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## AGENDA

<b>Pwyllgor</b>	PWYLLGOR CRAFFU GWASANAETHAU OEDOLION A CHYMUNEDOL
<b>Dyddiad ac amser y cyfarfod</b>	DYDD MERCHER, 13 HYDREF 2021, 4.30 PM
<b>Lleoliad</b>	CYFARFOD O BELL - TEAMS
<b>Aelodaeth</b>	Cynghorydd Jenkins (Cadeirydd) Y Cynghorwyr Ahmed, Carter, Gibson, Philippa Hill-John, Lent, Lister, Mackie a/ac McGarry

Tua  
Amser.

### 1 Ymddiheuriadau am Absenoldeb

Derbyn ymddiheuriadau am absenoldeb.

### 2 Datgan Buddiannau

I'w gwneud ar ddechrau'r eitem agenda dan sylw, yn unol â Chod Ymddygiad yr Aelodau.

### 3 Cofnodion *(Tudalennau 5 - 10)*

Cymeradwyo cofnodion 15 Medi 2021 y Pwyllgor Craffu Gwasanaethau Cymunedol ac Oedolion

### 4 Adroddiadau Perfformiad a Phwysau Cyfredol Chwarter 1 – Gwasanaethau Cymdeithasol i Oedolion, a Chymunedau a Thai *(Tudalennau 11 - 86)* 4.30 pm

Monitro Perfformiad.

### 5 Cymdogion Swnllyd *(Tudalennau 87 - 104)* 5.15 pm

Briffio'r Pwyllgor

### 6 Busnes y Pwyllgor *(Tudalennau 105 - 110)* 6.00 pm

### 7 Eitemau Brys (os oes rhai)

**8 Y Ffordd Ymlaen**

**9 Dyddiad y cyfarfod nesaf**

Dydd Mercher 10 Tachwedd 2021

**Davina Fiore**

**Cyfarwyddwr Llywodraethu a Gwasanaethau Cyfreithiol**

Dyddiad: Dydd Iau, 7 Hydref 2021

Cyswllt: Andrea Redmond, 02920 872434, a.redmond@caerdydd.gov.uk

## **GWE-DARLLEDU**

Caiff y cyfarfod hwn ei ffilmio i'w ddarlledu'n fyw a/neu yn olynol trwy wefan y Cyngor. Caiff yr holl gyfarfod ei ffilmio, heblaw am eitemau eithriedig neu gyfrinachol, a bydd y ffilm ar gael ar y wefan am 12 mis. Cedwir copi o'r recordiad yn unol â pholisi cadw data'r Cyngor.

Gall aelodau'r cyhoedd hefyd ffilmio neu recordio'r cyfarfod hwn

Ar ddechrau'r cyfarfod, bydd y Cadeirydd yn cadarnhau a gaiff y cyfarfod cyfan neu ran ohono ei ffilmio. Fel rheol, ni chaiff ardaloedd y cyhoedd eu ffilmio. Fodd bynnag, wrth fynd i'r ystafell gyfarfod a defnyddio'r ardal gyhoeddus, mae aelodau'r cyhoedd yn cydsynio i gael eu ffilmio ac y defnyddir y lluniau a recordiadau sain hynny o bosibl at ddibenion gwe-ddarlledu a/neu hyfforddi.

Os oes gennych gwestiynau ynghylch gwe-ddarlledu cyfarfodydd, cysylltwch â'r Gwasanaethau Pwyllgorau ac Aelodau ar 02920 872020 neu e-bost [Gwasanethau Democraidd](#)

Mae'r dudalen hon yn wag yn fwriadol



COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

15 SEPTEMBER 2021

Present: Councillor Jenkins(Chairperson)  
Councillors Ahmed, Carter, Gibson, Lent, Lister, Mackie and McGarry

11 : APOLOGIES FOR ABSENCE

No apologies for absence were received. Councillors Carter and Hill-John indicated they might need to leave the meeting early.

12 : DECLARATIONS OF INTEREST

No declarations of interest were received.

13 : MINUTES

The minutes of the previous meeting were approved as a correct record, as proposed by Cllr Mackie and seconded by Cllr Ahmed Ali.

14 : CARDIFF REPLACEMENT LOCAL DEVELOPMENT PLAN - TO FOLLOW

The Chairperson advised Members that each Scrutiny Committee would consider the report as relevant to their own terms of reference. Members were requested to keep their lines of questioning in keeping with the Committee's terms of reference.

The Chairperson welcomed: Cllr Caro Wild, Cabinet Member for Strategic Planning and Transport, Cllr Susan Elsmore, Cabinet Member for Social Care, Health and Wellbeing, Cllr Lynda Thorne, Cabinet Member for Housing and Communities, Andrew Gregory, Director of Planning, Transport and Environment, Simon Gilbert, Head of Planning, Stuart Williams, OM, Planning, Transport and Environment Directorate, Sarah McGill, People and Communities Directorate.

The Chairperson invited Cllr Wild to make a statement, during which he reminded Members that the Council was still in the early stages of the Replacement Local Development Plan process and expressed the Council's gratitude to Councillors and members of the public who had responded to the consultation.

Cllr Thorne welcomed the fact that Cllr Wild had been meeting with her and Officers to discuss housing needs.

Stuart Williams, OM, Planning, Transport and Environment Directorate, provided further details of the Replacement LDP, the consultation process, the responses received and the plans for further engagement. An update on population and household projections based on Welsh Government data was also presented.

Members were asked to comment or raise questions on the information received. Those discussions are summarised as follows:

- Members observed that the population projections had been revised downward since the previous LDP and queried as to whether this meant that enough land had already been allocated for housing. Members were advised that the review of the plan was an opportunity to ensure that the right amount and type of land was available for future development if required. The Replacement LDP would have a greater emphasis on quality of place in response to public demand as expressed through the consultation.
- Members were advised that while there may previously have been an over-projection of population and housing need, there was no certainty that there was not now an under-projection. It was important to take a middle position to provide a steady course to guide the longer-term vision for Cardiff. There was a need for balance between brownfield and greenfield sites, which were critical for Cardiff moving forward. Members were advised that the lower projection might be partly explained by the fact that people had moved out of the city because there was insufficient housing available. More housing is becoming available because of the development of greenfield sites.
- Members sought clarification on how the Replacement LDP would address the lack of affordable housing in Cardiff and the problem of developers using viability 'get-out clauses'. Members were advised that the LDP addresses the need for affordable housing through its allocations. Planning policy can secure affordable housing through robust policies but it is only part of the solution. The Council and RSLs also play a part in delivering affordable housing. On some developments it is not possible to deliver affordable housing because it would not be viable. Greenfield sites are delivering 30% affordable housing on strategic sites. There will be further engagement with the community on the delivery of affordable housing.
- Members were advised that on occasion the Council will use funding from developers to develop affordable housing elsewhere. Those seeking affordable housing may require it in particular locations as people may want to stay in their own communities. It was suggested that Section 106 finance should go to the Council as well as housing associations.
- Members were concerned as to whether the small numbers of respondents to the consultation might give an unrepresentative view of the wider community's opinions, and whether there were plans to get a broader view. Members were advised that Officers were pleased with the quantity and quality of responses, but would be seeking the views of a wider section of the community in the next stage. Specific efforts will be made to target groups who are traditionally under-represented in consultation responses.
- Members were concerned about density of population in some parts of the city and whether there were plans to set minimum standards for accommodation size. Members were advised that conversations had taken place with colleagues in other authorities regarding minimum standards. It was not yet possible to agree what those standards should be but Officers would be keen to include such standards in the LDP.

- Members sought clarification on whether there were specific plans for housing for young disabled people. Members were advised that this was a detailed policy area. In negotiations with developers there were often conversations about catering for lifetime homes and making sure that design is flexible. Good design should not prejudice people and young disabled people should be able to live in new homes without adaptation. Members were advised that the Council builds to a lifetime homes standard. The same standard should be required of the private sector.
- Members were concerned about whether the LDP would deliver communities with infrastructure and not simply large numbers of houses. Members were advised that development master plans include new centres and communities. It is necessary to build a sufficient number of houses in a development before local shops, GP surgeries, transport and other infrastructure become viable. Such infrastructure would be crucial in existing and new developments going forward. Members were invited to share their insights about their communities with Officers, and to request to see plans for future developments.
- Members were concerned to ensure that efforts were made to facilitate the representation of under-represented communities in relation to accommodation for young disabled people.
- Members discussed whether the Replacement LDP could be detailed and specific enough to enable the development of exemplar communities. Members were advised that the LDP establishes the vision and policies, but the Planning Team provides further details in its planning guidance. The Council expects high standards and quality from developers, and this would be exemplified in developments.
- Members sought assurance from Officers that they were confident the Replacement LDP would enable them to demand higher standards from developers. Members were advised that the previous LDP was explicit about the expectation upon developers in relation to the quality and infrastructure demands in regard to developments. Developers and landowners were required to sign Statements of Common Ground. The Replacement LDP would introduce additional agendas such as place making and access to community facilities, so the benefits would also be enjoyed in citizens in existing communities where there may be shortcomings.

RESOLVED: That the Chairperson writes to the Cabinet Member on behalf of the Committee expressing their comments and observations during the Way Forward.

## 15 : COUNCIL HIGH-RISE OVERCLADDING - TO FOLLOW

Members were advised that due to confidential information contained in the appendices, questions relating to their detail would have to be taken in closed session.

The Chairperson welcomed Sarah McGill, Corporate Director of People and Communities, Cllr Thorne, Cabinet Member for Housing and Communities, Jane

Thomas, Director Adults, Housing and Communities, and Colin Blackmore, OM, Building Improvement and Safety, to the meeting.

Cllr Thorne was invited to make a statement, during which she outlined the requirement for recladding Lydstep Flats.

Colin Blackmore, OM, Building Improvement and Safety, updated Members on the progress of the project and the options available. Members were also informed about a proposal to insulate the Council's BISF housing stock in Llandaff North and Rumney.

Members were asked to comment or raise questions on the information received. Those discussions are summarised as follows:

- Members expressed concern about the escalation in project costs and discussed whether it would be more appropriate to replace the flats with a new low-rise housing development. Members were advised that the cost escalation was due to the current extraordinary market conditions and there not had been an error in the original estimate. The contractors will guarantee the current estimate if the Council proceeds quickly. Members were advised that there are significant development constraints on the site. The increase in costs was due to exceptional circumstances and it is considered likely that the market pressures will ease. A delay to the project had been considered but the needs of the tenants must be taken into consideration.
- The Cabinet Member expressed their belief that it was incorrect to suggest any incompetence on the part of Officers, and that any delays and cost escalation were due to exceptional circumstances beyond the Council's control. The tenants are living in very difficult circumstances which need to be addressed. They are attached to their flats and would prefer to continue living in them.
- Members sought clarification on whether leaseholders would be required to pay towards the cost of the project. Members were advised that leaseholders are normally expected to pay a contribution towards works on Council properties. Leaseholders in this instance would be required to pay towards the replacement of their own windows and communal windows. The size of the contribution might need to be reassessed in light of the cost escalation. No contribution is expected towards the recladding.
- Members sought clarification on whether there was a ceiling at which it was considered the project cost was prohibitive. Members were advised that the next step would be a Phase 2 agreement with the Contractor which would contain guarantees on cost. The Contractor had said that if agreement could be reached soon the costs would be guaranteed.
- Members enquired as to whether Officers would consider alternative schemes for replacing the flats with a new development. Members were advised that alternatives had already been considered. It would be very difficult in current circumstances to rehouse the tenants in alternative accommodation while a new development was being built.

RESOLVED: That the Chairperson writes to the Cabinet Member on behalf of the Committee expressing their comments and observations during the Way Forward.

## 16 : DEVELOPMENT OF THE CARDIFF DESIGN STANDARDS DOCUMENT

The Chairperson welcomed Sarah McGill, Corporate Director of People and Communities, Cllr Thorne, Cabinet Member for Housing and Communities, and David Jacques, OM, Development and Regeneration, to the meeting.

Members were reminded that the Design Standards Document is a working draft and the purpose of the session was to feedback comments that would assist in its development.

Cllr Thorne was invited to make a statement, during which she reminded Members about their previous involvement in the development of the Design Document.

David Jacques, OM, Development and Regeneration, updated Members on the development of the Design Standards Document and outlined the details of the Standards. Members were advised about the next steps in relation to the Document and its intended use.

Members were asked to comment or raise questions on the information received. Those discussions are summarised as follows:

- Members sought clarification on how the Design Document would contribute to the development of the exemplar communities that Cardiff aspired to as part of its Replacement LDP. Members were advised that the Council would like to encourage developers and housing associations to adopt the same Standards. The Document would be one of many guidance's that design teams and contractors would have to have regard to.
- Members enquired as to whether the Design Standard would be inspired by exemplar schemes in other places. Members were advised that councils across the country took best practice from examples of good design wherever they were. There is increasing consistency between design guides and schemes across the UK.
- Members sought clarification on whether Officers would be amenable to seeking comments from the Prince's Foundation. Members were advised that it was important to get a range of comments from different sources. The Prince's Foundation deliver a number of exemplar projects.
- Members sought clarification on whether planning permission would be refused or schemes required to be redesigned if they failed to meet the requirements of the Design Standard. Members were advised that the purpose of the Document was to inform design teams of the Council's minimum requirements. Every item within the Standard is intended to be deliverable within site constraints.

- Members enquired as to whether package deals would be measured against the Standard. Members were advised that the Council would not enter a package deal that it did not consider was a scheme it would want to deliver. Every scheme would have to meet the Council's quality requirements.
- Members sought clarification on the expected timescale for delivering the Document. Members were advised that it was intended to be adopted by the end of 2021 following a period of engagement and consultation.

RESOLVED: That the Chairperson writes to the Cabinet Member on behalf of the Committee expressing their comments and observations during the Way Forward.

17 : URGENT ITEMS (IF ANY)

No urgent items were received.

18 : COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE WORK PROGRAMME 2021-22

The Chair invited Naomi Tomic, Principal Scrutiny Officer, to provide an update on the Committee Work Programme 2021-22.

The Committee's attention was drawn to the key Committee dates up to March 2022, and the key areas of the Work Programme.

RESOLVED: To accept the Work Programme and key areas.

19 : WAY FORWARD

Members discussed the information received and identified a number of issues which the Chairperson agreed would be included in the letters that would be sent, on behalf of the Committee, to the relevant Cabinet Members and Officers.

20 : DATE OF NEXT MEETING - 13 OCTOBER 2021

The next meeting will be held on Wednesday 13 October 2021.

The meeting terminated at 6.30 pm

**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

**13 Oct 2021**

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**QUARTER ONE 2021/22 - PERFORMANCE REPORT & CURRENT PRESSURES**

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**Purpose of Report**

1. To present the Adult Services and Housing & Communities Performance Reports with reference to the period Quarter 1 (Apr–June 2021).
2. To also provide Committee Members with an update on current workload pressures for both Adult Services and Housing & Communities.
3. To facilitate Member's consideration, the following appendices are attached to this report and have been organised in line with the Cabinet Member's portfolios:
  - **Appendix A & B** – Q1 Performance Report for Adult Services and Housing & Communities (Cllr Elsmore's portfolio)
  - **Appendix C** – Q1 Performance Report for Housing & Communities (Cllr Thorne's portfolio)

**Structure of the Meeting**

4. Members will note the data contained in the Performance Reports covers the period, April – June 2021, Members are requested to review this information prior to the meeting.

5. In line with the performance data attached to this report, at the meeting, officers will provide Committee Members with presentations, providing supplementary insight into the current pressures facing the directorates.
4. The item will be considered in two parts. The first part will consider the performance data and current workload pressures for Cllr Elsmore's portfolio (**Appendix A & B**), and the second part will consider the performance data and workload pressures for Cllr Thorne's portfolio (**Appendix C**).

### **Background to Performance Reports**

5. 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.

### **Quarter 1 2021/22 Performance Report**

6. The Quarter 1 Performance Reports covers the period April – June 2021 for both Adult Social Services and Housing & Communities. They have been arranged in line with the Cabinet Members portfolios and are attached as follows;
  - **Appendix A** – Adult Social Services Q1 (Cllr Elsmore)
  - **Appendix B** – Housing & Communities Q1 (Cllr Elsmore)
  - **Appendix C** – Housing & Communities Q1 (Cllr Thorne)
7. The performance reports are structured to reflect the following priorities:

#### **Appendix A - Adult Social Services Q1 2021-22 (April-June) Cllr Elsmore's Portfolio:**

- First Point of Contact & Prevention
- Assessment & Outcome Focussed Care Planning
- Commissioning & service Provision



- Safeguarding (Adult)
- Managing People, Resources, Systems and Processes
- Additional Information & Corporate Plan KPIs

**Appendix B - Housing & Communities Q1 2021-22 (Apr-June) Cllr Elsmore's Portfolio, arranged against Wellbeing Objectives:**

- Cardiff is a Great Place to Grow Older
- Safe, Confident and Empowered Communities
- Modernising and Integrating our Public Services
- Managing the Covid-19 pandemic

**Appendix C - Housing & Communities Q1 2021-22 (Apr-June) Cllr Thorne's Portfolio, arranged against Wellbeing Objectives:**

- Supporting People Out of Poverty
- Safe, Confident and Empowered Communities
- Cardiff Grows in a Resilient Way
- Modernising and Integrating our Public Services

**Previous Scrutiny on Performance Reports**

12. Members are reminded that under Cllr Elsmore's portfolio 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.
- The notable level of sickness rates and staff vacancies.
- Members also noted concern around the figure for delayed transfer of care and were informed the enhanced partnership work seen as a result of the pandemic should benefit this issue.
- Members requested that the annual figure for delayed transfers of care be revisited to a more realistic figure.

For Cllr Thorne's portfolio, 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 in the New build programme are detailed in reports going forward.
- The importance of the Hub's services remaining a key focus due to their ability to stimulate and encourage social integration and wellbeing.
- The importance of offering Cardiff residents' services either online or in person in line with the easing of Covid-19 restrictions.
- For management of void properties, Members explored how the in-house team is being expanded with particular reference to the avenue of utilising apprenticeships. Members further explored the recognised challenges around recruitment and cost of materials

## **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**

**7 Oct 2021**

Mae'r dudalen hon yn wag yn fwriadol

# ADULT SERVICES

## PERFORMANCE REPORT

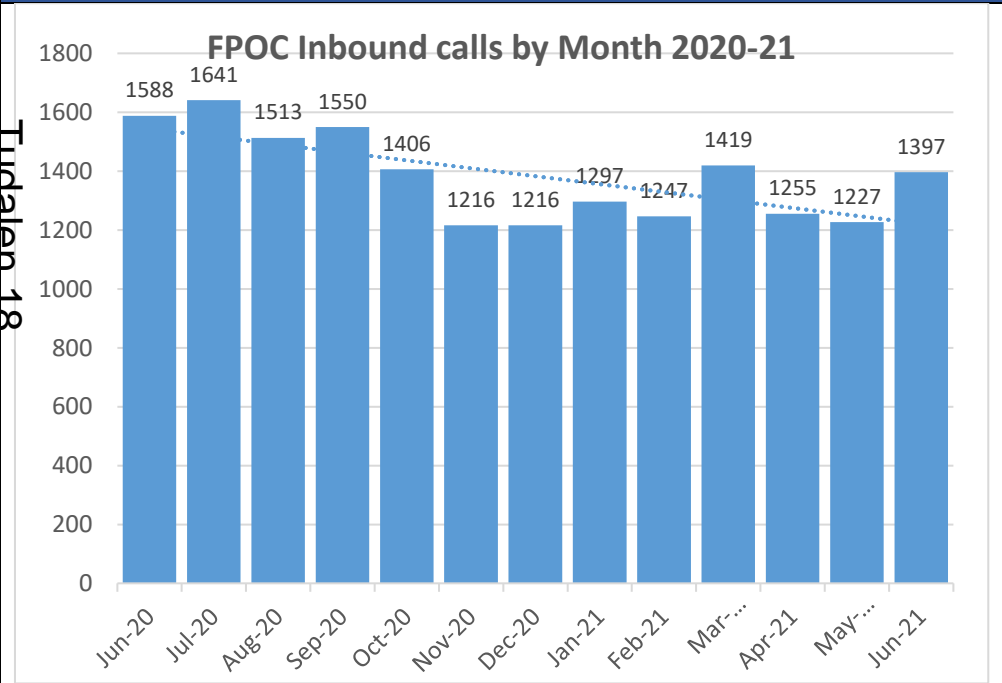
### QUARTER 1 2021-22

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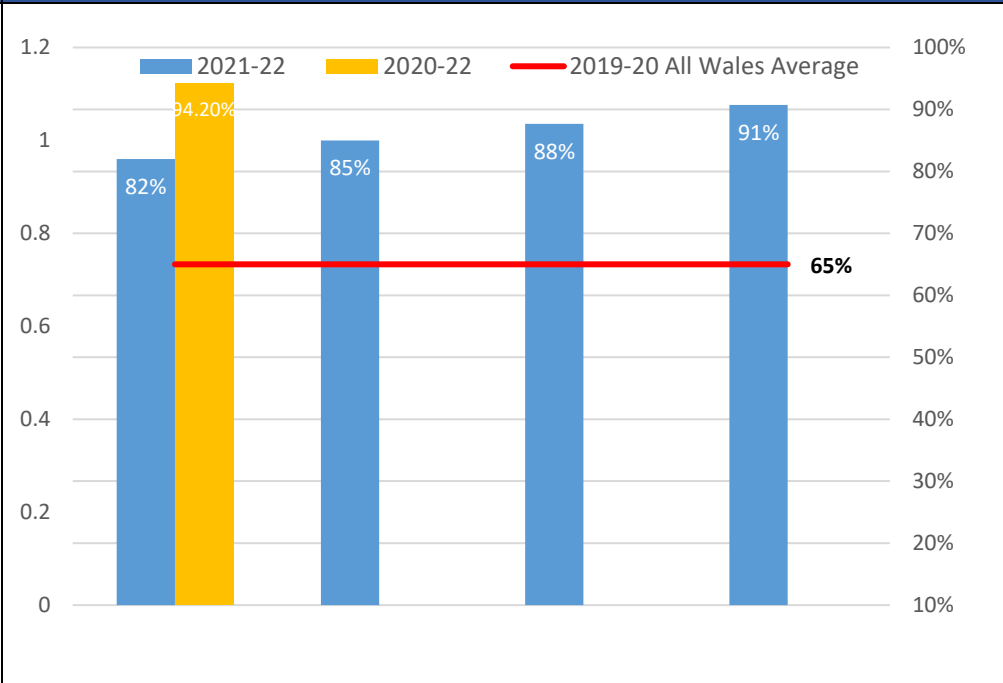


# First Point of Contact and Prevention

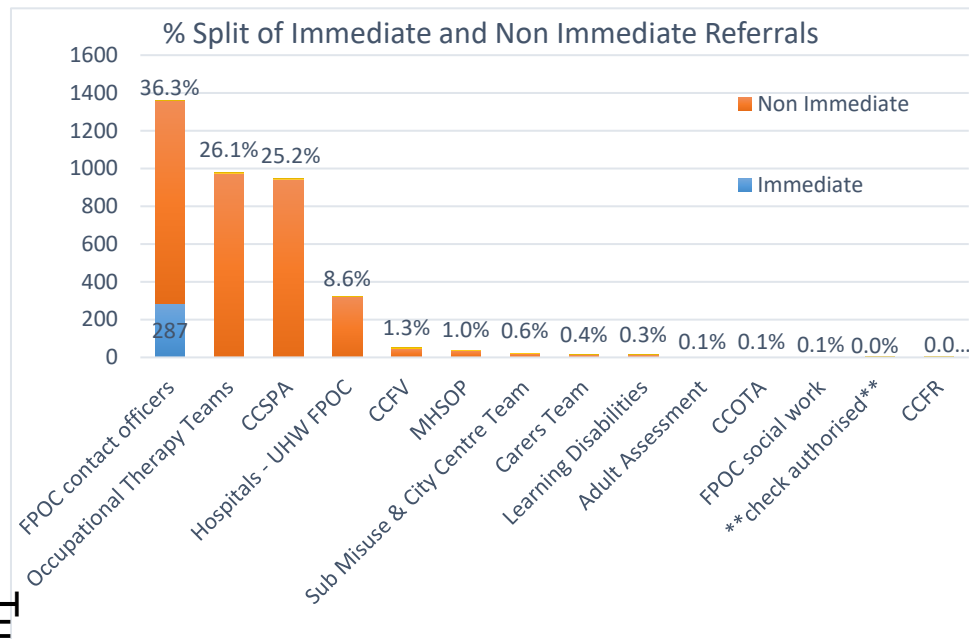
Number incoming of calls to First Point of Contact by month



