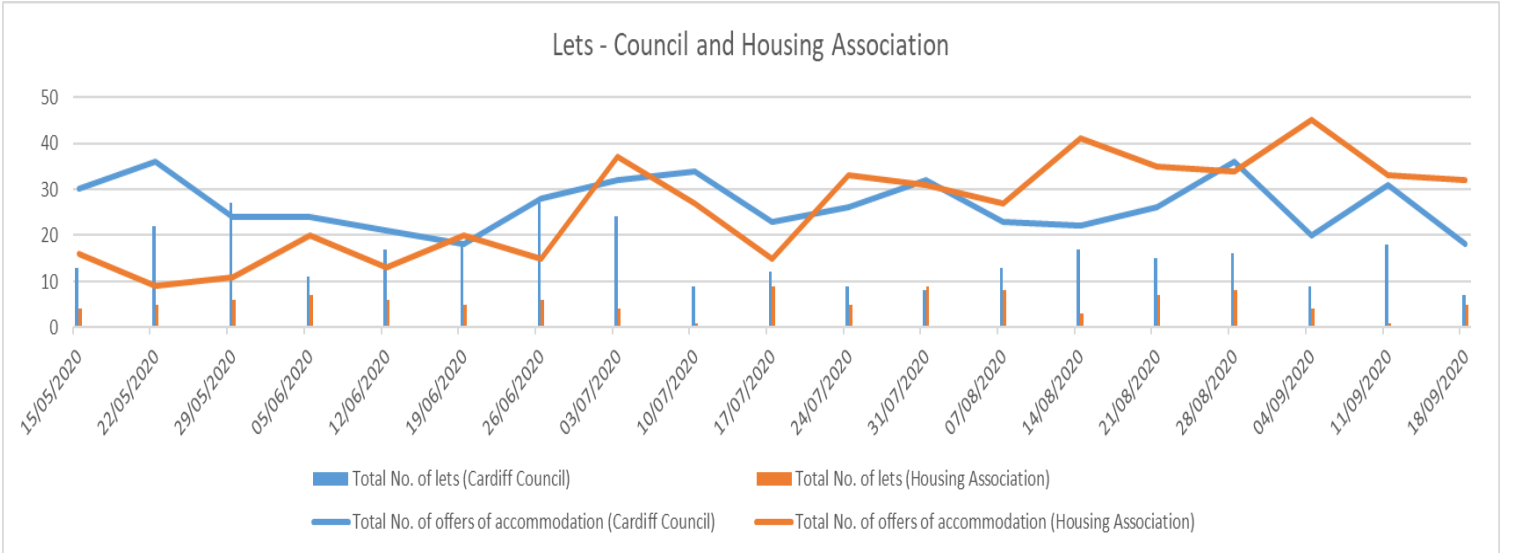
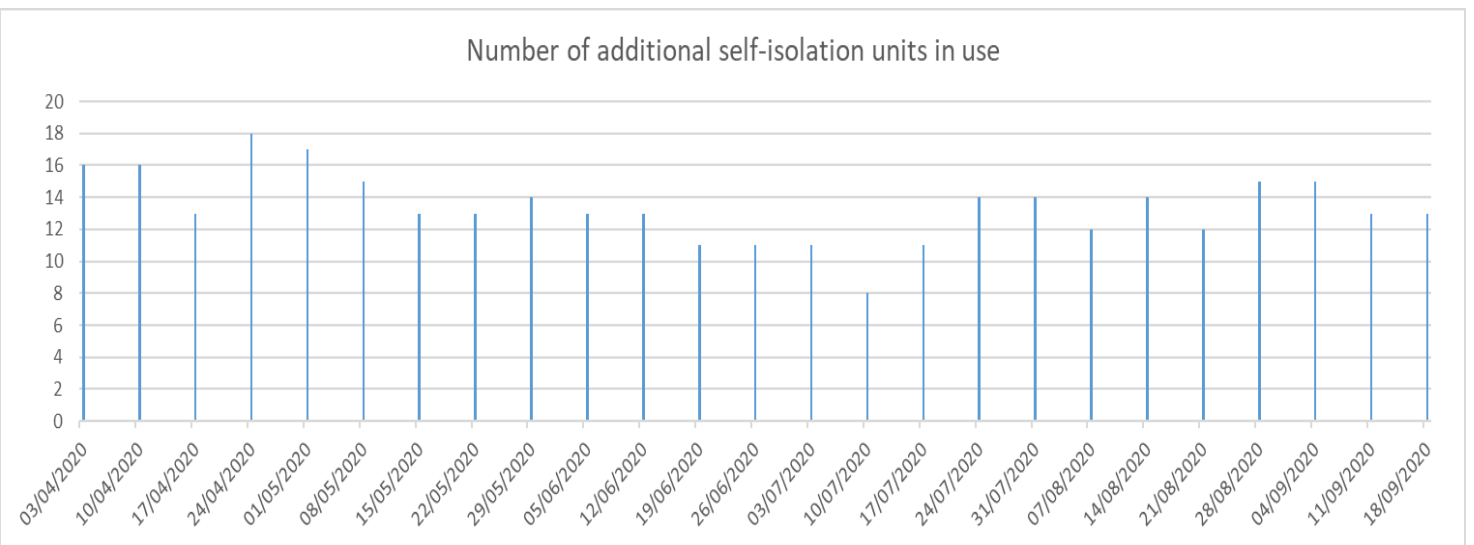