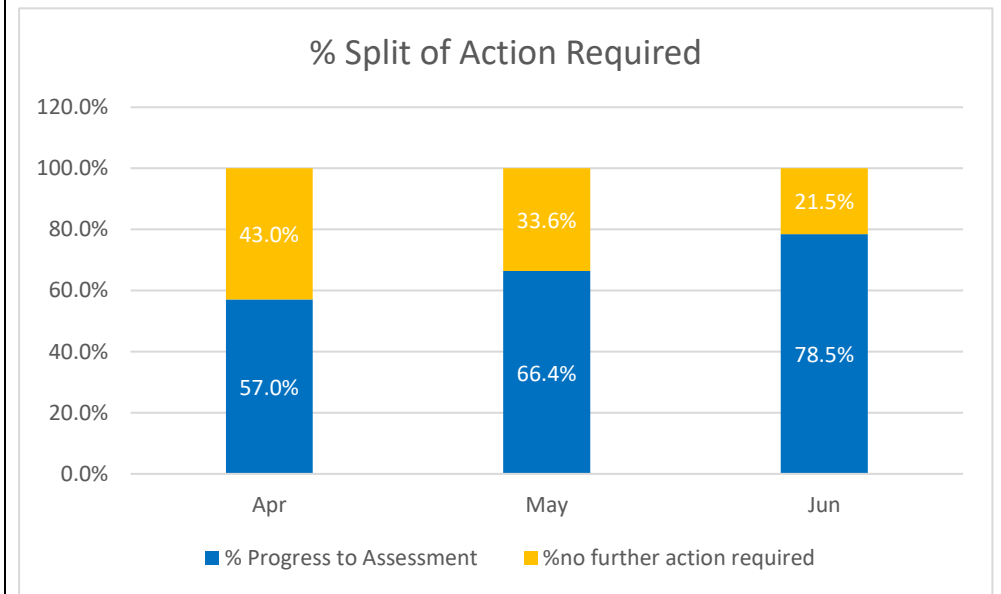
SSWB 23 % Adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months



## Referral Breakdown



## Well-being Referrals received by outcome

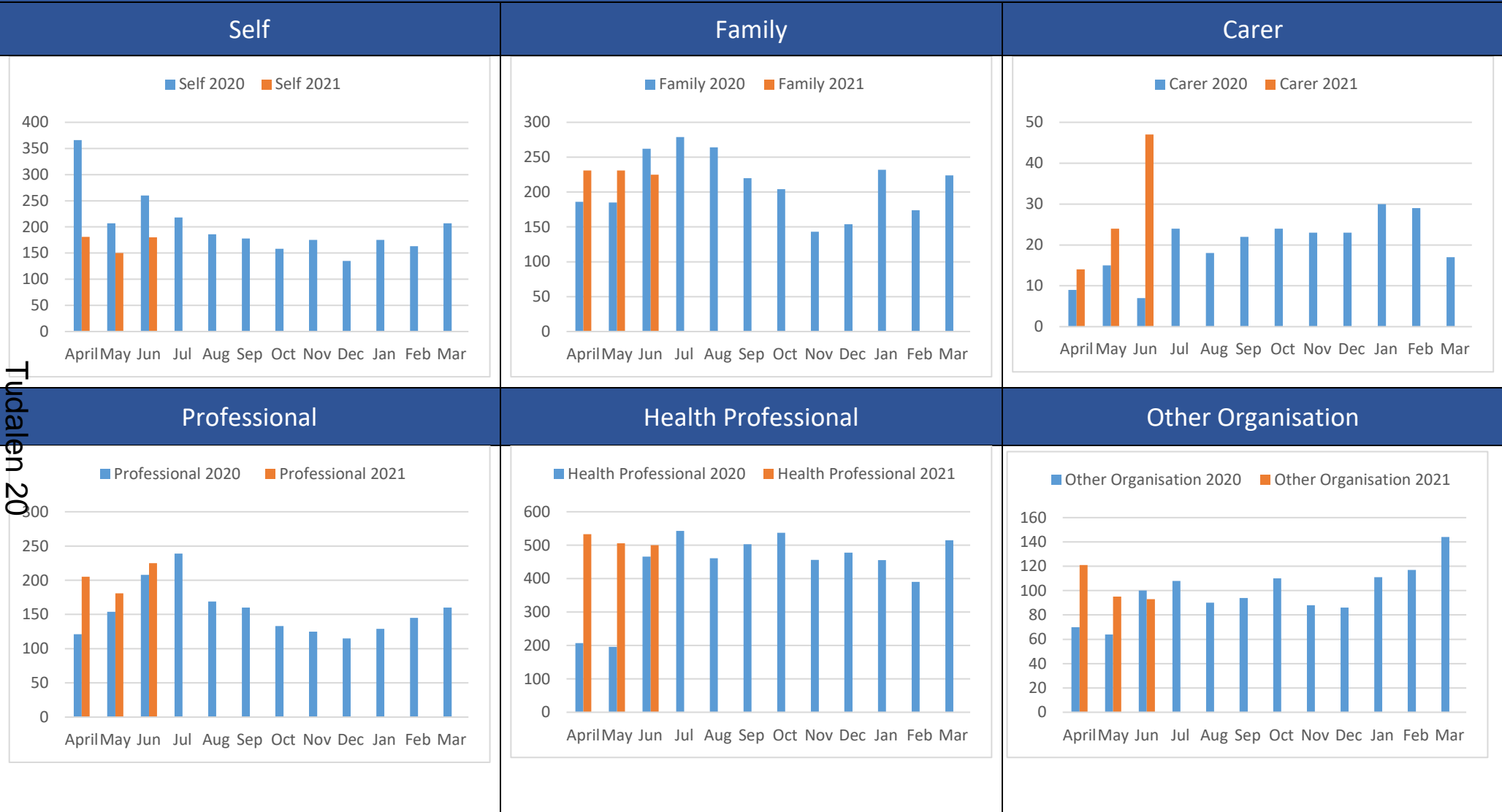


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Of the **3,742** (3,417 last quarter) referrals received across the teams in Quarter 1, **1,359** (1481 Q4) were for FPOC Contact Officers making up **36.3%** of all referrals received. FPOC Contact Officers saw a slight decrease in referrals of from year end where it rose significantly. There were 287 Immediate Assessments requested in Q1.

Over the past 12 months we have seen a large shift in the amount of clients that require an assessment compared to those that are 'no further action is required'. This percentage split had stayed steady in the last 9 months at around 45/55, but as you can see the split has continued and now stands at almost 80/20. This would have a significant impact on the volume of cases moving on to Assessment and causing considerable strain on services.

# Source of referral compared to last year

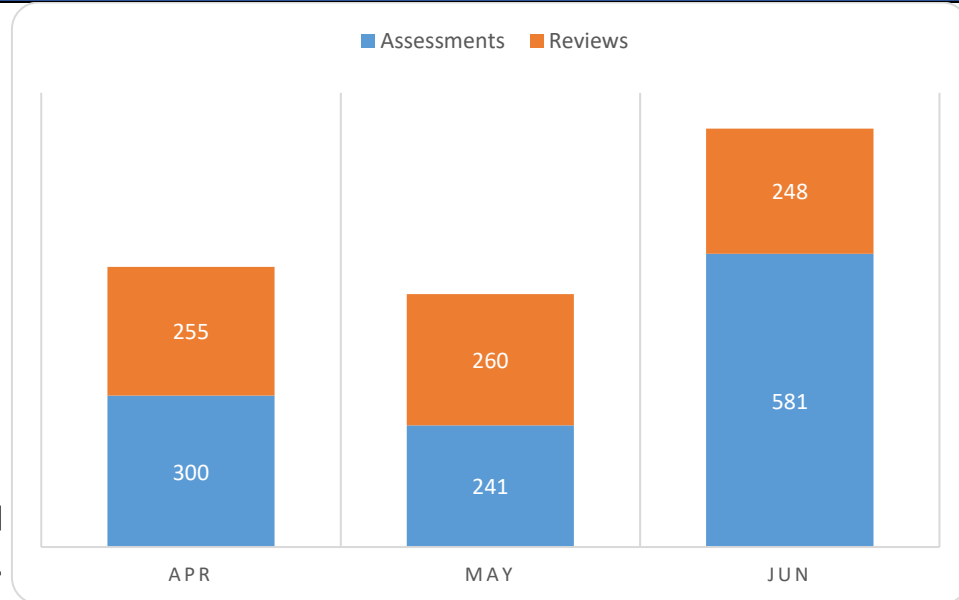


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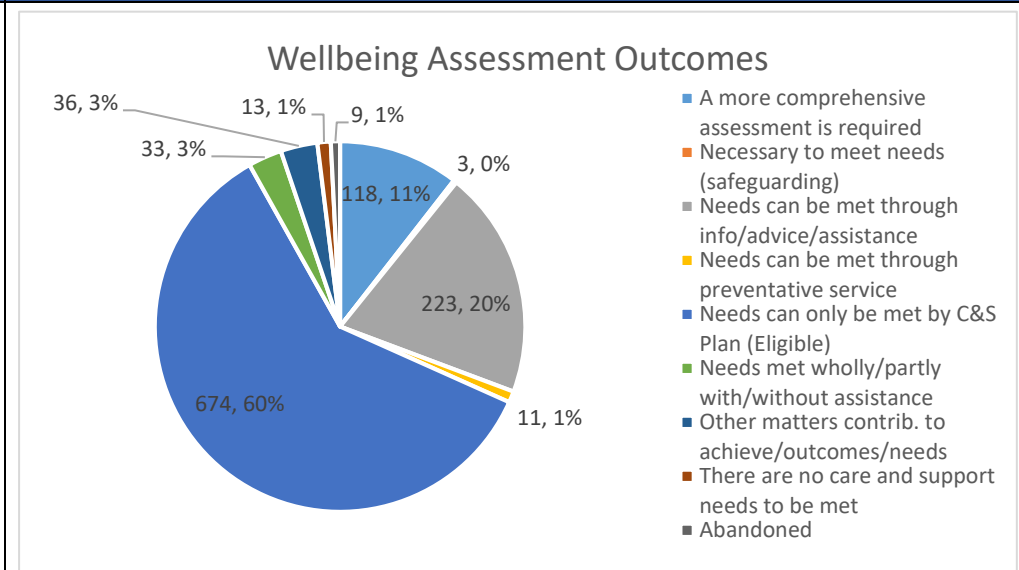
# Assessment and Outcome Focussed Care Planning

## Number of Well-being Assessments & Reviews completed by month



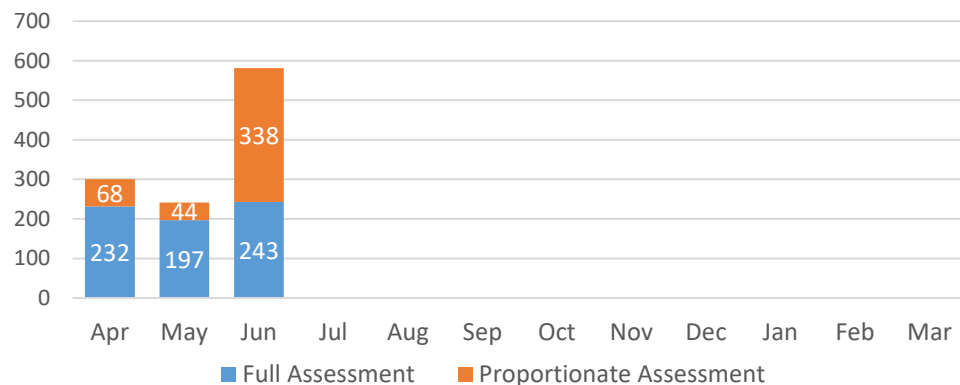
Q1 saw 1,122 Wellbeing Assessments being completed which is an increase of 5% on Q4. Reviews were down by 5% compared to Q4.

## Percentage of Well-being Assessments completed by outcome



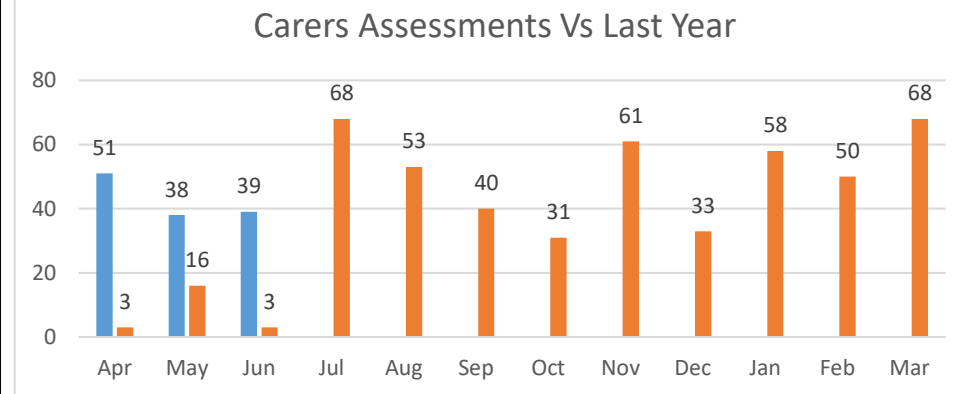
Outcomes of WB Assessments have seen some changes with a more comprehensive assessment required increasing from 10 in Q4 to 118 in Q1 where Proportionate Assessments have re-commenced. Also citizens progressing to a Care and Support plan has seen a slight decrease of around 5%.

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



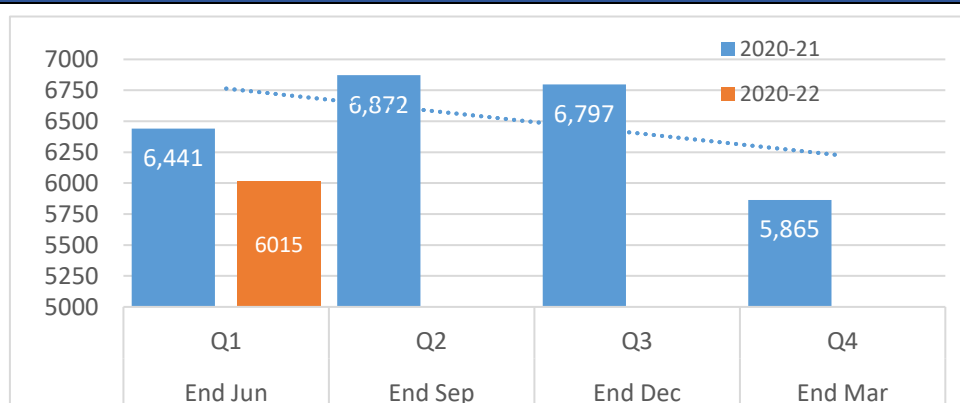
**672** full assessments were completed during the quarter 1. This is a 15% decrease on Q4 where **779** were completed. Proportionate Assessments have almost doubled on Q4 with 450 being completed this quarter.

### Number of Well-being Carers Assessments completed by month



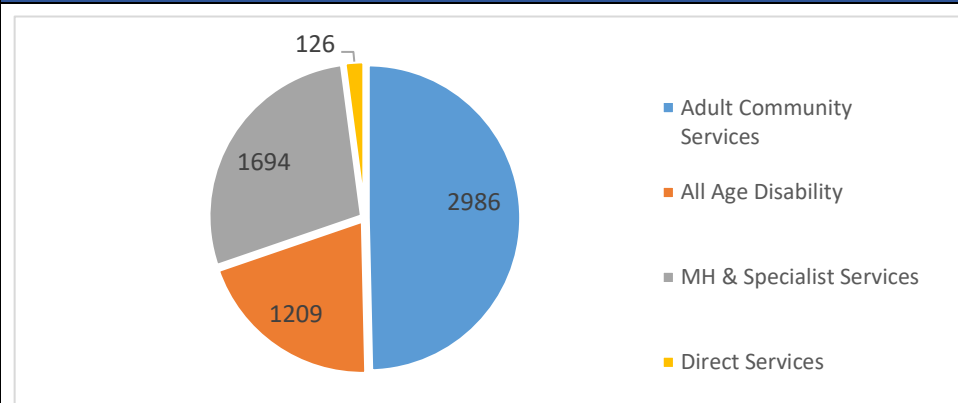
**128** carer's assessments were completed in Quarter 1 2020-21; this is almost **50** less than Q4. This is however much higher than the same period last year (**22**).

### Number of open cases



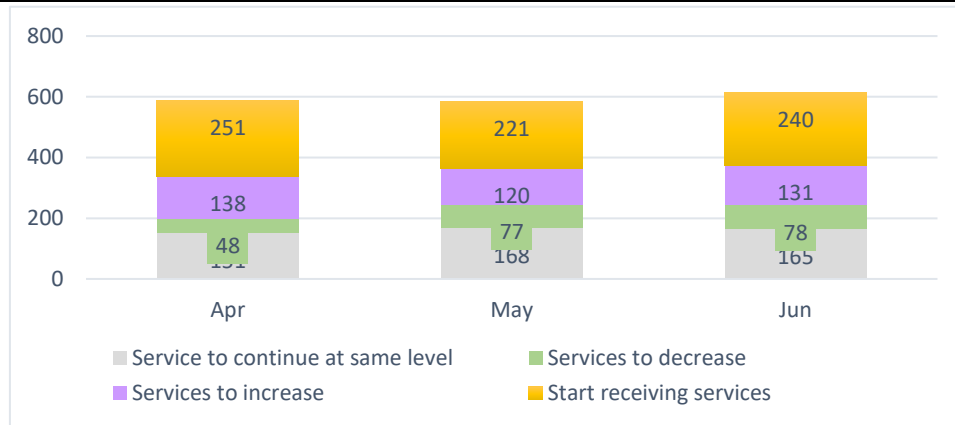
There were **6,015** open cases at the end of Q1. A decrease of over **400** cases from year end. *\*These figures don't include O.T Open Cases*

### Number of open cases per Service Area as at end Q1

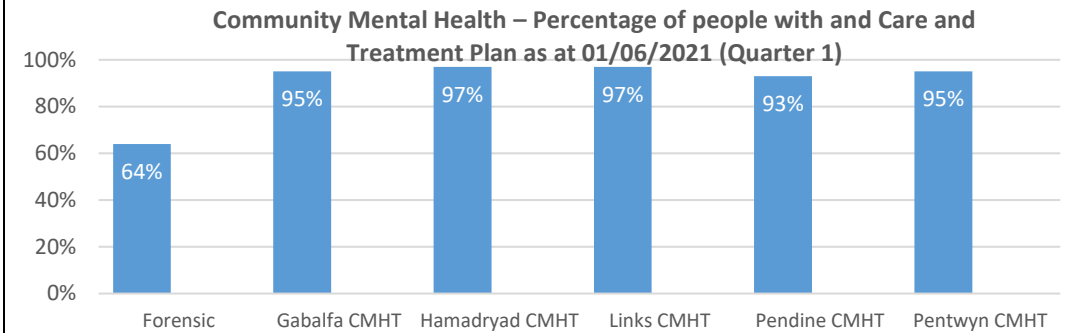


**2,986** cases sit with Adult Community Services; **1,694** are with MH & Specialist Services, **1,209** with All Age Disability and **126** cases open with Direct Services.

### Number of Care & Support Plans completed by outcome



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

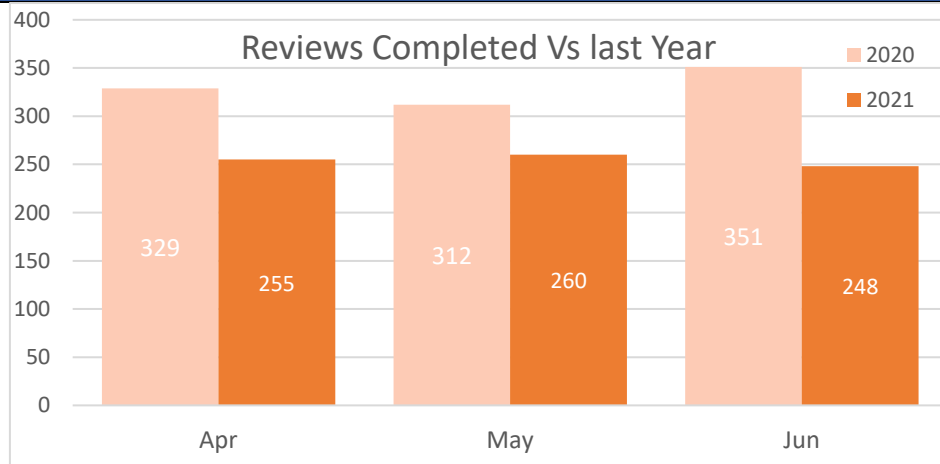


Of the **1,866** Care & Support Plans completed in Quarter 1(Q4 1924), **712** started receiving services, **484** continued with the same level of service, services increased for **389** people and decreased for **203** people. ***These figures don't include reviews or plans that were abandoned or no longer required.***

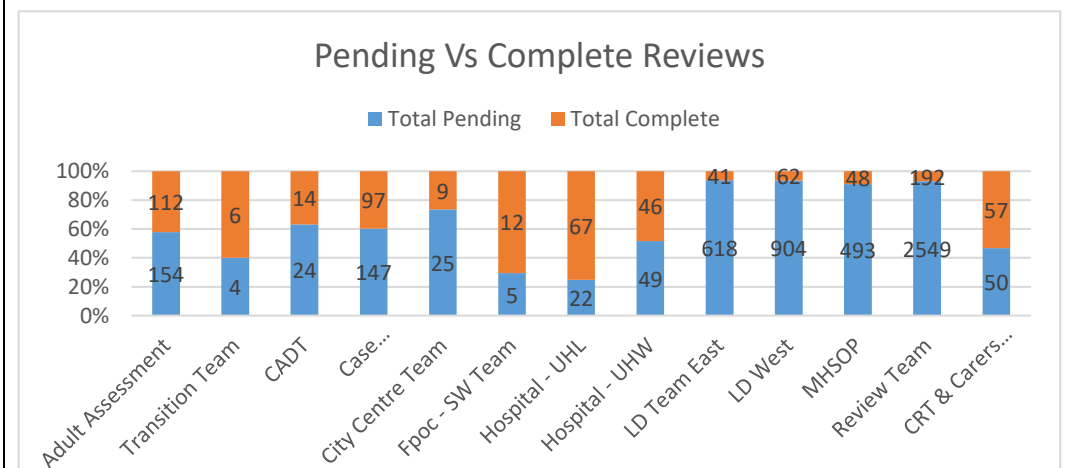
Of the **2,846** people open to Community Mental Health services in Paris at 1st June 2021, **92% (2,630)** had a Care & Treatment Plan. The Forensic team will always be a lower percentage due to the people being in a secure setting (majority of referrals to this team received from Prison Medical Service).

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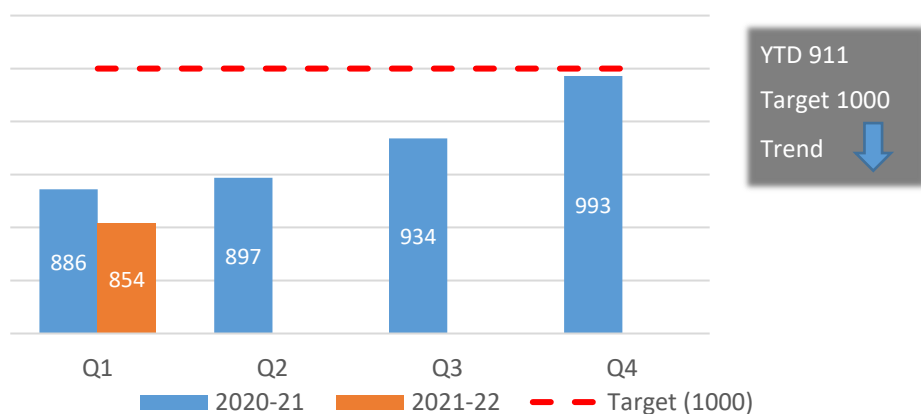
### Number of Care & Support Plan reviews completed



### Number of pending & Completed reviews as at end Q1

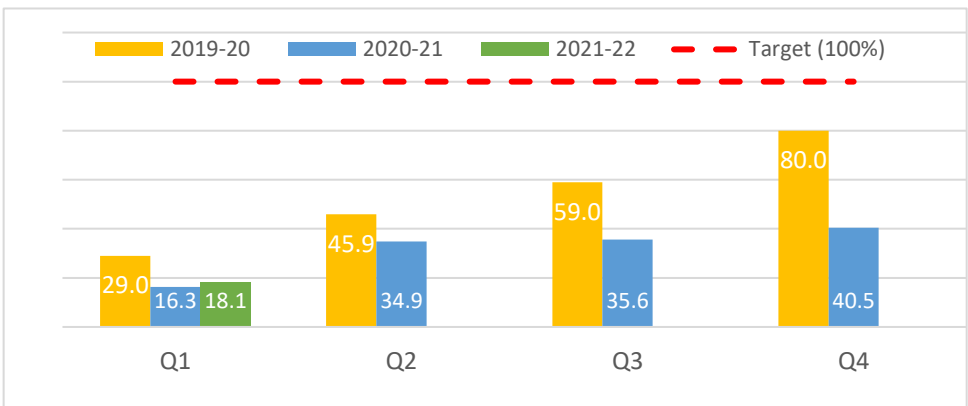


**SCAL25a Total number of children and adults in need of care and support using the Direct Payments scheme**



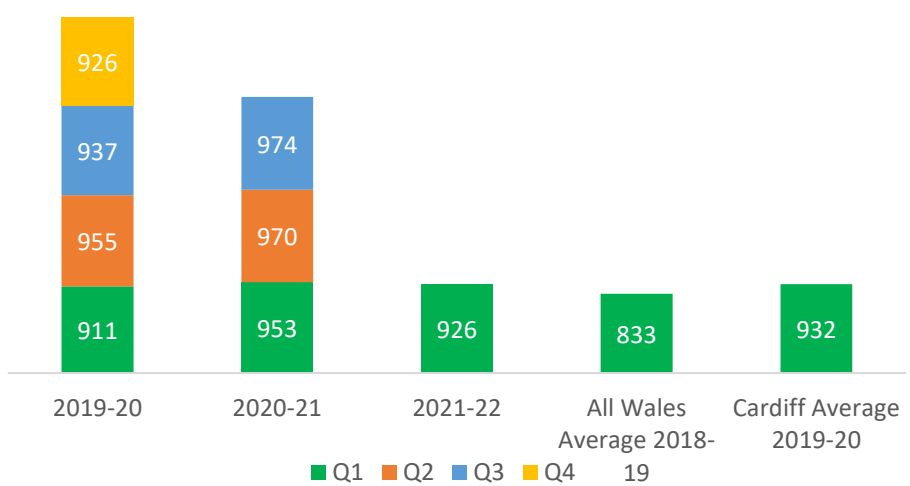
**854** adults in receipt of Direct Payments during Q1. Out of the **854, 169** were for Children. A decrease of adults starting Direct Payments on Q4. Direct Payments is expected to see an increase due to increased scrutiny and planning in Q1.

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

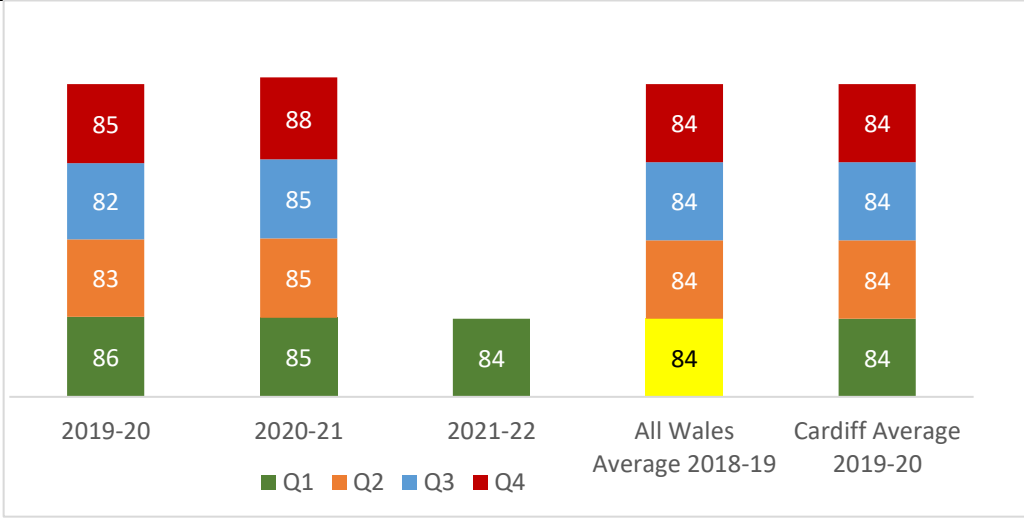


**18%** of carers have been offered and assessment (**694** offers for **3836** carers) compared with Q1 2020-21 **16%**. The number of completed carers assessments for Q1 2021-22 is **128** compared with **29** for the same period last year

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



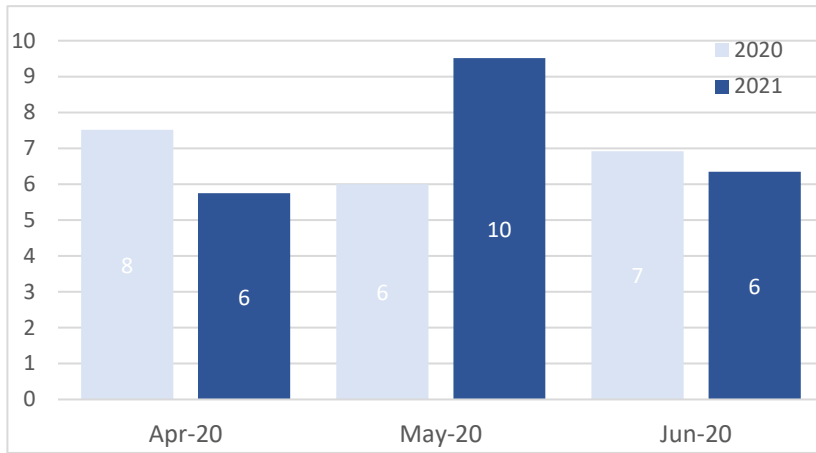
**SSWB22 Average age of adults entering residential care homes**



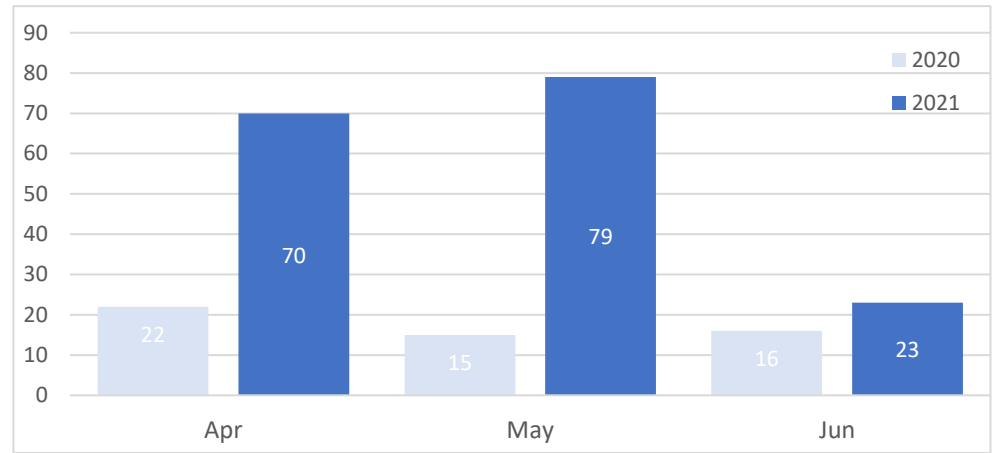
# Commissioning & Service Provision

Tudalen 25

## Average Number of days between Referral and Start of Package

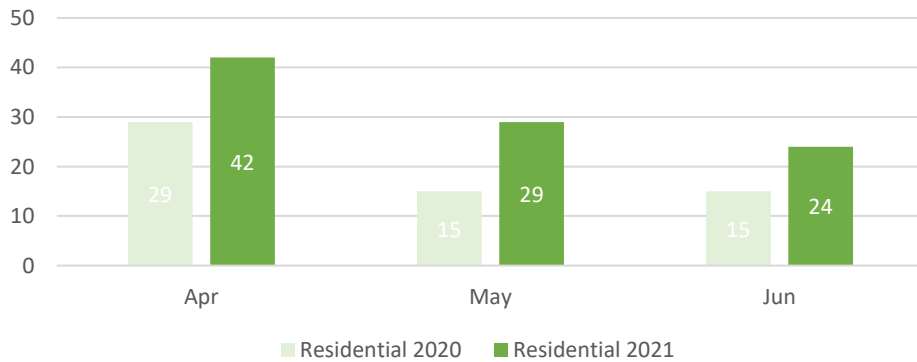


## Longest time between Referral and Start of Package (in days)



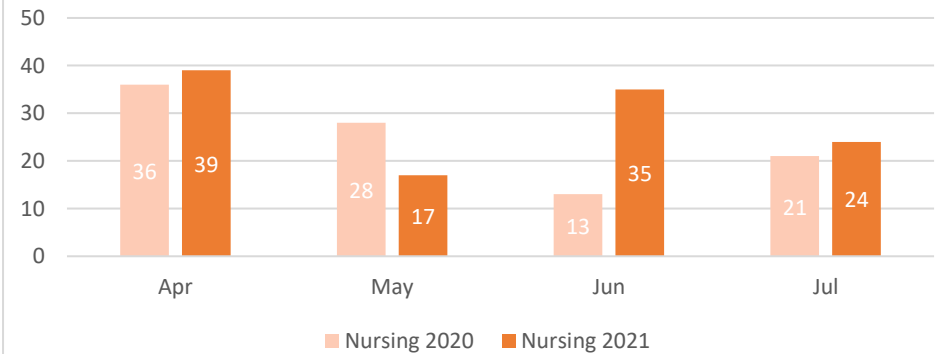
## Residential Care Home - New Contracts Agreed

### Residential New Contracts Vs Last year

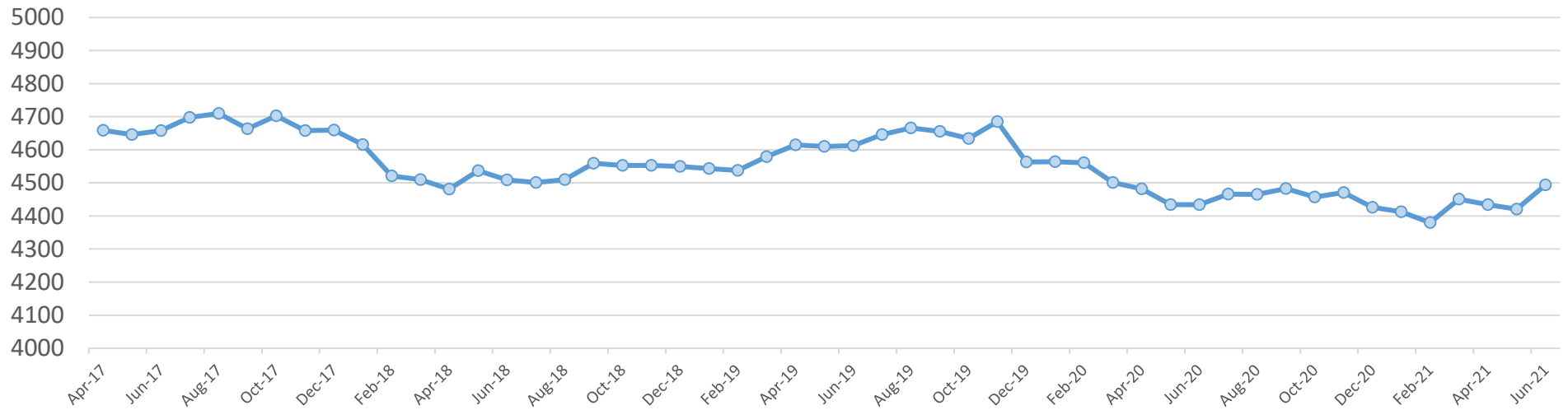


## Nursing Care Home - New Contracts Agreed

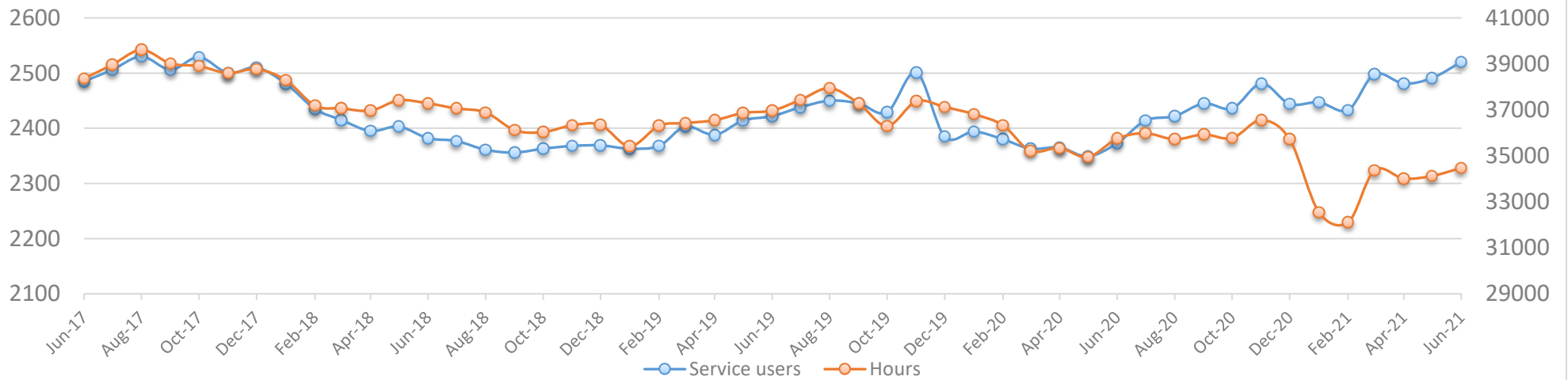
### Nursing New Contracts Vs Last Year



### Number of Care and Support Packages

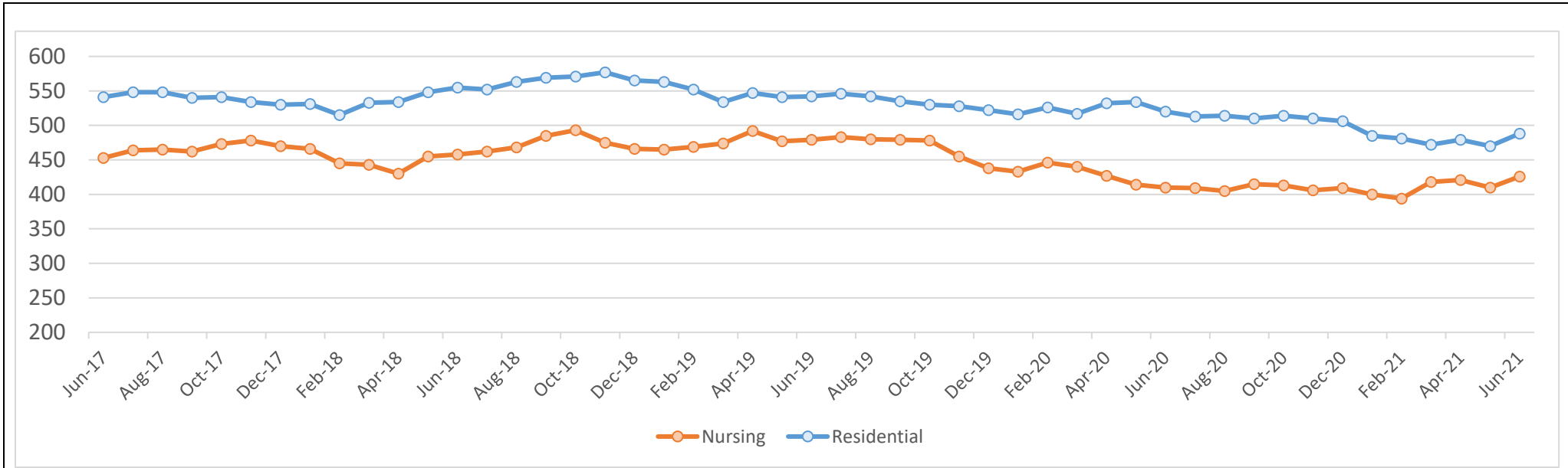


### Number of people and hours - Domiciliary Care



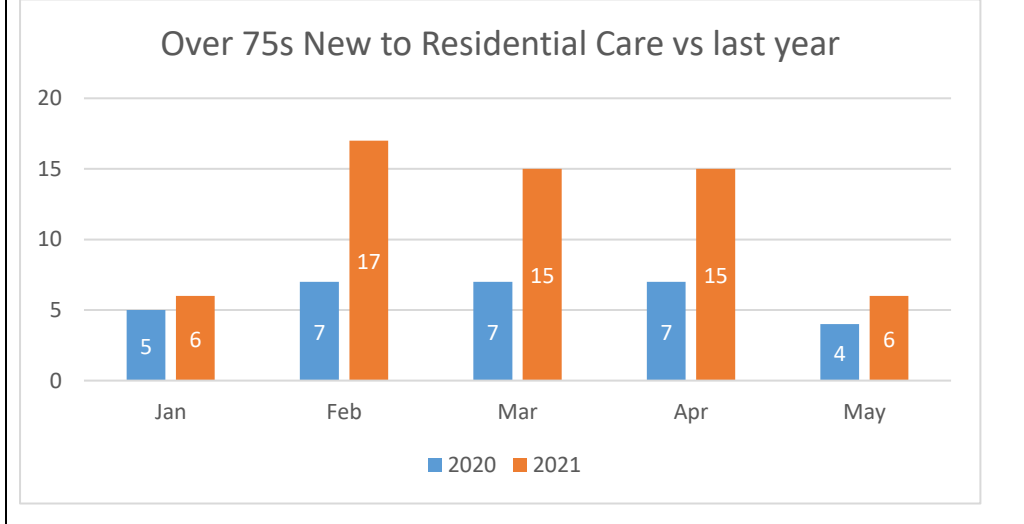
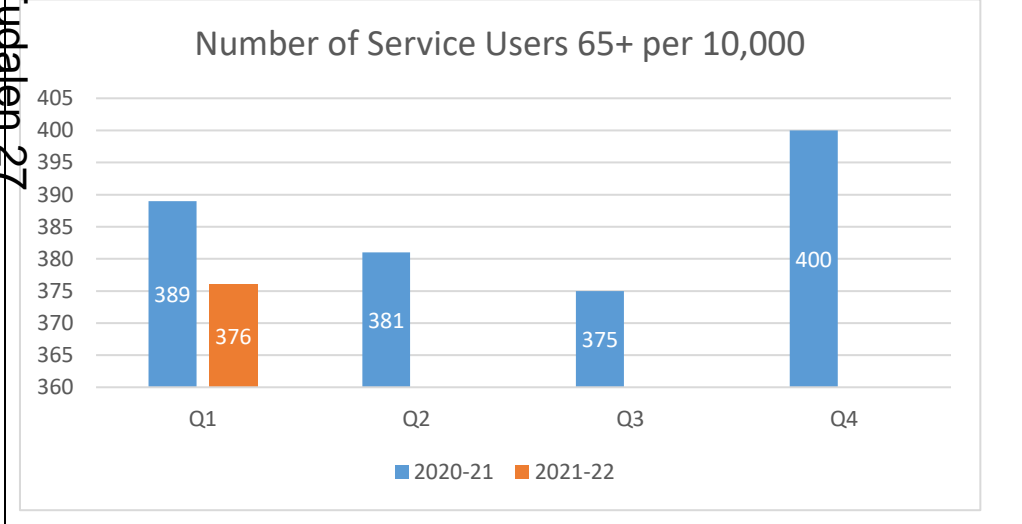
### Number of people - Residential & Nursing Care

Tudalen 26



**Residential and Nursing Care per 10,000 Population Aged 65+      Over 75's new to Residential Care**

Judalen 27



# Safeguarding (Adult)

## Key Statistics

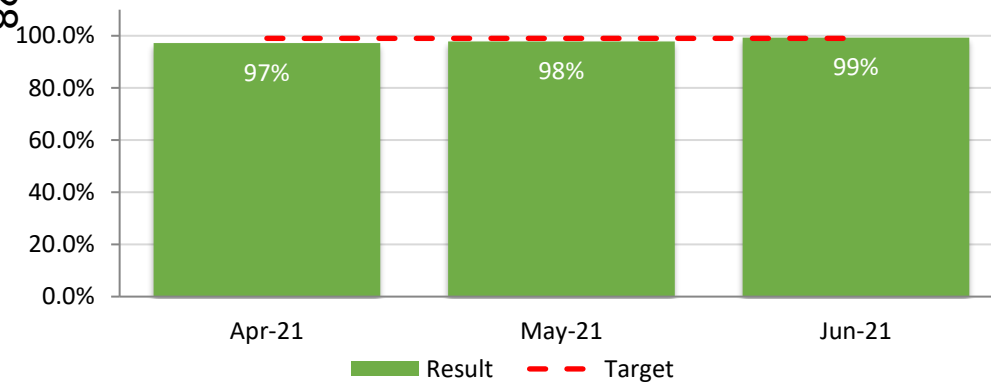
- Corporate Safeguarding report card available from last week of Quarter 1 2021-22.

### Contracts & Service Development Team - Escalating concerns – Q1

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

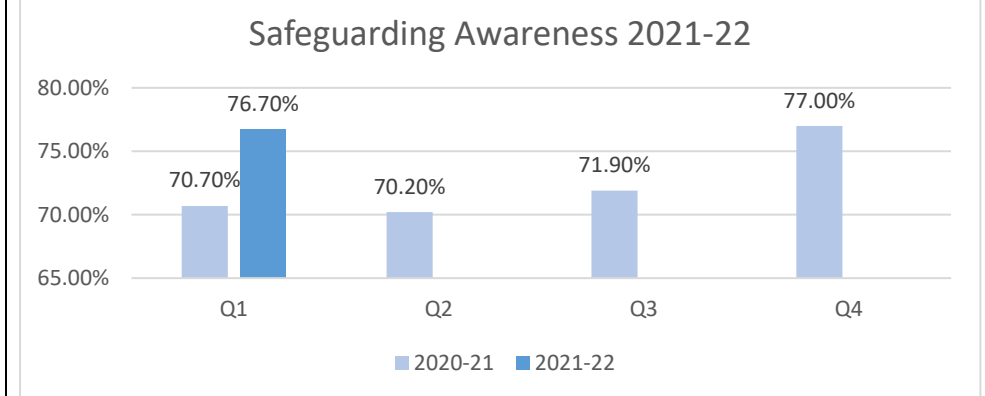
Tudor 28

### SSWB18 Percentage of adult protection enquiries completed within 7 days



98% of adult protection enquiries (410 / 418) completed in 7 working days in Quarter 4. There were almost 100 more adult protection enquiries in Q1 from Q4. Another increase for the 3<sup>rd</sup> Quarter in a row.

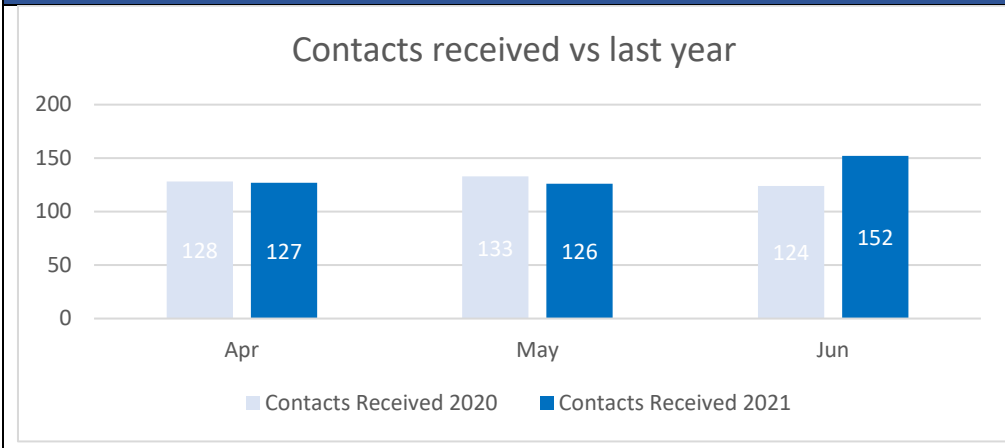
### RES15 Percentage of council staff completing Safeguarding Awareness training



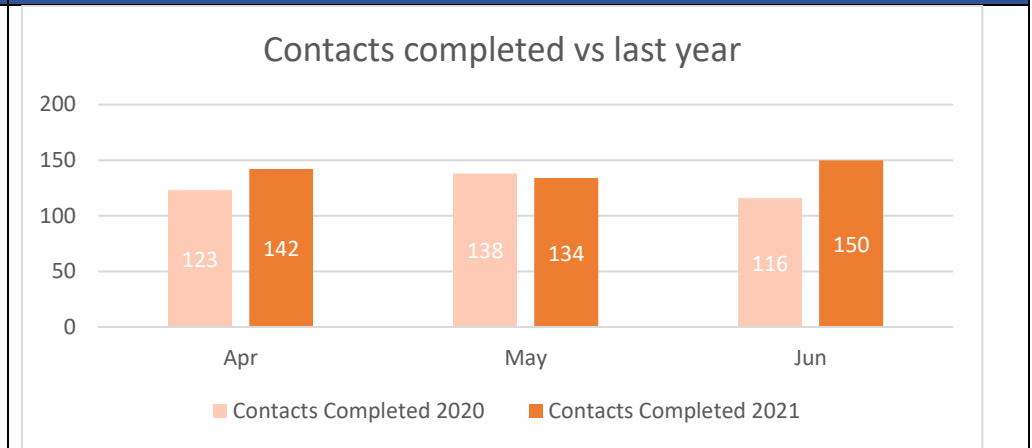
Safeguarding Awareness has seen a 6% increase in Q1 due to the efforts made by team leaders to get staff engagement.