PPN-Police Protection Notice

COVID-19 Response – Homelessness

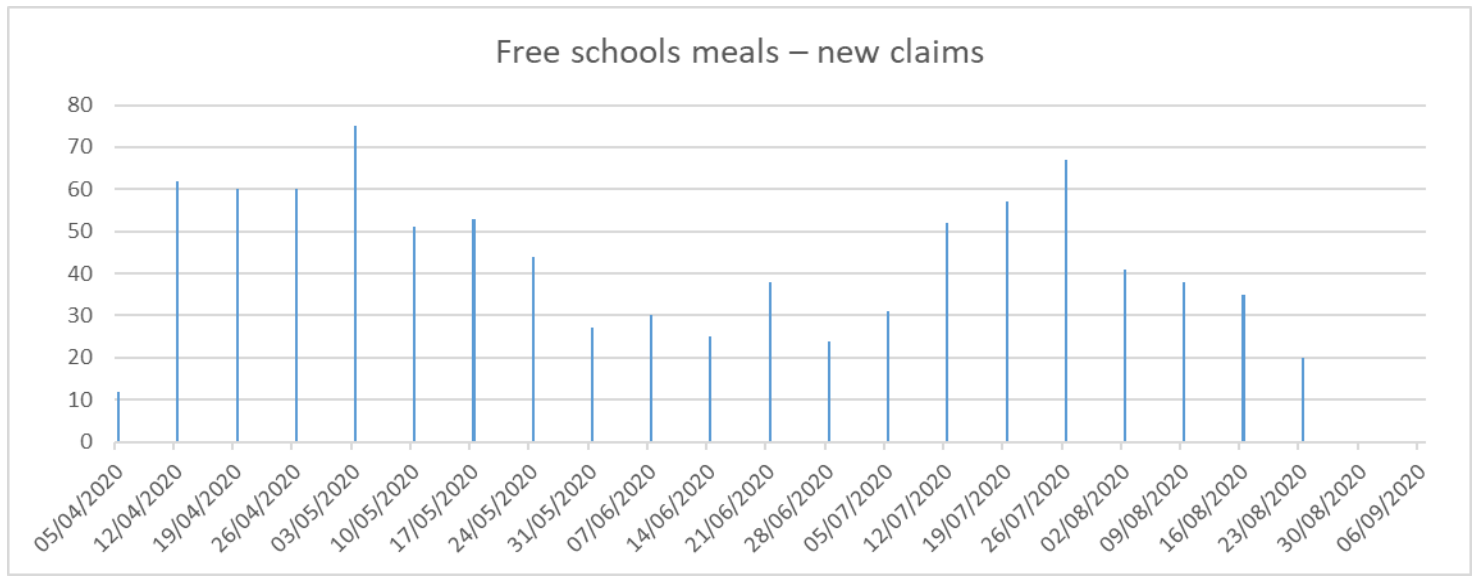
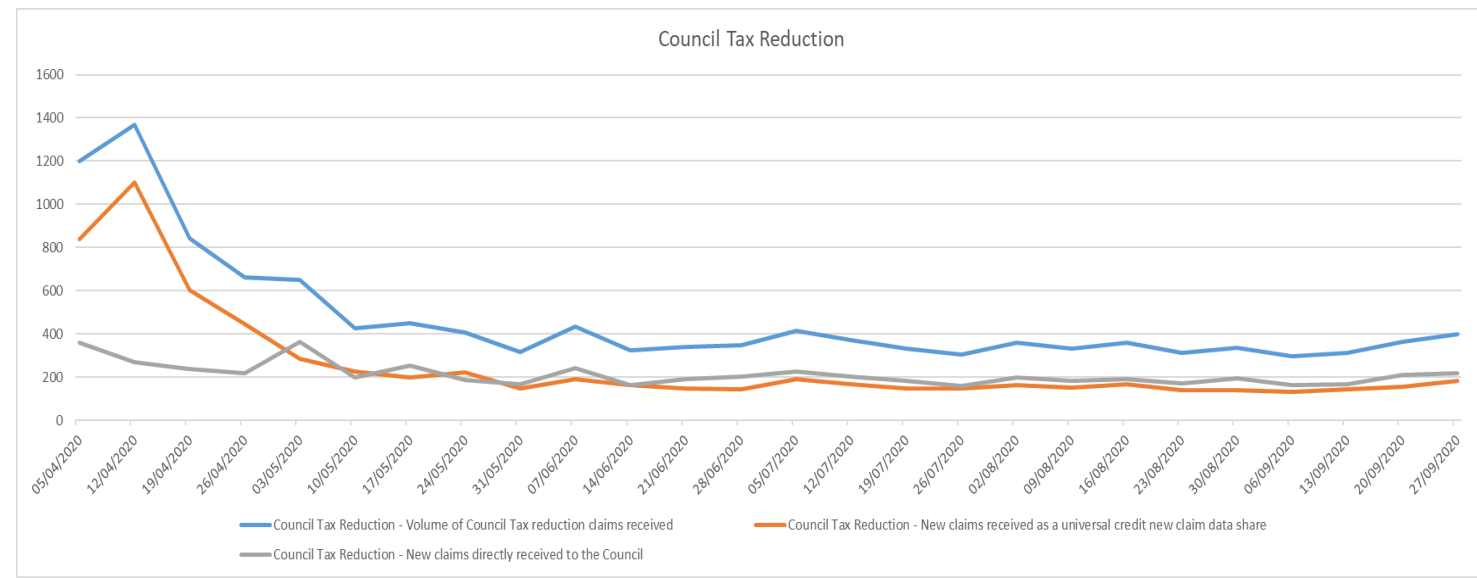
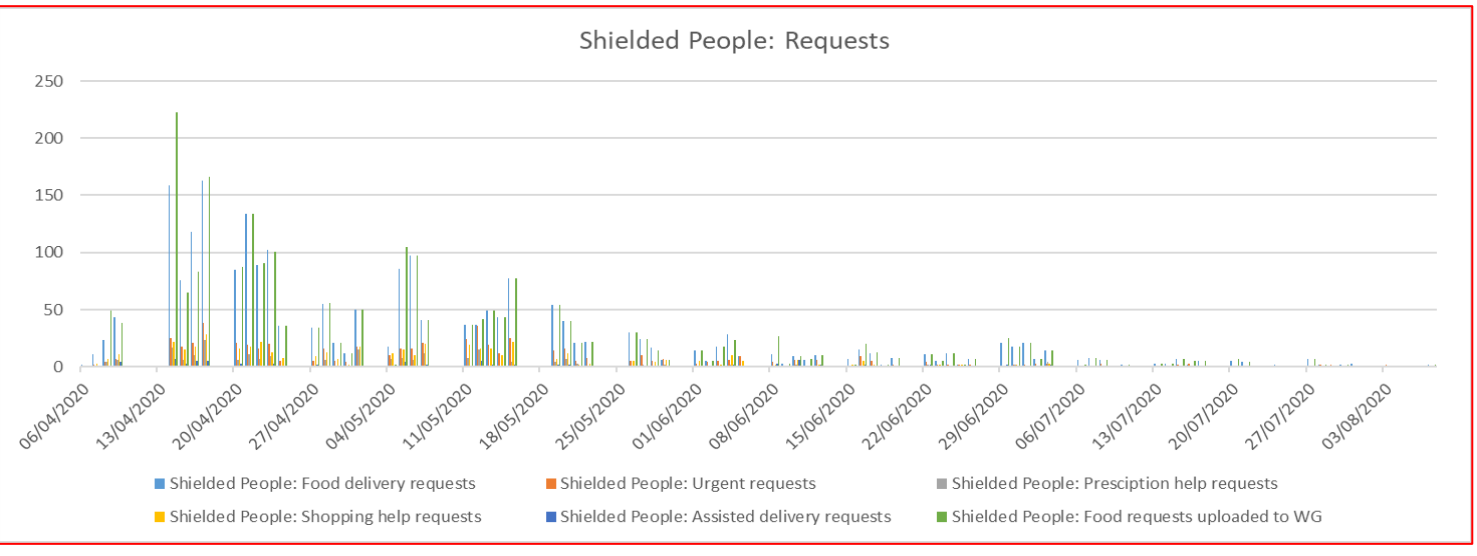
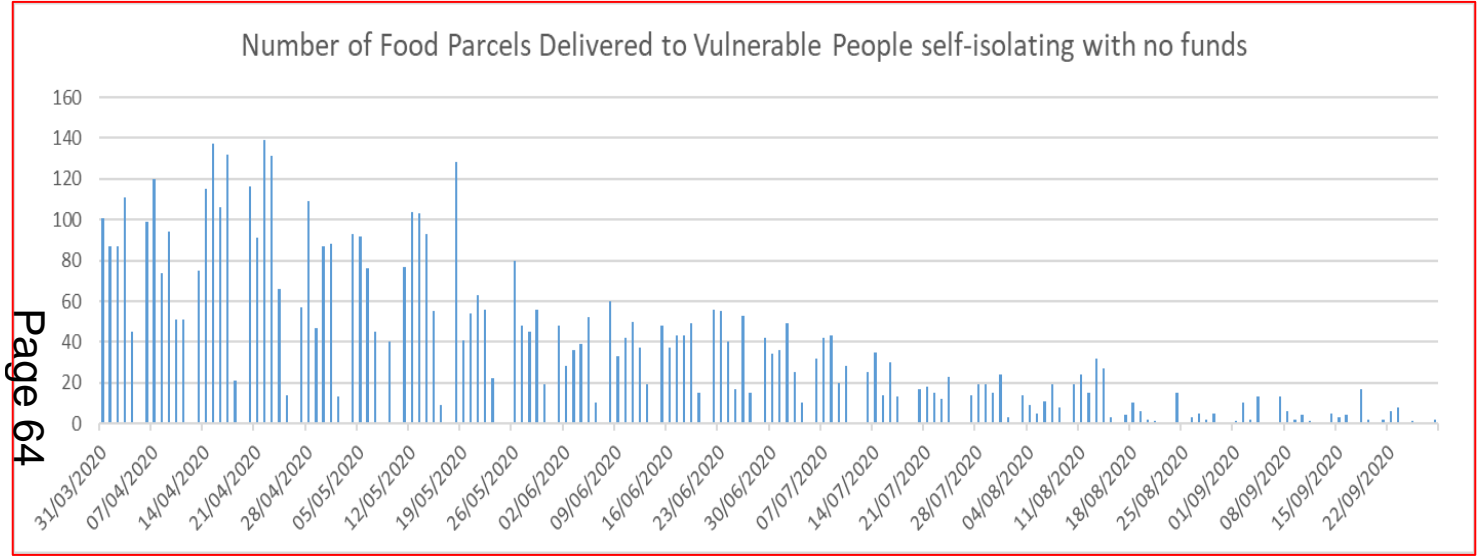
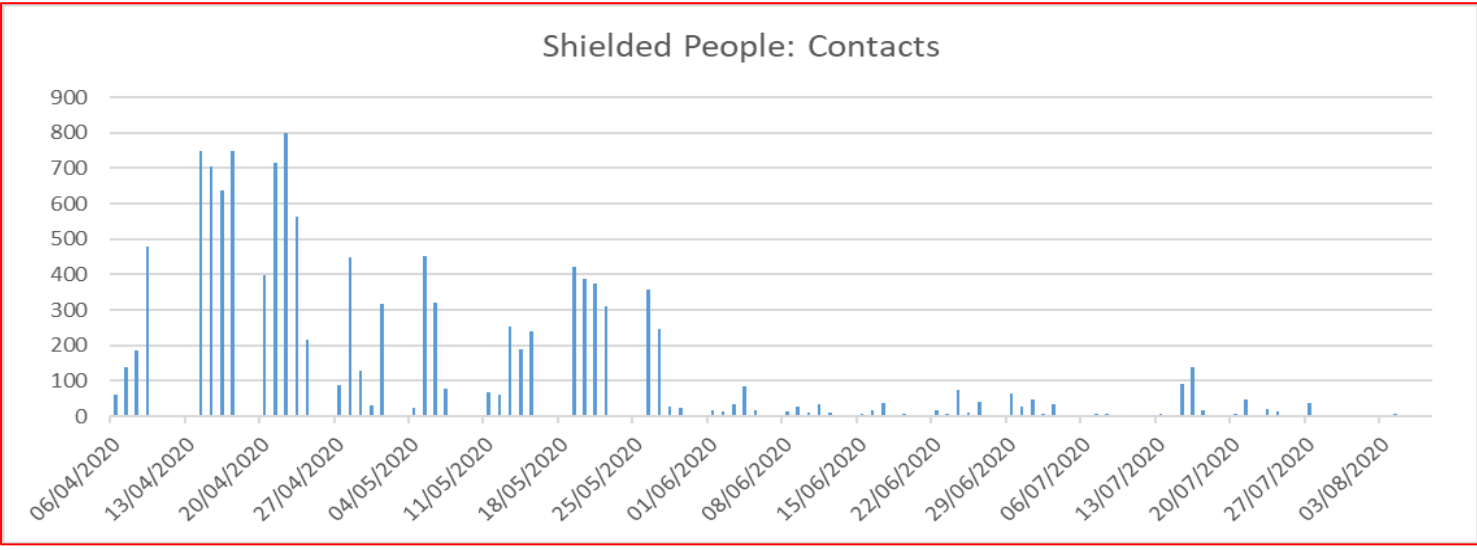
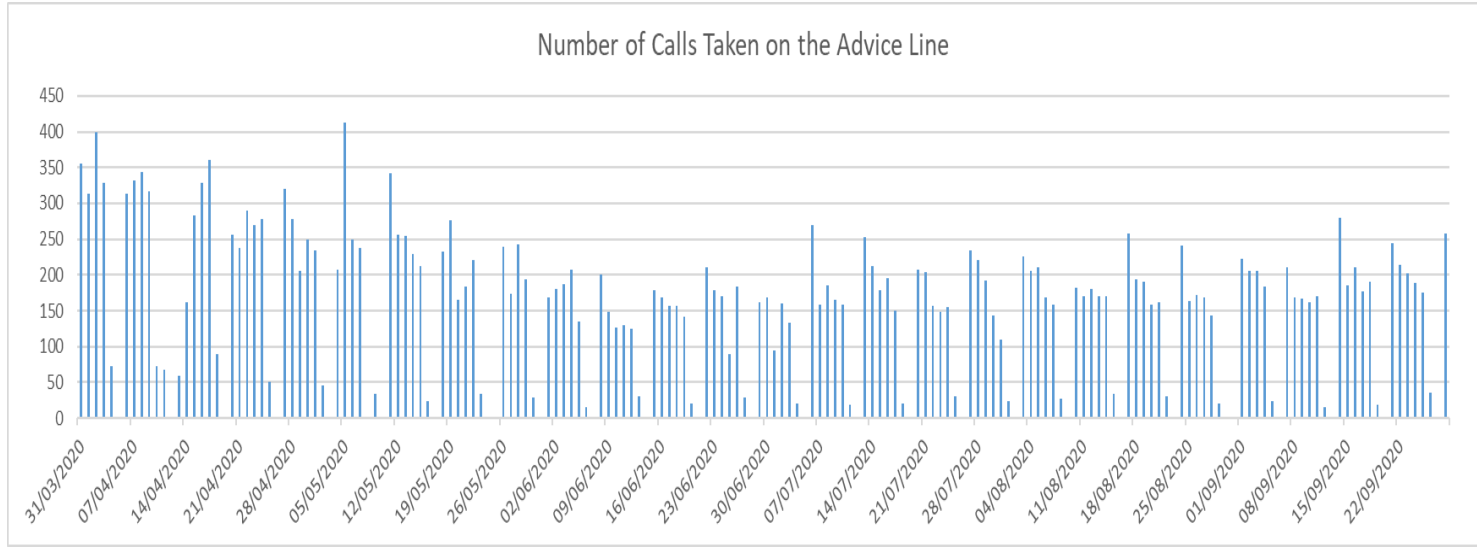