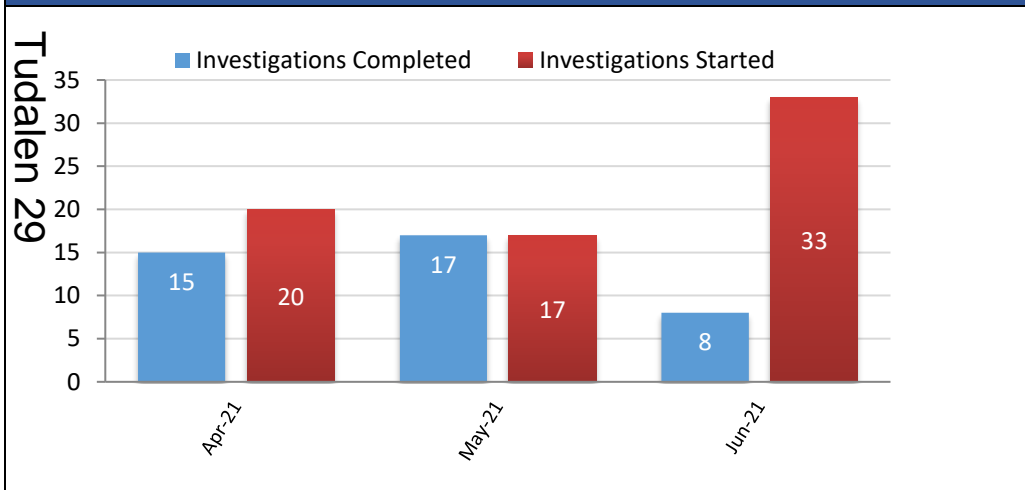
### 1. Number of contacts received



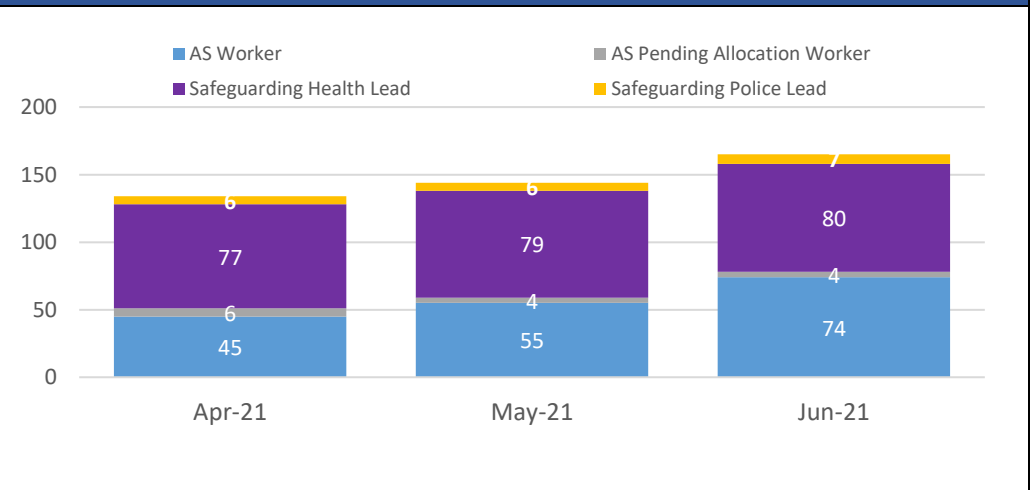
### 2. Number of contact records completed



### 3. Safeguarding Investigations



### 4. Number of pending investigations



# Managing People, Resources, Systems and Processes

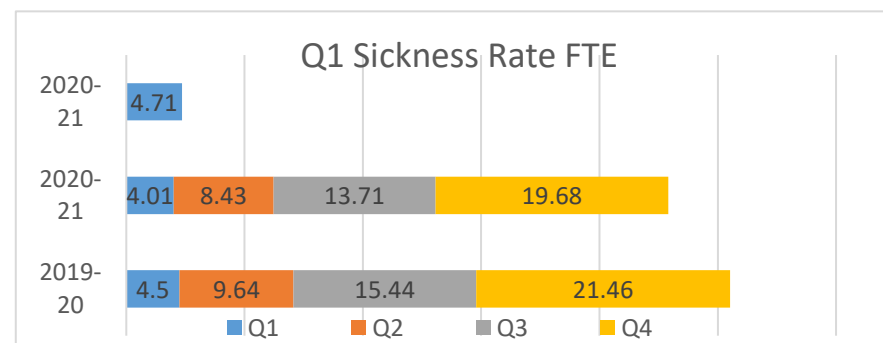
## Key Statistics

### Sickness – Adult Services

	Ave FTE Staff No. (forecast)	FTE Target	Target FTE days lost	FTE days lost	Forecast based on Qtr. result	RAG
Q1 2020	512.89	17	8,718	4.71	20.23	

1	Stress
2	Musculoskeletal
3	Other
4	Heart – Blood – Circulation
5	Neurological

## Sickness Rate (FTE)



Tudalen 30

## Quality of Practice

### Key Statistics

#### Complaints Q4 2019-20

Stage 1 complaints	Q1	Q2	Q3	Q4	TOTAL AS AT 31.03.21
Open from previous quarter	0	0	0	5	5
Initiated	0	1	0	1	21
Closed	0	2	0	0	16

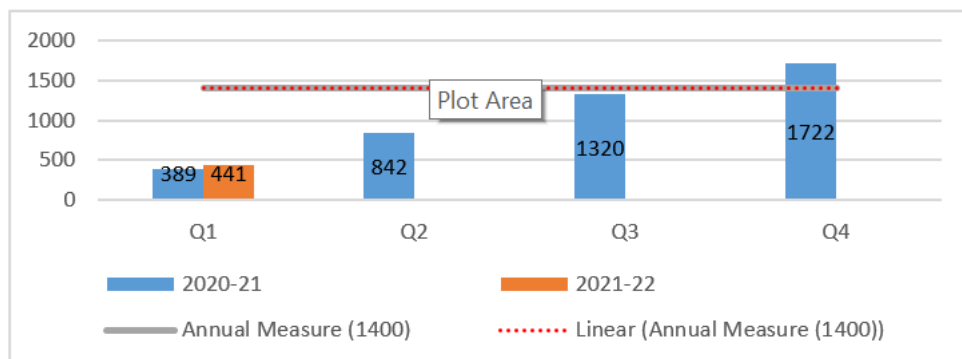
#### Complaints Q1 2020-21

Stage 1 complaints	Q1	Q2	Q3	Q4	TOTAL AS AT 30.06.21
Open from previous quarter	0	0	0	0	0
Initiated	1	0	0	0	4
Closed	0	0	0	0	6

Currently 2 open stage 2 complaints and 1 is a joint complaint with the Vale

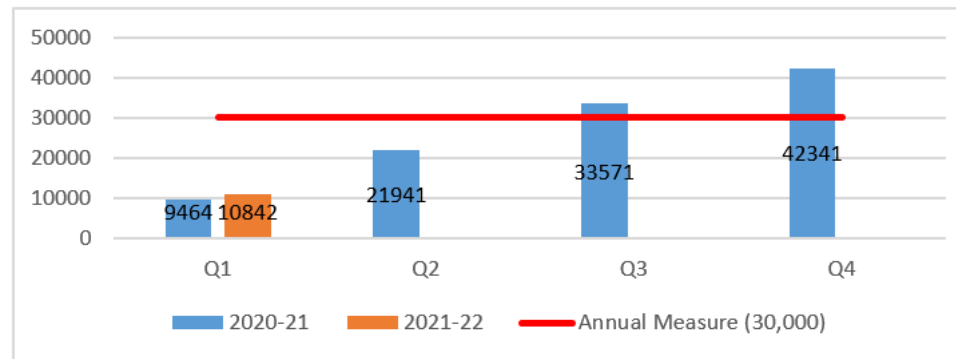
## Additional Information and Corporate Plan PIs

CRT 1 Number of people who accessed the Community Resource Team



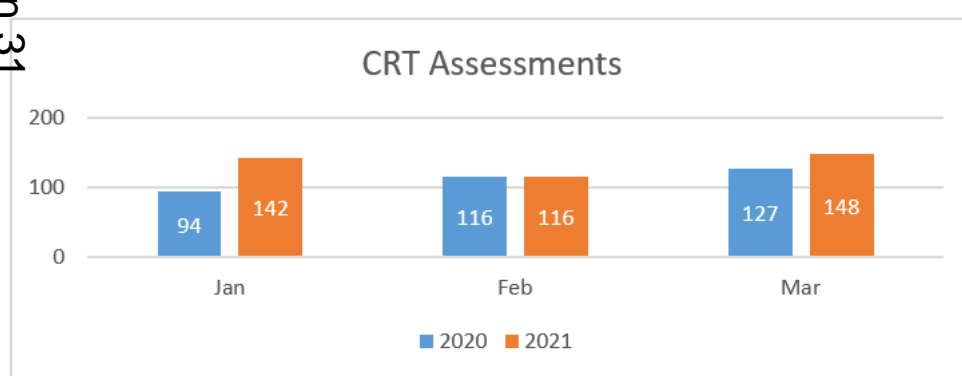
441 people accessed year to date, more than Q4 and the same period last year.

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



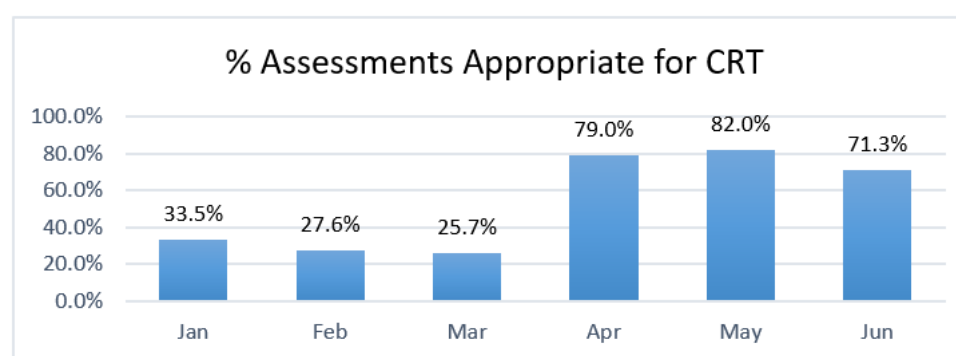
Cumulative data: 10842 hours provided year to date.

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



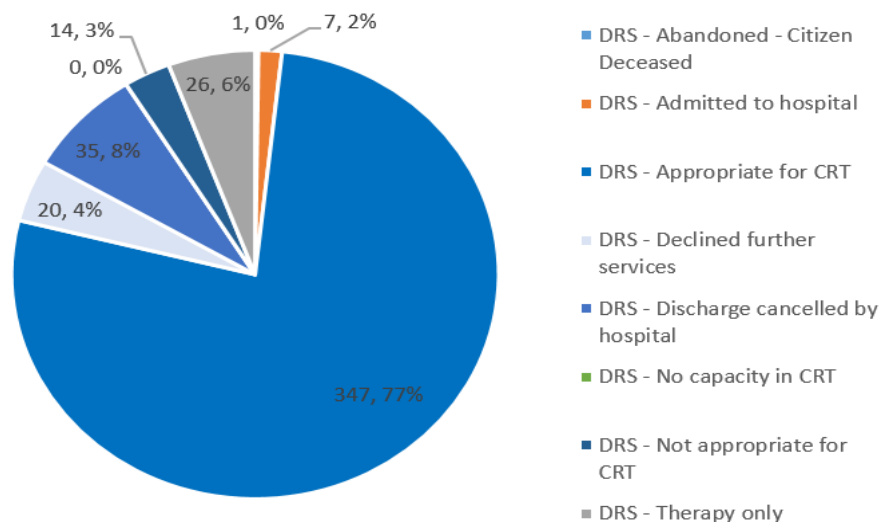
450 CRT assessments were undertaken following a referral in Q1 2021-22.

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



In Q1 (347/450) of CRT assessments undertaken following a referral were appropriate for CRT. Therapy only clients in Q1 down to 26 compared to an abnormally high Q4.

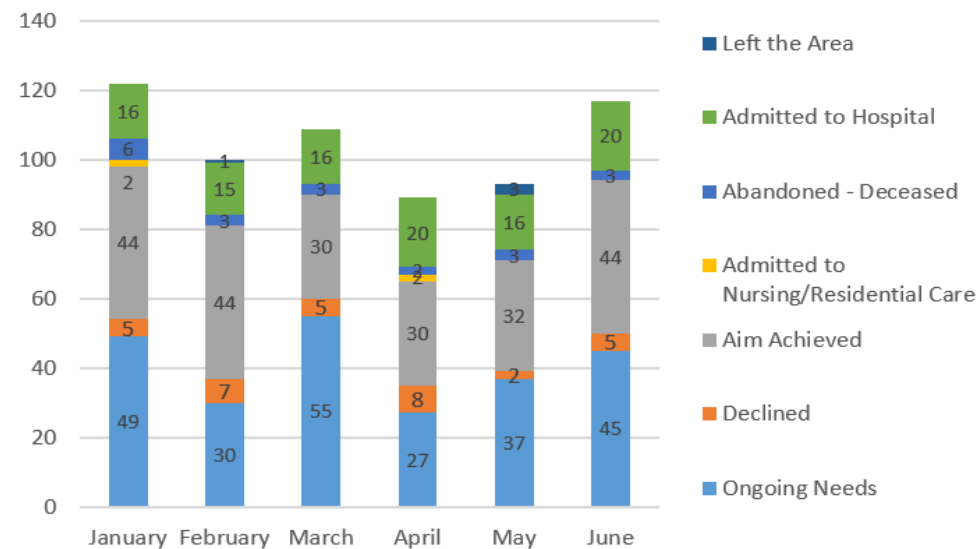
## Outcome of CRT assessments undertaken following a referral Q1



Tudal  
6132

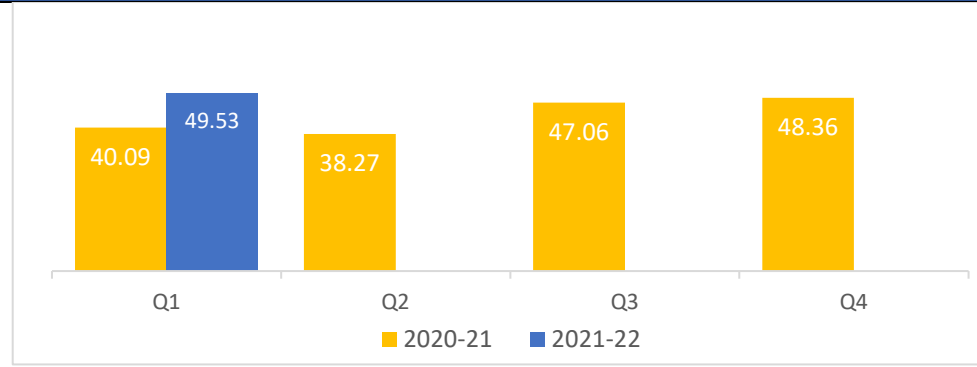
**77% (347)** of CRT assessments undertaken following a referral were appropriate for CRT. **3% (14)** were not appropriate for CRT and **6%** were Therapy Only.

## CRT packages ended by outcome



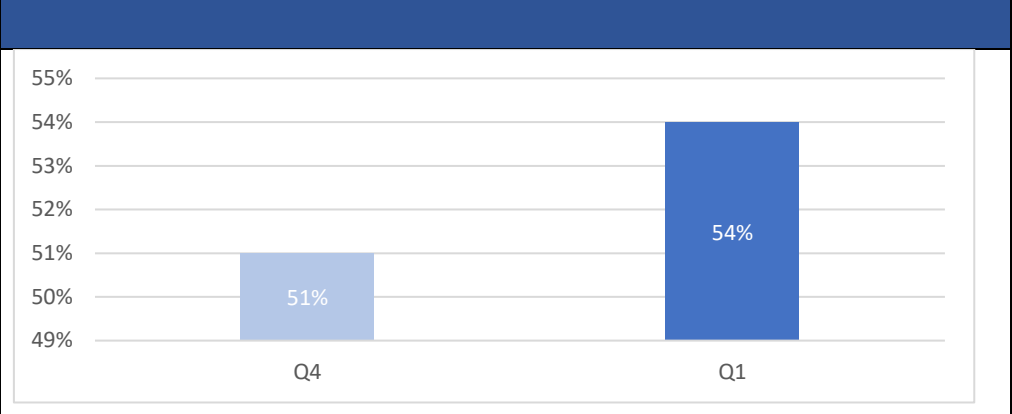
Of the **299** CRT packages ended in Q1; the outcome of aim achieved for **106** people (**35%**). Ongoing Needs for **109** people, **56** people were admitted to hospital, **8** deceased, **15** declined to continue with services, **2** Residential/Nursing Care and **3** people left the area.

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



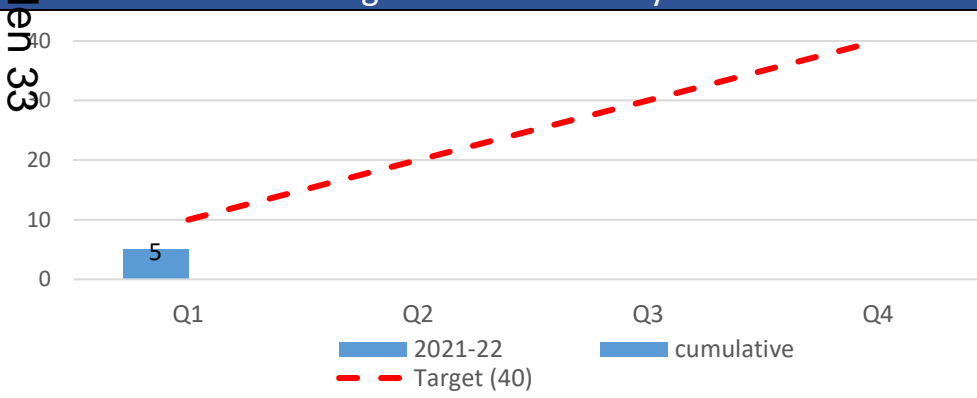
The increase in the number of people requiring long term care following reablement is a combination of Get Me Home + cases and people referred from social care for CRT to provide a period of reablement to accurately inform the social worker of the level of care required moving forward.

**Dem 1 Percentage of staff completing dementia friendly training**



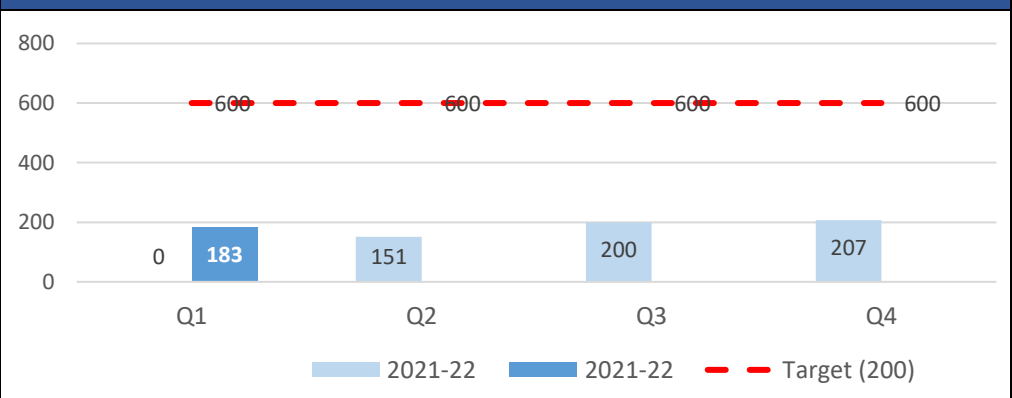
Over 1600 members of staff have completed the training since the start of 2020/21, taking the total to over 3500 and 54% of total council non schools employees.

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



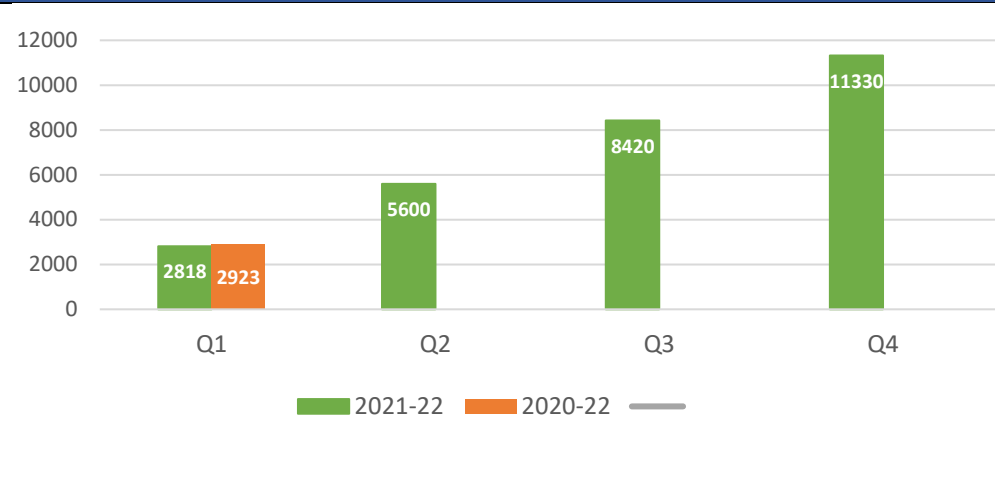
Activity recruiting Dementia Friendly businesses ceased due to COVID Lockdown and restarted in Q1 with 5 businesses signing up.

**Dem 3 The number of Dementia Friendly city events held**

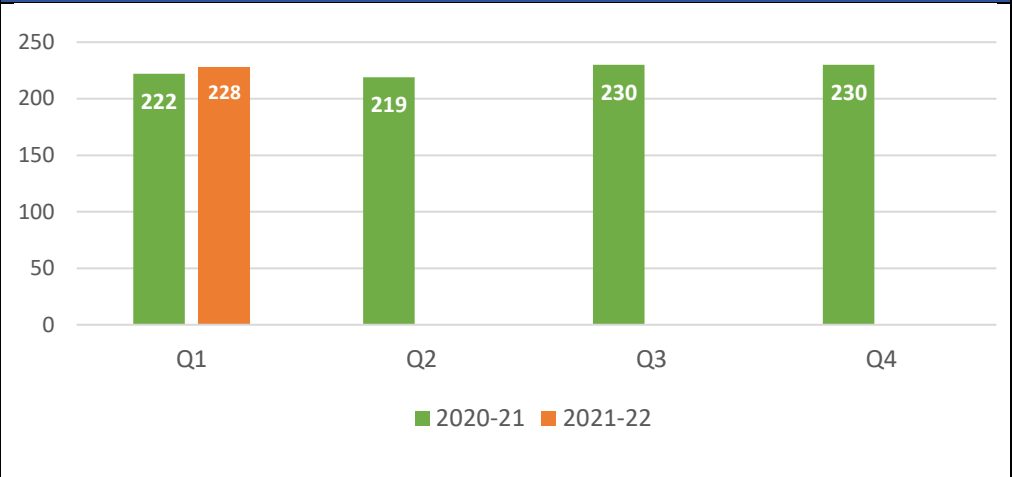


There were 183 Dementia Friendly Events in Q1 compared to 0 for the same period last year due to the outbreak.