- The first temporary hotel provision (the OYO) has been closed.
- Countisbury House and Ty Casnewydd are both now open as more permanent alternatives with a total 58 places.
- Work is underway on a significant refurbishment of Adams Court to enable moving away from the remaining hotel, the YHA.



Supporting Vulnerable People

It is anticipated that requests, contacts and food parcels for those who are shielding or self-isolating will be increasing with letters sent out in the last week of September to remind people in need of the services.





My Ref: Scrutiny/Correspondence/Cllr Jenkins
7 Jan 2020

Councillor Lynda Thorne
Cabinet Member Housing & Communities
Councillor Susan Elsmore
Cabinet Member Social Care, Health & Well-being
County Hall
Cardiff
CF10 4UW

Dear Cllr Thorne & Cllr Elsmore,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 16 DEC 2019 – QUARTER 2 PERFORMANCE REPORT

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee to present the Quarter Two Performance Report, for both the People & Communities Directorate and Adult Services, providing Members with the opportunity to analyse measures and provide feedback.

Although we were unable to welcome Cllr Elsmore to Committee, I wish to convey the Committee's thanks for providing a statement which was circulated to Members outside of committee.

People & Communities

During the meeting enquires were made regarding the difficulties in moving people on from second stage accommodation and the emphasis placed on engagement with private landlords in an attempt to remedy this matter. Members hold concerns that this approach, or indeed over reliance on private sector landlords participation in rectifying matters, will not achieve the desired outcome. The known challenges in this area such as the level of Local Housing Allowance rate, along with understandable concern private landlords may have in housing vulnerable tenants' means it will be extremely challenging to increase the level of engagement with the private sector. Whilst Members appreciate the need for participation and collaboration amongst the council and private sector, Members wish to reiterate the importance of us as a local authority taking ownership of this matter and not placing too much emphasis, or reliance, on other parties. Members would therefore like to request further information on this matter, clarifying how the support for vulnerable tenants and accommodation allocation is weighed up between the council, housing associations and the private sector and how this decision making is informed.

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu goheblaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.



Further to this, Members acknowledge the comments made at Committee, that other avenues in addressing this matter are being explored and that an independent review of hostel services, which includes looking at the whole system approach from bettering the assessment process up to the range of provisions on offer is currently in place and Members look forward to monitoring such developments.

During the meeting, questions were also raised regarding the setting of targets within the report, and if the targets set are ambitious enough. Although Members appreciate some targets are statutory, Members feel a significant amount of the targets within the report were static, with little movement from previous years and are concerned this may represent a worrying culture within the service area. As such, Members would recommend that targets are rigorously developed in order to ensure the right levels are set and that there is a clear focus on setting sufficiently challenging targets, as opposed to working towards targets which have already been achieved. Further to this, it was also highlighted in the meeting that the information in the report surrounding Disabled Facility Grants did not contain all of the relevant information and therefore lacked clarity. Members would appreciate if, going forward, the presentation and format of the reports could be developed in a way which ensures the right information is captured and trends and analysis from previous years is also provided. Members wish to request if consideration could be given to presenting the report in a similar vein to that of social services; for instance ensuring data from previous years is captured through the use of graphs to allow for trends to be identified and to also ensure full detail is captured within the reports, possibly using the three w approach of 'what works well, what are we worried about and what will be done'. Members would appreciate your comments on this request.

Finally with regard to voids, members appreciate the task and challenge in turning void properties around and were pleased to note that following the development of an in-house team a positive start has been made and look forward to monitoring its developments.

Adult Services

Members wish to thank officers for their clarity on the 'strength based approach' which is being carried forward in the directorate. As mentioned at Committee, this is a big piece of work which will shape the tone of social services and requires significant changes both in cultural and in practice. It is for this reasoning why Members were therefore concerned that it lacked prominence within the Quarter 2 report. Raising the concern that there could possibly be discrepancies between the operational level of how this approach is carried forward and the overall strategic vision. It is for this reason why Members wish to accept the offer made at Committee to receive further information on what this approach entails, examples of how it is carried forward on a day to day operational basis, the perceived benefits of this approach and how any potential implications, such as resource strain is being mitigated.

With regard to sickness rates, Members were assured to hear that work is ongoing within the directorate to receive more in-depth detail on a team by team basis to understand why sickness rates appear to be rising. Members were also pleased to hear about the well-being initiatives coming forward toward supporting staff in a more preventative approach and as mentioned at Committee, would encourage and commend this being a key focus for the directorate in the New Year. However it was unclear to Members if this well-being focused initiative will be taken forward with all staff or if it will instead be targeted on staff within frontline services, Members would appreciate clarity on this.

Further to the discussions on delayed transfers of care, although Members appreciate the pressures faced across the whole system, Members do hold concerns over such pressures running over into the spring / summer months. Following the comments made about the plans in place to rectify matters and the jointly agreed 'Winter Plan' with the Health Board, Members would appreciate receiving a detailed report of this work early next spring covering the planning and outcome of this work. Members would appreciate if this report could also capture how both the challenges faced by the local authority and the health board, such as EMI nursing mentioned at committee, are being addressed. I have tasked the Committee's scrutiny officer with liaising with the relevant officers in requesting this written briefing.

Questions were also raised in terms of the 10% drop in direct payments between the end of Q4 (2018/19) and Q1 (2019/20) and Members would appreciate if, as offered at Committee, further information detailing why this drop occurred could be provided.

In terms of the capacity of existing day centres to meet demand, Members note the comments made that this is a continuous piece of work which includes looking across the city and at both ends of the care needs spectrum. Members would appreciate if further information, providing exact detail on what is being done to address this challenge, and in particular in terms of providing additional capacity within this area could be provided. Members wish to note that such pressures could possibly be a consequential effect from the 'day opportunities scheme' and would recommend this scheme being reviewed.

With regard to the overarching quality assurance framework being introduced to join up the current approaches, and frameworks within Adults and Children's services, Members were pleased to note the Director of Social Services' confidence that by the end of the year the review will be complete and the RAG status should improve. However Members would appreciate further clarity on the reasoning for introducing such a framework, the perceived benefits and how the challenges including capacity in introducing such a framework will look to be addressed.

Finally, Members would also appreciate a briefing note covering the council's requirements, implementation and progress of the Regulation & Inspection of Social Care (Wales) Act 2016.

Thank you once again to you and your officers for attending Committee. To confirm, as a Committee, we request further information on the following:

People & Communities

- Clarity on how support and accommodation allocation for vulnerable tenants is weighed up between the council, housing associations and the private sector and how this decision making is informed.
- Comments around the possibility of developing the report format to include a fuller picture, which includes data from previous years, further use of graphs and other possible methods such as the three w approach.

Adult Social Services

- Further information on the 'strength based approach', what this approach entails, examples of how it is carried forward in a day to day operational basis, the perceived benefits and how any potential implications, such as resource strain is being mitigated.
- Clarity on if the well-being focused initiative will be taken with all staff within the service area or if it will instead be targeted on staff within frontline services.
- Reasoning as to why there was a 10% drop in direct payments between the end of Q4 (2018/19) and Q1 (2019/20).
- Information on what is being done to address the capacity in day services, in particular the terms of providing additional capacity within this area and if a review of the day opportunities scheme will, or has, commenced.
- Clarity surrounding the introduction of the overarching quality assurance framework within the directorate, the perceived benefits and how the challenges including capacity will look to be addressed.
- A briefing note covering the council's requirements and an update on the implementation and progress of the Regulation & Inspection of Social Care (Wales) Act 2016.

Yours,



COUNCILLOR SHAUN JENKINS

Chairman - Community & Adult Services Scrutiny Committee

Cc: Sarah McGill, Corporate Director.
Claire Marchant, Director Social Services.
Louise Barry, Assistant Director, Adult Services.
Ceri Tanti, Cabinet Office.
Heather Warren, Cabinet Office.

**SWYDDFA CYMORTH Y CABINET
CABINET SUPPORT OFFICE**



Neuadd y Sir
Caerdydd,
CF10 4UW
Ffôn: (029) 2087 2088
www.caerdydd.gov.uk

County Hall
Cardiff,
CF10 4UW
Tel: (029) 2087 2087
www.cardiff.gov.uk

Fy Nghyf / My Ref: CM42876

Dyddiad / Date: 5th March 2020

Councillor Shaun Jenkins
Cardiff Council
County Hall
Cardiff
CF10 4UW

Annwyl/Dear Councillor Jenkins

CASSC Scrutiny Committee - 16th December - Q2 Performance

Thank you for your letter dated 7th January 2020 on behalf of the members of the Community and Adult Services Scrutiny Committee following its meeting on the above date. We sincerely apologise for the delay in responding.

We would like to thank members for their constructive comments and we are pleased to provide the following response to your queries below.

Strengths based approach

1. What is Strength Based Working?

In the past Social Work practice has focused on deficits i.e. what outcomes people were unable to achieve and the subsequent risks this would pose to independence. However, the Social Services & Wellbeing Act 2014 (SSWBA) has set out a new approach that builds on the already existing strengths that citizens possess. It is about moving the conversations that professionals have to "what matters". We now talk about having "collaborative conversations" and working in a "co-productive" way.

Importantly, Safeguarding is still a central tenant of what we do, as is commissioning, where needed, more formal support. However, maximising people's strengths and resources is an approach that now underpins all conversations we have with individuals, carers, families and communities. Staff

ATEBWCH I / PLEASE REPLY TO :

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall
Glanfa'r Iwerydd / Atlantic Wharf , Caerdydd/Cardiff, CF10 4UW
Ffon / Tel: (029) 2087

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu' n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.



have received training and we are working to embed the approach in Adult Services.

2. What are the changes in practice?

The SSWBA promotes an approach where the service user's voice is at the heart of what we do, and the professional system that we move in should respond in a person-centred way, moving away from being 'service led.'

We have changed the way that we assess citizens: we focus on the strengths first, trying to move away from long descriptions of medical problems, deficits and focussing on what positives the citizens have in their life. We ask the citizen "what matters to you and what outcomes are you seeking to achieve" these open questions free the individual from thinking about what services can provide and focus more on wishes, and aspirations for the future. For example, "I want to live at home", "I want to cook sometimes" or "I want to watch the rugby".

An understanding of who is best placed to meet these outcomes is also a skilled conversation, looking at the individual's resource circle: the circle may be made up of family members, neighbours and volunteers, however, they may also require carers, therapists and clinical professionals. The essence of collaborative communications is to put people at the heart of the process, giving choice and control to individuals and to co-productively support the delivery of outcomes; by building on existing networks of support to maintain or regain independence.

3. How does this impact on budget?

Connecting individuals into resources available to them within communities is important way in which we utilise the organic network of support that exist in the rich and vibrant communities of Cardiff. Undoubtedly, utilising these resources and working with individuals in a preventative way can negate the need for more costly and intrusive forms of support, this in turn allows us to use our budgets more effectively and continue to deliver increased demand for support in the future.

Well-being focussed initiatives

There are a range of resources available within the council to support people's well-being at work, from Care First, which incorporates access to counselling services, the full range of support available in on the council intranet. Supportive approaches to understanding the needs of the individual to enable them to stay in work through a range of policies.

Direct Payments

This PI is cumulative, so the figure displayed in Quarter 4 2018-19 shows the number of people who were in receipt of Direct Payments during the whole of 2018-19 (966). The figure for Quarter 1 2019-20 shows the number of people who were in receipt of Direct Payments during that quarter only (848). Comparison should be made to the equivalent quarter in the previous year to ensure that we are accounting for people in receipt of Direct Payments over the same period of time. In this case we would be comparing 848 to 802, demonstrating an increase in 2019-20. This increase continued in Quarters 2

and 3 of 2019-20.

Capacity in Day Services

LD Day Services / LD Day Opportunities,

The Joint Commissioning Strategy for Adults With Learning Disabilities 2019-2024 sets out 8 key priorities, one of the priorities is 'Work, volunteering and Day Opportunities' and there are plans to:

- Further develop complex need provision with specific emphasis on the transition age group.
- Work with 3rd sector organisations to increase the opportunities available to people for day opportunities, work and volunteering.
- Develop greater links with supported employment agencies to ensure opportunities for paid employment are available to people with a learning disability.
- Ensure our contracts for day opportunities are focused on improving outcomes for people using the service and are flexible to allow for creativity and innovation. We will assist people to find out about local community groups and activities available in their areas, and support them to get involved, working with our 3rd sector partners to facilitate friendships and relationships for people with learning disabilities and promote positive risk taking.

In relation to capacity, the Complex Day Service doesn't have a waiting list. As you'll be aware, the recent external evaluation evidenced that current provision is good practice nationally.

The services' ability to meet the needs of more people (including young people in transition and bringing people back from cut-of-county Day Opportunities placements) is limited only by the configuration of the building. The service is working on plans to create more space to support people in low sensory environments, create environments for people who may have behaviour that others find challenging, for people with a learning disability on the dementia pathway and for people with significant health needs. Progressing with the business case to build on the site will ensure that we are able to meet the needs of people coming through transition and people being repatriated from out-of-county placements.

With regard to young people transitioning from school to adult life, we have a pilot project based at Ty Gwyn and are making good progress in planning a smooth transition for young people with a learning disability who have complex support needs as well as building positive relationships with Education partners and Health.

Quality Assurance Framework

An overarching Quality Assurance framework is being developed with a view to completion by the end of March. The benefits will provide a clear and consistent approach to Quality Assurance activity across Social Services. The challenges

around capacity are being addressed through the workforce strategy. However the Quality Assurance Framework activity will highlight any systemic / capacity issues and the impact of these issues.

Regulation & Inspection of Social Care (Wales) Act

Please see attached briefing as requested.

Allocation of accommodation for vulnerable tenants

All social housing in Cardiff is allocated using the Cardiff Allocation Policy, which details how accommodation should be allocated based on the need of the applicant. This Policy takes into account various factors of an applicant's vulnerability such as disabilities including mental health issues and domestic abuse, and their current housing situation. The applicant is allocated a band accordingly.