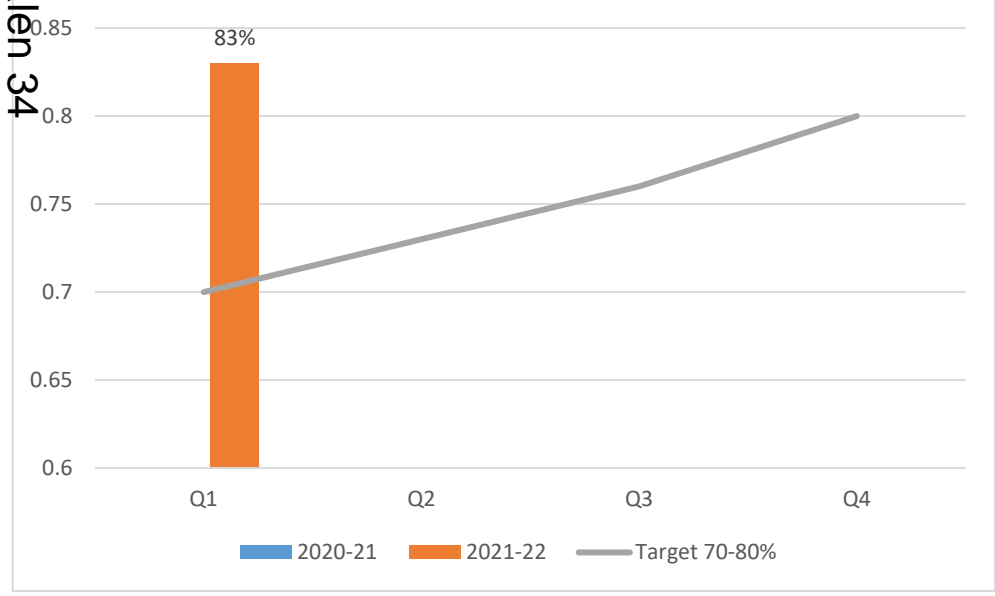
RISCA 1 Number of Domiciliary Care Workers Registered with Social Care Wales



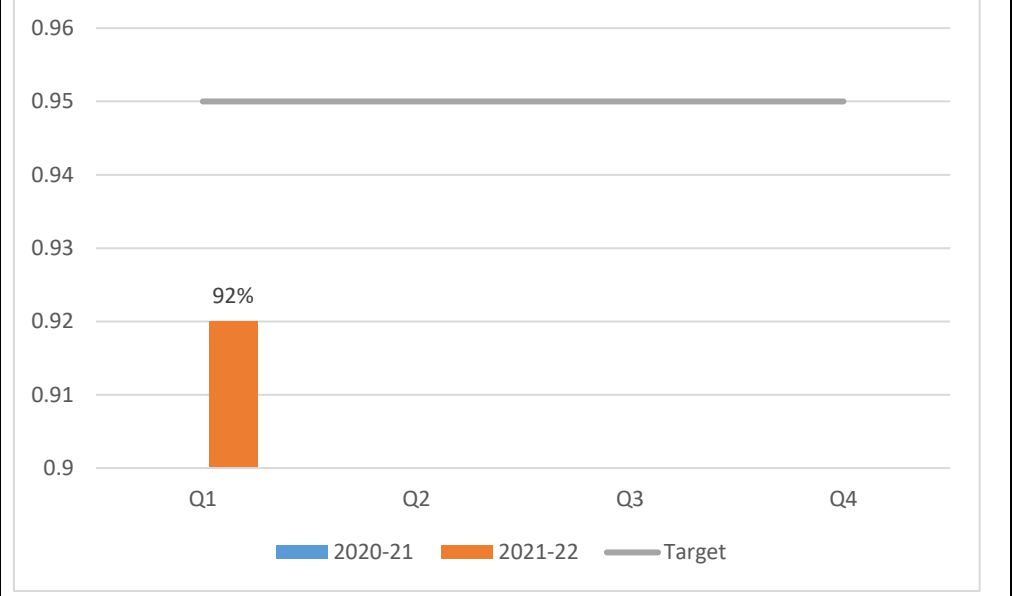
Number of Local Authority Domiciliary Care Workers Registered with Social Care Wales



The percentage of new cases dealt with directly at First Point of Contact with no onward referral to Adult Services

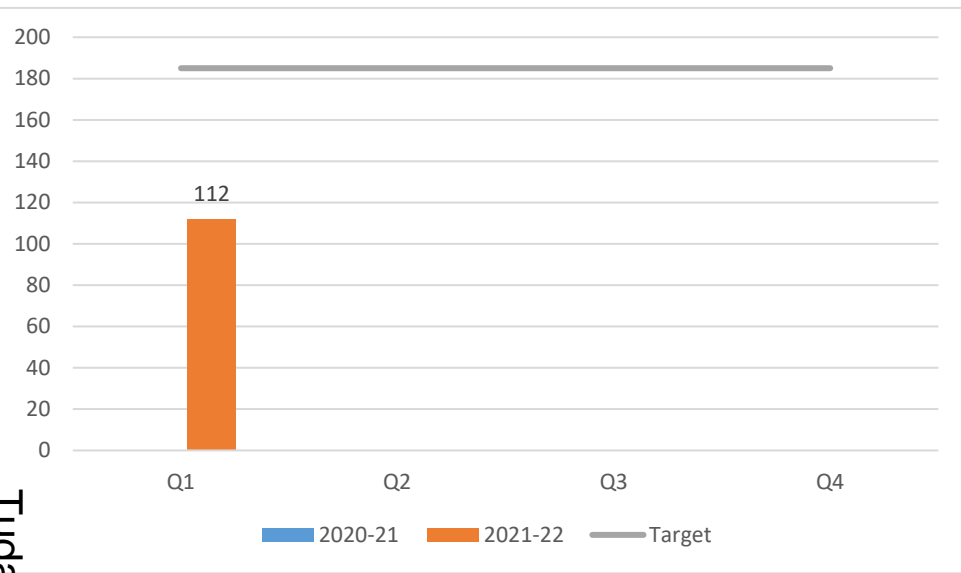


The percentage of clients who felt able to live independently in their homes following support from Independent Living Services



The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)

The percentage of people who feel reconnected into their community through direct and digital interventions from the Day Opportunities team



*\*No result, services restarted in July*







# CASSC

# Adult Services & Independent Living

Q1 Performance Report - October 2021

Tudalen 37

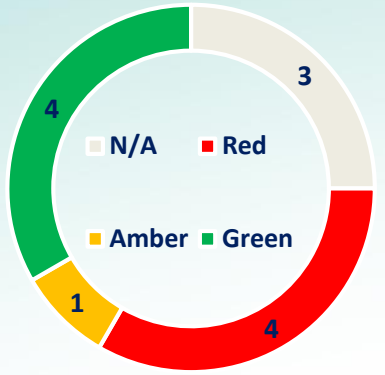


Gweithio dros Gaerdydd, gweithio gyda'n gilydd  
Working for Cardiff, working together

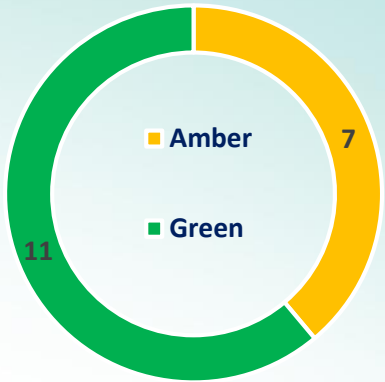


# Progress Against the Corporate Plan / Directorate Delivery Plan

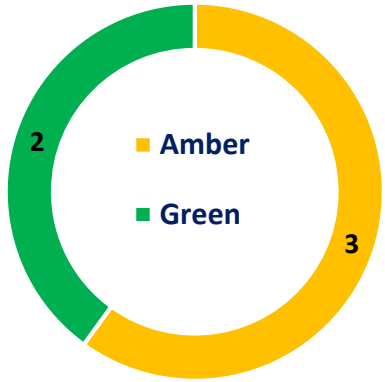
### Corporate Plan Indicators



### Corporate Plan Commitments



### Directorate Delivery Plan Commitments



Tudalen 38



# Key Performance Indicators

Wellbeing Objective - Cardiff is a great place to grow older

Supporting older people to age well and to live the best lives they can in their homes and communities, through the delivery of proactive and preventative services

Key Performance Indicators	2020/21 Result	2021/22 Target	2021/22 Q1 Result
The percentage of new cases dealt with directly at First Point of Contact with no onward referral to Adult Services	84%	70% - 80%	83%
The percentage of clients who felt able to live independently in their homes following support from Independent Living Services	93%	95%	92%
The number of people who accessed the Community Resource Team (CRT)	1,722	Full Year Target <b>2,000</b> Q1 Target <b>500</b>	441
The total hours of support provided by the Community Resource Team	42,341	Full Year Target <b>50,000</b> Q1 Target <b>12,500</b>	10,842
The number of people in residential care aged 65 or over per 10,000 population	76.6	No target but to reduce	72.0



Referrals to CRT are provided by the Single Point of Access Team. All referrals are triaged to determine the most appropriate pathway. The result in Q1 reflects the number of patients suitable for reablement following hospital discharge. Although the figure is below target for Q1 it is 13% higher than the same period in 2020/21.

The number of hours of support is in correlation with the number of referrals received. There has been a 15% increase in the hours of support provided compared with the same period in 2020/21.

# Key Performance Indicators

Wellbeing Objective – Cardiff is a great place to grow older

Supporting older people to age well and to live the best lives they can in their homes and communities, through the delivery of proactive and preventative services

Key Performance Indicators	2020/21 Result	2021/22 Target	2021/22 Q1 Result
Tudalen 40 The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)	133	185	112
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	No Result	National Data collection suspension	Data Collection Suspended



# Progress

## Supporting older people to age well and to live the best lives they can in their homes and communities, through the delivery of proactive and preventative services

Commitment	Update
<p>Further develop our Independent living and aging well services by:</p> <ul style="list-style-type: none"> <li>• Training all frontline staff to fully embed the What Matters conversation within social work and support practice by March 2022;</li> <li>• Developing Local Community Well-being teams by bringing together Independent Living and Homecare services and delivering these on a locality basis by March 2022;</li> <li>• Continuing to work with the Cardiff &amp; Vale University Health Board to further integrate the multi-disciplinary approach to hospital discharge and community support by September 2021;</li> <li>• Empowering people to commission their own care and support through greater promotion of direct payments by September 2021;</li> <li>• Developing outcome-based indicators to support understanding of the human impact of the services being offered by June 2021.</li> <li>• Review Approach to Undertaking Carers Assessments.</li> </ul>	<ul style="list-style-type: none"> <li>• The community resource team 'as-is' understanding has been completed.</li> <li>• The review of SPA is underway. A new integrated manager is currently being recruited and following successful recruitment an action plan will be developed to evaluate and develop SPA long term.</li> <li>• Work has been completed to Map FPOC but the remainder of this work is dependent on the progress with SPA.</li> <li>• A proposal has been developed for the future arrangements for carers assessments and consultation is ongoing, work is being undertaken to understand the current establishment and budgets.</li> <li>• Academic review is planned to develop stronger best practise solutions to support people with dementia in partnership with health and universities across all front line and health services to develop key services. Funding has been agreed in Q1.</li> <li>• FPOC and ILS continue to offer information and advice regarding Direct Payments.</li> <li>• Training continues for all staff and the mentor groups continue to provide the support sessions that are vital to working within strength based social work. Work will continue to build on these networks to train more mentors and leaders.</li> <li>• Strength based working to be supported via appropriate recording system in new computer database Eclipse. Social work practitioners and allied staff members to participate in development of linking in with Quality and Audit lead. Outcomes framework and collection of data to come from this.</li> <li>• Development of further integrated working with Health colleagues is underway to deepen links. More opportunities for joint training is being explored, especially regarding legal issues in Mental Capacity Act framework and the implementation of Continuing Care process.</li> </ul>

# Progress

Supporting older people to age well and to live the best lives they can in their homes and communities, through the delivery of proactive and preventative services

Commitment	Update
<p>Tudalen 42</p> <p>Implement the first phase of the new way of delivering domiciliary care by November 2021 that fully reflects local and community provision and the priorities of the Older Persons Housing Strategy.</p>	<ul style="list-style-type: none"><li>• Draft Accreditation and Enrolment requirements have been developed and are awaiting sign off.</li><li>• Final draft of service specification completed.</li><li>• Draft ODR setting our Fee setting strategy has been completed. Awaiting Counsel advice before finalising for sign off.</li><li>• Overarching QA framework in development – linking in with regional work.</li><li>• Phased implementation plan reviewed and updated.</li></ul>



# Progress

Supporting older people to age well and to live the best lives they can in their homes and communities, through the delivery of proactive and preventative services

Commitment	Update
<p>Deliver the Older Persons Housing Strategy to support independent living, fully understanding older people's housing needs and aligning work between Council and Health Services including:</p> <ul style="list-style-type: none"><li>• Working to build and refurbish community living schemes for older people including:<ul style="list-style-type: none"><li>- Completing design work on the Michaelston college site for our first proposed 'well-being' village, focused on older people but taking an intergenerational approach to place-making, by December 2021;</li><li>- Achieving planning permission for the new schemes at Bute Street and Canton Community Centre by June 2021;</li><li>- Commencing the new schemes on site at the Maelfa and in St. Mellons by November 2021;</li><li>- Fully establishing the Rehousing Solutions Team to provide tailored advice and support for older people and those with physical disabilities by June 2021.</li></ul></li><li>• Improving the current use of existing Community Living and Extra Care schemes including:<ul style="list-style-type: none"><li>- Reviewing the current allocation criteria for Community Living and Extra Care and developing a single waiting list by September 2021;</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Outstanding work is almost complete at Brentwood Court. Items like signage have been approved and are awaiting delivery and installation.</li><li>• External works at Broadlands House and Court are progressing well.</li><li>• Internal works have commenced at Poplar House. New office structure has been constructed and preparation work is ongoing.</li><li>• Detailed design for Worcester Court is progressing well.</li><li>• The communal building works at Heathmead has been completed.</li><li>• Pre-application consultation for both Bute Street and Riverside Community Living schemes has been completed and in fact have had planning application submitted.</li><li>• Initial consultation regarding the proposed Wellbeing Village at Michaelston College site has taken place, however more in-depth Ward Member consultation is still outstanding but a meeting with Councillors will take place early August.</li><li>• The majority of the recruitment for the Rehousing Solutions Team has been completed and staff have finalised their training. The new Occupational Therapy Assistant is waiting for a start date.</li><li>• A review of the adapted allocations process has almost been completed.</li><li>• A review into Older Persons Allocations is in progress and will include a review of current shortlisting and allocations arrangements for Community Living Schemes.</li><li>• A review into Extra Care arrangements is progressing well and on the team is on target to finalise the process and bring into waiting list by September 2021.</li></ul>

# Progress

Supporting older people to age well and to live the best lives they can in their homes and communities, through the delivery of proactive and preventative services

Commitment	Update
<p>Work with partners to prevent hospital admissions and reduce the need for care by:</p> <ul style="list-style-type: none"><li>• Developing a clear approach to the use of innovative technological solutions which can help enable independent living, and;</li><li>• Ensuring that all care and support planning considers the possible use of supportive technology (March 2022)</li></ul>	<ul style="list-style-type: none"><li>• The Technology Enabled Care (TEC) Strategy group has been set up and held its initial meeting. A draft document is being developed to identify the aims of the group and it is proposed this will be shared with Councillors in July.</li><li>• Multiple options are being put together to review possible direction utilising nationally available digital platforms and more locally based options, with opportunities being explored to review the work happening in Carmarthen and Newport as two of these possible opportunities.</li></ul>

Tudalen 44



# Progress

Supporting older people to age well and to live the best lives they can in their homes and communities, through the delivery of proactive and preventative services

Commitment	Update
<p>Reduce the number of people accessing acute, residential or nursing care across Cardiff by reviewing the approach to reablement services by March 2022, ensuring that a full range of support is available to ensure that all older people are able to live the best lives they can and stay safe in their own homes.</p> <p>Tudalen 45</p>	<ul style="list-style-type: none"><li>• The Occupational Therapy review team is in place, established and working well, providing both proactive and reactive reviews. There is also a hospital review team working with SPA to right-size care upon discharge. This support enables a speedy discharge from hospital allowing the package of care to be reviewed within 5 days of discharge, to ensure it is appropriate and meets the needs of the individual.</li><li>• So far this financial year (Q1), the review team have identified £128,664 of actual savings across hospital and community.</li><li>• We have reviewed patterns in residential care over the last 3 years and in nursing home care as part of the Adult Services Strategy research.</li></ul>



# Key Performance Indicators

Wellbeing Objective - Cardiff is a great place to grow older  
 Supporting older people suffering from social isolation and loneliness and delivering our Age Friendly and Dementia Friendly City ambitions

Key Performance Indicators	2020/21 Result	2021/22 Target	2021/22 Q1 Result
The percentage of people who feel reconnected into their community through direct and digital interventions from the Day Opportunities team	N/A	85%	No result – services to restart in July
The percentage of Council staff completing Dementia Friends training	52%	85%	56%
The number of businesses pledging their commitment to work towards becoming Dementia Friendly	20	Full year Target <b>40</b> Q1 Target <b>10</b>	5
The number of digital Dementia Friendly City events held	558	Full Year Target <b>600</b> Q1 Target <b>150</b>	183



Although the result of **56%** is below target, it is **5%** higher than the result in Q4 2020/21.  
**5** new businesses have signed up to become Dementia Friendly in Q1 despite the unprecedented issues experienced by businesses during the Covid -19 pandemic

# Progress

## Supporting older people suffering from social isolation and loneliness and delivering our Age Friendly and Dementia Friendly City ambitions

Commitment	Update
<p>Support older people to age well by reducing social isolation, addressing access to local communities, identifying new ways to promote engagement in local communities and working together to prevent abuse by:</p> <ul style="list-style-type: none"> <li>• Developing relationships between community groups, third sector organisations and businesses to enhance opportunities for older people to remain involved in their local communities, by providing both voluntary and employment opportunities;</li> <li>• Utilising technology to promote inclusion and reduce social isolation, especially whilst social distancing is in place, including access to support services remotely to promote health and independence;</li> <li>• Promoting opportunities for older people to engage directly with younger people to develop skills, share experiences and build friendships.</li> </ul>	<ul style="list-style-type: none"> <li>• Through our “what matters” conversations across all teams, ILS look to actively identify and encourage participation in communities through activities and events local and of interest to the citizens. Our community engagement team actively engage across local communities to promote engagement and participation, and support new groups to enhance membership.</li> <li>• Pilot Pen Pal scheme linking schools with care homes launched in May during Dementia Action Week. Initial evaluation is evidencing very positive outcomes as relationships are developing between the older and younger people.</li> <li>• Preparatory work is ongoing and the intergenerational event is scheduled for Q3. A summer Active Body Healthy Mind festival will take place over 3 days in July following a summer theme.</li> <li>• Review of the current Day Centre Model and consider options that operate in a way that supports better aging and reduces social isolation.</li> <li>• Work with colleagues in Hubs and libraries to find a new way of working to develop day centre services.</li> <li>• E-reader loan scheme launched in June with pre-loaded Kobo E-readers being made available to customers to expand the availability of E-books to customers including older people. Housebound specific E-readers will launch early in quarter 2 with training for customers to ensure that any digital exclusion concerns are resolved.</li> </ul>

# Progress

## Supporting older people suffering from social isolation and loneliness and delivering our Age Friendly and Dementia Friendly City ambitions

Commitment	Update
<p>As a Dementia Friendly City, support those affected to contribute to, and participate in, the life of their community by:</p> <ul style="list-style-type: none"><li>• Undertaking Dementia Friends training across the Authority with the aim of full compliance amongst Council staff by March 2022;22</li><li>• Developing a school engagement programme to encourage more inter-generational activities and events;</li><li>• Encouraging businesses to become Dementia Friendly by delivering the Council’s awareness and engagement programme;</li><li>• Delivering dementia friendly events – both digital and face-to-face – when restrictions allow;</li><li>• Supporting the Dementia Friendly Cardiff Community to continue to deliver positive outcomes for people living with dementia within Cardiff.</li></ul>	<ul style="list-style-type: none"><li>• Dementia Action Week took place during May. Activities included working with Alzheimer’s Society to support the Denim for Dementia campaign in conjunction with the Lord Mayor.</li><li>• Council Staff working from home were able to still get involved by using a specially created Denim backdrop for the digital meetings that took place during the Week.</li><li>• Independent Living service held an online Dementia Friends talk to raise awareness of services and information available including Reading Well for Dementia Books on Prescription.</li><li>• The website was amended to include an EOI for Businesses. Compliance reports were submitted to Directorates to chase up completion of the Dementia Friends Module.</li></ul>

# Progress

## Supporting older people suffering from social isolation and loneliness and delivering our Age Friendly and Dementia Friendly City ambitions

Commitment	Update
<p>Work to become an Age-Friendly City by identifying opportunities for people to be integrated in their local communities by:</p> <ul style="list-style-type: none"><li>• Supporting older people to live independently and be connected to their home and community, with the aim of reducing the possibility of loneliness and isolation;</li><li>• Engaging with communities to develop volunteer and income-generating opportunities and appropriate educational and training programmes;</li><li>• Providing housing that is safe and adaptable to personal preferences and changing capacities;</li><li>• Engaging with older people to provide opportunities for their active participation in the formulation and implementation of policies that directly affect their well-being.</li></ul>	<ul style="list-style-type: none"><li>• Work has taken place to complete Draft Cardiff '<i>Working Towards an Age Friendly City</i>'.</li><li>• Action plan for consideration by Cabinet member and stakeholders. Initial next steps regarding review and consultation to be considered shortly. Plan has been submitted to Commission for initial opinion.</li></ul>

Tudalen 49



# Progress

## Wellbeing Objective - Safe, Confident and Empowered Communities

### Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Deliver excellent outcomes for individuals, families and communities through the continued embedding of strengths-based practice and Signs of Safety in our frontline social work and preventative teams by:</p> <p><b>Tudalen 50</b></p> <ul style="list-style-type: none"> <li>Developing and implementing a new structure for the Social Care Training Unit that best meets the needs of the service area and that meets its staff training and development requirements;</li> <li>Reviewing the arrangements for delivering outcome-focused/strengths-based training to maximise participation and strengthen impact on practice;</li> <li>Embedding peer audit review processes throughout Adult Services, supported by Quality Assurance panels and champions within the service.</li> </ul>	<ul style="list-style-type: none"> <li>New structure developed and presented to PCSMT for review.</li> <li>Awaiting Feedback from Children’s Services before finalising structure in readiness for confidential consultation with TUs and JE process.</li> <li>Training Needs analysis undertaken with teams across Adult and Children’s Services and wider social care sector which has informed the commissioning of training for the current year.</li> <li>Collaborative Communications training held with attendance from EDT, Safeguarding, Commissioning and LD ISL and Day Services.</li> <li>Meeting with Trainers to review approach to rolling out future Collaborative Communication trainings and train the trainer approach will be undertaken.</li> <li>25 mentors have been identified and a support session held with links to the national network of mentors for training. Plans are in place for regular mentor support groups to be held.</li> </ul>

# Progress

## Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p data-bbox="79 654 117 865">Tudalen 51</p> <p data-bbox="54 339 664 479">Complete the move to locality working for all adult social services by 2023, aligning with primary, community and third sector services, with Phase 1 completed by September 2021, to include:</p> <ul data-bbox="150 511 664 1051" style="list-style-type: none"><li data-bbox="150 511 664 611">• Providing easily accessible locations for partners to meet throughout the city;</li><li data-bbox="150 642 664 822">• Expanding and diversifying expertise, sharing best practice across the community and hospitals by transitioning adult older people's social care into locality practice;</li><li data-bbox="150 853 664 953">• Developing closer relationships with domiciliary care providers, starting with recommissioning;</li><li data-bbox="150 985 664 1051">• Developing working relationships and practices with the six health clusters.</li></ul>	<ul data-bbox="722 525 1866 708" style="list-style-type: none"><li data-bbox="722 525 1866 591">• Domiciliary Care Service Specification finalised - awaiting sign off as part of a suite of commissioning documents that will need formal agreement by the DSS.</li><li data-bbox="722 636 1866 708">• ODR setting out the required decision along with all the supporting documents is in development and is expected to be signed off early in Q2.</li></ul>



# Progress

## Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Develop a new Adult Services Strategy by autumn 2021 with the aims for delivery identified as:</p> <p><b>Tudalen 52</b></p> <ul style="list-style-type: none"> <li>Developing a whole-system approach for improving and monitoring performance;</li> <li>Embedding a rights-based approach into everything we do;</li> <li>Ensuring that the systems in place are suitable to meet the outcomes identified and provide a platform for change where they are not.</li> </ul>	<ul style="list-style-type: none"> <li>Framework for the strategy has now been agreed with main chapters focussing on Starting Well (transitions) Living Well and Ageing Well in line with the Regional Partnership Board's themes.</li> <li>Research into the National and Local Strategic context has been completed . Headline health data has been examined and infographics produced displaying both National and Local health needs.</li> <li>Outcomes from consultation and engagement events have been examined and the results of a survey sent to individuals in receipt of care and support and carers have been analysed.</li> <li>Chapters regarding Starting Well (transitions) Living Well and Ageing Well are all in development.</li> <li>The regional integrated health and social care partnership team are supporting the development of the new RPB model.</li> </ul>





# Progress

## Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Implement the Cardiff and Vale Regional Partnership Board's transformational proposals for 'A Healthier Wales' to promote productive partnerships and to further develop preventative services and resilient communities, so that people remain independent and connected for as long as possible.</p>	<ul style="list-style-type: none"><li>• The SPA is currently being mapped, we have secured funding for an integrated manager, we will set up a Service Development plan to determine what we need to do next.</li><li>• Work has taken place to complete Draft Cardiff '<i>Working Towards and Age Friendly City</i>' Action plan for consideration by Cabinet member and stakeholders. Initial next steps regarding review and consultation to be considered shortly. Plan has been submitted to Commission for initial opinion.</li></ul>

Children 53



# Progress

## Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Assist people with disabilities and mental health issues to be more independent by</p> <ul style="list-style-type: none"><li>• Embedding an all-age disability approach by October 2021</li></ul> <p>Tudalen 54 Working with partners to deliver the refreshed crisis care concordat, meeting the needs of those who may not require secondary services and reviewing services to ensure that they are fit for purpose to meet a range of needs of the population moving forward</p> <ul style="list-style-type: none"><li>• Reducing the number of people in crisis and acute admissions by using preventative measures.</li></ul>	<ul style="list-style-type: none"><li>• First meeting of the Regional Crisis Concordat held in June with C&amp;V Crisis Care Concordat Data Subgroup due to meet 13/07/21.</li><li>• Workstreams are being developed as part of the Regional Crisis Concordat which includes all stakeholders. Task and finish subgroup is being put together to review current data held to understand more about who and how many are accessing MH services and support and where etc; This will then influence decisions and discussions within the September meeting to identify suitable locations for a crisis café/sanctuary.</li><li>• Needs Assessment is currently underway. Alder Advice are undertaking this work in partnership with Cardiff Council. Alder Advice are gathering appropriate data, meeting with stakeholders and considering innovative approaches utilised within other local authorities. This has been slightly delayed due to capacity issues within the performance team.</li></ul>



# Progress

## Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Undertake a review of commissioned services, including a full review of commissioned activities, throughout 2021 to include:</p> <ul style="list-style-type: none"><li>• Direct Payments (Adults and Children's);</li><li>• Domiciliary Care Contract.</li></ul> <p>Tudalen 55</p>	<ul style="list-style-type: none"><li>• Initial scoping work for the Direct Payment Review has been completed.</li><li>• Project Group for the Review of Direct has been set up. Roles and responsibilities across the directorate to be agreed in the first meeting. Project Group to meet regularly (every 3 weeks currently proposed).</li><li>• Documents for the new Domiciliary Care APL currently being finalised and will be completed by the time the APL goes live at the end of July 2021.</li><li>• Institute of Public Health (IPC) completed and analysing the data and feedback received by the Care Home and Domiciliary Care Sector regarding sustainability. Next steps will include 121 interviews prior to the findings being finalised.</li><li>• Awaiting update from the Regional Commissioning Team who are leading on the development of a joint Quality Assurance Framework for Care Homes. This has been escalated as required. Cardiff working group to be set up with Providers over the next quarter to ensure how this Framework is implemented is collaborative.</li></ul>



# Progress

## Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Ensure children and adults are Safeguarded from abuse or neglect or the risk of it by:</p> <ul style="list-style-type: none"> <li>Implementing the Exploitation Strategy to encompass new and emerging themes of child and adult exploitation (March 2022)</li> <li>Completing the corporate safeguarding self-evaluations (March 2022)</li> <li>Continuing the work identified in the Adult Safeguarding Action Plan and monitoring the volume of referrals received</li> <li>Undertake a review of Adult Safeguarding</li> <li>Development of action plan</li> </ul>	<ul style="list-style-type: none"> <li>The Adult Safeguarding Action Plan, CIW Targeted Inspection (2020), Internal Audit Report (2020) and External Review of Service (2021) have been reviewed with outcomes/learning translated into a Service Improvement Plan which is being delivered in stages through the 2021/2022 financial year.</li> <li>The Adult Safeguarding Practice Guidance is being developed in three stages with the first two being issued within the team for first stage consultation. Measures in the guidance form the basis of ongoing Quality Assurance including KPI's and Audit base. The practice guide also reflects the format of the upcoming Eclipse database and is fully in line with the Wales Safeguarding Procedures (2019).</li> <li>Adult Safeguarding has started a regular cycle of self and peer audit within the team and agreed the format of ongoing QA within the service area including use of KPI's and internal audit. There is a proposed further inspection of the service in early 2022 (Jan-Apr) via a commissioned/independent auditor.</li> <li>There is ongoing development work to deliver parts of the Exploitation Strategy via joint working arrangements with Police, Health, Children's Services and other service areas.</li> </ul>

Tudalen 56



# Progress

## Ensuring children and adults are protected from risk of harm and abuse Directorate Delivery Plan Commitment

Commitment	Update
<p>Develop and embed quality assurance frameworks considering:</p> <ul style="list-style-type: none"> <li>• Review and development of Policies, procedures and pathways</li> <li>• Training and development</li> <li>• Induction and supervision</li> <li>• Complaints and Compliments</li> <li>• Quality auditing and review processes</li> </ul> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen 57</p>	<ul style="list-style-type: none"> <li>• Quality assurance framework has been drafted.</li> <li>• QA Manager working with Policy Manager to identify policies that are still required to support the QA framework.</li> <li>• QA Manager and Training department work together to ensure that QA and Strengths Based Practice is linked up with AS workforces' training requirements.</li> <li>• Compliments and good practice will be tracked and recorded through the QA learning audit process e.g. service user, provider feedback. Designated slots for practitioners across AS to talk about their positive outcomes and achievements have been introduced to the monthly QA panels. Working arrangements with the complaints team need to be establishes further as part of the restructure.</li> <li>• The first Learning audit run took place in June 21 involving all AS assessment teams. Completed learning audits will be analysed to identify patterns, good practice and areas for improvement using a Strengths Based approach. Adult Safeguarding and the QA manager are working closely together to establish the new safeguarding learning audit process.</li> <li>• A new supervision policy and supporting documents linked to Strengths Based and QA was introduced across AS in April 21. A comprehensive review is due by the end of July 21. Initial feedback indicates that a variety of supervision forms is required meeting the specific requirements of service areas.</li> </ul>



# Progress

## Ensuring children and adults are protected from risk of harm and abuse Directorate Delivery Plan Commitment

Commitment	Update
<p>Data, Performance and Budgets:</p> <p>Tudalen 58</p> <ul style="list-style-type: none"><li>• Utilisation of data to support understanding of services</li><li>• Development of KPI's</li></ul>	<ul style="list-style-type: none"><li>• To inform the new Adult Services Strategy, data has been sent to the strategy team for previous 3 years but now more in depth data has been requested.</li><li>• All Adult Services dashboards have been completed and are running weekly with the exception of LD which is built but awaiting OM sign off.</li><li>• Budget data is in progress of being added to individual dashboards. 2 completed so far. Overall budget dashboard is complete and running monthly in the meantime.</li></ul>



# Progress

## Ensuring children and adults are protected from risk of harm and abuse Directorate Delivery Plan Commitment

Commitment	Update
<p>Prepare for the introduction of the Liberty Protection Safeguard (LPS) legislation in April 2022 which replaces the current Deprivation of Liberty Safeguards (DOLS) to implement a new system for authorising deprivations of liberty in care.</p>	<ul style="list-style-type: none"><li>• Draft Code of Practise has been received and work undertaken to progress the workstreams have been commenced. 4 main workstreams have been identified:<ul style="list-style-type: none"><li>- 16-17 yr olds</li><li>- Core data sets/reporting</li><li>- Transition</li><li>- Workforce planning</li></ul></li><li>• The briefing paper has been completed and will be shared with SMT in Q2 for feedback and approval</li><li>• Funding has been agreed in partnership with the Vale of Glamorgan Council from Welsh Government to support clearing the backlog of DoLS cases prior to introduction of LPS.</li></ul>

11/01/2022 10:59





# Progress

## Ensuring children and adults are protected from risk of harm and abuse Directorate Delivery Plan Commitment

Commitment	Update
<p data-bbox="79 558 117 772">Tudalen 60</p> <ul style="list-style-type: none"><li data-bbox="88 525 691 662">• Implement Emergency Duty improvement plan by March 2022, to ensure an effective joint approach is embedded across Cardiff and the Vale</li></ul>	<ul style="list-style-type: none"><li data-bbox="768 525 1856 586">• Review of current staffing levels have been undertaken and proposals have been shared with SMT.</li><li data-bbox="768 619 1856 681">• TOR has been agreed with Vale of Glamorgan Council and action plan and plan priorities have been set awaiting final approval to undertake the requirements of the project</li></ul>





# Progress

## Wellbeing Objective - Modernising and integrating our public services

### Developing a comprehensive programme of organisational recovery and renewal

Commitment	Update
<p>Develop a comprehensive programme of organisational recovery and renewal focused on:</p> <ul style="list-style-type: none"><li>Embedding new locality delivery models in key community services</li></ul> <p>Tudalen 61</p>	<ul style="list-style-type: none"><li>Domiciliary Care Service Specification finalised - awaiting sign off as part of a suite of commissioning documents that will need formal agreement by the DSS.</li><li>ODR setting out the required decision along with all the supporting documents is in development and is expected to be signed off early in Q2.</li></ul>



# Progress

## Wellbeing Objective - Modernising and integrating our public services Directorate Delivery Plan Commitment

Commitment	Update
<p data-bbox="79 558 117 768">Tudalen 62</p> <ul style="list-style-type: none"><li>• Ensure appropriate support to promote timely and effective restructuring of service areas and recruitment to vacancies</li><li>• Gain a better understanding of why Social Workers leave the service and take action to strengthen retention.</li><li>• Strengthen the role of Adult Services Ambassadors to ensure they are able to appropriately represent the views of team members.</li><li>• Gain a better understanding of staff satisfaction.</li><li>• Undertake a restructure of Adult Services to ensure that the operational structure is fit for purpose to meet the needs and achieve the agreed outcomes of service users.</li></ul>	<ul style="list-style-type: none"><li>• Workforce action plan developed and shared with all OMs for action</li><li>• Emailed all OMs for ambassador representations from each team. Positive feedback and contribution from teams, nearly all have a representative. Advised Ambassador Group re-start due September.</li><li>• Communications team are on the agenda bi-monthly. First meeting discussed the sharing of positive feedback from AS and upcoming national events to showcase service areas.</li></ul>



# Progress

## Wellbeing Objective - Managing the Covid-19 pandemic

### What we will do to ensure the Covid-19 pandemic is effectively managed

Commitment	Update
<p data-bbox="79 658 117 868" style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen 63</p> <p data-bbox="104 548 730 648">Ensure continued support for high-risk settings, including care homes, home care, support living and hostels by:</p> <p data-bbox="104 739 691 805">Working with partners to implement the latest guidance;</p> <ul data-bbox="104 891 672 956" style="list-style-type: none"> <li>• Initiating outbreak management responses as required.</li> </ul>	<ul data-bbox="772 314 1889 1319" style="list-style-type: none"> <li>• A range of meetings have been held with sector association committee members and the wider sector.</li> <li>• Regular communication is in place with the sector to update on changes in guidance and to remind providers of expectations.</li> <li>• Outbreak meetings have been held for those providers who have an open incident with PHW.</li> <li>• Fortnightly Multi-agency meetings held to review Covid-related matters including PPE, Vaccinations, Testing, visiting etc.</li> <li>• 2 surveys have been undertaken in the period to monitoring take up of the Covid Vaccination amongst care staff and findings considered by the multi-agency group with appropriate follow up action taken with providers that are reporting lower than expected take up for staff.</li> <li>• Work has commenced to review the escalating concerns procedures to ensure they reflect the need to undertake urgent cation where there are significant concerns about quality /safeguarding concerns. The updated procedures are expected to be finalised in Q2.</li> <li>• TATI funding secured to strengthen QA arrangements in care homes.</li> <li>• Covid-19 homeless task group held in April, to which all hostel and supported accommodation providers are invited. Topic specific group met in June to discuss and share good practice on reopening services/risk management across providers. Next meeting is scheduled for July and then moving to quarterly.</li> <li>• No outbreaks in hostels/supported accommodation this quarter, isolation units (Cargo House) continue to be utilised to manage symptomatic or positive cases across Homeless provision.</li> <li>• The mobile vaccination team have delivered the first and second dose in 12 of the larger hostel/supported accommodation sites. The homeless nurse from the Multi - Disciplinary team is working with the team to offer drop in sessions twice a week across all supported accommodation settings to pick up any opportunistic new vaccinations quickly.</li> </ul>

# Progress

## Wellbeing Objective - Managing the Covid-19 pandemic

### What we will do to ensure the Covid-19 pandemic is effectively managed

Commitment	Update
<p>Tudalen 64</p> <p>Continue to ensure the availability of all necessary PPE to support the safe delivery of Council and partner services for staff and residents.</p>	<ul style="list-style-type: none"><li>• Demand Compliance assessment tool has been completed for social care and has been used as a baseline for analysis. The tool looks at supply to settings over an eight week period and is assessed against modelling estimates for safe usage of PPE. Procedures have been set up to ensure follow up of areas of concern and escalation systems.</li><li>• Further expansion of Lateral Flow testing availability took place during quarter 1. Direct Deliveries have been made to Child Minders, Education Support teams, Social Care, Social Services – including Personal Assistants and Community Resource Teams. Wider spread Workplace testing was launched in May with robust ordering, delivery and supply systems established. Comms maintained with managers and staff regarding the sharing of appropriate guidance and accurate recording information to ensure traceability.</li></ul>





# CASSC

# Housing & Communities

Q1 Performance Report

October 2021

Tudalen 65

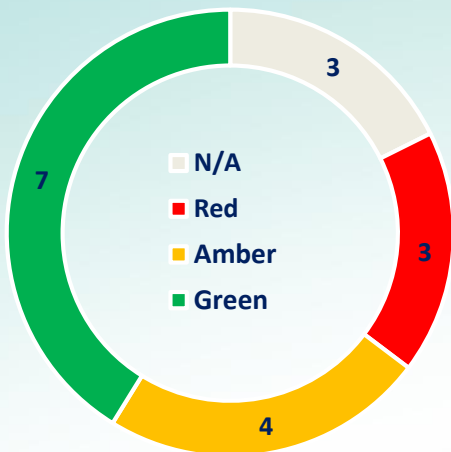


Gweithio dros Gaerdydd, gweithio gyda'n gilydd  
Working for Cardiff, working together

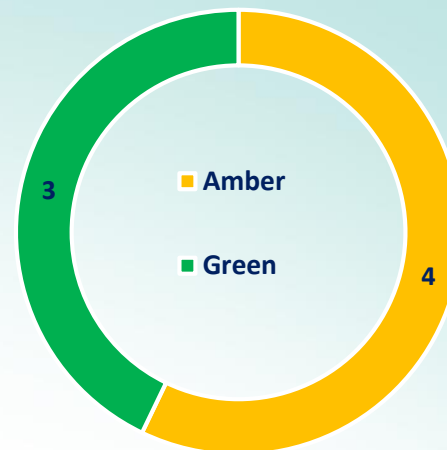


# Progress Against the Corporate Plan / Directorate Delivery Plan

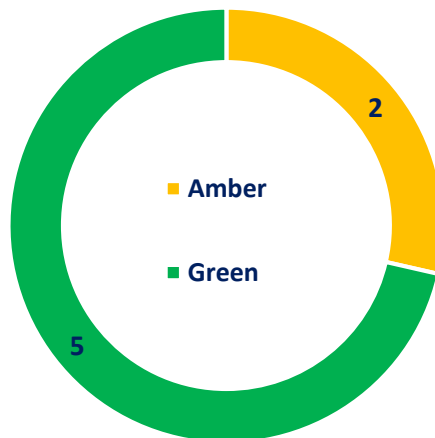
## Corporate Plan Indicators



## Corporate Plan Commitments



## Directorate Delivery Plan Commitments



Tudalen 66



# Key Performance Indicators

## Wellbeing Objective: Supporting People Out of Poverty

### Supporting those most impacted by the economic crisis into work, education or training

Key Performance Indicators	2020/21 Target	2020/21 Result	2021/22 Target	2021/22 Q1 Result
The number of customers supported and assisted with their claims for Universal Credit	1,500	2,841	Annual Target <b>2,000</b> Q1 Target <b>500</b>	665
Additional weekly benefit identified for clients of the Advice Team	£14,000,000	£15,477,013	Annual Target <b>£14,000,000</b> Q1 Target <b>£3,500,000</b>	£4,207,639
The number of hours given volunteering within the Advice & Benefits Service	6,500	3,066	Annual Target <b>6,500</b> Q1 Target <b>1,625</b>	411

The low number of volunteer hours in Q1 is a result of volunteering placements being temporarily suspended due to covid.

The majority of volunteering placements take place within Hubs. To keep within health and safety guidelines, a maximum number of people were allowed in each Hub during Q1. To keep numbers as low as possible, priority was given to staff and customers.

## Supporting those most impacted by the economic crisis into work, education or training

Commitment	Update
<p>Ensure support is available to mitigate potentially negative consequences associated with the roll-out of Universal Credit by:</p> <ul style="list-style-type: none"> <li>• Ensuring all Hub and advice line staff are able to provide support with claims for Universal Credit, including further roll-out of tablets, either by gifting or loaning, to ensure that support can be provided remotely during Covid restrictions;</li> <li>• Working with Jobcentre Plus, Registered Social Landlords and other partners to ensure that vulnerable individuals get the budgeting support they need;</li> <li>• Further utilising and promoting the Discretionary Housing Payment fund. This will ensure that those in receipt of Universal Credit are aware of and able to apply to the fund;</li> <li>• Working closely with Cardiff Foodbank to understand the impacts of more clients claiming Universal Credit on food support, escalating any issues identified;</li> <li>• Identifying additional funding for the Money Advice team to expand the service and meet demand as Universal Credit claimants continue to rise as a result of the pandemic.</li> </ul>	<ul style="list-style-type: none"> <li>• All Advice Line staff have been trained on the new process including identifying UC support needs. Money Advice have been retrained on UC and the processes for the new team have been completed.</li> <li>• Money Advice have started providing a digital service from the foodbank as well as reintroducing outreach locations (including Hubs and Cardiff West)</li> <li>• Refresher sessions will be offered alongside the briefing sessions for staff which have continued throughout the past 16 months.</li> </ul>



# Key Performance Indicators

## Wellbeing Objective: Supporting People Out of Poverty

### Embedding our new approach to tackling homelessness and ending rough sleeping

Key Performance Indicators	2020/21 Target	2020/21 Result	2021/22 Target	2021/22 Q1 Result
The percentage of households threatened with homelessness successfully prevented from becoming homeless	80%	76%	80%	77%
The total number of rough sleepers in the city	New Measure	New Measure	<20	11
The number of rough sleepers supported into accommodation	168	197	Annual Target <b>104</b> Q1 Target <b>26</b>	57
The percentage of rough sleepers housed in the previous month who have maintained their accommodation	New Measure	New Measure	70%	61%
The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service	70%	95%	80%	100%
The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	70%	93%	75%	93%



The data collected in Q1 examined all rough sleepers placed in accommodation between March and May 2021 and calculated how many were still in accommodation 28 days later. **59** rough sleepers were supported into accommodation during the period with **36** remaining in accommodation 28 days later.

# Progress

## Embedding our new approach to tackling homelessness and ending rough sleeping

### Commitment

Review and revise the Rough Sleeper Strategy and the Homelessness Strategy in line with Welsh Government Phase 2 Guidance by:

- Implementing the new family accommodation model and delivery of the Family Homelessness Centres for completion by January 2022 including:
  - Briardene by May 2021;
  - The Gasworks by Winter 2021/22;
  - Harrison Drive by Winter 2021/22;
- Developing a rapid rehousing approach to homelessness, ensuring that homelessness is prevented wherever possible and that clients are rehoused as quickly as possible following an assessment of need by June 2021;
- Taking forward the strategic review of services for single homeless people, including:
  - Implementing full assessment of needs for single homeless people via the new Assessment Centre by May 2021;
  - Ensuring that no one has to sleep out in Cardiff by winter 2021/22 by delivering the new homeless accommodation schemes for single people, and reviewing and improving emergency accommodation with the aim of ensuring that minimum standards of accommodation are delivered with separated, secure and individual spaces;
  - Continuing and extending the Housing First Scheme, using both social and private rented sector homes, and increasing the range of options for move on from hostel with appropriate level of support by March 2022;
  - Ensuring that homeless clients can access the right accommodation for themselves with a focus on moving on into the private rented sector by commencing the low-needs pathway by April 2021 and reviewing its effectiveness by September 2021;

### Update

- Briardene opened and commenced family placements on the 17th May. Initially, 12 units were opened at the start, this increased to 25 units after a few weeks and fully opened to 38 units in late June.
- Gasworks is progressing as planned and it is expected hand over to the authority will be in November/December. A team will be in place to setup the project with an expectation of receiving the first residents in November/December 2021.
- The Rapid Rehousing Move-On pilot has been slightly delayed. The Family Supported Accommodation team are ready to pilot the new process once it is ready to be implemented. The action is marked as amber due to this delay.
- A new process for assessing need of single homeless people at the new Assessment Centre started at the beginning of June 2021. The process is being regularly reviewed as it becomes imbedded into day to day functions.