Allocation of support for vulnerable tenants

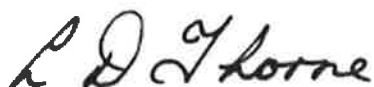
Most social landlords provide some support directly to their tenants, for council tenants for example, the tenancy sustainment team provides support to tenants who may struggle to manage a tenancy through difficulties such as mental health, substance misuse or hoarding issues. In addition, the Welfare Liaison Team provides support with money issues.

The Council also commissions floating support services which provide tenancy support to any individuals across all housing tenures, and this is allocated through the council operated Floating Support Gateway. Tenants across council, housing associations and the private sector can access this support.

Report Format

Your comments regarding the format of the reports are noted and consideration will be given to these when the reports for 2020/21 are compiled.

Yn gywir
Yours sincerely



Councillor / Y Cynghorydd Lynda Thorne
Cabinet Member for Housing & Communities
Aelod Cabinet dros Dai a Chymunedau



Councillor / Y Cynghorydd Susan Elsmore
Cabinet Member for Social Care, Health & Well-being
Aelod Cabinet dros Ofal Cymdeithasol, Iechyd a Lles



CARDIFF & THE VALE
CARE & SUPPORT
REGIONAL
WORKFORCE
PARTNERSHIP

PARTNERIAETH
GWEITHLU
GŦFAL A CHYMORTH
RHANBARTHOL
CAERDYDD A'R FRO



CARDIFF & VALE SOCIAL CARE TRAINING UNIT

RISCA Update in Respect of Domiciliary Care Providers Cardiff

(All data is at 1st January 2020)

1. Numbers/percentage of care staff who are suitably qualified

720 staff currently hold a suitable qualification, which will allow them to register with Social Care Wales. Many staff have registered via the confirmed competency. There are also 630 currently undertaking a qualification. Completion time will vary from a further six months to two years for those recently signed up. Those unable to gain the full qualification in time to register will be able to register once they have completed the first part of the All Wales Induction Framework (AWIF) module. They then have leeway to re register again one year later. We continue to promote the route of 'Confirmed Competency' for registration, as well as the afore mentioned Values and Principles module of the AWIF.

2. Percentage of these who have registered

1,320 staff in Cardiff are registered with Social Care Wales (SCW). This accounts for approximately one third of the workforce. Although there has been a large increase in registration figures over the last couple of months, we remain concerned that the requirements can be met and are continuing to work with providers to meet this deadline.

3. Support offered by the Regional Training Unit & Regional Workforce Partnership Board

- Cardiff are continuing to run Registration sessions at Management Forums along with Social Care Wales and Care Inspectorate Wales.
- Regular newsletters to the social care sector regarding clarification of the different routes for registration.
- Promotion of Registration at every relevant training event and via online courses.
- We are working with Cardiff & the Vale College in providing free training on the All Wales Induction programme. (Costs covered by Cardiff and Vale Training Unit). This allows staff to sit a test and for managers then to register those passing. This has hugely increased registration figures.
- A series of Registration sessions are now available in IT suites for managers to be supported with their staff in the registration process.
- The Regional Workforce Planning Board is monitoring and advising on Registration uptake and any emerging issues via a Risk Assessment process (Situation, Background, Assessment, Recommendation, SBAR).
- Fortnightly monitoring meetings are in place to ensure progress and to forward plan.

4. Planning for the next phase of implementation, including the workforce register for adult care home workers (from April 2020).

- Engagement with individual care home managers continue, in order to raise awareness and to support registration of staff in Home & Residential Care.
- Engagement via regular Care Forums
- Awareness raising with Care Workers & Managers whilst attending other training events.
- College courses as well as individual sessions for Care Homes will continue to be promoted & provided free of charge to the sector.
- Social Care Wales have allocated a dedicated worker to support local authorities with Registration questions and to provide additional advice sessions for managers about the Confirmed Competency Route to Registration.
- Regular Registration IT support sessions have been developed by the Training Unit and CAVC and are ongoing.

**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

7 Oct 2020

COUNCIL HOUSE BUILD PROGRAMME UPDATE: Committee Briefing

Appendix 1 of the Cabinet Report at Appendix A is not for publication as it contains exempt information of the description contained in paragraphs 14 and 21 of Schedule 12A of the Local Government Act 1972. It is viewed that, in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Purpose of Report

1. During the Covid-19 lockdown, standing scrutiny committees were suspended, with Council agreeing to enable measured and proportionate scrutiny via a Covid-19 Scrutiny Panel, consisting of the Scrutiny Chairs. During the first meeting of the Scrutiny Panel, held on 9 June, 2020 Security Chairs received a Cabinet Report for pre-decision scrutiny entitled '*Response to the Impact of Covid-19 on Cardiff Council's Housing Delivery Programme*'
2. Following scrutiny of the item, it was requested that an update be provided to Community & Adult Service Scrutiny Members which encompassed these proposals and provided an overall update on the Council House Build Programme at the first possible opportunity. It has been requested the update is to include:
 - An update on the current status of property developments;
 - An update on the Impact of Covid-19 on the programme;
 - An update on the progress of the Design Standards Updates
 - Overview of the proposals included within the report taken to June's Scrutiny Panel which includes;
 - Purchase of additional properties
 - Potential change in Council contracts

Structure of the meeting

3. This item will be considered in two parts: an open session, where Members will receive a briefing by Officers and be able to ask questions on the issues and papers that are in the public domain; and a closed session, where members of the public will be excluded, should Members hold any questions that pertain to **Appendix 1 of Appendix A**.
4. Within the meeting, Members will receive a presentation in order to be informed on the current status of developments, including the Design Standards Update, the impact of Covid and recent proposals taken to 9 June Covid-19 Scrutiny Panel and 11 June Cabinet meeting. Members will then be able to decide what comments, observations or recommendations they wish to pass on to the Cabinet for their consideration.

Background

5. Currently, there are just under 8,000 people on the housing waiting list. A Local Housing Market Assessment indicated that 2,024 new affordable homes are required each year to meet the demand. However, on average over the last 5 years the social housing sector has only delivered around 250 new homes each year.
6. The Administration's 'Capital Ambition: Our Continuing Commitments for Cardiff' policy statement contains a commitment to deliver at least 2,000 new Council homes, of which 1,000 will be completed by 2022, and to work with developers and partners to deliver 6,500 affordable homes across the city by 2026.
7. In order to achieve this, the Council has established a number of delivery routes, as follows:
 - Cardiff Living Development (300 target)
 - Additional New Build Programme (outside of Cardiff Living) (400 target)
 - Open Market Buy-Backs (100 target)
 - Developer Package Deals (100 target)
 - Convert buildings to Council Homes (50 target)
 - Meanwhile Use of Land (50 target)

8. The targets listed above relate to the 1,000 properties aimed to be complete by May 2022. To date, there have been 381 completions. In 2016, Wates Residential was appointed as the partner developer for the Cardiff Living Programme, with a Developer Agreement specifying terms and conditions. This programme is across 40 sites, spread over nine years and will deliver 1,500 affordable homes, of which 600 are affordable homes for social rent and Assisted Home Ownership and 900 are for affordable home ownership. Phase One has ten sites, six of which have completed, with four sites operational at the time of the Covid-19 pandemic.

Response to the Impact of Covid-19 on Cardiff Council's Housing Delivery Programme – June 2020 Cabinet Report

9. The report taken to June's Cabinet outlines the impact of Covid-19 pandemic on the housing delivery programme, in terms of cessation of operations, furloughing of staff and impact on the housing market overall (*points 10-12*). Cumulatively, these mean in-year delivery targets may potentially prove challenging for 2020/21 and make predictions about the delivery of pipeline schemes more complex.
10. The report outlines a proposed approach to mitigate the impact of the Covid-19 pandemic on the Cardiff Living Programme (*points 13-27*). Covid-19 has caused concern regarding the appetite and opportunity for families and individuals to purchase new homes. Wates are requesting the Council purchase 102 unsold/ unreserved properties being built as part of Phase One. These would be purchased by the Housing Revenue Account¹ at agreed build cost with agreed overheads only, in line with the terms set out in the Development Agreement, and subject to due diligence. The costs associated with this proposal are provided within **Confidential Appendix 1** to the report to Cabinet and Members are reminded not to refer to these in the open session of the meeting.
11. The report states that the additional properties could be acquired for Council homes or for Council approved low cost home ownership and that it would also be possible for the Council to consider sale of some units for affordable key worker housing. As

¹ Housing Revenue Account is a ring-fenced account for council housing

these properties are built to open market standard, they do not meet some aspect of the Welsh Government Design Quality standards: the report states that '***The differences between market sale properties and social rented do not prevent us from holding the properties within the councils housing stock as social properties' (point 22).***

12. The report sets out a new approach to delivering new affordable homes for Cardiff (*points 28-32*) which highlights the key role house building plays in economic regeneration and recovery. The report highlights the need for flexibility to deal with the volatilities of the housing market, for example by moving to tenure neutral developments capable of moving tenure in response to changing conditions.

13. The report states that to achieve this, the Council would need to use contracting partnerships, to deliver property directly for sale or rent, social and/or private rent, as appropriate. This would mean the Council would take a developers risk but would also be able to reinvest profits back into the development programme.

14. The report highlights that this approach requires significant further consideration and will be examined in detail as part of the proposed way forward for the delivery of the Channel View development in September, which is due to come before this Committee for pre-decision scrutiny.

15. The Cabinet Report and its Appendix considered at June's Committee is attached at **Appendix A**. Members are reminded that **Appendix 1** of the Cabinet report at **Appendix A** is exempt from publication. Members are requested to keep this information confidential, in line with their responsibilities as set out in the Members Code of Conduct and the Cardiff Undertaking for Councillors.

Scope of Scrutiny

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

17. During this scrutiny, Members have the opportunity to receive an update on the programme and explore:
 - I. Current status of the programme;
 - II. Context of Covid-19 and its ramifications;
 - III. Key factors shaping recent proposals
 - IV. Criteria for Acquisition
 - V. Financial implications
 - VI. Risks to the Council
 - VII. Next Steps and timelines.

Way Forward

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

Legal Implications

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

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

RECOMMENDATIONS

The Committee is recommended to:

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

DAVINA FIORE

Director of Governance and Legal Services

1 Oct 2020

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CABINET MEETING: 11 JUNE 2020

**RESPONSE TO THE IMPACT OF COVID-19 ON CARDIFF
COUNCIL'S HOUSING DELIVERY PROGRAMME**

**CABINET PORTFOLIO: HOUSING AND COMMUNITIES
(COUNCILLOR LYNDA THORNE)**

AGENDA ITEM: 3

Appendix 1 is not for publication as it contains exempt information of the description contained in paragraphs 14 and 21 of Schedule 12A of the Local Government Act 1972

Reason for this Report

1. To consider the impact of Covid-19 on the Councils housing delivery programme.
2. To recommend approval in principle of a specific request from Wates Residential – our Cardiff Living Development partner- in relation to the immediate purchase of a number of additional properties currently in development as part of our phase 1 Cardiff Living programme.
3. To note the approach currently being considered to take forward the Council's additional housing development sites across the city in light of the emerging housing market conditions.

Background

4. The Council has a target of delivering 1,000 new council homes by 2022 with an additional 1,000 homes in the medium term. A number of delivery routes have been implemented to achieve this objective including the establishment of the Cardiff Living Programme, the purchase of homes directly from the open market, innovative meanwhile use of Council land and the development of an additional build programme outside of Cardiff Living.
5. Good progress had been made to achieve the target of 1,000 new homes by 2022 with 354 completions to date.
6. Our development programme has achieved a number of national awards including;

- Winner of the 'Best affordable housing scheme' for Silvervale in the **What House 2019 (UK) awards**
 - Winner of the 'Integration & Collaborative working' award in the **Constructing Excellence Wales 2019 awards** for Cardiff Living.
 - Winner of the **2020 RICS Social Impact awards** for Silvervale.
 - Shortlisted for the 2019 **CIH** annual award for the best large development (Silvervale), being highly commended
7. A significant number of Developments within the Cardiff Living and the additional development programmes were in progress and on site in March 2020 with further sites in the formal planning approval process.
 8. Planning permission for our new older person Community living schemes at Maelfa and St. Mellons had just been granted prior to the Covid-19 pandemic.
 9. In preparation for a significant extension of activity into additional sites outside of the Cardiff Living programme the Council completed the acquisition of the Gasworks site off Ferry Road recently.

Immediate Impact of the Covid 19 pandemic on the Housing Delivery Programme.

10. The national pandemic of Covid-19 has had a direct impact on housing developers, subcontractors and suppliers across the UK. Many businesses took an early decision to furlough staff and cease work altogether. Others continued to work but with new operating conditions that complied with the Covid-19 regulations.
11. In terms of Cardiff Councils development programme:
 - The open market buy-backs programme affectively stopped once the national Lockdown was implemented and the crisis is still affecting our ability to complete purchases that have been agreed as onward chains have stalled. We are also currently unable to view new properties or carry out valuations.
 - The Courtenay Road scheme, in our additional build programme, consisting of 30 x 1 and 2 bedroom flats was due to complete and handover before the end of April 2020. The Contractor for the development ceased all site operations shortly after the Lockdown and furloughed their staff. They have recently returned to site and the scheme will now complete in July 2020.
 - Wates Residential ceased operations across the Cardiff Living sites for 48 hours whilst safe working measures were implemented to enable construction work to continue, albeit not at the same pace as pre-Covid-19. Therefore whilst schemes have continued the delivery of new homes has been delayed.
 - In late March the Council were due to start on site on a development of 16 new council homes at Caldicot Road, Caerau. However, here the contractor has furloughed all staff and have not as yet recommenced operations.

- The timetable for the achievement of milestones for a wide range of pipeline schemes has been impacted due to Covid 19 related delays in planning and procurement processes.
12. The delays caused by the impact of Covid-19 to the industry and to our own development programme mean that in-year delivery targets may potentially prove challenging for 2020/21. The on-going uncertainty about the future impact of the pandemic also make predictions about the delivery of pipeline schemes more complex.

Specific issues relating to Cardiff Living & the response to Covid-19

13. The continuation of the Cardiff Living programme with Wates Residential forms an essential part of our overall new build delivery strategy.
14. Wates Residential was appointed in 2016 as the partner developer for the Cardiff Living programme. The programme will deliver 1,500 new affordable homes of which around 600 will be new council homes for social rent and 900 will be for affordable home ownership.
15. The nine year Cardiff Living Development Programme is managed through a Development Agreement and is being delivered over a number of phases. Phase 1 has ten sites, six of which have completed with four sites still operational.
16. In September 2019, in line with the Development Agreement, Wates resubmitted a proposal to roll onto phases 2 & 3 of the programme. Wates have recently confirmed that they wish to proceed as planned with Phases 2 and 3.
17. Given the length of the programme, the Development Agreement allows for circumstances where the property market may face a downturn or sites may stall. In these circumstances, the Development Agreement enables both parties (Wates & Cardiff Council) to agree an alternative site delivery approach including the council purchasing unsold market units at build costs & agreed overheads. The agreement also allows either party to suggest stalling operations for an agreed period of time.
18. Covid-19 has caused concerns about the immediate impact on the Housing market and specifically the appetite and opportunity for families and individuals to purchase new homes. In response Wates are seeking an alternative approach to the four operational sites within phase 1.
19. Wates have asked the council to consider the following:
- **Willowbrook, St. Mellons:** the council to consider acquiring 28 x 4 bed houses that have not been reserved or sold. The site is operational and the properties well advanced. The original mix of properties was 129 market sale and 58 council. The updated mix would be 101 market sale and 86 council.

- **Briardean, North Road:** The council to consider acquiring 30 x 2 bed flats that have not yet been marketed. The scheme is on site and development is well advanced. This is in addition to the 9 council properties already being built on the site (39 properties in total).
 - **Highfields, Heath:** The council to consider acquiring 33 flats and houses (all PassivHaus compliant). Enabling works have commenced on site. The original mix was 9 council and 33 market sale. 42 properties in total.
 - **Llandudno Road, Rumney:** The council to consider changing the site to all affordable – 16 houses in total. Construction has not yet started on site.
20. The costs associated with this proposal are provided within **Appendix 1** to this report. In line with the terms set out in the Development Agreement any acquisition in these circumstances must be fair and reasonable and should be at agreed build cost with agreed overheads only.
21. This proposal is essentially to acquire an additional 102 properties for Council homes or for Council approved assisted home ownership. It would also be possible for the Council to consider sale of some units for affordable key worker housing.
22. The new properties (if acquired) are built to an open market standard and will not meet some aspects of the Welsh Government DQR standards. The differences between market sale properties and social rented do not prevent us from holding the properties within the councils housing stock as social properties.
23. The submitted development costs must be on an open-book basis and be;
- Benchmarked against the build costs of the market properties provided by Wates at the site draw-down stage,
 - Benchmarked against the submitted costs for the social housing units
 - Benchmarked against the Welsh Government Acceptable Cost Guidelines for Social Housing development.
 - And be subject to a full review by our appointed cost consultants
24. The additional cost of the properties to be purchased will be factored into the 30-year HRA business plan and the associated rental income modelled against current assumptions. It is worth noting that an amendment to current assumptions within the plan will need to be considered in any event as the assumed land sale values and profit share would need to be reduced in line with actual sale values. The detail of this impact is provided in **Appendix 1**.
25. Wates have indicated that agreement with their request would enable their operation to proceed in Cardiff with some immediate risk reduced in relation to market sales. The alternative of stalling the 4 sites is one that would result in a significant scaling down of operations for Wates in

Cardiff and also result in the existing agreed Council homes on the four sites being delayed in the short to medium term.