# Progress

## Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update
<p data-bbox="79 658 117 868">Tudalen 71</p> <ul data-bbox="98 361 966 648" style="list-style-type: none"><li>Continuing to develop the multi-agency team around rough sleepers and single homeless people with complex needs, improving the support available for those with substance misuse issues, as well as for those with co-occurring mental health and substance misuse issues, and extending this support to those moving on into the community. Additionally, further developing the health input into the team by September 2021 and developing the full operational policy and reporting framework for the team by October 2021;</li></ul> <p data-bbox="131 696 931 872">Reviewing the ‘Real Change’ and ‘Give Differently’ campaigns to further investigate the reporting of sightings of potential rough sleepers and positive intervention with people who are involved in street-based activities, including anti-social behaviour and begging within the city centre, by March 2022.</p>	<ul data-bbox="1031 322 1854 1172" style="list-style-type: none"><li>The introduction of a new wellbeing assessment has meant that clients are now holistically assessed at the point of entry. This assessment allows us to determine whether a client is complex or low needs. Low needs clients are deemed suitable for PRS and so are referred to the low needs pathway which initially means they are accommodated in the YMCA and from there supported into an appropriate PRS placement. Whilst the low needs pathway is the most suitable place for someone who is suitable for PRS we are also able to offer PRS to those in the complex needs pathway if that is a safe and appropriate move on option.</li><li>Due to the rapid expansion of the accommodation service area, we are now able to offer clients a range of accommodation options and ensure that support is targeted around their identified needs. The service has imbedded a culture that seeks to minimise evictions and abandonments to ensure we do not return to the rough sleeper numbers seen pre-pandemic.</li><li>We are continuing to review ongoing work with the Health Service to ensure other Health services that are deemed appropriate can feed into the MDT. There are currently ongoing discussions with the Health Service, Dietetics, Podiatry and Dentistry Services.</li></ul>

# Progress

## Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update
<p data-bbox="79 554 117 768">Tudalen 72</p> <ul data-bbox="102 501 904 651" style="list-style-type: none"><li>• Develop a training and activities service for single homeless people to support them to make lasting changes as part of a Covid exit strategy prepared by April 2021 and introduced as soon as restrictions allow.</li></ul>	<ul data-bbox="967 465 1866 779" style="list-style-type: none"><li>• An implementation action plan has been created alongside a curriculum programme based on feedback from projects and clients. Accredited courses are now being delivered across all sites.</li><li>• A stand-alone website has been created as per strategy which will show the work of the Diversionary Activities project. This is due to go live in mid-July.</li></ul>



# Progress

## Directorate Delivery Plan Commitment

Commitment	Update
<p data-bbox="79 654 117 872">Tudalen 73</p> <ul style="list-style-type: none"><li data-bbox="79 529 894 682">• Develop a new family temporary accommodation model by transferring the Calon TA scheme from Cadwyn to Cardiff Council and reviewing the scheme in line with the Rapid Rehousing approach.</li></ul>	<ul style="list-style-type: none"><li data-bbox="958 472 1644 504">• Calon Transfer Date taking place on 5th July 2021.</li><li data-bbox="958 554 1823 625">• All processes &amp; procedures have been completed. Cadwyn staff to start with Cardiff Council on 5th July 2021.</li><li data-bbox="958 675 1846 746">• Creation of voids team and finance/ tenancy team to manage the scheme is still in progress – recruitment currently taking place.</li><li data-bbox="958 796 1740 868">• Rent accounts have been set up and recharges have been reviewed.</li></ul>



# Progress

## Directorate Delivery Plan Commitment

Commitment	Update
<p>Develop the allocation of social housing to achieve the following:</p> <p><b>Tudalen 74</b></p> <ul style="list-style-type: none"><li>Introduce rapid rehousing approach to homelessness, helping to reduce time spent in temporary accommodation and prevent more people from becoming homeless</li><li>Reduce overcrowding in the city</li></ul>	<ul style="list-style-type: none"><li>Data review for homeless and overcrowded families on the Housing Waiting List is in progress.</li><li>The review of current allocations and shortlisting arrangements has started, but work is still ongoing to finalise how it will work.</li><li>Rapid Rehousing is being piloted for families with complex housing needs who are owed a prevention duty, for whom it would be difficult to prevent in PRS or place in Temporary Accommodation.</li><li>Current arrangement for families with less complex needs are also being examined and amended.</li><li>Rapid Rehousing is also being piloted for families moving on from Temporary Accommodation in Briardine.</li><li>New Allocations and Shortlisting Arrangements for Rapid Rehousing/Overcrowding</li><li>pilot arrangements have been drafted, but need further discussion prior to implementation.</li><li>The review of the suspension criteria for rent arrears will run alongside Rapid Rehousing. The Exclusion Manager has drafted the new arrangements. An Officer Decision Report will be needed for this as it will be an amendment to policy.</li></ul>



# Progress

## Directorate Delivery Plan Commitment

Commitment	Update
<p data-bbox="77 654 125 871">Tudalen 75</p> <ul data-bbox="73 474 904 585" style="list-style-type: none"><li>• Take forward the next phase of the Accommodation and Support project, improving specialists Accommodation and Support Pathways.</li></ul>	<ul data-bbox="966 431 1839 785" style="list-style-type: none"><li>• Mapping of People &amp; Communities provision has taken place, in particular in relation to Mental Health and Abstinence support specialist projects.</li><li>• Mapping task is ongoing and meetings scheduled with key officers to complete mapping of their provision.</li><li>• Assessment of need for women with complex needs currently residing in Single Person's gateway has commenced.</li></ul>



# Key Performance Indicators

## Wellbeing Objective - Safe, Confident and Empowered Communities

### Building new Council homes and investing in community facilities

Key Performance Indicators	2020/21 Target	2020/21 Result	2021/22 Target	2021/22 Q1 Result
Total number of new Council homes completed and provided (Target to be achieved by December 2022.)	1,000 cumulative	552	<b>1,000</b> cumulative by December 2022 – <b>750</b> by 31 <sup>st</sup> March 2022 Q1 Target <b>570</b>	569
The percentage of residents satisfied with completed regeneration projects	90%	89%	90%	88%
The number of visitors to libraries and Hubs across the city	3,300,000	2,490,498	Monitor KPI but no target set	124,002
The number of page views on the Hubs website	Monitor KPI but no target set	N/A	Monitor KPI but no target set	15,080
The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/ I got what I needed'	95%	98%	Monitor KPI but no target set	Surveys to re-start in Q2
The number of visits (page views) to the volunteer portal	70,000	156,153	Annual Target <b>70,000</b> Q1 Target <b>17,500</b>	<b>27,945</b>



# Progress

## Building new Council homes and investing in community facilities

Commitment	Update
<p data-bbox="79 654 117 868">Tudalen 77</p> <ul style="list-style-type: none"><li data-bbox="112 534 838 662">• Deliver a programme to build over 2,000 new Council homes, targeting delivery of the first 1,000 by December 2022.</li></ul>	<ul style="list-style-type: none"><li data-bbox="987 404 1823 468">• Briardene has been completed and was handed over before end of Q1 and is now fully operational.</li><li data-bbox="987 558 1789 662">• The purchase of Meridian court has been completed and we are currently consulting residents about the proposals ahead of submitting a planning application at the end of July.</li><li data-bbox="987 752 1856 853">• Column Road Programme has been extended and is now due for completion mid-October 2021. Planning consent has been granted for the remodelling and reclassification of the building.</li></ul>



# Progress

## Building new Council homes and investing in community facilities

Commitment	Update
<p>Invest in the regeneration of local communities by:</p> <ul style="list-style-type: none"><li>• Completing Phase 2 of the Maelfa redevelopment scheme by November 2021</li><li>• Implementing improvement schemes for existing housing estates across the city based on the priorities identified in the current Estate Regeneration Programme and designing a new programme to co-ordinate with wider new housing initiatives in and around existing communities;</li><li>• Securing Welsh Government Targeted Regeneration Investment Programme funding to deliver regeneration initiatives in the South Riverside Business Corridor;</li><li>• Submitting an outline planning application for the subsequent Channel View Regeneration of pre-existing homes by the end of 2021/22;</li><li>• Delivering projects identified in the three-year programme for Neighbourhood Renewal Schemes (NRS) based on ideas submitted by Ward Members.</li></ul>	<ul style="list-style-type: none"><li>• The Maelfa Scheme was completed in Q4 2020/21.</li><li>• Detailed design work for Trowbridge Green &amp; Pennsylvania Estate regeneration behind programme due to capacity within design team/ the need to outsource specialist SUDs design works and principle designer roles.</li><li>• The planning application for Channel View was submitted before the end of June.</li><li>• NRS scheme completion for Cowbridge Rd East behind programme due to technical design issues on site and contractor delays - due to complete in August.</li></ul>

Tudalen 78



# Progress

## Building new Council homes and investing in community facilities

Commitment	Update
<p>Continue to deliver the Community Hubs programme, in collaboration with partners, including:</p> <ul style="list-style-type: none"><li>• Progressing plans for Youth Hubs in the city centre and Butetown.</li><li>• Working with partners to deliver a Community Hub in south Riverside;</li></ul> <p>Tudalen 79.</p> <p>Working with the University Health Board on the Cardiff Royal firmary, Maelfa Hub and other Hubs within the North District;</p> <ul style="list-style-type: none"><li>• Ensuring people are connected with local service providers and activities in their neighbourhood through the work of Community Inclusion Officers, extending the range of online activities and restarting face-to-face events when restrictions allow.</li></ul>	<ul style="list-style-type: none"><li>• New MUGA/ Phase 1 complete in mid June and now open to the public- well used by young people so far.</li><li>• Dialogue commenced with Grassroots regarding current leasing arrangements. Project partners updated on project status and currently working through plans for the building to fit the budget and meet updated service needs.</li><li>• Butetown Youth Hub is fully open, events and activities are being reintroduced in line with WG guidelines. Music Room specialist software for young persons has been purchased to enhance young persons skills &amp; up to date music development.</li><li>• Face to Face activities have been reintroduced in all Community Hubs in line with WG guidelines.</li><li>• Community Inclusion Officers &amp; Wellbeing team are now all part of one team and planning together to provide tailored activities and support to suit customer's needs and requests.</li></ul>



# Progress

## Directorate Delivery Plan Commitment

Commitment	Update
<p data-bbox="79 558 117 768">Tudalen 80</p> <p data-bbox="127 705 852 733">To implement New Community Wellbeing Service Team</p>	<ul data-bbox="977 586 1846 819" style="list-style-type: none"><li data-bbox="977 586 1846 658">• All the Team have been recruited but some training will fall in Q2 due to training slot availability.</li><li data-bbox="977 751 1846 819">• Good partnerships including NHS (GP social prescribing) already built to take the service forward.</li></ul>



# Progress

## Directorate Delivery Plan Commitment

Commitment	Update
<p>Tudalen 81</p> <ul style="list-style-type: none"><li>Progress with delivery of Community Hubs programme - 2021 refurbishment to Rhiwbina Library</li></ul>	<ul style="list-style-type: none"><li>Refurbishment plans and layout completed in conjunction with Cllrs, local members &amp; Friends Groups - now with planning for approval.</li></ul>



# Key Performance Indicators

## Wellbeing Objective - Safe, Confident and Empowered Communities

### Ensuring children and adults are protected from risk of harm and abuse

Key Performance Indicators	2020/21 Target	2020/21 Q4 Result	2021/22 Annual Target	2021/22 Q1 Result
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%	70%	85%	71%
The percentage of referrals from South Wales Police regarding high-risk domestic abuse victims, where contact has been attempted by the specialist service within one calendar day of receiving the referral	90%	89%	90%	81.95%

Judalen 82



The biggest area of non-compliance lies with school staff completions. We continue to offer support to schools with undertaking this mandatory training – offering briefings on Inset days and in the evenings and are currently preparing to brief school Governors. Packs of useful materials including information on the training and support available have been sent to all schools ready for the start of this new school term.

A further cohort of approx. 1600 staff do not have access to a PC and interactive briefings are necessary.

# Progress

## Wellbeing Objective - Safe, Confident and Empowered Communities

### Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p data-bbox="79 654 117 868">Tudalen 83</p> <ul style="list-style-type: none"><li data-bbox="112 554 904 704">• Deliver the actions identified in the Cardiff &amp; Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy 2018-2023, including the launch of a regional service for male victims by July 2021.</li></ul>	<ul style="list-style-type: none"><li data-bbox="987 482 1843 589">• Work is ongoing to collect quantitative and qualitative data from a range of key partners across the region for 2019/20 and 2020/21.</li><li data-bbox="987 689 1804 761">• Due to the range of partners involved, this will continue into quarter 2.</li></ul>



# Progress

## Wellbeing Objective : Cardiff grows in a resilient way

### Directorate Delivery Plan Commitment

Commitment	Update
<p data-bbox="81 554 119 768">Tudalen 84</p> <p data-bbox="158 611 852 682">Develop a public housing decarbonisation strategy to compliment the council's One Planet agenda.</p>	<ul data-bbox="975 489 1843 846" style="list-style-type: none"><li>• The decarbonisation plan / strategy has been approved by Directorate Directors and Cabinet members.</li><li>• Preliminary budgets have been identified and incorporated into the 2021/22 budget setting process.</li><li>• Responsible officer (CB) attends One Planet Cardiff project group meetings and the Directorate strategy/ambition will be incorporated into the Council Cabinet report that will be delivered later this year.</li></ul>





# Progress

## Wellbeing Objective - Modernising and integrating our public services

### Directorate Delivery Plan Commitment

Commitment	Update
<p data-bbox="79 654 117 868">Tudalen 85</p> <ul data-bbox="92 582 749 654" style="list-style-type: none"><li>• Develop digital methods of service delivery in housing.</li></ul>	<ul data-bbox="865 337 1850 1289" style="list-style-type: none"><li>• The My Applications system has been tested and a couple of issues were identified. Northgate are currently dealing with two issues / bugs to the system. One is the extended time taken to change pages within the online application, the other is an issue with saving an application and returning to it later. Northgate are prioritising rectifying these issues.</li><li>• Meetings have been held to drive forward next steps of the project. Work is being carried out to ensure the online form captures all Social Inclusion information, for every member of the household and the internal process of collecting signatures from each person included in the application.</li><li>• Initial meetings have been held to discuss internal process changes for the Housing Solutions Team and how the Housing Application Interviews will be impacted. Also, the required changes to any Workflow 360 process maps.</li><li>• Tests are currently being carried out on the 'back office' function of the system to establish what process changes may be required for the Allocations Rehousing Unit. Particularly the Waiting List Team and how the medical referral process will need to be adapted.</li><li>• An Improvement Project Manager (Repairs online) was recruited in June 2021 and has now started the new role. The recruitment of the Business Analyst Officer is at the interview stage currently. The post will be filled in July 2021.</li><li>• Decisions have been made on which sections/teams documents to use within the DocuSign pilot. Discussions and information gathering around the benefit of purchasing the full version of the software, with the view to gradually phasing in DocuSign to different sections/teams.</li></ul>

Mae'r dudalen hon yn wag yn fwriadol

**CYNGOR CAERDYDD  
CARDIFF COUNCIL  
COMMUNITY & ADULTS SERVICES SCRUTINY COMMITTEE**

**13 Oct 2021**

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**COMMITTEE BRIEFING – NOISY NEIGHBOURS**

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**Purpose of the Report**

1. To provide Committee Members with a briefing on the process for noise complaints deriving from private, domestic settings.
  
2. When considering the Committee's Work Programme for 2021/22, Members requested to receive a briefing on the process for noise complaints which derive from private, domestic settings, with a particular focus on;
  - The different types of noise complaints received by the Shared Regulatory Service.
  - Step-by-step insight into the process for a member of the public who wishes to make a noise complaint against a private domestic setting.
  - Clarity on the different outcomes for noise complaints.
  - Assess the efficiency of the process and possible areas for improvement.
  - Insight into the 'noise policy' currently being developed by Shared Regulatory Services.

**Background – Shared Regulatory Services**

3. Shared Regulatory Services (SRS) is a collaborative service formed between Bridgend, Cardiff and the Vale of Glamorgan Councils on 1st May 2015. It delivers a fully integrated service under a single management structure for trading

standards, environmental health and licensing functions. The service receives shared governance arrangements across all three authorities ensuring full elected member involvement.

4. SRS provides a diverse range of services across the three local authorities and serves over 600,000 residents. Their services include:

- Food hygiene and standards,
- Promoting and maintaining a fair-trading environment,
- Animal health & welfare,
- Communicable diseases,
- Housing safety (private sector / private landlords),
- Noise pollution

*Members will note the above list is not exhaustive and is intended to provide Members with a snapshot of services offered by SRS.*

5. The SRS model of delivery sees the above services (and others) delivered across three delivery sectors known as:

- **Neighbourhood Services** – *which deals with activity relating to residential premises or having an impact on the local community.*
- **Commercial Services** - *which deals with activity relating to business Premises.*
- **Enterprise and Specialist Services** - *which comprises a number of specialist areas of work and income generating services*

### **What is a statutory noise nuisance?**

6. For a noise complaint to count as a statutory nuisance it must do one of the following:

- Unreasonably and substantially interfere with the use or enjoyment of a home or other premises,
- Injure health or be likely to injure health<sup>1</sup>.

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<sup>1</sup> [Noise nuisances: how councils deal with complaints - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/topics/noise) Accessed 5<sup>th</sup> October 2021.

7. If the Local Authority decides that a statutory noise nuisance is occurring, an Abatement Notice will be served - this requires whoever's responsible to stop or restrict the noise. An Abatement Notice is usually served against a person responsible, however, it can also be served on the owner or occupier of the premises.
8. If the individual does not comply with an Abatement Notice they can be prosecuted and fined. Councils can also take further action to stop or restrict the nuisance by:
  - Carrying out works and making the person served the notice pay for the works (this can include seizure and confiscation of equipment).
  - Applying to the High Court for an injunction<sup>2</sup>.

## Legislation

9. The Environmental Protection Act 1990 (EPA) specifies eleven categories of statutory nuisance including "noise". Under the Environmental Protection Act 1990, Local Authorities have a duty to deal with any noise or vibration that they consider to be a "statutory nuisance". Further information on the EPA in relation to noise complaints can be found in **Appendix A**.
10. If the Local Authority deems that a statutory noise nuisance is not present, section 82 of the EPA allows the individual to take their complaint directly to a Magistrates' Court.<sup>3</sup>

## Making a noise complaint

11. The SRS investigates domestic noise complaints about issues such as amplified music, DIY activities, house and car alarms, barking dogs, and construction sites. One of the main routes for a member of the public to report a noise nuisance is through the [SRS website](#).

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<sup>2</sup> [Statutory nuisances: how councils deal with complaints - GOV.UK \(www.gov.uk\)](#) Accessed 5<sup>th</sup> Oct 2021.

<sup>3</sup> [WG23198 Sound Advice on Noise \(gov.wales\)](#) Accessed 5<sup>th</sup> Oct 2021, page 8.

12. 2020-21 saw a significant increase in users to the SRS website, with 72,271 recorded together with 203,431 page views. An increase of 25,806 and 63,738 respectively from 2019/20. With the [Noise and Air Pollution web pages](#) consistently receiving the most page views<sup>4</sup>.
13. As set out in **Appendix A**, 2020 saw an increase in the number of noise complaints received from domestic settings which is largely attributed to lockdown arrangements. The [Shared Regulatory Services Business Plan 2021-22](#) noted this as an opportunity for greater partnership working between SRS and the Police in addressing noise problems (due to the Police often being the first point of contact for receiving complaints). Further information on collaborative working between SRS and the police can be found in **Appendix A**.
14. When a noise complaint is received by SRS, an environmental health officer will determine whether a statutory nuisance exists. The officer will determine this usually through the complainant's noise diary or through the 'noise app'.
15. Prior to the pandemic, SRS introduced a noise app to assist in dealing with noise complaints. This app can be downloaded by those making a complaint to enable them to record short bursts of the disturbance and submit to the service to determine if a nuisance has occurred. **Appendix A** and the [Shared Regulatory Services Business Plan 2021-22](#), notes the app has proved an effective tool in the monitoring of noise disturbances, allowing complaints to be triaged, and reducing the need for officers to visit homes to monitor disturbances; particularly under recent Covid-19 restrictions.
16. Usually, the officer will try to resolve the issue informally through mediation with the individual responsible for the noise. If this fails and the officer is satisfied that a statutory nuisance exists an Abatement Notice will be served. The notice may

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<sup>4</sup> [SRS Business Plan \(valeofglamorgan.gov.uk\)](#) Accessed 5<sup>th</sup> Oct 2021, pages 67-68.

require the noise to be stopped completely, reduced, or limited to certain times of the day. A person who has received an Abatement Notice can appeal against it to the Magistrates' Court, provided they do so within 21 days.

17. If a person fails to comply with an Abatement Notice without reasonable excuse, they have committed an offence and can be fined up to £5,000. A further fine of up to £500 per day can also be imposed if the offence continues after conviction<sup>5</sup>.
18. Local Authorities are allowed, subject to certain conditions, to gain entry into premises in order to act on a statutory noise nuisance. They can also gain access to or remove vehicles, machinery or noise-making equipment that is causing a statutory nuisance by creating too much noise and breaching an Abatement Notice<sup>6</sup>.
19. In cases where the Local Authority considers the serving of an Abatement Notice to be inappropriate or insufficient to address a noise problem, it may choose to exercise one of the other powers available including<sup>7</sup>:
  - Noise Act 1996 (*gives Local Authorities powers to take away noisemaking equipment*)
  - Injunctions
  - Community Protection Notice (*for noise that affects a community's quality of life*)

*It is to note the above examples of additional Local Authority powers do not solely relate to noise complaints which derive from domestic settings and can only be used in relation to certain types of noise deriving from certain settings.*

## **Way Forward**

20. The Cabinet Members for Housing & Communities and Clean Streets & Environment will be in attendance at the meeting, supported by officers from

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<sup>5</sup> [Statutory nuisances: how councils deal with complaints - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/statutory-nuisances-how-councils-deal-with-complaints) Accessed 5<sup>th</sup> Oct 2021.

<sup>6</sup> [WG23198 Sound Advice on Noise \(gov.wales\)](https://gov.wales/guidance/wg23198-sound-advice-on-noise) Accessed 5<sup>th</sup> October 2021

<sup>7</sup> [WG23198 Sound Advice on Noise \(gov.wales\)](https://gov.wales/guidance/wg23198-sound-advice-on-noise) Accessed 5<sup>th</sup> October 2021, pages 11-14.

Shared Regulatory Services. Officers in attendance will provide Committee Members with a presentation providing a short overview of the briefing note attached at **Appendix A**.

### **Scope of the Scrutiny**

21. During this scrutiny, Members will have the opportunity to explore:

- a. The different types of noise complaints deriving from domestic settings.
- b. The process for a member of the public who wishes to make a noise complaint against a private, domestic setting – for example its ease of access, timeliness for a resolution and its efficiency.
- c. Public awareness of the process and its accessibility.
- d. Partnership work between SRS and other responsible bodies
- e. The ‘noise policy’ currently being developed by Shared Regulatory Services, including its objectives and next steps.

### **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**

Members are recommended to:

- i) Consider the information in this report, its appendix and the information provided during the meeting and
- ii) Determine whether they would like to make any comments, observations or recommendations to assist in the development of the noise policy.

**DAVINA FIORE**

Director, Governance & Legal Services

7 October 2021

Mae'r dudalen hon yn wag yn fwriadol

### Shared Regulatory Services – Noise Service update, CASSC September 2021

**Scope of report:** This report will focus upon:

- Domestic noise complaints, i.e., complaints by residents about noise arising from other residential settings.
- The processes in place for investigating alleged statutory noise nuisance.
- How the overlap in provision of service by Shared Regulatory Services and Cardiff Council (Landlord Services) in relation to noise and ASB are managed when noise arises from Cardiff Council tenants.

#### 1. Introduction

The Noise Service is delivered by the Neighbourhood Services (Team 2) within Shared Regulatory Services (SRS). The team is responsible for a range of pollution control services across Cardiff and Vale of Glamorgan Council areas.

Long-term the team's preventative work is undertaken:

- By working with the Local Planning Authority for example, commenting upon planning applications.
- As a 'responsible authority' under the Licensing Act 2003, by commenting upon premises licence applications and applying for a review of a licence when licensing objectives are not upheld - notably the "prevention of public nuisance".
- Via the Events Liaison Panel, by providing advice on appropriate measures to reduce disturbance to local residents during large-scale events.
- Via the Environmental Permitting Regime to control emissions from prescribed industrial process.
- Via our Student Liaison Officer (SLO) who works with the cities' three Universities on the Student Community Plan and other partners and networks to ensure the impact of students on the city is a positive one.
- By discharging the Council's duty to investigate statutory noise nuisance complaints.

The greatest demand on the team arises from pollution complaints including noise from domestic, commercial and industrial sources. This report however is focused on noise from domestic settings. The team also delivers the:

- **Cardiff Night Time Noise Service** during peak periods of demand at weekends. This provides an opportunity to assess and gather evidence at a time when noise is most likely to occur.

## Appendix A

- **SRS Emergency Out of Hours Duty Officer** function which can help to gather evidence to progress noise cases.

### 2. Resources

The team consists of 01 Team Manager, 6.5 FTE qualified Environmental Health Officers, 0.5 FTE Technical Officers, 0.5 FTE Technical Assistant, and 2 specialist officers delivering other discrete functions (Student Liaison Officer and Specialist Environmental Permitting officer). The SLO is part funded by each of the three University's and Cardiff Council.

A limited amount of noise recording equipment connected to specialist noise meters is available for investigations. However whenever possible, noise is assessed by officers present at the time when the noise is occurring (which is not always possible). SRS uses a NoiseApp facility to allow complainants to record noise when they are being disturbed. This facility has proven very useful during the pandemic lockdowns when officers were prohibited from visiting domestic dwellings. To use the NoiseApp residents have to register a complaint and then given access for a limited period - usually two weeks.

### 3. Relevant legislation for SRS in investigating alleged statutory noise nuisance

The **Environmental Protection Act 1990** (EPA) specifies eleven categories of statutory nuisance including "noise". Local Authorities have a duty to investigate statutory nuisance complaints. Action under this act can be taken when a statutory noise nuisance is "occurring, likely to recur, or, likely to occur". There is a duty to serve an abatement notice when a statutory nuisance is established.

SRS can also take action in default, i.e., take action to abate the nuisance on behalf of the person responsible/ owner of premises for the nuisance and recharge for costs incurred. This can include, in the extreme cases, seizure of noise making equipment. Wherever possible officer will engage with those causing a nuisance so that they are able to amend their behaviour before taking enforcement action.

It should be noted that EPA does not provide specific decibel levels that constitute a statutory noise nuisance. Officers will use their professional judgment in assessing statutory noise nuisance. Officers undertake a subjective assessment considering factors including the volume of the noise, duration, time of day, frequency of the noise and character of location. A judgment of "reasonableness" will also be applied.

SRS are generally unable to assist with noise complaints where the source is:

**Children playing** - e.g. in a garden, public space.

## Appendix A

**Domestic noise** - unless unreasonably loud or at unreasonable times day-to-day (lawn mowing, hedge trimming, washing machines, vacuuming)

**Everyday living** - (footsteps, light switches being turned on / off, general talking, doors closing/banging, pressing door buzzes, toilet flushing, babies crying, moving furniture, rowdy behaviour in stairwells/communal areas).

**Rowdy behaviour outside in the street** (public order offences) - this is a police matter and can be reported to South Wales Police.

Other categories of noise that SRS are unable to deal with is listed on SRS website.<sup>1</sup>

The Act enables individuals to take their own independent action to potentially resolve their noise issues. This option may arise or be advised, in circumstances where SRS has undertaken a reasonable investigation but cannot substantiate a statutory noise nuisance.