26. Consultation has taken place with the Planning department to ensure that the request to vary the approved mix of units on each site is acceptable. The advice is that this variation is acceptable and can be dealt with through amendments to the UU/S.106 agreement.
27. Agreement to the Wates request is sought in principle and the decision to purchase properties on each of the 4 sites will be subject to due diligence with sign off required by the Councils 151 officer in consultation with the Cabinet Member for Finance.

The new approach to delivering new affordable homes for Cardiff

28. What is clear is that our development pipeline remains hugely important for the city. As a driver for economic regeneration and in response to growing levels of acute housing need the opportunity to directly deliver volume house building could be a major part of Cardiff's recovery.
29. The additional housing sites secured by the Council for housing development will deliver 1,800 homes on top of the 600 council homes being delivered through Cardiff Living. Key sites include Waun Gron Road, Channel View, Michaelston College, Maelfa and St Mellons (older persons) and the Gasworks site.
30. Furthermore, the council has the opportunity to consider varying its approach to house building in the future. The experience of our development programme to date shows how volatility can impact negatively both for developers and the Council particularly in long term arrangements. The need for flexibility going forward to take into account changing conditions could see a move to genuinely tenure neutral developments where homes are built by the Council and then either sold at market levels, for low cost home ownership, socially rented or rented at market rates dependent on a range of economic and social factors.
31. To achieve this the Council would need to seek Contracting partnerships in the future rather than Developer partnerships, taking the opportunity to deliver property directly for sale or rent as appropriate. This approach would require the council to take a developers risk but would also ensure the reinvestment of all profits back into the development programme. The approach would potentially enable the council to provide cross tenure high quality, energy efficient and truly affordable homes to meet a wide range of housing need across Cardiff.
32. Considering these opportunities to deliver properties for private sale or private rent would ensure that the major development sites continued to provide for mixed communities and may offer the council the potential for a more diverse housing based income stream. This approach would require significant further consideration and will be examined in detail as part of the proposed way forward for the delivery of the Channel View development in September.

Local Member consultation (where appropriate)

33. Local members have been written to informing them about the proposed amendment to the tenure mix on the 4 sites in question.

Reason for Recommendations

34. To prevent our current Cardiff Living sites from stalling, removing the risk of market sale properties remaining unsold ensuring the Cardiff Living programme continues to deliver new affordable homes mitigating against the short-term impact that Covid-19 will have on our development programme.
35. To reduce the potential impact that Covid-19 can have on the local economy, ensuring our sites can still operate, protecting local jobs, suppliers and subcontractors. Ensuring that the council is still delivering much needed affordable housing for local communities.
36. To limit the impact that Covid-19 could have on our delivery programme and on our ability to meet the new build targets set out in Capital Ambition.

Financial Implications

37. The additional costs outlined in the report can be managed within the existing HRA Capital Programme approved by Council in February 2020, by limiting further Private Market Property Buybacks, to any unallocated budget for this budget heading and in particular where commitments have been entered into and any price agreed continues to represent market value by an independent valuer. A sum of £22.5 million was assumed for this method of increasing the numbers of dwellings in the HRA over a five year period and would need to be re-prioritised to acquire these units from Wates. Any reduction in return of land value will also need to be managed within this budget. In respect to the Cardiff Living scheme it is important that this does not set a precedent for future phases as no allowance is included in the budget framework for this and there could be adverse state aid implications.
38. The recommendation sets out the need for matters to be concluded with the agreement of the S151 Officer (Corporate Director Resources). The areas to be considered will be that whilst the funding source is identified that the business plan is sustainable and can both demonstrate Value For Money and an evidenced view of the market opportunity as described in the body of the report.
39. The impact of COVID 19 on other new build schemes in terms of impact on costs, timescales affordability of borrowing and revenue budget implications will need to be considered in the future periodic updates to key documents in respect to the HRA which include the annual budget as well as the 30 year business plan update.

Legal Implications

40. Further to a competitive dialogues process, the Council entered into a development agreement (“the Agreement”) with Wates construction Limited (25.1.16) for the development of social and private housing on number of sites owned by the Council. This arrangement was akin to a public concession contract. The Agreement, put succinctly, contained provision for draw down of sites under phases, under build (construction) licences.
41. The Agreement contains a number of provisions, which in particular, allow for:
 - the parties to agree courses of action in the event of times of Market Slow Down (as defined in the Agreement); and
 - an option during the Election Period (As defined by the Agreement) for the Council to acquire unsold market housing on payment of a sum to calculated in accordance with the Agreement.
42. Before proceeding with the proposed purchase of the unsold market houses, it will be necessary to carry out detailed due diligence to ensure that matters can be achieved within legal and financial constraints, including;
 - any decision as regards the overall payment sum must take in account the general obligation upon the Council to obtain value for money and detailed valuation advice will be required,
 - being satisfied that the proposed arrangement does not raise any state aid or procurement law issues .

Equalities Impact Assessment/public duties

43. The Council has to satisfy its public sector duties under the Equalities Act (including specific Welsh public sector duties) – the Public Sector Equality Duties (PSED). These duties require the Council to have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of ‘protected characteristics’. The ‘Protected characteristics’ are: • Age • Gender reassignment • Sex • Race – including ethnic or national origin, colour or nationality • Disability • Pregnancy and maternity • Marriage and civil partnership • Sexual orientation • Religion or belief – including lack of belief.

Well Being of Future Generations (Wales) Act 2015 -

44. The Well-Being of Future Generations (Wales) Act 2015 (‘the Act’) places a ‘well-being duty’ on public bodies aimed at achieving 7 national well-being goals for Wales - a Wales that is prosperous, resilient, healthier, more equal, has cohesive communities, a vibrant culture and thriving Welsh language, and is globally responsible.
45. In discharging its duties under the Act, the Council has set and published wellbeing objectives designed to maximise its contribution to achieving the national wellbeing goals. The wellbeing objectives are set out in

Cardiff's Corporate Plan. When exercising its functions, the Council is required to take all reasonable steps to meet its wellbeing objectives. This means that the decision makers should consider how the proposed decision will contribute towards meeting the wellbeing objectives and must be satisfied that all reasonable steps have been taken to meet those objectives.

46. The wellbeing duty also requires the Council to act in accordance with a 'sustainable development principle'. This principle requires the Council to act in a way which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. Put simply, this means that Council decision makers must take account of the impact of their decisions on people living their lives in Wales in the future. In doing so, the Council must:

- Look to the long term
- Focus on prevention by understanding the root causes of problems
- Deliver an integrated approach to achieving the 7 national well-being goals
- Work in collaboration with others to find shared sustainable solutions
- Involve people from all sections of the community in the decisions which affect them

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

RECOMMENDATIONS

Cabinet is recommended to:

- 1 Approve in principle, subject to the satisfactory outcome of detailed due diligence checks by the authority, the request from Wates to acquire unsold property in phase 1 of the Cardiff Living sites as detailed in this report, as a direct response to the impact of Covid-19.
- 2 To grant delegated authority to the Corporate Director for People and Communities in consultation with the Cabinet Member for Communities and Housing following satisfactory outcome of detailed due diligence checks by the authority and formal approval by the Section 151 Officer in consultation with the Cabinet member for Finance to conclude the purchase agreement in respect of the purchase of the unsold properties as described in this report
- 3 To note the outline approach indicated in the report in respect of future housing development sites. The approach to inform specific housing development scheme reports planned for consideration later in 2020.

SENIOR RESPONSIBLE OFFICER	SARAH MCGILL Corporate Director People & Communities
	5 June 2020

The following appendix is attached:

Appendix 1 – Costs associated with acquisition of additional property (confidential).

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

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APPENDIX B

Community & Adult Services Scrutiny Committee

Briefing Note

1st October 2020

Development Programme – current position

The development programme continues to deliver new council homes built to high standards. To date we have:

- Completed and handed over 381 new properties
- Have a further 178 new homes currently being built on site
- Have 101 properties out to tender for a contractor
- Have 145 new homes with planning approved
- And have 104 new homes in for planning

This equates to 909 new homes coming through our development process. On top of this we have a development pipeline that will deliver a further 1,824 new homes, equating to an overall development programme capable of delivering just over 2,700 new council homes across 59 development sites.

Our programme has successfully bid for 5 Welsh Government Innovative Housing Grants attracting over £8.7 million to deliver innovative and low-carbon schemes.

Although the year-end was impacted by the National pandemic we were able to deliver 230 new affordable homes in comparison to a total of 226 new affordable units delivered by our partner RSL's in the year.

We have also made progress on some substantial land acquisition including the completion of the former Gasworks site in Grangetown, a stalled site capable of delivering 500 new homes.

Impact of Covid-19

The impact of Covid-19 was felt across all development schemes in Cardiff including our own. All of our on-going development sites experienced delays to their programmes and our handovers were effected.

Wates ceased operations on all the Cardiff sites whilst they implemented Covid-19 safe working procedures. Following this, all sites continued operating with a reduced workforce in order to operate safely. Handovers on the Silvertown site and Ty-Newydd were delayed.