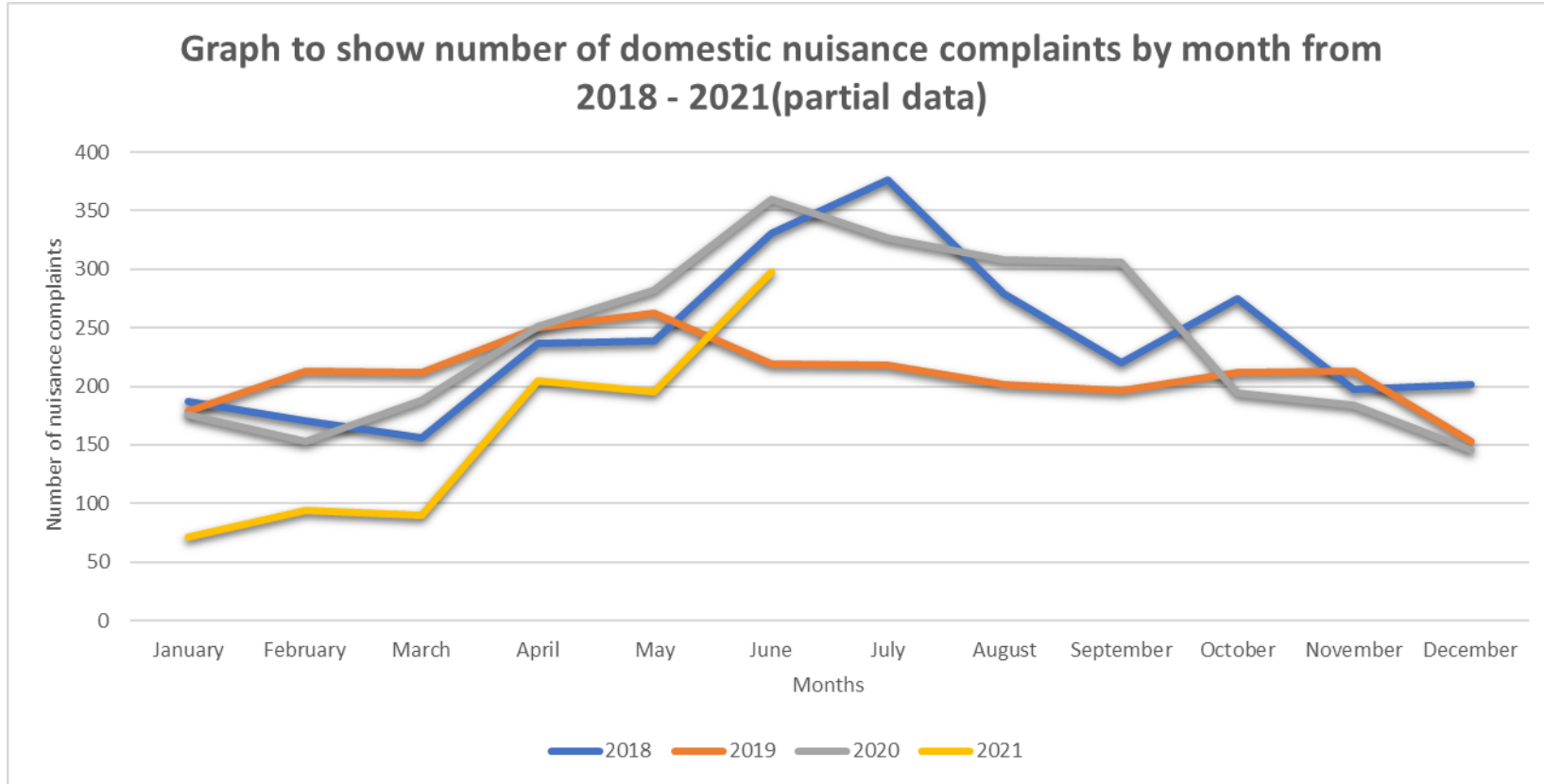
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<sup>1</sup> <https://www.srs.wales/Documents/Pollution/Noise/Noise-the-Council-is-Unable-to-Assist-With-ENG.pdf>

Appendix A

4. Demands on service relating to domestic nuisance complaints

Graph 1

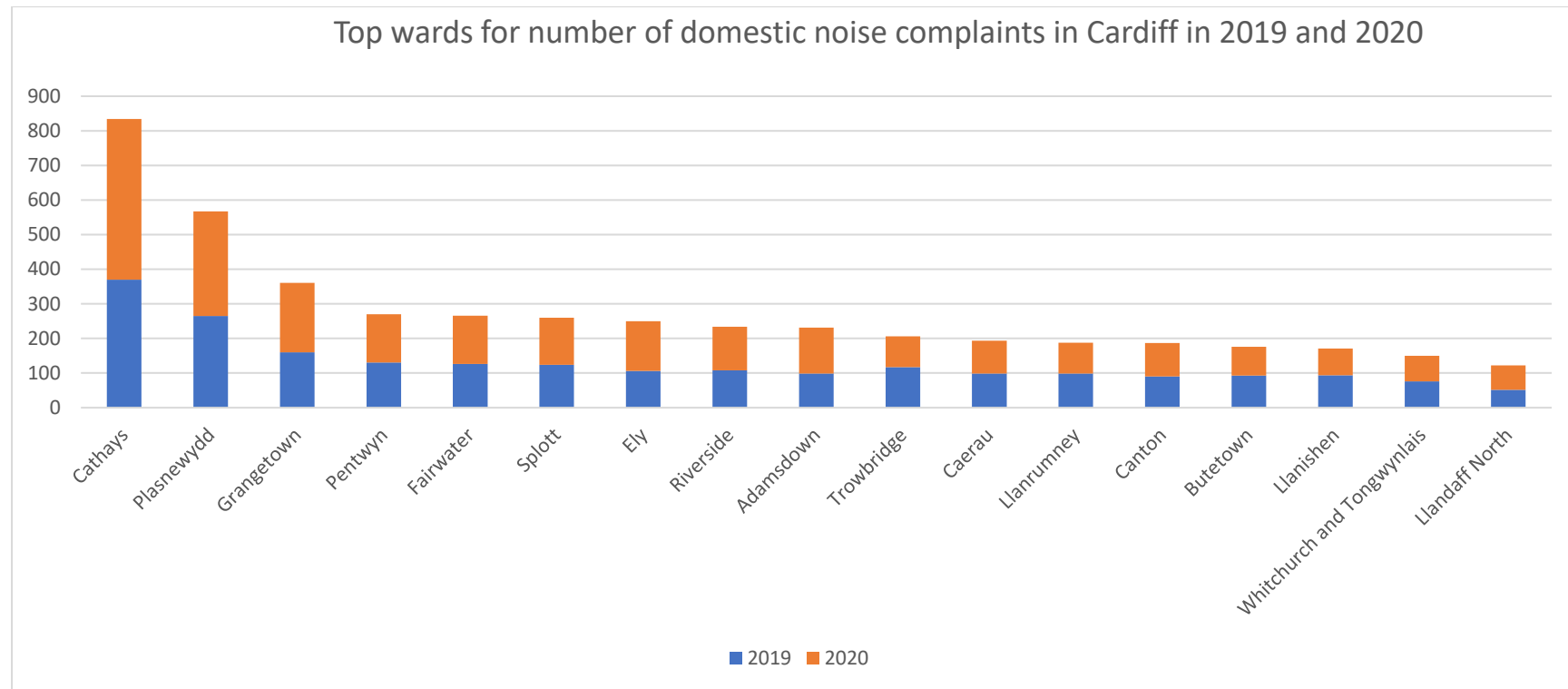


Tudalen 98

Graph 1 highlights the seasonal increase in demand between April and October with a significant increase in demand between 2019 and 2020.

## Appendix A

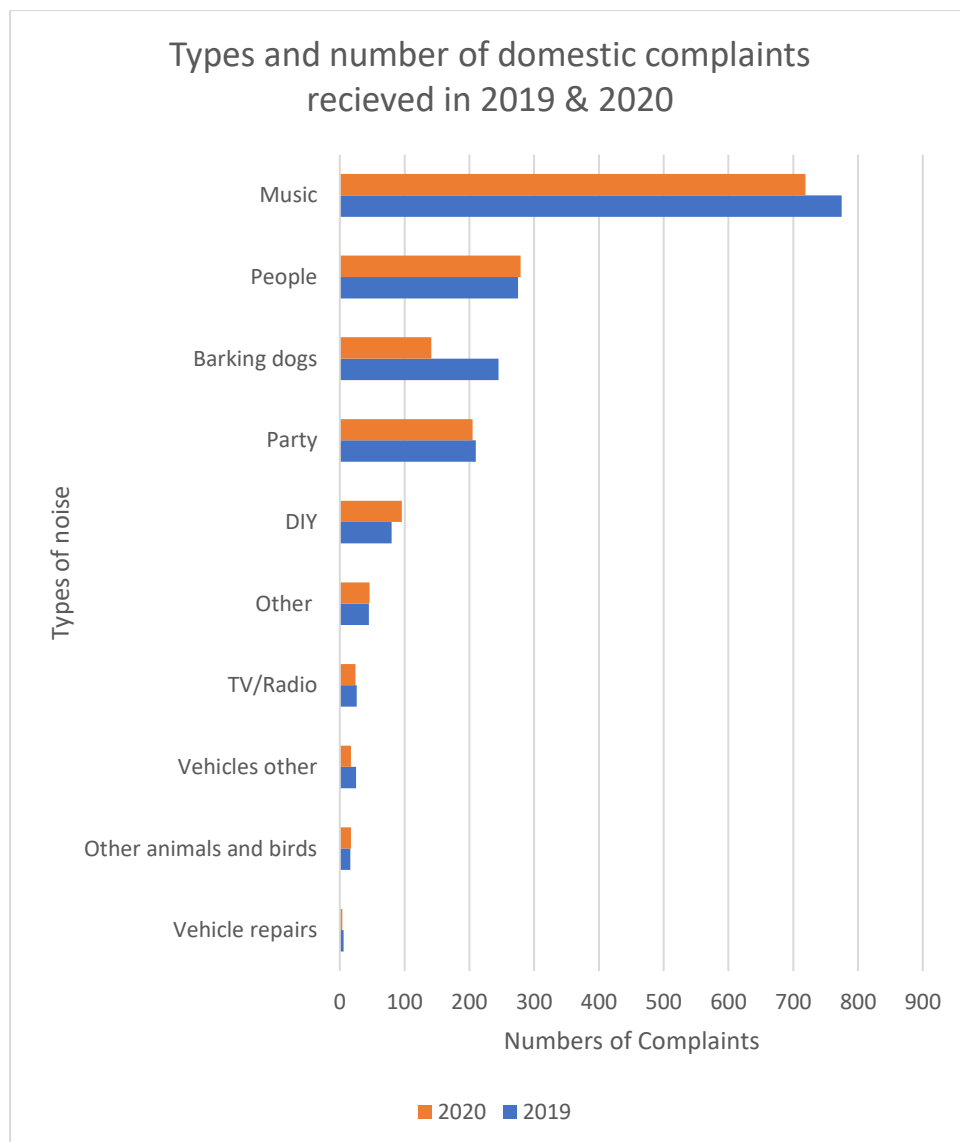
### Graph 2.



Tudalen 99

Graph 2 shows that the demand on service is highest in Cardiff within Cathays and Plasnewydd wards. These two wards also have high concentration of Houses in Multiple Occupation (HMO) and students.

Graph 4



Graph 4 identifies the types of noise complaints received by SRS with the greatest numbers arising from amplified music, noise from people, barking dogs and domestic parties. Whilst a significant number of complaints are received regarding “noise from people” these are rarely considered to be a statutory noise nuisance but more likely to be considered lower level anti-social behaviour.

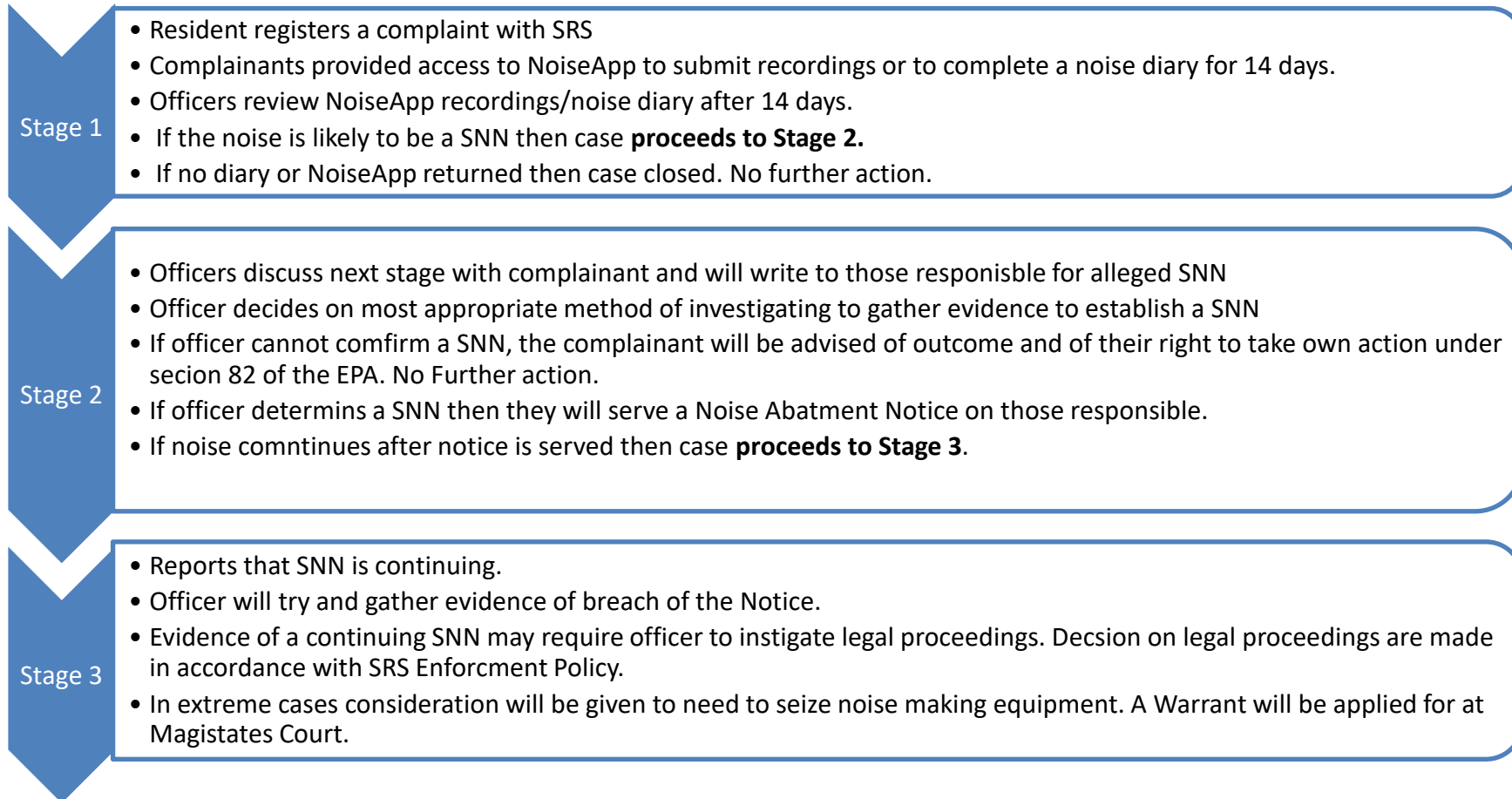
A marked decrease in the number of noise complaints relating to barking dogs from 2019 to 2020. It is likely that as government-imposed restriction on movements and more residents working from home, dogs were less likely to have been left at home for prolonged periods. The levels of barking dog noise complaints could increase as restrictions are eased and those who became dog owners during the pandemic returning to the workplace.



### 5. Investigating complaints of alleged statutory noise nuisance

Fig 1. Overview of process for investigating alleged statutory noise nuisance (SNN) regarding noise from domestic dwellings.

Tudalen 101



\*The investigation process described above may vary depending upon individual case details and officers professional judgment.

## **Appendix A**

Residents making a noise complaint are made aware that:

- SRS does not respond to anonymous complaints.
- The need to cooperate with officers' requests such as to keep a noise diary/NoiseApp recordings, allow officers access to their property when noise is happening.
- Officers will need access to complainant's property.
- Complainants need to be prepared for the matter to be taken to court and they may be required to provide a witness statement or give oral evidence.

### **6. Cardiff Night Time Noise Service**

The Night Time Noise Service is operational in Cardiff on Friday and Saturday nights.

Calls are prioritised to ensure most effective use of the service. Existing cases (stage 2 and 3 in Fig.1 above) are generally prioritised ahead of any new cases that are received on the night:

Priority 1: Calls from Police seeking assistance.

Priority 2: Calls of existing cases where there is an ongoing investigation:

Priority 3: New complaints made on the night, which are usually processed on the next normal working day in accordance with Fig 1 above.

Evidenced gathered during the operation of the Night Time Noise Service then dovetails into the general process highlighted in figure 1 above.

### **7. Collaborative working**

#### **South Wales Police**

During Covid-19 lockdowns, the Night time Noise Service was suspended with JET (Joint Enforcement Teams, SW Police and SRS) teams taking lead in responding to illegal gathering in domestic settings under public health legislation to control the spread of coronavirus.

The legacy of the JET model has remained in place to date with the Night Time Noise Service working more closely with the Police and have regular meetings to ensure most effective delivery of the service. It is hoped that this collaborative model of working will remain in place but requires a commitment from both the Council and SW Police for this to continue.

## Appendix A

Joint pro-active initiatives between SRS and SW Police are often taking place especially around the student population in Cathays and Plasnewydd,

Police are jointly responsible with Cardiff Council to address matters of anti-social behaviour. Whilst SRS will investigate noise as statutory nuisance, there are often noise matters overlaps with anti-social behaviour legislation.

### Cardiff Council (Housing Services)

“*Cardiff Council (Landlord Functions) Anti-Social Behaviour Statement of Policy & Procedure*”<sup>2</sup> clarifies the approach that it takes to tackle anti-social behaviour, nuisance and related issues involving its tenants and the way in which Council works with local residents and agencies to address these problems. There are a range of powers available to social landlords in the **Anti-Social, Crime & Policing Act 2014**. In addition, Cardiff Council, as landlord, has processes in place to bring tenancy agreements to an end, where appropriate. Anti-social behaviour from Council Tenants is initially dealt with by the Tenancy Management and /or Anti- Social Behaviour teams as they are best placed to deal with low level anti- social behaviour before matters escalate to becoming a statutory nuisance.

SRS will keep Cardiff Council (Housing Services) informed of any action taken against its tenants. Cardiff Council is able to consider appropriate action either under the tenancy agreement or under powers conveyed **Anti-Social, Crime & Policing Act 2014**. Anti social behaviour will include a whole range of issues including noise. The 2014 Act introduced a new absolute (‘mandatory’) ground for possession of secure and assured tenancies where anti-social behaviour or criminality has already been proven by another court. The act enables Cardiff Council (Housing services) to apply for absolute grounds for possession in certain circumstances, one of the circumstances is on conviction of breach of a noise abatement notice. Clearly it is in Cardiff Council’s interest for early intervention in ASB cases to protect tenants who are victims of ASB and take robust action against those tenants who are the cause of ASB. Housing will use appropriate intervention and prevention methods to achieve this as applicable to each individual case.

### Registered Social Landlords (RSL)

RSL’s also have additional powers under the **Anti-Social, Crime & Policing Act 2014** to deal with ASB from their tenants in addition to conditions within tenancy agreements. Low level anti-social behaviour from their tenants are best investigated

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<https://www.cardiff.gov.uk/ENG/resident/Community-safety/Anti-social-behaviour/Documents/ASB%20statement%20of%20policy%20procedure.pdf>

## **Appendix A**

by the RSLs in first instance as the powers exist to deal with low level issues at the earliest before the matter escalates and becomes a statutory nuisance.

SRS will keep RSLs (where known) informed of any action taken against their tenants in relation to statutory noise nuisance. This allows for proportionate action to be taken against those causing ASB.

### **Other organisations**

SRS will signpost residents to appropriate services when dealing with noise complaints. Very often, noise issues are a small element of a much more complex case. Officers are trained in safeguarding matters and will be aware of where to refer cases or direct complainants for additional support.

SRS also attend monthly Problem Solving Group to address cases in which several agencies are involved. In addition, SRS are party to the Information Sharing Protocol for ant-social behaviour matters under the Community Safety Partnership.

**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**COMMUNITY & ADULTS SERVICES  
SCRUTINY COMMITTEE**

**13 October 2021**

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**COMMITTEE BUSINESS**

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**Reasons for this Report**

1. To update Members on correspondence arising from recent scrutiny meetings.
2. To invite expressions of interest in participating in joint scrutiny of Cardiff's Replacement LDP.

**Correspondence**

3. Following each Scrutiny Committee meeting, the Chair writes on behalf of all Members, to the relevant Cabinet Member and senior officer, summing up the Committee's comments, concerns and recommendations regarding the issues considered during that meeting. The Committee is routinely copied into the letters when they are forwarded to the Cabinet Member. Depending on the issues highlighted, the letter may request a response from the Cabinet Member to any recommendations made, and sometimes requests further information.
4. Where responses are *outstanding* the support officer continues to follow up on the Committee's behalf, particularly where the Committee has made a formal recommendation for monitoring as part of the new model in place to capture the impact of scrutiny. However, there are occasions that the Committee does not formally request a response.

5. The current position regarding Committee's correspondence is set out below for Members' information:

### **May 2021**

- *Response awaited* - from the Chair to the Chairs of the Community Safety Leadership Board providing the Committee's comments and four recommendations on how the Community Safety Partnership can improve drug dealing and drug related crime in Cardiff.

### **July 2021**

- *Response received* - from the Chair to the Cabinet Members for Social Care, Health & Wellbeing and Housing & Communities providing the Committee's comments and recommendations on the Local Authority Social Services Annual Report 2020-21 and Directorate Delivery Plans 2021-22. Members recommend that within the Social Services Annual Report, the Director provides a balanced analysis of the year's performance, highlighting both the successes and challenges of the directorate. The recommendation was accepted, and the Report was amended following Committee feedback before consideration at Full Council.
- *Response not requested* - from the Chair to the Cabinet Member for Housing & Communities providing the Committee's comments and observations on the Housing Development New Build Scheme Cabinet Report.
- *Response not requested* - from the Chair to the Cabinet Member for Housing & Communities providing the Committee's comments and observations on the development of the Prevent Programme.

### **September 2021**

- *Response awaited* – from the Chairs of all five Scrutiny Committees to the Cabinet Members for Strategic Planning and Transport capturing the

collective observations and eight recommendations from the Council's five Scrutiny Committees on the Replacement Local Development Plans draft vision, issues, objectives and Sustainability Appraisal Scoping Report.

- *Awaiting circulation to the Committee* - from the Chair to the Cabinet Member for Housing & Communities providing the Committee's comments and feedback to aid the development of the Cardiff Design Standards document.

### **Replacement Local Development Plan - Joint Task & Finish Group**

6. In September 2021 the five Scrutiny Committees individually considered the draft report titled *Cardiff Replacement Local Development Plan: Vision, Issues and Objectives and Integrated Sustainability Appraisal Scoping Report* prior to its consideration by Cabinet. Following this Scrutiny, a collective letter was sent to the Cabinet capturing the concerns and observations of all five committees.
7. The five Scrutiny Chairs consider it would be good practice to pool scrutiny expertise and continue a culture of collaboration on this key policy for the future of Cardiff. It was agreed to progress scrutiny of the next stages of the RLDP via a Task and Finish Group with cross-representation from all five Committees.
8. The Chair of the Environment Scrutiny Committee has proposed his Committee leads the task group and membership, whilst primarily taken from the Environment Scrutiny Committee, is open to representation from all Scrutiny Committees. Ensuring that all Committees have the opportunity to scrutinise aspects of the Replacement LDP directly related to their Terms of Reference.

9. The Task and Finish group will need to be established as soon as possible to commence work around the RLDP Strategic options, scheduled for consultation in November 2021. Timelines for the work of the task group are therefore to complete and report any findings and recommendations for this stage of the Plan's development back to Cabinet by the end of February 2021. The Terms of Reference will be established by the Task and Finish Group and presented to all 5 Scrutiny Committees for agreement.
  
10. Committee Members are invited to express an interest in participating in the Strategic Options stage of the Replacement LDP Task group.

### **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 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**

Members are recommended to:

- a. Note correspondence between the Committee and the Cabinet.
- b. Express an interest joining a task group of the Environmental Scrutiny Committee to consider the LDP.

**Davina Fiore**

Director Governance & Legal

7 October 2021

Mae'r dudalen hon yn wag yn fwriadol