The new-build scheme at Courtney Road (30 flats) which was due to handover in March 2020 was delayed until June 2020 as the contractor ceased site operations and furloughed staff.

Delays are also being seen within our development pipeline – both in the additional build programme and the Cardiff Living Programme. Key projects such as Channel View are still moving forward as consultants are still operating and, as the planning submission for this scheme is targeted for later this year but the development processes are taking longer to complete.

Development programme moving forward

There are some very exciting new build projects being progressed including a complete redevelopment of Channel View and the Gasworks site. These schemes will deliver mixed tenure homes built to a low-carbon

APPENDIX B

and sustainable standard at volume. Our approach for these major developments is to manage the development process in its entirety, entering into contracting arrangements rather than partnerships with developers. We set the standards and build new homes for sales as well as council rent. Our experience of our partnership with Wates is that the homes we build are attractive and affordable to the local market and we can make a real difference to our communities. The profits made from selling homes will help directly fund our council housing development.

Purchase of Additional properties from Wates

Due to the impact of Covid-19 Wates put a request to the council for the HRA to purchase additional property currently being built for market sale. Wates had concerns about the long-term affect that Covid-19 could have on the housing market and with these new properties due to be completed and handed over at the end of this year into next year and potential risk was identified.

A report seeking approval to purchase additional property was approved by Cabinet in September 2020. The following sites are affected:

- Silvertale (Willowbrook) – 20 x 4 bed houses (due to be completed December 2020)
- Briardean, North Road – 30 x 1 & 2 bed flats (due to be completed March/April 2021)
- Highfields, Allensbank Road – all 42 properties to be built for Assisted Home Ownership (AHO) & Council rent
- Llandudno Road, Rumney – all 16 properties to be built for council rent & AHO

Updated Design Standards

The update and introduction of the Cardiff Design Standard is progressing but has been delayed. Our draft is nearly complete (targeting consultation in November 2020) and will cover:



**CYNGOR CAERDYDD
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES
SCRUTINY COMMITTEE**

7 October 2020

WORK PROGRAMME 2020/21

Purpose of the Report

1. To seek Members' approval for the Committee's 2020/21 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 maximises the impact of scrutiny.

Background & Role of the Committee

3. During the Covid-19 lockdown, standing scrutiny committees were suspended, with Council agreeing to enable measured and proportionate scrutiny via a Covid-19 Scrutiny Panel, consisting of the Scrutiny Chairs. To ensure all previous scrutiny informed the internal challenge of the Panel, all scrutiny committee members were offered the opportunity to pass their comments and enquiries on to Panel Members on reports relevant to their scrutiny committee.

4. In July 2020, Full Council agreed to restart standing scrutiny committees, with a specific remit, within their area of responsibility, to:
- i. Undertake pre-decision scrutiny of all Cabinet decisions, where appropriate and proportionate to do so;
 - ii. Scrutinise any issues which are time critical and/ or may have a significant adverse reputational impact on the Council; and
 - iii. Develop priorities for potential scrutiny consideration during 2020/21, in consultation with the relevant Cabinet Member/s and Director/s.
5. 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:
- i. Holding to account the Cabinet and officers, as decision-makers.
 - ii. Being a '*critical friend*', questioning how decisions have been made, providing a '*check and balance*' to decision makers and undertaking reviews of services and policy.
 - iii. Providing a voice for citizens.
6. At September's Council meeting 2020, and in line with the current health pandemic, a calendar of remote Committee meetings were agreed by Members for the period 01 Oct 2020 – 31 March 2021. The collectively agreed meeting dates for the Community & Adult Services Scrutiny Committee which fall on a Wednesday at 4:30pm (discounting February's Budget meeting) are:

Day	Date	Start	Estimated Duration (Hours)	Est End	Committee	Venue
Wed	07-Oct-20	16:30	2.5	19:00	CASSC Scrutiny Committee	Remote
Wed	04-Nov-20	16:30	2.5	19:00	CASSC Scrutiny Committee	Remote
Wed	02-Dec-20	16:30	2.5	19:00	CASSC Scrutiny Committee	Remote
Wed	13-Jan-21	16:30	2.5	19:00	CASSC Scrutiny Committee	Remote
Mon	15-Feb-21	13:30	2.5	15:30	CASSC Scrutiny Committee	Remote
Wed	10-Mar-21	16:30	2.5	19:00	CASSC Scrutiny Committee	Remote

Work Programming

7. The Committee's Work Programme, 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.
8. In September 2020, during its first standing committee following the outbreak of Covid-19, Members agreed to hold an informal work-programming forum of the Committee to initiate work programming discussions. This informal forum took place on 28 Sep 2020 where Members considered the current remit of scrutiny under the restart period, the current landscape, any currently known priorities and upcoming areas of work for the directorates and deliberated three key areas of work for Committee consideration in the upcoming year.
9. The three key areas for Committee consideration during their 2020/21 Work Programme were agreed by the Members present as:
 - Drug related crime (including ASB) in Cardiff during and following the initial outbreak of Covid-19
 - Social Isolation
 - Access to Mental Health Services
10. The exact focus and objective of each area is yet to be confirmed. As such, during the next few weeks these areas are to be researched in order to ensure the work is both effective and relevant and to also ascertain potential contributors.
11. In addition, Members present at the forum also agreed that, in order to aid in focussing the agendas more effectively, the work programme would also include:
 - A system of briefs/updates/progress reports on any urgent items or items which may have an adverse reputation impact on the Council be established outside of Committee, to free up valuable Committee time, but also to keep Members informed of progress against such issues. Should

any concerns or questions be raised these may then be brought onto the Committee's Agenda for formal consideration.

- Given the current remote working arrangements, seek to increase input from external witnesses – public, stakeholders, service providers, service users where appropriate and viable.

12. 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 year.
13. 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 agenda.
14. 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

15. Members are invited to discuss and agree priorities, and whether any amendments are required, prior to circulation of the final programme.

Legal Implications

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

Financial Implications

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

RECOMMENDATIONS

The Committee is recommended to consider its work programme for 2020/21, 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 published on the Council's website will be updated on a quarterly basis

DAVINA FIORE

Director Governance & Legal

1 October 2020

Appendix A

	September	October	November	December	January	Feb	March	April (Pre-election period - WG & PCC)	May	June	July
Committee Item 1	LASSAR 2019-20	2019/20 Quarter 4 & 2020/21 Quarter 1 Performance - Adult Social Services & People & Communities	Council House Build Development - Channel View Development	2020/21 Quarter 2 Performance - Adult Social Services & People & Communities	Addressing Social Isolation (to be scoped)	Corporate Plan	2020/21 Quarter 3 Performance		Access to Mental Health Services (to be scoped)	DDP 21/22 People & Communities (Q4 Performance supplement)	
Committee Item 2	Extra-care & SL for Older People and Adults with Disabilities	Council House Build Programme Update - <i>Where we are, impact of Covid & update on recent developments</i>	RSAB Annual Report 2019-20 (to include an update on All Wales Safeguarding Procedures - launched Nov 2019)	Drug-related Crime in Cardiff - during and following the pandemic (to be scoped)		2020/21 Budget	HRA Business Plan 2021-22			DDP 21/22 Adult Social Services - Local Authority Social Services Annual report 2020/21 (Q4 Performance supplement)	
							CASSC Annual Report 2020-2021				
Committee Business Items -	CASSC Work Programme 2020/21, Correspondance, FWP	CASSC Work Programme 2020/21, Correspondance & FWP	Correspondance & FWP	Correspondance & FWP	Correspondance & FWP		Correspondance & FWP		Correspondance & FWP	Correspondance & FWP	Correspondance & FWP
Inquiries	"Closer To Home"/ Out of County Adult Placements - awaiting presentation to Cabinet										

monitoring	pre-decision	policy development/ review	Briefing	Item agreed at WP forum
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Briefs/Reports/ Updates outside of Committee			Voids Management <u>Quarterly Update</u> To include: development of in-house team and collaboration with local business / procurement update.	Homelessness Services - To include: update following pandemic, any currently known outcomes of the 'Real Change' campaign, outcome of funding bids and the impact on partner provision .Potential to also include update on SPG recommendations	Regulation & Inspection of Social Care (Wales) Act 2016 Update		Voids Management - <u>Quarterly Update</u>		Council House Build Programme <u>Quarterly Update</u>			Voids Management - <u>Quarterly Update</u>										
			Update on Action Plan to CYP & CASSC's T&F Inquiry ' Preventing Young People's Involvement in Drug Dealing'	Council House Build Programme <u>Quarterly Update</u>			Update on Implementation of the Learning Disabilities Commissioning Strategy's Action Plan (or update to be included with T&F Cabinet response)															
Cabinet Dates	17-Sep	15-Oct	12-Nov	10-Dec	21-Jan	18-Feb	18-Mar	TBC	TBC	TBC	TBC											